



REPORT TO THE LIBRARY BOARD

MEETING DATE: SEPTEMBER 17 2008

Session:	Public Session
Subject:	Balanced Score Card Report, 2nd Quarter 2008
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Purpose of Report:	For Receipt and Information Only <input checked="" type="checkbox"/>

Recommendation

It is recommended that this report be received.

Background

The Balanced Score Card (BSC) Metrics provide a quarterly measure of specific indicators that measure the progression to the successful achievement of the Library's Strategic Plan.

The BSC has four components:

- Customer Perspective
- Internal Perspective
- Learning & Growth Perspective
- Financial Perspective

Consistent with the Board's adopted governance model, the Customer Perspective and the Financial Perspective will be presented to the Board on a quarterly basis, along with analysis and report on future actions.

2nd Quarter Report

Please note that in this 2nd Quarter, the Program sessions and attendance statistics are not reported. During the second quarter we have implemented a new internal monthly statistics reporting website and have decentralized the inputting of some indicators. Transfer of the data from the room booking software to the website was not as smooth as hoped and has affected the program sessions and attendance numbers. These will be adjusted for the 3rd quarter report in November. Similarly our new patron authentication/login system, which generates some computer use statistics, is being implemented this quarter and continues to need some fine tuning.

In order to assist with an understanding of trends, we have included per cent changes by quarter and year to date for each indicator.

