**CURRENT STATUS – AS OF THE END OF Q4 2016**

**PERFORMANCE IN RELATION TO TARGET:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Falling Behind Target** | **Approaching Target** | **Meeting Target** | **Exceeding Target** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Strengthening Neighbourhoods** | | | **Bring the Library into More People’s Lives** | | | **Focus On Services That Make a Difference** | |
|  | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** |  |
| **Headline Measure** | **2H** | **5Q** | **1A** | **2H** | **2H** | **12Q** | **8Q** | **8Q** |  |
| **Member perception of the quality of Library spaces**  **x%**  **{%}** | **Active members (past 12 months)**  **x**  **{x}** | **Members’ sense of pride in the Library**  **x%**  **{x%}** | **Member rating of online Library experiences**  **x%**  **{x%}** | **Member rating of in-person Library experiences**  **x%**  **{x%}** | **Library interactions with members**  **x Mil**  **{x Mil}** | **Attendance at literacy programs**  **x**  **{x}** | **Attendance at population-targeted programs**  **x**  **{x}** | **1** |
| **Performance Measures** | **1A** | **12Q** | **8Q** | **12Q** | **12Q** | **12Q** | **8Q** | **8Q** |  |
| **Facilities Quality Rating**  **x**  **{x}** | **Outreach activities**  **x**  **{x}** | **Community room bookings**  **x**  **{x}** | **Electronic resource checkouts**  **x**  **{x}** | **Physical resource checkouts**  **x Mil**  **{x Mil}** | **New members**  **x**  **{x}** | **Programs targeted at priority literacies**  **x**  **{x}** | **Programs aimed at target populations**  **x**  **{x}** | **2** |
| **1A** | **4Q** | **8Q** | **4Q** | **4Q** | **8Q** | **0H** | **8Q** |  |
| **Community library space (sq ft per capita)**  **x**  **{x}** | **Book Truck stops**  **x**  **{x}** | **Community-building programs**  **x**  **{x}** | **Registration in online courses**  **x**  **{x}** | **Performance of curated collections**  **x**  **{x}** | **Social media followers**  **x**  **{x}** | **Member rating of programming**  **[Q1 2017]** | **Visits to targeted organizations**  **x**  **{x}** | **3** |
| **1A** | **12Q** | **2A** | **1H** | **2H** | **1A** | **2A** | **1A** |  |
| **Facility service area alignment**  **x%**  **{x%}** | **In-person visit counts**  **x Mil**  **{x Mil}** | **Library volunteer hours**  **x**  **{x}** | **Member rating of staff-recommended content on website**  **x%**  **{x%}** | **Member perception of staff**  **x%**  **{x%}** | **Net Promoter Score (NPS)**  **x**  **{x}** | **Staff trained for early literacy programming and services**  **x**  **{x}** | **Staff trained for newcomer, student, and indigenous peoples programming and services**  **x**  **{x}** | **4** |

**CHANGE FROM BASELINE MEASUREMENT – AS OF THE END OF Q4 2016**

**PERFORMANCE IN RELATION TO THE BASELINE:**

|  |  |  |
| --- | --- | --- |
| **Below the Baseline** | **No Change** | **Above the Baseline** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Strengthening Neighbourhoods** | | | **Bring the Library into More People’s Lives** | | | **Focus On Services That Make a Difference** | |
|  | **A** | **B** | **C** | **D** | **E** | **F** | **G** | **H** |  |
| **Headline Measure** | **2H** | **5Q** | **1A** | **2H** | **2H** | **12Q** | **8Q** | **8Q** |  |
| **Member perception of the quality of Library spaces**  **+x%** | **Active members (past 12 months)**  **+x%** | **Members’ sense of pride in the Library**  **x%** | **Member rating of online Library experiences**  **+%** | **Member rating of in-person Library experiences**  **+x%** | **Library interactions with members**  **-x%** | **Attendance at literacy programs**  **+x%** | **Attendance at population-targeted programs**  **+x%** | **1** |
| **Performance Measures** | **1A** | **12Q** | **8Q** | **12Q** | **12Q** | **12Q** | **8Q** | **8Q** |  |
| **Facilities Quality Rating**  **x%** | **Outreach activities**  **+x%** | **Community room bookings**  **+x%** | **Electronic resource checkouts**  **+x%** | **Physical resource checkouts**  **-x%** | **New members**  **+x%** | **Programs targeted at priority literacies**  **+x%** | **Programs aimed at target populations**  **+x%** | **2** |
| **1A** | **4Q** | **8Q** | **4Q** | **4Q** | **8Q** | **0H** | **8Q** |  |
| **Community library space (sq ft per capita)**  **x%** | **Book Truck stops**  **+x%** | **Community-building programs**  **x%** | **Registration in online courses**  **+x%** | **Performance of curated collections**  **+x%** | **Social media followers**  **+x%** | **Member rating of programming**  **[Q1 2017]** | **Visits to targeted organizations**  **+x%** | **3** |
| **1A** | **12Q** | **2A** | **1H** | **2H** | **1A** | **2A** | **1A** |  |
| **Facility service area alignment**  **x%** | **In-person visit counts**  **+x%** | **Library volunteer hours**  **+x%** | **Member rating of staff-recommended content on website**  **x%** | **Member perception of staff**  **+x%** | **Net Promoter Score (NPS)**  **x%** | **Staff trained for early literacy programming and services**  **+x%** | **Staff trained for newcomer, student, and indigenous peoples programming and services**  **x%** | **4** |