**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** |