

Strategic Plan 2016-2019 Balanced Scorecard Indicators

Recommended Key Performance Indicators

Customer Perspective	Operational Perspective	Learning & Growth Perspective	Financial Perspective
<ul style="list-style-type: none"> ● Membership per capita ● Total use per capita <ul style="list-style-type: none"> ○ Visits per capita ○ Virtual visits per capita ● In-branch technology utilization rate: internet access workstation per 100,000 population; wireless connections per capita ● Program Utilization Rate Offered: Benchmarks by Branch ● Utilization rate (program capacity): learning programs (ESL + Literacy + User Ed) ● User satisfaction: overall ● User satisfaction: in-branch technology (computers, software, wifi) ● # of users who report that TPL technology, training and learning experiences helped them to advance educational, employment and personal goals ● % of Torontonians reporting they feel more connected to their community through TPL programs and services 	<ul style="list-style-type: none"> ● Logic Models and evaluation frameworks developed for strategic priorities ● Total Open Hours <ul style="list-style-type: none"> ○ # of branches – Sunday and year-round ● Circulation by capita 	<ul style="list-style-type: none"> ● # of staff training courses <ul style="list-style-type: none"> ○ # of staff training courses in technology ● Attendance rate of staff training courses ● Users satisfaction: knowledge and helpfulness of staff ● % staff who report they have the skills and training to meet service delivery outcomes ● % of staff who report high levels of engagement 	<ul style="list-style-type: none"> ● Cost per use ● Total funding (all sources) per capita <ul style="list-style-type: none"> ○ Total funding from TPL Foundation ● Value of training and learning opportunities ● Value of cultural programs and experiences ● Spending in staff development (Total, Average per staff)