

COMMUNICATION & COUNSEL

Subject: OPL Performance Reporting

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Prepared for: Ottawa Public Library Board

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Reference

1. Doc. 07-028, OPL Performance Reporting, March 5, 2007

Background

In March 2007, the OPL Board approved the framework by which staff would report on performance on a quarterly basis. This framework focused on reporting on circulation usage, electronic usage, and program usage. Staff were also directed to include submissions to the City's Corporate Performance Office and select measures from external survey results. This consisted primarily of OMBI measures, once released publicly.

In recent reviews of the quarterly report, trustees requested additional data sets be added to the quarterly reports. While some data sets may be easily tracked and reported on, others are not. In addition, the City of Ottawa is changing the way in which it will be tracking performance on a go-forward basis.

Given the current performance framework is five (5) years old, a new strategic plan is in place, and the City is modifying its reporting framework, the time has come to refresh OPL's current performance reporting mechanisms.

As such, staff are currently drafting a proposal for the board's consideration in time to revise the Q1/2013 report based on a balanced score-card and dashboard monitoring approach presented in May, 2013. Prior to the report in May, staff will present the new framework to the Board for its approval.