

**Orange County Library System  
Performance Scorecard for 2008/2009**

**Internal  
Operations  
Goals & Results  
2008/2009**

INTERNAL  
OPERATIONS

GOALS	Results
	Annual Score
<b>1. Best Practices</b> Core services are available online 24 hours a day, 7 days a week 98% of the time other than scheduled maintenance.	99.4% <b>14.2 points</b>
<b>2.</b> MAYL will be at least 7% of total checkouts.	7.8% <b>14.3 points</b>
<b>3. Effective Internal Operations</b> Materials will be available to the public within 3 days of return, at least 75% of the time.	96.2% <b>14.3 points.</b>
<b>4.</b> New materials will be processed within 1 week, 65% of the time.	53.2% <b>10.7 points.</b>
<b>5.</b> QuestLine calls will be answered within 32 seconds, 75% of the time.	33.9 seconds <b>10.7 points.</b>
<b>6. Reliable Information Systems</b> Information Systems will respond within 24 hours with a diagnosis and/or expectation of repair for trouble reporting calls.	99.9% <b>14.3 points.</b>
<b>7.</b> The general network scope will be up 98% of the time we are open to the public.	98.7% <b>14.3 points.</b>
	<b>92.8 points</b>

**Library Resources  
Goals & Results  
2008/2009**

LIBRARY  
RESOURCES

GOALS	Results
	Annual Score
<b>1. Collection</b> Circulation will be at least 7 per capita.	11 per capita <b>16.5 points</b>
<b>2.</b> Collection holdings (volumes in all formats) will be at least 1.7 per capita.	1.7 per capita <b>16.7 points</b>
<b>3.</b> Collection turnover rate will be at least 4 times per capita.	6 per capita <b>16.7 points.</b>
<b>4. Electronic Resources: Public Computer Use</b> Average system wait time for computers will not exceed 6 minutes.	3.5 minutes <b>16.7 points.</b>
<b>5.</b> Total number of public computers will be 1 per 2,000 population (includes Infospot, Internet and class computers).	1 per 1515 population <b>16.7 points.</b>
<b>6.</b> Number of database searches will be at least 1.25 per capita.	1.5 per capita <b>16.7points.</b>
	<b>100 points</b>

**Library Finances  
Goals & Results  
2008/2009**

LIBRARY  
FINANCES

GOALS	Results
	Annual Score
<b>1. Library Finances</b> Materials shall be at least 11-18% of the Operating Fund Expenditures.	13% <b>30 points</b>
<b>2.</b> Miscellaneous income including funds from interest, FOL, fundraising and grants shall be at least 1-2% of Operating Fund Revenues.	2.3% <b>10 points</b>
<b>3.</b> Operating Fund Reserves should be at least 10-15% of the Operating Fund Expenditures.	28% <b>25 points.</b>
<b>4.</b> Salaries and Benefits shall not exceed the state average for libraries of 60% of Operating Fund Expenditures.	55.8% <b>25 points.</b>
<b>5.</b> Total Operating Fund Revenues shall be at least \$40 per capita.	\$38 <b>7.5 points.</b>
	<b>97.5 points</b>

**Customer  
Satisfaction  
Goals & Results  
2008/2009**

CUSTOMER  
SATISFACTION

GOALS	Results
	Annual Score
<b>1. Availability</b> Access to Library facilities will meet or exceed 63 hours per week.	71 hours <b>10 points</b>
<b>2.</b> Core services are available online 24 hours a day, 7 days a week 98% of the time other than scheduled maintenance down times.	99.5% <b>10 points</b>
<b>3.</b> Sunday hours will be available at a minimum of 5 locations.	5 locations <b>10 points.</b>
<b>4. Customer Service Feedback</b> Average staff shopper point score will meet or exceed 88 points.	84 points <b>7.5 points.</b>
<b>5.</b> Customer satisfaction surveys will result in an average score of at least 8 out of 10.	8.8 <b>10 points.</b>
<b>6. Overall Usage</b> The number of active cardholders will meet or exceed 33% of the population.	40.5% <b>10 points.</b>
<b>7.</b> Number of website visits will be at least 1,200,000 annually.	4,471,170 <b>10 points.</b>
<b>8.</b> Total staff-mediated customer interactions will meet or exceed 1.5 per capita.	1.9 per capita <b>10 points.</b>
<b>9.</b> Total library visits will meet or exceed 4 visits per capita.	5.3 per capita <b>10 points.</b>
<b>10. Programs &amp; Classes</b> At least 14% of the population will attend programs and classes each year.	21.6% <b>10 points.</b>
	<b>97.5 points</b>

**Library Staff  
Goals & Results  
2008/2009**

LIBRARY  
STAFF

GOALS	Results
	Annual Score
<b>1. Internal Communication</b> Director will meet with Main and Branch locations at least 2 times per year.	3 <b>16.5 points</b>
<b>2. Staff Competency</b> Average staff shopper point score will meet or exceed 88 points.	84 points <b>12.5 points</b>
<b>3. Staff Motivation &amp; Morale</b> Employee Survey - Using "OCLS is a great place to work" as the benchmark for overall satisfaction, agree and strongly agree will meet or exceed 75%.	89% <b>16.7 points.</b>
<b>4.</b> Monthly turnover rate will not exceed 3%.	1.6% <b>16.7 points.</b>
<b>5.</b> Participation in the Employee Survey will be at or above 80%.	90.4% <b>16.7 points.</b>
<b>6. Staffing</b> FTE per 1000 population will be at or above 0.3.	0.34 <b>16.7 points.</b>
	<b>95.8 points</b>