

**Orange County Library System
Performance Scorecard for 2009/2010**

**Gold Standards
Goals & Results
2009/2010**

GOLD
STANDARDS

TARGETS

Results

TARGETS	Annual Score
1. The Counting Opinions survey question "Would you recommend the services of this library?" will result in a score of at least 8.5 out of 10.	9.13 20 points.
2. The Counting Opinions survey question "Overall, how satisfied are you with the services of this library?" will result in a score of at least 8.5 out of 10.	8.91 20 points.
3. The overall program and class attendance will be at least 160,000 annually.	237,267 20 points.
4. At least 70,000 new OCLS library cards will be issued annually.	64,027 15 points.
5. At least 10,000,000 items will be checked out annually.	12,557,491 20 points.
	95 points

**Finances
Goals & Results
2009/2010**

FINANCE

TARGETS

Results

TARGETS	Annual Score
1. OCLS will spend at least 12% of the Operating Budget on materials.	13.72% 25 points.
2. 2% of the Operating Budget income will come from sources other than taxes.	2.03% 25 points.
3. The cost of salaries and benefits will not exceed 61% of the Operating Budget.	58.04% 25 points.
4. The Operating Budget will be at least \$40 per Orange County resident.	\$35.00 18.75 points.
	93.75 points

**Communication
Goals & Results
2009/2010**

COMMUNICATION

TARGETS

Results

TARGETS	Annual Score
1. The Staff Survey question, "I am comfortable offering ideas and suggestions in my branch/department" will result in a score of at least 85% for the answers "strongly agree"	85% 50 points
2. The Counting Opinions survey question "When dealing with our library staff, overall, you are satisfied with your experiences" will result in a score of at least 8.5 out of 10.	8.9 50 points
	100 points

**Empower Staff
Goals & Results
2009/2010**

EMPOWER
STAFF

TARGETS

Results

TARGETS	Annual Score
1. The Staff Survey question "My job provides opportunities for learning new technology" will result in a score of at least 85% for the answers "strongly agree" and "agree".	87% 100 points
	100 points

**Innovation
Goals & Results
2009/2010**

INNOVATION

TARGETS

Results

TARGETS	Annual Score
1. Orange Seed Awards will be presented annually, in recognition, to the submitter of successfully implemented ideas and those departments/locations involved in the implementation.	3 100 points.
	100 points