

Summary of Handouts – Balanced Scorecard

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BSC Overview:

We needed a quick and simple summary that draws together our mission/vision/values, our strategies for reaching them, and the perspectives of the Balanced Scorecard. It is now known in highly technical terms as “the purple page”.

BSC Measures Targets Summary – Bubble Diagrams (pg 1,2):

These are the key measures and targets that we will monitor to help us determine if any initiative is moving us towards our Vision. Individual initiatives may have added measures.

BSC Measures Targets Summary – Text:

Same as above but for those who like it written out in a more traditional fashion.

BSC 2007-2008 System (ignore the 2005-2006 date on it!):

This is a draft of the overall System Scorecard for 2007/08. The Leadership Team put this together and later decided that we needed to flip our process and start with the direct service Departments. This budget cycle, direct service departments will do their Scorecards, these are shared with support service Departments (as they must develop their own plus include initiatives that impact them), and finally all the scorecards will be pulled together into the System Scorecard.

BSC 2007-2008 Initiative Summary:

Again, for those who like it in narrative form, with a little more explanation of what is going to be accomplished.

BSC 2007-2008 Youth Services:

In process draft of the Youth Services Department plan.

BSC 2007-2008 Branch Services:

In process draft of the Branch Services Department plan.

BSC 2005-2006 Status Report:

Summary report presented to Board of Trustees. It reflects a lot of learning – including measurements that didn’t work, over confidence in how much we could accomplish, etc.

BSC Internal Communication Strategy:

So how *DO* you really cascade this approach through the entire staff?

BSC Training Presentation:

The cascading process takes time, but we knew it was happening when two Managing Librarians worked with the Branch Services Coordinator and developed this training program to explain, involve and begin the process with staff. The powerpoint slides are combined with the general text of their presentation. It includes time for staff to begin identifying barriers to service and prioritizing them so they can begin creating initiatives to address them.

Goals & Benchmarks:

The two-page briefing used to explain what PCLS would accomplish if its levy was re-authorized and how it would be accountable to the taxpayers for accomplishing its promises.

Editorial:

Last Sunday we began our expanded open hours and were thrilled to find this editorial in the local newspaper on Tuesday: *County library delivers on election promises.* The impact and benefit of using the Balanced Scorecard is reflected throughout the article, and the last paragraph says it all!