

2007 Balanced Scorecard Measures & Targets

Perspectives	Strategic Objectives	Measures	Targets
Manage Financial Resources	Diversify funding	Amount of donations and grant giving	2006-2007 Increase by 7% 2007-2008 Increase by 16%
	Contain costs / develop cost effective operations	Cost per circulation	To be determined
	Invest in infrastructure	Building square foot per capita	To be determined
		Operating cost per square foot	To be determined
Develop Employees	Create learning culture supporting knowledgeable employees with up-to-date skills	Number of "active learning" opportunities	To be determined
		% of budget for training	2007 – Establish baseline
	Attract and retain a talented and diverse workforce	Number of qualified applicants per opening	2007 – Establish target
	Create an inclusive internal culture	Rating on working climate – internal survey	2007 – Establish baseline