Scorecard - Library Department (Lib 12-13)

Information

Name:	Library Department (Lib 12-13)
Description:	n/a
Domain:	Library
Owners:	Santiago, Raymond (LIB)

Details

	As Of	Actual	Target	FYTD Actual	FYTD Target
1.0 Customer					
1.1 Deliver the 5-Star Customer Experience					
Library Customer Service Experience Survey Rating	'13 FH1	84	100	84	100
1.2 Priority Initiatives					
% of Indexed Priority Initiatives from Library Business Plan that have meet their objective	'13 FQ2	100.0%	100.0%	n/a	100.0%
2.0 Effective, Efficient & Sustainable Operations					
2.1 Priority Initiatives					
% of indexed Prioriy initiatives from Library Business Plan that have meet their objective	'13 FQ2	100%	100%	100%	100%
2.2 Library Exemplary Performance Measured against Florida Library Standards					
% of Indexed Measures that meet (FLA) Standards	2013 FY	0%	100%	n/a	n/a
2.3 Election Support					
# of Additional Operating Hours in Support of Elections FY2012-13	'13 FQ3	378	n/a	1,345	n/a
# of Staff Hours in Support of Elections FY2012-13	'13 FQ3	4,254	n/a	n/a	n/a
3.0 Employees					
3.1 Enhance Employee Performance					
# of employees participanting in the Bedazzling Databases Training	May '13	0	0	0	n/a
% of employee attendance at Customer Service Training	'13 FQ3	100	n/a	n/a	n/a
% of employee attendance at Polaris Update Training	'13 FQ3	0	n/a	0	n/a
4.0 Financial					
4.1 Execute Budget to Maximize Strategy					
% of Budget on Target	'13 FQ4	5%	25%	5%	25%