

OPL Key Performance Indicators								
Group	Customer			Employee				
Strategic Direction	Redesign the Library Experience		Promote OPL's Value	Build Organizational Capacity				
Balanced Scorecard	Operational Effectiveness	Customer Satisfaction		Financial Stewardship	Operational Effectiveness	Employee Satisfaction		Financial Stewardship
KPI	Cardholder Growth Rate	Total 12 Month Active Cardholders	New Cardholder Referral Ratio	Economic Benefit Per Cardholder	Average Applicants per Job Posting	Employee Turnover Rate	New Employee Referral Ratio	Active Cardholder to Full Time Equivalent Ratio