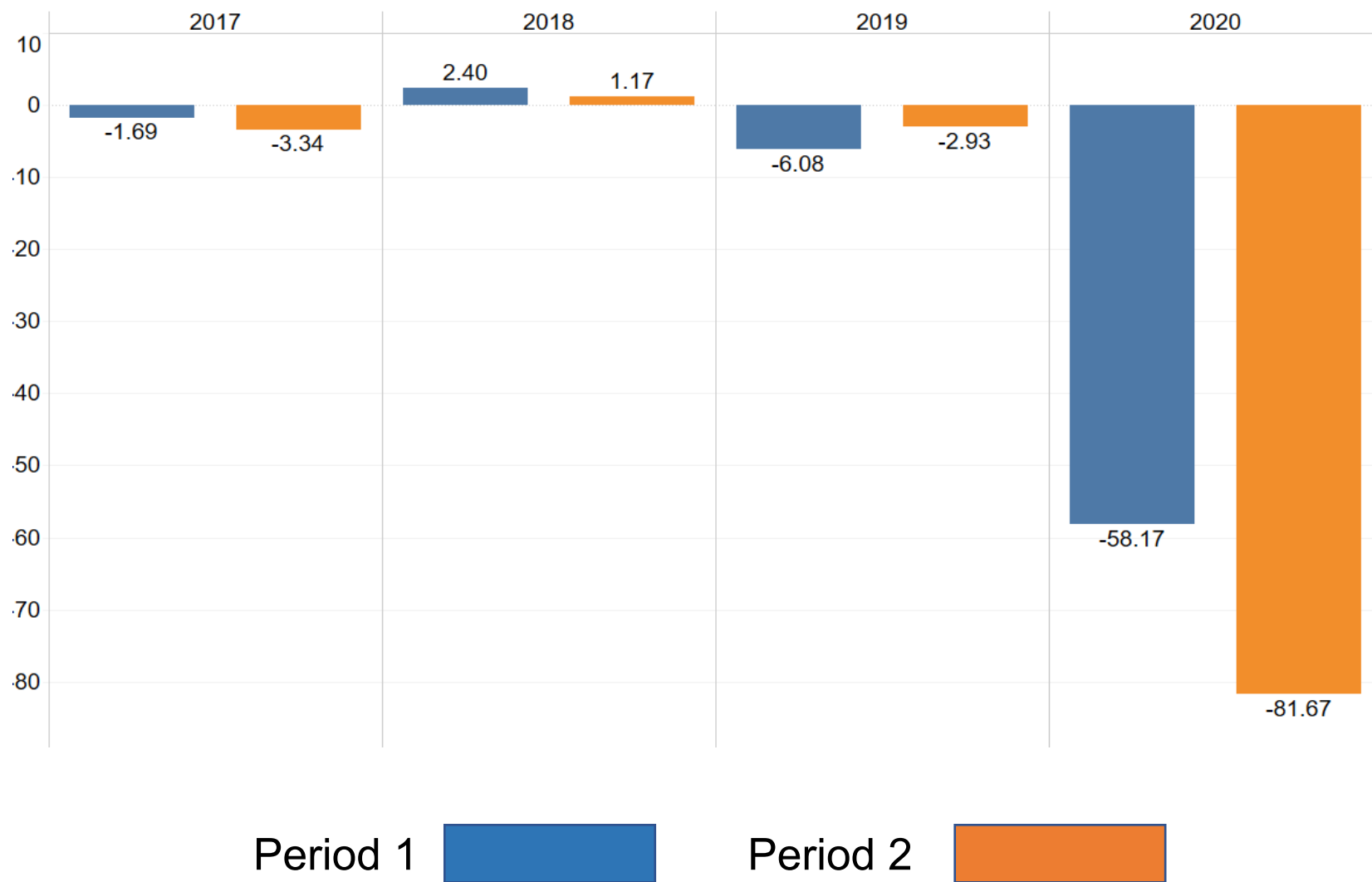


Ottawa Public Library

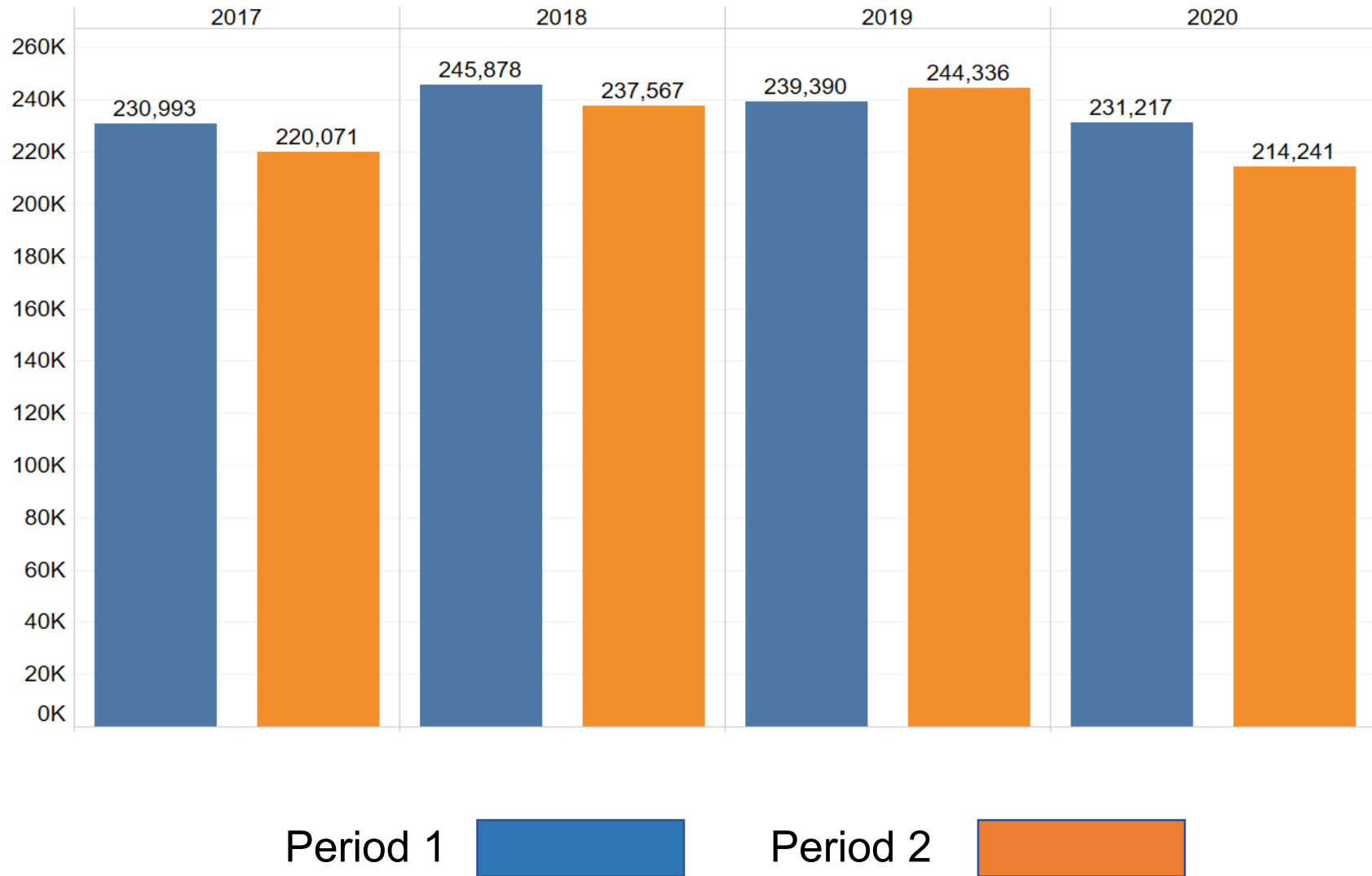
Semi-Annual Performance
Measurement

Summary Charts

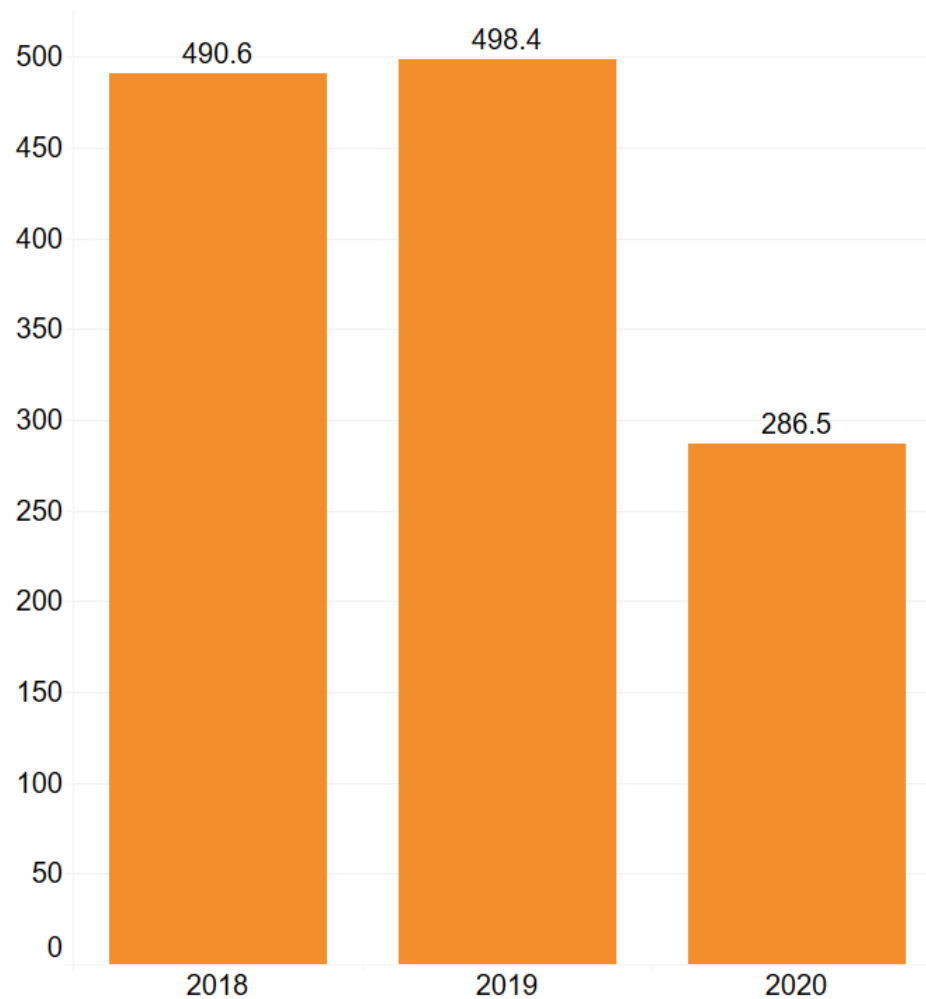
Cardholder Growth Rate (C1)



Twelve-Month Active Cardholders (C2)

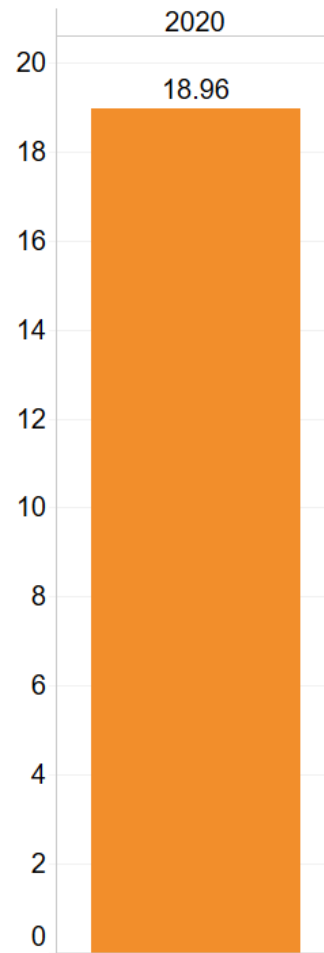


Economic Benefit per Cardholder (C3)



Annual Measurement

New Cardholder Referral Ratio (C4)



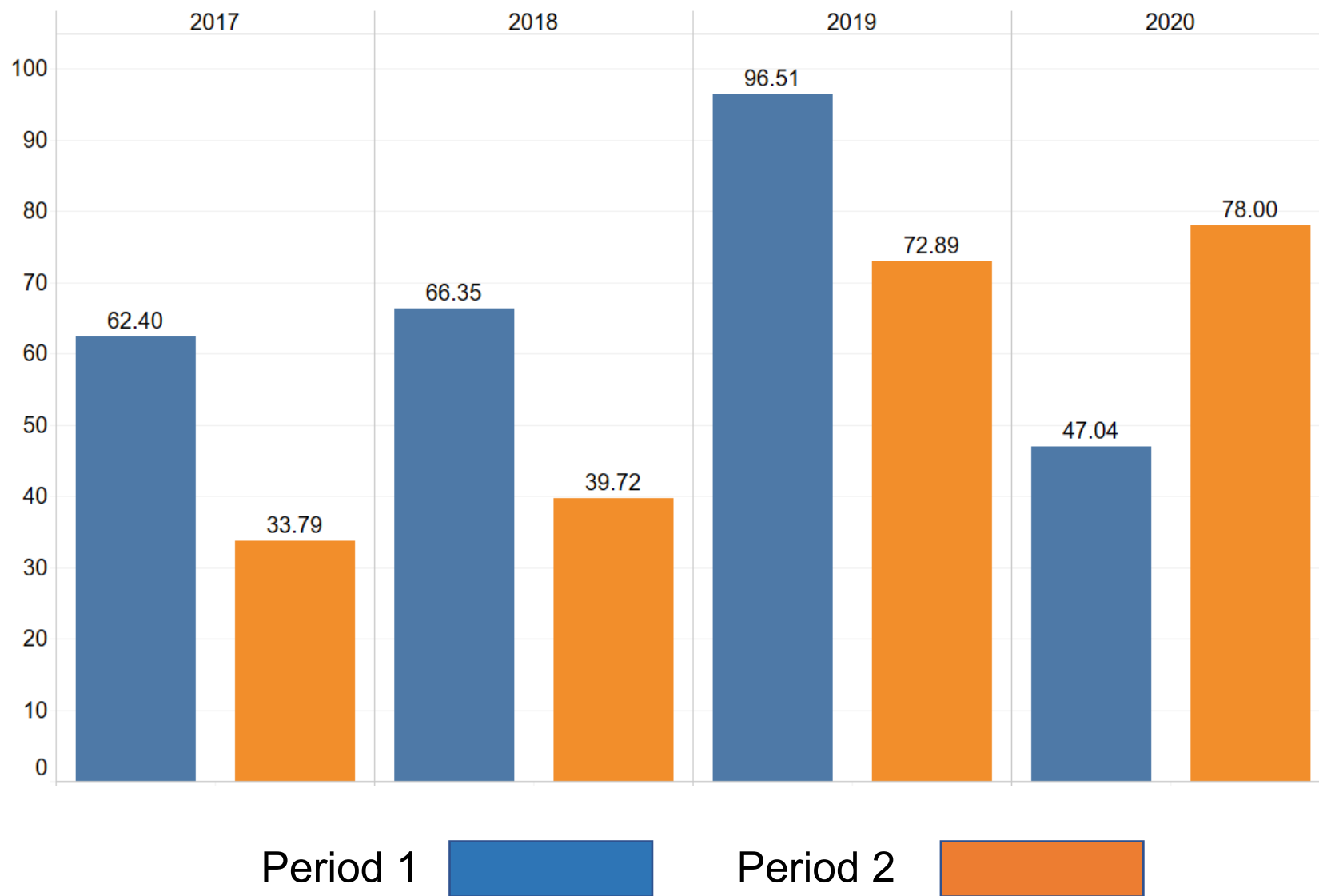
Period 1



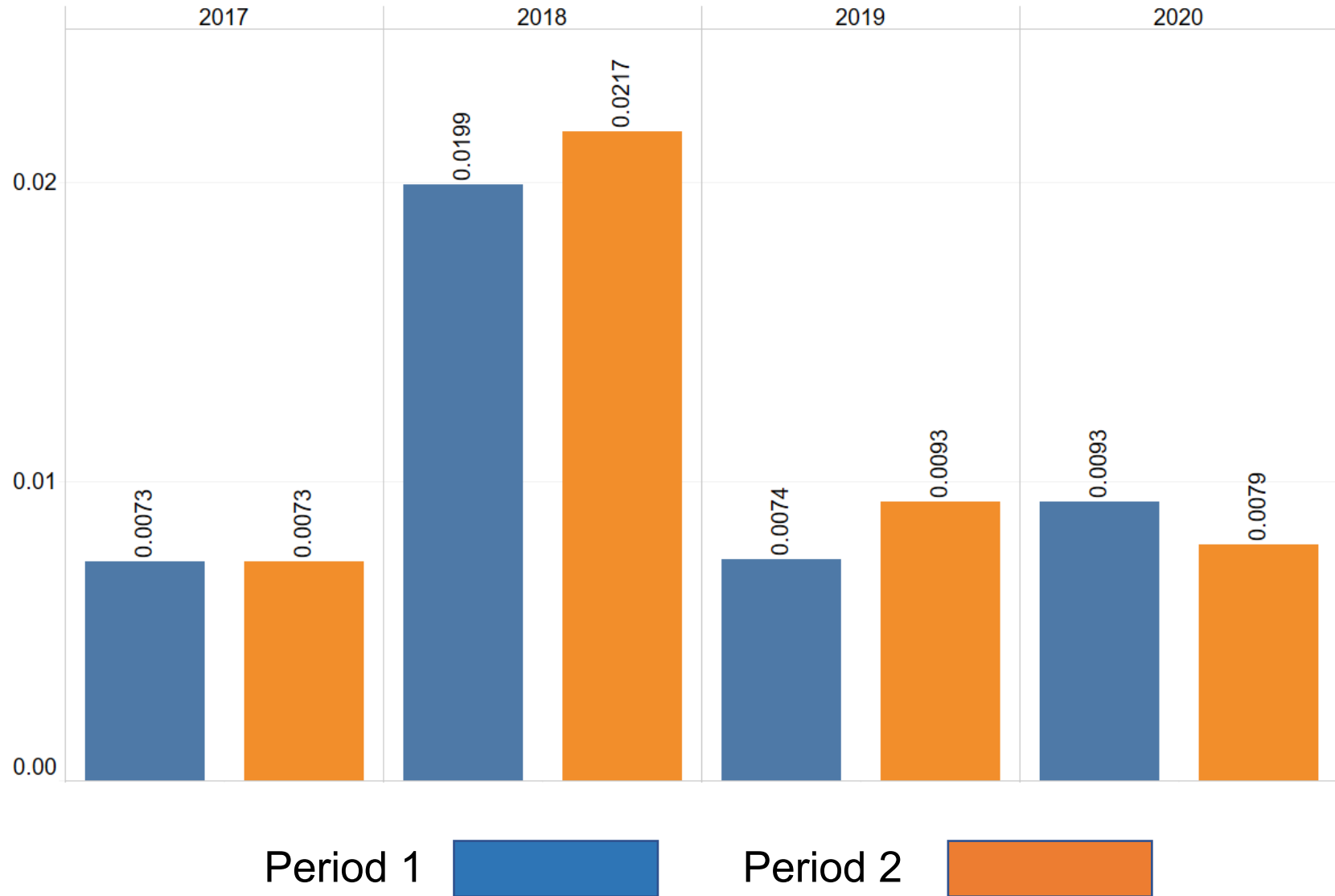
Period 2



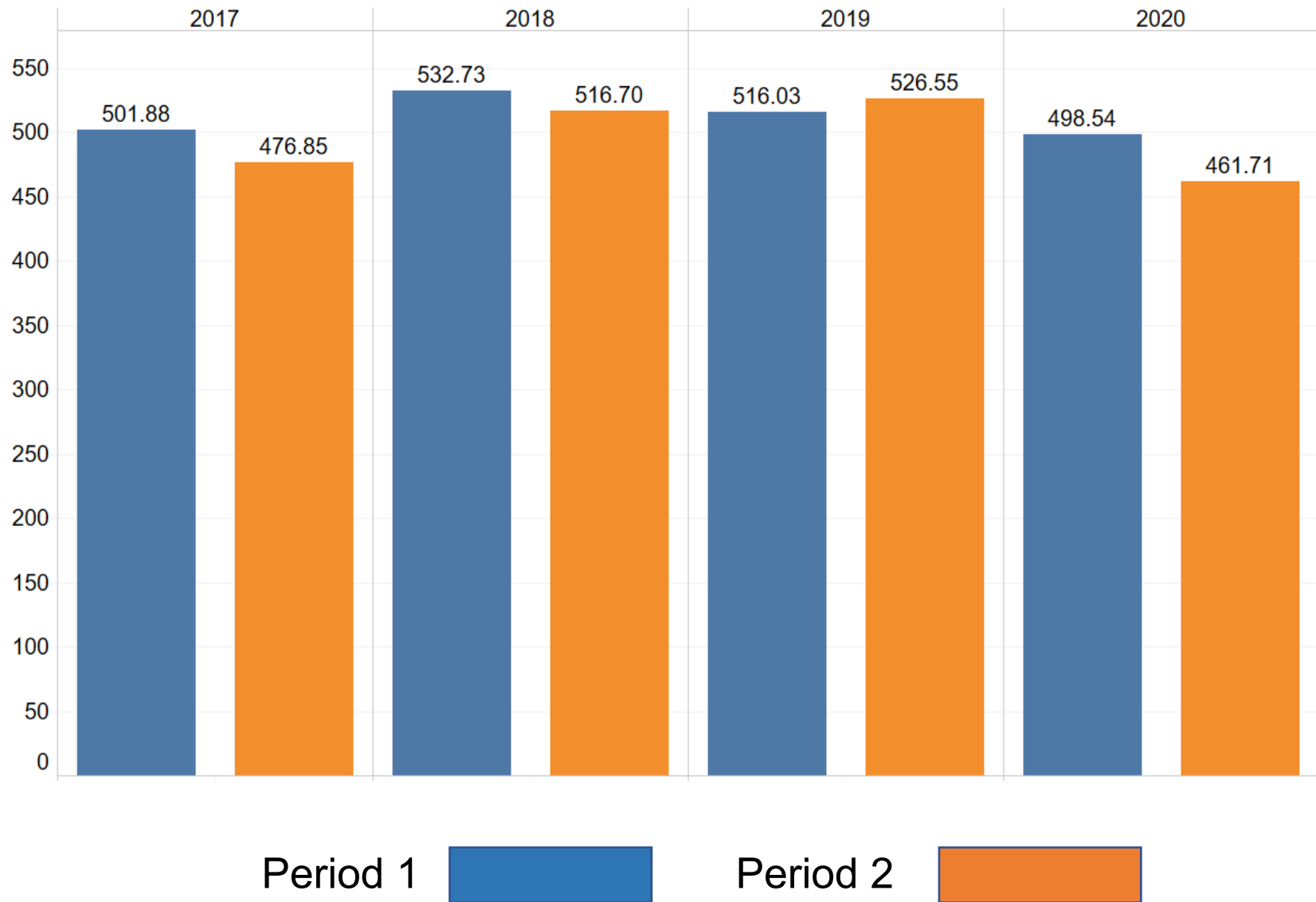
Average Applicants per Job Posting (E1)



Employee Turnover Rate (E2)



Active Cardholder per FTE Ratio (E3)



New Employee Referral Ratio (E4)

