

Appendix A – KPI Logic Model

	Services that are customer centric	Spaces for community, collections, and creation	Success through learning, literacy, and innovation
Customer and Employee Satisfaction	1 - Customer Satisfaction Score (New in 2017) 2 – Total Circulation (Retained)	4 - % Available Meeting Room Hours Booked (New in 2017) 5 - Electronic visits (Retained)	7 - Total Cardholders Active - Last 12 Months (New KPI) 8 - Communications (New in 2017)
Employee Engagement	<i>Removed for KPI process. Customer Satisfaction outcomes would be representative of good Employee Engagement.</i>		
Operational Effectiveness	3 - Hold Time to Availability (New in 2017)	6 - Total Program Attendance - Per Square Foot (New KPI)	9 - % Physical Materials Checked Out (New KPI)
Financial Stewardship	10 - Cost per library use (Retained)		