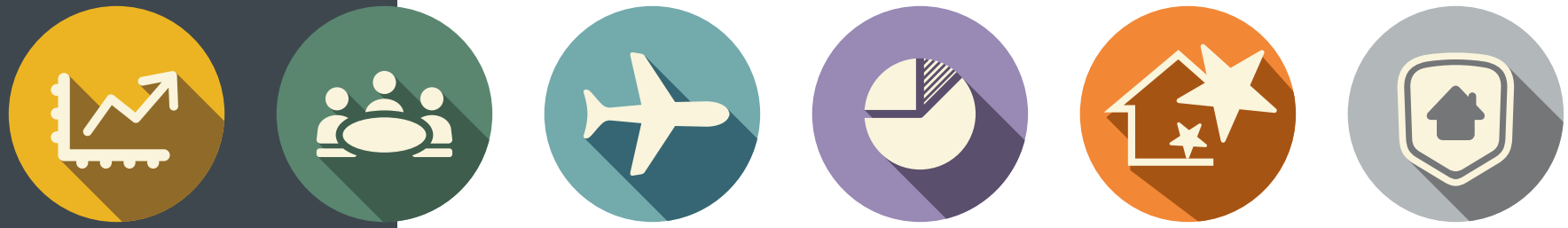

Performance Management Progress Report

McKINNEY™ TEXAS
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Physical Materials Turnover

Scorecard as of: Dec 2016 - latest month

Score 103.95 ➡

- More than 125
- Between 125 and 115
- Between 115 and 85
- Between 85 and 75
- Less than 75

		Oct 2016	Nov 2016	Dec 2016
Score		94.54	103.23	103.95
Status		↗	↗	➡
Measures	0.52	Actual		
	0.50	Target		
	3.35	Gap Performance		
	[-5:5]	**Stable Gap Performance Range**		

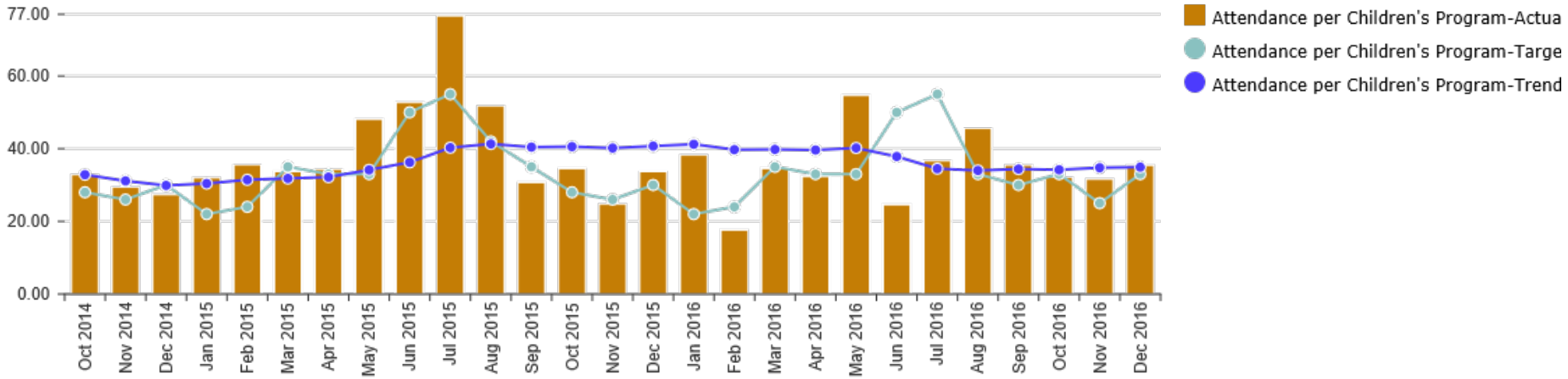
Type No Type

Associated Links McKinney Library

Responsible Spencer Smith

Description This number represents the average number of times each item in the McKinney Public Library System is checked out or renewed in the selected time frame.

Scorecard Elements Create affordable and accessible cultural arts activities and quality-of-life resources for all ages throughout the city - OE



Checkouts Per Registered Borrower

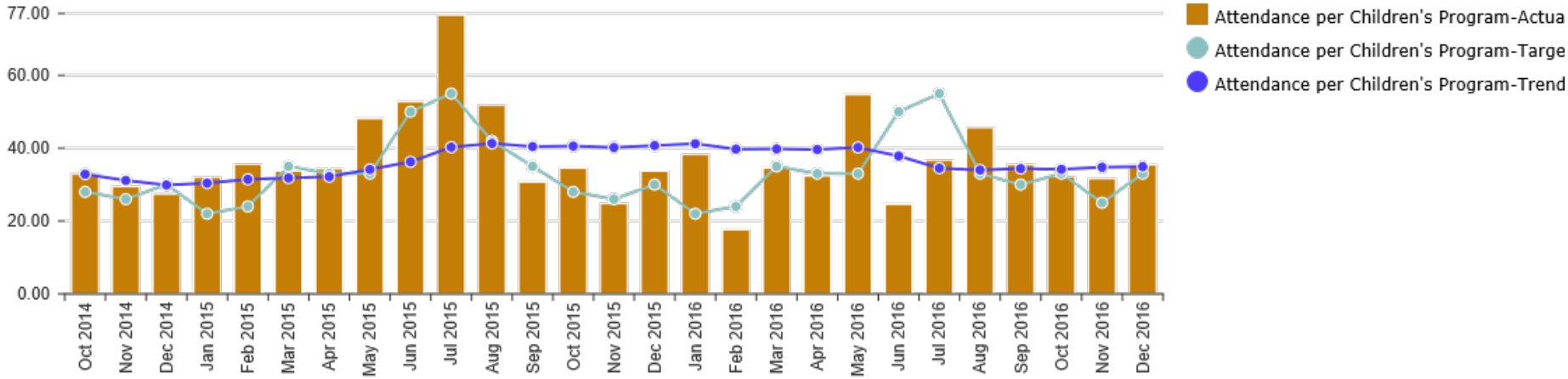
Scorecard as of: Dec 2016 - latest month

Score 102.13 ↘

- More than 180
- Between 180 and 140
- Between 140 and 60
- Between 60 and 20
- Less than 20

		Oct 2016	Nov 2016	Dec 2016
Score		175.23	147.33	102.13
Status		↗	→	↘
Measures	1.12	Actual		
	1.10	Target		
	-27.85	Gap Performance		
	[-5:5]	**Stable Gap Performance Range**		

Type	No Type
Associated Links	McKinney Library
Responsible	Spencer Smith
Description	This number represents the average number of items each registered library member checks out or renews during the selected time frame.
Scorecard Elements	Continuously provide a high level of customer service to our citizens



Attendance per Children's Program

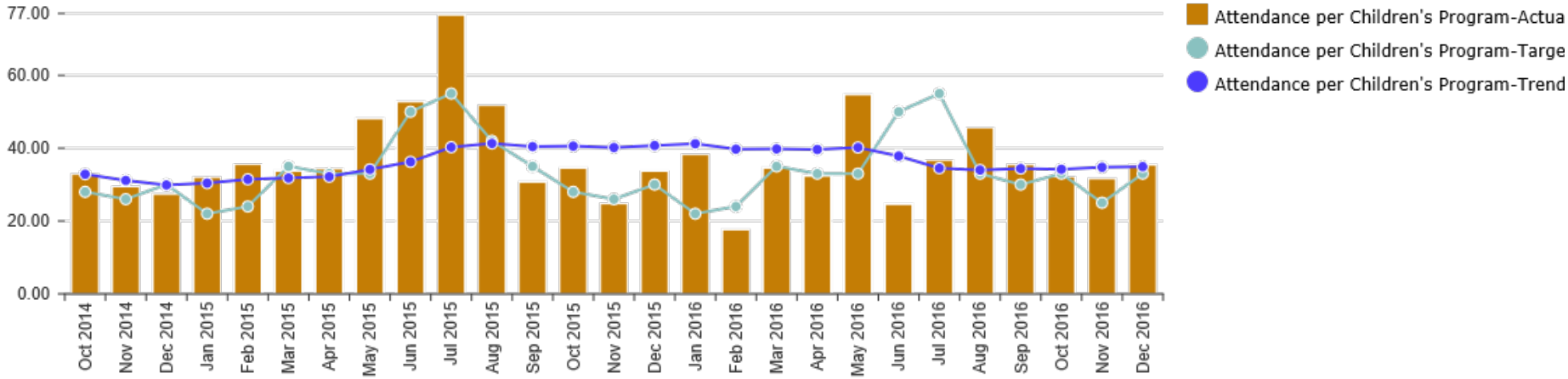
Scorecard as of: Dec 2016 - latest month

Score 107.32 →

- More than 136
- Between 136 and 118
- Between 118 and 82
- Between 82 and 64
- Less than 64

		Oct 2016	Nov 2016	Dec 2016
Score		97.36	126.47	107.32
Status		↘	↗	→
Measures	35.42	Actual		
	33.00	Target		
	-2.77	Gap Performance		
	[-5:5]	**Stable Gap Performance Range**		

Type	No Type
Associated Links	McKinney Library
Responsible	Spencer Smith
Description	This calculates the average number of people attending each library program developed for our child audience.
Scorecard Elements	Create affordable and accessible cultural arts activities and quality-of-life resources for all ages throughout the city



Context: Library | **Scorecard as of:** Dec 2016-latest month | **Printed date**: 11 Jan 2017

Name	Trend	Status	Actual	Target	Score
Library					70.0
Goals					75.0
Operational Excellence					75.0
Create affordable and accessible cultural arts activities and quality-of-life resources for all ages throughout the city - OE					85.0
Percentage of Public PC Hours Capacity Used	→		31.08	38.00	81.78
Physical Materials Turnover	→		0.52	0.50	103.95
Continuously provide a high level of customer service to our citizens					73.0
Checkouts Per Registered Borrower	↘		1.12	1.10	102.13
Library Visits Per Registered Borrower	→		0.26	0.25	104.98
Reference Questions Per Registered Borrower	↘		0.04	0.06	68.70
Enhance the Quality of Life in McKinney					80.0
Create affordable and accessible cultural arts activities and quality-of-life resources for all ages throughout the city					87.0
Attendance per Adult Program	↗		21.00	10.00	210.00
Attendance per Children's Program	→		35.42	33.00	107.32
Attendance per Teen Program	↘		9.08	9.00	100.93

Well Below | Below | On Target | Above | Well Above | Trend Up | Trend Stable | Trend Down