

University of Virginia Library Balanced Scorecard Summary for FY2007

	Target 1 Met	Target 2 Met	Targets Not Met	Metric Suspended or Data Not Provided	Composite Score ¹
User Perspective	U.1.a Overall survey rating: faculty U.2.a User instruction ratings U.3.a Circulation of new print monographs u.4.a Turnaround time for user requests: LEO u.4.a Turnaround time for user requests: ISS U.4.b Turnaround time for user requests: ILL Borrowing U.4.b Turnaround time for user requests: new books	U.1.a Overall survey rating: student U.1.b. Customer service rating U.2.b User instruction satisfaction rating U.4.a Turnaround time for user requests: Searches	U.3.b Use of Special Collections materials U.4.c Reduce number of recalls		
Subtotal	7	4	2	0	0.38
Internal Process	I.1.a Processing time for routine acquisitions I.4.a.2 Equipment: PCS problems I.4.b Renovations I.4.c Reliability of servers		I.1.b Shelving speed & quality I.2.a Internal communication rating I.3.c Culture of assessment I.4.a.1 Equipment: Computing Problems	1.2.b Website usability testing I.3.a Process Improvement 1.3.b Internal service rating	
Subtotal	4	0	4	3	0.00
Finance	F.1.a Library expenditures as proportion of University expenditures F.1.b Minimally restricted and unrestricted development receipts F.2.a Unit cost of e-serial use F.3.a ARL index ranking	F.2.b Unit cost of ILL transactions			
Subtotal	4	1	0	0	0.80
Learning/Growth	L.2.c Compare staff salaries: faculty L.2.c Compare staff salaries: staff L.2.e Attitudes toward diversity L.3.b Funding generated by R&D L.3.c Development of Digital Repository	L.1.a Impact of training L.2.a Job satisfaction L.2.b Staff retention	L.2.d Diversity of staff L.3.a Expenditures for electronic materials	L.1.b Value of library training	
Subtotal	5	3	2	1	0.30
Grand Total	20	8	8	4	0.33

URL: <http://www.lib.virginia.edu/bsc/>

¹For year to year comparison: #Target1-#Failures, divided by total#.