

## Appendix B

### KEY PERFORMANCE INDICATOR MEASURES FOR NEW LIBRARY SERVICE

| Key Performance Indicator (KPI) |  | Reporting Frequency |
|---------------------------------|--|---------------------|
| KPI I.11                        | NEW PROPOSED - Increase the number of book issues  | Monthly             |
| KPI I.12                        | NEW PROPOSED - Increase new membership   | Monthly             |
| KPI I.13                        | NEW PROPOSED - Increase summer reading challenge sign up   | Annual              |
| KPI I.14                        | NEW PROPOSED - Increase % of Summer reading challenge completions                                      | Annual              |
| KPI I.15                        | NEW PROPOSED - Increase % of visitors who access health related activity during their visit            | Monthly             |
| KPI I.16                        | NEW PROPOSED - Increase % of visitors who access digital Inclusion related activity during their visit | Monthly             |
| KPI I.17                        | NEW PROPOSED - Overall visits to library buildings   | Monthly             |
| KPI I.18                        | NEW PROPOSED - Volume of outreach activities (combination of Events, hours, engagement)                | Monthly             |
| KPI I.19                        | NEW PROPOSED - Increase E-book issues  | Monthly             |
| KPI I.20                        | NEW PROPOSED - Increase Digital Magazine issues  | Monthly             |