

Symbols used to identify each measure contributing to community outcomes

EB Education, Training and Business Opportunities **SC** Services that support Communities **CH** Culture and Heritage

Council initiatives Make libraries more accessible and able to meet the community's needs		Measure Percentage satisfaction of users (Communitrak Survey).		EB SC CH
Result 2010/11: 95%	Target 2011/12: 85%	Result 2011/12: 96%	Achieved - Comments: Increase in satisfaction as users have more faith in the level of customer service provided and become more accepting of borrower fees.	

Council initiatives Make libraries more accessible and able to meet the community's needs		Measure Percentage population who are borrowers.		EB SC CH
Result 2010/11: 18%	Target 2011/12: 33%	Result 2011/12: 16%	Not Achieved - Comments: Due to a clean up of active borrowers in the library management system, borrower numbers have reduced.	

Council initiatives Make libraries more accessible and able to meet the community's needs		Measure Issue rate per library borrower per annum.		EB SC CH
Result 2010/11: 47	Target 2011/12: 7	Result 2011/12: 53	Achieved - Comments: Previous year's results reflected the issue rate per capita per annum. It now accurately reflects issue rate per library borrower per annum.	

Council initiatives Make libraries more accessible and able to meet the community's needs		Measure Year on year percentage increase in door counts per annum over previous year's figure.		EB SC CH
Result 2010/11: 2.2%	Target 2011/12: 2%	Result 2011/12: 13 %	Achieved - Comments: Increase largely due to opening the library at Te Ahu in Kaitia during February 2012 and the old post office centennial celebrations at Kaeo library March 2012.	

