

REPORT

Oakville Public Library Board

Meeting Date: November 21, 2024

FROM: Oakville Public Library

DATE: November 12, 2024

SUBJECT: Performance and Measures Report Q3 2024 YTD – November 21, 2024

RECOMMENDATION:

That the Performance and Measures Report Q3 2024 YTD be received for information.

KEY FACTS:

The following are key points for consideration with respect to this report:

- This report highlights Oakville Public Library's Q3 2024 Year-to-Date (YTD) Performance and Measures.

BACKGROUND:

The quarterly Performance and Measures Report template was enhanced with new metrics for 2024 to better demonstrate high-level trend analysis across Oakville Public Library (OPL) services.

Throughout the report, a 3-year trend analysis is included where relevant, using 2019, 2023, and 2024 as comparators, as OPL had not yet resumed full library services in 2021 and 2022.

COMMENT/OPTIONS:

N/A

APPENDICES:

Appendix A – Performance and Measures Report Q3 2024 YTD

Prepared by:
Caitlyn Hicks, Director, Customer Experience

Submitted by:
Tara Wong, CEO