Balanced Scorecard at UVa Library

The Balanced Scorecard is a management technique designed to provide a view of an organization from four perspectives: user, internal processes, financial, and future/learning potential. This document explains how the University of Virginia Library is defining each of these four areas by providing the details of the metrics we are using in determining our success in each perspective.

Each of the metrics contains two targets. Target1 indicates complete success in achieving the metric; Target2 indicates partial success. Management Information Services will compile and report the results of all metrics on a regular basis.


**User Perspective**

How well is the library meeting the needs of our users?

**Internal Process Perspective**

How do the library's internal processes function to efficiently deliver library collections and services?

**Finance Perspective**

How well are the library's finances managed to achieve our mission?

**Learning/Growth Perspective**

How well is the library positioned to ensure that goals are met in the future?
Overarching Goal

We acquire, organize, preserve, and deliver information to support the teaching, research, and service missions of the University of Virginia.

- **Overview** - concept and components
- **Metrics** - details of what we are measuring and how
- **Links** - bibliography and other sites using the Balanced Scorecard

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