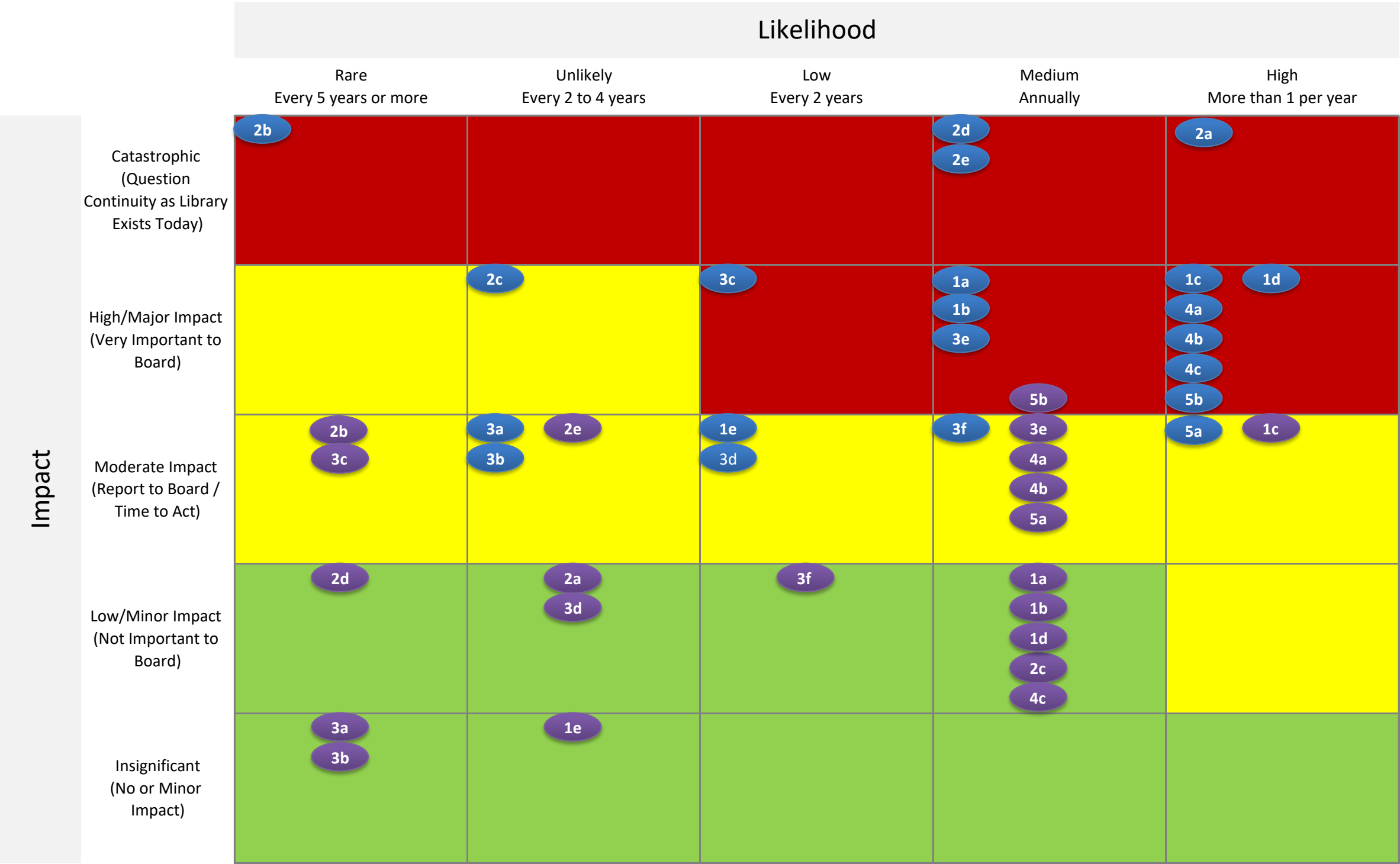




Report to the Audit and Finance Committee
Calgary Public Library Board
March 22, 2018
Annual Risk Review - Heat Map



Conditions	
	Before Mitigation
	After Mitigation
	item - measure
1	Relevance <ul style="list-style-type: none">a Members/capita - quarterly countb Customer Satisfaction - annual surveyc Community Partner Involvement in Programs - quarterly countd Service Innovation - quarterly counte Availability of Volunteers - quarterly count
2	Finance <ul style="list-style-type: none">a Fraud - instances/quarterb Funding - annual budgeted revenuec Allocation of Resources - annual reviewd Planned Operating Expenditures - quarterly reviewe Planned Capital Expenditures - quarterly review
3	Operations <ul style="list-style-type: none">a Building Visits - quarterly countb Website and catalogue sessions - quarterly countc Facility Availability - quarterly reviewd Relationships with Partners in Joint Facilities - quarterly reviewe Collection meeting community needs - annual turnover ratef Staff Engagement - annual survey
	New Central Library
4	<ul style="list-style-type: none">a Construction and Commission - quarterly reviewb Operational Readiness - % of tasks overduec Status of service/program development per Priority 1 Plan - %
	Safety / Security
5	<ul style="list-style-type: none">a Incidents at Community Libraries - quarterly ratio of incidents per 10,000 visitsb Incidents at Central Libraries - quarterly ratio of incidents per 10,000 visits