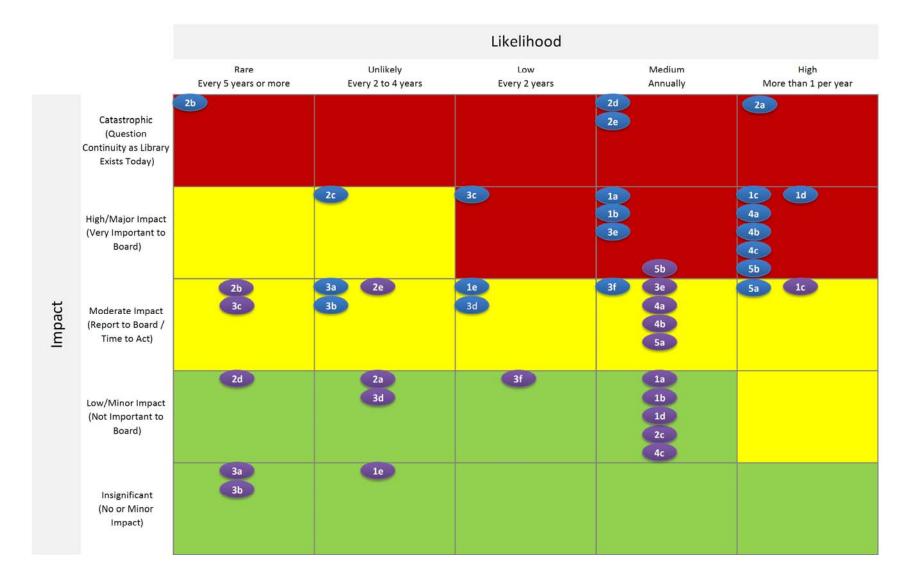
Audit & Finance Committee March 22, 2018

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



AC2019-0526 Attachment 6A 2019 Annual Risk Review

Attachment 1

Conditions



item - measure

1 Relevance

- a Members/capita quarterly count
- b Customer Satisfaction annual survey
- C Community Partner Involvement in Programs quarterly count
- d Service Innovation quarterly count
- e Availability of Volunteers quarterly count

2 Finance

- a Fraud instances/quarter
- b Funding annual budgeted revenue
- C Allocation of Resources annual review
- d Planned Operating Expenditures quarterly review
- e Planned Capital Expenditures quarterly review

3 Operations

- a Building Visits quarterly count
- b Website and catalogue sessions quarterly count
- c Facility Availability quarterly review
- d Relationships with Partners in Joint Facilities quarterly review
- e Collection meeting community needs annual turnover rate
- f Staff Engagement annual survey

New Central Library

- 4 a Construction and Commission quarterly review
 - b Operational Readiness % of tasks overdue
 - C Status of service/program development per Priority 1 Plan %

Safety / Security

- 5 a Incidents at Community Libraries quarterly ratio of incidents per 10,000 visits
 - b Incidents at Central Libraries quarterly ratio of incidents per 10,000 visits