

Categorizations of Metrics

Which to choose? That depends on what your organization needs most.

External	Internal
About the environment outside the organization	About the organization's performance
E.g., Demographics, use of technology, unemployment	E.g., think PLAR, budget
Effectiveness	Efficiency
Meeting the needs of your stakeholders	Reflect resource utilization
E.g., customer satisfaction	E.g., productivity
Leading	Lagging
Enable prediction	Show past results
E.g., readers advisory training of staff	E.g., circulation
Monitoring	Diagnostic
Performance measurement on an ongoing basis	Implemented for a short time to solve a problem or for research
Overtime hours per pay period	E.g., accounts sent to collections after quarantine implemented
Strategic	Operational
Measure progress toward overarching goal	Performance indicators that permit you to see what's going on in the organization
E.g., percent of residents with library account	E.g., items on hold