Performance Metrics in the Lee Graff Medical & Scientific Library
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**INTRODUCTION**

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**DATA DASHBOARD**

Currently, our data dashboard (see Fig. 2a) measures interlibrary loan and document delivery turnaround time and fill rates; NIH compliance of internal publications; social media engagement, circulation statistics, and journal and database usage.

**MANAGING THE DATA**

Data collection and reporting is handled by different individuals within the library and reviewed by the Director of Library Services on a regular basis. Weekly “rounding” meetings keep the entire staff up-to-date on the numbers. In 2016, the Librarian Team (LT) will begin reviewing the data dashboard in their bi-weekly meetings and form action plans when opportunities for improvement are detected. The Process Improvement Cycle (Fig. 3) demonstrates the journey of transforming raw data into meaningful change.

**OUR JOURNEY**

The Graff Library is currently in Phase 3 of 4 (see Fig. 4) in implementing our operational excellence plan. We expect to complete Phase 4 by Spring 2016.

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