# Delaware Libraries Strategy Map
## Measuring Success Goals, Intents/Objectives

**Balanced Scorecard Perspective**

### GOAL 1
**Institutional Capacity**

Improve library:
- Workforce
- Physical & Technical Infrastructure
- Operations

### GOAL 2
**Information Access**

Improve Patrons:
- Ability to find & use information resources

### GOAL 3
**Lifelong Learning**

Improve Patrons:
- Formal education, general knowledge and skills

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**Customer**

*Enhance quality of life, expand patron base, and increase value to the patron*

| Institutional Capacity | Information Access | Lifelong Learning |
|---|---|---|
| Enhance customer service & experience | Provide seamless access to finding information resources | Increase coordination with: • K-12 community • Higher education community  / Enhance: • Workforce readiness (Patrons) |
| | Enhance access to statewide resources | Promote: • Early literacy • Family & adult literacy |
| | Enhance accessibility to individuals with special needs | |

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**Products & Services**

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|---|---|---|
| Expand staff development opportunities | Improve interfaces used for access to electronic resources | Increase relevance of resources |
| Maintain & enhance technological infrastructure | Expand access to electronic resources and specialized resources for print-impaired users | Expand Lifelong Learning opportunities |
| Provide technological tools to increase staff productivity/efficiency | | Continue to integrate DE Partners into programming and services |

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**Organizational Effectiveness**

*Leverage Technology to Maximize Efficiency*

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|---|---|---|
| Enhance functional capacity of library facilities | Improve/enhance functionality of technology tools | Increase "portability" of library programs |
| Implement new technologies to enhance organizational effectiveness and efficiency | | |
| Identify & implement best practices | | |
| Ensure excellence in library performance | | |

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**Staffing**

*Improve user-friendliness of library staff*

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|---|---|---|
| Improve: • Workforce skills • Technological expertise • Leadership skills • Customer service skills  Enhance efficiency of facilities | Increase staff awareness of capabilities of information resource finding tools | Increase knowledge of: Curriculum/student needs  Early childhood education needs  Adult learning needs |

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**Financial & Governance**

*Optimize effectiveness of DE Partners, diversify revenue streams, and use resources efficiently*