Overarching Goals

Customer
- Build Customer Relationships
- Reduce Barriers to Customer Use
- Increase Value to Customers
- Expand Customer Base

Product & Services
- Improve Program Successes
- Improve Resources
- Enhance Access
- Increase Relevance of Resources
- Enhance Quality of Services

Organizational Effectiveness
- Improve Project Management
- Improve Efficiency
- Grow Capacity
- Leverage Technology

Human Resources
- Improve Safety & Preparedness
- Improve Employee Satisfaction
- Develop Staff Skills & Knowledge
- Recruit & Retain Qualified Staff

Leadership & Governance
- Streamline Governance
- Ensure Excellence in Evaluation
- Ensure Excellence in Performance
- Ensure High Ethical Standards

Financial
- Reduce Financial Risk
- Grow New Revenues
- Administer Budget
- Use Resources Efficiently

Color Key:
- 2008-2012
- 2013-2017

Delaware Division of Libraries

Institute of Museum and Library Services