Delaware Libraries Strategy Map
Measuring Success Focal Areas, Goals, Intents/Objectives

GOAL 1
Institutional Capacity
To improve library:
- Workforce
- Physical & Technological Infrastructure
- Operations

Customer
- Enhance customer service
- Improve customer experience
- Provide seamless access to finding information resources
- Enhance access to statewide resources
- Enhance accessibility of resources to individuals with special needs

Products & Services
- Expand staff development opportunities
- Maintain & enhance technological infrastructure
- Provide technological tools to increase staff productivity/efficiency
- Improve interfaces used for access to electronic resources
- Expand access to electronic resources
- Expand access to specialized resources for print-impaired users

Organizational Effectiveness
- Enhance functional capacity of library facilities
- Implement new technologies to enhance organizational effectiveness/efficiency
- Ensure excellence in library performance
- Identify & implement best practices
- Improve/enhance functionality of technology tools

Staffing
- Improve library workforce:
  - Basic library skills
  - Level of technological expertise
  - Leadership skills
  - Customer service
- Enhance the efficiency of library facilities
- Increase staff awareness of capabilities of information resource finding tools

Financial & Governance
- Optimize effectiveness of DE Partners, diversify revenue streams, and use resources efficiently

GOAL 2
Information Access
To improve users' ability to:
- Discover information resources
- Obtain and/or use information resources

- Increase coordination with:
  - K-12 community
  - Higher education community
- Enhance:
  - Workforce readiness (Patrons)

- Promote:
  - Early literacy
  - Family & adult literacy

- Increase relevance of resources
- Expand lifelong learning opportunities
- Continue to integrate DE Partners into programs and services

GOAL 3
Lifelong Learning
To improve users’:
- General knowledge and skills

- Improve/enhance functionality of technology tools

- Increase library staff knowledge of:
  - early childhood education concepts
  - adult learning needs

- Increase "portability" of library programs