Overarching Goals

Promote literacy, lifelong learning and the joy of reading
Assure equal access to information and ideas
Assure a high return on the public investment in libraries

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