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

INSTITUTE of **Museum** and **Library** SERVICES

Delaware *Division of* **Libraries**