Strategy Map/Overarching Goals

Overarching Goals

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

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

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

Organizational Effectiveness
- Improve Project Management & Efficiency
- Grow Capacity in Facilities
- Leverage Technology
- Cultivate Strategic Partnerships
- Build Social Infrastructure

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

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

Financial
- Reduce Financial Risk
- Use Resources Efficiently
- Data Decision Making
- Grow New Revenues

Priority Began Color Key:

2008-2012
2013-2017
2018-2022
2023-2027 - Proposed

Draft: May 2021