

2014–2015 BALANCED SCORECARD OBJECTIVES

1

ENHANCE CUSTOMER EXPERIENCE

- Create new and optimize current modes of access
 -
- Establish criteria for evaluation of services and resources
 -
- Focus our collection while maintaining balance

2

FACILITATE COMMUNITY ENGAGEMENT

- Establish a library presence with high priority relationships
 -
- Identify and fill gaps in services, programs and collections
 -
- Provide resources for our communities to share their stories and guide community conversation

3

INVEST RESOURCES WISELY

- Automate business operations
 -
- Focus our facility investment on accessibility
 -
- Create required core training for staff
 -
- Locate and pursue alternative funding sources