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