

Cleveland Heights – University Heights Public Library
2007 Balanced Scorecard

Objective: We will create an excellent customer service experience.



Our relationships & activities will establish us as our communities' intellectual, social & artistic hub.

We will establish our “Ambassador” program to improve our visibility in the community.

We will establish programming goals and optimal systems.

We will develop revenue & grant sources.

We will initiate successful Homework Centers.

We will support community literacy.

We will continue to develop our volunteer program.



Our communities will perceive us as visibly secure, accessible and welcoming.

We will establish cleanliness standards.

We will optimize security coverage and staff training in order to support our Code of Conduct.

We will evaluate buildings for safety.



By being a respectful & responsive workplace, we will attract and retain a talented and engaged staff.

We will recognize “employee life cycle” training opportunities.

We will maximize internal communications effectively.

We will aspire to enhance our organizational culture.

We will re-vamp our organizational design to seek excellence in structure, position descriptions and evaluations.