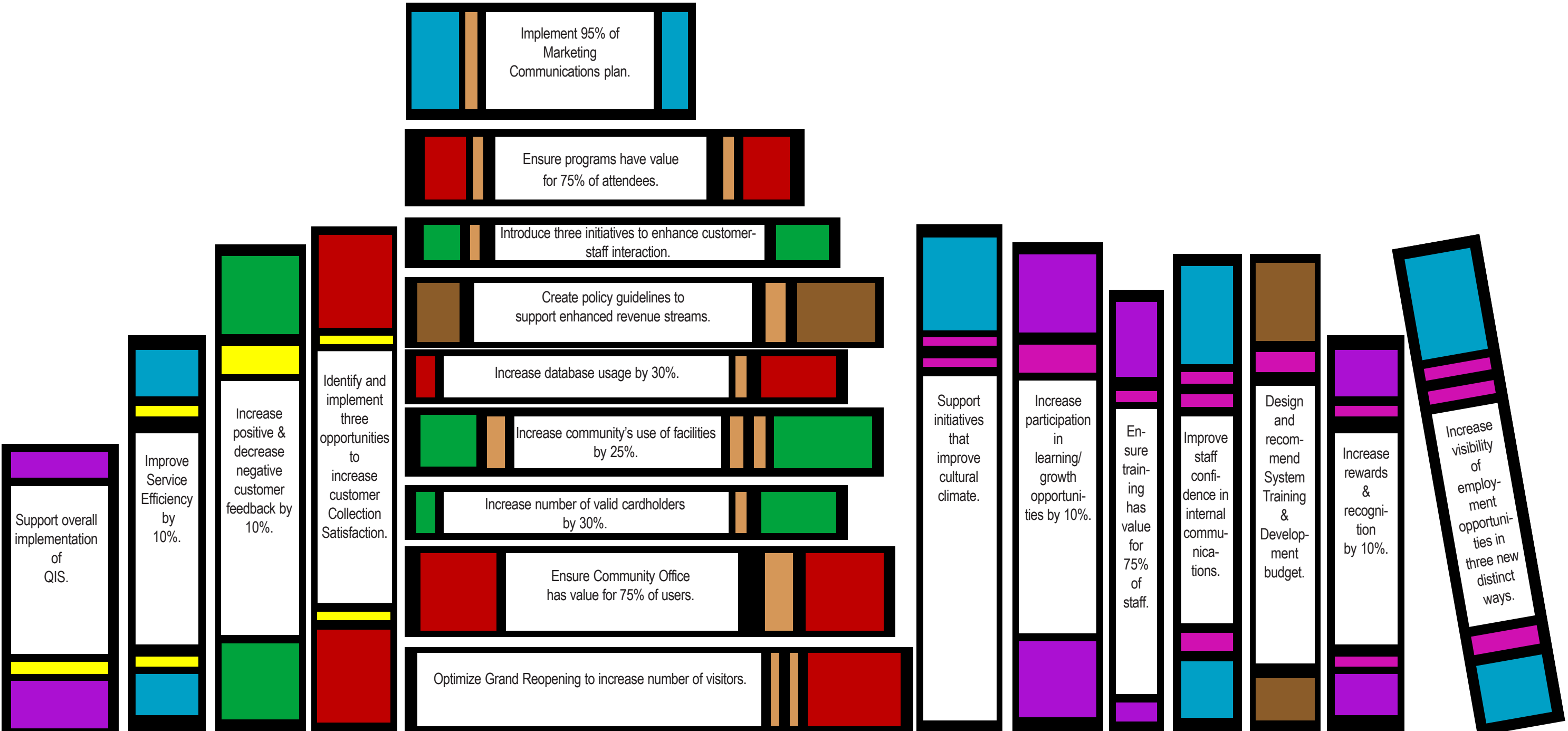


Cleveland Heights - University Heights  
**Heights Libraries**  
**2006 BALANCED SCORECARD**  
*Opening Doors, Opening Minds*



**Objective 1: We Will Refine Our Dedication To Customer Service.**

**Objective 2: We Will Increase The Library's Value To The Community.**

**Objective 3: We Will Be The Employer of Choice.**