<table>
<thead>
<tr>
<th>VALUES</th>
<th>BEHAVIORS</th>
<th>OUTCOMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>RESPECT</td>
<td>• Appreciate the diverse cultures and life experiences of others</td>
<td>People feel valued</td>
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<td></td>
<td>• Be attentive and give thoughtful responses</td>
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<td>• Talk with people, not about them</td>
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<tr>
<td>INTEGRITY</td>
<td>• Be honest with yourself and others</td>
<td>We are trusted</td>
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<td>• Be true to your word</td>
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<td></td>
<td>• Maintain the highest professional ethics</td>
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<tr>
<td>INSPIRATION</td>
<td>• Imagine what’s possible</td>
<td>Timeless value</td>
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<td></td>
<td>• Innovate and embrace change</td>
<td></td>
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<td></td>
<td>• Be exceptional for our customers and each other</td>
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Our Values

- **Respect**
  - Open to All
  - Behaviors:
    - Appreciate the diverse cultures and life experiences of others
    - Be attentive and give thoughtful responses
    - Talk with people, not about them
  - Outcomes: People feel valued

- **Integrity**
  - Do What’s Right
  - Behaviors:
    - Be honest with yourself and others
    - Be true to your word
    - Maintain the highest professional ethics
  - Outcomes: We are trusted

- **Inspiration**
  - Always Improving
  - Behaviors:
    - Imagine what’s possible
    - Innovate and embrace change
    - Be exceptional for our customers and each other
  - Outcomes: Timeless value
To INSPIRE reading
SHARE resources, and
CONNECT people.
"A THRIVING COMMUNITY WHERE WISDOM PREVAILS."
TO EXTERNAL AUDIENCES:

STRATEGIC FOCUS

YOUNG MINDS
Encourage learning and growth

MY LIBRARY
Anticipate changing customer needs

LIFE SKILLS
Identify challenges and provide opportunities

INVESTMENTS

Ready for Kindergarten
- Ready for K Boot Camp
- Ready for K Spaces

Third Grade Reading
- Reading Buddies
- Summer Reading Club

High School Graduation
- Homework Help Centers
- YouMedia
- Developmental Assets

My Way
- columbuslibrary.org
- Meeting Rooms
- Author/Civic Events
- Services to Seniors
- Computers

My Content
- High Interest, Popular Collections
- Local Digital Collections

Prepared to Work
- Basic Computer Skills
- Teen Internships
- Resume Help

Prepared for Life
- GED
- ESOL
- Adult Basic Learning

OUTCOMES

A foundation for a successful life

A library that works for me

A community that reaches its potential
OUR STRATEGIES AND OUTCOMES
WHERE WE FOCUS AND HOW PEOPLE BENEFIT

TO INTERNAL AUDIENCES:

STRATEGIC FOCUS

OUR PEOPLE
Grow our Team

INVESTMENTS

- Recruit Top Talent
- Staff Training
- Customer First
- Succession Planning
- Leadership Academy
- Leadership Class

OUTCOMES

Maximum Potential

OUR PARTNERS
Engage the Community

INVESTMENTS

- CML Foundation
- Friends of the Library
- Central Library Consortium
- Higher Education

OUTCOMES

Maximum Impact

OUR WORK
Strengthen Operations

INVESTMENTS

- Annual Department Goals & Objectives
- Risk Assessment
- Convert Analog to Digital
- LEAN

OUTCOMES

Maximum Effectiveness