



2021 STRATEGIC PLAN

SERVING ALL PEOPLE OF PIERCE COUNTY



**Pierce County
Library System**

Information & Imagination

LEARNING • ENJOYMENT • COMMUNITY



While the COVID-19 pandemic continues to challenge all of us, your Pierce County Library System adapted re-imagined services to serve all diverse communities.

In summer 2021, during the writing of this Strategic Plan document, the Library System achieved its major goal for 2021 and re-opened all 18 full-service libraries safely and thoughtfully.

While most library buildings were closed during the first half of 2021, the Library System offered curbside services including checking out books and movies, as well as picking up printed materials via the print from home service. In addition to curbside services, the Library encouraged people to use its Job + Business Center services to help people develop technology skills, improve marketability to get a job, and access resources to start or grow a small business. During the economic downturn from COVID-19, now, more than ever, people need the free, high-quality, credible resources from their Library.

In 2021, the Library Board of Trustees took a thoughtful step to further reduce more economic burdens on Pierce County residents. The Board did not take all of the tax monies it could have received. Rather, the Board prepared a flat budget by levying property taxes at a lower amount than legally authorized from homeowners and other property owners. By law, the Library may increase taxes by 1% more than it levied the previous year, while not exceeding the legal levy amount of 50 cents per \$1,000 of assessed property value. For 2021 this would have been an increase of \$406,000.

The Library System also took another action to reduce residents' financial concerns. In 2021, the Library System is continuing not assessing fines on books, movies, and other materials people are late returning to the Library.

We hope these efforts in some way help those in our communities struggling as a result of the COVID-19 economic downturn.

We are inspired and heartened with the public's response in returning to the library buildings. We are incredibly grateful to offer in-building services and talking with and seeing people back in the libraries!

As we all adapt during these tumultuous times in the pandemic, your Library System will continue to evolve to best meet your library needs. Thank you.

Sincerely,

Pat Jenkins
Chair, Board of Trustees

Sparking success for Pierce County for more than 75 years.

With 20 libraries, virtual events, curbside services, helpful staff, and more than a million books, movies, and other materials—the possibilities are endless.



LEARNING...inspire lifelong learning

- Support for your growth and curiosity.
- Prepare preschoolers, babies, and toddlers to learn.
- Support school and career success.
- Strengthen your practical skills and knowledge, so you can navigate the real world and meet your goals.

Overview of 2021 services:

Job + Business Center



- **Job + Business Center:** Providing services to help people develop technology skills, improve their marketability to get a job, and offer resources to start or grow a small business.
- **Technical Certifications:** Offering technical certifications and other resources to help people get jobs and improve their career opportunities.
- **WorkSource Pierce Connection Sites:** 16 Library locations are now certified as WorkSource Pierce Partner Satellite locations. This collaboration with WorkSource Pierce provides additional training and workforce services.
- **Tools for Students:** Giving students online tools for research, live online homework help, tutorials, and reading suggestions.

"I'm so excited to use this computer you have no idea!"

- Fife Library customer





ENJOYMENT...foster the love of reading

- Help you enjoy your free time.
- Inspire imagination through an extensive and diverse selection of books, movies, and other materials.
- Foster your love of reading.
- Create opportunities for you to discover new interests and pursue passions.

Overview of 2021 services:



- **Enjoy BOOKS!:** Launching with three series—spring, summer, and fall to support residents’ reading, engaging, and talking about great books to build and grow a community of readers.
- The program emphasizes the connection among reading, books, community, and the Library System, and advances the Library’s goal to fuel a passion for reading and make reading a part of people’s everyday lives.



“I’m just excited! I read about 150 books during the pandemic. I know what I want to read but I’d rather hold them in my hands.”
- Graham Library customer

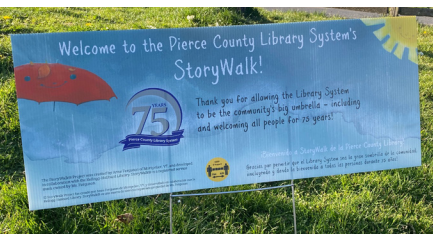




COMMUNITY...engaging with residents

- Connect and strengthen your communities.
- Bring people together around shared interests and activities.
- Activate Pierce County communities with welcoming, inclusive civic buildings and online spaces.
- Connect you with information and community resources to help you navigate life's challenges.

Overview of 2021 services:



- **75th Anniversary:** The Pierce County Library System thanked communities for the honor of serving them for 75 years! In honor of the silver anniversary, the Library hosted more than 20 StoryWalks throughout the county, featuring "The Big Umbrella" by Amy June Bates and Juniper Bates.



- **Equity, diversity, and inclusion:** Continuing the Library's Equity, Diversity, and Inclusion (EDI) strategy and immersing EDI as a sustainable part of the organization.
- **Community engagement through pop-up libraries:** Focusing on partnerships, exploring, and continuing the Library's commitment and dedication to the community using a pop-up library format. Taking the Library System on the road allows the Library to show up where and when people need it most, and provide access to technology, Wi-Fi, and other services.

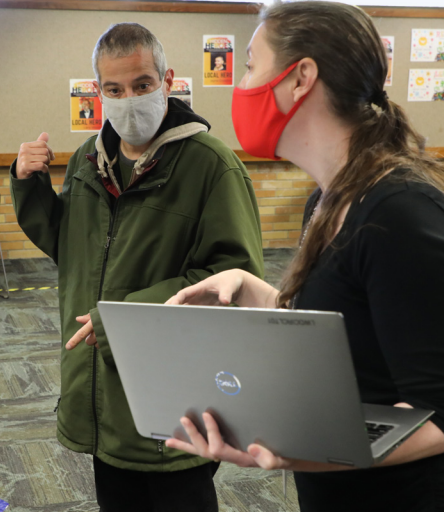


"I don't think most people realize exactly how difficult and depressing getting by this year has been without all of the services at the Library we've gotten used to using. There are so many things average families haven't been able to do without you."

—Sumner Library customer

Core Services

These Core Services are the Pierce County Library System's commitment to you.



MATERIALS

Offer books and resources you want, need, and value.



STAFF

Connects you to the right resource at the right time.



SPACES

Welcoming spaces for everyone in the community.



TECHNOLOGY

Meet your needs with today's technology.



PARTNERSHIPS

Collaborate with others to best serve you.



CLASSES AND EVENTS

Provide skill-building classes and engaging events.



BUSINESS PROCESSES

Invest in sound and sustainable operations.



Overview of some of 2021 services:

- **Materials:** Curbside services give people quick, easy, safe access to books and materials. Curbside service continues, as library buildings are re-opened.
- **Spaces:** New location and building for the Sumner Pierce County Library: Continuing to work with the City of Sumner to build a new library on Main Street in Sumner.
- **Technology:**
 - Re-opened some libraries with limited technology services where people could work on job applications, catch up on emails, do homework, or do other activities on computers. The limited services helped bridge the digital divide for people without internet access at home.
 - Re-building an engaging, modern website to result in high-quality experiences.
- **Business Processes:** Examining fees customers pay to use some library services through the Fines and Fees Study project.

“The most exciting part is my kids are seeing me read and they’re just starting to love to read.”
- Milton/Edgewood Library customer



Guiding Principles

We are creative, community-focused, and system strong.

We pledge to:

Be true to communities by listening and responding to what is important to you.

- Innovate strategically by finding inventive ways to serve you.
- Provide access for all by serving everyone with the same degree of interest and respect.
- Deliver convenience by making resources accessible and easy to use.
- Play the right role by using strengths as a library to get results and to support community partners.
- Be financially sustainable by responsibly managing your public resources for today and tomorrow.



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