



**2022
STRATEGIC
PLAN**

**SERVING
ALL PEOPLE
of PIERCE COUNTY**



 **Pierce County
Library System**
Information & Imagination

Welcome to your Pierce County Library System!

For the past two years, we all have been living through the chaos of the pandemic. We applaud your resilience during this most challenging time. As we all move forward, we want you to know that your Library is available to support the learning and enjoyment needs of the community. Whether this is your first time visiting your Pierce County Library, or whether we are welcoming you back after some time away, we are thrilled to serve you again in your libraries!

After thoughtfully and safely re-opening all 19 Pierce County Library System locations in 2021, the Pierce County Library thanks you for the continued opportunity to serve you and the diverse communities throughout the county.

While buildings re-opened in 2021, the health and safety of the public and staff remains a top priority in 2022. To help reduce the spread of COVID-19, all buildings are set up with Plexiglas partitions and staff continues to sanitize. In addition, the Library will continue to offer curbside service, where people safely pick up books, movies, and other materials without entering buildings.

This year, online and outdoor classes and events will continue. Later this year, the Library System plans to resume in-person events and classes where people can reconnect as a community.

The Library continues to uphold its responsibility to provide the public with equitable access to a variety of information. The Pierce County Library operates under the fundamental tenet that libraries are vitally important in a democracy by supporting an individual's access to the information they seek and the privacy to explore ideas, form opinions, and make decisions.

On behalf of the Library System's Board of Trustees and the Library's staff, I thank you for your continued support and the privilege to deliver valued services.

Sincerely,

Jamilyn Penn, Ed.D.
Chair, Board of Trustees



Sparking success for Pierce County for more than 75 years.

With 19 libraries, virtual and outdoor 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 2022 services:

- **Digital Literacy:** With Northstar Digital Literacy's self-paced online learning platform, people learn computer and internet basics including Microsoft Word and Excel and social media.
- **Job + Business Center:** Services to help people develop technology skills, improve their marketability to get a job, and offer resources to start or grow a small business.



Job + Business
Center





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.

Enjoy
BOOKS!

Overview of 2022 services:

- **Enjoy BOOKS!:**



- **10 to Try Reading Challenge:** A new reading program to encourage people to read new genres, authors, and expand their reading interests.



- **100 Books Every Child Should Hear Before Kindergarten:** A list of books children should hear before their first day of kindergarten to help prepare them for success in school.

- **Staff trained in Readers' Advisory:** Training staff to engage customers in successful conversations about reading and helping customers find their next read. This year's training focuses on providing staff with tools to recommend a wider diversity of titles and authors.





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 2022 services:

- **Equity, Diversity, and Inclusion Strategy:** Continuing progress on a multi-year, strategic framework and implementation plan to embed equity, diversity, and inclusion core concepts into daily work, library services, and community interactions.
- **Staff in the community:** Taking the Library's services into the community to provide library services with books and materials as well as technology and network resources where people need them most. With pop-up libraries, staff takes the library on the road.
- **Community Listening Initiative:** Working to create meaningful relationships between the Library and community partners, and to establish a practice of engaging with the community through a process of inquiry and listening.





Core Services



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 serve you best.



CLASSES AND EVENTS

Provide skill-building classes and engaging events.



BUSINESS PROCESSES

Invest in sound and sustainable operations.

Overview of 2022 services:

- **Materials:** Updating choices of books and materials on shelves and online, and provide improvements to the Library's international collection featuring materials in a variety of languages.
- **Staff:** Continuing work on contributing to better access to high-quality information and library services for all of Pierce County. The valued team at the Library System gives residents their time, expertise, and talent to deliver excellent experiences, including:
 - Community partner space: Developing parameters for sharing Library space with community partners to deliver needed services.
 - Collection diversity audit: Adding an assessment tool to understand better the diversity gaps in the Library's offerings of books, movies, and other materials.
- **Spaces:**
 - Conducting public engagement to gain community input in plans for the new Sumner Pierce County Library and explore innovative ways to deliver services.
 - Bonney Lake Pierce County Library building upgrades: Installing a new roof, made possible from restored levy funds helping to address deferred maintenance and update services to serve the growing and changing community. Additionally, the Library will also see updated restrooms, new furniture, and interior paint.
 - Graham Pierce County Library building upgrades: The Graham Library will see a refreshed parking lot. Library staff is working toward developing a multi-year plan to address structural assessments and updates based on customer service needs and sustainability goals.
- **Technology:** Installing faster and more flexible Wi-Fi, extending Wi-Fi to parking lots and exteriors of library buildings.
- **Partnerships:** The Pierce County Library Foundation is conducting a comprehensive capital campaign to raise funds for the new Sumner Library, building improvements, and innovative ways to deliver services.
- **Classes and Events:** Story times including activities, rhymes, and singing for the whole family, teen councils for teenagers, and author events for adults.
 - STEAM Creations and Games: A virtual and interactive STEAM (Science, Technology, Engineering, Art and Math) program for kids.
 - Outdoor: Offering children, teenagers, and adults the classes and events they've been wanting. Classes offered in parking lots, fields, and other outdoor spaces.
- **Business Processes:** Innovative ways to deliver service including book vending machines, lockers where people can pick up books and other materials 24/7, mini libraries in retail outlets, drive-throughs, and other creative ways to deliver valued library services.
 - Fines and fees: As the pandemic continues, the Library has extended not charging fines and fees on overdue materials or other services, such as photocopying, printing, and faxing. In 2022, the Library plans to permanently eliminate fines and fees.



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.



LEARNING • ENJOYMENT • COMMUNITY