



**SERVING  
ALL PEOPLE  
of PIERCE COUNTY**



# 2024 Strategic Plan

## Letter from Board Chair

Hello from your Pierce County Library System!

Thank you for your interest in the Pierce County Library System, we welcome you to explore and engage with the many enriching library services and resources. In 2024, we continue to offer robust services based upon the community's highest priority needs, while also reviewing and evaluating many service areas.

In the coming year, the Library System's knowledgeable and customer-focused staff will continue to deliver valued learning and enjoyment resources and community connections. The Pierce County Library is committed to serving all residents with equity, diversity, and inclusion (EDI) in the forefront of its services and spaces. We invite you to join us to celebrate cultural heritages with many enrichment focuses throughout the year, including Black Voices in February; Asian American, Native Hawaiian, and Pacific Islander Stories and Voices in May; and American Indian and Alaska Native Stories and Voices in November.

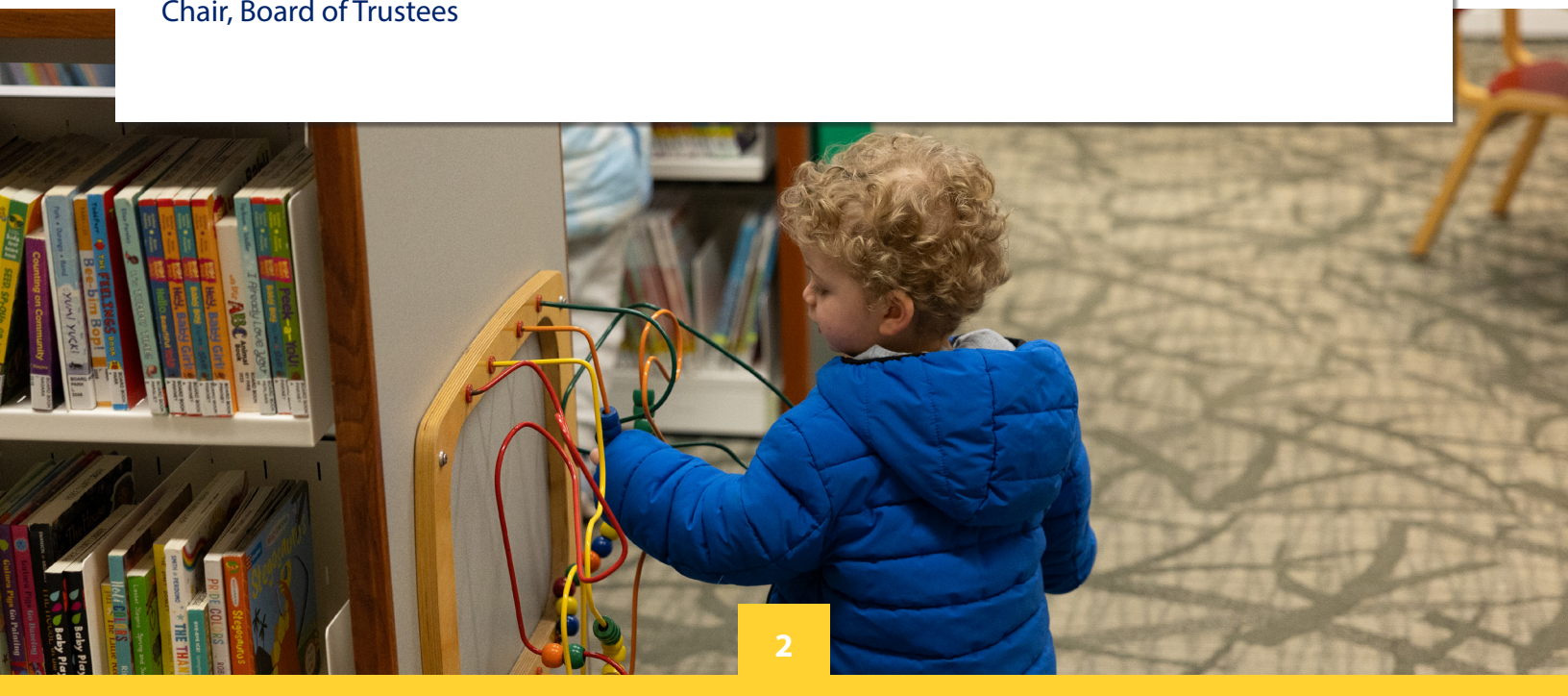
We will invest time and money into facilities by starting to develop a comprehensive capital plan, to create a long-range strategy for buildings, vehicles, and technology. Thanks to voters in Sumner, we will begin work to build a new, welcoming, modern library in Sumner, collaborating with an architecture firm to design the building and take initial steps toward construction. Also, this year, we look forward to welcoming people back into a library building in Lakewood, with plans to open the interim Lakewood Pierce County Library later this year.

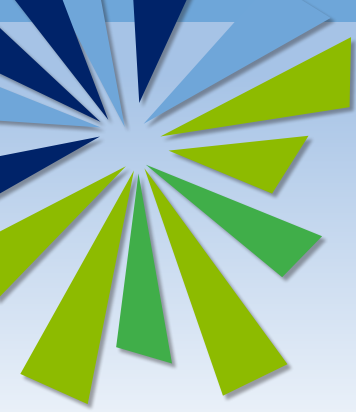
In 2024, we will engage with people throughout our service area, community partners, and staff to understand what is happening in people's lives and what's important to them. With that input, Library administrators will align priority library services in a new strategic plan. The strategic plan will be a roadmap to guide the Library System through the years ahead, from 2025-2029.

On behalf of the Library System's Board of Trustees, thank you for the opportunity and privilege to offer you valued library services. Thank you.

Sincerely,

Pam Duncan  
Chair, Board of Trustees





# Sparking success for Pierce County for more than 75 years.

With 19 libraries, helpful staff, more than a million books, movies, and other materials, and virtual and in-person events—the possibilities are endless.

In 2023, the Pierce County Library System concluded its framework and developed action items for equity, diversity, and inclusion (EDI). In 2024, it will continue to incorporate EDI into the Library System's overall strategic work.

In 2024, the Pierce County Library is engaging the public to create a new strategic plan, a long-term strategy for excellent library services that respond to community needs. The resulting plan, developed in collaboration with the public, staff, and key stakeholders, will capture a vision for the Library, and act as a guide to develop and deliver modern, valued service priorities and activities, which are responsive to community needs and interests.



## 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 2024 services:

#### Resources to support children's learning with sensory and STEAM enhancement:

- **Early literacy/learning:** Planning to offer more play groups in partnership with community facilitators who bring additional language skills, cultural competencies, and/or experience working with differently abled children.
- **Digital literacy:** Reviewing offerings to improve focus and enhance service.



## 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 2024 services:

- **Teen expression:** Reimagining creative outlet opportunities for teens centered in equity, diversity, and inclusion, including teens in program development, and improving strategies working with teens in the library and in the community.





## COMMUNITY...engage 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 2024 services:

- **Cultural heritage and enrichment celebrations:**

Highlighting nationally sponsored monthly celebrations with events and displays in libraries, to include Black Voices in the Arts and partnering with the Museum of Glass for a National Endowment for the Arts Big Read event. The goal is to amplify stories and voices from communities, especially from traditionally marginalized communities.

# CORE SERVICES AND OVERVIEW OF 2024 SERVICES



## **MATERIALS**

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

Continuing to offer dozens of e-sources, including Gale LegalForms, Value Line, Comics Plus, and Live Homework Help.



## **STAFF**

Connects you to the right resource at the right time.

Developing leadership competencies in supervisory group and emerging leaders to build and strengthen leadership pipeline, capacity, and leadership competencies.



## **TECHNOLOGY**

Meet your needs with today's technology.

Creating a technology plan for 2025-2029, while continuing to provide reliable and secure technology solutions.



## **PARTNERSHIPS**

Collaborate with others to serve you best.

Reviewing and determining partnerships with the best alignment to the Library's mission, vision, and values.



## **CLASSES AND EVENTS**

Provide skill-building classes and engaging events.

Continuing to offer high-quality programs for all ages. Reviewing offerings to meet community needs.



## **BUSINESS PROCESSES**

Invest in sound and sustainable practices.

Evaluating administering fees for lost or damaged books and materials.



## SPACES

Provide welcoming spaces for everyone in the community.

- Comprehensive Capital Plan: Developing a long-range facility strategy for buildings, vehicles, and technology, with an eye on sustainable resources and practices.
- New Sumner Pierce County Library
  - Thanks to voters in the City of Sumner, residents will enjoy a new, modern, centrally located, community-focused library!
  - New library to include:
    - » Books and movies to checkout.
    - » Computers and technology.
    - » Meeting spaces and study areas.
    - » Other services based upon the community's needs. Larger indoor spaces for children and families, teens, adults, multi generations to learn, enjoy, and connect.
    - » Opportunities for collaboration with nonprofit organizations to provide much-needed services for children and families that are not easily available or accessible in east Pierce County.
  - Library Capital Facility Area (LCFA): An independent taxing district, separate from the City, the Library System, and Pierce County, for the sole purpose of funding the library.
  - 2024:
    - » Building design phase.
    - » Building construction phase starts.
    - » LCFA activities.
    - » Prepare package and sell bonds.
- Lakewood and Tillicum Pierce County Libraries:
  - » Current Lakewood Library Services: Continuing to offer pop-up libraries and services with community partners throughout Lakewood.
  - » Planning to break ground on Interim Lakewood Library, a full service, multi-generational library to serve the Lakewood community.
  - » The Board of Trustees is making plans for long-term library service in Lakewood.
- Buckley Pierce County Library landscaping updated.

# GUIDING PRINCIPLES .....

**The Library System is creative, community focused, and system strong.**

**The Library System pledges to:**

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

- Innovate strategically by finding inventive ways to serve.
- Provide access for all by serving everyone with the same degree of interest and respect.
- 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.