

Pierce County Library System 2025-2029 Strategic Plan

Vision – how we see the future

The community of Pierce County thrives on inclusion, curiosity, and connection.

Mission – why we exist

To empower the people of Pierce County by advancing all forms of literacy, championing access to information, creating inclusive and inspired spaces, and enriching lives.

Values – what we believe

Cultural Humility

We listen to and learn from each other.

Human Connection

We bring people together.

Empowerment

We defend intellectual freedom, access, and autonomy.

Transformative Hospitality

We value every person.

GOALS

STRATEGIES

SUCCESS MEASURES



ENHANCE LIBRARY EXPERIENCE:

Improve visitor/user experience of accessibility, services, and resources.

- **Modernize visitor/user experience and service delivery:** Implement systemwide, updated customer service model to emphasize human-centered, hands-on learning, and experience-based approaches.
- **Listen to the community:** Provide several transparent channels for the Library to listen to and understand multiple community voices, with an emphasis to listen and learn from the experiences of people in marginalized communities.
- **Expand community resource navigation:** Connect people to community resources more effectively by providing all staff training about community services and how to navigate them.

- Public satisfaction survey results increase from a baseline that will be set as part of plan implementation.
- Use of Library programs both in and out of buildings increases from a baseline that will be set as part of plan implementation.
- Visitor/user outcome stories demonstrating changes in behavior or actions because of receiving Library services increase from a baseline that will be set as part of plan implementation.



WELCOMING AND INCLUSIVE SPACES AND SERVICES:

Create safer spaces and services.

- **Become a trauma-informed library:** Implement systemwide staff training for trauma-informed approaches for libraries and implement trauma-informed space and program criteria.
- **Apply Universal Design criteria:** Include standards for services, spaces, communications, and experiences for wider audience appeal and accessibility for all.
- **Focus on inclusion and belonging through arts and culture:** Increase the visibility of and celebrate the unique and diverse communities the Library serves by amplifying arts and culture in services, spaces, and programs.

- Visitors report an increase in sense of belonging and feeling welcome.
- Universal Design criteria in use at more than 50% of library locations.
- All locations highlight arts and culture to amplify the unique and diverse communities served in that area.

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GOALS	STRATEGIES	SUCCESS MEASURES
 <p>EMPHASIZE STRATEGIC PARTNERSHIPS:</p> <p>Focus on partnerships where working together has lasting and greater impacts.</p>	<ul style="list-style-type: none"> • Develop and sustain strategic, high-impact community partnerships: Develop, maintain, and strengthen partnerships with shared goals to fill existing gaps or inefficiencies in services. • Collaborate with community: Collaborate and co-design with local community members to bring programs and events that are representative of the community to all Library locations and in the community. • Advance social equity and literacies: Prioritize strategies, partnerships, services, and programs to develop literacies to improve social equity, such as digital literacy, early literacy, and information literacy. 	<ul style="list-style-type: none"> • Partners express greater success in reaching their goals as a result of working with the Library. • Library visitors and partners report increased quality of community-based Library programs and services.
 <p>BUILD A SUSTAINABLE FUTURE:</p> <p>Prioritize sustainability and the future of the Library, environment, and the community the Library serves.</p>	<ul style="list-style-type: none"> • Focus on environmental stewardship: Implement a plan to reduce the Library's environmental footprint. • Build resilience through emergency preparedness: Integrate library plans and resources into the Pierce County Emergency Management network planning. • Emphasize economic feasibility in sustainability: Align budget process to the sustainability priorities and use economic feasibility analysis in decision-making. 	<ul style="list-style-type: none"> • Each department implements three significant changes to operations, which are far-reaching in impact, that reduce the Library's environmental footprint. • In an emergency or crisis people know the Library is a resource. • Integrate sustainability factors into purchasing considerations.