PIERCE COUNTY LIBRARY SYSTEM
SERVING GROWING AND CHANGING COMMUNITIES – GOALS AND BENCHMARKS

Since 1996, the population in Pierce County Library System's service area has grown by 49%; today the Library System serves 508,870 people. The population is expected to grow to 533,040 by 2011. Due to limited resources, the Library System is not able to adequately serve this rapidly growing and changing population. At the same time, the Library System's revenues are barely keeping up with costs to operate and maintain the libraries. Since 2002, the Library has cut more than $1 million in operations and services.

Since Summer 2005, the Library System collected nearly 3,000 public comments about services people value, want, and need. Following are the library services people selected as the most important. This information depicts how well the Library System currently provides these services in comparison to similar library systems; it also includes goals for Pierce County Libraries to better provide these services for its growing and changing communities.

2004 Comparables		King County	Sno-Isle Regional	Pierce County		Fort Vancouver	Kitsap Regional	Timberland Regional	Tacoma Public
Expenditures Per Person		$62.04	$38.24	Current: $31.59		$35.08	$34.91	$35.92	$62.62
				Proposed: $48.87					
Number of Branches		43	20	17		13	9	27	9
Service Area Population		1,164,200	607,005	496,582 (508,870)[1]		401,400	239,500	421,195	196,800
Items Checked Out Per Person		11.80	9.66	Current: 11.03		8.03	10.48	10.87	7.52
				Target: 12.5					
Mill Levy	2004	.49	.50	.476		.475	.45	.48	N/A
	2006	.46	.422	Current: .40		.42	.36	.428	N/A
				Proposed: .48					

Notes: ◆ *2004 data is from the 2004 Washington Public Library Statistical Report*
◆ *"Proposed" figures are 2007 estimates after passage of Lid Lift in 2006 at .48/$1000 assessed.*

GOAL: EXPAND OPEN HOURS
Add more open hours that are convenient for customers to maximize access to books, buildings, and personal assistance from staff by increasing use of existing libraries.
- Increase open hours by 20% per week.
- Open libraries six days per week by adding Monday daytime and evening hours.
- Add Sunday hours at nine (9) libraries.

2005 Comparables	King County	Sno-Isle Regional	Pierce County		Fort Vancouver	Kitsap Regional	Timberland Regional	Tacoma Public
Average Number Open Hours/Week	56.7	49.2	Current: 43.4		47.5	46.6	41.8	42.9
			Proposed: 54					
Number of Branches Open Sunday	24	10	Current: 0		2	4	8	0
			Proposed: 9					

GOAL: ADD BOOKS AND OTHER MATERIALS
Purchase more books and other materials to offer increased variety in library collections to support customers' diverse interests and life-long learning.
- Decrease average wait time for popular materials by 30%.
- Increase expenditures per person by 30%.
- Increase the variety of titles and material formats (books, CDs, downloadable books, DVDs, etc.) available to customers.

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[1] 2006 Population Estimate

2004 Comparables	King County	Sno-Isle Regional	Pierce County		Fort Vancouver	Kitsap Regional	Timberland Regional	Tacoma Public
Materials Expenditure Per Person	$7.93	$10.03	Current: $4.62		$4.30	$5.21	$5.93	$8.21
			Proposed: $8.20					
Wait (in weeks) for Customer to Receive Current Best Sellers (on 4/25/06)	4.5	6.8	Current: 18.8		12.6	3.4	20.1	5.0
			Target: 12					

GOAL: INCREASE SERVICES FOR YOUTH

Youth Services staff, books, and resources will support children and students' reading and support skills to help them succeed in school.
- Increase availability of staff trained and educated to help kids and support their reading and homework research.
- Add staff trained and knowledgeable in working with tweens and teens.

2004 Comparables	King County	Sno-Isle Regional	Pierce County		Fort Vancouver	Kitsap Regional	Timberland Regional	Tacoma Public
Staff Designated for Youth (2006)	69.4	25	Current: 13.21[2]		6	7	17.8	No Info
			Proposed: 23[3]					
Number of Children's Programs Per Branch	203	No Info.	Current: 92		173	63	105	No Info
			Target: 135					
Number of Children/ Teen Materials Checked Out per Year	3,400,778	3,001,687	Current: 1,084,998		1,354,187	No Info	1,464,550	571,506
			Target: 2,000,000					

GOAL: IMPROVE CUSTOMER SERVICE AND TECHNOLOGY

Library services are convenient, fast, and reflect customer preferences for contemporary library service and delivery.
- Support easy, reliable and convenient technologies to deliver library materials and services.
- Provide tools for staff to deliver excellent customer service and contemporary services.
- Increase services to help people answer questions and find information.

2004 Comparables	King County	Sno-Isle Regional	Pierce County		Fort Vancouver	Kitsap Regional	Timberland Regional	Tacoma Public
Questions Answered Per Person	1.15	1.93	Current: .58[4]		.56	.55	1.18	1.62
			Target: 1.5					
Public Internet Workstations Average Per Branch	25	19.6	Current: 5.6		5	9	6.8	14.3
			Target: 10					
Computer Classes Offered for Adults (May 2006)	54	2	Current: 0		5	16	20	0
			Target: 15					

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[2] Current staffing level allows each student (age 5-19) nine minutes per year of a Youth Service staff member's time.
[3] Proposed staffing level will allow approximately 24 minutes per year of staff time for each student (age 5-19).
[4] PCLS is ranked 63rd out of 97 in this category according to the most recent Hennen's American Public Library Rating Index.