

PIERCE COUNTY LIBRARY SYSTEM

We value...Customer service excellence

MISSION

To bring the world of information and imagination
to all people of our community

VISION

We are the community's choice for the discovery
and exchange of information and ideas

We value...Freedom of expression
and free flow of ideas

We value...The diversity of people we serve, their
opinions, capabilities, needs, and interests

We value...The power and worth
of words and images

We value...Equitable access to all library
resources and services

We value...Responsible
stewardship of public funds

We value...Creative solutions by solving
problems in innovative ways



SERVE THE CUSTOMER

- ◆ Develop customer focus through the library
- ◆ Deliver contemporary programs and services
- ◆ Improve public awareness and knowledge

MANAGE RESOURCES

- ◆ Diversify funding
- ◆ Contain expenses

STRATEGIES

- ◆ Remove access barriers
- ◆ Serve target populations
- ◆ Meet changing marketplace needs
- ◆ Serve the customer well

RUN THE BUSINESS

- ◆ Improve customer access to materials and services
- ◆ Improve the delivery, use & application of technology
- ◆ Improve and modernize business processes

DEVELOP EMPLOYEES

- ◆ Create a learning culture supporting knowledgeable employees with up-to-date skills
- ◆ Attract and retain a talented and diverse workforce

We value...Our diverse, skilled, and knowledgeable employees
working in a safe and stimulating environment