Pierce County Library System

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### PIERCE COUNTY LIBRARY SYSTEM

#### Run the Business

♦ Improve customer access to materials and services

♦ Improve the delivery, use & application of technology

♦ Improve and modernize business processes

*We value*…Our diverse, skilled, and knowledgeable employees

working in a safe and stimulating environment

#### Strategies

♦ Remove access barriers

♦ Extend service to target populations

♦ Meet changing marketplace needs

♦ Serve the customer well

# 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

#### 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

#### Develop Employees

♦ Create a learning culture supporting knowledgeable employees with up-to-date skills

♦ Attract and retain a talented and diverse workforce

*We value*…The power and worth

of words and images

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

*We value*…Responsible

stewardship of public funds

*We value*…Creative solutions by solving

problems in innovative ways

*We value*…Freedom of expression

and free flow of ideas

*We value*…Equitable access to all library

resources and services

*We value*…Customer service excellence

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