

LIBRARY SYSTEM'S COMMITMENT TO YOU

In **2017**, we are focusing on...

- Building a reading community through our Pierce County READS program, Summer Reading program and other activities.
- Supporting your growth and curiosity with early learning and career success courses.
- Strengthening core services with new books on shelves; more online e-books, audiobooks and movies; improved technology and spaces in libraries.
- Developing business processes and improving operations to most effectively use your tax dollars.

OVERVIEW OF PIERCE COUNTY LIBRARY

- Established in 1946.
- Includes unincorporated Pierce County and 15 annexed cities and towns.
- Served approximately 580,000 people through 20 locations and with mobile and online services.
- Operates as an independent taxing district and reports to a board of trustees.

FAST FACTS 2016

14,130,000	Summer minutes read
7,404,239	Books/materials checked out:
6,425,149	From shelves
979,090	From online e-books and audiobooks
5,709,589	Visits:
2,203,898	To 20 libraries
3,504,691	To website and online services
334,362	Cardholders
118,133	Event attendance

Board of Trustees

Robert Allen, Chair
 Donna Albers, Vice Chair
 Monica Butler
 Linda Ishem
 J.J. McCament
 Georgia Lomax, Executive Director

2016 Annual Report to the Community



STRATEGIC FRAMEWORK

VISION

We spark success for Pierce County.

FOCUS AREAS & STRATEGIES

**Learning
 Enjoyment
 Community**

YEARLY INITIATIVES

YOUR IDEAS GUIDE LIBRARY SERVICES

Thank you for contributing your ideas and opinions to ensure your Pierce County Library System is delivering valued services. In 2016 the Library System gathered input from more than 20 community leaders and 12,000 responses from individuals to shape its Strategic Framework.

- Community leaders and residents shared concerns about what individuals and communities need most:
- Living wage jobs
 - Confidence in using technology
 - Access to health and social services
 - Learning resources for all ages
 - Opportunities for individuals to connect with their communities
 - Leisure activities

The nationally recognized, award-winning Pierce County Library is committed to meeting your highest priority library needs. In 2017, the Library will enhance services and offer new programs to spark successes for Pierce County residents' pursuit of learning, enjoying, and connecting as a community.



Pierce County Library System
 Information & Imagination

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LEARNING

Pierce County Library supports your growth and curiosity.



Recognized with national award.

Urban Libraries Council awarded Library with Top Innovators Award honorable mention for the Library's Open Labs service that helps military members build technology skills.

Helped people get jobs.



Assisted individuals earn more than 700 accreditations through Microsoft Certifications boosting job skills and employability. Computer help through Book a Librarian and other programs continues to be a high-demand and convenient service: 639 classes conducted for more than 2,200 attendees, increasing their opportunity to get hired.



Supported teen writing and art.

With more than 1,100 entries, the Library celebrated the 20th anniversary of Our Own Expressions, a teen writing and art contest.

ENJOYMENT

Pierce County Library helps you enjoy your free time.

Inspired Summer Reading.

Children and adults read more than 14 million minutes.



Increased online choices.

Increased the number and variety of ebooks, audiobooks, videos and music for downloading and streaming.



COMMUNITY

Pierce County Library connects and strengthens your communities.



Connected community.

Nearly 1,500 people participated in the author event for Pierce County Reads, the community one-book reading program, where thousands of people read copies of the same book at the same time, and come together as a community. Thousands of people read copies of books by featured novelist and screenwriter Sherman Alexie.

Maintained buildings.



Replaced significantly aging furnishings and fixtures—improved the restroom at Buckley Pierce County Library; upgraded heating and ventilation at Key Center Pierce County Library; updated elevator at Lakewood Pierce County Library; and replaced carpet and paint at Tillicum Pierce County Library.



Engaged on social media.

Increased interactions on Facebook by 10 percent.

CORE SERVICES

The Library System is committed to strengthening its core services for you.



Increased checkouts for online choices.

With an increase in the number and variety of e-books, audiobooks, videos and music, customers downloaded and streamed more. People checked out 26 percent more e-books and other online materials, rising from 777,000 in 2015 to 979,000 in 2016.



Improved technology.

Completed major equipment and infrastructure stabilization and upgrades to the network, applications, equipment and bandwidth. Previously up to 20 people at the same time could use Wi-Fi at each library; now up to 100 people at the same time can access Wi-Fi at each library.

Promoted healthy work place.

Association of Washington's Cities WellCity awarded to the Library for wellness program, providing a 2 percent reimbursement on health care premiums.



THANK YOU FOR INVESTING IN YOUR LIBRARY SYSTEM

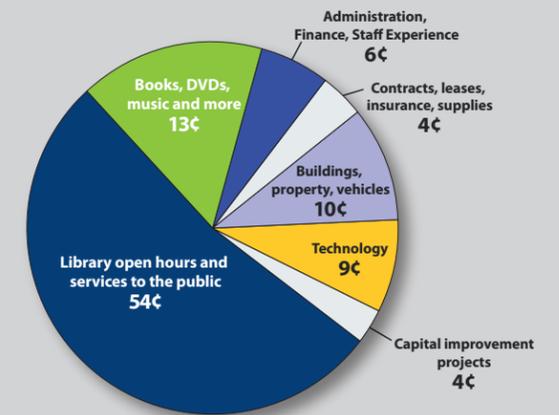
Property taxes provide the Library with 95 percent of operating funds. By state law, library systems may collect up to 50 cents per \$1,000 of a property's assessed value.

The rate the Library System collected in property taxes remained at 50 cents per \$1,000 of assessed property value.

The budget outlook for the Library System shows library operating costs increasing faster than revenues. At the same time, the Library System is assessing its aging buildings.

Thank you to the thousands of individuals, corporations and private foundations for their generous contributions to Pierce County Library Foundation and Friends of the Library organizations. Your support bolsters the Library System's offerings for learning, reading and community connecting opportunities.

In 2016, property taxes funded 95 percent of the Library System's services. Operating revenues: \$30,123,353. Operating expenditures: \$29,622,112.



Foundation and Friends contributions:

Foundation donations: \$300,000 from 1,330 donors
Friends donations from 17 organizations: \$100,800