

## Facilities Master Planning Philosophy

Through the Facilities Master plan process our community created an ambitious and important vision for Pierce County Library System. Our residents see the Library as an enduring civic institution and place for learning. They see the Library not just as a place for books and information, but as a place that enhances the community's social, cultural and intellectual life. Library facilities and services contribute to the strength and livability of their community. Residents want to be able to point to their Library as a valuable civic amenity and say, "This is *our* Library."

This plan responds to that vision, clearly demonstrating the Library's value and contributions to Pierce County's quality of life.

In collaboration with our residents during the facilities master planning process, the following key themes emerged:

1. **Focus on the Customers:** The community envisions a Library that respects their diverse interests and needs, welcoming to all who come, attractive, intuitive, and easy to use. The traditional relationship between the Library and the customer has changed. It is no longer "if we build it, they will come." Today's customers expect us to provide a variety of options and meet them more than halfway.

*This requires that we get to know our community well enough to design spaces and offer collections and services that respect residents' interests, engage their imagination, support their autonomy, enhance their experiences and anticipate their needs.*

2. **Engage the Community:** The community envisions a Library that brings people together.

*This requires that we cultivate a genuine relationship with all segments of our community, and extend our role beyond being mere providers of books and information to being reliable community conveners and leaders, contributing to the intellectual life of the community.*

3. **Go Where the People Are:** The community envisions a Library that locates services conveniently with respect to residents' daily lives, work, and travel patterns.

*This requires that we develop a Library presence in the places where residents spend time or receive other services. This presence may be physical or virtual, and may incorporate traditional facilities, alternative facilities such as kiosks, or Library staff embedded in other community venues.*

4. **Collaborate:** The community envisions a Library that serves the interests of the community as a whole.

*This requires that we reach out to engage partners with whom we share customers, and collaborate with others for effective use of public dollars.*