



GOALS & VISION OF THE KING COUNTY LIBRARY SYSTEM

The King County Library System (KCLS) is one of the largest and busiest library systems in the United States, serving a population of 1.3 million people across 2,100 square miles. With 48 libraries and a staff of 1,300, the services KCLS provides its patrons are numerous and far reaching. Unlike smaller library systems that have a single, overarching strategic plan, KCLS is shaped by several guiding principles.

(1) MISSION

Strategies always grow from an organization's mission statement. **The mission of the King County Library System is to provide free, open and equal access to ideas and information to all members of the community.** This is a very broad statement that shapes KCLS' values, culture, philosophy and strategies.

(2) VISION

KCLS' vision statement was crafted through a collaboration of Board members, staff and the public. Based on four tenets, it states that KCLS is:

- **An Intellectual Adventure for Everyone**
- **The Heart of the Community**
- **Easy for Patrons**
- **One System**

There is more detail behind each statement but the core focus is that **KCLS strives to stay relevant to the lives of the people it serves.**

(3) STRATEGIC GOALS

Like many libraries in the U.S., KCLS recognized that changing demographics, technology developments and a volatile financial future required a new approach to the provision of library service. In 2008, KCLS developed the Future Services Strategy, now known as **Services Strategy**, which highlights **five service goals** that support KCLS' mission and vision and address the evolving needs of patrons and the communities KCLS serves:

- 1) **Facilitate Early Literacy and Cultivate Young Readers**
- 2) **Engage and Support Teens and Children**
- 3) **Encourage Lifelong Learning**
- 4) **Provide Personalized Information Access and Assistance**
- 5) **Reach and Engage the County's Culturally Diverse Population**

(4) AREAS OF FOCUS

Within each of the five service goals, **two areas of focus** were identified to provide direction to KCLS' Services Coordinators who develop services for adults, teens, children, diversity, outreach and online:

- **Reach** people who have never been to a library before, or who don't have any currency in what a library is or does.
- **Engage** with communities that are disadvantaged/low-income and that remain unseen in library service.

Related to each strategic goal, the areas of focus are refined and defined as:

#1: Facilitate early literacy and cultivate young readers

Early literacy services that reach low-income, disadvantaged children ages 0-5, and their parents, who don't or can't get to the library.

#2: Engage and support teens and children

Services to school-age children and teens that support their educational/academic success and further their recreational/cultural awareness.

#3: Encourage lifelong learning

Services to adults that spark conversation and engagement with others and helps adults navigate the electronic/digital world of information.

#4: Provide personalized information access and assistance

Services that offer customized assistance to both individuals and groups/organizations.

#5: Reach and engage the county's culturally diverse populations

Services that support new arrivals to the area.

Delivery of services **in the library, online and in the community** is a vital component of KCLS' Services Strategy.