

## Message from the City Librarian

This Strategic Plan sets the direction for the City Library for the next 10 years through to 2014. It outlines how the City Library will contribute to the City Council's efforts to meet the community outcomes detailed in the Long Term Council Community Plan 2004/05 to 2013/14.

The plan expresses a number of significant goals:

- To emphasize exemplary service for the elderly, youth, Maori and ethnic groups;
- To develop active partnerships with a wide range of individuals, groups, and organisations to enhance library resources and services;
- To strive to enhance the quality of life for residents and visitors;
- To stress the provision of helpful, courteous and knowledgeable staff;
- To constantly seek ways to enhance library collections;
- To ensure that our service points surprise, excite and engender pride in our citizens and visitors;
- To seek to empower our patrons with the skills to become confident and independent users;
- To use information and communication technology effectively; rather than be enslaved by it;
- To actively promote the effective use of the City's library services.

We, as staff, take pride that your "Living Room of the City" is one of the most innovative, vibrant and stimulating public libraries in the country. We now aim to be THE BEST! We extend an invitation to join us on the journey.

Anthony Lewis  
City Librarian  
4 April 2005

*Public libraries connect people to knowledge and information, creativity and inspiration. We are here to unlock this wealth, for everyone.*