

## Key Areas of Focus



The Library's Strategic Plan ensures that it fulfils the essential role outlined in our Mission and creates the library described in our Vision.

*Customer  
Groups*

*Partnerships*

*Quality of Life*

*Staff*

*Collections*

*Service Points*

*User Education*

*Information &  
Communication  
Technology*

*Marketing &  
Promotion*

The following areas are emphasised...



# Customer Groups

The "Living Room of the City" is committed to delivering & enhancing a high level of service to all our customer groups. During the next three years we will place emphasis on the following four groups - Elderly, Ethnic, Maori & Youth.