

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.