
Learning Organization Model #2 – Pierce County Library System, Tacoma, WA



<http://www.piercecountylibrary.org/Default.htm>

Established in 1946, today Pierce County Library System is comprised of 17 branches, 2 bookmobiles and an Explorer Kids Bookmobile serving this urban/rural county in western Washington (1600 square miles).

Mission: Our mission is to bring the world of information and imagination to all people of our community.

In 2009 while developing a 20+ year facilities master plan, this organization determined growing people and “potential successors” were vital to its sustainability. The following approaches are used:

- **Hiring – Getting the Right People on the Bus.** Recruiting and hiring high potential talent with regular evaluation of the organizational structure and job descriptions to ensure the library can meet future goals.
- **Nuture/Growth – Creating an environment fostering and supporting learning and growth.** Formal training within the library, encouraging experimenting, risk taking, and decision making.
- **Creating Opportunities to Lead --** All staff develop leadership skills for higher level positions.

Key points for this learning organization

- The organization is the people, not separate from the people.
 - People share what they’ve learned, regardless of the manner of their learning
 - With the constant wave of change and staff, the organization must adapt.
 - A flatter organization assures people are allowed to make decisions where they have the impact.
 - Direct staff has the tools and ability to make the decisions.
 - The burden of learning is on the individual.
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