MISSION
PSD provides exceptional research, teaching, collections, and user services to support the research, teaching, creation and outreach needs of all students and faculty of the University and other members of the University community.

VISION
PSD will be the hub on campus for a broad array of services, collections, and technologies to meet and exceed the research, teaching, and outreach needs of the University community. We will offer state-of-the-art services in modern, technology-rich spaces and work in close partnerships with other campus units. We will meet user needs in a timely, efficient manner and with an exceptional level of customer service, and contribute to the creation of knowledge across academic disciplines. Our highly trained, proactive, and knowledgeable employees will be actively engaged in the academic life of the University.

CORE VALUES
- Excellent Public Service
- User Satisfaction
- Cooperation
- Respect
- Creativity and Innovation
- Forward-Thinking
- Continuous Assessment and Improvement
GOALS AND OBJECTIVES

The Libraries will be a research hub on campus, offering a broad array of research services via highly skilled employees and specialized services to support the entire research lifecycle.

WE WILL:

● **Be campus leaders** through the continued development of the “Commons” one-stop-shop model throughout the Libraries. We will offer excellent spaces and research services with relevant partners across campus, including the Division of Research, the Graduate School, Division of Information Technology, and relevant academic and support units.

● **Expand the Terrapin Learning Commons**, building on existing and seeking out new partnerships to offer a diverse program of services and spaces focused on undergraduate users.

● **Further develop the Research Commons**, a suite of services and dedicated space in McKeldin Library to meet high-level research needs of faculty and students.

● **Further develop the Research Commons @ STEM**, consisting of spaces and services to meet the specialized research and teaching needs of the STEM disciplines.

● **Further develop the Media Commons @ Hornbake**, consisting of spaces and services dedicated to media production in all formats, access to outstanding general and special media collections, integration and expansion of media into curricula and research, and excellent services to ensure access and use of all media formats.

● **Further develop the Performing Arts Commons in the Michelle Smith Performing Arts Library** in partnership with the Clarice Center for the Performing Arts and the Schools of Music and Theatre, Dance and Performance Studies. The Performing Arts Commons will provide specialized spaces, services and technologies to support research, teaching and creative activities in the performing arts.

● **Continue to develop outreach services** that will meet teaching, learning and research needs of faculty and students regardless of physical location and across delivery platforms. We will participate in departmental and campus-wide events that support the University’s mission and vision.

● **Continue to develop a suite** of specialized data and visualization services to support research and teaching in all disciplines.

● **Continue to develop our support of scholarly publishing** with an emphasis on open access.

● **Continue to enhance our liaison librarian program** in order to provide outstanding research and teaching support to individual academic programs and to advocate for and build excellent collections.

● **Continue to work with the Libraries’ Communications Office** to effectively communicate, market and improve awareness of services to the campus community.
The Libraries will provide outstanding access to collections and seamless delivery of information resources to meet the research and teaching needs of the entire University and to meet the University’s mission of enabling intellectual inquiry and learning.

WE WILL:
- Continue to maximize efficiency and improve delivery time for interlibrary loan, document delivery, and department delivery; we will implement delivery of physical materials to distance education students and remote researchers.
- Actively participate in the UMD Libraries’ consortia and explore new partnerships in order to improve resource sharing and deliver a more consistent user experience.
- Facilitate access to physical and online collections through continued enhancement of discovery tools, digital access, effective stewardship and collection building, and outstanding in-person and virtual information services.
- Continually assess curricular and research needs of the University to ensure access to needed collections and services.
- Continue our campus leadership in the area of textbook affordability and the advocacy of open educational resources.

The Libraries will offer a robust teaching and learning program consisting of innovative instructional and assessment methodologies and tools to ensure that all members of the University community possess excellent skills in discovering, evaluating, and using all formats of information effectively, efficiently, and ethically.

WE WILL:
- Continue to develop and refine in-person and virtual instruction programs, using best practices in teaching excellence, inclusiveness, and emerging pedagogies, to ensure that all students possess outstanding information and digital literacy skills.
- Continue to enhance our support of online learning, blended courses, integrated media, and distance education via the creation of outstanding virtual teaching tools and virtual research support.
- Continue to develop partnerships with the Learning Technologies Division of the Division of Information Technology, the Teaching and Learning Transformation Center, living and learning communities, and other relevant academic units to offer a wide range of instructional programs and services.
- Continue to develop and implement Learning Outcomes Assessments to evaluate and improve the effectiveness and efficiency of our teaching and learning programs.
- Offer advanced professional development for employees engaged in teaching or training activities, including an enhanced peer teaching observation program and the Fearless Teaching Institute.
- Continue incorporating non-traditional spaces (such as the John & Stella Graves Makerspace) and literacies into our instructional program.
The Libraries will have a highly-skilled professional workforce with outstanding employees to engage in a wide range of research, teaching and collections activities to support the University’s mission and strategic goals.

WE WILL:

- Continue to improve our spaces through the creation and implementation of the “commons” model, offering innovative services in technology-rich environments.
- Provide inspirational, aesthetically pleasing, and welcoming physical and virtual spaces to meet a diversity of users and their needs.
- Work to enhance the accessibility of all Libraries collections, resources, services, and facilities.
- Identify, pilot and integrate emerging technologies throughout all library spaces, including the creation of makerspaces, spaces for emerging technologies, and spaces for collaborative learning.
- Engage in further user experience research and will create and provide a variety of outstanding programs and services to enhance user experiences in the Libraries.
- Continue to conduct and expand assessment activities in all areas of public services, including periodic campus-wide and targeted surveys and in further user experience research.
- Continue and expand our partnerships with relevant campus and community partners.

The Libraries will ensure outstanding user experiences via modern, technology-rich spaces, virtual access, and programming.

WE WILL:

- Continue to seek, attract, and hire outstanding employees who are diverse, proactive, creative, collaborative, forward-thinking, and committed to excellent research, teaching, collections, and user services.
- Engage in continuous professional development and cross-training of our employees. We will continue to assess and improve our professional development program for liaison librarians.
- Offer leadership training and opportunities for employees at all levels and will engage in ongoing succession planning.
- Enhance our efforts to pursue successful grants and other fundraising opportunities to support division initiatives.
- Continue to support entrepreneurial initiatives and other innovations that improve and expand our services.
- Implement a comprehensive customer service training program for all employees working in public services areas across the Libraries.
- Continuously strive to improve communication within the division in order to promote transparency, accountability, and the spirit of shared governance and to create a thriving workplace.