MISSION
PSD provides exceptional research, teaching and collections services to support the research, teaching 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 all 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 all user needs in a timely, efficient manner and with an exceptional level of customer service. Our highly trained, proactive, and knowledgeable librarians and staff will be actively engaged in the academic life of the University.

CORE VALUES
- Excellent Public Service
- User Satisfaction
- Cooperation
- Respect
- Creativity
- Forward-Looking
- Continuous Assessment and Improvement
The Libraries will be a research hub on campus, offering a broad array of research services via highly skilled liaison librarians and specialized services to support the entire research lifecycle.

**GOALS AND OBJECTIVES**

**We will** be campus leaders through the 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 Office of Research, the Graduate School, Division of Information Technology, and relevant academic and support units.

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

**We will** develop the Science Commons, consisting of spaces and services to meet the specialized research and teaching needs of the STEM disciplines.

**We will** develop the Media Commons, consisting of specialized spaces, services, and technologies dedicated to media production in all formats, access to outstanding media collections, and excellent services to ensure access and use of all media formats.

**We will** develop the Performing Arts Commons in the Michelle Smith Performing Arts Library in partnership with the Clarice Center for the Performing Arts. The Performing Arts Commons will provide specialized spaces, services and technologies to support research, teaching and creative activities in the performing arts.

**We will** develop outreach services that will meet teaching, learning and research needs of faculty and students regardless of physical location. We will participate in departmental and campus-wide events that support the University’s mission and vision.
2

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 maximize efficiency and delivery time for interlibrary loan, document delivery, and department delivery.

We will continually improve seamless desktop, in-person and other delivery services.

We will facilitate access to print and online collections through discovery tools, digital access, effective stewardship, and outstanding in-person and virtual information services.

We will continually assess curricular and research needs of the University to ensure access to needed collections and services.

3

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 develop and refine in-person and virtual instruction programs, using best practices in teaching excellence, to ensure that all students possess outstanding information and digital literacy skills.

We will continue to develop partnerships with the Learning Technologies Division, the Center for Teaching Excellence, and relevant academic units to offer a wide range of instructional programs and services.

We will continually assess our teaching and learning programs and offer advanced professional development for librarians engaged in teaching activities.

We will continue to increase the number of students that we reach via our instruction and teaching programs.
The Libraries will ensure outstanding user experiences via modern, technology-rich spaces, virtual access, and programming.

We will continue to improve our spaces through the creation and implementation of the “commons” model, offering innovative services in technology-rich environments, and through the enhancement of the Terrapin Learning Commons.

We will provide inspirational, aesthetically pleasing, and welcoming physical and virtual spaces.

We will identify and integrate emerging technologies throughout all library spaces and services, including the creation of makerspaces, spaces for emerging technologies, and spaces for collaborative learning.

We will create and provide a variety of outstanding programs and services to enhance user experiences in the Libraries.

We will continue to attract and hire outstanding librarians and staff who are proactive, creative, collaborative, and committed to excellent research, teaching and collections services.

We will engage in continuous professional development and cross-training of our librarians and staff.

We will offer leadership training and opportunities for employees at all levels and will engage in ongoing succession planning.

We will implement a comprehensive customer service training program for all employees working in public services.

We will implement and continuously assess our professional development program for liaison librarians.

The Libraries will have a highly-skilled professional workforce with outstanding subject specialists, librarians and staff to engage in a wide range of research, teaching and collections activities to support the University’s mission and strategic goals.