

University of Delaware Library, Museums and Press **STRATEGIC PLAN**





OVERVIEW

Finalized in Spring 2017 and updated in the Fall of 2023, this strategic plan guides the University of Delaware Library, Museums and Press in planning, decision-making and resource allocation. The four Strategic Directions were shaped by a dynamic process that included environmental scans of selected comparator institution libraries, focus groups with stakeholders and broad input from staff. The strategic plan is an aspirational and living document that articulates an agenda aligned with the strategic directions of the University and the needs of the community we serve. As such, this plan will be updated every few years to ensure our work and efforts remain relevant and forward thinking.

MISSION

The Library, Museums and Press inspires the intellectual, scholarly and creative achievement of University and global communities with expert staff, excellent service, dynamic learning spaces and access to diverse collections and information resources.

VISION

The Library, Museums and Press is the intellectual and interdisciplinary hub of the University. We partner with the University of Delaware community and beyond for scholarly and creative endeavors; and support the University's efforts to have a positive impact on the community and offer innovative solutions to global problems.



VALUES

The University of Delaware Library, Museums and Press contributes to a community that nurtures intellectual curiosity and free inquiry, where everyone is empowered to learn and flourish, in alignment with the University of Delaware Values. These values ground our strategic and operational decisions and inform the way we develop personnel, spaces, collections, services, and programs.

Our values in action:

- We provide a welcoming environment that is open to all in accordance with UD Library policies.
- We provide equitable service to our diverse community of users, and in doing so we recognize, value, and embrace the uniqueness of each individual.
- We promote an atmosphere of respect and civility as an essential part of strengthening our connection to our communities.
- We embrace intercultural competence as articulated in our diversity statement.
- We preserve, disseminate, and provide equitable access to knowledge in a variety of forms.
- We assist users in the creation of a wide range of scholarly materials, encouraging excellence and innovation, and supporting student success.
- We foster lifelong learning aimed at supporting an informed and engaged citizenry.
- We support rigorous scholarship and critical thinking by embracing the core professional values of librarianship, academic museum practice, and university press publishing, including intellectual freedom, inclusion, privacy of users, and social responsibility.

In accordance with these practices, the UD Library, Museums and Press operates with transparency and accountability. We recognize the dignity of all people in public and private discourse, and engage in dialogue that builds trust and fosters collaboration. Thus, we value and cultivate the free exchange of ideas, and condemn speech or action that threatens the physical or psychological safety of any member of our community.



FOUNDATIONS

Each of the Library, Museums and Press's strategic directions rests upon the interconnected foundations of equity, diversity, inclusion and accessibility; organizational effectiveness; continual assessment of the experience of our patrons and visitors; and effective, internal collaboration amongst our staff. To provide superior services to our community, none of these foundational principles can be successful without the others.

Equity, Diversity, Inclusion and Accessibility

The Library, Museums and Press celebrates the diversity of our community, welcoming and respecting the contributions of all, so we develop equitable, inclusive and accessible services to foster those contributions.

Organizational Effectiveness

An effective, thriving organization requires a well supported staff, empowered with the knowledge and resources needed to fulfill its mission and goals. We cultivate an inclusive work environment that supports staff engagement, values input from all employees, and uses assessment and data analysis to drive decision-making, organizational development and responsible resource allocation.

User Experience

Our community of users is our top priority. With that in mind, the UD Library, Museums and Press develops services, spaces, collections and resources that will ignite creativity, foster learning and collaboration, and enhance discovery. Through continual and routine assessment, we identify the needs of the communities we serve and evaluate our activities and services to plan for future improvements.

Internal Collaboration

The University Library, the University Museums and the University Press each focus on different elements of the scholarship, creativity and culture created and presented at the University. By taking a holistic approach to internal collaboration, we are better equipped to effectively harness the expertise and shared resources of our staff in order to successfully support the communities we serve.



STRATEGIC DIRECTIONS



STUDENT SUCCESS AND LEARNING

The Library, Museums and Press will enable students to leverage technology and other academic resources to support research, learning and creativity. Our expert staff will inspire self-directed, lifelong learning within and beyond the classroom by supporting students in their critical engagement with information sources in a variety of formats.

1. Empower students to create, critically examine and engage with information and scholarship in many forms, including images, interactive media, datasets and synthetically generated content.
2. Enhance and assess our instructional and outreach approaches and outcomes to align with student and faculty needs.
3. Expand the University's open and affordable teaching materials initiative to help ensure that students graduate with minimal debt.



RESEARCH, SCHOLARSHIP, AND DISCOVERY

The Library, Museums and Press makes research and scholarship possible through strategic collection development, effective information discovery and presentation methods. We contribute expertise and personalized support for scholars at all levels throughout the research lifecycle. The Library, Museums and Press provides leadership in acquiring, curating, disseminating and preserving research and scholarship in all formats.

1. Provide access to curated collections that reflect diverse perspectives by employing practices to address and mitigate harmful and outdated language, concepts, and norms.
2. Proactively expand services and infrastructure to meet changing researcher needs, ensuring alignment with emerging trends and research methodologies.
3. Make our digital collections and scholarly materials openly available while building a culture of open-access awareness among faculty and graduate students and promoting a collective commitment to open knowledge dissemination.



STRATEGIC DIRECTIONS



OUR SPACES

The Library and Museums are welcoming places to study, learn, create and work. Staff provide services that enable individuals and groups to actively engage with one another in support of research and learning. Spaces, both physical and virtual, and the unique resources and technology within them inform our operations and enable us to meet user needs for intellectual exploration, entrepreneurship, creativity and innovation. Our spaces will be adaptable to different activities and priorities based on user feedback.

1. Create, develop, and maintain inviting and accessible spaces that contribute to the University community's overall success and student body's well-being.
2. Create environments that facilitate and foster collaboration, showcase innovations and scholarly achievements, and build partnerships across campus and throughout the greater community.
3. Envision and promote physical and virtual points of engagement that break down barriers to accessing services and collections.



PARTNERSHIPS AND COLLABORATION

As an institution dedicated to improving the lives of individuals throughout the University of Delaware community and beyond, we will raise awareness of the initiatives and resources available to all users by actively collaborating with local, regional, national and global partners to expand knowledge and advance the mission of the University through collective strengths.

1. Foster strategic collaborations with University partners by providing access to Library, Museums and Press resources, expertise, and collections through instructional activities and outreach, as well as experiential learning and mentorship.
2. Advance operational goals and reinforce organizational values through strategic participation in professional groups and consortia.
3. Develop relationships throughout the Delaware community to facilitate access to, preserve, and protect intellectual and cultural heritage collections that are of importance to the state of Delaware.