

ASPIRATIONS

- Participate in influencing global developments in models for ownership, access, and use of scholarly content in the electronic environment.
- Contribute new scholarly content to the global research community through electronic publishing programs and services.
- Digitize materials from our unique or endangered collections and provide innovative tools to enhance their availability, access, and continued use.
- Continue developing skills, tools and knowledge to extend our reputation as a provider of first-class digital library services.
- Ensure the systematic, long-term preservation of all digital collections through a strong local technology infrastructure and through collaborative efforts with other institutions, following current professional standards and best practices.
- Create digital library services and platforms to enable faculty to mount digital content for open access to the research and learning community including open access journals.

GOAL VI COLLABORATION

Build upon and increase our collaboration with other University of Pittsburgh units, research institutions, and organizations that support our mutual endeavors.

ASPIRATIONS

- Improve our primary users' access to library materials through partnerships with other academic institutions and organizations.
- Identify and pursue partnerships that promote ULS initiatives, nationally and internationally.
- Build upon successful collaborative efforts (such as PhilSci Archive) to advance information access and use at the University.

GOAL VII ASSESSMENT

Develop a culture of continuous assessment for all services offered by the University Library System.

ASPIRATIONS

- Continue to monitor progress using national assessment standards against our peer public AAU institutions.
- Commit to ongoing assessment efforts to develop strategic initiatives seeking feedback from all strata of users.
- Become a leader among ARL libraries in creating and implementing tools to support the assessment needs of University departments and programs.
- Develop a program to assess learning outcomes related to information literacy.

GOAL VIII FOSTER A LEARNING ORGANIZATION

Promote a work environment that is challenging, satisfying, and rewarding for staff at all levels as well as capable of responding to changing organizational needs.

ASPIRATIONS

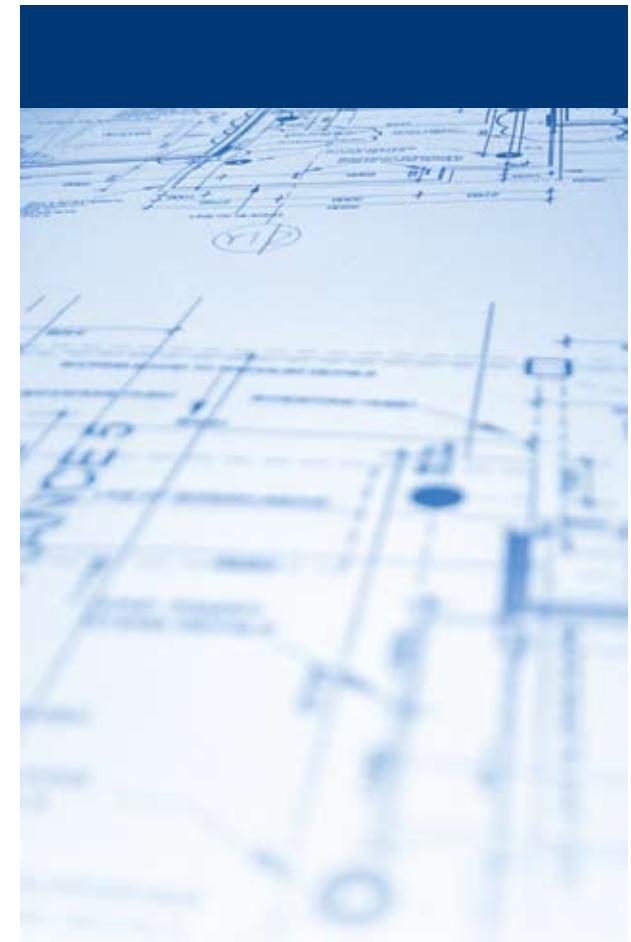
- Provide library personnel with opportunities for appropriate and effective training, development, and leadership.
- Continually identify mechanisms that promote the recruitment and retention of a competent, highly trained, and diverse faculty and staff.
- Facilitate a culture that emphasizes continuous improvement through learning, evaluation, and assessment.
- Continually maintain organizational agility in the face of changing environments.

GOAL IX OUTREACH DEVELOPMENT AND PRIVATE SUPPORT

Obtain external sources of financial support beyond annual appropriations, and enhance our public image as a world-class library system.

ASPIRATIONS

- Identify and pursue sources of private and foundation support, as well as state and federal grants.
- Achieve the goals of the ULS in conjunction with the capital campaign.
- Enhance the visibility of our work and endeavors.



UNIVERSITY OF PITTSBURGH



**LONG
RANGE
PLAN** 2007-2010
www.library.pitt.edu

MISSION STATEMENT

The mission of the University Library System (ULS) at the University of Pittsburgh is to provide and promote access to information resources necessary for the achievement of the University's leadership objectives in teaching, learning, research, creativity, and community service, and to collaborate in the development of effective information, teaching, and learning systems.

The primary users of the ULS include the students, faculty, and staff of the University of Pittsburgh and, through our collaboration with organizations and institutions worldwide, the global research community.

QUALITY SERVICE COMMITMENT STATEMENT

The University Library System of the University of Pittsburgh is committed to providing outstanding research collections, digital resources, and information services that will help you fully utilize the wealth of information available to you.

YOU CAN EXPECT THAT:

- We will be approachable, knowledgeable, courteous, and willing to help you locate and utilize materials effectively.
- We will provide access to resources to support your educational and research needs and will organize them so that you can locate them quickly and easily.
- We will maintain our online catalog and the ULS Web site so that they contain accurate and useful information regarding our resources and services.
- We will provide preservation services for a variety of materials from the library's collections in order to ensure their continued availability for research purposes.
- We will continue to pursue digital initiatives to enhance our collections and services and increase Web access to electronic resources.
- We will strive to ensure that computers, photocopiers and other equipment are in good working order and will report and repair breakdowns in a timely manner.

We are making every effort to fulfill these goals and provide you with the highest quality service. Let us know how we are doing. Your feedback will help us improve our services. If you have suggestions to improve our services, or experience dissatisfaction in any of these areas please contact us at www.library.pitt.edu/services/contact.html.



STRATEGIC GOALS & ASPIRATIONS

GOAL I ACCESS AND RESOURCE MANAGEMENT

Describe and organize knowledge and information resources to empower our primary users, regardless of location, so that they can obtain information resources they need to accomplish their research, teaching, and learning activities in the most effective and efficient manner.

ASPIRATIONS

- Discover, create and maintain appropriate systems to empower library personnel to better support users.
- Study the evolution of user needs and seek innovative methods to better serve our users as a means of improving access to research materials.
- Provide effective tools to enable our users to discover and obtain appropriate research materials seamlessly.

GOAL II FACILITIES AND EQUIPMENT

Ensure that all collections, information resources, and services are housed in accessible, functional, and attractive facilities.

ASPIRATIONS

- Devise library environments that enable users to optimally conduct research and study.
- Provide equipment that is well maintained and commensurate with user needs.

GOAL III ASSISTANCE AND EDUCATION

Assist our primary users in making the most effective use of information resources, regardless of format.

ASPIRATIONS

- Continually improve customer services throughout the ULS.
- Collaborate with teaching faculty to teach each University of Pittsburgh student to be a knowledgeable and effective user of information resources.
- Support faculty, students, and the broader research community in their pursuit of research and scholarship to utilize and create new research materials.
- Empower user independence by providing help, teaching tools, and services online.
- Promote awareness of library resources and services to our primary library users.
- Develop an information literacy program involving librarians from units across the ULS, building on the Middle States Commission guidelines for information literacy and the ACRL/ARL Project SAILS assessment tool.

GOAL IV INFORMATION RESOURCES AND COLLECTIONS

Support and enrich our primary users' research, teaching, and learning with appropriate materials in a variety of formats.

ASPIRATIONS

- Develop world-class research collections in areas of strategic importance to the University.
- Provide resources to enable undergraduate and graduate students to meet their learning and curricular requirements.
- Extend and enhance our primary users access to information resources by building appropriate partnerships with libraries and information providers.
- Preserve and maintain our existing and future unique collections.

GOAL V LEADERSHIP IN DIGITAL LIBRARY DEVELOPMENT

Lead the University of Pittsburgh in the digital environment to positively contribute to the changing model of scholarly communication.