Vision

To be a leading research library providing ubiquitous access to information using innovative strategies to drive intellectual exchange and the creation of knowledge.

Mission

The Library’s mission is to enable a culture of life-long learning through collaboration, engagement and outreach. It aims to provide seamless access to information using innovative and leading edge technology. The library is committed to delivering exceptional services and building dynamic relationships with the SMU community and beyond.

Values

The Library is guided by the CIRCLE values embraced by the university, as well as the values adopted by the library:

- **Respect:** Valuing others and accepting diversity
- **Accountability:** Taking responsibility for your action and results
- **Passion:** Being enthusiastic and engaging
- **Professionalism:** Delivering equitable, unbiased, and timely service to all library users
**LIBRARY STRATEGIC GOALS 2013-2015**

1. Enhance customers’ experience and engagement by providing high quality resources, facilities and customer focused services that supports multi-disciplinary research and holistic education. (Pillars 1,2,3)

2. Expand and strengthen partnerships between SMU stakeholders and other organisations. (Pillars 2,3,4)

3. Continue to build a work culture that encompasses our values (Respect, Accountability, Passion and Professionalism) and a work environment that fulfills staff needs for continual learning and development. (Pillar 5)

4. Promote a creative environment that fosters and champions innovative methods of information access. (Pillars 1,2,3,4)

5. Raise the reputation and international profile of SMU libraries. (Pillars 4,5)

**LIBRARY PERFORMANCE METRICS**

1. Student satisfaction with the Library’s study and learning support services
2. Student learning through information literacy skills for lifelong learning
3. Usage of information resources
4. Engagement with faculty and postgraduate students in research support activities
5. Availability of SMU scholarly publications
6. Library staff training and development activities
7. Library staff satisfaction
8. Community engagement within and outside SMU