Goals for Academic Year 2004

Public Services Council agreed that its goals should reflect a user-centered context. The following goals were recommended for academic year 2004:

**Undergraduate Focus**
Council activities will focus this year on the undergraduate user. It was noted that many of our activities, including library collections, particularly electronic resources, have focused on research needs, rather than the needs of undergraduates. Activities could include bringing an undergraduate focus to the library’s website, information resources, and services; a statistical review of Rutgers for information about undergraduates; reviewing the CLIR and other data for undergraduate behavior; pursuing expansion of audio reserves; developing tools to enable teaching; and participation in the RUCS “myportal” implementation.

**Mitigate Impact of Cancellations**
The Council will work proactively to minimize the impact of resource cuts. A template for providing information about alternatives to any databases cancelled activities will be developed and implemented once cancellations are determined.

**PALCI and OpenURL Implementation**
The Council will continue to support the PALCI implementation and expand service to include participation in the onsite borrowing and cost-free photocopies groups. The Council will continue to support the OpenURL pilot.

**Subcommittee Work**
The Council will have more interaction and engagement with its subcommittees. Subcommittee work of interest to PSC includes website assessment, the new look proposed for IRIS, and future proposals from the Software Evaluation Work Group.

**Communications**
An overall list of cancellations should be posted on the website following a model at UNLV. The Libraries are developing a proposal to hire a consulting firm to provide a communications audit for the library, and the Council will have a role in the process.