Public Services Council agreed that all goals should include a mechanism for evaluating their results. The following goals were recommended for academic year 2005:

**Undergraduate Focus**
Complete and expand the undergraduate services review begun in academic year 2004. Work underway includes developing ways to reach all first-time library users, exploring liaison relationships with the undergraduate colleges, creation of an undergraduate reference library, and expansion of full text electronic resources. Additional activities could include bringing an undergraduate focus to the library’s website, information resources, and services; pursuing expansion of audio reserves; and developing tools to enable teaching.

**Reference Services**
Review the various types of reference services offered and possible. Plan the most effective combination of in-person, telephone, and virtual services.

**Instructional Services**
Support introduction of SearchPath.

**Meta Searching**
Study Meta search services, particularly those offered by Sirsi and through the State Library.

**Article Delivery**
Support selection and implementation of Rapid, an article desktop delivery service, to complement interlibrary loan.

**Catalog Development**
Participate as a development partner for RedLightGreen.

Support implementation of the iLink catalog interface.

**Planning**
Participate in DLI II long range planning, including consideration of what we will stop doing in order to do more important things.

Support the spring 2005 implementation of LibQual, an ARL suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality.

**Communications Audit**
Participate actively in addressing first stage recommendations from the communications audit, including development, review, and distribution of promotional and educational materials.
Principles and Priorities for the Digital Library Initiative

Because the development of the new library is a complex undertaking and choices need to be made, the Libraries' Long Range Plan Steering Committee offers the following principles and priorities that it considers essential to the realization of the DLI. The Libraries' progress will be shaped by these principles and priorities along with a systemwide library advisory committee to provide ongoing guidance to the university librarian for library planning.

B. Service Priorities

The Libraries must implement a suite of services appropriate for the Rutgers community that capitalizes on emerging technologies. In order to develop new services and revamp traditional services by incorporating digital technology, librarians must observe how faculty and students are using digital resources. To ensure that the DLI will be successful, the following priorities have been established for the five year plan:

- Provide timely, accurate, and convenient delivery of information resources to the desktop.
- Create instructional programs that provide students and faculty with skills to exploit the new information environment.
- Provide enhanced information services, such as the online "Ask a Librarian," so that users can satisfy information needs in a timely manner.
- Ensure that all Rutgers' resources are represented in IRIS and that bibliographic links in IRIS are made to the full-text content of materials where available.
- Support faculty in the creation of digital resources for their research and instruction.
- Acquire external funding to digitize selective unique library resources that contribute to the creation of the global digital environment.

Goals and Activities for the Implementation of the Digital Library Initiative

The specific activities for the five years of the long range plan focus on putting an infrastructure in place that empowers the user to discover, locate, retrieve, and use effectively information resources in any format, located anywhere in support of the university's strategic plan and academic mission. In the DLI this will be achieved through the use of technologies that create seamless access to information and the delivery of resources (or information) over the network to users' desktops. In order to make the DLI a success, the Libraries will implement the following activities over the course of the next five years. They will form the basis for annual goals setting, complementary budget requests, and library accountability reports to the university:

B. Improving Access

- Create electronic records for all items existing in Rutgers collections.
- Improve existing records to assist in more complete and effective retrieval.
- Create finding aids for specialized materials.
- Create mechanisms to link catalog records to the digital full-text and to link electronic databases to library holdings.
- Begin digitization projects.
- Inventory digital projects within the university and create a clearinghouse list so that the Rutgers community is made aware of such resources.
- Collaborate on archiving of digital projects.
C. Improving Service and Instruction

- Implement user-initiated services, such as self-checkout of library materials, and journal article and interlibrary loan requests.
- Conduct user-initiated commercial document delivery service projects and assess their financial, service, and collection impact in relation to traditional interlibrary loan.
- Purchase and mount in all Rutgers University Libraries software and hardware for scanning and document delivery to users' workstations.
- Provide information services electronically to remote users.
- Design and implement electronic navigators and interactive instructional programs.
- Design and implement assessment measures for services using technology.
- Work with Rutgers faculty, design instructional programs for students that incorporate information literacy to advance undergraduate learning goals.
- Develop programs in collaboration with TEC, RUCS, OTR, and other relevant groups for faculty use of instructional technology and multimedia services.