Western Illinois University
Division of Academic Affairs

Consolidated Annual Report, Planning Document and Budget Request

Reports Due to Provost and Academic Vice President
Directors: March 8, 2013
Deans: March 13, 2013
(Please submit electronically)

Respond to the following questions in no more than 15 pages. Attach appendices with supporting documentation where appropriate.

CURRENT YEAR
Fiscal Year 2013

Accomplishments and Productivity for FY13

1. Give a brief review of the division's goals and objectives for FY13.

2. List the most important divisional accomplishments for FY13 and document how these accomplishments support the goals and objectives of the University, including specific Strategic Plan accomplishments. List the accomplishments based on the below goal areas. Divisions may indicate "not applicable" or "none" under a goal area as appropriate.

    a. Enhanced Culture for Teaching and Learning
    *   Library faculty delivered 304 library instruction sessions for department courses, up 9 percent from 2011, at the Malpass Library on the Macomb campus. Other sessions were provided in the branch libraries and at the Quad Cities campus
    *   New Open Source IM (instant messaging) service has been implemented, replacing an old platform, to ensure that faculty, students, and staff have "cutting edge" real-time online access to our reference librarians
    *   Sean Cordes represented University Libraries on the FYE Review Committee, including three subcommittees.   Key to this effort was supporting committee work in integrating information use concepts into the FYE U100 curriculum including: finding and evaluating learning resources and developing essential problem solving and critical thinking abilities.
    *   Instruction unit designers made use of emerging technology to support teaching and learning including: web conferencing support for distance education courses and developing a variety of media projects
    *   Use of library online learning guides (LibGuides) continued to increase; the guides were accessed over 80,000 times in 2012
    *   Acquired more than 10,000 new federal and Illinois titles, and thousands of continuing serial titles through our participation in the Federal Depository Library Program and the Illinois Depository Library Program
    *   12 collections were converted and added to our digital collection (Western Catalyst, Epilogue, Remington letter, Grantham letters, Salem Baptist minutes, WIU Bulletin, Priscilla Williams diary, etc.) and 6 digitization projects were completed (Aldrich/Turner music manuscript, Randolph House Hotel ledger, Women's center documents, Tax ID document, Bong Wong book for ILL, images of the Petersen Bird reception)
    *   Hosted traveling exhibits: "African Americans in Civil War Medicine - Binding Wounds" and the "Lincoln in Illinois" exhibit

b. **Fiscal Responsibility and Accountability**
   - Continued to cooperate with CARLI for many tasks such as the purchase of more electronic resources, management of the computer infrastructure and maintenance of the online catalog
   - Cataloged JSTOR electronic journals and added PURLS to improve access and use of electronic resources
   - Reached 60 percent of our campaign goal
   - Fully staffed the expanding hours of operation while ensuring compliance with, and consistency of, library and university policies and practices; hours were further extended for midterms and finals
   - Assessment (self-study) of library support for three academic program accreditations and five academic program reviews were carried out according to the institutional schedule
   - Personnel: employed 56 undergraduate and 6 graduate students; hired 2 faculty members and 5 civil service employees (due to 3 retirements and 1 resignation); 2 successful audits for civil service staff
   - Personnel development: departmental cross-training is ongoing; library staff development seminars are provided as well as access to consortium webinars
   - Staff development: two trips (5/9/12, 8/7/12) to the QC Library and Riverfront Campus for staff members who work with the QC staff; John Hallwas' "Celebrating a Century of Excellence, 1912-2012" DVD was shown to staff on 10/31/12
   - Established the Library Student Advisory Group to improve library services for students
   - Held fundraising event at donor's residence (Mel and Judy Kerr) and raised over $2,900 for mostly the nursing program materials
   - Held the first ever Malpass Mini Golf event in the Malpass Library (11/3/12) with close to 200 people attending, raising $2358.71 for the Atrium Society
   - Created a library cookbook, compiled recipes from current and retired library staff

c. **Focus on Statewide Public Agenda and Performance Funding Initiatives**
   - Responsibilities for university records management were transferred to University Libraries
   - Added the University Writing Center to the Malpass Library
   - Held a grand opening of the Patent and Trademark Resource Center (9/13/12); WIU is one of only two sites in Illinois
   - For the second year University Libraries has increased its program offerings. Our programming tends to fill the community need for adult programming and is predominately attended by community members, especially ones that take place in the evenings
   - Created and implemented the Art & Self Perception series of programs showcasing faculty, staff and students' artwork as perceptions of themselves (37 programs to run throughout the 2013 academic year)
   - Hosted our fifth annual Banned and Determined celebration of ALA Banned Books Week. Readers at this year's event featured a junior high school student and a member of the sociology faculty in addition to librarians. The guide and game created can be found at http://wiu.libraries.com/bannedbooks

   - Hosted the annual WIU Authors' Reception which highlights the talents and research at WIU. This year 442 citations were gathered to augment an expanding database of the university's scholarly and creative activities
   - Hosted the following receptions: "Birds, Birds, Birds" sculpture reception, Civil War book discussion series reception, WIU Authors' reception, Nielsen Collection Celebration, Atrium Society Gardener Donor reception
   - Provided 4 listening party programs and 13 other lunchtime discussions on various topics

d.   Facilities Enhancement and Deferred Maintenance
- Building updates: replaced retaining walls at the east and west entrances, recovered chairs on the 3rd floor, in collaboration with uTech renovated the Digital Commons area on the 1st floor

e.   Technology Enhancement
- Purchased access to a virtual Linux server for the following: Open Source Archon (Archival Information Database) system to enhance access to University Archives and Library Special Collections; implement new WordPress blogs and Drupal to enhance communication and student services. Forthcoming is a portal that streams WIU music recitals
- Created a new branch website for our Quad Cities Campus http://www.wiu.edu/qc/library/
- Converted the interlibrary loan server ILLiad to a virtual server and now have it running in the uTech virtual environment
- Involved in the completion of the Digial Commons renovation which included testing and production roll out of the Papercut print management server and the new scan station. Printing costs are now covered by Student Activities Fees and not the Library's Operation Funds.
- Updated computers in the second floor classroom and recycled the old machines to other areas as needed; updated all public computer areas to Windows 7
- Expanded checkout items to include iPads, digital voice recorders, and new video cameras
- Added additional wireless access points to improve access for our students

3. Indicate measures of productivity by which the unit's successes can be illustrated.

Service Function	2000	2011	2012	Percent Increase/Decrease (Between 2011 and 2012)
Circulation	47,403	24,951	20,501	18% decrease
Reserves (Traditional)	1,120	3,902	5,598	44% increase
Reserves (courses)	124 courses	231 courses	296 courses	28% increase
E-Reserves	7 courses (2006 data)	75 courses	61 courses	19% decrease
Gate Count	326,777	476,709	490,882	3% increase
Instructional Programs	120 (2002 data)	280	304	9% increase
Interlibrary Loan Borrowed	11,319	15,552	14,995	3.6% decrease
Interlibrary Loan Lending	17,602	16,226	13,839	15% decrease
Electronic Journal Access	Approx. 300	46,353	55,062	19% increase
Reference Questions	10,914 (2003 data)	6,493	6,019	7% decrease
Web Stats Pages viewed	2,138,156 (2002 data)	3,869,566	254,587*	

*Unfortunately data is now being collected using Google Analytics-only provides off-campus data

4. Describe how the division used any of the following categories of funds to enhance accomplishments and productivity:

  a. Western Illinois University Foundation funds
   • Library Atrium Society funds acquired from Book Sales and the Malpass Mini Golf event were used for the following:
     o to recover chairs on the 3nd floor of the Malpass Library
     o to purchase 20 digital voice recorders, 2 digital cameras and 5 video recorders for checkout through the Digital Commons
     o to purchase 10 iPad 2 tablets for use in the Curriculum Library in Horrabin Hall
     o to purchase a new public access printer on the 2nd floor of the Malpass Library
   • Leslie F. Malpass funds were used to purchase 4 projectors and portable projection screens for checkout through the Digital Commons

  b. Funds available due to vacant positions or dollars saved through hiring of new personnel at whatever level those funds reside
   • Not available to spend due to budget constraints

c. Grants, contracts, or local funds
    * none

d. Internal Reallocations: For reallocations over $20,000, identify the amount, area that was reallocated from, and the priority that funds supported
    * Funds were saved from Felix Chu's faculty position again this year as he serves as Interim Associate Dean for University Libraries (July 1, 2011 through June 30, 2013). There were no reallocations.

e. Other fund sources

Budget Enhancement Outcomes for FY13

For each budget enhancement received in FY13 complete an Accountability Report form (Attachment A). Be specific about approved productivity measures.

       none

BUDGET YEAR
Fiscal Year 2014

Major Objectives and Productivity Measures for FY14

1. List the most important goals and objectives the division will pursue in FY14, and how these actions will be measured/assessed.

   a. Enhanced Culture for Teaching and Learning
   - Continue our primary function of educating our student, staff, faculty and community users in as many ways as possible, those at a distance as well as those on the Macomb and Quad Cities campuses. Five library faculty will be participating in University 100 (Goal 2, Action 1) (long-term)
   - Add text reference as an additional way for students and faculty to request help, especially our users outside the library and off-campus. (We managed this during 2011, but lost this ability when we had to switch to a different provider of IM service in the fall.) (Goal 2, Action 5) (short-term)
   - Plan and employ strategy for creating stronger connections, and embeddedness between library instruction and department courses (Goal 2, Action 1) (long-term)
   - Continue to digitize the Laws of Illinois and expand our Digital Collections in order to enhance access for faculty, staff, and student researchers (Goal 2, Action 5) (long-term)
   - Continue with developing and maintaining our collection while working with a reduction in funding between $68,000 and $150,000 (Goal 2, Action 5) (long-term)
   - Investigate the purchase of popular e-books (Goal 2, Action 5) (short-term)
   - Continue to examine the relocation of archival materials from the first floor storage facility (Goal 2, Action 5) (mid-term)
   - Create a Streaming Music Recitals Archive of faculty and student music recitals (Goal 2, Action 5) (mid-term)
   - Update all outdated equipment: public area printers, computers in Reference East, Gov Pubs lab area, branch libraries, all employee computers, and laptops for checkout (Goal 2, Action 5) (short-term)
   - Promote the integration of technology in improving the quality of library reference, course-based and for-credit instruction and library programming (Goal 2, Action 5) (long-term)

   b. Fiscal Responsibility and Accountability
   - Develop plans to establish a digital archive to preserve, disseminate and provide public access to scholarly information through our consortial relations to maximize use of materials and expenditures (Goal 2, Action 5) (mid-term)
   - Meet the WIU Libraries campaign goal of $1.165 million by raising an additional $471,195 (Goal 5, Action 3) (mid-term)
   - Host events to obtain external funds: work with Jeff Hancks to host WIU Archives fundraising event in Nauvoo; hold the 2nd annual Malpass Mini Golf event in the fall of 2013 (Goal 5, Action 3) (short-term)
   - Student workers: finish migration of training to Desire2Learn; create more diversity in student/staff employment (Goal 1, Action 6; Goal 1, Action 11) (short-term)
   - Assessment: continue gathering statistics for the Dean of Libraries; assess usage patterns across the hours of operation; assess training opportunities for staff development; and library support for academic program reviews/accreditation (Goal 2, Action 1) (long-term)
   - Continue with training for all library personnel (Goal 1, Action 14) (long-term)
   - Continue to update web display of database usage – since 1998, WIU Libraries has regularly

compiled library database usage statistics across all databases and disciplines. We are working to update web usability and have the most up-to-date and accessible information. (Goal 2, Action 5) (long-term)

- Improve procedures and campus-wide compliance with the records management program (Goal 6, Action 3) (mid-term)

   c. Focus on Statewide Public Agenda and Performance Funding Initiatives
- Provide Patent and Trademark outreach (Goal 2, Action 4) (long-term)
- Create a Library Services video to be displayed prior to the start of library events (Goal 5, Action 1) (mid-term)

   d. Facilities Enhancement and Deferred Maintenance
- Assist with the implementation of the 3rd floor wiring closet (with uTech) and updates to the 1st floor and possible 2nd floor egress for the Malpass Library (Goal 2, Action 5) (short-term)
- Continue transition to the Riverfront Campus. With a projected move-in date of summer 2014, our main focus will be to weed the collection thoroughly before moving it. Additionally, there will be committee work with the design team. (Goal 1, Action 2) (mid-term)
- Continue to work with university officials on upgrades/repairs to existing building issues (Goal 5, Action 4):
  - West entrance doors replacement (including framework) due to salt damage
  - Repair and/or replacement of public elevators (#71 has not been functioning since 2007)
  - Roof repair – still having trouble with leaks on the 6th Floor in the CITR offices
  - Replacement of missing ceiling tiles on 2nd floor (around 50 tiles)
  - Replacement of floor coverings through the Malpass Library

   e. Technology Enhancement
- Upgrade Voyager & Integrated Library System – in collaboration with our CARLI consortium partners, WIU Libraries is expecting to migrate to the latest version of Voyager in 2013. The last major version of our current integrated library system, Voyager 7.0, was released in June 2008. (Goal 2, Action 5) (mid-term)
- Enhance the Physical Sciences Library virtual space – update web page, continue Blog, consider other forms of social networking. (Goal 2, Action 5) (long-term)

2. Of the objectives identified above, please indicate which are directly related to Strategic Plan action items.

3. For Strategic Plan action items noted above, indicate whether you intend to have the action completed in the short-term (next 12 months), mid-term (2-4 years), or long term (5+ years).

Technology Goals and Objectives

1. List the most important technological goals and objectives the division will pursue in FY14, and how these will be measured/assessed.

- Secure permanent funding for a sustainable 4-year replacement cycle of technology including accompanying support services (e.g. more public workstations) (long-term) [Goal 2, Action 5]
  - Depends on budgetary limitations

- Continue enhancements to the library's website to improve marketing, functionality and access to resources and services (long-term) [Goal 2, Action 5]
  - Anecdotal comments, survey results, and other indicators

- Explore and promote emerging technologies to enhance the delivery of information (e.g. mobile computing, social networking) (long-term) [Goal 2, Action 5]
  - Dependent on meeting needs and comparative data from peer institutions

- Develop and support web-based databases, applications, gateways, resource guides and other technologies that integrate and provide access to library resources, services and information (short-term) [Goal 2, Action 5]
  - Dependent on meeting needs and comparative data from peer institutions

- Enhance the access and use of library collections by digitizing selected print materials (e.g. Archives/Special Collections) (mid-term) [Goal 5, Action 3]
  - Qualitative data from library users

- Utilize technology to eliminate redundancies in acquiring, processing and managing print and digital information (long-term) [Goal 2, Action 5]
  - Indication from reports generated by various library systems

- Develop and maintain customized relational databases and interfaces, enhancing access to library collections and other electronic resources and services (long-term) [Goal 2, Action 5]
  - Satisfaction of needs and qualitative data from library users

2. Describe how these objectives build upon goals in divisional and/or institutional strategic plans.

3. For each technology item, indicate whether you intend to have the action completed in the short-term (next 12 months), mid-term (2-4 years), or long term (5+ years).

Internal Reallocations and Reorganizations

1. What are planned FY14 reallocations or reorganizations, including the movement of positions, the upgrade of positions, the creation of new positions, or the reallocation of personnel or operating funds?

   No reallocations and reorganizations are planned at this time – awaiting new Dean.

   We are auditing several positions to support upgrading and retaining our staff. (Goal 1, Action 14)

   A reduction to our collection (4.2% - $63,680.40, 10% - $151,620) of this size would decrease the support we can offer departments, academic programs, and faculty and student scholarship. (Goal 2, Action 1)

2. How do these reallocations and reorganizations further Strategic Plan goals and objectives?

3. Describe how all reallocations, permanent and temporary, will affect the unit's standard performance measures.

   Decreases in collections will have a permanent effect on supporting academic program resources for faculty and students. (Goal 2, Action 5)

4. How are you planning to find new funds?

   a. Describe divisional strategies to seek additional resources (e.g., grants, Foundation)

WIU Libraries are critical to the university's mission and should continue to receive the majority of funding from central funds. While WIU Libraries will work to raise money and identify appropriate grants and foundation dollars, the Libraries' collection and services cannot depend on external funds. The Dean of Libraries works with its 33% development officer to identify resources. New fundraising initiatives, such as Malpass Mini-Golf, the University Libraries cookbook and the Mel & Judy Kerr event were put in place to not only raise money, but also to increase the donor base. The first-ever donor recognition ceremony was held on October 25, 2012 to recognize "Gardener" level donors in the Atrium Society, and University Libraries will continue to host several events (Art & Self-Perception, Icarian event in Nauvoo, etc.) to showcase itself and attract additional supporters. In addition, the annual fund mailing has been re-designed to target specific needs.

b.   Provide an explanation of how additional resources would be used to enhance divisional objectives

Only a few months remain in the public phase for the Campaign for WIU. The focus remains on student support, faculty support, technology and information and capital improvements. WIU Libraries need resources for scholarships, digitization, compact shelving, information literacy curriculum, collection materials, aesthetic improvements (carpet, paintings) and special event/lecture space.

c.   Summarize long-term external funding goals which extend beyond FY14

After the Campaign for WIU ends in 2013, the next phase of strategic funding initiatives will begin. The Dean of Libraries will continue to work with the 33% development officer on discovering new donors for WIU Libraries, while providing extraordinary stewardship to existing donors.

d.   Develop indicators/benchmarks to track attainment of goals

The WIU Libraries' goal for this campaign is $1.165 million. We have currently raised $703,997.

5. What is the current status of the long-term funding goals established last year?

We are at 60.43% of our goal for the campaign.

Western Illinois University Quad Cities

1. Briefly describe programs or course offerings in the Quad Cities and the current success of those programs in terms of majors, minors, enrollment/SCH production, and completability.
    - None

2. How many faculty do you currently have located in the Quad Cities? How many Macomb-based faculty deliver courses in the Quad Cities? How many adjuncts did you use last year to teach in the Quad Cities? Will you be requesting additional faculty/staff next year (explain)?
    - One faculty member is housed in the Quad Cities. Faculty members at the Macomb campus teach instructional sessions in the Quad Cities as needed. No adjuncts are used. No additional faculty/staff are being requested for FY14 but when the library moves into its new facility there will be need for additional staffing perhaps at both the administrative level and support staff.

3. Will you be asking for new programs or offerings in the Quad Cities next year? Will you be offering fewer programs or courses next year (if so, explain why)?
    - No new programs or offering will be requested for the Quad Cities and there will be no cuts to

programs offered.

4. Summarize your short-term (2-4 years) and long-term (5 years or more) plans for Quad Cities in your unit (if applicable).
   - Relocate to new library at the River Front Campus and develop new library services to support the new program offerings in the Quad Cities (short-term)

5. Explain additional resources (grants, foundation, etc.) derived from or located in the Quad Cities.
   - Seek continuing support for the Lebovitz Collections.

New Funding Requests

1. New Academic Degree/Option/Certificate/Concentration Development Requests

Complete a Request for New Academic Degree/Option/Certificate/Concentration Development form (Attachment B) for each new degree, option, certificate, or concentration program to be submitted through the University curricular approval process in FY14, including enrollment projections and required resource requirements. Attach a copy of the feasibility study approved by the Provost.

2. New Operating/Base Resources Not Included in #1.

Complete an FY14 Budget Request form (Attachment C) for each new operating/base fund request not associated with new academic program development requests identified in #1 above. Also, please include any previous unfunded requests which remain as priorities.

3. Facilities Requests

Complete an FY14 Budget Request form (Attachment D) for each facility enhancement request over $100,000.

Summary—New Fund Requests

1. Identify, in priority order, requests for additional funding in a spreadsheet (Attachment E). Include all funds requested for new academic programs (#1), operating/base (#2), and facilities (#3).

2. On this spreadsheet, please be sure to indicate whether you are seeking one-time or continuous funding. If you are seeking continuous funding, identify whether it is for a period of years or a permanent base increase.

Scholarly/Professional Activities

1. For the calendar year January 1, 2012, to December 31, 2012, provide the total number of scholarly/professional activities in your area for the following categories:

   a. Book publications – none

   b. Chapter/monograph/refereed article publications – four refereed article publications

c. Creative activities—please provide total creative activities and international subtotal
        Two book reviews
        No international activities

   d. Conference presentations—please provide total conference presentations and international subtotal
        18 conference presentations
        2 international conference presentation

ATTACHMENT A   **Accountability Report for Program Support — FY13**
ATTACHMENT B   **Request for New Academic Degree/Option/Certificate/Concentration Development — FY14**
ATTACHMENT C   **Budget Request — New Operating/Base Resources — FY14**
ATTACHMENT D   **Budget Request — Facilities over $100,000 — FY14**
ATTACHMENT E   **Summary — New Funding Requests — FY14**