Western Illinois University
Division of Academic Affairs

Consolidated Annual Report, Planning Document and Budget Request

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

CURRENT YEAR
Fiscal Year 2014

Accomplishments and Productivity for FY14

1. Give a brief review of the division's goals and objectives for FY14.

2. List the most important divisional accomplishments for FY14 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**
   - Maintain rigor and high academic standards
     1. Fully staffed extended hours of operation while ensuring compliance with and consistency of library policies and practices.
     2. Provided assessment document examining library support for academic programs scheduled for review or accreditation.
     3. Assessed library support for all academic programs scheduled for review or accreditation.
     4. Developed standardized, best practice guidelines for LibGuides (library online learning guides).
     5. Performed major revisions on videos related to library tools and services, including how to borrow material from I-Share and IILiad, use the library web site, and performing basic searches using databases.
     6. Created content for the library section of a custom textbook that the English department created for beginning composition students.
     7. Developed infographic posters and signage to enhance library physical aesthetics and as an informal classroom learning support tool.
     8. Developed library promotion and marketing video.

   - Support for Quad Cities Riverfront campus

   - Continue to expand scope of the Centennial Honors College
     1. Developed a new honors course focused on Scandinavian literature.

   - Increase course based civic learning, internships, and service learning opportunities
     1. Provided work experience opportunities for student workers and intern students. Students participated in full-scale professional activities including planning, development, and evaluation processes and collaboration with other library units.

   - Support undergraduate and graduate research opportunities

1. The WIU Libraries homepage remains one of the most popular destinations on campus, ranked 5th among all WIU pages in 2013. The only WIU sites used more than the library were the WIU homepage (wiu.edu/index.php) and three generic campus e‑resource sites (i.e., Zimbra, Western Online, STARS).
2. Purchased in June 2013, Wiley journal archives for 23 journal titles at a cost of $45,000, increasing access to approximately 1,074 volumes worth of materials covering the years from 1887-1997. These journals were selected on the basis of how many times WIU patrons attempted to access archives to titles in the past several years. For 2012, WIU patrons attempted to access archival content for 23 titles 534 times. This archival purchase will allow students greater access to content without having to order through interlibrary loan.
3. Purchased in April 2013, the 2011-2013 Springer Ebook collections for $45,000. The 2011-2013 collections include 15,560 titles. These titles complement the Library's previous purchase of Springer's 2005-2010 collection. Titles cover all fields but are particularly strong in the sciences and mathematics.
4. Purchased JSTOR Arts and Sciences IX collection and archives for $10, 500 in May 2013. 432 titles are included in this purchase.
5. Through a one-time purchase completely subsidized by CARLI, we began to provide access to six collections of streaming video content through the publisher Alexander Street Press. Collections include the following titles: Counseling and Therapy in Video: Volumes I, II and III, Health and Society in Video, Nursing Education in Video and Rehabilitation Therapy in Video. The videos present content from real world situations and practices.
6. During 2013, processed (e.g., formatted, stylized, database production, etc.) 382 citations for works published in 2012 by WIU authors for the library's annual printed bibliography and WIU Authors Database.
7. Purchased $5,000 worth of nursing materials through a grant from the Illinois State Library's Back to Books program

- Support special program for Women in the Sciences and Government

- Support scholarly/professional activity
  1. Several collections were converted and added to our digital holdings including Keokuk Dam journals, Gen. Ross Collection of letters and papers, 2012-2013 sports collection, 2002-2006 *Western Courier*, Turner Manuscript of church music from the late 1700's, and Back-Bone of Illinois.
  2. Organized and promoted over 58 events in the library. Hosted the From Generation to Generation: Folk Art of Illinois travelling exhibit.

b. **Fiscal Responsibility and Accountability**
- Implement zero-based funding and identify further costs savings to meet challenges in the FY15 budget
  1. Provided WIU patrons with 15,069 Interlibrary Loan items borrowed from other libraries, both in Illinois and outside Illinois.
  2. Provided reserve materials for 296 classes requested by faculty for use by students in the library.
  3. Maintained daily billing and overdue notices for all materials, including I-Share and ILLiad.
  4. In response to the university's reduction of the 2013-2014 materials budget, the library performed an intensive two-month examination of its current periodicals subscription list to find savings to meet the reduced budget. The examination was conducted by a committee of 5 library staff appointed by Dean Lorenzen. As a result of the examination, the library was able to identify and cancel nearly 400 print and online periodical titles that were rarely used at a savings of $50,000. Throughout this process, the library communicated openly and thoroughly to the university community its budget constraints, the need for cancellations, and the rationale behind the decision to cancel a specific title. These cancellations will enable the library to balance its budget for 2013-2014.

5. Cataloged and added 4,942 free federal GovWeb online titles to the University Libraries' collection.
6. Cataloged and added 591 IllinoisWeb and Illinois tangible government titles to the University Libraries' catalog and collection. These materials come to the University for free as a result of our Illinois Depository Library Program participation. Usage of online materials continues to be robust. For the academic year 2012-2013, the library's various databases saw over 550,000 downloads of journal articles, e-books, documents, videos and music tracks.
7. We have continued to provide access to thousands of journals and other materials through our SFX link resolver. Currently, the library provides access to approximately 55,000 titles through SFX. Around 30,000 titles are purchased either directly or through our databases.
8. LibGuides usage continued to increase. The guides were accessed over 77,000 times by 30,407 unique visitors and 244,098 pages were viewed.
9. Updated LibGuides analytic tracking code to capture list and link box hits, along with visitor and page view data.
10. Organized YouTube accounts into a single admin account and web space for easy access to video resources.

- Identify alternative funding sources
  1. Participated in university web conferencing task force to develop, implement, and review web conferencing needs survey. Collaborated with multiple partners to share web conferencing resources saving approximately $430 per year on web conferencing software subscription.
  2. Redesigned signage for the library classroom and reference area using in-house design personnel, software, and printing resources. This enhanced the quality of library directional signs and branding while eliminating the need for outside consulting and production services.
- Develop college priorities in fundraising

c. **Enhance Academic Affairs Role in Enrollment Management and Student Success**
- Develop undergraduate, graduate, and international recruitment plans for each department/school
- Continue to expand Distance Learning opportunities
  1. Incorporated reference desk instant messaging into WesternOnline using an embedded chat widget and the Learning Object repository. Piloted the widget in EDL 681, Research in Educational Administration courses.
  2. Actively involved in digitization efforts to bring our materials and services to distance learners.

- Provide opportunities for non-degree seeking students
- Increase participation in the Building Connections mentorship program
- Implementation of revised FYE
- Review campus-wide advising procedures

- Enhance access, equity, and multicultural initiatives for entire campus community
  1. To accommodate students during midterms and finals, hours were increased. At the midpoint of the semester, hours were increased an additional six hours. During finals week another six hours were added. The library was open a total of 3,227 hours for the year.
  2. Worked with campus offices on diversity initiatives, including women's history and African-American history.
  3. Library faculty taught 260 bibliographic instruction sessions.
  4. Five library faculty members taught seven sections of the new UNIV 100 Personal Growth and Well-being course. Library faculty represented 30% of the total number of participating Unit A and Unit B faculty teaching the course.

5. Collaborated with library government publications unit, library instruction design team, and course instructor to develop research assignment components for LEJA 442, Seminar on Current Issues in Corrections. Instruction and support included an extensive guide and two live instruction classes.
6. Provided five basic library instruction and research support days for rural area high schools including Monmouth- Roseville, Avon Unit 176 and Abingdon schools. The service helps prepare students to use academic information resources critical to college writing and research.
7. Three sections of LIB 201 were held with total enrollment of 76, including 44 students in summer.

d. **Focus on International Recruiting and Education Opportunities**
- Increase the number of international students
  1. Provided tours and basic library skills instruction for WIU International students, and Danish International high school exchange students.
- Increase number of study abroad participation and opportunities
- Develop academic partnerships with international institutions of higher learning
- Strengthen relationships with embassies and host countries

e. **Facilities Enhancement and Technology Support**
- Support for Center for Performing Arts
- Renewed funding for classroom renovation
- Support major capital budget initiatives
- Support initiatives in Agriculture and Horn Field Campus
- Obtain approval, and implement University Technology Strategic Plan
- Continue computer replacement as funds are available

  1. Updated signage on end caps of shelving to reflect shifting changes.
  2. Removed physical periodical holdings from shelves when material became available through databases.
  3. Library maps were updated and added to the library emergency management plan.
  4. Developed QR codes that allow users to send text messages to the reference desk using cell phones (also by phone number for phones without scanner). These were distributed to locations across the library, writing center, and in major buildings across campus. Usage is tracked through the reference chat system log.
  5. Developed training support for Adobe Connect presenters and participants
  6. Supported and provided user training for Adobe Connect web conferencing software (IIRA, RPTA 366, EDL 671).
  7. Updated library instruction web space, including access page for all videos.
  8. Organized internal library instruction file system including backup hard drives, and collaborative web storage spaces.
  9. Updated side-fly out menus on website to reflect point-to-point ask a librarian assistance, and self-guided instruction materials for threshold needs, borrowing materials, the catalog, etc.
  10. Developed and maintained Drupal installations (MySQL backend) to host the WIU Authors database and the Music Recital Archive. Customized and deployed Open Source modules to enhance remote access and usage.
  11. Created the Music Recital PURLs web application (PHP/MySQL) that generates "on demand" unique PURLs for WIU catalogers linking music recital holding records with streaming online recitals. The database system automatically ports all generated PURLS through the library's proxy server to enable remote access for WIU-affiliated users. More than 869 unique PURLs were generated by this application for WIU catalogers during 2013, creating direct access to content produced by the WIU School of Music.

12. Updated, distributed, maintained and provided support for the popular Firefox WIU Libraries Research Toolbar extension created by the Systems Unit (2013: 792 downloads and 163 average daily users).
13. Elevator #71 was repaired after being shut down for 6 years.
14. Purchased new rugs for all three entrances of Malpass Library.
15. Installed new hot drink vending machine after removal of Coffee Bar.

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

Service Function	2011	2012	2013	Percent Increase/Decrease (From 2012 to 2013)
Circulation	47,561	42,432	35,937	15% decrease
E-Book Downloads	3,421	2,393	6,377	266% increase
Reserves (Traditional)	3,902	5,598	6,784	21% increase
Reserves (courses)	231	296	360	21% increase
E-Reserves (courses)	75	61	48	21% decrease
Gate Count	326,777	476,709	419,345	12% decrease
Instructional Programs	280	304	260	14% decrease
Interlibrary Loan (Borrowed)	15,552	14,995	15,069	5% increase
Interlibrary Loan (Lending)	16,226	13,819	13,455	3% decrease
Electronic Journal Titles	46,353	55,062	58,521	6% increase
Reference Questions	6,493	6,019	6,212*	
Web Pages viewed	239,562**	254,587**	791,502	

*includes branches

**off-campus only

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

   a. Western Illinois University Foundation funds
   - Music sale raised $500 for Music Foundation Account.
   - Re-visited the written agreement in place with the McDonough County Bar Association and Ninth Judicial Circuit Court, McDonough County, whereas Bar Association attorneys donate $600 per month out of their ad litem fees to support the purchase of legal reference materials by the University Libraries.
   - Annual Library Book Sale raised $2,344 for Library Atrium Fund. A total of $10K was allocated from this fund to purchase books requested by faculty for class use this year.
   - The library did not buy any books using appropriated funds due to budget constraints.

b. Funds available due to vacant positions or dollars saved through hiring of new personnel at whatever level those funds reside

c. Grants, contracts, or local funds

- The Libraries were successful in securing a $1,500 Created Equal grant by working with Departments of History and African American Studies.

d. Internal Reallocations: For reallocations over $20,000, identify the amount, area that was reallocated from, and the priority that funds supported

e. Other funding sources

Budget Enhancement Outcomes for FY14

For each budget enhancement received in FY14 complete an Accountability Report form (Attachment A). Be specific about approved productivity measures.

BUDGET YEAR
Fiscal Year 2015

Major Objectives and Productivity Measures for FY15

1. List the most important goals and objectives the division will pursue in FY15, and how these actions will be measured/assessed.

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).

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. (Goal 2, Action 1) (long-term)
   - Plan and employ strategy for creating stronger connections, and embeddedness between library instruction and department courses (Goal 2, Action 5) (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 the 20% reduction in funding for acquisitions. (Goal 2, Action 5) (long-term)
   - Investigate the purchase of popular and scholarly 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)
   - Continue work on a Streaming Music Recitals Archive of faculty and student music recitals. (Goal 2, Action 5) (mid-term)
   - Update all outdated equipment. (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)
   - Provide Patent and Trademark outreach (Goal 2, Action 4) (long-term)
   - Continue to assess library support for academic programs undergoing review or accreditation. (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)
   - Continue to raise funds through development work despite the absence of a development officer in the Libraries. (Goal 5, Action 3) (mid-term)
   - Host events to obtain external funds. (Goal 5, Action 3) (short-term)
   - Create more diversity in student/staff employment. (Goal 1, Action 6; Goal 1, Action 11) (short-term)
   - Continue gathering statistics to assess usage patterns across the hours of operation. (Goal 2, Action 1) (long-term)
   - Assess training opportunities for staff development. (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 disciplines. We continue to update web usability to ensure information is current and accessible. (Goal 2, Action 5) (long-term)
   - Improve procedures and campus-wide compliance with the records management program. (Goal 6, Action 3) (mid-term)

c. Enhance Academic Affairs Role in Enrollment Management and Student Success

- Continue working with campus offices on diversity initiatives, including women's history and African-American history. (Goal 2, Action 1) (long-term)
- Seek to be actively involved in digitization efforts to bring our materials and services to distance learners. (Goal 2, Action 1) (long-term)
- Library faculty will continue to teach bibliographic instruction sessions.
- Further library faculty member participation in teaching UNIV 100 Personal Growth and Well-being course will be encouraged. (Goal 2, Action 1) (long-term)

d. Focus on International Recruiting and Education Opportunities

- Seek to develop new honors courses which would appeal to international students. (Goal 1, Action 7) (mid-term)
- Continue to provide tours and basic library skills instruction for WIU International students, and international high school exchange students. (Goal 1, Action 7) (long-term)

e. Facilities Enhancement and Technology Support

- 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, process the curriculum materials being donated by the College of Education and Human Services for the QC Library. (Goal 1, Action 2) (short-term)
- Continue to work with university officials on upgrades/repairs to existing building issues (Goal 5, Action 4):
    o West entrance doors replacement (including framework) due to salt damage;
    o Roof repair – still having trouble with leaks on the 6th Floor in the CITR offices;
    o Replacement of missing ceiling tiles on 2nd floor (around 50 tiles); and
    o Replacement of floor coverings throughout the Malpass Library.
- Look at including more wireless routers in Malpass Library to increase patron connectivity. (Goal 5, Action 4) (long-term)

Technology Goals and Objectives

1. List the most important technological goals and objectives the division will pursue in FY15, and how these will be measured/assessed.

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).

- Upgrade Computer Classrooms. In keeping with the WIU goals of enhancing culture for teaching and learning, and facilities enhancement and technology support, the Libraries will begin to develop and implement a plan for assessing, redesigning, and upgrading library computer classrooms. Effectiveness towards meeting this goal will be assessed by annual review of progress towards design, development, and implementation of classroom improvements. Initial activities include formation of a work group, and preliminary needs and environment analysis during the next 12 months, with formal re-design and development of the learning spaces in the next 2-4 years.

- Develop social marketing strategy. In 2014 library instruction designers will develop a social media strategy and operational framework to enhance the culture for teaching and learning. The conceptual strategy will focus on providing useful and engaging information to the WIU community, driven by a clear, sustainable operational plan. Effectiveness towards meeting this goal will be assessed through the number and types of media posts, site visits, and the quantity and quality of connections with users, such as comments and likes. The plan and implementation will happen over the next 12 months.
- Expand the Western Online Learning Object Repository. To enhance the culture for teaching and learning online by providing more direct access to library instructional materials, library instruction designers will plan, design, implement, and promote learning objects in the Western Online learning objects repository. Effectiveness towards meeting this goal will be assessed by the number, type, and usage of implemented learning objects. Initial work and assessment will take place over the next twelve months with annual reviews of progress and revision to objects as needed.
- Work with the Consortium of Academic Research Libraries of Illinois (CARLI) to implement the new integrated library system (ILS) expected to be purchased and fully implemented by Summer 2017. This effort will require new and intensive local configuration and training throughout WIU Libraries. This is a mid-term project over the next four years.

Internal Reallocations and Reorganizations

1. What are planned FY15 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?
   - An Assistant Dean position will be created to fill the vacancy which will occur in the Associate Dean position. The Digitization Unit and the Information Systems have been merged and the new unit will be located on the 3rd floor of Malpass Library. The Instructional Services Unit staff will be centralized on the 2nd floor. Some books will be removed from storage and put into more environmentally friendly closed stacks on the 2nd floor.

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

   - Reorganization allows for further growth in digitization projects including a potential institutional repository.

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. Unfortunately, the Libraries lost a 33% development officer which will make it difficult to identify new resources. New fundraising initiatives, such as a trip to Bishop Hill will be conducted to not only to raise money, but also to increase the donor base.

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

   The focus remains on student support, faculty support, technology and information and capital

improvements. WIU Libraries need resources for scholarships, digitization, information literacy curriculum, collection materials, and aesthetic improvements (carpet, paintings).

    c.   Summarize long-term external funding goals which extend beyond FY15

        The Dean of Libraries will continue to work on discovering new donors for WIU Libraries, while providing extraordinary stewardship to existing donors.

    d.   Develop indicators/benchmarks to track attainment of goals

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

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 FY15 but when the library moves into its new facility there will be a need for additional staffing perhaps at both the administrative level and support staff if hours are to be increased.

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).
    - Add QC as a drop on the I-Share network allowing for quicker delivery of materials from other libraries (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 FY15, 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 FY15 Budget Request form (Attachment C) for each new operating/base funding 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 FY15 Budget Request form (Attachment D) for each facility enhancement request over $100,000.

Summary—New Funding 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, 2013, to December 31, 2013, provide the total number of scholarly/professional activities in your area for the following categories:

   a. Book publications - 1
   b. Chapter/monograph/refereed article publications - 10
   c. Creative activities—Please provide total creative activities and international subtotal
      2 book reviews (0 international)
   d. Conference presentations—Please provide total conference presentations and international subtotal 7
      (0 international)

ATTACHMENT A **Accountability Report for Program Support — FY14**
ATTACHMENT B **Request for New Academic Degree/Option/Certificate/Concentration Development — FY15**
ATTACHMENT C **Budget Request — New Operating/Base Resources — FY15**
ATTACHMENT D **Budget Request — Facilities over $100,000 — FY15**
ATTACHMENT E **Summary — New Funding Requests — FY15**