

Western Illinois University Annual Program Review Academic Year 2019–2020

Due to Supervisor's Office: ~~07 April 2020~~ 18 June 2020
Due to Provost's or Vice President's Office: ~~29 April 2020~~ 30 June 2020
Deadlines extended due to COVID-19

Unit: University Libraries

Degree(s)/Program(s)/Options: (List all.)

University Libraries

Vision, Mission, and Values

Our Vision — University

Western Illinois University aims to be the leading public regional university in providing educational quality, opportunity, and affordability.

Our Mission — University

Western Illinois University empowers students, faculty, and staff to lead dynamic and diverse communities. We provide student-centered undergraduate and graduate programs characterized by innovative teaching, research, and service, grounded in multidisciplinary, regional, and global perspectives. We engage our students in educational opportunities guided by a professional and diverse faculty and staff in collaboration with alumni and community partners.

Our Values — University

Academic Excellence: Central to our history is the commitment to teaching, to the individual learner, and to active involvement in the teaching-learning process. Western Illinois University's highly qualified and diverse faculty promotes critical thinking, engaged learning, research, and creativity in a challenging, supportive learning community. We are committed to student success in an academic environment that encourages lifelong development as learners, scholars, teachers, and mentors.

Educational Opportunity: Western Illinois University values educational opportunity and welcomes those who show promise and a willingness to work toward achieving academic excellence. We are committed to providing accessible, high-quality educational programs and financial support for our students.

Personal Growth: Western Illinois University values the development of the whole person. We are committed to providing opportunities for personal growth in a transformative educational environment that supports the development of wellness, ethical decision making, and personal responsibility in the global community.

Social Responsibility: Western Illinois University is committed to civic and community engagement, equity, social justice, and diversity and will maintain the highest standards of integrity in our work with others. We create an environment that fosters and promotes citizenship. We serve as a resource for and stimulus to educational, cultural, environmental, community, and economic development in our region and well beyond it for the public good.

Western Illinois University

Annual Program Review

Academic Year 2019–2020

Due to Supervisor's Office: ~~07 April 2020~~ 18 June 2020
Due to Provost's or Vice President's Office: ~~29 April 2020~~ 30 June 2020
Deadlines extended due to COVID-19

Mission — University Libraries

University Libraries identifies, collects, organizes, preserves, and provides access to information and resources to support the research and curricular needs of students, faculty, staff, and the regional community. We produce and celebrate scholarship, and educate students as they pursue academic excellence, educational opportunity, personal growth and social responsibility.

Vision — University Libraries

University Libraries strives to be the first place WIU users go for their research needs. We strive to exceed their expectations for superior research assistance, high quality instruction, and seamless access to the resources they need.

Academic Program Goals and Outcomes

Degree/Program/Option Goals

- build and sustain appropriate collections, both print and digital, to provide essential resources for students in each curricular field
- support the research needs of users at WIU and in the region
- educate and provide research assistance in groups and individually, face to face and virtually
- offer welcoming, non-threatening, collaborative spaces for all
- produce, celebrate, and disseminate scholarship
- provide relevant technology and teach students to use it effectively
- collaborate with others at WIU and beyond to enhance services to students, faculty, staff, public users, community organizations, and others

Student Learning Outcomes

Students will be able to:

- determine the type(s) of information they need
- develop research problems and questions
- identify search terms
- select appropriate databases
- construct relevant search strategies
- refine search results
- evaluate and access both print and online resources

Western Illinois University

Annual Program Review

Academic Year 2019–2020

Due to Supervisor's Office: ~~07 April 2020~~ 18 June 2020
Due to Provost's or Vice President's Office: ~~29 April 2020~~ 30 June 2020
Deadlines extended due to COVID-19

Department/School Evaluation

Describe Department/School strengths:

- Faculty & staff expertise, knowledge, and commitment to education and service!
- Faculty & staff attitude and effort. This group really pulls together and works very hard for the common good of our students and faculty.
- We promote student success and retention. This comes from a student email: *"I have absolutely LOVED the service I have received from the library online assistance and it has helped me immensely with different aspects of my courses. I also love the I-Share program! I love the WIU library!"*
- Instruction
 - We provided instruction to nearly 40% of the student body in library classes, as well as one-on-one instruction more than 6900 times to students and faculty throughout the libraries. We offer the latter to anyone anywhere via chat, IM, and email, as well as face-to-face and over the phone.
 - Library faculty also were instructor of record for sections of LIB 201, UNIV 100, ENG 100, CSP 597, and UNIV 490.
 - Librarians also provide self-guided online instruction through LibGuides, which were used 157,890 times last year! Use has increased 133% over the last 5 years, so there is a clear demand. Use of outbound links to resources vetted by WIU library faculty was up 11% over last year as well, so the guides are increasingly important pathways to vetted and scholarly information.
- We support scholarly and professional activity for faculty and students:
 - Continued membership in CARLI (Consortium of Academic Research Libraries in Illinois) allows full access to free, fast, unlimited borrowing of library materials through I-Share. Our \$36,626 investment in I-Share gave us access to \$721,797 worth of additional materials. Membership also includes access to training, subsidized databases and services, infrastructure, and a shared catalog, as well as reduced prices for delivery service and for multiple databases. For every dollar we invested in all CARLI activities, we received \$3.73 in services and resources.
 - Continued participation in OCLC gives us the ability to borrow materials and get digital copies of journal articles from libraries across the country.
 - We celebrated the scholarship of WIU authors for the 15th consecutive year, gathering the data, creating a bibliography, and holding a public

Western Illinois University

Annual Program Review

Academic Year 2019–2020

Due to Supervisor's Office: ~~07 April 2020~~ 18 June 2020
Due to Provost's or Vice President's Office: ~~29 April 2020~~ 30 June 2020
Deadlines extended due to COVID-19

reception. The year's bibliography cites 202 authors from WIU, who published 270 books and articles!

- Our website! Excluding generic e-portals such as STARS and Email, the WIU Libraries homepage was the year's most popular destination off the wiu.edu front page, with 206,159 views. It also ranks 3rd in campus landing visits, pages drawing visitors into the wiu.edu domain.
- We provide employment and assistantships throughout the libraries, giving students responsibility, learning opportunities, and chances to interact with adult mentors, all in addition to paychecks.
- Partnerships & Collaboration
 - Our users greatly benefit from our external partnerships such as the Federal Depository Library Program, the Illinois Depository Library Program, the Patent and Trademark Resource Center Program, the Illinois Legal Aid Online program, and the Tax Form Outlet Program.
 - The libraries are a hub for help. We work closely with multiple offices on both campuses to increase access to services such as tutoring, the music recitals archive, the University Writing Center, Centennial Honors College, and CITR, among others.
 - The Curriculum Library worked with the College of Education and Human Services to take on more of the day to day responsibilities and the housing of the Children's Literature Examination Center.
- Increasing widespread free electronic access to materials that previously required a physical presence to use. Digitization staff continues to engage students, alumni, and the public in our regional and campus activities of the past and present by scanning and uploading fragile historical documents held by our Archives & Special Collections and Government & Legal Units. In the past year these include images and interviews for the Activism at WIU and Casa Latina Collections, another decade of the *Western Courier*, early plat atlases of the region, and several historical books related to Abraham Lincoln.
- Outreach
 - Library faculty & staff members provided tours, participated in Discover Western and SOAR events, made presentations to local school groups, coordinated the annual sixth graders local history day in Macomb, made presentations, such as a WWII Map Tour, to campus and community organizations, and more.
 - The Libraries and the Department of History co-hosted a new traveling exhibit on the history, heritage, and impact of Bishop Hill, IL. The exhibit, "A Community on the Prairie: Bishop Hill, Illinois," was displayed in Malpass Library and the Quad Cities Library. Dr. Jeff Hancks gave a

Western Illinois University

Annual Program Review

Academic Year 2019–2020

Due to Supervisor's Office: ~~07 April 2020~~ 18 June 2020
Due to Provost's or Vice President's Office: ~~29 April 2020~~ 30 June 2020
Deadlines extended due to COVID-19

public presentation at both venues: "Searching for the Perfect Society: Illinois and the Nineteenth-Century Utopian Movement."

- Thanks to a library faculty member actively participating in the Macomb Complete Count Committee, the Libraries planned and participated in public outreach activities to inform people about the U.S. Census.
- Last year's plant collection tour of Malpass Library to Carrie Banks, a librarian from Brooklyn, resulted in our library being one of those pictured and featured in her book. *Libraries & Gardens: Growing Together* was published by the American Library Association in 2019.

Describe Department/School challenges:

- Shrinking library faculty and staff, but no fewer responsibilities. A smaller student body doesn't reduce the services required or the subject expertise needed or the number of department liaisons needed. With 2 more faculty retiring June 30, we will be even thinner. This is a retention issue, among other things. Fewer librarians means fewer research classes can be taught and shorter hours of reference service can be offered. We may not be able to meet the requirements of the Federal Depository Library Program and others.
- An interim dean also continuing to be assistant dean is unsustainable.
- Accreditation is at risk for the School of Music, since we have been without a Music Librarian for more than a year. The remaining staff member is planning to retire in October 2020. This is a teaching, recruiting, and retention issue, since we do not have the expertise necessary to answer complex questions, teach music research classes, and collaborate with music faculty on research and curricular needs.
- Lower budgets result in cancellations of journals and databases, which is an unsustainable practice that jeopardizes the ability of the libraries to support effective research. Even level budgets have this result, due to annual price increases for nearly all online resources. Last year we cancelled enough to carve out some money to buy books for the first time in 6 years.
- We have not bought computers since 2013! Although *some* of our public computers are slightly newer, thanks to hand-me-downs from uTech, most are not, and *no* staff computers have been replaced in that time. Some of our machines were too old to convert to Windows 10. As we use more online resources and convert more to digital, we need to at least keep pace.
- The consortium-led launch of a new Integrated Library Management System (ILMS), Alma from Ex Libris, in summer 2020. This has already involved study, training of staff in every library unit, coordination between WIU faculty and staff

Western Illinois University

Annual Program Review

Academic Year 2019–2020

Due to Supervisor's Office: ~~07 April 2020~~ 18 June 2020
Due to Provost's or Vice President's Office: ~~29 April 2020~~ 30 June 2020
Deadlines extended due to COVID-19

and CARLI, development of training materials, and a lot of planning. We expect a good result eventually, but this is a major project.

- Retirement of our nursery worker in 2020. While this staff member is paid by and shared from another department, her work maintaining plant health is crucial to the aesthetics and climate of Malpass Library.
- Mold and HVAC issues. Both Malpass chillers failed in 2018, so we have a temporary one for the foreseeable future. We made progress in our mold abatement program, cleaning 9429 linear feet of books (@114,819 volumes), but there is a long way to go.
- IRAD Grad Assistant turnover. WIU used to pay salary **and** give a tuition waiver. Although the Secretary of State's office now pays the salary, WIU took away the tuition waiver, so we lose good students to other jobs.
- The Libraries no longer have even part of a Development Director at a time when this is more important than ever. Relationships that have been carefully nurtured have nobody to sustain them.
- As our faculty & staff dwindle, we lose the ability and energy and time to do creative things like hold the Banned & Determined celebration of Banned Books, convene the summer book club, invite speakers, and create special websites such as War of the Rebellion and Where Does Thanksgiving Dinner Grow, the educational story map combining population and agricultural data with geography and food. These are all things that we don't *have* to do, but which are important contributions to the life of a university. We should be investing in more of these, not doing less.

Identify Department/School opportunities:

- Hiring a new dean and new faculty members will mean more work can get done, new and fresh ideas, new leadership, and will boost morale.
- Implementation of Alma, our new Integrated Library Management System, together with the other 90 libraries in the consortium will involve everyone in the libraries in considerable work, but it offers the potential for workflow alterations, webpage migration, and development of new teaching materials.
- Integration of the Bachelor of General Studies degree program into University Libraries offers multiple opportunities for working together. Plans are afoot to move BGS staff into Malpass Library during 2020, which will help with this. At the request of university advisors, a library faculty member has developed and gotten approved a 3-credit online research methods course for the Bachelor of Arts in General Studies program. The course will be taught beginning in fall 2020.

Western Illinois University

Annual Program Review

Academic Year 2019–2020

Due to Supervisor's Office: ~~07 April 2020~~ 18 June 2020
Due to Provost's or Vice President's Office: ~~29 April 2020~~ 30 June 2020
Deadlines extended due to COVID-19

- CARLI is working with UIUC on offering a shared institutional repository. Since WIU is the only Illinois public university lacking one, this could provide us a much needed opportunity. It would be a digital space where we could collect, preserve, and showcase the student, faculty, and staff research produced at WIU. There is a lot being produced here, and we'd love to show it off more effectively.
- An institutional repository would also give us a clearinghouse from which we could offer online open access textbooks and other freely accessible, openly licensed resources for students. Encouraging faculty to adopt and use open educational resources has the potential to work as a recruiting tool, since these allow us to promote affordability.
- Library faculty teaching in other departments strengthens connections between us and benefits students at the same time.
- Outreach to communities beyond WIU offers possibilities for recruiting students and generating interest, participation, donations, and financial support.
- Continued collaboration with offices and programs within WIU adds to what we can provide for students and faculty.

Department/School Plans, Goals, and Metrics

Describe the Department's/School's plans for moving forward in the next academic year.

In addition to our continuing activities, these are specific plans for next year:

- Start or re-start searches for the dean and faculty members.
- Implement full production migration of our collections and operations to Alma, our new Integrated Library Management System and investigate the potential it offers for changes in workflow and processing. Integrate the new system and services into the library's existing web framework. Develop programming to enhance the CITR student app that identifies textbooks on Course Reserves. Assist users with new interface through one-on-one interaction and new teaching materials such as handouts and online guides.
- Move the BGS staff into Malpass Library and create a recognizable space for the program. Explore ways that the Reference Unit can tailor services for or promote specifically to General Studies students. Determine whether there are material/resource formats we could offer that would facilitate General Studies students' success.
- Determine how to best to compensate for missing expertise in sciences, GIS, maps, government publications, and more.

Western Illinois University

Annual Program Review

Academic Year 2019–2020

Due to Supervisor's Office: ~~07 April 2020~~ 18 June 2020
Due to Provost's or Vice President's Office: ~~29 April 2020~~ 30 June 2020
Deadlines extended due to COVID-19

- Evaluate continued participation in the Federal Depository Library Program, the Illinois Depository Library Program, the Patent and Trademark Resource Center Program, the Illinois Legal Aid Online program, and the Tax Form Outlet Program, in light of faculty retirement. Consider consequences of leaving FDLP.
- Upgrade 2 microfiche/film machines and replace some additional ancient equipment.
- Approach other potential partners to promote student success through reference services, such as Centennial Honors College, Center for International Studies, and Admissions.
- Develop some additional library outreach for students, including a drop-in research group for veterans, invitations to high school classes, opportunities for area home-schooled students, and focused opportunities for international students to receive research support and build information skills.

List 3–5 specific goals. Examples might include recruiting and retention initiatives, curricular innovations, increased research activities, etc.

- Hire a new Dean of Libraries
- Hire a new E-Resources & Collections Librarian
- Hire a new Music Librarian
- Work with the Dean of COAS to determine who will care for plants in Malpass Library
- Work with the Foundation & Development Office to get a Development Officer for the Libraries

How will you measure your success?

Success in all 5 cases will be a yes or no answer, so easily measured.

While all the raw numbers below are directly dependent on the number of students and faculty we have, the sheer volume is pretty incredible, so I think these are worth including, though I don't consider them a measurement of success.

Western Illinois University Annual Program Review Academic Year 2019–2020

Due to Supervisor's Office: ~~07 April 2020~~ 18 June 2020
Due to Provost's or Vice President's Office: ~~29 April 2020~~ 30 June 2020
Deadlines extended due to COVID-19

University Libraries Combined Measures			
Activity	2017	2018	2019
People			
Gate Count	699,012	561,558	442,948
Rooms Reserved	1,317	1,047	946
Instruction			
Reference Questions	10,764	8,277	6,919
Database Searches	1,077,529	1,185,754	959,306
WIU Libraries Catalog Use	225,658	239,098	280,285
E-Research Guide Use	122,095	143,479	157,890
Instructional Sessions	322	209	135
Use of Print			
Use/Circulation of Materials	41,299	44,253	40,098
Interlibrary Loan (borrowed)	14,765	9,313	8,495
Interlibrary Loan (loaned)	11,538	9,028	8,329
Course Reserves Materials	12,500	9,248	6,407
Use of Digital			
E-Reserve Use	10,718	9,658	8,521
E-Book Downloads	22,299	25,649	20,133
E-Journal Downloads	278,356	253,664	227,570
WIU Digital Collection	60,020	74,618	48,777
Library Web Pages Viewed	963,541	422,429	379,350

Faculty/Staff/Student Achievement

For the calendar year January 1, 2019, to December 31, 2019, provide the total number of achievements in your area for the following categories:

BOOKS	CHAPTERS / MONOGRAPHS, REFEREED ARTICLES	CREATIVE ACTIVITIES		CONFERENCE PRESENTATIONS		PROGRAM RECOGNITIONS		
		Domestic	Int'l	Domestic	Int'l	Faculty	Staff	Student
Succe ss in all 5 cases	2	5	#	2	#	#	#	#

**Western Illinois University
Annual Program Review
Academic Year 2019–2020**

Due to Supervisor's Office: ~~07 April 2020~~ 18 June 2020
Due to Provost's or Vice President's Office: ~~29 April 2020~~ 30 June 2020
Deadlines extended due to COVID-19

will be a yes or no answe r, so easily measu red.#								
---	--	--	--	--	--	--	--	--

Western Illinois University Annual Program Review Academic Year 2019–2020

Due to Supervisor's Office: ~~07 April 2020~~ 18 June 2020
Due to Provost's or Vice President's Office: ~~29 April 2020~~ 30 June 2020
Deadlines extended due to COVID-19

Unit: Bachelor of Arts in General Studies Degree Program

Degree(s)/Program(s)/Options: (List all.)

BA, General Studies

Vision, Mission, and Values

Our Vision — University

Western Illinois University aims to be the leading public regional university in providing educational quality, opportunity, and affordability.

Our Mission — University

Western Illinois University empowers students, faculty, and staff to lead dynamic and diverse communities. We provide student-centered undergraduate and graduate programs characterized by innovative teaching, research, and service, grounded in multidisciplinary, regional, and global perspectives. We engage our students in educational opportunities guided by a professional and diverse faculty and staff in collaboration with alumni and community partners.

Our Values — University

Academic Excellence: Central to our history is the commitment to teaching, to the individual learner, and to active involvement in the teaching-learning process. Western Illinois University's highly qualified and diverse faculty promotes critical thinking, engaged learning, research, and creativity in a challenging, supportive learning community. We are committed to student success in an academic environment that encourages lifelong development as learners, scholars, teachers, and mentors.

Educational Opportunity: Western Illinois University values educational opportunity and welcomes those who show promise and a willingness to work toward achieving academic excellence. We are committed to providing accessible, high-quality educational programs and financial support for our students.

Personal Growth: Western Illinois University values the development of the whole person. We are committed to providing opportunities for personal growth in a transformative educational environment that supports the development of wellness, ethical decision making, and personal responsibility in the global community.

Social Responsibility: Western Illinois University is committed to civic and community engagement, equity, social justice, and diversity and will maintain the highest standards of integrity in our work with others. We create an environment that fosters and promotes citizenship. We serve as a resource for and stimulus to educational, cultural, environmental, community, and economic development in our region and well beyond it for the public good.

Western Illinois University

Annual Program Review

Academic Year 2019–2020

Due to Supervisor's Office: ~~07 April 2020~~ 18 June 2020
Due to Provost's or Vice President's Office: ~~29 April 2020~~ 30 June 2020
Deadlines extended due to COVID-19

Mission — Bachelor of Arts in General Studies Degree Program

The Bachelor of Arts in General Studies Degree Program provides students of all ages a life-changing educational opportunity to earn an affordable, high quality Bachelor's degree anytime, anywhere.

Vision — Bachelor of Arts in General Studies Degree Program

WIU's Bachelor of Arts in General Studies will be Illinois's premier undergraduate degree-completion option.

Academic Program Goals and Outcomes

Degree/Program/Option Goals

The BGS program is designed to provide non-traditional students an opportunity to earn an undergraduate degree in a manner compatible with their educational needs and lifestyles.

Student Learning Outcomes

Student learning outcomes for BGS include:

1. Knowledge and skills with the ability to learn
2. Strong dispositional traits including responsibility and initiative
3. Good oral and written communication
4. Professionalism

Department/School Evaluation

Describe Department/School strengths:

- Fully online
- Increasing number of online minors
- Strong reputation with graduates and community colleges

Describe Department/School challenges:

- No time for advisor to recruit. When we had 4 Macomb-based advisors, they each had a territory and would visit community college advisors and do table fairs. Our one remaining BGS advisor now works with ~200 current students plus informally advises nearly 1,000 more, who, although not currently enrolled, are on the books and often require extensive advising. This load leaves no time for recruiting.
- Increasing competition from online WIU traditional majors
- Intense competition from other institutions
- Few scholarships

Western Illinois University Annual Program Review Academic Year 2019–2020

Due to Supervisor's Office: ~~07 April 2020~~ 18 June 2020
Due to Provost's or Vice President's Office: ~~29 April 2020~~ 30 June 2020
Deadlines extended due to COVID-19

Identify Department/School opportunities:

- Over 1 million Illinois residents started college but didn't finish a degree, so we have a large recruiting pool
- Merit based scholarships now available to part-time students

Department/School Plans, Goals, and Metrics

Describe the Department's/School's plans for moving forward in the next academic year.

- Will complete the integration of the BGS Degree Program into University Libraries
- Will continue educating the Dean of Libraries about the BGS Degree Program
- Will focus on renewing partnerships with Illinois and regional community colleges

List 3–5 specific goals. Examples might include recruiting and retention initiatives, curricular innovations, increased research activities, etc.

1. Will complete the integration of the BGS Degree Program, under the new leadership of the Dean of University Libraries
2. Will focus on recruiting by renewing partnerships and relationships with Illinois community colleges
3. Will work with academic departments to offer optimal courses and online minors for BGS community
4. Will increase outreach efforts to stopped out former WIU students to return to the University, i.e., students who have completed some courses, are still admitted, but are not currently enrolled

How will you measure your success?

We will keep a numeric count of the number of partnerships we renew and the number of meetings with community college counselors. We will keep a numeric record of the number of students who apply to BGS who came from those partner institutions. We will keep a numeric count of the number of stop out students we contact and the number of stop out students who apply, are admitted to, and who matriculate into the BGS program.

Faculty/Staff/Student Achievement

For the calendar year January 1, 2019, to December 31, 2019, provide the total number of achievements in your area for the following categories:

**Western Illinois University
Annual Program Review
Academic Year 2019–2020**

Due to Supervisor's Office: ~~07 April 2020~~ 18 June 2020
 Due to Provost's or Vice President's Office: ~~29 April 2020~~ 30 June 2020
 Deadlines extended due to COVID-19

BOOKS	CHAPTERS / MONOGRAPHS, REFEREED ARTICLES	CREATIVE ACTIVITIES		CONFERENCE PRESENTATIONS		PROGRAM RECOGNITIONS		
		Domestic	Int'l	Domestic	Int'l	Faculty	Staff	Student
0	0	0	0	0	0	0	0	0

Western Illinois University

Annual Program Review

Academic Year 2019–2020

Due to Supervisor's Office: ~~07 April 2020~~ 18 June 2020
Due to Provost's or Vice President's Office: ~~29 April 2020~~ 30 June 2020
Deadlines extended due to COVID-19

Additional Information

IMPLEMENTATION 2021 (Not required for 2020 Annual Program Review)

Recruitment Initiatives

Will renew community college partnership agreements and schedule signing ceremonies for relevant University and community college officials. Will reconnect with community college academic advisors, especially those serving online and/or post-traditional students.

Retention Initiatives

Will monitor closely grade warnings. Will work with offices providing virtual student support services. Will monitor closely registration lists and personally encourage non-registered students to keep making academic progress.

Undergraduate/Graduate Research

Will inform students of opportunities to collaborate with faculty in the academic departments where their courses live. Will encourage eligible students to join the Centennial Honors College. Will encourage students to participate in virtual research opportunities.

Contributions to the University

Will continue to provide an opportunity to retain students who didn't succeed in a traditional major and complete a degree. Will continue to generate significant profit over expenses for the University. Will continue to contribute to the State's goal to increase the percentage of residents with a Bachelor's degree. Will continue to provide a way to fill courses for departments which cannot fill seats with their majors and minors.

Alumni Success

Our 2019 Departmental and College Scholar, Mr. Troy Rhodes, was recently named Executive Director of Facilities Management at Western Illinois University.