University Libraries

2015 Consolidated Annual Report

3/25/2015

Mission

University Libraries identifies, collects, organizes, preserves and provides access to information resources and services to support the University's commitment to academic excellence, educational opportunity, personal growth and social responsibility.

Library Personnel

- 3   Administration (Dean, Assoc. Dean, Development Director)
- 15   Faculty
- 37   Civil Service
- 68   Students
  - 3   Graduate Assistants
  - 2   IRAD
  - 11   Institutional Work Study

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Accomplishments

Enhanced Culture for Teaching and Learning

- Provided library access to 491,653 physical library users

- Provided reserve materials requested by faculty for students to use for 599 classes

- Answered more than 9,500 reference questions via e-mail, online chat, telephone, and in person, supporting the research needs of students and faculty from a wide range of disciplines

- Taught more than 250 classes for all levels of students, helping them to find appropriate resources, learn search techniques, and explore ways to approach assignments.

- Our more than 600 library instruction guides cover a wide range of academic topics, and have been used more than 68,000 times this year

WIU Libraries Remains In Top 5

Top 10 WIU Home Pages -- 2014CY						
Rank	WIU Page	Pageviews	Unique Visits	Avg. Page Time	Bounce %	Exit %
1	WIU Home	6,386,805	4,434,210	82.62	20.26%	20.21%
2	Zimbra	1,843,397	1,587,356	335.16	54.73%	59.38%
3	Western Online	1,262,453	1,097,927	356.44	50.09%	62.87%
4	STARS (via VPAS)	75,5471	645,084	354.64	71.85%	64.13%
5	uTech Single-Sign-On	644,726	559,416	513.68	69.61%	62.29%
6	**WIU Libraries**	**561,177**	**349,239**	**152.09**	**36.63%**	**30.36%**
7	WIU Search	543,556	345,934	41.88	28.47%	10.32%
8	STARS (via uTech)	450,733	384,514	322.39	72.13%	64.46%
9	WIU Search (2)	370,560	266,662	45.69	38.93%	12.53%
10	Student Services	353,766	233,319	153.26	38.19%	24.73%

Top 10 WIU Home Pages (2014). Source: "WIU Raw Stats (Both Internal & External Audience)" *via Google Analytics* (January 2015).

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Quad Cities support

- Provided technological assistance in planning, moving, and setting up the new library location. Helped in transferring older but useable equipment and furniture to locations on the Macomb campus

- Created a paperback (popular reading) collection

Enhanced scholarship model

- Provided an opportunity for five (5) incoming freshman to participate in the new Malpass Library Security team through the freshman work study program. A total of eleven (11) student positions were given to new freshmen across the library system as part of this program

- The Security team provided 50 hours of monitoring in the Malpass Library per week. Their presence helped reduce problems that we have experienced in recent years.

Internships and service learning

- Designed a unique Post-MLS graduate assistantship in Archives. Graduated our third student in 2014 and successfully recruited our fourth in fall 2014

Research opportunities

- Continued to provide streaming performance Music Recital Archive for the Music Library and School of Music.
    - During 2014 digitized more than 480 CDs, cassette tapes and 'born-digital' audio files and concert programs produced by the WIU School of Music and held by WIU Libraries (1997 to present).
    - All music tracks and programs are now available online at http://www.wiulibraries.org/recitals
    - All digital objects are also carefully backed-up on local servers in preservation formats

# Scholarly/professional activity

- The Dean of Libraries chaired and two additional library staff were members of the WIU Open Access Task Force. This state mandated task force examined new ways that WIU could make faculty, staff, and student work freely available.
- Completed the imaging of eight (8) major collections
- Added regional history collections online
- Over 20,400 digital images were created during the year, representing over 440GB of bibliographic, archival and special collections data
- During 2014 processed 337 citations for works published in 2013 by WIU authors for the library's annual printed bibliography and WIU Authors Database. (See: http://wiulibraries.org/wiuauthors/biblio_search.php)
- Celebrated scholarship at WIU by holding the tenth annual WIU Authors Reception where the Libraries displayed many of the year's 300+ works
- Sponsored scholarly presentations on Defending the Humanities, the poet Frederico Garcia Lorca, the Fall of the Berlin Wall, Young Adult Fiction in the Classroom as well as other programs

Digital Collection

Converted and added the following collections to our digital holdings:

Electric Power from the Mississippi
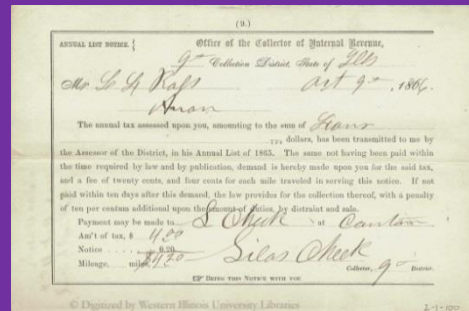
General Ross Letters

Western Courier

Irvin Willman Collection

Turner Manuscript

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WIU Authors Reception

Fiscal Responsibility & Accountability

- Cataloged and added to the collection
  - 4,903 new free federal GovWeb online titles
  - 2,939 new free tangible (print) federal titles
  - 321 new free IllinoisWeb and assisted with 200 Illinois new tangible government titles as a result of our Illinois Depository Library Program participation
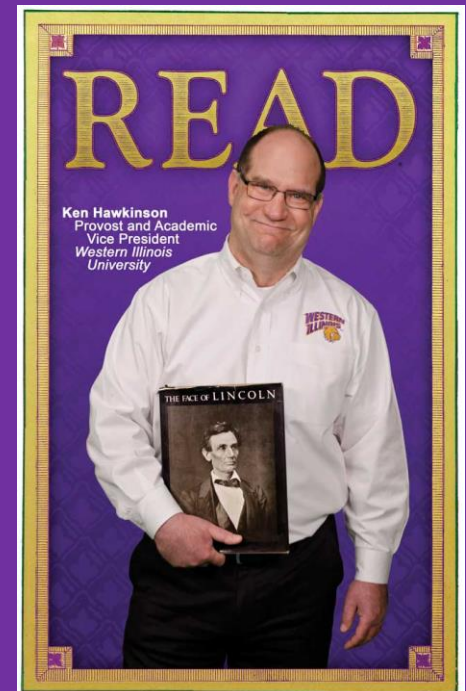 - 774 paper maps

Fundraising

- A new full-time development officer was hired for the University Libraries

Suzanne Woodward

Enhance Academic Affairs Role in Enrollment Management & Student Services

- Library faculty and staff taught 255 library bibliographic research sessions

- Five library faculty, including the Dean of Libraries, taught 11 course sections for the U100 Personal Growth and Well-being course

- Designed, developed, and published READ posters as an informal learning support to foster community, diversity and connection

READ

Ken Hawkinson
Provost and Academic
Vice President
*Western Illinois
University*

THE FACE OF LINCOLN

Enhance access, equity, and multicultural initiatives for entire campus community

- 7th Annual Banned & Determined celebration during ALA Banned Books Week
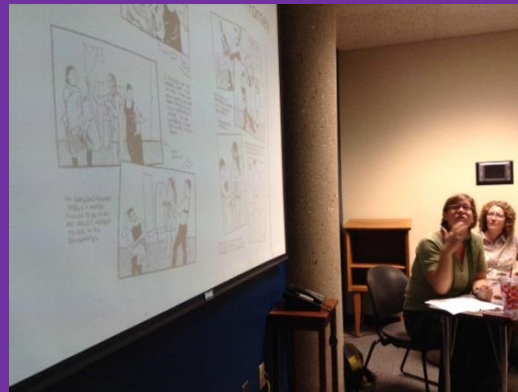
- Hosted and co-sponsored events such as A is for Arab, Women's History Month panel, and 5 part series on Created Equal: America's Civil Rights

Facilities Enhancement & Technology Support

- Established a closed storage area to move reference, government publications, music periodicals and archival material from storage to the 2nd floor

- Moved periodical materials from the Physical Sciences Library to 3rd floor Malpass

Service Measure	2012	2013	2014	Change from 2013 to 2014
Circulation	42,432*	35,937*	35,073*	2% decrease
E-Book Downloads	2,393	6,377	19,315	203% increase
WIU Digital Collection Use+		28,099	97,932	249% increase
Reserve Use (Traditional)	5,598	6,784	12,418*	83% increase
Reserves (courses)	296	360	559*	55% increase
E-Reserve Use+		9,085	11,483	26% increase
E-Reserves (courses)	61	48	58	21% increase
Gate Count	476,709	419,345	491,563*	17% increase
Instructional Programs	304	303	255*	16% decrease
Interlibrary Loan (borrowed)	14,995	15,069	17,030*	13% increase
Interlibrary Loan (loaned)	13,819	13,455	13,817*	3% increase
E-Journal Titles	55,062	58,521	55,441	5% decrease
E-Journal Use+		328,914	304,491	8% decrease
Reference Questions	6,019	6,212*	9,585*	54% increase
Web Pages Viewed	254,587**	791,502	781,788	1% decrease

+category added 2014

*includes branches

**from off-campus only

Foundation funds

- Music Sale raised $532 for the Music Foundation Account

- Annual Library Book sale raised $1,944.21 for the Library Atrium Society

- SWOFFORD Funds were used to purchase 20 new computers for the classrooms ($17,380) and renew popular magazine subscriptions ($713.46)

- Malpass Funds were used to purchase an additional Bookscan Station for the 2nd floor public area ($4,645) and four laptops with docking stations to replace outdated Librarian computers ($6,108.44)

- The Curriculum Library book sale raised $1,055.50 for the purchase of new library materials.

Physical Sciences Library improvements

Before

After

2016 Goals

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Enhanced Culture for Teaching & Learning

- Continue to digitize the Laws of Illinois and expand our Digital Collections in order to enhance access for faculty, staff and student researchers

- Continue to develop and maintain our collection while working with a continued reduction in funding for acquisitions

- Investigate the purchase of popular and scholarly e-books

- Continue to examine the relocation of archival materials from first floor storage

- Continue to assess library support for academic programs undergoing review or accreditation

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Fiscal Responsibility and Accountability

- Develop plans to establish a digital archive based on recommendations of the WIU Open Access Taskforce

- Library development officer position will reexamine library development programs and move forward with an aggressive and well-planned program to raise funds for the libraries

- Host events to obtain external funds

- Improve procedures and campus-wide compliance with the records management program, including the Quad Cities campus

Enhance Academic Affairs Role in Enrollment Management & Student Services

- Continue working with campus offices on diversity initiatives, including women's history and African-American history

- Seek to be actively involved in digitization efforts to bring our materials and services to distance learners

- Library faculty will continue to teach bibliographic instruction sessions and to also teach faculty staff tools such as EndNote

- Further library faculty member participation in teaching UNIV 100 Personal Growth and Well-being will be encouraged

Facilities Enhancement & Technology Support

- Enhance the Curriculum Library by installing new shelving and a new circulation desk

Technology Goals & Objectives

- Improve the existing wired and wireless network infrastructure

- Secure permanent funding for a sustainable 4 year replacement cycle

- Upgrade the computer classrooms, Room 180, and the MLK with new equipment and capabilities

- Promote the reduction of paper waste with support for a quota/pay for print initiative

- Explore implementation of a 'phase-one' Institutional Repository using Open Source software and existing infrastructure

- Work with CARLI to plan for the new integrated library system (Summer 2017)

New Funding Requests

- Digital Repository

  The WIU Open Access Task Force recommended that the university establish a digital repository. This would make it easier for faculty and staff to make their research openly accessible in order to comply with Illinois Public Act 098-0285, the Open Access to Research Articles Act. An institutional repository would also allow undergraduate and graduate research to be available online. Archival records could also be placed in the repository. It would bring together the research, administrative output, historical archives, conferences/exhibits, historical images, and special collections of the University. These would all be combined under one umbrella, preserving and providing access to these materials.

New Funding Requests

- Money for Books
  - From Fiscal Year 2004 through Fiscal Year 2014, the library spent $16,415,865.18 on materials. The total amount spent for academic departments (primarily books) over that time totaled $1,556,774.57 (9.48% of the total).
  - The total percentage has been drastically reduced, especially beginning with FY 2009. This drop has occurred despite drastic reductions in other areas of the budget.

FISCAL YEAR	PERCENT OF TOTAL EXPENDITURE FOR DEPARTMENT ACADEMIC MATERIALS BOOKS AND OTHER MEDIA
FY 2004	12.86
FY 2005	13.77
FY 2006	11.41
FY 2007	11.44
FY 2008	12.09
FY 2009	6.26
FY 2010	8.09
FY 2011	2.41
FY 2012	8.34
FY 2013	11.7
FY 2014	3.94

"Libraries will get you through times of no money better than money will get you through times of no libraries."
Ann Herbert

"Google can bring you back 100,000 answers. A librarian can bring you back the right one."
Neil Gaiman

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