The vision of University Libraries is to serve as a portal to the information landscape. In implementing that vision, our mission is to identify, collect, organize, preserve and provide access to information resources and services in support of the values of Western Illinois University. One way to assess the quality of resources and services is to periodically examine library support for each academic program. To insure that an examination of library support occurs on a timely and consistent schedule, the WIU Libraries evaluates its support for each WIU department during its program review, which is mandated by the Illinois Board of Higher Education every eight years.

The department's vision is that its graduates be innovative, competent and critical thinking professionals who provide leadership and service within the workplace and in a diverse ever-changing environment. The mission of the department is to prepare students with the technical, human and conceptual skills for careers in consumer services. The University Libraries plays an active role in this preparation. This role is outlined below.

**Services**

University Libraries consists of the main Malpass Library and three branch libraries—Music, Physical Sciences and Curriculum—on the Macomb campus and a library at the Moline campus. The main library is open 96.5 hours per week until the week before midterm. Between the week prior to midterm and finals, the library is open 102.5 hours. During finals week, the library is open 108.5 hours, to accommodate late night studying.

Reference services are available 65 hours per week. Both general open hours and reference hours are adjusted for branch libraries according to needs. In addition to face-to-face reference meetings, library users may contact library faculty and staff by phone, text, or by instant messaging during scheduled reference hours. Also, email may be used at any time. As needed, library faculty and staff also provide help targeted at specific groups such as graduate and international students. Other instances include, for example, the Reference Unit compiling and making available research guides tailored to a department or a guide to department style manual preferences.

University Libraries also offers instructional services. Any University teaching faculty member may schedule class sessions. By working with individual faculty members, the librarians are able to target sessions to address specific curricular needs of the different classes. Requests by the teaching faculty may be submitted on the Web at any time. The number of requests by the DFMH faculty has varied from semester to semester; the courses that rely most heavily on library instruction are: FCS 190, FCS 276, FCS 408, and FCS 474. For each session, the librarian creates a library guide to help assist student with their research. For examples, see http://wiu.libguides.com/FCS_276
Interlibrary loan services are provided. Requests may be filled out on forms available on library Web pages. Patrons are alerted that their request has been received through their university email accounts. Photocopies of journal articles are posted on the Web for retrieval at the convenience of the requester. For books that are available from member libraries of the state consortium, the user may place requests online. Other requests may be submitted and progress tracked on an interlibrary loan management system. Books may be picked up any time the library is open. It is understood that interlibrary loan requests are subject to copyright and privacy regulations.

Another service provided by University Libraries is 75.5 hours of computer support per week, including some evening and weekend hours. The support includes hardware, software and peripherals. The Library Computer Services Unit also maintains all equipment housed in the libraries. In addition, there is support for digitization, maintenance of electronic resources and web services.

Learning Outcome

While scheduling instructional sessions is described as a service in the above section, the intent is learning outcomes that promote the institutional value of academic excellence. Some library faculty members have assignments for instruction and work closely with teaching faculty to continually refine library instructional sessions. University Libraries provides the opportunity for any professor to schedule library instruction sessions.

Librarians create guides on topics that highlight information retrieval sources on a variety of academic topics. This is done through various library Web pages. (See http://wiu.libguides.com/index.php) The Instructional Unit has also created instructional videos on many basic library-related tasks to help students. For examples, visit http://www.wiu.edu/libraries/instruction/videos.php

Access

WIU Libraries provides access to many resources, both physical and virtual. Through an online catalog that may be used anytime and anywhere, the Libraries provides full access to all materials owned or legally accessible. In addition, through participation in a statewide consortium, all library users have access to holdings at more than seventy member libraries. Through other resource-sharing tools, our users can also view bibliographic and holdings information at many other libraries world-wide.

The Libraries subscribes to many bibliographic databases that provide citations and abstracts to journal articles. Many of the citations also have links to the full text of journal articles. These tools are generally on the Web for easy and continuous access. There are
discipline-specific databases with entries for materials on dietetics, fashion merchandising, and hospitality. They are listed by category below:

**Dietetics**
- Biological Abstracts (1996+)
- Biological and Agricultural Index Plus (1983+)
- CINAHL (1983+)
- Consumer Health Complete (current)
- Health Source: Consumer Edition (1985+)
- Health Source: Nursing/Academic Edition (1975+)
- MEDLINE (1950+)

**Fashion Merchandising**
- ABI/Inform (1971+)
- Business Source Elite (dates vary)
- Textile Technology Index (1890s+)

**Hospitality**
- ABI/Inform (1971+)
- Business Source Elite (dates vary)
- Hospitality and Tourism Index (1960+)
- Leisure Tourism Database (1973+)
- SPORTDiscus (1949+)

Among the general databases that also cover topics in Dietetics, Fashion Merchandising, and Hospitality are InfoTrac, Academic Search Premier, LexisNexis Academic, and Access World News. Through literature guides and aids created by the library faculty and staff, students also have access to many Web resources from professional organizations, federal and state governments and other technology-related agencies.

The library Web site may be accessed by anyone. For those resources that restrict use to university-related personnel, the library provides a proxy server for those in off-campus locations. With authentication, any student or faculty member have use of all library resources. To facilitate off-campus use, there is a direct link from the library homepage for distance learners. In addition, the library liaison to the department has created a guide (http://wiu.libguides.com/DFMH) for students and faculty to easily access relevant resources, including journal articles and government information.

**Collections/Resources**

We believe that University Libraries provides a learning environment where the infrastructure and available resources are more than sufficient to meet the curriculum and research needs of students and faculty. The University Libraries holds more than one million items, with holdings in the following call number ranges and formats (see Appendix 1). As a Federal Depository Library Program participant, WIU Libraries also selects 65% of all federal publications from that program - selection rate
comparable to that of large research libraries. For this department, the dietetics/nutrition section uses government documents most heavily. In FCS 408, Community Nutrition, for example, students are required to access government databases that report health and disease demographics in order to design a dietary treatment (see http://wiu.libguides.com/FCS408). For technology areas, WIU Libraries selects higher than 65%. WIU Libraries is also a Patent and Trademark Resource Center with the U.S. Patent and Trademark Office. PTRC provides the campus and community access to a unique body of scientific and technical information and services.

With regard to journals, we have a total of approximately 60,000 journals in electronic format accessible through the Web. When full text articles are available in databases mentioned above, links allow direct access to them. As preferred, these can then be printed, downloaded or emailed as attachments for further use. One of the most popular interdisciplinary journal collections at WIU is JSTOR. The University Libraries holds the rights to ten of the Arts & Sciences Collections (I-X), the Ecology & Botany I Collection, Health & General Sciences Collection, and the Music Collection.

The DFMH core journal titles currently subscribed to by the University Libraries are:

- The American Journal of Clinical Nutrition
- Apparel
- Clothing and Textiles Research Journal
- Cornell Hospitality Quarterly
- Family and Consumer Sciences Research Journal
- Fashion Practice
- Fashion Theory
- Food Management
- Food Research International
- Food Technology
- International Journal of Sport Nutrition and Exercise Metabolism
- The Journal of Applied Nutrition
- Journal of Food Protection
- Journal of Food Science
- Journal of Hospitality Marketing and Management
- Journal of Hospitality and Tourism Research
- Journal of Human Nutrition and Dietetics
- The Journal of Nutrition
- Journal of Nutrition Education and Behavior
- Journal of the Academy of Nutrition and Dietetics
- Lodging Hospitality
- Nutrition Reviews
- Restaurant Hospitality
- Textile World
- VM & SD
- WWD

Statistics for database usage are examined yearly and may be accessed at http://www.wiu.edu/library/internal/dbstats/. For the usage statistics for the two databases that specifically target this major, Textile Technology Index and Hospitality and Tourism Index,
see Appendix 2. Circulation statistics for books and government documents may also be generated upon request.

In addition to resources owned by WIU or through subscription, University Libraries’ membership in a state-wide consortium with 76 members allows access to holdings of over 36 million items. Except for limited circulation items such as reference or archival materials, all items may be requested by WIU library users. The requested items are delivered through a statewide courier system. When time allows, library users can also use interlibrary loan services for materials identified through other sources such as WorldCat, which is international in scope.

Facilities

University Libraries consists of the main Malpass Library and three branch libraries—Music, Physical Sciences and Curriculum—on the Macomb campus and a library at the Moline campus. Physical space is about 200,000 sq. ft. for the main library with seating for 1,300 people. The Physical Sciences Library is 4,417 sq. ft. with seating area for 100. The Curriculum Library has an area of 6,134 sq. ft. with seating for 70.

All of the library buildings support wireless access. There are more than 100 computers for use in the main library. There are two computer classrooms in Malpass that may be scheduled for instruction. A third classroom exclusively for viewing and presenting is available in the Digital Commons (more on the Digital Commons below). Also available are several other computer clusters with specialized software and general use computers. To learn more about the software available on library computers, including the Digital Commons and the Computing Resource Center, visit these links respectively:
http://www.wiu.edu/libraries/digital_commons/;
http://www.wiu.edu/university_technology/student_resources/computer-lab.php. Each branch library also has computers for public use. The library also provides computer support, including some evening and weekend hours. The Digital Commons area in the main library houses 12 dual-boot computers; it also incorporates a digital studio for preparing and editing digital content and space dedicated for collaborative work. Large displays and other specialized hardware are available, too. This area is the demonstration model for other university buildings.

Library Governance, Finance and Administration

The Dean of University Libraries reports directly to the Provost and participates in university governance at the same level as Deans of the four Colleges of WIU. Budgeting and administration of the libraries are carried out in similar manners as the colleges under the same institutional and state regulations governing higher education. Details and proposed changes and adjustments on governance, finance and administration are all described in the annual plan that the Dean of University Libraries submits to the Provost.
**Personnel**

There is a liaison from the library faculty assigned to work with each academic department. That person is responsible for communication between academic departments and the library, including collection development issues. There are also reference librarians and other staff members, as mentioned above, available at various service points during scheduled time when the libraries are open. There are instructional personnel, also mentioned above, available for scheduled sessions.

**Evaluation**

This evaluation represents the beginning of a new phase of assessment in examining library support for academic program accreditation and program review. The topics discussed are those identified in close readings of accreditation requirements of several discipline-specific criteria. By coordinating with the institutional schedule for accreditation and program reviews, the University Libraries will be able to comply with periodic assessment of library support in a timely manner.
Appendix 1: Book and Other Library Materials for DFMH by Library of Congress Class Range

LC Range: GT1-GT7070 Cultural Manners Customs

<table>
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<tr>
<th>Books (Main)</th>
<th>AV</th>
<th>Reference Stacks</th>
<th>Reference Special Collections</th>
<th>Multi-Cultural Center</th>
<th>QC</th>
<th>PSL</th>
<th>Total</th>
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<tbody>
<tr>
<td>13</td>
<td>14</td>
<td>788</td>
<td>1</td>
<td>85</td>
<td>2</td>
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L Range: HD9850-HD9975 Textile, Clothing Apparel

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<th>Books (Main)</th>
<th>Ref Stacks</th>
<th>Archives &amp; Special Collections</th>
<th>Multi-Cultural Center</th>
<th>QC</th>
<th>Micro-Forms</th>
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<tr>
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<td>6</td>
<td>2</td>
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L Range: TP890-TP933 Textiles

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L Range: TS1300-TS1869 Textile Industry

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<th>Special Collections</th>
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L Range: TT1-TT999 Handicrafts, Arts, Crafts

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<th>Ref Stacks</th>
<th>Audio-Visual</th>
<th>Multi-Cultural Center</th>
<th>Micro-Forms</th>
<th>Total</th>
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</thead>
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<tr>
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<td>25</td>
<td>18</td>
<td>3</td>
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L Range: TX1-TX1110 Home Economics, Including Cooking

<table>
<thead>
<tr>
<th>Books (Main)</th>
<th>Audio-Visual</th>
<th>Reference Stacks</th>
<th>Archives &amp; Special Collections</th>
<th>Micro-Forms</th>
<th>Multi-Cultural Center</th>
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<th>Physical Sciences</th>
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<td>53</td>
<td>45</td>
<td>15</td>
<td>17</td>
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LC Range: RM214-RM257 Diet Therapy

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<th>Books</th>
<th>Micro-Forms</th>
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<th>PSL</th>
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L Range: QP141-QP144 Nutrition

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Joh Stierman, November 11, 2013