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 ability of University Libraries to support program accreditation by external organizations such as ACCGC and program reviews mandated by the Illinois Board of Higher Education is periodic assessment of program support using the institutional schedule established for accreditation visits and program reviews.

The accreditation criteria for ACCGC specify that the “university and/or program library (learning resources) must be supplied with current publications and electronic media for graphic communications student and faculty use.” More specifically, the accreditation criteria call for “locally available publications for student reference,” and “electronic database and media resources for student/faculty use.” We believe that the WIU Libraries meet the requirements as described below.

Services

University Libraries consist 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 a week during the regular semester, and 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 meetings for reference, library users may contact library faculty and staff by phone 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 a guide to department style manual preferences.

University Libraries also offer instructional services. Sessions may be scheduled by any University teaching faculty member. By working with individual faculty members, library faculty members are able to target these sessions to address specific curricular needs of the different classes. Requests by the teaching faculty may be submitted on the Web at any time.

Interlibrary loan services are provided. Requests may be filled on forms available on library Web pages. When received, library users are alerted using 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, requests may be placed online by the user. 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 47 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 constantly refine library instructional sessions. University Libraries provide the opportunity for any professor to schedule library instruction sessions.

In addition to one-on-one help at scheduled hours at the main Reference desk, in Government Publications and the branch libraries, guides created for academic topics and other Web resources are available through various library Web pages. The Instructional Unit has also created instructional videos on many basic library-related tasks to help students.

Access

WIU Libraries provide access to many resources, both physical and virtual. Through an online catalog that may be used anytime and anywhere, we provide full access to all materials owned, to which we have subscriptions, or others where University Libraries have access rights. In addition, through participation to 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.

For access to journal articles and other documents, WIU Libraries subscribe to many databases that provide citation information and abstract 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. Those relevant to graphic communications are listed below and all available online.

ACM Digital Library
Applied Science and Technology Abstracts
Architectural Index
General Science Abstracts

Among general databases that also cover topics in graphic communications are InfoTrac, Academic Search Premier, LexisNexis Academic, and Access World News. In addition, there are many discipline-specific databases with entries for materials on graphic communications and other related technology issues. These databases include business, agriculture, biology, and many others. 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 access 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/content.php?pid=70679) for students and faculty to easily access relevant resources, including journal articles and government information.

**Collections/Resources**

We believe that University Libraries provide 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 hold more than one million items, with about 18,000 books related to graphic communications. As a Federal Depository Library Program participant, WIU Libraries also selects 65% of all federal publications from that program - a selection rate comparable to that of large research libraries. 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. WIU Libraries’ 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 about 60,000 journals in electronic format accessible through the Web. When citations are accessed in databases mentioned above, when applicable, links allow direct access to full-text articles. As preferred, these can then be printed, downloaded or emailed as attachments for further use. While usage statistics are not kept for student majors, statistics for database usage are examined yearly and may be generated as needed at other times. 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 155 members allows access to holdings of over 36 million items. Except for limited circulation items such as reference or archival materials, all of those 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 consist 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 a week during the regular semester. The library on the Moline campus is open 63 hours per week. Hours are curtailed during semester breaks and expanded during the final exam week. 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 about 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 over 100 computers for use in the main library. There are two computer classrooms in Malpass that may be scheduled for instruction. Also available are several other computer clusters with specialized software and general use computers. 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 has just become available housing 20 dual-boot computers with space dedicated for collaborative work with large
displays and other specialized hardware. 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 available at various service points during scheduled time when the libraries are open. There are also instructional personnel available for scheduled sessions.

Evaluation

This checklist represents the beginning of a new phase of assessment in examining library support for academic program accreditation and program review. The items of the checklist are those identified in close readings of accreditation requirements of several discipline-specific criteria. In relating to 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.

(Felix Chu & Chuck Malone, 4/6/2012)