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 mission of the WIU Department of History is to help students become informed citizens, capable of thinking intelligently about the past and its relevance to the present, while assisting them to develop the analytical, perceptual, and communications skills that will enable them to excel in their chosen careers. The University Libraries play an active role in the education of history students at WIU. This role is outlined below.

Services

The 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 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. Library faculty and staff also provide help targeted at specific groups such as graduate and international students.

The University Libraries also offers instructional services, which are designed to develop WIU students’ research skills. Instruction sessions may be scheduled by any University teaching faculty member. By working with faculty, librarians are able to design these sessions to meet specific curricular needs of the course. Requests by the faculty may be submitted on the Web at any time. The number of requests by the History faculty has varied from semester to semester, from a high of 8 to a low of 2. For each session, the librarian creates a library guide to help assist student with their research. For examples, see http://wiu.libguides.com/cat.php?cid=23404.

Another vital library service is the Liaison Program. The Library Liaison Program helps establish and maintain an open channel of communication between librarians and the 43 academic departments. As liaisons, librarians help fulfill the mission of identifying, collecting and providing access to information in support of teaching and research at Western Illinois University. A library liaison is appointed to each academic department on campus to insure that there is an open line of communication between departments and the Libraries. For more, see Personnel below.

Since most historians continue to rely on books, many of which are out of print and difficult to access locally, the history department depends heavily on interlibrary loan services provided by the University Libraries. Professors make book and article requests online, and are alerted by campus email when the desired item has arrived. Scanned journal articles are posted on the Web for retrieval at the
convenience of the requester. Most books are available from member libraries of the state consortium, CARLI. 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. The History department is one of the most active in this area. Between 7/1/2008 and 8/1/2012, the History faculty and its students have submitted a whopping 3363 ILL requests.

Students and faculty also look to the library for computer access and support. If users have trouble connecting to the wireless network, scanning, or accessing a printer, Malpass Library offers 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. When the Computer Services staff is not available, users can turn to the Reference and/or Access services for support.

**Learning Outcomes**

WIU librarians work with students every day, at reference desks and in the classroom, to promote academic excellence. Librarians work with professors to design assignments for instruction and work closely with them to constantly refine library instructional sessions. University Libraries provides the opportunity for any professor to schedule library instruction sessions. Over the past eight years, instruction librarians have worked with several historians to design assignments and library guides that help develop the information literacy of their students, as mentioned above under Services.

In addition to formal library instruction sessions, the University Libraries offers one-on-one reference assistance at the main Reference Desk, the Government and Legal Information Desk, in Archives and Special Collections, and at the branch libraries. User guides are created for academic topics and are available through various library Web pages. The Instruction Unit has also created instructional videos on many basic library-related tasks to further help students.

**Access**

Western Illinois University 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, to which it has subscriptions, or to others where University Libraries has access rights. 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, users can also view and request bibliographic and holdings information at many other libraries world-wide.

For access to journal articles and other documents, University Libraries subscribes to many databases that provide citation information and abstracts of 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 most relevant to the History Department are EBSCO’s America: History and Life and Historical Abstracts. In the past academic year (FY12), students and professors conducted over 15,000 searches in America: History and Life. This is the trend back to FY08, when EBSCO acquired the ABC-Clio databases. For Historical Abstracts, the outside North America database, there were over 14,000 searches in FY12, which is the average back to FY08.
In addition to journal databases and online archives, the University Libraries subscribes to a growing number of online resources that deliver online primary source materials to students. They are *Black Thought and Culture, Digital Sanborn Maps*, the *Gerritsen Collection* (full text of 4,700 books, pamphlets and periodicals about women), *Harpers Weekly, Historical Chicago Tribune*, and *Women and Social Movements*.

Among general databases that also cover topics in history are *Proquest Dissertations & Theses, Humanities International Index, 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, all students and faculty members 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 for students and faculty to easily access relevant resources, including journal articles and government information: http://wiu.libguides.com/history.

**Collections/Resources**

The 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 Libraries holds more than one million items, with over 33,000 titles in Library of Congress (LC) call number range D (world history), over 18,500 in E (colonial & US history), and 10,360 in F (US local history, Canada, Mexico, Central America and South America).

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. Students of colonial and U.S. history have the following government resources and documents at their disposal: Congressional Committee Hearings, Smithsonian publications, National Archives, Library of Congress (e.g., American Memory Project), laws and statutes of the U.S. and their history, American State Papers (1789 to 1838), U.S. Congressional Serial Set (1817 to 1980), U.S. Congressional Serial Set Maps (1817 to 1980), and U.S. State Department publications (e.g., Foreign Relations of the United State historical series). Documents of U.S. military branches and also their many sub-offices, centers, institutes and museums are also available. Students and scholars also have access to Illinois state documents and laws that are in print and online: http://www.wiu.edu/libraries/govpubs/illinois_laws/.

For technology areas, WIU Libraries selects higher than 65% of the resources available through the Depository Program. 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.

History students, especially those taking the capstone course in Illinois history (Hist420), can comb through primary sources in Archives and Special Collections. The University Archives is the official repository for university records. Materials housed in the University Archives include records of
administrative offices and faculty and student organizations, publications issued by the university, student newspapers, yearbooks, faculty publications, and WIU theses and dissertations, as well as photographs, oral history tapes and memorabilia relating to the university.

Special Collections documents the cultural, economic, and natural heritage of west-central Illinois. Special-interest centers include: the Center for Regional Authors, the Baxter-Snyder Center for Icarian Studies, the Center for Hancock County History, including the Mormon Collection, and publications of the Decker Press, a regional publisher of such noted authors as Edgar Lee Masters. A number of Civil War manuscripts, collections related to naturalist Elton Fawkes, singer Burl Ives, historian Philip D. Jordan and Congressmen Thomas Railsback and Lane Evans, among others, are rich sources for student research. A vast amount of other regional materials, such as county and town histories, oral history tapes, diaries, letters, maps, photographs, and newspaper clippings augment Special Collections, reflecting life as it once was, and now is, in west-central Illinois.

Archives and Special Collections also house the Illinois Regional Archives Depository (IRAD), one of seven centers for local government records in the state of Illinois under the auspices of the Illinois State Archives in Springfield. The WIU-IRAD covers a 16-county area of west-central Illinois. Because of its location and the nature of its collection, the holdings in the WIU-IRAD nicely complement the WIU Special Collections. Holdings and research policies of the WIU-IRAD can be accessed through the Illinois State Archives’ webpage.

In regard to journals, WIU Libraries has 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.

The University Libraries currently subscribes to 39 journals selected by the History Department faculty. But this number does not scratch the surface of the journals available through the University Libraries’ periodical databases and online archives. The University Libraries’ subscription to JSTOR provides access to 334 scholarly history journals, 38 in the history of science and technology, and many more in related areas, such as economics, religion, political science, area studies, anthropology, and paleontology. Since January of 2010, WIU students and faculty have downloaded over 17,000 full text documents in the discipline collection of history. This is one of the highest totals on campus. And these numbers do not reflect other full-text articles in the EBSCO history databases.

Since the early 1990s, the University Libraries Reference Unit has spent thousands of collection development dollars on scholarly history encyclopedias and handbooks. At present the reference collection has over 1100 items in Library of Congress (LC) call number range D (world history), over 1100 in E (Colonial & US history), and 94 in F (US local history, Canada, Mexico, Central America and South America). Historians also have access to such online reference tools as the *Oxford English Dictionary*, *ARTstor*, *Cabell’s Directory of Publishing Opportunities*, *CQ Researcher Online*, and a variety of e-book reference collections by SAGE Reference Online and Gale Virtual Reference Library. For more information visit: http://www.wiu.edu/libraries/databases/?erefCollections=1&showeref=1.

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 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

The 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 102.5 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 Malpass Library with seating for 1,300 people, and 2,000 sq. ft. for the riverfront campus in Moline. 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 Malpass 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.

The current history department liaison holds a Master’s Degree in history and has taught a survey course in the history department. He oversees the selection of library materials for the University Libraries’ monographic collection, with active support from the history faculty, and has a seat on the reference materials selection committee.
Evaluation

This narrative presents an evaluation of library support for the history department, which is up for program review. The University Libraries is eager to participate in the evaluation process and is available to provide follow up information regarding this review if necessary.

(John P. Stierman, September, 24, 2012)