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 NCATE 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 NCATE specify that “professional education faculty and candidates have access both to sufficient and current library and curricular resources and electronic information. Resources for distance learning programs are sufficient to provide reliability, speed, and confidentiality of connection in the delivery system.” We believe that the WIU Libraries meet those 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 can 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 distributing a paper guide to department style manual preferences in prior years. This year, the University Writing Center asked for an update. The new list is converted to a guide that is available through a library page on the Web.

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 accessible through various library Web pages. In addition, the Instructional Unit has created instructional videos on many basic library-related tasks.

**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 in a statewide consortium, all library users have access to holdings at more than one hundred fifty 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 education are listed below. Unless indicated, they are all online.

- Education Abstracts
- Education Index (Print only)
- ERIC
- Philosopher's Index
- Primary Search (covers children's materials)
- Professional Development Collection
- Teacher Reference Center

Among general databases that also cover topics in education are InfoTrac, Academic Search Premier, LexisNexis Academic, and Access World News. In addition, there are many discipline-specific databases with entries for materials on teacher education and other related educational issues. These databases include business, languages and literature, agriculture, biology, and many other areas. 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 education-related agencies.

The library Web site may be access by anyone. For those resources that restrict use, the library also provides a proxy server. 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 to distance learners.

Collections/Resources

We believe that University Libraries have sufficient and current library resources, including online resources to meet student and faculty needs. The University Libraries hold more than one million items, with about 20,000 books and 3,000 federal documents directly related to education. There are also 37,000 items in the Curriculum Library. 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 full-text articles. As preferred, these can then be printed, downloaded or emailed as attachments for further use.

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. Hours are curtailed during semester breaks and expanded during the final exam week. Reference hours are 65 hours per week, adjusted when classes are not in session. The branch libraries are open for shorter hours. 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.

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**

University Libraries have conducted library-wide assessment in 2006 and 2009. In both cases, all users were given the opportunity to participate on the Web. Based on careful analyses of these assessment results (reported at [http://libraryassessment.org/bm~doc/chu_felix.pdf](http://libraryassessment.org/bm~doc/chu_felix.pdf)) and readings on current trends and projections in both librarianship and higher education, many changes were instituted to improve the intellectual and social environment of the libraries. These included establishing a liaison program in which individual library faculty members are assigned to work with each academic department to better match departmental needs with library resources. Other changes include items such as an adjustment in library hours to accommodate students’ needs, particularly commuting students. Changes were also made in the Web environment, space usage and library processes such as interlibrary loan management to create improved learning environment. Based on these surveys, space usage has also changed to allocate more group-study areas and social areas.

This checklist represents items identified in close readings of accreditation requirements of several discipline-specific criteria. It will be used for periodic assessment of academic program accreditation and program review according to institutional timeline for reviews.

(Felix Chu, November 4, 2011)