

**Western Illinois University
Academic Affairs, Annual Reporting Documents
Department Chairs, School and Program Directors, and Deans
Academic Year 2023-24**

The Purpose of these Documents

With this annual report, Deans, Directors, and Chairs will align past and future work in their programs and in the colleges as a whole with wider planning in the Division of Academic Affairs, as well as with the University's larger Strategic Plan, *Higher Values in Higher Education, 2017-2027* (HVHE).

Among other things, in Part I of the report Chairs and Directors will annually identify the vision and mission of their programs, as well as opportunities, achievements, and other departmental activities and initiatives.

Among other things, in Part II of the report Deans will describe what is unique about their college, document progress on enrollment, program development, and faculty development; document and develop recruitment and retention initiatives; and, finally, record and celebrate faculty, staff, and student successes and achievements.

In order to understand the context for these documents, please review the current version of the university's strategic planning document, as well as the supplemental planning documents on recruitment, retention, university distinctiveness, QC planning, and so on. All of these documents can be found at [\[link here\]](#)

Also, when reading the university's planning documents, please note the following vision, mission, and core values of the institution:

WIU Vision

Western Illinois University will be the leader in educational quality, opportunity, and affordability among regional public universities.

WIU Mission

Western Illinois University empowers students, faculty, and staff to lead dynamic and diverse communities. We provide student-centered undergraduate and graduate programs characterized by innovative teaching, research, and service, grounded in interdisciplinary, regional and global perspectives. We engage our students in educational opportunities guided by a professional and diverse faculty and staff in collaboration with alumni and community partners.

WIU Core Values

Academic Excellence

Central to our history and tradition is the commitment to teaching, to the individual learner, and to active involvement in the teaching-learning process. WIU's highly qualified, diverse faculty promotes critical thinking, engaged learning, research, and creativity in a challenging, supportive learning community. Western is committed to an academic environment that encourages lifelong development as learners, scholars, teachers, and mentors.

Educational Opportunity

Western values educational opportunity and welcomes those who show promise and a willingness to work toward achieving shared educational goals. WIU is committed to providing accessible, high quality educational programs and financial support for our students.

Personal Growth

Because Western values the development of the whole person, WIU is committed to providing opportunities for personal growth in an environment that supports the development of wellness, ethical decision making, and personal responsibility.

Social Responsibility

Western is committed to equity, social justice, and diversity, and will maintain the highest standards of integrity in our work with others. WIU serves as a resource for and stimulus to economic, educational, cultural, environmental, and community development in our region and well beyond.

Department/School:

College: University Libraries

Department Vision and Mission Statements:

Mission-University Libraries

University Libraries identifies, collects, organizes, preserves, and provides access to information and resources to support the research and curricular needs of students, faculty, staff, and the regional community. We produce and celebrate scholarship, and educate students as they pursue academic excellence, educational opportunity, personal growth and social responsibility.

Vision-University Libraries

University Libraries strives to be the first place WIU users go for their research needs. We strive to exceed their expectations for superior research assistance, high quality instruction, and seamless access to the resources they need.

Degrees Offered in Department/School:

The WIU Libraries have a Bachelor in General Studies under their academic responsibilities. However, we are presenting a separate Annual Report for that Program.

List specific recruitment and retention activities:

List Student Learning Outcomes for Majors:

Students will be able to:

- determine the type(s) of information they need
- develop research problems and questions
- identify search terms
- select appropriate databases
- construct relevant search strategies
- refine search results
- evaluate and access both print and online resources

Describe Department/School Strengths:

In General-

- Faculty & staff expertise, knowledge, and commitment to education and service!
- Faculty & staff attitude and effort. This group really pulls together and works very hard for the common good of our students and faculty.

Instruction-

Accomplishments for 2023-2024

- Over 100 instruction sessions and tours for department classes and high school groups were taught in the libraries in 2023.
- Visits to the library research guides have remained a vital learning resource. During 2023, the guides were used over 100,000 times.

- Developed eight new library instruction videos and weeded and reorganized the Library Instruction YouTube channel.
- Updated the Libguides Library Database list and consolidated and reorganized changed department titles and resources.
- The unit in coordination with the library Curriculum Committee developed a 100-level course proposal and this was successfully approved resulting in the first new library course since 2017.
- Taught a total of 22 English 180 and English 280 classes in 2023 compared to 2 courses in 2022.
- Updated English 180 and 280 guides to be congruent with current assignments and programming.
- Upgraded new Google Analytics 4 platform and implemented analytics upgrade into LibGuides platform.
- Recoded Libguides Custom CSS to provide enhanced mobile device experience.
- Developed a proposal for the TRIALAB transition of CITR to the libraries.
- Assisted an English major preparing for an Honors Thesis. In preparation for the independent study in Spring 2024, devised a weekly schedule of topics, determined a textbook, outlined planned weekly readings, and discussed goals with the student. Total number of planning hours: 15 hours in the Fall 2023.

Goals

The greatest challenge facing library instruction and student information skills development on campus was the decreased contact time students have with information professionals.

Some efforts are ongoing and may take different forms as we manage additional change. Increasing instruction sessions is a top priority. The reasons for the decrease are numerous and complicated. It may take time to regain traction with departmental instructors.

There is also great concern that students are not coming to us with adequate information skills, nor are they getting enough focused instruction in information skills in these areas.

This is a crucial step because as noted these students have few formal information resources, this at least shows them what they will be using and lets them get their firsthand library tools too.

To improve this situation we will continue improving collaborative efforts to work to further increase the number of English courses participating in library instruction.

In addition, library instructors taught information skills to five local high schools during the past year. We will continue reaching out to high schools through these sessions to improve college readiness for potential incoming students. Importantly, it shows the willingness of WIU library instruction to make sure they understand the resources and support they will get when they come here.

Finally, students and faculty are using more online videos and guide resources. This content and the structures that support it require ongoing updating, and the workload for developing and maintaining these materials grows along with the increase in online resource use. This is critical as learning continues to move to online, self-guided learning resources. These new efforts require extensive text, image, and video design work, as well as employing additional online teaching tools.

The shift to online teaching and resources is a fantastic opportunity to reach learners, but as is well known, it comes with the price of planning, funding, development, and management. If we are to support student information instructional needs, additional instructors and content developers are needed.

2023-24 Instruction Unit Needs

- Increase personnel and work hours for teaching and developing library digital instruction materials.
- Adequate hardware and software to support digital communications and the development of online materials.

Archives and Special Collections-

As we navigate the digital age, the integration of cutting-edge artificial intelligence (AI) and machine learning (ML) technologies has redefined our archival landscape. Our innovative use of AI has not only elevated the public's access to our treasure trove of collections but has also streamlined our internal processes, enhancing productivity and accuracy.

Our collaborative projects and technological endeavors have led to the creation of engaging YouTube videos, bringing the stories of the Icarians, Edgar Lee Masters, and other significant historical narratives to a global audience. We've also harnessed AI to support our patrons, from drafting recommendation letters to curating exhibits that shine a light on Western Illinois's educational heritage.

The report that follows delves into the detailed activities and milestones achieved by our dedicated team. From the meticulous processing of new collections and the exceptional patron services rendered, to our dynamic outreach programs and staff engagements, we will recount the strides made in the last year.

We will also explore the strategic objectives set forth by our Assistant Records Management Officer, Lauren Dawson, as she spearheads initiatives to process historical documents, implement a campus-wide review plan for records, and enhance records management awareness.

Our financial investments, the expansion of our collections, and the recognition of our staff's expertise underscore our unwavering dedication to excellence. As we reflect on the past year's successes, we are reminded of our mission to ensure that the legacy of WIU and the broader Western Illinois community is not only preserved but celebrated and shared widely.

Archives/Special Collections/IRAD

Over the past year, the Archives and Special Collections at Western Illinois University (WIU) have seen significant advancements in the integration of technology within our operations. Notably, artificial intelligence (AI) and machine learning (ML) have been leveraged to enhance our services. AI-assisted projects included the creation of informative YouTube videos highlighting various aspects of our collection such as the Icarians, Edgar Lee Masters, French Illinois, and the Mississippians. These videos serve to both educate the public and showcase the depth of our archives.

Additionally, AI played a pivotal role in drafting a successful recommendation letter for a nursing program applicant, as well as in developing a draft finding aid for the Bill Edley Collection. It has also been instrumental in the curation of an educational exhibit on the third floor focusing on the history of education in Western Illinois.

Acquisitions and Processing

The Archives' dedication to collection development and patron services has remained robust. We have processed substantial collections, including 2 cubic feet of student organization records and the ongoing processing of the sizable Bill Edley Collection. For the University of Illinois Newspaper Project, they have accepted our recommendation of the digitization of the Canton Register spanning from 1861 to 1915.

This year, our patron services have been exemplary, with 1140 of 1280 patrons served. Our processing achievements include 577 theses and 71 photos. We have also managed to digitize indices created by IRAD and continued our diligent work on several collections, including those of former WIU journalism professor Bill Knight, local historian and folk singer Chris Vallillo, and longtime community figures such as Tom Carper.

Staff and Intern Engagement

The Archives has effectively managed a team of two IRAD interns, a graduate assistant, a regular student, and a volunteer. This team has contributed significantly to updating finding aids, processing incoming theses and vertical file materials, and creating book covers for new acquisitions.

Collection Development

Our focus on collection development has been multifaceted. We have continued our efforts to develop collections of regional importance, including the papers of Bill Knight and the forthcoming Tom Carper collection. We have acquired new materials, such as letters from the Civil War era and collections from regional historical societies.

Outreach and Community Engagement

Outreach has been a cornerstone of our activities, with presentations to classes and historical societies, including an IRAD presentation to the McDonough County Genealogical Society. Our staff has hosted meetings for local librarians and historical society leaders and has engaged with regional archives and special collections units.

We have collaborated with local educational institutions, providing on-campus experiences for high school students and discussions with a Macomb High School librarian about community-focused studies. Additionally, we have supported the Center for the Book in expanding biographical entries of authors from west central Illinois.

The Archives has been active in promoting local history, including organizing history days for local schools, updating the McDonough County Historical Society's website, and contributing to the WIU alumni publication with historical insights.

Special Initiatives and Recognition

Our commitment to preserving and sharing local history extended to participating in the statewide "The Land and the People Hold Memories" memoir project and assisting in historical research for various educational and literary projects. We also played an instrumental role in the preparation of historical content for the Heritage Days 2023 booklet.

Contributions and Leadership

Our staff's expertise has been recognized through elections to the Advisory Board of the Illinois State Historical Society and appointments to committees focusing on educational affairs. In addition, our involvement extended to the search for an outreach and engagement librarian.

Financial Investments

We have made substantial investments in our collection, ordering over \$700 in items for History stacks and a similar amount for the special collections. A significant order of \$1,300 in supplies marked the first large-scale purchase since 2013.

The Archives and Special Collections at WIU have had a year marked by technological innovation, significant collection development, and active engagement with our

community. Through our dedicated staff and the use of emerging technologies, we have expanded our services and outreach, ensuring that the rich history of Western Illinois is preserved, understood, and accessible to all.

Records Management

Since assuming the role of Assistant Records Management Officer, Lauren Dawson has acquired several key skills and competencies. She has successfully learned to complete Records Disposal Certificates and adeptly navigate the retrieval of records and archives for various stakeholders. Despite these early accomplishments, the Assistant Officer acknowledges that there is a broad spectrum of knowledge yet to be mastered. With a forward-looking perspective, the Assistant Officer has established clear objectives for the forthcoming months. A primary goal is to ensure the meticulous processing of historical documents.

Additionally, there is a strategic initiative to devise a systematic review plan for records across all offices within the campus environment. This initiative is expected to foster a structured and consistent approach to records management.

Another significant aim is to heighten the visibility and understanding of records management at Western Illinois University (WIU). This will be achieved through targeted outreach efforts and providing individual assistance, thereby reinforcing the importance of records management within the corporate culture and promoting best practices.

The importance of compliance with regulatory frameworks such as the Illinois State Records Act 5 is also underscored by the Assistant Officer's intention to regularly disseminate email reminders. These communications, planned for the onset of each semester, will serve as a prompt for the appropriate disposal of records, ensuring adherence to statutory obligations.

Lastly, the Assistant Officer has expressed an innovative ambition to incorporate artificial intelligence within their outreach initiatives. By the conclusion of the summer, the goal is to produce an educational AI video about Records Management. This video is intended to elucidate the concept and advantages of effective records management, demonstrating its value to the entire university community.

Curriculum Library-

During the Spring semester of 2023, the staff of the Curriculum Library supported classes in the College of Education and Human Services, the Speech Pathology and Audiology and Womens Studies Department by:

- 3 tours with 56 patrons in attendance
- 4 class came to the Curriculum Library to browse and work on class projects with 63 patrons in attendance.

During the Fall semester of 2023, the Curriculum Library supported classes in the College of Education and Human Services, the Communication Department, the Sociology Department and Discover Western by:

- 3 Discover Western tours with 39 people in attendance
- 1 class with instruction given with 27 patrons in attendance
- 5 tours with 79 patrons in attendance
- 5 other time class came in to use the Curriculum Library materials during class period with 57 patrons in attendance.

This is information on “staff training”. Not exactly sure what you wanted included here so do as you wish with this information. If you need more details feel free to telephone or email.

- The full time staff of the Curriculum Library completed the required Ethics Training and Sexual Harassment and Title IX.
- The full time staff and three student assistants of the Curriculum Library completed the required Preventing Sexual Harassment training during Fall Semester.
- Trained one new student assistant during Fall Semester.

Children’s Literature Examination Center (CLEC)

General News:

- We will need to send out annual letter to publishing companies, will work with SOE to get this done in the Spring 2024 semester. Continuing this year is the fact that age/grade/reading level information has been added to both the books and the online database. Items also have award information entered in book and online database. It is housed and maintained within the Curriculum Library by its staff in a separate collection. The organization of this is based on 13 different genres, the books are then arranged by author’s last name within the genre. The collection is still predominately only receiving items from one publisher (Candlewick), there are a few that come in from others but they represent the vast majority of review items. One publishing company has moved to only electronic review items and the links to these are placed on the CLEC webpage for the first half of the year, we haven’t received anything since May.

Collection Count and Transfers:

- 290 books transferred to Curriculum Library collection
- 348 books received in 2022 (2 fewer than received in 2021)
- 328 books received in 2023 (20 fewer than received in 2022)
- 676 books currently in CLEC collection (23 fewer than end of 2022)
- 34 books in Lueck collection transferred to Curriculum Library
- 0 books purchased for Lueck collection
- 26 books in Lueck collection
- **Use of Books:**
- Check out log = 0 check outs in spring 2023, 0 check outs in fall 2023

Lueck Books Collection:

- Lueck books are purchased each summer. Each book has a Lueck Collection label and is added by genre to the collection. These books remain in CLEC for two years and are distributed annually to the Curriculum Library (ex. Books purchased in 2022 transfer to Curriculum Library in 2024).

Open House:

- In 2023, there was not an open house because of no interest and no Science Update Conference. This marks the fifth year we have not been able to have the open house. Plans are not currently in place to have the open house again in 2024. In the beginning of 2024 will have a conversation with SOE to see if an open house will occur, if it does it will coincide with the Science Update Conference.
- If we proceed with the open house invitations will need to be sent to area principals, WIU administrators, University Library members, select retirees, WIU Day Care, Tele-Stars announcement.

FY'25 Goals for Curriculum Library

- Continue to provide as an up-to-date collection in the Curriculum Library as the ever shrinking/no materials budget will allow. We will do this by continuing to work with representatives from textbook publishing companies and the groups from the College of Education and Human Services that donate items to the Curriculum Library collection. We will also continue to do periodic weeding projects to keep the materials that are on the shelves as up-to-date as possible. (*HVHE Goal & Action – Academic Excellence & Action 1: Commitments to teaching and learning*)
- Continue to work with the faculty in the College of Education and Human

Services and beyond to assist in their classroom instruction. We will do this by working with the faculty to develop time in class schedules to allow for instruction on searching for materials in Curriculum Library, provide tours of the Curriculum Library for their classes and their bringing classes into the library during class time for projects. *(HVHE Goal & Action – Academic Excellence & Action 5: Information technology infrastructure)*

- Will offer services that better match the needs of our patrons in relationship to both for what they are asking and what we perceive their needs to be. *(HVHE Goal & Action – Academic Excellence & Action 5: Information technology infrastructure)*
- Have a book sale in the Curriculum Library during the Fall of 2024. Items for the book sale would come from donated materials not retained for the collection, items withdrawn from the collection during normal weeding process and other sources that might arise.
- Add/update web content to the Curriculum Library webpage. This can include the creation of libguides and access to public domain children’s books.
- Pursue all available avenues in an effort for funding the purchase of new elementary and middle grade level textbooks for the collection. Especially for course need in the Social Sciences. *(HVHE Goal & Action – Academic Excellence & Action 1: Commitments to teaching and learning)*
- Work with the School of Education, within the College of Education and Human Services to regain donations for the Children’s Literature Examination Center that have fallen off due to the COVID-19 pandemic. *(HVHE Goal & Action – Academic Excellence & Action 1: Commitments to teaching and learning)*

Quad Cities Library-

Vision: The WIU-Quad Cities Library serves as the primary portal to scholarly information for the Western Illinois University-Quad Cities community. We endeavor to offer superior service and a welcoming, collaborative workspace for our students, faculty and staff.

Mission: The WIU-QC Library provides comprehensive library access and instruction, effectively extending all aspects of University Libraries' services to the Western Illinois University-Quad Cities community.

2023 was the first full year I served as coordinator of the WIU-QC Library. My role is different from my predecessor's in that I have more non-QC Library responsibilities, including the BGS program and teaching in the CSP Program. That has forced me to rely more upon the QC Senior Library Assistant for more day-to-day responsibilities than in years past. Our arrangement is such that Brittany is the primary public service staff member, and I am on call for more detailed inquiries. Brittany is the supervisor for the undergraduate student assistant and the graduate assistant. For the most part this system has worked, but I do sense that some QC faculty members wish I had a greater physical presence in the library when they drop by. We are all adjusting, and I do make myself available to them at their convenience for more detailed reference inquiries and for in-class instruction.

Quad Cities Library accomplishments for 2023:

- Continued to provide essential library services (circulation, instruction, computer/printer access) throughout the year.
- Continued to receive, review, process and incorporate new books into the Quad Cities library. I recommended a number of materials for the School of Engineering and Technology, Counselor Education and College Student Personnel, and worked closely with Museum Studies (MST) on e-books. We plan to make MST an e-book program, and we are well on our way to owning e-books for all required MST courses.
- The Jeff Leibovitz Special Collection Steering Committee has been revitalized post pandemic. The Committee met quarterly during the year, made a number of recommendations for materials. We have also done a substantial amount of planning and external fundraising for a fall 2024 conference we will host at the

QC campus. This conference will serve to highlight the Leibovitz Collection and educate local teachers about the current state of Holocaust Education.

- Brittany continues to work with records management on the QC campus. She has made great strides in getting QC offices to fill out the correct paperwork and follow state procedures for handling state records.
- Instruction continues to be minimal. I worked with two Counselor Education courses and two Museum Studies courses.

Quad Cities Library goals for 2024

- We plan to expand outreach for the Holocaust Collection and see increased usage by local and regional teachers. We are aligned with the Quad City Holocaust Education Committee and hope this will increase usage. Plans continue for a large event in 2024 to celebrate 30 years of the Collection.
- I continue trying to find the correct balance of my duties with responsibilities in so many areas. Some shifting in workload may be necessary, as I feel like I am spread too thin on the library-specific work.
- We need to make sure we have the correct balance of student employees to cover opening hours. We have been caught a handful of times without staff due to illness, etc. and had to be closed an hour here and there during the day.

Reference Unit-

Reference Unit Accomplishments for 2023

Research Facilitation

- Answered thousands of wide-ranging reference questions. Examples include...I need:
 - an original newspaper article for COMM 333 relating to details about the sinking of Titanic.
 - to browse issues of *Journal of American History* to find dates of a conference in the 1970s.
 - info about Charles Odds, who did sketches for silent films, particularly any connection to Iowa.

- books that will help me learn Spanish. I don't want ebooks.
- an article about universal design for learning for special education.
- young adult romance fiction.
- sources on "creating action plans" for an engineering technology assignment.
- a peer reviewed journal article about how Donald Trump claimed that Barack Obama was not born in the United States and therefore ineligible to be president (even though he was born in Hawaii).
- an APA guide that goes into aspects other than the bibliography.
- older Rolling Stone magazines from the 80s and 90s.
- articles written contemporary to the Atlantic slave trade, comparing those by African American versus West African writers.
- Facilitated safe, collaborative communication with patrons by use of outward-facing technology (secondary monitors, keyboards, and mice).
- Collaborated closely with Student Learning Center and First Year Advising to promote student success. Also liaised with instructors of new or especially challenging assignments to clarify the support we could offer.
- Demonstrated our services' contributions toward student success and community support as evinced by patron responses to email and chat reference assistance:
 - WIU Student looking for two "expert sources for the 9/11 plane crash": "This is great, thank you so much!"
 - "Thank you...for your research support. I've exhausted all other avenues, and we are currently in galley, so I deeply appreciate it!"
 - WIU Faculty: "Thanks so much for working on this. I really appreciate it. I put in a request for the book myself via interlibrary loan, so we will see what will happen. Thanks for all your time and attention on this!"
 - "Thank you so much for this! What a great group you all are. That guide is so top notch, and I really appreciate the super-fast turnaround."
- Assisted patrons with increased, diverse digital content, including ebooks and streaming media; discussed platforms and associated technologies at unit meetings.

Training, Teaching, and Programming

- Oriented new Digital Scholarship, Area Studies (CT Vivian), and Outreach & Engagement librarians to the Malpass Reference Desk.
- Reference librarians engaged in work educating the campus community on AI:
 - A reference librarian chaired AI Taskforce for the Faculty Senate.
 - Fall AI Brown Bag series of four workshops on AI topics.
 - A total of 38 AI presentations or consultations.
- Continued to offer professional development for reference staff on types of reference questions and tools as well as on DEIA-related issues.

- Helped plan, organize, and publicize our annual WIU Authors reception. For 2022, we had 263 citations from 186 WIU authors.

Collections and Tools

- Spent the reference unit allocation of \$13,000, and maintained a wish list of monographs and serial volumes to be purchased in FY24 should funds be available.
- Began evaluation of the print reference collection and removed 670 outdated titles.
- Continued to maintain and expand a reference collection that directly supports assignments and research on DEI topics.
- Unit staff provided copyright assistance to university faculty during 2023:
 - A total of 15 copyright consultations with faculty on intellectual property issues.
 - Michael was a guest instructor on Copyright and Open Educational Resources for Best Practices in Teaching Online offered by CITR.
- Continued to maintain and update an online guide related to ALA's Banned Books Week at: <http://wiu.libguides.com/bannedbooks>
- Added more content to the RefTools database and checked all existing links: <http://wiu.edu/libraries/reference/reftools/index.php>

Facilities and Technology Support

- Continued to monitor titles in storage and Reference stacks for new mold outbreaks.
- Continued to monitor areas liable to leakage over Reference Stacks.

Reference Unit Goals FY2024

Research Facilitation

- Continue our primary function of educating our students, staff, faculty, and community users in multiple modalities, those at a distance as well as those on the Macomb campus.
- Stay current on the ways that AI will or may affect reference services.
- Explore ways that the Reference unit can tailor services for or promote specifically to REACH, General Studies, graduate students, international students, and other groups, and coordinate with the Center for Undergraduate Research and the Digital Scholarship Center on those efforts.
- Schedule summer 2024 hours to accommodate Summer Bridge Program students.
- Continue to assist patrons with an increased amount and more diverse selection of digital content obtained through purchases, including ebooks and streaming media from various companies.

- Enhance visibility of reference services, staff, and resources through various mediums.
- Continue, enhance, or initiate cooperation with all campus entities promoting student success: First Year Advising, Student Learning Center, University Writing Center, Centennial Honors College, Center for Global Studies, Admissions, etc.
- Foster open communication with departmental faculty about their assignments and how best to assist their students.
- Consider ways to better support students in other General Education classes as well.
- Explore ways to gather acknowledgements given by authors in published books, chapters, and articles to Reference staff members for their research assistance. This is a qualitative measure that could show the impact of our services.

Training, Teaching, and Programming

- Orient any new librarians to the Malpass Reference Desk.
- Continue to engage in work educating the campus community: including but not limited to committees, workshops on AI topics, and consultations.
- Continue our unit orientation sessions on the reference collection, both print and online.
- Continue professional development workshops for staff to increase knowledge; extend these workshops to other interested library staff and, when appropriate, through WIU's professional development entity (formerly CITR; proposed name TRIALAB).
- Create a guide to assist users with the scanning station.
- Plan, organize, and publicize our annual WIU Authors reception.
- Plan, organize, and publicize a Banned & Determined celebration of ALA Banned Books Week.

Collections and Tools

- Make the best use of available funds to purchase the items that will keep the collection relevant and useful. In addition, seek ways to maintain a good reference collection when no funds are available.
- Maintain a wish list to aid development efforts despite current lack of a library development officer.
- Determine whether there are material/resource formats we could offer that would facilitate various student cohorts' (like General Studies) success.
- When purchasing for the collection, continue to consider diversity, equity, inclusivity, and access.
- Continue comprehensive evaluation of the print reference collection with the goal of removing outdated material; with the space gained, shift print materials out from under the leaks.

- Update print handouts and directional materials (and online versions) when appropriate.
- Maintain and expand RefTools webpage/system.
- With Instruction, continue maintenance of Reference Guides:
http://wiu.libguides.com/sb.php?subject_id=82651
- Evaluate items in URL Database and add the most appropriate to RefTools database.
- With Information Systems, maintain and improve the WIU Authors database interface.
- Add thousands of retrospective entries dating back to the 1920s to the WIU Authors database.

Facilities Enhancement and Technology Support

- Continue to guard against issues of mold and leaks in the Reference area.

Reference Unit Needs FY2024

Research Facilitation

- Maintain collaboration with College of Arts & Sciences to support Gale literary databases and OED.
- Increase funding to provide resources that support faculty in providing a world-class education. Interlibrary loan cannot meet these needs.
- Hire additional faculty so that WIU Libraries can fully meet its teaching, research and service mission. For reference, more staffed hours are needed to support online and non-traditional students.

Facilities Enhancement and Technology Support

- \$602 to subscribe to Library H3lp, live-chat software that includes an SMS (text) option. A subscription is \$552 annually for schools our size, plus a \$50 add-on package for text messages.

Resources Management Services-

Though a collective whole, for clarity within this report the RMS Unit's accomplishments and goals are primarily subdivided into our functional areas of: Acquisitions, Cataloging, Digitization, E-Resources/Collections, Information Systems, & Web Services.

CY2023 RMS Unit Accomplishments

Acquisitions

Reported by Haley Hickenbottom, Library Operations Associate

- Ordered and processed approximately \$98,200 in library materials (Spring 2023), including e-books, monographs, DVDs, and music materials.
- Successfully managed another fiscal rollover from FY23 to FY24 (Alma).

Cataloging

Reported by Brian Clark, Cataloging Librarian

- The Cataloging area added 3,251 physical items to the WestCat Library Catalog (including purchases and gifts), during 2023. Source: Alma Analytics Report. "CYStats: Bibs Cataloged During CY (Revised)," March 29, 2024.
- Jennifer Dagit was promoted to Senior Library Specialist.
- Heather Piper was promoted to Library Operations Associate
- Withdrew several titles for Reference weeding project
- Cataloged Spring 2022, Fall 2022, & Spring 2023 Music Recitals
- 70 Theses were added to the catalog
- 80 ebooks were added to the catalog
- Removed 78 old LibGuides that were out of date
- Jennifer withdrew all GovPub CD-ROMs to help prepare the 4th floor office for Area Studies staff.

In support of the Area Studies Collections, 133 titles were added to the Asia/European Collection, 42 to the Africa/African-American Collection, 35 to the Hispanic/Latinx Collection, 40 to the Middle Eastern Collection, 4 to the Anti-Racism/Genocide (QC) Collection, and 24 titles to the Women/Gender/LGBTQ+ Collection.

We continue to catalog new purchases and donation items for the Music, Graphic Novel, Main Stacks, Archives Special Collections (ASC), theses, Quad City, and

Holocaust Collection. We have added replacement copies of lost/damaged materials, enhanced the metadata to the generic records in ASC, and continue to update local name authorities and records requested from catalog error reports.

We have also continued to maintain a Project Management Spreadsheet (available & shared on Google Drive) to keep track of our various cataloging projects.

Welcome Desk

Reported by Heather Piper, Library Operations Associate

- Created online form for welcome desk questions
- Created FAQ list for the Welcome Desk and shared the link with Kent to add to the library's welcome page
- Implemented attendance policy for student workers at the Welcome Desk
- Created student guidelines for the Welcome Desk

E-Resources & Library Collections Management

Reported by Hunt Dunlap, Unit Coordinator

- Heather Piper was trained by Craig Whetten on collecting library subscription database usage statistics for IPEDs. A total of 435,083 uses (mostly item downloads) were compiled by Heather for the annual IPEDS report, submitted for FY23.
- Hunt compiled and submitted physical/electronic holdings and circulation FY23 statistical data regarding monographs, media, e-series, and e-books for IPEDS:

Physical Titles

Books: 684,822

Media: 98,020

Serials: 14,360

Digital/Electronic Subscription Databases: 128

Library Circulation (Local/I-Share): 6,594

Digital/Electronic Media Total: 192,094

- Hunt created a new "Area Collections" processing area so that incoming materials could be effectively sorted and organized in preparation for Cataloging and classification. The collection names were standardized and abbreviations assigned for use in spine labeling, and OPAC display. Hunt coordinated with Sol Cátala-

Valentín on material transfer and display of new materials for these new collections on 4th floor.

Information Systems

Reported by Hunt Dunlap, Systems Librarian & Web Coordinator.

Systems

Hunt administered the *Alma* integrated library management system, the *Primo VE* OPAC/Discovery system, and other public-facing user interfaces and systems supporting library operations, assisting library personnel/users, and troubleshooting issues.

- Coordinated with uTech technical staff in installing the *DSpace* digital repository system (i.e., W O N D E R). Designed, coded and configured the customized user interface according to the library's needs.
- As I-Share Liaison between CARLI and WIU Libraries, Hunt coordinated communications, organized/promoted staff participation in training & performed liaison/sys duties (e.g., testing, filing WROs, troubleshooting).
- In support of *Alma*, recommended workflow improvements, troubleshoot issues, created documentation (e.g., narrated screenshots), triaged system issues & disruptions. Provided training & assistance to library personnel.
- Coordinated with AIMS staff to process XML-formatted patron loads. Ran *Alma* sync processes, troubleshoot errors, coordinated with uTech/ AIMS to maintain CAS/Single-Sign-On support, & assisted staff/users.
- Collaborated with library personnel to resolve *Alma* circ issues (e.g., wrote new Rules/TOUs to ensure proper settings were applied), and worked with catalogers to enhance processes and improve *Primo VE* display.
- Designed SQL reports and fulfilled "on-demand" *Analytics* reports, including: natl./state surveys, accreditation reports, & shelf lists for units, depts., etc.

Selected Systems Supported

Coordinated and regularly maintained key information systems, facilitating user access to information resources and services, including:

- *Alma* ILMs (modules for Cataloging, Circulation, Reserves, Analytics, E-Resource Management, Link Resolver, Authentication, etc.)
- *Primo VE* (OPAC)
- *EZproxy* (OCLC): admin/configuration
- PHP (Local Codebase): programming, maintenance, support
- File Server: programming and support for streaming music, videos, etc.
- Production Server
 - *Kimai* (system used by Access Services, Digitization, Music Library)
 - *Drupal 10.x* instances
 - *Areas Studies Collections DB*
 - *American/IL Business Hall of Fame* sites
 - *WIU Authors Citation Archive*
- MySQL platforms (40+ dbs)
 - *RefTools* (reference-curated resources), *WIU Music Recital Archive*, *DB Management System*, etc...
 - PURLs database (persistent linking to WIU collections)
- *ContentDM* (CARLI-hosted): admin/authorization. Provides access to *Western Courier*, *Historical Society Newsletters*, *WIU Yearbooks*, etc.

Programming/Applications

- Hunt further refined the new “Lib Form Pro” form processing system he recently developed with PHP. It is customizable & can process almost any HTML input, submitting to multiple emails & discrete, database formats. It runs the Reference Unit’s “Ask a Librarian” webform, the “Incident Reports” form, and all other forms on the Libraries’ website.
- Due to revised tech standards, further updated the *Firefox & Chrome-based WIU Libraries Research Panel* browser extensions [wiu.edu/libraries/infosysdig/rezpanel]

Web Services

Reported by Hunt Dunlap, Systems Librarian & Web Coordinator, and Kent Garrison, Web Specialist I.

The library homepage (wiu.edu/libraries/) rose to the 4th **overall position for campus web usage for 2023**. Up one spot since 2022, this ranking denotes the most popular standing webpages off the wiu.edu front-page (excluding generic e-portals, e.g., *Email*, *STARS*, *WO*) per unique user session and total pageviews. Overall, campus web usage

is markedly down from pre-pandemic levels. Despite these changes, the Libraries' web presence has remained strong (see Stats in Appendix).

Online users are discovering WIU due to innovative resources and services delivered by the Libraries' web presence. For the second straight year, the Libraries frontpage (wiu.edu/libraries/) **ranked 1st in total campus landing visits** (pages through which e-visitors initially entered the *wiu.edu* domain), off the university's flagship homepage (wiu.edu). WIU Libraries ranked 1st in 2022, 2nd in 2019 & 2020, and 3rd in 2021. Cumulatively, the Libraries' webpages brought over **30,000 new users to WIU!** Annually, we coordinate, develop and maintain the Libraries' web presence (1,200+ *OmniUpdate* pages) in accordance with WIU standards and accessibility guidelines (see Stats in Appendix).

- During 2023, Hunt delegated more technical responsibilities to Kent Garrison as he became proficient in maintaining and regularly upgrading Drupal assets. Kent regularly performs sitewide file and database storage backups to protect Libraries' data. Kent regularly updates and upgrades Drupal systems, currently standing at the latest version (10.2.4).
- The Libraries' new partnership with the *Illinois Business Hall of Fame* and *American National Business Hall of Fame* (Dr. Richard Hattwick) has brought two external website domains (ibhf.org / anbhf.org) for us to maintain and enhance. Hunt has been regularly corresponding with Dr. Hattwick, clarifying vision and suggestions for improving the websites. Kent has worked hard to upgrade and enhance these websites based on Dr. Hattwick's recommendations.
- Kent collaborated with others to create the "Home Away From Home" webpage for new WIU students in fall 2023.
- Hunt & Kent maintained the library's instance of the campus-wide *OmniUpdate* CMS & wiulibraries.org, including troubleshooting, coding, etc.
Coordinated with library units to create & maintain news releases, hours, calendars, web forms & links; designed graphics authored/edited copy.
- Maintained the Libraries' web presence in accordance with WIU standards & state/fed./intl. accessibility laws & guidelines (e.g., Sec508, IITAA, W3C).

- Maintained and backed-up core relational databases and interfaces, and provided targeted reports on library website usage via *Google Analytics*.

Unit-wide

- Held both ad hoc and periodic scheduled meetings to discuss issues, troubleshoot problems, and share information.

FY2025 Resource Management Services – Unit Goals

Unit-wide

- Continue to seek collaboration opportunities to help us be more efficient, accurate, flexible/nimble, and forward-looking...
- Continue efforts to organize and better integrate *Alma* capabilities, making workflow modifications to improve efficiencies and services
- Identify and celebrate the diverse ways the RMS unit contributes to the life of WIU Libraries, the University, and beyond...

Acquisitions

Reported by Haley Hickenbottom, Library Operations Associate

- Expend the budget allocations per associated funds
- Continue to train, troubleshoot, and collaborate in developing new workflows and skills in using *Alma*.

Cataloging

Reported by Brian Clark, Cataloging Librarian

- Continue to gain knowledge on better utilization of *Alma* and its new Metadata Editor. Work to enhance workflows & continue migration clean up.
- Continue to successfully complete activities described in the cataloging “Project Management Spreadsheet.”

E-Resources/Collections

Reported by Hunt Dunlap, RMS Unit Coordinator

With the resignation of the E-Resources & Collections Librarian we are now juggling a number of responsibilities that require full-time professional oversight. Brian has taken on many important E-Resource Librarian duties as he contacts vendors to troubleshoot issues and resolve serial coverage questions. He is also performing a number of duties within the Alma system which would typically be performed by the E-Resource Librarian. Hunt has taken on additional tasks on the Collections side as a number of questions have arisen about processing Area Collections materials and other general issues.

We foresee this void only growing, and request that the E-Resources & Collections Librarian position be filled at the earliest opportunity.

Information Systems/Web Services

Reported by Hunt Dunlap, Systems Librarian & Web Coordinator

Library System

- Effectively provide I-Share Liaison services (e.g., distributing info, troubleshooting, filing WROs, coordinating timelines), facilitating CARLI-WIU communications to enhance operations, workflows, & services.
- Assist library units and coordinate *Alma* training to improve workflows & resolve issues. Continue to create training resources.
- Coordinate with technology providers/partners (e.g., uTech, AIMS, CARLI, OCLC, Ex Libris) to maintain successful operations.
- Perform regular *Alma* maintenance tasks including: annual FY Rollover, circ-calendar updates, patron file updates, backups, maintain staff roles, etc.
- Continue developing competencies in *Analytics* reporting (e.g., shelf lists, book orders) based on the needs of library units, acad. departments, etc.

Web/Programming/Other Services

- Continue to customize and configure the *DSpace* (W O N D E R) digital repository system according to the library's needs.

- Continue development and redesign work related to the ibhf.org and anbhf.org websites in conjunction with Dr. Hattwick.
- Continue advocating for campus website management/marketing to update and modernize the WIU web presence, while maintaining the Library's visibility, access, and standing.
- Further integrate *Alma/Primo VE* services into the library's existing web framework (long-term, using *Ex Libris* APIs to provide new services).
- Develop new *Angular* coding skills (*Primo VE's* native JavaScript framework) to help implement goals of library's *Primo VE* Task Force.
- Implement new/updated applications while maintaining core systems.

CY2023 Selected RMS Accomplishments in Service & Publication

- Brian Clark served on the Council for Instructional Technology, and the Student Judiciary.
- Hunt Dunlap served on the University Technology Advisory Group (UTAG, 2013-Present), and serves as a Trustee of University Professionals of Illinois, Local 4100.
- Heather Piper served on the Outreach and Engagement Librarian Search Committee.

FY2025 New/Continuing RMS Personnel & Equipment Requests

Personnel Needs

- Request the filling of the "E-Resources & Collections Librarian" position, which became open upon Craig Whetten's resignation.

Equipment Needs

- Ongoing funding (Foundation account) for the domains and computing resources related to Dr. Hattwick's Hall of Fame partnership w/ Libraries.

Area Studies Research Center and Collections-

Achievements 2023-2024

Diverse hiring

- Recruited team members with different cultural backgrounds, fluent in multiple languages. Our team includes three international students from Afghanistan, Nigeria, and Spain, as well as a Mexican American undergraduate student.
 - Latifa Yari: English & Persian (Fluent); Russian (Intermediate); Pashto, Urdu & Arabic (Basic).
 - David Ramírez: English (Fluent), Spanish (Fluent), minor in French.
 - Carla Flores Garcia: International student from Spain; speaks English (Fluent) and Spanish (Fluent).
 - Damilola Oluwemimo: International student from Nigeria; speaks English (Fluent), Yoruba (Fluent), Igbo (Fluent), and French (Basic).
 - Impact: Enhanced understanding of collection regions and expanded access to diverse materials.

Training

- Task Management: Guidance provided on using tools such as Trello and Google Drive for effective task management and team collaboration.
- Research Skills: One-on-one discussions focusing on critical thinking, analysis, and interpretation of region-specific information aligned with area studies collection policies.
- Document Management: Instruction covering organization, access, and maintenance of digital documents and other files.
- Cultural Sensitivity: Discussions addressing ethical considerations when handling culturally sensitive materials and engaging with diverse groups.

Technology and Access

- Website Development: Creating a user-friendly website with interactive maps for accessing digital collections.
- Digital Repository Integration: Administrative access obtained for seamless integration of digital materials.
- Institutional Email: Establishment of a centralized communication channel within the team and with patrons.

Collection Development

- Subject Scope Definition: Defined core subjects focusing on Social Sciences, Humanities, and Liberal Arts, aligning with critical contemporary issues.
- Physical Resources Organization: Resources available through the library of congress surplus program have been located on the fourth floor near the Area Studies Research Center and Collections for easy access and checkout by patrons
- Digital Resources:

Digital Resources

Efforts were coordinated to curate digital resources, including scholarly materials, government publications, and content from civil society groups.

- Hispanic/Latinx and Caribbean Studies:
 - Top Countries: Mexico, Argentina, El Salvador
 - Civil Society Organizations: 100 identified
 - Focus: Politics, government, women, gender, LGBTQ+ issues
- African and African Diaspora Studies:
 - Top Countries: United States (African Diaspora), Brazil (African Diaspora, Afro-descendant communities), Colombia (African Diaspora, Afro-descendant communities)
 - Civil Society Organizations: 200 identified
 - Focus: Social issues (racism, poverty, gender violence), cultural preservation/identity, immigration/migration
- Middle Eastern and Diaspora Studies
 - Top Countries: Afghanistan, Israel-Palestine,
 - Civil Society organizations: 200 identified
 - Focus: Taliban's impact (women's rights and ethnic cleansing), ongoing war, and human rights violations.
- Asian-European and Diaspora Studies
 - Top Countries: Spain, Russia and Ukraine
 - Civil Society organizations: 15
 - Focus: Autonomic Communities in Spain (cultural preservation and identity), Refugees/Immigration, Healthcare Crisis, and European/ (Africa) Wars.
- Women, Gender, and LGBTQIA+ Studies and Antiracism, Intolerance, Genocide, and Holocaust Studies
 - The materials curated from the area studies collections is strategically directed towards building the Women, Gender, and LGBTQIA+ Studies collection and the Antiracism, Intolerance, Genocide, and Holocaust Studies collection. This approach acknowledges materials on these issues on a global scale, creating connections between collections and enabling a focus on intersectionality.

Goals 2024-2025

- Needs Assessment: Conduct a needs assessment targeting faculty member and other scholars across different academic programs and departments who focus on area-studies related topics.
- Advisory Board: Establish an advisory board to support ongoing development of collections and initiatives in area studies research.
- Evaluate existing materials in WIU's general collection to identify resources aligning with the area studies collection policy.

- Collaborative partnerships within and outside WIU to expand collections and facilitate scholarly activities.
 - Collaborate with WIU Libraries centers and initiatives for scholarly events promoting area studies research.
 - Establish partnerships with other libraries for consultation and resource sharing, facilitating information exchange and collection development efforts.
 - Collaborate with community organizations to promote community engagement and curate collections using a transdisciplinary approach

Needs for 2024-2025

Damilola Oluwemimo and Carla Flores Garcia, both Graduate Assistants, will be graduating in May 2024. With Damilola's upcoming graduation, it's necessary to make sure her duties continue smoothly, especially those related to accessing and curating diverse materials for the African-American, African and African Diaspora Studies Collection. Ekene Michael Admin, who is already a GA at the library, could potentially step in for Damilola. Additionally, Carla Flores will be graduating as well, it will be necessary to hire a new student with strong computer science skills, specifically in PHP, to maintain and improve the Area Studies Research and Collections websites website.

Center for Undergraduate Research-

Libraries have long been the center for research support on university campuses; however, faculty across university campuses tend to do research in solitude or with a research team, but few across campus know the work of their colleagues, especially in other departments or colleges, even when it might be beneficial to collaborate or to exchange ideas. This proposal is for the Western Illinois University Libraries to become the research center at WIU, providing research support as we have done for decades, but also providing a clearinghouse where faculty scholars and students can exchange ideas and methodologies, seek collaborators, and learn about grant opportunities and publishing venues.

This initiative will support faculty, graduate students, and undergraduate students who are embarking on research projects of all kinds. An important part of the research center will be the Center for Undergraduate Research, which is focused especially on the research productivity of undergraduate students. In the 2024-2025 academic year, the Center for Undergraduate Research will be the primary focus for this new initiative.

Mission

The mission of the Center for Undergraduate Research is to cultivate a culture of research among undergraduate students at Western Illinois University through educational programming, individual research consultations, and collaborative initiatives across campus.

Vision

To empower Western Illinois University undergraduates to become lifelong researchers, shaping the future through discovery, innovation, and scholarly contribution.

Objectives

- Increase the number of undergraduate students engaged in research activities, as measured by the percentage of undergraduates who complete an honors thesis or who participate in the Undergraduate Research Day.
- Collaborate with the Centennial Honors College or the Resident and Visiting Fellows Program to sponsor two research-related events per year to raise awareness about research activities and to develop research skills among undergraduates.
- In collaboration with the Centennial Honors College and academic departments, publicize opportunities for students to present their research at conferences or publish their work in undergraduate journals.

Connection with the Digital Scholarship Center and the Area Studies Collection

The Center for Undergraduate Research will be working in concert with the Digital Scholarship Center and the Area Studies Collection.

Activities

During the 2023-2024 academic year, the Center for Undergraduate Research has been a pilot project during which time we have been gathering information about existing activities on campus that are related to this initiative, learning about individuals and programs that might be collaborative partners, and building a foundation for growth with initial programs. A few accomplishments from this year:

- With the Centennial Honors College, we devised guidelines for students who are writing an honors thesis to supplement departmental guidelines. The guidelines include formatting requirements, content requirements, and submission guidelines. The Honors Council has approved the guidelines, and

Dean of the Honors College Dr. Lorette Oden is presenting the guidelines to the department chairs soon. Honors Thesis Requirements

- As an extension of the Honors Thesis Requirements, we established structures and procedures for students to submit their theses to be published in WONDER, which is the WIU Libraries digital repository, part of the Digital Scholarship Center. We have created a [form](#) on which students enter information about themselves, they add metadata about their thesis, and then they upload a pdf of their thesis so that it can be made accessible online through our digital repository.
- In collaboration with the Centennial Honors College, the Center for Undergraduate Research is offering one or two \$500 scholarships for undergraduate students who are doing field research in the summer of 2024. The [application form](#) includes the [evaluation criteria and rubric](#), as well as an explanation of the requirements. This scholarship was funded by a private donor and by the City of Macomb. We awarded the scholarship to English major Karissa Geisinger, who will be traveling to the University of Oregon to research life and literary work of Chicago native Alice B. Sheldon, also known by her nom de plume James Tiptree, Jr.
- The Resident and Visiting Fellows Program is intended to foster interdisciplinary research that makes use of the WIU Libraries collections, resources, and/or space and showcases the research process for the WIU undergraduate population. This program invites both WIU faculty members and scholars from other institutions to establish a formal partnership with WIU.

Libraries for a semester or summer, engaging in focused research. Fellows may also contribute to the development of WIU Libraries' collections. In addition, scholars will lead workshops on topics such as research methods to guide undergraduate students in scholarly research.

In the spring 2024 semester, we are hosting our first two resident scholars: WIU Professor of English Dr. Richard Ness and Professor of Anthropology Dr. Heather McIlvaine-Newsad.

Ness is assessing and enhancing the international film holdings at WIU Libraries, aligning with the strategic goal of building area studies collections. These include Hispanic-Latinx and Caribbean Studies, Africana and African Diaspora Studies, European and Asian Studies, Middle Eastern Studies, Anti-Racism, Intolerance, Genocide and Holocaust Studies and Women, Gender and LGBTQIA+ Studies. Ness's

efforts will significantly contribute to expanding the libraries' film holdings in these designated areas.

McIlvaine-Newsad is undertaking two projects during her sabbatical. She aims to create a book proposal featuring the best commentaries from the last 10 years aired on Tri-States Public Radio (TSPR), the Western Illinois NPR affiliate. Additionally, she will study the inequities in health care access for populations with disabilities during the COVID pandemic. As part of her research, she will conduct a workshop for the CUR on how researchers, regardless of their field, can employ anthropological methods such as interviewing, focus groups, surveys and participant observation to gather and analyze data.

Plans

We plan to build on the projects that we have already begun in the years to come. A few ideas are as follows:

- As part of our collaboration with the Centennial Honors College, we plan to strengthen the connection between the WIU librarians and the faculty and students in the Honors College. Through the Honors College advisors Jeanne Gage and Krista Skein, we plan to offer individual research consultations with librarians for all students completing an honors thesis.
- As part of our collaboration with the Digital Scholarship Center and the Area Studies Collection, the Center for Undergraduate Research will be a collaborative learning space for students to develop research ideas, consult with librarians, or work with other students.
- As we establish relationships with teaching faculty across campus, we will sponsor workshops about research methods, the research process, and other research-related topics for undergraduates. For the 2024-2025 academic year, we plan to offer two workshops per semester.

Administrative structure

As the Coordinator for the Center for Undergraduate Research, Michelle Holschuh Simmons will provide leadership, with the assistance of one graduate student and one student worker.

Digital Scholarship Center-

In today's academic sphere, there's a growing emphasis on digital scholarship, prompting the need for a Digital Scholarship Center (DSC) at Western Illinois University. DSCs are becoming commonplace in universities, providing crucial support for faculty,

researchers, and students in navigating digital tools and methodologies. These centers offer a supportive infrastructure for the expanding fields of e-research and digital scholarship. They consolidate high-end technologies accessible to the entire campus, enabling students to delve into digital tools for research, especially in instances where these resources or advisory assistance are lacking within their respective departments.

At WIU, there's a noticeable gap in centralized resources and expertise for digital scholarship initiatives. The newly established Digital Scholarship Center aims to fill this void. Firstly, it shall function as a nexus of knowledge dissemination, offering workshops, seminars, and training sessions geared towards equipping scholars with the requisite digital acumen. Secondly, it shall serve as a repository of technological resources, furnishing students and faculty with access to state-of-the-art tools essential for conducting research. Thirdly, it shall foster interdisciplinary collaboration, nurturing synergistic partnerships that harness the collective expertise of diverse academic disciplines towards a shared goal of digital excellence.

By establishing the DSC, we aim to democratize access to digital resources and expertise, leveling the playing field and promoting inclusivity across academic disciplines. Ultimately, the DSC will propel our institution towards new frontiers of digital scholarship, enriching our collective pursuit of knowledge and understanding.

Mission Statement:

Building on WIU's mission to engage our students in educational opportunities, the Digital Scholarship Center (DSC) bridges the gap in centralized resources and expertise. In collaboration with the Center for Undergraduate Research and the Area Studies Collections, we empower faculty, researchers, and students to integrate digital tools and methodologies into their work, fostering innovation and expanding the boundaries of research and teaching in the rapidly evolving academic landscape.

Vision Statement:

The Digital Scholarship Center (DSC) envisions WIU as a leader in digital scholarship. We see a future where faculty, researchers, and students leverage digital tools seamlessly, fostering collaboration and pushing the boundaries of knowledge creation, ultimately elevating WIU's research and teaching to new heights.

Project Objectives:

1. Enhance Student and Faculty Research Capabilities
 - a. Develop and schedule regular workshops on research methodologies, digital tools, and software.

- b. Curate and provide access to essential digital resources, databases, and software licenses.
 - c. Create a digital repository for research materials and datasets.
 - d. Offer one-on-one and group consultation services for research design and execution.
 - e. Establish a help desk or virtual support system for research-related queries.
2. Foster Collaboration and Community Building
- a. Invite guest speakers from other institutions to share their expertise and foster inter-institutional relationships.
 - b. Create informal networking opportunities to build a sense of community.
 - c. Use social media platforms to advertise the center's activities and research interests.
 - d. Offer incentives like letters of recommendation, or academic collaboration for course extra credit for their participation.
 - e. Organize virtual seminars, webinars, and workshops to reduce costs associated with physical venues.
3. Advance Knowledge Dissemination and Impact:
- a. Increase the visibility and accessibility of student and faculty research through digital platforms such as WONDER, our digital repository.
 - b. Support the publication of research findings in open-access formats with high impact potential.
 - c. Partner with other institutions or organizations to co-host events, sharing costs and expanding the audience.
 - d. Educate researchers on open access publishing, copyright, and data management best practices.
4. Build a Sustainable Infrastructure and Support System:
- a. Prioritize spending on essential infrastructure and services.
 - b. Utilize open source software for managing digital repositories, collaborative work, and research activities.
 - c. Use free or low-cost cloud services for storage, collaboration, and backup.
 - d. Provide ongoing professional development and training for staff to keep up with the latest digital scholarship tools and practices.
 - e. Plan for gradual upgrades to avoid large, sudden expenditures.
 - f. Encourage digital workflows to minimize paper usage.
 - g. Establish evaluation metrics to assess the impact and success of the DSC's initiatives.

4. Project Scope:

This pilot project will focus on the core services mentioned above. It will not include the development of a permanent physical space or a full-fledged digital repository at this stage. However, the project will explore options for future expansion based on pilot findings.

5. Methodology:

- **Needs assessment:** Conduct surveys and interviews with faculty and students to identify specific interests, needs, and challenges related to digital scholarship.
- **Develop workshops and training:** Design workshops on relevant topics such as data management, digital humanities tools, and online publishing platforms.
- **Individual consultations:** Offer one-on-one consultations to provide personalized guidance on digital scholarship projects.
- **Create online resources:** Develop a central online hub with curated resources, best practices guides, and information on available tools and technologies.
- **Organize pilot projects:** Provide seed funding and support for a limited number of faculty-led pilot projects to explore the feasibility and effectiveness of digital scholarship approaches in various disciplines.

6. Previous Accomplishments and Collaborations:

- Until now, the Digital Scholarship Center has been focused on continuing Digitization activities and creating a usable space and attractive website for users to visit. Some collaborations with the Center for Undergraduate Research, Centennial Honors College, and University Archives and Special Collections departments have taken place as well. In the future, the plan is to expand partnerships in order to widen our reach.

7. Potential Collaborations:

- Center for Undergraduate Research
- Area Studies Collections
- Archives & Special Collections
- Utech
- CITR/TRIALAB
- Centennial Honors College
- Academic departments

- Other academic institutions
- Local Schools and museums

8. Timeline of Academic Year 2 (2024-2025):

- **Month 1-2 (Aug/Sep):** Needs assessment and development of initial resources.
 - Define objectives, outcomes, and success metrics.
 - Identify and train staff and faculty.
 - Set up advisory committees or working groups.
 - Hold information sessions and open houses.
 - Collect baseline data on student engagement.
- **Month 3-5 (Oct/Nov/Dec):** Launch of workshops, consultations, and online resources.
 - Monitor attendance, participation, and early outcomes.
 - Hold feedback sessions with students and staff.
 - Provide updates and share early successes.
- **Month 6-8 (Jan/Feb/Mar):** Implementation of pilot projects.
 - Provide ongoing training and support for staff.
 - Introduce new teaching strategies or tools if needed.
 - Prepare students for final assessments or projects.
 - Identify areas for improvement and plan for the next academic year.
 - Make necessary adjustments to the program based on feedback.
- **Month 9-10 (Apr/May):** Project evaluation and reporting.
 - Conduct final evaluations and assessments.
 - Collect comprehensive data on outcomes.
 - Gather feedback from students and staff.
 - Finalize all data analysis and reports.
 - Reflect on successes and areas for growth.
 - Refine program design based on evaluation.

9. Evaluation Plan:

- Track participation in workshops and consultations.
- Collect feedback through surveys and interviews with participants.
- Monitor usage of online resources.
- Evaluate the progress and outcomes of pilot projects.

- Use this data to assess the effectiveness of the pilot project in meeting its objectives.

10. Resources:

- The project will require a dedicated staff member with expertise in digital scholarship. This is Julia Thompson, Digital Scholarship Librarian, who is already in place.
- The project will require a dedicated Graduate Assistant with experience in digital scholarship to take over digitization activities.
- Additional funding will be needed to cover staff time, workshop materials, and seed funding for pilot projects.
- Existing library resources and technological infrastructure will be utilized whenever possible.
- Administrative support will be required for project management and promotion.

11. Budget:

- Student worker wages: \$19,200 (4 students at 10hrs/wk for 32 weeks to ensure full time staffing; two as previously budgeted for Digitization, and two more to focus on DSC activities and staff welcome desk so there is a full time presence)
- Laptop for graduate student (includes peripherals and 27" conference monitor, aka dock/ desk setup): \$1,936.65
- New scanning software update/recalibration: approximately \$4,000
- Second overhead scanner: approximately \$10,000-40,000, depending on capabilities
- Three new desktop computers with capabilities to carry full Adobe Creative Suite as well as major programs used in classes (includes peripherals and 27" conference monitor): \$5,281.98
- Smart Screen (Basic setup: 65" smart screen, wall mount, installation, wireless keyboard and mouse, etc.): \$3,000 (for research/presentations/group projects)

12. Risk Assessment:

- **Limited staff:** Mitigate by leveraging existing library expertise and seeking collaborations with relevant academic departments.

- **Low participation:** Conduct outreach campaigns and incentivize participation through targeted workshops and recognition programs.
- **Technological challenges:** Partner with IT services to ensure smooth integration with existing infrastructure and address any technical hurdles.

13. Conclusion:

This pilot project has the potential to significantly enhance the university's capacity for digital scholarship. By providing essential resources and expertise, the DSC will empower faculty, researchers, and students to leverage the power of digital tools and create impactful scholarly work. The success of this pilot will lay the groundwork for the establishment of a permanent and comprehensive Digital Scholarship Center that serves as a hub for innovation and collaboration in the digital age.

Government Publications-

Our unit participated in all of these things:

- ✓ Federal Depository Library Program.
- ✓ Illinois Depository Library Program.
- ✓ Legal reference resources and services for the campus and community as part of an agreement with the McDonough County Bar Association and the Illinois Ninth Judicial Circuit Court, McDonough County. This agreement is currently suspended and no new funds have been added to the Foundation account because of the way, and the amount of, court fees are being distributed by the Circuit Clerk of McDonough County.
- ✓ Illinois Legal Aid Online Self-Help Center program through Illinois Legal Aid Online and the Illinois Coalition for Social Justice.
- ✓ Tax Forms Outlet Program (TFOP) through the Internal Revenue Service.
- ✓ Patent and Trademark Resource Center Program through the U.S. Patent and Trademark Office.

Our unit served WIU and the surrounding community in these ways:

- Recorded 27 government, legal, data, patent, and trademark questions that we answered on a consultant basis.
- Michael received training to be the new PTRC Representative at WIU Libraries.
- Andrea gave an intellectual property instruction with a focus on trademarks to a Management class, spring and fall semesters.
- Andrea was trained in the new USPTO trademark search interface, Trademark Search System.

- Andrea provided 8 hours of coverage weekly in the Spring and 6 hours of coverage in the Fall, and Michael provided 3 hours of coverage weekly both semesters on the Reference Desk
- Andrea attended Seminar 44 (which was held virtually again this year due to the pandemic), the (usually) annual four-day training required to maintain our participation in the Patent and Trademark Resource Center Program.
- Andrea purchased \$1,650.00 in both electronic and print materials for Geography/Geology and Government/Law/Map Collections.

Other accomplishments

- Andrea worked with Earth, Atmospheric, and Geographic Information Sciences to bring materials and furniture over to Malpass Library that couldn't be moved to their new offices as Tillman Hall has been taken offline. This is ongoing.
- Our unit transitioned to a digital Federal Depository Library going forward, as GPO made changes to FDLP Requirements and reduced the availability of participation in print materials.
- Andrea moved out of the traditional 4th floor GovPub offices.
- Andrea worked with Michelle Simmons on signage for outreach projects.

Statistics

Worked with the Resource Management Unit to gather circulation statistics of the print federal government book titles for CY 2002 to CY 2021. Those annual circulation numbers were:

2002: 458 (May thru December only)
 2003: 946
 2004: 1,084
 2005: 859
 2006: 652
 2007: 759
 2008: 620
 2009: 535
 2010: 534
 2011: 503
 2012: 365
 2013: 277
 2014: 185
 2015: 175
 2016: 103*
 2017: 87*
 2018: 81*
 2019: 197*

2020: 85**
 2021: 56**,***
 2022: 31
 2023: 52***

**Very few new print titles issued from FDLP over the last few years.*

***Covid19*

****This number is a guess and was arrived at by including part of the pickup count, as interlibrary loans are not counted in the circulation totals.*

The number of GovWeb titles accessed by WIU computers was:

2012: 956
 2013: 1072
 2014: 1187
 2015: 1230
 2016: 634
 2017: 548
 2018: 292
 2019: 288
 2020: 202
 2021: 125
 2022: 159
 2023: 51

No new online titles added to WIU online catalog, WestCat since 7/1/2016. As a result, we miss out on about 6500 new titles each year being added to WestCat.

Patent and Trademark Resource Center Statistics – WIU Libraries

Year	Customers (walk-in, email, phone, mail)	Visits to WIU patent/trademark webpages & LibGuides	Classes and Training sessions	Total Class attendees
2012	53	19	2	55
2013	43	193	3	65
2014	67	715	3	92
2015	55	1339	4	76
2016	40	1352	3	91
2017	35	1251	3	87
2018	16	1481	3	92
2019	5	784	2	55
2020	3	744	3	48
2021	11	864	2	16
2022		846	2	10
2023	5	3,986	2	25

*Google Analytics ceased reporting October 3rd, 2023.

Government Information web page visits (<http://www.wiu.edu/libraries/govpubs/>):

Year	Total Views	Unique Pageviews
2019	15,086	11,159
2020	14,213	10,947
2021	14,376	11,169
2022	20,631	16,925
2023	20,525	14,492

Laws of Illinois Web page visits

(http://www.wiu.edu/libraries/govpubs/illinois_laws/):

Year	Total Views	Unique Pageviews
2012	1,523	1,212
2013	2,849	2,105
2014	4,055	2,896
2015	5,662	4,096
2016	6,823	5,250
2017	6,069	4,588
2018	9,996	7,699
2019	8,249	6,457
2020	6,883	5,440
2021	7,734	6,192
2022	10,467	8,706
2023	8,621	5,919

Map Collection Web page visits

(http://www.wiu.edu/libraries/govpubs/map_collection/):

Year	Total Views	Unique Pageviews
2018	2,094	1,697
2019	1,532	1,289
2020	1,126	970
2021	1,017	873
2022	958	838
2023	666	528

War of the Rebellion Web visits

(http://www.wiu.edu/libraries/govpubs/war_ofthe_rebellion/):

Year	Total Views	Unique Pageviews
2018	3,635	2,233
2019	1,929	1,166
2020	1,382	859
2021	1,885	1,267
2022	2,765	1,901
2023	4,250	2,643

Goals for 2024

- Continue to provide consultation service to our users for their government/ legal information and maps needs.
- Continue integration of Reference and Government Information reference services.
- Continue to update Unit's web pages, handouts, and LibGuides.
- Continue to work with the Acquisitions and Cataloging Unit to process and catalog the federal and Illinois materials that we receive.
- Continue maintenance of the federal, map, Illinois and legal collections.
- Continue to attend webinars and other online continuing education opportunities so as to keep up with the constant changes in the dissemination of various types of government information.
- Continue to conduct workshops and BI sessions to teach classes, the campus, and the regional community on the use of government and legal information resources.
- Continue to fulfill the requirements of the Federal Depository Library Program, the Illinois Depository Library Program, the Patent and Trademark Resource Center Program, the Illinois Legal Aid Online program, and the Tax Form Outlet Program.

Describe Department/School Challenges:

In General-

- The most fundamental challenge that the WIU Libraries are facing during the 2023-2024 academic year is in the area of physical facilities.
- The Malpass Library building is having a serious situation with its public elevators.
- The restrooms at the Malpass Library are not in conditions to complain about the new demands and policies to have diversity, equity, and inclusion as part of the

university's facilities. At the Malpass Library, the fundamental challenge is to have a gender-neutral restroom.

- The WIU Libraries collections are old. It is fundamental to update the collections that support the demands of scholars, students, and the community. To be part of the teaching, research, and community engagement of our programs, departments, and colleges, not only is necessary to update the collection, but to expand the total number of titles and volumes, printed and online.
- The commitment from the President's Office to diversity, equity, and inclusion, requires to have services and collections to reflex intellectually these new realities. The same challenge is to rethink our services and collections that strategically support international students.
- At the same time, it is important to help in the recruitment and retention of our students by expanding our services and collections related to our region.
- WIU Libraries will have four faculty librarians for the academic year 2022-23 by the summer of 2025. At that moment, they do not have a music librarian, a collection development librarian, an electronic resources librarian, or a cataloger librarian. Our proposal is to consolidate these four positions into two and hire them by the summer of 2025.
- Since February 2024, the Music Library has been run by a part-time retired library assistant. A library assistant must be hired during Fall 2024.
- WIU Libraries need 100% of their budget to fulfill their contracts with databases and other electronic resources. Also, for the operation of the units.

Identify Opportunities for your department/school in the short term:

- We already finished the proposal to launch the strategic centers. The Area Studies Research Center and Collections has developed thanks to a grant proposal awarded by the US Department of Education Title VI Program, Undergraduate International Studies, and Foreign Languages. This Fall 2024, it will be developed a second grant to the same program to continue the development of the Area Studies Research Center and Collections. The proposal will be a consortium with the University of Puerto Rico-Río Piedras and the University of Illinois Urbana-Campaign.
- The Center for Undergraduate Research (CUR) will be formally inaugurated this coming Fall, 2024. In collaboration with the WIU Centennial Honors College, a grant proposal will be developed.
- The Digital Scholarship Center (DSC) will be formally established this coming Fall, 2024. During that time, it will work with the School of Engineering and Technology on a possible pilot maker lab at Malpass Library.
- During Fall 2024 will be formally announced the establishment of WIU Digital Repository, called WONDER.
- By September 2024, it will be developed with the University of Iowa, School of Library and Information Science, the bilingual dual degree in the Master of Library

and Information Science and the Master in Instructional Design and Technology from WIU through a grant proposal to the Institution of Museum and Library Services.

- We developed a feasibility study to grow the Master in Instructional Design and Technology from 30 to 70 students in three years. The proposal includes moving the Master's to the WIU Libraries.
- We developed a proposal with an inter-institutional committee to establish a new CITR under the WIU Libraries. This new unit will help academic development for faculty and students (graduate and undergraduate).

Describe your plans for moving forward in the next academic year. Include a list of specific goals. Examples might include recruiting and retention initiatives, curricular innovation, and development based on student learning assessment, increased research output, increased student engagement activities.

- To have a plan for transforming the WIU Libraries to the new College of Libraries and Interdisciplinary Studies.
- To present the renewal of the Title VI Undergraduate International Studies and Foreign Languages grant proposal.
- To present in consortium with the University of Iowa the grant at the Institute of Museum and Library Services.
- To write two proposals for the Center for Undergraduate Research (CUR) and the Digital Scholarship Center (DSC).

How will you measure the success of the plans outlined above?

- To have approval from the Provost's Office for establishing the new College of Libraries and Interdisciplinary Studies.
- To start the renovation of the Malpass Building in the physical areas (elevators and restrooms).
- To develop the new CITR.
- To approve the transfer of the Master of Instructional Design and Technology.
- To get at least two grants approved.

List Major Faculty and Staff achievements:

List Major student achievements and recognitions:

List alumni activities:

PART TWO (for Deans and Directors)

What is Unique and Special about Your College

- Describe the uniqueness of your college

Enrollment Growth Possibilities in Your College

- List and describe areas in your college where you see potential enrollment growth. In this description include, where possible, market data, audience profiles, national trends, employment data, and other indicators of market potential.

Barriers to Growth in Your College

- List and describe the primary barriers to enrollment growth in your college.

Enrollment¹

- 5 years of headcount enrollment by new freshmen, new transfer, new graduate, and continuing undergraduate and graduate students in your college
- 5 years of headcount enrollment by race/ethnicity, gender, and country of origin
- 5 years total credit hour production by department
- Identify faculty-student ratio by college and department, with explanation of disciplinary norms

Degrees Conferred

- Total number of degrees conferred for most recent academic year
- Total number of degrees conferred for most recent academic year per department and/or program
- Number of degrees conferred for most recent academic year per race/ethnicity, gender, country of origin

Retention of Students

- List retention initiatives for current students
- List retention initiatives for transfer students

Recruitment of Students

- List recruitment initiatives for first year students
- List recruitment initiatives for graduate students

Recruitment and Retention of Faculty and Staff

- Describe initiatives to retain faculty and staff
- Describe plans to hire faculty and staff

Courses

¹ IR will create a "College Profile" for Deans and Directors.

- Total number of general education courses
- Total number of FYE courses
- Total number of major courses
- Total number of independent study, internship, and other courses
- Total number of graduate courses
- Number of courses offered through Macomb campus
- Number of courses offered through QC campus
- Number of courses offered through Online campus

Number of New and Revised Academic Programs

- New Major Options [include audience for the program and aspect of mission served by the program]
- New Minors [include audience for the program and aspect of mission served by the program]
- New Certificates, Emphases, or Other [include audience and aspect of mission served]

Eliminated Academic Programs

- Majors, minors, other

Faculty Activities

- Achievements
- Professional Development
- Outreach and Significant Service
- Research:
 - Books:
 - Articles:
 - Conference Presentations:
 - Other

Grant Activities and External Funding

- List grants and other external funding sources

Value of Programming

- Please explain how departments, programs, and other aspects of your college add value to the educational experiences of Western students.

Student Success

- List student clubs and organizations in the college
- List results of any student surveys in your college, including surveys on student success, program development, student satisfaction, etc.

- List all new initiatives in the college regarding student success
- List all initiatives to support underrepresented student populations in your college

Alumni Highlights

- List notable highlights from college alumni

Community and/or Regional Engagement from College

- List notable community and regional engagement activities

Conclusion

Please include here any important information that is not covered in this report.