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# SPU Library Annual Report 2011-2012

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**The SPU Library**  
Discover, Create, Share

## **Annual Report**

**2011-2012**

Compiled by:

Michael J. Paulus, Jr.

University Librarian





## I. Introduction

This year the SPU Library adopted new vision, mission, and guiding principles statements:

**Vision:** The SPU Library is central to the discovery, creation, and sharing of knowledge at Seattle Pacific University.

**Mission:** The SPU Library provides collections, instruction, tools, spaces, and personnel to advance teaching, learning, and scholarship at Seattle Pacific University.

### **Guiding Principles<sup>1</sup>:**

**1. Institutional Effectiveness and Assessment:** The library defines, develops, and measures outcomes that advance the mission of Seattle Pacific. The library engages in continuous planning and assessment to inform resource allocation and to meet its mission effectively and efficiently.

**2. Collections:** The library provides access to collections of sufficient quality, depth, diversity, format, and currency to support the teaching, learning, and research mission of Seattle Pacific.

**3. Educational Role:** The library develops and supports information-literate learners who can discover, access, and use information effectively for academic success, research, and lifelong learning.

**4. Discovery:** The library enables users to discover information in all formats through effective use of technology and organization of knowledge.

**5. Space:** The library is a place where users interact with ideas in both physical and virtual environments to expand learning and facilitate the creation of new knowledge.

**6. Personnel and Professional Values:** The library provides sufficient number and quality of personnel to ensure excellence and to function successfully in an environment of continuous change. Library staff advance professional values of intellectual freedom, intellectual property rights and values, user privacy and confidentiality, collaboration, and user-centered service.

**7. Outreach:** The library engages the campus and broader community to educate, advocate, and promote its contributions to the academic and cultural mission of Seattle Pacific.

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<sup>1</sup> Principles adopted from *Standards for Libraries in Higher Education* (Chicago, Ill.: The Association of College and Research Libraries, 2011).



## **II. Activities and Accomplishments**

### **1. Institutional Effectiveness and Assessment**

This year the university librarian led a series of strategic planning discussions that culminated in new statements about the library's vision, mission, and guiding principles. Within the context of Seattle Pacific University's mission statement and regional accreditation standards, strategic priorities and tasks have been identified for 2012-2013. In the fall, library staff will finalize and implement a strategic plan for the next three years.

In April, the library conducted a LibQUAL quality assurance survey of SPU faculty, students, and staff. The response rate, about 30%, was very good and there was good representation from all disciplines (see Appendix B for summary statistics). Overall, the survey shows that the library exceeds basic expectations for resources, services, and space. For many indicators, perceived performance is close to exceeding desired levels. In a few service areas, library staff exceed expectations. Key findings include:

- Faculty perceptions of services and space exceed desired levels.
- About 86% of undergraduate students use library resources in the library at least once a month.
- Graduate students' desired service level for individual attention matches perceived performance.
- Satisfaction levels have improved since the library's previous survey.

In addition to scoring perceptions of performance, 44% of survey respondents contributed comments. The majority of these were positive and praised library staff and services. Critical comments focused on space issues, including concerns about the number of study rooms and noise levels; building hours; and access to materials. All of these issues are on the library's strategic agenda and will be addressed or explored in 2012-2013.

### **2. Collections**

The SPU Library provides sufficient access to library resources through local collection development and participation in the Orbis Cascade Alliance, a consortium of 37 academic libraries in Washington, Oregon, and Idaho. Through Summit, the Alliance's borrowing system, the library provides access to a collective collection of some 9.2 million titles and 28.7 million items. The Alliance's collection now includes a shared and growing collection of more than 20,000 ebooks. The SPU Library's local collection consists of 246,252 items, mostly print books, as well as access to 69,653 e-journals and 124 electronic databases. (See Appendix C for the local materials budget.)



This year the librarians, who manage collection development as part of their disciplinary liaison duties, implemented a new special collections policy. This policy broadly defines special collections as distinctive collections that are connected with the mission of SPU. The library's most distinctive collections currently include: the Wesleyan, Wesleyan Holiness, and Free Methodist Collection; the Work and Faith Collection; the University Archives (1,250 linear feet); and about 3,000 rare books.

The library successfully completed its participation in the Northwest Digital Archives (NWDA) Emerging Archives Program, an initiative funded by the National Historical Publications and Records Commission. This program enabled the university archivist, with support from a consulting archivist, to lay a solid foundation for SPU's archives program. Program deliverables included: arranging and describing archival collections; exposing collections through the NWDA database; and developing procedures, policies, and plans for the archives.

### **3. Educational Role**

The library's instruction program, which helps students effectively discover, access, and use information resources, continued to expand and evolve this year. Six liaison librarians taught 4,213 students—from undergraduates in first-year seminars to doctoral candidates in graduate programs—in 214 sessions (up from 180 last year).

With a grant from the president's office, the library conducted a review of its instruction program. This included evaluating the current program; studying new and emerging trends in instruction; and considering ways of enhancing and assessing instruction. The review culminated in a two-day workshop with Anne Zald, head of educational initiatives at the University of Nevada, Las Vegas, and faculty member at ACRL's Institute for Information Literacy, who led librarians through discussions and exercises related to instructional design and assessment.

Librarians also provided educational support at the Reference Desk, responding to 5,318 in-person inquiries and 2,083 remote inquiries, and meeting with students and faculty for individual research consultations.

Two new service areas on the Lower Level, the Tech Desk and the Archives, further enhanced the educational role of the library this year. The Tech Desk received 2,029 visits and checked out 1,583 tech tools. Using the resources of the Tech Desk area, the Library Technology Services Coordinator supported 7 classes. The Archives received 10 visits, 32 inquiries, held 3 open houses, and were used in 4 classes.

The library circulated 57,893 items (mostly books)—about 14 per student—plus 6,876 reserve items. The library recorded over 171,000 downloads from its electronic resources. Through Summit, the library received 6,049 items and loaned 13,300 items to other Alliance libraries. Theological titles account for a good amount of the demand for SPU Library resources.



#### 4. Discovery

At the beginning of the academic year, with the help of University Communications, the library launched a new website: [spu.edu/library](http://spu.edu/library). The new website, which presents a cleaner and clearer presentation of library resources and services, includes new disciplinary subject guides and enhanced ways of engaging with the library. The new site received 417,619 visits throughout the year, with an average time on the site of 3:48.

In addition to website visits and library catalog searches, the library recorded over 385,000 e-resource sessions and 1.4 million searches. After implementing NWDA's consortial archives system, 134 SPU archival guides were retrieved from the [NWDA database](#) (the total number of [SPU guides](#) in the database is 20).

Beyond managing and enhancing its suite of discovery systems, the library began planning for the implementation of a new integrated library system that will be shared with all Alliance libraries.

#### 5. Space

During the summer of 2011, the Lower Level of the library building was transformed from a collection storage area into a dynamic learning space. This reconfiguration of space included creating places for two new library services areas, the Tech Desk and the Archives, and reducing the footprint of the library's print journal collection. (Through the Alliance, the library is a member of the Western Regional Storage Trust, a distributed print repository that enables us to be strategic about the journals we keep on site.) The Tech Desk area provides a place for students to access tech tools and training and to use technology collaboratively or individually. The Archives reading room provides a place to explore, teach with, and research SPU's history.

The activities now facilitated by the resources, services, and staff on the Lower Level—work with primary materials (e.g., archives), engagement with secondary sources (e.g., journal literature), and the creation of new knowledge (e.g., in the Tech Desk area)—make it a place that represents the process of scholarly communication. Students made good use of the resources, services, and space on the Lower Level throughout the year; about one-third of the students observed working in the library throughout the year were on this floor.

The rest of the facility was heavily used as well. The gate count, or the number of times someone entered the building, was 232,988. The 90 computers distributed throughout the library were used regularly. The library's 15 study rooms, instructional room, and seminar room were reserved 2,758 times.

The library's regular hours were 7:30 a.m.-11 p.m. (Monday-Thursday); 7:30 a.m.-8 p.m. (Friday); 12-8 p.m. (Saturday); and 3-11 p.m. (Sunday). The building was open, on average, 91 hours per week. Both the Circulation and the Tech Desk were staffed when the library was open.



Regular hours for the Reference Desk were 10:00 a.m.-8 p.m. (Monday-Thursday); 10:00 a.m.-6 p.m. (Friday); 12-6 p.m. (Saturday); and 3-8 p.m. (Sunday)—an average of 28 hours per week.

## 6. Personnel and Professional Values

The library has an excellent staff of 9 professional librarians with faculty status (three of whose Third-Year Review files were successfully reviewed by the Faculty Status Committee this year) and 9 paraprofessionals (see Appendix A for names and titles). Six of the librarians have liaison responsibilities (Science and Psychology; Health Sciences; Humanities, Fine Arts, and Family Consumer Sciences; Social Sciences; Theology and Philosophy; Education and Business) and all have leadership or coordinating roles (administration; technical services; acquisitions; archives; systems; instruction; reference; professional development; collection development). Four paraprofessional staff lead and support Access Services (which includes the Circulation Desk); three support Technical Services; one leads Technology Services (which includes the Tech Desk); and one supports administration. The staff was supported by a number of student workers (6.3 FTE).

Librarians participated in campus governance and service through representation on: Deans' Cabinet; Assessment and Accreditation Committee; Faculty Affairs; Faculty Development; Faculty Interview Committee; UPEC; GPEC; PreProfessional Health Sciences Committee; Board of Student Media; and Wellness Committee. Library staff participated in faculty and campus events and contributed to them by (for example) developing a bibliography for and presenting at the Day of Common Learning; writing articles for *Response*; and being active in Lectio groups. In addition, library staff engaged in a broad range of services to their churches and communities.

Library staff supported Alliance governance, programs, and initiatives through service on Council; Collection Development and Management Committee; Electronic Resources Committee; Shared ILS Preparation Team; Summit Planning and Operations Team; and NWDA Committee.

Staff participated in a number of campus, virtual, regional, and national professional development (PD) activities. In the fall, all staff attended the annual library retreat, the primary focus of which was the future of academic libraries and ACRL's new *Standards for Libraries in Higher Education*. Other on-campus PD included: a two-day library instruction workshop; disaster preparedness training; SiteCore and SharePoint training; Paul Yost's "More than Just a Job" workshop; and the Center for Integrity in Business' Digital Society Conference.

Virtual PD included: OCLC's Delivery Services Best Practices; WorldCat Knowledge Base; OCLC Resource Sharing and ILLiad Users Group Virtual Meeting; The Back, White, and Gray Areas of Licensing; Archivist Toolkit training; ProQuest and EBSCO product training; and Apple iOS Deployment and Management for Education. Regional PD included: the Alliance's





Summer Meeting, Technical Service Symposium, and DDA training; WESTPAS's Protecting Cultural Collections; the Northwest Archivists Annual Meeting and Oregon Heritage Conference (at which Adrienne Meier and Michael Paulus presented); meetings of the Pacific Northwest Religion and Theological Library Association (which Steve Perisho helped establish); Online Northwest; an NWDA-NHPRC Advocacy Forum (at which Adrienne Meier and Michael Paulus presented); the NWACC Instructional Technology Roundtable; the Medical Library Association; and the NAPCU Libraries Annual Directors Conference (at which Michael Paulus presented). National PD included conferences of the Association of Christian Librarians (at which Becky Paulson and Natalee Vick presented a poster), the American Theological Library Association (Steve Perisho also attended the Annual Conference Planning Committee), and the Society of American Archivist (at which Michael Paulus presented).

Staff maintained memberships in the following professional organizations: American Library Association and Association of College and Research Libraries; American Theological Library Association; Association of Christian Librarians; Fellowship of Christian Librarians and Information Specialists; National Network of Medical Libraries; Northwest Archivists (of which Michael Paulus was president); Northwest Council of Managers of Educational Technology; Pacific Northwest Library Association; Society for the History of Authorship, Reading, and Publishing; Society of American Archivists; Special Libraries Association.

## 7. Outreach

The library celebrated the reconfiguration of the Lower Level with an open house in October. This was a public and concrete manifestation of how the library is advancing its mission in both traditional and innovative ways to support the discovery, creation, and sharing of knowledge. Those three functions—to discover, create, and share—emerged from promotional planning for the event and have become a useful way of describing what a library does and what a library is for: A library discovers, creates, and shares resources and services so that its community can discover, create, and share knowledge.

For its fifth year, the library's Thursday Food for Thought SPU author series held 16 readings in the Reading Room. Guests included: President Eaton; professors Katie Kresser, Michael Hamilton, Miriam Adeney, John Medina, Dave Leong, Gregory Wolfe, Benjamin McFarland, Sharleen Kato, and Sara Koenig; staff members Clint Kelly, Jeffrey Overstreet, and Mia Hays; the year's *Lectio* guides; and students representing *Lingua*, SPU's literary and art journal. This program, which is developed in collaboration with Hope McPherson and Jeffrey Overstreet from University Communications, continues to showcase the distinctive scholarly and creative work done by members of the SPU community.

In April, the library inaugurated the Friends of the Library Lecture, an annual public lecture series that will highlight the academic and cultural mission of libraries in general and of the SPU



Library in particular. The Rev. Dr. Earl Palmer delivered this year's lecture, titled "To Choose the Books That Change Our Lives," which was engaging and well attended.

Two issues of the Friends of Library Newsletter were distributed, one in the fall and one in the spring. Article titles from the fall issue: "Meet SPU's New University Librarian"; "The Reconfigured Lower Level: Tradition Meets Innovation"; "The Orbis Cascade Alliance: Think Local, Act Global." Article titles from the spring issue: "Friends of the Library Annual Lecture"; "The Teaching Role of the Library"; "A Distinctive Collection: The Work and Faith Collection." (See Appendix D for copies of newsletters.) Membership and contributions to the Friends of Library Endowment remained steady.



## **Appendix A: Library Staff**



**Michael Paulus**  
University Librarian; Associate Professor



**Kaitlyn Broberg**  
Cataloging Assistant, Technical Services



**Gary Fick**  
Science and Psychology Librarian; Professor



**Carrie Fry**  
Electronic Services, Systems, and Health Sciences Librarian; Instructor



**Liz Gruchala-Gilbert**  
Humanities, Fine Arts, and Family Consumer Sciences Librarian; Assistant Professor



**Kari Husby**  
Access Services Technician



**Ryan Ingersoll**  
Library Technology Services Coordinator



**Lori Karns**  
Access Services Technician



**Johanna Knudsen**  
Access Services Supervisor



**Vance Lindahl**  
Interlibrary Loan Specialist, Technical Services



# The SPU Library

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**Robin Maass**

Budget Manager and Administrative Assistant to the University Librarian



**Adrienne Meier**

Social Sciences Librarian and University Archivist; Instructor



**Becky Paulson**

Acquisitions Librarian; Assistant Professor



**Stephen Perisho**

Theology and Philosophy Librarian; Associate Professor



**Maryann Shaw**

Periodicals Technician, Technical Services



**Melody Steiner**

Access Services Technician



**Cindy Strong**

Education and Business Librarian; Instructor



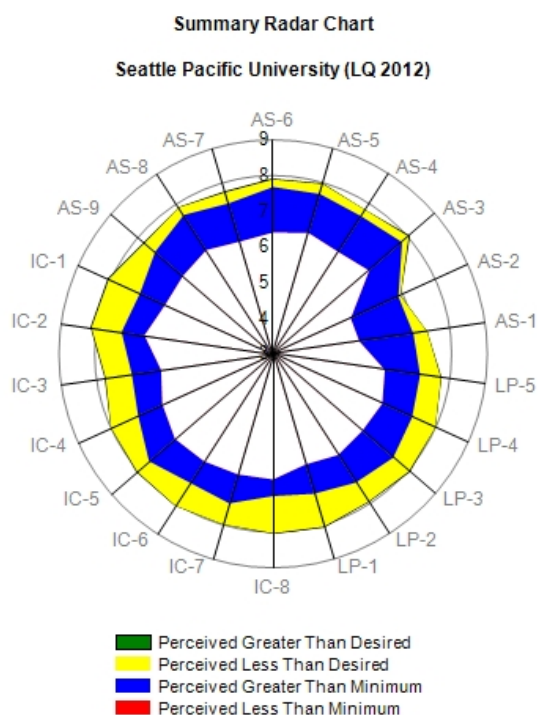
**Natalee Vick**

Technical Services Librarian; Instructor

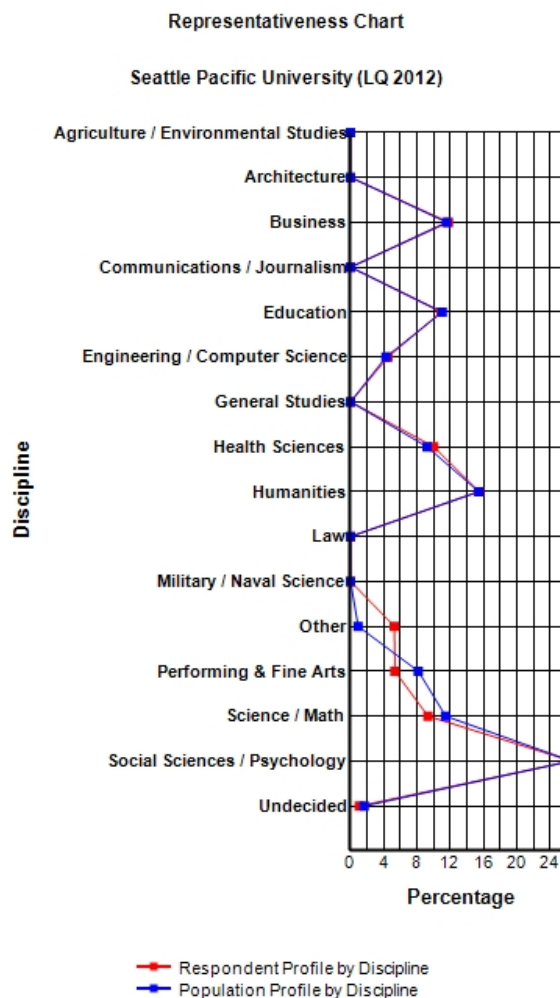


## Appendix B: LibQUAL Summary Statistics

Cases	1,335
Minimum Median	6.25
Desired Mean	7.82
Perceived Mean	7.28
Adequacy Mean	1.03
Superiority Mean	-0.54

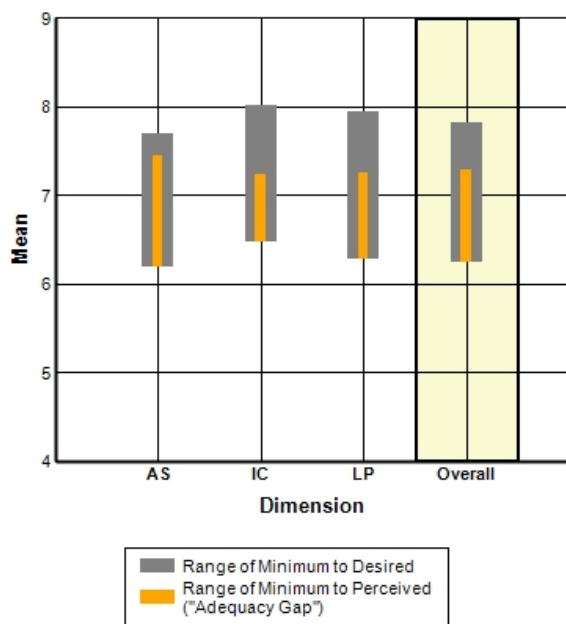


AS: “Affect of Service” or service quality)  
LP = “Library as Place” or space  
IC: “Information Control” or resource access

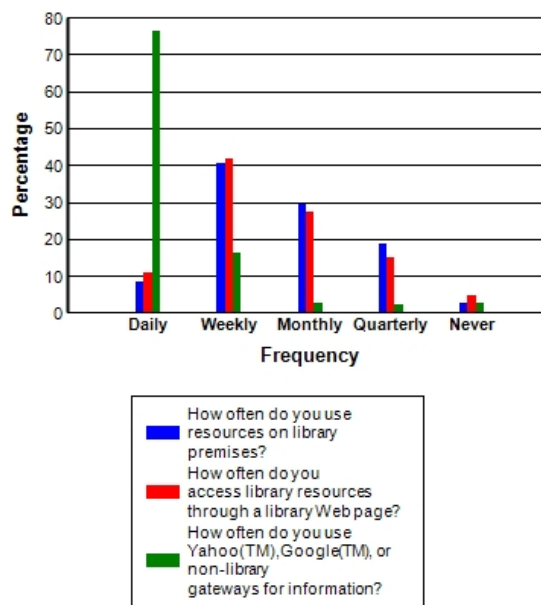




**Summary Thermometer Chart**  
Seattle Pacific University (LQ 2012)



**Library Use Chart**  
Seattle Pacific University (LQ 2012)





**Appendix C: Materials Budget**

	<b>2007-08</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>
Books	\$151,287	\$156,107	\$161,006	\$166,133	\$166,802
Journals	\$312,416	\$335,274	\$353,052	\$384,930	\$419,485
Databases	\$138,616	\$148,914	\$172,264	\$164,344	\$171,210
Total	\$602,319	\$640,295	\$686,322	\$715,407	\$757,497



**The SPU Library**  
Discover, Create, Share

**Appendix D: Friends of the Library Newsletters for Autumn 2011 and Spring 2012**



# The SPU Library

*Discover, Create, Share*



FRIENDS OF THE LIBRARY NEWSLETTER

AUTUMN 2011

## Meet SPU's New University Librarian: Michael J. Paulus Jr.



Michael Paulus is SPU's new library director. Before coming to SPU in July, Michael was head of archives and special collections at Whitman College; prior to that, he was a special collections librarian at Princeton Theological Seminary.

Michael's management experience and research interests focus on the transformation of academic libraries in the digital age. In addition to leading new collecting, curricular, and digital initiatives at Whitman

and Princeton, he helped direct development of the Digital Services and Northwest Digital Archives programs of the Orbis Cascade Alliance. He regularly publishes and presents on library and historical topics, and is active in a number of regional and national professional organizations.

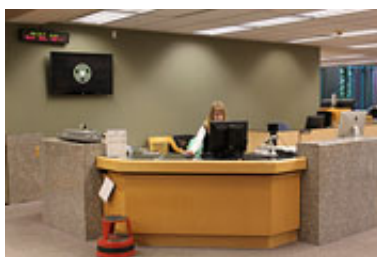
Born and raised in Bellevue, Washington, Michael's journey through "the school of Christ" led him from business school (University of Washington) to divinity school (Princeton Theological Seminary) and library school (Rutgers University). As he has come to appreciate the transformative influence of *the Book* and books on human history, culture, and flourishing, he has found his spiritual and professional development to be mutually formative.

Michael enjoys teaching in any context. He taught courses at Whitman College and Walla Walla Community College, and he has taught adult Sunday school classes for years. He is an ordained elder in the Presbyterian Church (U.S.A.) and attends Bethany Presbyterian Church with his wife and two daughters.

## The Reconfigured Lower Level: Tradition Meets Innovation

This summer the Lower Level of the Library was transformed from a collection-storage area into a dynamic learning space.

The reconfiguration of the Lower Level included creating space for two new library service areas: the Tech Desk and the Archives. It also reduced the footprint of the Library's print journal collection.



## Friends of the SPU Library

Friends of the Seattle Pacific University Library perform a vital role in enhancing both the quantity and quality of the resources that the Library makes available to students and scholars at SPU. To become a member or renew your membership, please visit the Friends of the Library [giving site](#).

## SPU Library Numbers

In academic year 2010-11:

**243,425**  
people entered the library.

**54,109**  
books were checked out.

**180**  
information literacy classes were taught by librarians.

**8,710**  
reference questions were answered.

## Orbis Cascade Alliance Numbers

There are **37** colleges and universities in the Orbis Cascade Alliance.

Combined, there are over **30 million** items in Alliance libraries.

SPU patrons checked out **7,168** items from other Alliance libraries.

In the [Tech Desk](#) area, students have access to new tools and training, and a new space in which to use technology collaboratively and individually.

The [Archives](#) area provides a place to explore, teach about, and research SPU's history.

With these changes the Library is advancing its mission, in both traditional and innovative ways, to support the discovery, creation, and sharing of knowledge. Moreover, the activities now facilitated by the collections, services, and staffing on the Lower Level -- work with primary materials (e.g., archives), engagement with secondary sources (e.g., journal literature), and the creation of new knowledge (e.g., in the Tech Desk area) -- make it a place that represents the process of scholarly communication.



The SPU library shipped **7,385** items to other Alliance libraries.



## The Orbis Cascade Alliance: Think Local, Act Global

The SPU Library is a member of the [Orbis Cascade Alliance](#), a consortium of 37 colleges and universities in Washington, Oregon, and Idaho.

What began as a model for shared borrowing has evolved into an exemplary model for deep and extensive collaboration among academic libraries. The Alliance has an ambitious strategic agenda, which will help its members develop a collective collection and a shared technological infrastructure.

Current initiatives include moving to web-based discovery and delivery systems, building a consortial e-book collection driven by patron demand, and evolving systems for distributing and preserving digital content.

Within the context of its Alliance membership, the SPU Library can expand its resources and services and realize an operational scale that it could not have realized on its own. At the same time, the Library is freed up to focus on developing distinctive local collections, strengthening its teaching role, and making the Library building a unique place for learning on campus.

## Connect

- Friends of the Library are individuals who contribute to the Library's endowed fund. If you are not already a member, or have not yet renewed your annual membership, please visit the Friends of the Library [giving site](#). Friends of the Library receive [alumni library borrowing privileges](#) and are invited to an annual luncheon.
- The Library hosts a lunchtime series, [Thursday Food for Thought](#), in which SPU faculty and staff read from recently published, or about-to-be published, works. The series runs during the academic year and is open to the public.
- The Library's website was recently redesigned and improved. Explore the site's new look, and the resource and services available through it, by visiting [spu.edu/library](http://spu.edu/library).





# The SPU Library

Discover, Create, Share

Friends of the Library Newsletter

Spring 2012



## Friends of the Library Annual Lecture



The **Rev. Dr. Earl Palmer** will deliver this year's Friends of the Library Lecture. His talk, titled "To Choose the Books That Change Our Lives," will explore a sentence by G.K. Chesterton: "The best safeguard against bad literature is a full experience of good literature." The lecture is free and open to the public.

**What:** "To Choose the Books That Change Our Lives"

**When:** Tuesday, April 24, at 7:30 p.m.

**Where:** Demaray Hall, Room 150

Earl Palmer has served as a minister for over 50 years at numerous churches, including University Presbyterian Church in Seattle and First Presbyterian Church of Berkeley. He holds degrees from the University of California-Berkeley and Princeton Theological Seminary, as well as honorary doctorates from Whitworth University and Seattle Pacific University.

President Philip W. Eaton has called Palmer "one of the great preachers and teachers of our time." Palmer currently carries on his ministry under the sponsorship of [Earl Palmer Ministries](#), which serves to encourage and build up pastors and laity through its ministry of teaching, writing, and mentoring.

All are welcome to come and hear Rev. Palmer share his love of literature. Friends of the Library will receive a complimentary copy of his most recent book, *Trusting God*. If you are not already a member, or have not yet renewed your annual membership, please visit the [Friends of the Library giving site](#).

## The Teaching Role of the Library

From freshmen to doctoral candidates, SPU students receive formal instruction from librarians to help them effectively discover, access, evaluate, and use information resources. Librarians collaborate with other faculty members to integrate library instruction into the University's curricula where appropriate, from general education to departmental majors and graduate programs.

In this way, students' information needs and skills are developed as they progress through their programs. Over 180 times a year, librarians teach in the Library's instructional room, in classrooms across campus, and even online to enable students to navigate the rich yet perplexing world of information resources and to help them cultivate skills for academic success and life-long learning.

The Library's instruction program traces its roots to the 1970s, at which time it was called bibliographic instruction. The current form of the program is modeled on the American Library Association's standards for information literacy, which were codified and widely adopted in the 1990s.

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This year, with generous support from an academic opportunity grant from the President's Office, the Library is reviewing its instruction program to evaluate and enhance the Library's distinctive teaching role. The more complex our current information age becomes, the more guidance students need to discover, create, and share content within it.

## A Distinctive Collection: The Work and Faith Collection

One of the Library's distinctive collections is the [Work and Faith Collection](#), a collection of books and other resources exploring the intersection of Christian faith and work, faith and economics and business, and faith and the professions.



The core of the collection was originally owned by Pete Hammond, and it was donated to SPU in the winter of 2008. A fund for further development of the collection was endowed in October 2009 to honor the lives of Pete and Shirley Hammond and their service as champions for the ministry-in-daily-life movement.

Collection development activities focus on acquiring quality research and practically oriented materials that discuss the theological and practical applications of Christian faith in the workplace. The collection has been built into course syllabi in the [School of Business and Economics](#), and a few faculty members from that school have used the collection for

their own research. This last quarter, John Terrill, director of SPU's [Center for Integrity in Business](#), and Cindy Strong, librarian for education and business, co-taught a spirituality and business class that required students to interact with the collection.

The Work and Faith Collection is an exciting example of how a library, with the help of generous donors and visionary friends, can build a distinctive collection to support the distinctive curricular and research goals of a distinctive university such as SPU.

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