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SPU Library Annual Report 2014-2015

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Seattle Pacific University Library Annual Report 2014-2015

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Seattle Pacific University

LIBRARY

Discover, Create, Share



Vision and Mission

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

We realize this vision by pursuing our **mission** to provide collections, instruction, tools, spaces, and personnel to advance teaching, learning, and scholarship at SPU.

This report, organized by our seven guiding principles, highlights much of the work we have done this year to fulfill our mission. Further details are captured in our Strategic Plan (see Appendix A).

Major accomplishments:

- Named and rededicated the SPU Library building as the Ames Library.
- Added new digital library resources, including over 120,000 ebooks through the Orbis Cascade Alliance.
- Created new teaching and scholarly resources available through [Subject Guides @ SPU](#) and [Digital Commons @ SPU](#).
- A very positive assessment of resources, services, and spaces through user survey.

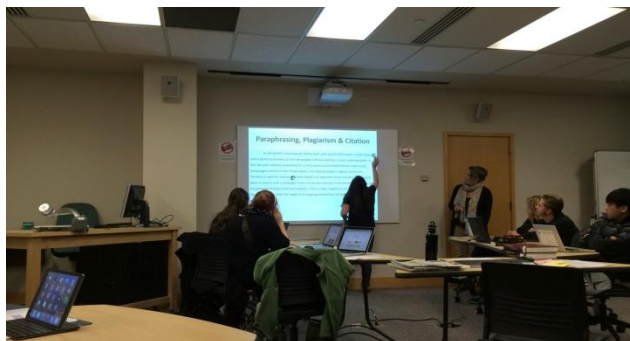




1. Institutional Effectiveness and Assessment

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.

- According to a campus-wide quality assurance survey, satisfaction with library resources, services, and spaces increased since 2012 and is higher relative to many other libraries.
- Completed review of electronic resource investments, updated selection priorities and subscriptions, and added new resources such as Historical Abstracts.
- Reviewed and refined Assessment Framework and key performance indicators (see Appendix B), and implemented a new system for handling research, technological, and other consultations.





2. Collections

The library provides access to collections of sufficient quality, depth, diversity, format, and currency to support the teaching, learning, and scholarship mission of Seattle Pacific.

Access to:

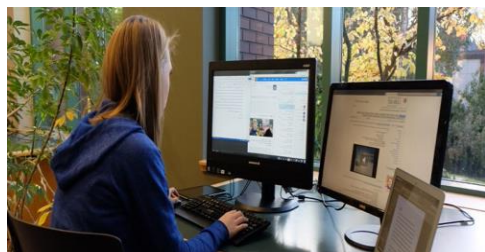
- 231,245 print books and other physical media;
- 139,761 ebooks through the Alliance Ebook Program;
- 87,365 journals (mostly electronic);
- 119 research databases;
- more than 9 million titles and 28 million items through the Alliance Summit system.

Use:

- 37,412 books circulated (about 9 per student);
- 2,805 reserve transactions;
- Over 168,000 full-text downloads from electronic resources;
- Over 12,000 downloads from Digital Commons;
- 3,054 Summit items received and 3,070 items loaned;
- 2,647 interlibrary loan items received and 1,107 items loaned.

Special Collections:

- [Wesleyan Collection](#) (about 3,000 books);
- [Work and Faith Collection](#) (about 1,600 books, the papers of [Pete Hammond](#), and digital archives of the [Theology of Work Project](#));
- [University Archives](#) (about 1,300 linear feet);
- SPU Scholarship in [Digital Commons](#) (over 3,000 items).

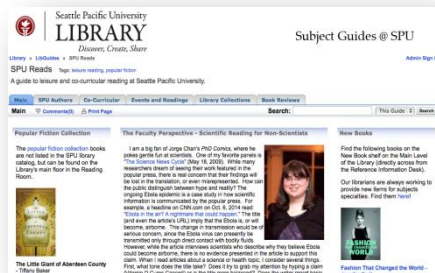




3. Educational Role

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

- Liaison librarians taught 210 information literacy sessions to 4,188 undergraduate and graduate students.
- Library faculty and staff created 95 online [Subject Guides](#), 16 as part of a Provost Innovation Grant to create new online resources for students and faculty. The library currently has 157 guides, which have been accessed over 2,260 times.
- 4,989 in-person reference inquiries; 1,651 remote reference inquiries; and 896 research consultations.
- 3,389 visits to the [Tech Desk](#); 7,225 tech tools checked out; 2 classes supported.
- [Archives](#) use included 6 research visits, 46 inquiries, 2 open houses, and 3 class sessions.
- Offered faculty development workshops on copyright and book publishing.



Some of the guides created as part of the Innovation Grant (with the number of times each has been accessed within the last few months):

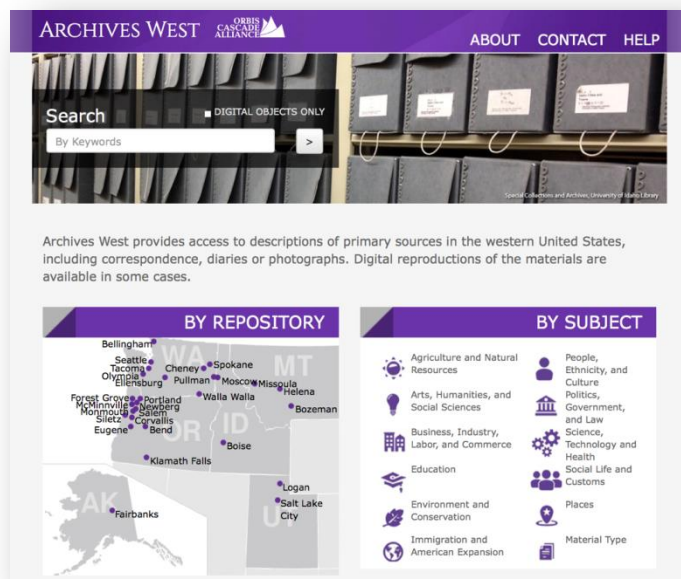
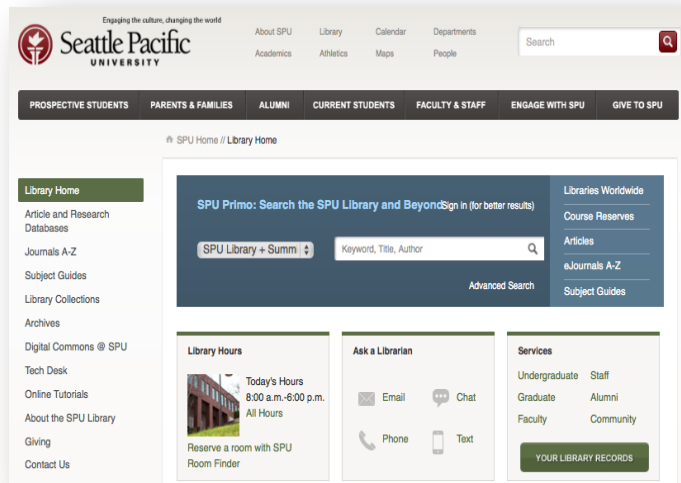
- [Citation Styles](#) (522)
- [SPU Reads](#) (436)
- [Copyright](#) (361)
- [Work and Faith Collection](#) (294)
- [Board of Student Media](#) (197)
- [Copyright for Authors](#) (130)
- [Philosophy](#) (129)
- [Information Ethics](#) (105)
- [Student Ministry Coordinator](#)
- [Book Reviews](#) (72)
- [Readings and Films on Homelessness](#) (70)
- [Career, Vocation, and Calling](#) (51)



4. Discovery

The library enables users to discover information in all formats through service, effective use of technology, and organization of knowledge.

- Successful implementation of new Summit borrowing system.
- Over 1.1 million searches of e-resources.
- 416,922 visits to library website, with an average time on site of about 3 minutes.
- 238 retrievals of 21 manuscript and archival collection [guides](#) through the new [Archives West](#) portal.
- Launched new interlibrary and document delivery services, and by incorporating open access resources reduced decline rate by 25%.

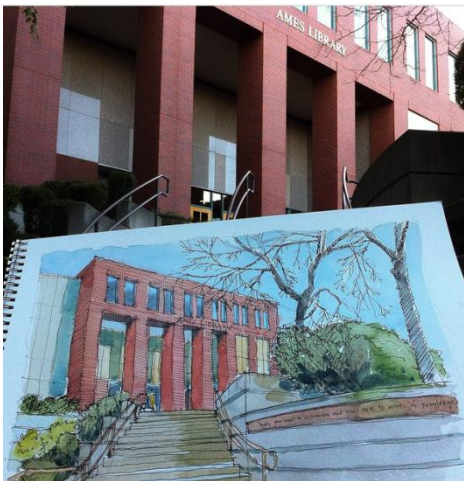




5. Space

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.

- Named the library building the Ames Library.
- Gate count increased to 267,818 (with an average of 8,821 entries during a typical week).
- 12,235 reservations of library study rooms.
- Updated technology and furniture in study spaces throughout building using data from last year's undergraduate technology survey.



Bottom three images: Sketch made for Gary and Barbara Ames for the dedication of the Ames Library; student 3-D art display; annual library Christmas tree.



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, user-centered service, and collaboration.

- Developed new job descriptions, orientation sessions, trainings, and training materials for student workers.
- Library staff served the university on the Provost Leadership Team/Deans' Cabinet, University Advisory Council, Assessment Committee, Curriculum Committee, Curriculum Enrichment Task Force, Faculty Development Committee, Graduate Council, Faculty Interview Committee, and Board of Student Media.
- Library staff supported Alliance governance, programs, and initiatives through the Council of Deans and Directors, Collection Development and Management Committee, Shared ILS Implementation Team, Summit Planning and Operations Team, and Northwest Digital Archives Committee.
- Library staff participated in a number of campus, virtual, local, and national professional development activities including trainings, professional education, conference attendance, and professional association leadership and membership.
- Library staff advanced the professions of librarianship and educational technology through scholarly presentations and publications.





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.

- Hosted 2nd successful year of [Creative Conversations](#), at which SPU community members shared works and works in progress. (See Appendix E for speakers.)



- Guided Dearborn Park students through a research project as part of “Going to College in the 5th Grade Day.”
- Supported educational and outreach efforts connected with hosting Tent City 3.
- Extended services into Martin Square for spring Reading Day.

- Hosted an engaging Friends of the Library event with *Bibliotheca* creator Adam Lewis Greene: “Re-Designing the Bible for Reading, & How Kickstarter Made It Possible.”
- Issued two Friends of the Library newsletters. (See Appendix F.)





Seattle Pacific University
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Appendix A: Strategic Plan



Seattle Pacific University Library Strategic Plan 2015-2017

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 Principles¹

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 scholarship 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 service, organization of knowledge, and effective use of technology.
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, user-centered service, and collaboration.

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



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.

Goals, Objectives, and Strategies

1. Institutional Effectiveness and Assessment

- 1.1 The library's mission statement and goals align with and advance those developed by the institution.
 - 1.1.1 Review and update strategic plan. **Done** at staff fall retreat for 2015-16.
 - 1.1.2 Continue to align library and university strategic plans. **Ongoing**. Piloted "Digital Wisdom for Work" class (with funding from a SERVE grant). Exploring collaborations around vocational and spiritual role of the library, especially in connection with Vocation Initiative and digital literacy.
- 1.2 The library defines and measures outcomes that are aligned with institutional outcomes and accreditation guidelines, develops and maintains a body of evidence that demonstrates its impact in convincing ways, and plans based on data and outcomes assessment using a variety of methods both formal and informal.
 - 1.2.1 Update Assessment Framework and Assessment Plan based on NWCCU feedback. **Done** by Assessment Committee. Identified key performance indicators and implemented a new system (Gimlet) for capturing research, technological, and other consultations. **Ongoing** work with ALMA analytics.
 - 1.2.2 Capture evidence of student success related to the library. **Ongoing**. To explore further in FY16.
 - 1.2.3 Conduct LibQUAL survey and continue SAG. **Done**. High-level results and responses reported to campus June 2015.
- 1.3 The library's budget is sufficient to provide resources to meet institutional expectations and the library allocates human and financial resources effectively and efficiently.
 - 1.3.1 Evaluate all e-resource investments. **Done**. Reviewed all database and serial subscriptions with librarians.
 - 1.3.2 Pursue additional funding for theological materials. **Done**.
 - 1.3.3 Implement new mobile payment system. **Done**.
- 1.4 The library partners with multiple institutions for greater cost-effectiveness and to expand access to resources and services.
 - 1.4.1 Participate in Alliance programs and activities. **Ongoing**.
 - 1.4.2 Seek new partnerships. **Ongoing**. New collaborations with the Seattle Public Library during Tent City 3, for New Student Orientation, and through Seattle Library Directors Meeting.
- 1.5 Library personnel participate in campus decision making needed for effective library management and model a culture of continuous improvement.
 - 1.5.1 Participate in faculty and staff governance. **Ongoing**.



1.5.2 All staff are engaged in library and campus initiatives. **Ongoing.** In addition to the Shared ILS and Innovation Grant working groups, formed new Assessment, Facilities, and Outreach Committees.

2. Collections

2.1 The library provides access to collections, consisting of resources in a variety of formats, which are aligned with areas of research, curricular foci, or institutional strengths.

2.1.1 Analyze collection to document strengths and weaknesses. **Ongoing.** Further analysis in FY16.

2.1.2 Update secondary collection development policies. The Collection Development Committee updated the general Collection Development Policy, preparing for further work in FY16.

2.2 The library has the infrastructure to collect, organize, provide access to, disseminate, and preserve collections needed by users. The library ensures long-term access to the scholarly and cultural record.

2.2.1 Continue to grow DC@SPU collections. **Ongoing.** Major projects this year included migration of iTunesU content, creation of an official digital archive for the Theology of Work Project, and inclusion of theses and dissertations.

2.2.2 Develop publishing services. **Ongoing.**

2.2.3 Maintain WEST and Alliance affiliations. **Ongoing.** Significant content added through Alliance Ebook Program. The library became an archive holder of 12 titles for WEST.

2.3 The library collects and ensures access to a distinctive local collection, including unique materials, developed in the context of the collective collection of the Orbis Cascade Alliance.

2.3.1 Continue to develop established special collections. **Ongoing.**

2.3.2 Identify potential distinctive collections to develop tied to university and provost strategic initiatives. No new major collecting opportunities identified this year.

2.4 The library educates users on issues related to economic and sustainable models of scholarly communication.

2.4.1 Continue to grow scholarly communications program. **Ongoing.**

2.4.2 Offer faculty development opportunities. Invite prominent OA speaker. **Ongoing.** Offered copyright class for faculty.

3. Educational Role

3.1 Library personnel collaborate with faculty and others regarding ways to incorporate library collections and services into effective education experiences for students.

3.1.1 Expand liaison model to co-curricular areas. **Ongoing.** New resources developed through Innovation Grant work.



- 3.1.2 Develop new online resources as part of Innovation Grant. **Done.** Created more than 16 guides, which have been accessed over 2,000 times.
- 3.2 Library personnel collaborate with faculty to embed information literacy learning outcomes into curricula, courses, and assignments.
 - 3.2.1 Develop new online curricular resources as part of Innovation Grant. **Done.**
 - 3.2.2 Develop new curricular map in connection with Curriculum Committee changes. Currently working on integration of library instruction within the first year experience, which will be developed in FY16.
- 3.3 Library personnel model best pedagogical practices for classroom teaching, online tutorial design, and other educational practices. They provide regular instruction in a variety of contexts and employ multiple learning platforms and pedagogies.
 - 3.3.1 Develop training materials on creating online resources as part of Innovation Grant. **Done.**
 - 3.3.2 Continue peer and session evaluations. **Ongoing.** Improved methods for evaluating instruction sessions.
 - 3.3.3 Arrange for more pedagogical training for librarians. **Ongoing.** Organized professional development sessions on learning outcomes and digital literacy.
- 3.4 Library personnel collaborate with campus partners to provide opportunities for faculty professional development.
 - 3.4.1 Continue to provide lunch sessions in collaboration with CSFD/ETM Educate about new resources and discovery tools. **Ongoing.** Offered faculty workshop on copyright.
 - 3.4.2 Host faculty sessions with outside speakers. **Ongoing.** Co-hosted Baylor Press and DC publishing presentation.
- 3.5 The library has distinctive spaces for teaching and learning and the technological infrastructure to keep current with advances in teaching and learning technologies.
 - 3.5.1 Continue to enhance active learning classroom. **Done.** Acquired new chairs.
 - 3.5.2 Developed teaching spaces outside of classroom (e.g., presentation practice room).
 - 3.5.3 Continue collaborative work with ETM. **Ongoing.**
- 4. **Discovery**
 - 4.1 The library provides one-on-one assistance through multiple platforms to help users find information.
 - 4.1.1 Define core knowledge and service expectation for all staff and students as part of Outreach Plan. **Ongoing.**
 - 4.1.2 Create student training modules in Blackboard. **Done.**
 - 4.1.3 Define qualifications for advanced levels of service. To do in FY16.
 - 4.2 The library organizes information for effective discovery and access.



- 4.2.1 Update workflows connected with new SILS. **Ongoing**. Implemented a number of local system enhancements.
- 4.2.2 Enhance discovery of special collections. To explore in FY16.
- 4.3 The library integrates library resource access into institutional web and other information portals and develops resource guides to provide guidance and multiple points of entry to information.
 - 4.3.1 Enhance website. **Ongoing**. Launched new giving site.
 - 4.3.2 Support electronic reserves. To explore in FY16.
- 4.4 The library creates and maintains interfaces and system architectures that include all resources and facilitates access from preferred user starting points. The library has technological infrastructure that supports changing modes of information and resource discovery and serves as a gateway to consortial and other resources beyond itself.
 - 4.4.1 Complete implementation of SILS. **Done**. Completed migration to Summit (3).
 - 4.4.2 Create mobile portal. To explore in FY16.
 - 4.4.3 Launched new ILL/fulfillment and document delivery services. **Done**.
- 5. **Space**
 - 5.1 The library creates intuitive navigation that supports self-sufficient use of virtual and physical spaces.
 - 5.1.1 Create new signs and displays. **Ongoing**. More in FY16.
 - 5.1.2 Create zones for designated activities. For Outreach Committee to explore in FY16.
 - 5.1.3 Integrate navigation through physical and virtual library space. **Ongoing**. Updated digital displays.
 - 5.2 The library provides safe and secure physical and virtual environments conducive to study and research, and the library has the technological infrastructure to provide reliable and robust physical and virtual environments needed for study and research.
 - 5.2.1 Identify priority enhancements in a Facilities Plan. **Done** with Facilities Committee and incorporated into Internal Master Plan. Reviewed and updated internal security procedures, and organized security trainings for staff. Submitted a number of requests to Facilities and began planning for a 24/7 space.
 - 5.2.2 Obtain a PA system. **Done**. To be installed summer 2015.
 - 5.3 The library provides clean, inviting, and adequate space, conducive to study and research, with suitable environmental conditions and convenient hours for its services, personnel, resources, and collections. The library's physical space features connectivity and up-to-date, adequate, well-maintained equipment and furnishings.
 - 5.3.1 Identify priority enhancements in Facilities Plan. **Done** with Facilities Committee.
 - 5.3.2 Evaluate art in library as part of Facilities Plan. **Ongoing**. With Facilities Committee inventoried art and identified pieces to be moved and removed.



- 5.4 The library designs pedagogical spaces to facilitate collaboration, learning, and the creation of new knowledge.
 - 5.4.1 Identify priority enhancements in Facilities Plan. **Done** with Facilities Committee.
 - 5.4.2 Report on and respond to undergraduate tech survey. **Done**. Feedback inform technology and space improvements.
- 5.5 The library uses physical and virtual spaces to provide access to programs, exhibits, lectures, and other cultural activities.
 - 5.5.1 Identify priority enhancements in Facilities Plan. **Done** with Facilities Committee.
 - 5.5.2 Develop calendar of exhibits, displays, etc. as part of Outreach Plan. **Ongoing**.

6. Personnel and Professional Values

- 6.1 Library personnel are sufficient in quantity to meet the diverse teaching and research needs of faculty and students. They have education and experience sufficient to their position and the needs of the institution, and they are professionally competent, diverse, and empowered.
 - 6.1.1 Finish staff position reviews. **Done**.
 - 6.1.2 Update student job descriptions. **Done**.
 - 6.1.3 Create introductory training plans. **Done**.
- 6.2 Library personnel demonstrate commitment to ongoing professional development, maintaining and enhancing knowledge and skills for themselves and their coworkers, and they contribute to the knowledge base of the profession.
 - 6.2.1 Create a comprehensive professional development plan. **Ongoing**.
 - 6.2.2 Cross-train more staff. To explore in FY16.
 - 6.2.3 Create leadership opportunities for all staff. **Done** and ongoing. Nearly all staff were assigned to a working group or committee and every staff member leads at least one aspect of library operations or programming.
- 6.3 The library resists all efforts to censor library resources and protects each library user's right to privacy and confidentiality.
 - 6.3.1 Reevaluate policies and procedures. To explore in FY16.
- 6.4 The library respects intellectual property rights, advocating for balance between the interests of information users and rights holders, and supports academic integrity and deters plagiarism through policy and educational programming.
 - 6.4.1 Provide leadership on intellectual property rights. **Ongoing**.
- 6.5 The library commits to a user-centered approach and demonstrates the centrality of users in all aspects of service design and delivery in the physical and virtual environments.
 - 6.5.1 Articulate in assessment and outreach plans. **Ongoing**.
- 6.6 The library engages in collaborations both on campus and across institutional boundaries.
 - 6.6.1 Explore new collaborative opportunities through Digital Commons. **Ongoing**.



6.6.2 Explore new collaborative opportunities through Innovation Grant. **Done** and ongoing.

7. Outreach

7.1 The library communicates with the campus community regularly about how it collects evidence, documents successes, makes improvements, shares assessments results, contributes to student learning and academic success, and highlights its value in the educational mission and in institutional effectiveness.

7.1.1 Develop internal communication plan as part of an Outreach Plan. **Done** and ongoing with Outreach Committee. Surveyed staff, experimented with meetings, created internal weekly library digest and new feature in the *Fac/Staff Bulletin*. Also created a weekly Provost Digest.

7.2 The library contributes to external relations through communications, publications, events, and donor cultivation and stewardship.

7.2.1 Develop external communication plan as part of an Outreach Plan. **Ongoing** with Outreach Committee.

7.2.2 Develop engagement calendar, including Creative Conversations and FOL events. **Ongoing** with Outreach Committee. We hosted a second successful year of Creative Conversations and an engaging Friends of the Library Lecture.

7.3 Library personnel convey a consistent message about the library and engage in their role as ambassadors in order to expand user awareness of resources, services, and expertise.

7.3.1 Broaden liaison model as part of an Outreach Plan and Innovation Grant. **Ongoing** with Outreach Committee.

7.3.2 Establish undergraduate research award. To explore in FY16.



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Appendix B: Assessment Framework

SPU Library Assessment Framework

Principle	Performance Indicator	Outcomes	Assessment	Evidence
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.	1.1 The library's mission statement and goals align with and advance those developed by the institution.		Developed in conjunction with university strategic planning and annually reviewed at staff retreat.	Strategic Plan
	1.2 The library defines and measures outcomes that are aligned with institutional outcomes and accreditation guidelines, develops and maintains a body of evidence that demonstrates its impact in convincing ways, and plans based on data and outcomes assessment using a variety of methods both formal and informal.	NWCCU and other accreditors determine library meets relevant standards (e.g., NWCCU standard 2.E).	Staff participate in library, campus, and external assessment and accreditation activities; Assessment Framework and plans regularly reviewed by Library Assessment Committee; collect feedback from surveys (e.g., LibQUAL), liaisons, and Student Advisory Group; evaluate performance indicators.	Annual Report; Assessment Framework; Academic Program Reviews; Accreditation Reports
	1.3 The library's budget is sufficient to provide resources to meet institutional expectations and the library allocates human and financial resources effectively and efficiently.	Regular budget enhancements tied to university mission fulfillment (e.g., FTE for additional hours, funds for new resources, facilities improvements).	Annual reviews of resource investments and alignments; annual prioritization of enhancement opportunities; ongoing review of e-investments.	Budget
	1.4 The library partners with multiple institutions for greater cost-effectiveness and to expand access to resources and services.	Increase access to consortial resources.	Orbis Cascade Alliance (OCA) membership and participation (e.g., through Council and other groups).	Annual Report
	1.5 Library personnel participate in campus decision making needed for effective library management and model a culture of continuous improvement.		Staff participate in faculty and staff governance as well as library and campus-wide programs and initiatives.	Work and Professional Development Plans (PDPs)
2. Collections: The library provides access to collections of sufficient quality,	2.1 The library provides access to collections, consisting of resources in a variety of formats, which are aligned with areas of research,	Students find resources that support their coursework; faculty find resources	Faculty and student feedback through liaisons; collection use analysis; LibQUAL surveys.	Collection Development Plan; Annual Report; collection use and

depth, diversity, format, and currency to support the teaching, learning, and scholarship mission of Seattle Pacific.	curricular foci, or institutional strengths.	that support their scholarship.		access metrics
	2.2 The library has the infrastructure to collect, organize, provide access to, disseminate, and preserve collections needed by users. The library ensures long-term access to the scholarly and cultural record.		Participation in OCA and Western Storage Regional Trust; Digital Commons platform development.	Collection Development Plan; Digital Commons
	2.3 The library collects and ensures access to a distinctive local collection, including unique materials, developed in the context of the collective collection of the Orbis Cascade Alliance.		Ongoing development and evaluation of archives, Wesleyan, Work and Faith, and SPU Works collections and endowments; ongoing development and evaluation of Digital Commons as SPU's institutional repository.	Annual Report; Special Collections Policy
	2.4 The library educates users on issues related to economic and sustainable models of scholarly communication.		Ongoing development and evaluation of scholarly communications program, including faculty workshops.	Annual Report
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.	3.1 Library personnel collaborate with faculty and others regarding ways to incorporate library collections and services into effective education experiences for students.	Students learn how to discover and use library and information resources.	Regularly review Instruction Session Log, Subject Guides, Instruction Session Evaluations.	Library Instruction Program documents; Number of sessions, session attendance, session evaluations; Subject Guides use
	3.2 Library personnel collaborate with faculty to embed information literacy learning outcomes into curricula, courses, and assignments.	Faculty incorporate library resources and instruction into General Education courses and other appropriate courses.	Regularly review instruction Session Log and Subject Guide; librarians provide input on curricular changes (e.g., through Curriculum Committee).	University and academic program learning outcomes; Library Instruction Program documents; Subject Guides
	3.3 Library personnel model best pedagogical practices for classroom teaching, online tutorial design, and other educational practices. They provide regular instruction in a		Training materials and online tutorials; peer and session evaluations.	Library Instruction Program documents; PDPs and Faculty Review Files

	variety of contexts and employ multiple learning platforms and pedagogies.			
	3.4 Library personnel collaborate with campus partners to provide opportunities for faculty professional development.		Continue to offer and evaluate development opportunities with and through the Center for Scholarship and Faculty Development.	Annual Report
	3.5 The library has distinctive spaces for teaching and learning and the technological infrastructure to keep current with advances in teaching and learning technologies.		Ongoing evaluation and enhancement of active learning spaces in library.	Annual Report; Facilities Plan
4. Discovery: The library enables users to discover information in all formats through service, organization of knowledge, and effective use of technology.	4.1 The library provides one-on-one assistance through multiple platforms to help users find information.	Students get the information they need.	Regularly review activity in consultation management system; regularly review core knowledge and expectations; student training evaluations; review qualifications for advanced levels of service.	Reference inquiries; research, technological, and other consultation metrics
	4.2 The library organizes information for effective discovery and access.		Web, SILS, Digital Commons, and Archives West analytics.	Site metrics
	4.3 The library integrates library resource access into institutional web and other information portals and develops resource guides to provide guidance and multiple points of entry to information.		Web and Subject Guides development.	Subject Guides
	4.4 The library creates and maintains interfaces and system architectures that include all resources and facilitates access from preferred user starting points. The library has technological infrastructure that supports changing modes of information and resource discovery and serves as a gateway to consortial and other resources beyond itself.		Web platform development.	Internet portals

<p>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.</p>	5.1 The library creates intuitive navigation that supports self-sufficient use of virtual and physical spaces.		Regularly review and update signage, website, and virtual tour.	Facilities Plan; Digital Display; Virtual Tour; Signage; Room reservation system
	5.2 The library provides safe and secure physical and virtual environments conducive to study and research.		Regularly review Access Services policies and safety and security procedures.	Facilities Plan; Safety and Security Procedures
	5.3 The library provides clean, inviting, and adequate space, conducive to study and research, with suitable environmental conditions and convenient hours for its services, personnel, resources, and collections. The library's physical space features connectivity and up-to-date, adequate, well-maintained equipment and furnishings.	Students fully use library spaces for their academic work.	Regular head counts and area surveys; regularly monitor and review facilities use and feedback.	Annual Report; Facilities Plan; Building use metrics
	5.4 The library designs pedagogical spaces to facilitate collaboration, learning, and the creation of new knowledge.	Students are able to work on complex and collaborative projects in the library.	Ongoing analysis of space use.	Annual Report; Facilities Plan; Building use metrics
	5.5 The library uses physical and virtual spaces to provide access to programs, exhibits, lectures, and other cultural activities.	SPU community members and others engage with library events and exhibitions.	Participation at Creative Conservations and other events; engagement calendar; feedback about exhibitions.	Annual Report; Outreach Plan
<p>6 Personnel and Professional Values: The library provides sufficient number and quality of personnel to ensure excellence and to function successfully in an</p>	6.1 Library personnel are sufficient in quantity to meet the diverse teaching and research needs of faculty and students. They have education and experience sufficient to their position and the needs of the institution, and they are professionally competent, diverse, and empowered.		Regular reviews of job descriptions and classifications.	Staff listing; Job Descriptions; PDPs.
	6.2 Library personnel demonstrate		Ongoing internal professional	PDPs

environment of continuous change. Library staff advance professional values of intellectual freedom, intellectual property rights and values, user privacy and confidentiality, user-centered service, and collaboration.	commitment to ongoing professional development, maintaining and enhancing knowledge and skills for themselves and their coworkers, and they contribute to the knowledge base of the profession.		development coordination and planning; ongoing cross-department training; provide new leadership opportunities for staff.	
	6.3 The library resists all efforts to censor library resources and protects each library user's right to privacy and confidentiality.		Regularly review internal procedures and external policies.	Collection Development Policy and other relevant policies published on website
	6.4 The library respects intellectual property rights, advocating for balance between the interests of information users and rights holders, and supports academic integrity and deters plagiarism through policy and educational programming.		Regularly review and updates training materials; provide regular professional development opportunities for faculty and staff.	Annual Report; Subject Guides; Presentations and training materials
	6.5 The library commits to a user-centered approach and demonstrates the centrality of users in all aspects of service design and delivery in the physical and virtual environments.		Consult with users regarding initiatives and improvements; regularly review and respond to feedback from liaison meetings with faculty, LibQUAL surveys, Student Advisory Group, etc.	Annual Report; Facilities Plan; Outreach Plan
	6.6 The library engages in collaborations both on campus and across institutional boundaries.		Participate in library consortia and professional associations; ongoing development of cross-campus connections through Digital Commons and Subject Guides.	Consortial memberships; PDPs; Digital Commons and Subject Guides
7. Outreach: The library engages the campus and broader community to educate, advocate, and promote its contributions to the	7.1 The library communicates with the campus community regularly about how it collects evidence, documents successes, makes improvements, shares assessments results, contributes to student learning and academic success, and		Review regular communications with campus through email distribution lists, faculty liaisons, social media, and other communication channels.	Annual Report; Outreach Plan

academic and cultural mission of Seattle Pacific.	highlights its value in the educational mission and in institutional effectiveness.			
	7.2 The library contributes to external relations through communications, publications, events, and donor cultivation and stewardship.	Community members participate in library events. Donations increase.	Review regular communications and engagement activities; cultivate donors.	Annual Report; Outreach Plan; Endowment reports
	7.3 Library personnel convey a consistent message about the library and engage in their role as ambassadors in order to expand user awareness of resources, services, and expertise.		Regularly review internal communications and events; promote brand.	Annual Report; Outreach Plan



Appendix C: Materials Expenditures

From Library Budget

	2010-11	2011-12	2012-13	2013-14	2014-15
Books	\$124,176	\$136,428	\$146,185	\$150,284	\$138,787
Journals	\$354,774	\$372,771	\$385,179	\$406,681	\$437,672
Databases	\$156,104	\$166,191	\$173,595	\$183,790	\$203,913
Total	\$635,053	\$675,390	\$704,959	\$740,755	\$780,372

From School Budgets

	2010-11	2011-12	2012-13	2013-14	2014-15
SPFC	\$64,290	\$64,339	\$71,132	\$60,887	\$68,877
SOT	\$19,384	\$19,903	\$20,068	\$19,707	\$8,643
Total	\$83,674	\$84,242	\$91,200	\$80,594	\$77,520



Appendix D: Library Staff and Organizational Structure

SPU Library Staff 2015



Michael Paulus
University Librarian; Associate Professor



Brandon Cal
Access Services Specialist (Fines and Billing)



Carrie Fry
Sciences Librarian; Instructor



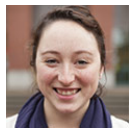
Liz Gruchala-Gilbert
College of Arts and Sciences Librarian; Assistant Professor



Kristen Hoffman
Psychology and Scholarly Communications Librarian; Instructor



Ryan Ingersoll
Head of Library Technology



Jo Krogh
Budget Manager and Administrative Assistant to the University Librarian



Vance Lindahl
Interlibrary Loan Specialist, Technical Services



Zachary McNay
Access Services Specialist



Adrienne Meier
Social Sciences Librarian and University Archivist; Instructor



Seattle Pacific University

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Christina Nofziger
Access Services Specialist



Becky Paulson
Acquisitions Librarian; Assistant Professor



Stephen Perisho
Theology and Philosophy Librarian; Associate Professor



Stephanie Rubesh
Access Services Specialist



Maryann Shaw
Serials Specialist, Technical Services



Johanna Staman
Head of Access Services



Kaitlyn Straton
Cataloging Specialist, Technical Services



Cindy Strong
Education and Business Librarian; Instructor



Natalee Vick
Head of Technical Services; Instructor

SPU Library Organizational Structure 2015

Paulus, University Librarian

Functional Areas				
Librarians	Access Services	Technical Services	Library Technology	Administration
Collection Development; Instruction; Reference	Circulation; Summit; Reserves; Safety and Security	ILS; Cataloging; Serials; ILL	Library Technologies; Tech Desk	Planning; Budget; Assessment; Communication and Outreach; Development
Strong, chair; Fry; Gruchala-Gilbert; Hoffman; Meier; Paulson; Perisho; Vick	Staman, Head; Cal; Rubesh; Steiner	Vick, Head; Shaw; Straton; Lindahl	Ingersoll, Head	Krogh, Budget Manger and AA to UL

Functional Committees	Library Assessment Committee	Principles 1, 6, and 7; Standards 2.E.2, 2.E.4, and 2.A.13	Paulus, chair; Cal; Krogh; Paulson; Staman; Straton; Vick	Coordinators: Krogh, Administration; Paulson, Acquisitions; Staman, Access Services; Vick, Technical Services
	Collection Development Committee	Principle 2; Standard 2.E.1	Perisho, chair; Fry; Gruchala-Gilbert; Hoffman; Meier; Paulson; Strong	Coordinators: Perisho, Collection Development; Hoffman, Scholarly Communications; Meier, Archives; Paulson, Acquisitions
	Instructional and Research Services Committee	Principle 3, 4, and 5; Standards 2.E.3 and 2.C.6	Gruchala-Gilbert, chair; Fry; Hoffman; Ingersoll; Meier; Perisho; Staman; Strong; Vick	Coordinators: Gruchala-Gilbert, Instruction; Fry, Reference and Web; Ingersoll, Technology; Staman, Access Services; Vick, Technical Services
Ad Hoc Committees	Facilities	Principle 5	Krogh, chair; Gruchala-Gilbert; Ingersoll; Staman; Shaw	
	Outreach	Principle 7	Krogh, chair; Fry; Hoffman; Lindahl; McNay; Rubesh	
	Systems	Principle 4	Vick, chair; Fry; Nofziger; Paulson; Staman	



Appendix E: Creative Conversations Presentations

Fall 2014

- **Doug Thorpe**, English: “Palestine, Poetry, and the Promised Land” (October 30)
- **Roger Feldman**, Art: “Language of the Senses” (November 6)
- **Doug Koskela**, Theology: “Calling and Clarity” (November 13)
- **Karen Snedker** and **Jennifer McKinney**, Sociology: “Homelessness in Seattle: A Christian University’s Response” (November 20)

Winter 2015

- **Dan Martin**, University President: “*Rich Soil: Transforming Your Organization's Landscape for Maximum Effectiveness*” (February 5)
- **Paul Yost**, Psychology: “Leading From Where You Are” (February 12)
- **Amy Robertson** and **Kara Gray**, Physics: “Content Knowledge for Teaching” (February 19)
- **Christine Chaney**, English: “SPU’s Core Curriculum: From Aristotle to Brain Imaging” (February 26)

Spring 2015

- **Christa Pierce**, BA ’13: “Children's book Publishing: *Did you Know that I Love You?*” (April 30)
- **Doug Strong**, Theology: “*Rediscovering Our Evangelical Heritage*” (May 7)
- **Chris Hoke**, MFA ’13: “Monasticism in Lockdown America” (May 14)
- **Dyana Herron**, *Image* Milton Fellow: “Laughing in the Dark: Using Humor to Write about (Seriously) Tough Topics” (May 21)

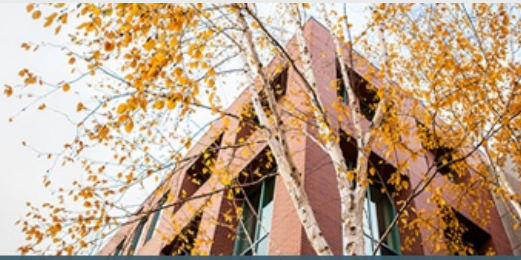


Seattle Pacific University

LIBRARY

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Appendix F: *Friends of the Library Newsletters*



The Ames Library



The Seattle Pacific University Library building was rededicated on November 20 and given a new name – the Ames Library, named after Gary and Barbara Ames. At the ceremony President Dan Martin and Board Vice Chair Doug Backous thanked the Ameses for all they have given to Seattle Pacific. University Librarian Michael Paulus spoke of the history and value of the Library, which has evolved dynamically over the past 123 years, and University Chaplain Bo Lim prayed that the Ames Library would be a place of access to information as well as transformation.

In the digital age a library is much more than a building, but a library building remains an important part and manifestation of what a library is for. Like a Gothic cathedral, a library building tells a story of the world that was, that is, and that is to come. Every day, students, faculty, and others actively use the Ames Library – and the information resources, technological resources, and human resources accessible through it – to interact with that story by discovering, creating, and sharing knowledge.

It is great honor to have our Library building named after Gary and Barbara Ames, who have done so much to advance the mission of Seattle Pacific and increase access to an SPU education, especially for high school graduates from traditionally underrepresented backgrounds.

Revisiting the Archive



Last March, the Library hosted a well-attended and dynamic panel for our Annual Friends of the Library event, titled "The Archive of Seattle Pacific University: A Panel Exploring the Origins of SPU in Time and Place."

University Librarian [Michael Paulus](#) started the panel with a brief overview of the history of archives and early Pacific Northwest history. Dean of the School of Theology [Douglas Strong](#) talked next about Wesleyan/Holiness educational institutions. Past University Librarian [Bryce Nelson](#) then spoke about Seattle in the late 19th and early 20th centuries, as well as his work with institutional archives

SPU Library Numbers

In academic year 2013-14:

264,811
people entered the SPU Library.

44,196
books were checked out.

224
information literacy sessions were taught by librarians.

12,266
reference, research, and technology consultations took place.

Orbis Cascade Alliance Numbers

SPU is one of 37 universities and colleges in the Orbis Cascade Alliance.

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

SPU patrons checked out **3,874** items from other Alliance libraries.

The SPU Library loaned **2,897** items to other Alliance libraries.

For more information about the Library in the past year, see our [2013-14 Annual Report](#).

Connect

Become a Friend of the Library by giving to an endowment that enhances both the quantity and quality of the resources available to students and scholars at SPU. If you are not already a member, or have not yet renewed your annual membership, please visit the Friends of the Library [giving site](#).

Attend [Creative Conversations](#), the Library's speaker series, in which members of the SPU community share scholarly and creative works in progress. The series runs during the school year and is open to the public.

Follow the Library through its [blog](#), [Twitter](#) and [Tumblr](#).

Explore the Library's website, and the resources and services available through it, by visiting spu.edu/library.

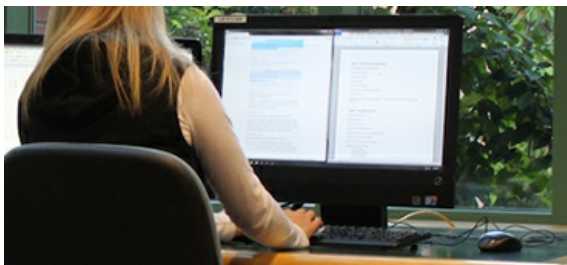
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and archives "in the wild." Professor of Theology [Priscilla Pope-Levison](#) followed with a talk about her archival research on Seattle evangelist and rescue mission worker Emma Ray. University Archivist [Adrienne Meier](#) concluded the panel by sharing from our own institutional archives some of what we know about the early history of SPU.

In addition to exhibiting how a library such as SPU's keeps alive memories for communities by bringing historical materials forward in space and time, this event stimulated ideas and plans for celebrating our upcoming 125th anniversary. To explore historical materials from the SPU archives, visit the growing collection of images and documents available online through the Library's institutional repository, [Digital Commons](#).

Digital Wisdom



In addition to being an archive (the focus of the [Spring 2014 Friends of the Library Newsletter](#)), which keeps the past present through memory, a library functions as a site of present action and future anticipation. For decades, the SPU Library has been committed to teaching information literacy and research skills to help our students succeed academically and prepare for the future. A few years ago, with the creation of the [Tech Desk](#), the Library began introducing more technology training and access into our services. A survey of undergraduate students conducted earlier this year validated the importance of this service area and identified additional ways we can help students become digitally literate.

A foundational literacy we have been discussing is an ancient one: attention. With new digital technologies providing us with so much information – and too much of the present – it is increasingly difficult to focus on immediate goals and sustain narratives that link our past experiences with our future plans. But if we cultivate our ability to focus on what is most important among all the stimuli with which we are presented, and connect these with a narrative that gives coherence to our lives, we will be better prepared to use new technologies wisely.

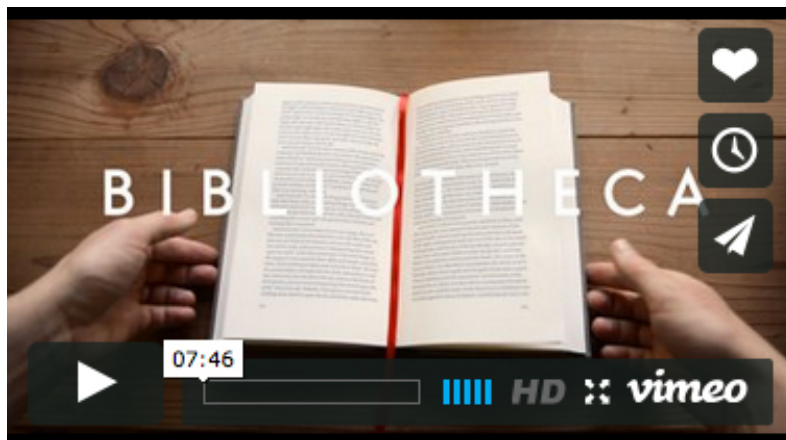
Libraries' collections, spaces, and services have been transformed by digital technologies in impressive ways, and all of these changes have enhanced teaching, learning, and scholarship. Even more important transformations occur when we help our students attentively and productively integrate new technologies into their lives as they seek to become people of wisdom.





Annual Friends of the Library Lecture: “Re-Designing the Bible for Reading, and How Kickstarter Made It Possible”

In mid-2014, book designer Adam Lewis Greene launched a Kickstarter campaign to fund his first independent book publishing endeavor, *Bibliotheca*. According to Adam, *Bibliotheca* aims to free biblical literature — a cornerstone of Western culture and storytelling — from the dense, encyclopedic typographic conventions to which it has been almost exclusively relegated for centuries, and to give it fresh expression as a multivolume set of elegant, traditionally designed books conducive to enjoyable reading. The fundraising goal was quickly surpassed 40 times over, totaling over \$1.4 million and making *Bibliotheca* one of the top 50 Kickstarter campaigns to date out of over 197,000.



On Exhibit



A Geneva Bible, printed in 1589, on display in the Ames Library as part of a

rare book exhibition, “Bibles and Bible Commentary,” curated by Theology Librarian Steve Perisho. To read more about this and other books on display, explore the exhibition [online](#).

Connect

Become a Friend of the Library by contributing to an endowment that enhances both the quantity and the quality of the resources available to students and scholars at SPU. If you are not already a member, or have not yet renewed your annual membership, please visit the [Friends of the Library giving site](#).

Attend [Creative Conversations](#), the Library’s speaker series, in which members of the SPU

Being more or less a student of the age-old disciplines of type design, typography, book design, book illustration, calligraphy, and print, Adam is fascinated with the dissemination of ideas via the book and the letter, as well as the history and future of writing and print. Confronted with an increasing tendency in design culture toward the superficial away from the substantive, he is interested in finding and creating artifacts that possess intrinsic beauty and goodness, and he thinks a well-made book is just about the best example of this. In this lecture — which is free and open to the public — Adam will talk about his vision for *Bibliotheca* and how he is implementing it. More information about the project is available from [Bibliotheca](#).

Who: Adam Lewis Greene

What: "Re-Designing the Bible for Reading, and How Kickstarter Made It Possible"

When: Thursday, April 23, 7:30–9 p.m.

Where: Upper Gwinn Commons

Teaching and Innovation

Teaching is a principal role of the SPU Library and the focus of one of our guiding principles: We are committed to developing and supporting “information-literate learners who can discover, access, and use information effectively for academic success, research, and lifelong learning.” (See the [most recent Annual Report](#) for details of how the Library fulfills this and other goals.) For decades, the Library’s instruction program has evolved and matured, becoming increasingly integrated within SPU’s undergraduate and graduate curricula and increasingly sophisticated in the ways in which we help students learn how to discover, create, and share knowledge.

As institutions of higher education explore new pedagogical and technological possibilities for teaching and learning, faculty are experimenting with a number of innovative approaches. Librarians at SPU and elsewhere have an established history of experimenting with innovative approaches, including using active learning methodologies, and of supplementing face-to-face

community share scholarly and creative works in progress. The series runs during the school year and is open to the public.

Explore the Library’s website, and the resources and services available through it, by visiting spu.edu/library.

Follow the Library’s [blog](#), [Twitter](#), and [Tumblr](#) accounts.



instruction with online educational resources. With support from a Provost Academic Initiative Grant, this year SPU librarians are creating new types of online guides and tutorials that will support teaching, learning, and academic support beyond a specific class.

These new online resources include [guides to reading](#) and [copyright](#), pages for the [Board of Student Media](#) and the Library's [Work and Faith Collection](#), and (still in development) vocational resources and supplemental materials for *A Compact Guide to the Whole Bible*, a textbook written by School of Theology faculty. Kimberly Tate, a librarian hired to help with this project, points out that these resources support curricular as well as co-curricular learning, showing that “the critical thinking skills and intellectual curiosity SPU strives to instill in its students relate not only to academia, but also to personally relevant topics like reading for leisure and using information ethically.”



The Digital Dimension of the Library

Last year, about as many people entered the Ames Library building as visited the Library's website. The over 250,000 students, faculty, and others who entered our physical space used printed materials and technology, met with librarians and technology consultants, and worked individually or collaboratively at a table or in a study room. Those who visited us online conducted over a million searches, read and/or downloaded some 200,000 e-books and articles, and connected with online resources and assistance.

Every aspect of the SPU Library includes a digital dimension and strategy. Within the past few years, we have expanded access to e-books, implemented a comprehensive [discovery system](#) for local and [consortial](#) resources (in any format) as well as a specialized discovery system for our [archives](#), launched a [digital repository](#) for digitized and born-digital materials associated with SPU, and implemented a new [system](#) for subject guides and tutorials.

At the same time, we have strengthened and broadened our instruction program, increased the hours of and improved facilities in the Ames Library, established new service areas, and created exhibitions and events to increase engagement with library resources and services. In the early 21st century, a library dynamically integrates physical and digital resources and services, helping its users move between complementary offline and online spheres of exploration and engagement.

