January 1st, 2017

SPU Library Annual Report 2016-2017

Michael J. Paulus Jr.
Seattle Pacific University, paulusm@spu.edu

Follow this and additional works at: https://digitalcommons.spu.edu/library_reports
Part of the Library and Information Science Commons

Recommended Citation
https://digitalcommons.spu.edu/library_reports/6

This Report is brought to you for free and open access by the Library at Digital Commons @ SPU. It has been accepted for inclusion in Annual Reports by an authorized administrator of Digital Commons @ SPU.
2016-2017
Annual Report
Compiled by
Michael J. Paulus Jr.
University Librarian
Assistant Provost for Educational Technology
Vision and Mission

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

The SPU Library realizes this vision by pursuing its mission to provide collections, instruction, technology, spaces, and personnel to advance teaching, learning, and scholarship at SPU.

This report, organized by the Library’s seven areas of focus, highlights the work of Library faculty and staff during the last year to fulfill our mission. Further details are captured in our Strategic Plan. (See Appendix A.)

Major accomplishments:

- Merged the Library and Educational Technology and Media.
- Implemented a new learning management system (Canvas).
- Created and filled a new Digital Education Librarian position.
- Delivered a record number of embedded information literacy sessions as part of a new first-year writing program.
- Received the donation of the C. William Pollard Papers with funds to digitize and enhance access to the Work and Faith Collection.
1. Institutional Effectiveness

- Integrated Library and Educational Technology and Media (ETM) budgets, operations, and services.
- Realigned Library and ETM responsibilities to create a new Digital Education Librarian position.

   (See Appendix B for materials budget.)

2. Collections

<table>
<thead>
<tr>
<th>Access to</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>235,095 print books and other physical media</td>
<td>31,467 books circulated (about 8 per student), including 3,165 reserve items</td>
</tr>
<tr>
<td>178,476 ebooks through the Orbis Cascade Alliance ebook program</td>
<td>10,093 ebooks checked out</td>
</tr>
<tr>
<td>95,385 ejournals and 176 research databases</td>
<td>Over 178,000 full-text downloads</td>
</tr>
<tr>
<td>Over 30 million items via the Orbis Cascade Alliance Summit system</td>
<td>3,997 Summit items received and 3,444 items loaned</td>
</tr>
<tr>
<td>Resources through library partnerships, document scanning, and open access searches</td>
<td>2,819 interlibrary loan items received and 1,341 items loaned</td>
</tr>
</tbody>
</table>

**Our Special Collections**

- Wesleyan Collection: About 3,500 books
- Work and Faith Collection
- SPU Works in Digital Commons: About 3,500 items with over 60,000 downloads
- University Archives: About 1,300 linear feet
- Over 1,800 books and about 100 linear feet of personal papers
3. Education

- **240** information literacy sessions for **5,280** undergraduate and graduate students
- **220** online **Subject Guides** with over **70,000** page views
- **3,958** in-person reference inquiries, **1,959** remote reference inquiries, **972** research consultations
- **5,952** technology tools checked out
- **30** ETM faculty development activities and over **50** faculty consultations
- **9** archives research visits and **64** inquiries

Digital literacies we develop through one-on-one and curricular instruction

4. Discovery

- Launched new Front Desk service model as well as an EdTech Desk for ETM.
- Redesigned and updated **Subject Guides** platform.

- **302,430** visits to library website and over **2 million** searches of e-resources
- **700** retrievals of archival collection **guides** through **Archives West**
5. Space

- **424,077** entries into the Ames Library
- **13,930** study room reservations

- Received an Innovation Grant to explore studio-based pedagogies for integrated support of reading, writing, and research literacies.

6. Personnel and Values

- Developed new Principles of Service.
- Staff served on Deans’ Cabinet, University Advisory Council, Assessment Committee, Curriculum Committee, Faculty Development Committee, and various task forces. (See Appendix C for staff directory.)
- Staff supported Alliance governance and programs through Board, Council, Team, and Working Group service.
- Staff participated in a number of campus, virtual, local, and national professional development activities and advanced the professions through scholarly presentations and publications.

7. Outreach

- Friends of the Library 125th-anniversary panel on Howard Snyder’s history of SPU, *Rooted in Mission* (supplemental chapter published in Digital Commons).
- **Creative Conversations** series highlighting SPU scholarship. (See Appendix D for speakers.)
- New Student Orientation event with the Seattle Public Library.
- Second annual Night Against Procrastination.
- Fall issue of the *Friends of the Library Newsletter*. (See Appendix E.)
Appendix A: Strategic Plan
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

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 reflectively discover, access, and use information effectively and ethically 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.

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 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 Update strategic plan to incorporate Educational Technology and Media (ETM) and create clearer connections with university signatures and strategic priorities. (Paulus with ETM, FY17). **Integration of ETM priorities, personnel, and programming began in FY17 and will continue in FY18 under the leadership of a new Digital Education Librarian. Will look at goal alignment in FY18.**

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 Review Assessment Framework and identity new key performance indicators (Hannaford with Library Assessment Committee, FY17). **Added ETM to Assessment Framework. The Library Assessment Committee is developing a new assessment strategy map and communication plan for FY18.**

1.2.2 Capture evidence of student success related to the library (FY18).

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 Review ETM lab pool budget (Ingersoll with Krogh and ETM, FY17). **Reviewed and updated allocations for EdTech Funds and created a budget for FY18. Realigned position responsibilities within library and ETM to create new Digital Education Librarian position.**

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 Orbis Cascade Alliance programs and activities. **Staff served on a number of Alliance committees and working groups, including the Board and Council, Shared Content Team, and Courier Selection Committee.**

1.4.2 Continue partnership with Seattle Public Library for New Student Orientation and other programs. **Co-hosted pop-up library during New Student Orientation.**

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. **Service included Deans’ Cabinet/Provost Leadership Team, University Advisory Council, Assessment Committee, Curriculum Committee, Faculty Development Committee, Student Success Committee.**

1.5.2 All staff engage in library and campus initiatives. **Library committees and teams were reorganized this year due to integration of Front Desk and ETM.**
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 Continue refining collection development priorities (Perisho with Collection Development Committee, FY17). **Clarified fund allocations and options.**

2.1.2 Explore ways for making low-cost and OER course materials more accessible as e-reserves (Ingersoll with Service Coordination Team, FY17). **Initial exploration this year (including conversations with campus bookstore); will explore further next year in collaboration with CSFD.**

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 (Hoffman, FY17). **This year submissions were up 30%, bringing total deposits to some 3,400 items, and over 28,000 items were downloaded (which is about half the total number of downloads since the system was implemented four years ago).**

2.2.2 Migrate to archival collection management to ArchivesSpace (Adrienne Meier, FY17). **Done.**

2.2.3 Continue participation in the Western Storage Regional Trust (WEST). **Done.**

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. **Added the personal papers of Bill Pollard to the Work and Faith Collection and obtained funding for digitization and promotional work for the collection.**

2.3.2 Continue to explore potential distinctive collections to develop in connection with university strategic initiatives. **None 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 (Hoffman, FY17). **In collaboration with CSFD, began working on new plans and programming for FY18.**

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 Integrate Digital Literacy Framework into all library programing (Ingersoll with Service Coordination Team and Liaison Librarians, FY17). **Done. Framework used to inform services, curricular work, faculty development planning, a**
new Digital Education Librarian position, and a proposal for an Information Studies minor.

3.1.2 Continue to enhance the vocational role of library through “Digital Wisdom for Work” class, work with Vocation Initiative, and collaboration with the Center for Career and Calling (Strong with Ingersoll, FY17). Course undersubscribed and canceled. Developed options for a digital version of the Vocation Passport.

3.1.3 Explore possibility of offering library courses for credit (Paulus with all staff, FY17). Drafted proposal for an Information Studies minor.

3.2 Library personnel collaborate with faculty to embed information literacy learning outcomes into curricula, courses, and assignments.

3.2.1 Participate in and assess first-year writing and engagement program (Gruchala-Gilbert with Liaison Librarians, FY17). Course and session evaluations were very positive and students seemed engaged in new student orientation activities.

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 Identity professional development needs (Gruchala-Gilbert with Liaison Librarians, FY17). Offered an internal mini information literacy immersion workshop for librarians.

3.4 Library personnel collaborate with campus partners to provide opportunities for faculty professional development.

3.4.1 Identity faculty professional development needs/opportunities related to teaching and scholarship (Park with ETM and Liaison Librarians, FY17). Provided extensive one-on-one support for Canvas as well as workshops. Developed regular and special programming for FY18.

4. Discovery

4.1 The library provides one-on-one assistance through multiple platforms to help users find information.

4.1.1 Launch Front Desk and EdTech Desk and implement Principle of Service (Ingersoll and Service Coordination Team, FY17). Developed new student training program, created new wiki knowledge base for all staff, and established new Principles of Service.

4.1.2 Review Reference services and platforms (Fry with Librarians, FY17). External review conducted by an iSchool graduate student.

4.2 The library organizes information for effective discovery and access.

4.2.1 Monitor Alma and Primo releases in order to optimize new functionality (Vick with Shared ILS Team, FY17). Implemented a number of enhancements and completed a comprehensive evaluation of the system.
4.2.2 Implement new Primo UI (Vick with Shared ILS Team, FY17). **Planned for FY18.**

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 Update Subject Guides platform and website (Fry with Liaison Librarians, FY17). **Redesigned and implanted new version of LibGuides, including new starting points, and created new links to library resources within Canvas.**

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 Integrate ILL, Summit, and document delivery services (Staman with Lindahl, FY17). **Integration of these services has significantly improved turn-around times and increased fulfillment rates.**

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 for Front Desk (Staman with Service Coordination Team, FY17). **Created new signage for reorganized services.**

5.2 The library provides safe, secure, and technologically robust physical and virtual environments conducive to study, research, and work. The library provides clean, inviting, up-to-date, adequate physical space with suitable environmental conditions, well-maintained equipment and furnishings, and convenient hours for its services, personnel, resources, and collections.

5.2.1 Review Facilities Plan and expand renovation plan for Lower Level (Paulus with Facilities Committee, FY17). **Explored service and space options with Center for Learning and Writing Center and began meeting with a library architect.**

5.3 The library has distinctive spaces for teaching and learning and the technological infrastructure to keep current with advances in teaching and learning technologies.

5.3.1 Review teaching spaces in library (FY18).

5.4 The library designs pedagogical spaces to facilitate collaboration, learning, and the creation of new knowledge.

5.4.1 Explore partnerships with Center for Learning and Writing Center (Paulus with Service Coordination Team and Facilities Committee, FY17). **Awarded an Innovation Grant to explore with the Writing Center collaborative models for integrating support of reading, writing, and research literacies.**
5.5 The library uses physical and virtual spaces to provide access to programs, exhibits, lectures, and other cultural activities.

5.5.1 Install light labyrinth at bottom of stairwell (FY18).

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 Establish a library Diversity Committee (Strong, FY17). Committee convened, approved charge, and identified initial priorities.

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 comprehensive professional development plan for all staff including diversity training (Paulus, FY17). Faculty and staff participated in a number of local and national activities. Developed and implemented Principles of Services. Integration work and surveys of new documentation did not reveal any needs beyond individual professional development plans. Diversity training for all staff will be addressed in FY18.

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 Train all staff and students on new procedures (Fry, FY17). Included in new training documentation.

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. Revisit in FY18.

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 Incorporate principles of universal design into services (FY18).

6.6 The library engages in collaborations both on campus and across institutional boundaries.

6.6.1 Explore new collaborative opportunities with the Institute for Innovation (Strong, FY17). Identified a number of collaborative projects for FY18, focusing on innovation in scholarship.

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 Update Outreach Plan (Paulus with Outreach Committee, FY17). **Will revisit in FY18 to promote new blended library/ETM programming.**

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

7.2.1 Support 125\textsuperscript{th} anniversary activities (Meier, FY17). The archives supported a number of projects and publications. Other programming included a Friends of the Library panel on the founding of SPU and the Creative Conversations series.

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 Establish undergraduate research award (FY18).
Appendix B: Materials Expenditures

From Library Budget

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>$146,185</td>
<td>$150,284</td>
<td>$138,787</td>
<td>$181,987</td>
<td>$174,462</td>
</tr>
<tr>
<td>Journals</td>
<td>$385,179</td>
<td>$406,681</td>
<td>$437,672</td>
<td>$453,277</td>
<td>$459,549</td>
</tr>
<tr>
<td>Databases</td>
<td>$173,595</td>
<td>$183,790</td>
<td>$203,913</td>
<td>$207,346</td>
<td>$256,943</td>
</tr>
<tr>
<td>Total</td>
<td>$704,959</td>
<td>$740,755</td>
<td>$780,372</td>
<td>$842,610</td>
<td>$890,953</td>
</tr>
</tbody>
</table>

From School Budgets

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SPFC</td>
<td>$71,132</td>
<td>$60,887</td>
<td>$68,877</td>
<td>$58,565</td>
<td>$67,833</td>
</tr>
<tr>
<td>SOT</td>
<td>$20,068</td>
<td>$19,707</td>
<td>$8,643</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total</td>
<td>$91,200</td>
<td>$80,594</td>
<td>$77,520</td>
<td>$58,565</td>
<td>$67,833</td>
</tr>
</tbody>
</table>
Appendix C: Library Staff as of June 30, 2017

Michael Paulus
University Librarian; Assistant Provost for Educational Technology; Associate Professor

Carrie Fry
Sciences Librarian; Instructor

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

Leah Hannaford
Business and Social Sciences Librarian; Instructor

Alisah Hilt
Access Services Specialist

Kristen Hoffman
Psychology and Scholarly Communications Librarian; Instructor

Julie Jones
Cataloging Specialist

Amanda Keithley
Access Services Specialist

Vance Lindahl
Interlibrary Loan and Document Delivery Specialist

Zachary McNay
Access Services Specialist

Adrienne Meier
University Archivist; Instructor

Karen Park
Associate Director of Educational Technology and Media
Becky Paulson
Acquisitions Librarian; Assistant Professor

Stephen Perisho
Theology and Philosophy Librarian; Associate Professor

David Rither
Senior Instructional Designer Audio/Visual

Maryann Shaw
Serials Specialist

Johanna Staman
Head of Access Services

Cindy Strong
Education Librarian; Instructor

Natalee Vick
Head of Technical Services; Instructor

Dominic Williamson
Senior Instructional Designer Graphics/Illustration

Open Position
Budget Manager and Administrative Assistant to the University Librarian

Open Position
Digital Education Librarian
Appendix D: Creative Conversations Presentations

Fall 2016

- Adrienne Meier, Library: “Incomplete Roots: Dealing with Gaps in SPU's Records”
- Daniel Castelo, Theology: “Pentecostalism as a Christian Mystical Tradition”
- Margaret Brown, Psychology: “Rigorous Reflection”

Winter 2017

- Brian Chin, Music: “How to Fail as a 21st Century Artist”
- David Leong, Theology: Race and Place: How Urban Geography Shapes the Journey to Reconciliation
- Kim Gillnet: “Road to Redemption: A Screening of the WWII Documentary Featuring POW, SPU Alum, and Missionary Jake Deshazer”

Spring 2017

- Peter Moe, English: “Habit, Virtue, Writing”
- Isaac Anderson, Image Milton Fellow: “The We of Me: Writing the Relations That Define Us”
- Tina Schermer-Sellers, Marriage and Family Therapy: Sex, God, & the Conservative Church: Erasing Shame from Sexual Intimacy
Appendix E: *Friends of the Library Newsletter*
Beginning the Next 125 Years

This year is the 125th Anniversary of the founding of Seattle Pacific University and its library. The Library began as a modest vision in the Articles of Incorporation from June 1891: There would be a reading room with books on hygiene, missions, and other resources necessary for the school. On December 1, 1891, the Seattle Public Library began to realize its own vision by providing access to some 6,000 books in rented rooms in a Pioneer Square hotel. Although founders expected these libraries to grow over time, no one in the 1890s imagined how radically library collections, services, and spaces would evolve throughout the coming century. Even H.G. Wells, whose time-traveling protagonist journeys thousands of years into the future, did not imagine a library becoming much more than books in a building.

The pace and magnitude of technological change in the

SPU Library Numbers

In academic year 2015–16:

255,777 entries into the Ames Library.

37,427 books checked out.

194 information literacy sessions taught by librarians.

8,915 reference, research, and technology consultations.

Orbis Cascade Alliance Numbers

SPU is one of 39 universities and colleges in the Orbis Cascade Alliance.

Alliance libraries hold over 30 million items.

The Alliance provides access to over 160,000 ebooks.

SPU patrons checked out 3,999 items from other Alliance libraries.

The SPU Library delivered 3,415 items to other Alliance libraries.
21st century causes many to wonder about the future of libraries, even though libraries have been at the center of technological changes for millennia. A common mistake is to reduce libraries to the function of providing books in rooms — i.e., access to information. If libraries were merely about information access, the internet and the devices we use to access digital networked resources would largely replace them. But libraries are about much more than information access. A library intentionally selects and mediates access to information to enable people to discover and use the best information so that they may grow in knowledge and wisdom.

As this year’s Annual Report and previous reports show, the SPU Library continues to evolve in its second century to enable students and scholars to discover, create, and share knowledge in both traditional and innovative ways. Since implementing a new strategic plan five years ago, we have:

- increased access to digital content (books, journals, databases, and video);
- increased librarians’ time for and with students in and beyond the classroom;
- created new instructional and scholarship services for faculty;
- reorganized service areas to provide greater technological support;
- enhanced learning spaces, equipment, and aesthetics in the Ames Library building;
- implemented new systems to support the discovery and use of library resources and services;
- pursued creative collaborations to improve every dimension of our work.

The SPU Library — like all dynamic libraries — will continue to evolve in both expected and unexpected ways. But, like any good library, this evolution will be shaped by, with, and for the community that generated and sustains us.

---

Friends of the Library 125th Anniversary Event

One of the ways we decided to mark SPU’s 125th Anniversary was to commission historian and theologian Howard Snyder to write a book about the early history of our institution. In Rooted in Mission: The Founding of Seattle Pacific
University, 1891–1916, Snyder tells the story of Seattle Seminary before it became Seattle Pacific College in 1916, situating its development within the historical context of the Free Methodist denomination as well as the growing city of Seattle.

On Tuesday, March 7, 2017, at 7 p.m. in Upper Gwinn, the Library will host a panel discussion on Rooted in Mission. Snyder will join a panel of SPU faculty and staff to discuss various dimensions of SPU’s history — local, national, ecclesial, missional, and more. University Archivist Adrienne Meier will be part of the panel, to talk about the archival research she has done on the early history of SPU. The work of former University Librarian Bryce Nelson on the history of Seattle will be featured as well.

We will announce additional information closer to the event. Rooted in Mission was featured in the summer issue of Response and SPU’s 125th Anniversary site has additional information about our quasquicentennial. A collection of digital archival resources is available in the Special Collections section of the Library’s Digital Commons repository. A special collections exhibit, “The SPU Quasquicentennial, 1891–2016,” is currently on display in the Ames Library.