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SPU Library Annual Report 2017-2018

Michael J. Paulus Jr.

Seattle Pacific University, paulusm@spu.edu

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Seattle Pacific University
LIBRARY
Discover, Create, Share



Annual Report 2017-2018

Compiled by
Michael J. Paulus, Jr.
University Librarian
Assistant Provost for Educational Technology

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, technology, spaces, and personnel to advance teaching, learning, and scholarship at Seattle Pacific University.



The highlights in this report are organized by the Library's seven areas of focus. See Strategic Plan in Appendix A for further details.

1. Institutional Effectiveness

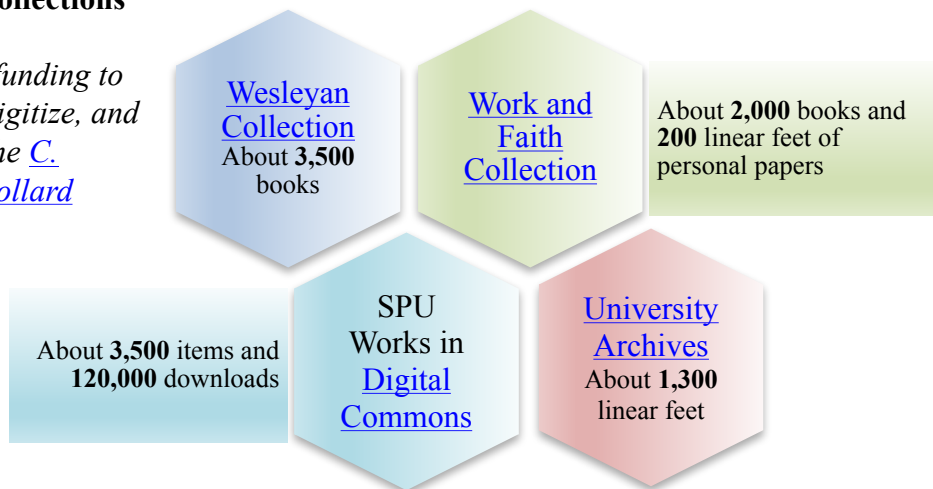
We conducted our bi-annual user survey and received satisfaction ratings consistent with previous years: we exceed minimum expectations related to collections, services, and space; we are close to exceeding desired levels in many areas, such as service; and our overall ratings exceeded those of our peers.

2. Collections

Access to	Use
232,748 print books and other physical media	24,154 books circulated (about 7 per student), including 2,575 reserve items
229,527 ebooks through the Orbis Cascade Alliance ebook program	19,258 ebooks checked out
91,349 ejournals and 189 research databases	Over 175,000 full-text downloads
Over 30 million items via the Orbis Cascade Alliance Summit system	4,266 Summit items received and 3,799 items loaned
Additional resources through partnerships and open access	2,838 interlibrary loan items received and 977 items loaned

Special Collections

Received funding to process, digitize, and promote the [C. William Pollard Papers](#).





3. Education

We worked with students to cultivate information and digital literacies through curricular and one-on-one instruction:

- **229** information literacy sessions for **4,205** undergraduate and graduate students
- **3,328** in-person reference inquiries, **1,582** remote reference inquiries, **659** research consultations
- **226** online [Subject Guides](#) with over **67,000** page views
- **9** [archives](#) research visits and **35** inquiries

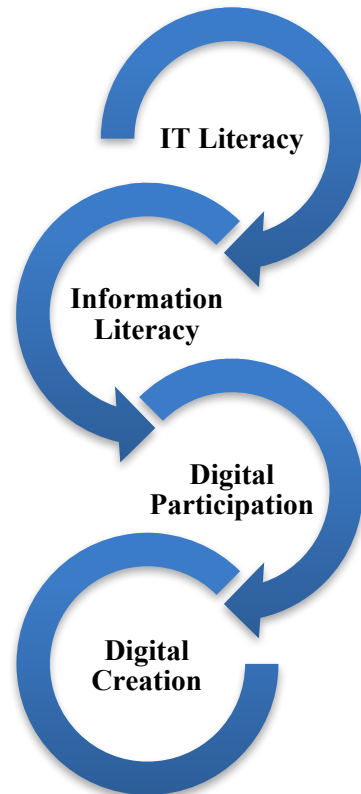
Through our [Educational Technology and Media](#) area, we supported faculty with digital education and scholarship:

- Over **40** faculty development activities
- Over **140** faculty consultations
- Over **110** media projects

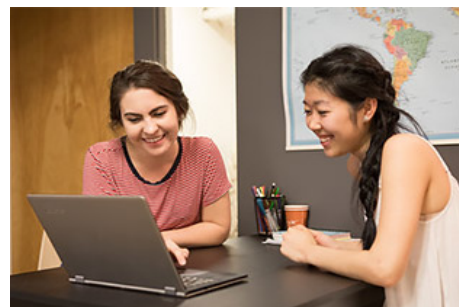
4. Discovery

- Over **80,000** visits to library website and over **2 million** searches of e-resources
- **540** retrievals of archival [guides](#) through [Archives West](#)

Next year the library launches a new and unique [Information Studies minor](#), which explores the intersection of information, technology, and faith.



Next year, in collaboration with the Writing Center, we will launch new and integrated support of reading, writing, and research literacies.





5. Space

- **215,595** entries into the Ames Library
- **13,021** study room reservations
- **5,384** technology tools checked out

6. Personnel and Values

Library [faculty and staff](#) served on university committees, engaged in professional service and development, and made scholarly contributions in a variety of disciplines.

7. Outreach

Our [Creative Conversations](#) series partnered with the Homelessness Initiative, the Writing Program, and the Center for Scholarship and Faculty Development to highlight scholarship and creative work at SPU.

We partnered with the Seattle Public Library as part of our New Student Orientation program and hosted Nights against Procrastination fall and winter quarters.

We published the annual [Friends of the Library Newsletter](#), announcing our new Information Studies minor.

Response Magazine published a [story on the map collection](#) Gary Ames donated to the Library.



HOW TO DO SCHOLARSHIP

"How to Do Scholarship" is a series put on by the Writing Center, Library, and Center for Scholarship & Faculty Development. Speakers from across campus will address the difficulties and delights of writing and publishing.

<p><i>How to Blog like an Academic</i></p> <p>Thursday, April 12, 12:00 - 12:50p.m.</p> <p>Leah Airt, Doug Downing, Rolin Moe Library Reading Room (also a Creative Conversation!)</p>	<p><i>How to Pitch a Book Proposal</i></p> <p>Thursday, April 19, 12:00 - 12:50p.m.</p> <p>Katie Kresser, Ben McFarland Library Reading Room (also a Creative Conversation)</p>
<p><i>How to Deal with Reviewer 2</i></p> <p>Thursday, April 19, 12:00 - 12:50p.m.</p> <p>Jeff Keuss, Jennifer McKinney, Josh Tom Library Reading Room (sign-up requested through CSFD)</p>	<p><i>How to Fund Your Research</i></p> <p>Thursday, May 17, 12:00 - 12:50p.m.</p> <p>Amy Robertson, Leland Saunders, Jenn Wilson Library Reading Room (sign-up requested through CSFD)</p>
<p><i>How to Be a Productive Scholar</i></p> <p>Thursday, May 24, 12:00 - 12:50p.m.</p> <p>Daniel Castelo, Cara Wall-Scheffler Library Reading Room (sign-up requested through CSFD)</p>	





Seattle Pacific University

LIBRARY

Discover, Create, Share

Appendix A: Strategic Plan



Seattle Pacific University Library Strategic Plan, 2018-2020

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, technology, spaces, and personnel to advance teaching, learning, and scholarship at Seattle Pacific University.

Guiding Principles¹

1. **Institutional Effectiveness:** The library defines, develops, and measures outcomes that advance the mission of SPU and applies findings for purposes of resource allocation and continuous improvement.
2. **Collections:** The library provides access to collections sufficient in quality, depth, diversity, format, and currency to support the teaching, learning, and scholarship mission of SPU.
3. **Education:** 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. The library provides faculty development and educational technologies to advance teaching, learning, and scholarship.
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 Values:** The library provides sufficient number and quality of personnel to ensure excellence and to function successfully in an environment of continuous change. In addition to institutional values, 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 SPU.

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



Objectives and Activities

1. Institutional Effectiveness

- 1.1 The library develops goals, outcomes, and measures that are aligned with the institution's and accreditation guidelines.
 - 1.1.1 Update Strategic Plan for next three years (Paulus, FY18). Updated at and following annual staff retreat. **Done.**
 - 1.1.2 Update Assessment Framework (Airt with Assessment Committee, FY18). **Done.**
- 1.2 The plans based on data and outcomes assessment using a variety of methods both formal and informal.
 - 1.2.1 Conduct LibQUAL survey (Sigrist with Assessment Committee, FY18). **Done.**
 - 1.2.2 Develop five-year assessment plan (Airt with Assessment Committee, FY19).
 - 1.2.3 Conduct faculty development survey with CSFD (Robertson, FY18). **To be combined with 1.2.4.**
 - 1.2.4 Conduct faculty technology survey with CIS (Robertson, FY19).
- 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 the advance the library's mission.
 - 1.3.1 Launch EdTech Grants initiative (Robertson, FY18). **In process.**
 - 1.3.2 Review EdTech investments and allocations (Robertson, FY18). **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 Orbis Cascade Alliance (OCA) programs and activities. **Staff served on the Board, the Shared Content Team, and a number of working groups.**
 - 1.4.2 Continue partnership with Seattle Public Library for New Student Orientation and other programs (Fry, FY18). **Done.**
- 1.5 Library personnel participate in campus decision making needed for effective library management, model a culture of continuous improvement, and engage in collaborations both on campus and across institutional boundaries.
 - 1.5.1 Participate in faculty and staff governance. **Done.**
 - 1.5.2 Reorganize and update library committees and assignments (Paulus, FY18). **Done.**

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 Explore adoption of low-cost and OER course materials (Hoffman, FY18). **Drafted principles and strategies document for digital textbooks at SPU.**



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 (Hoffman). **Ongoing.**

2.2.2 Continue participation in the Western Storage Regional Trust (WEST) (Vick). **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 Work and Faith Collection initiatives (Airt, FY18). **Received and managed grant to process, digitize, and promote the Pollard Papers and another to support research related to the collection.**

2.3.2 Continue to explore potential distinctive collections. **Ongoing.**

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 through innovation in scholarship programming (Hoffman, FY18). **Worked with CSFD to promote traditional and emergent forms of scholarship through workshops, discussion, and faculty In-Service.**

3. Education

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

3.1.1 Continue implementation of Digital Literacy Framework (Robertson and Gruchala-Gilbert, FY18). **Used to develop program outcomes for Information Studies minor.**

3.1.2 Begin collaboration (including development of shared learning outcomes) with Writing Center to integrate support of reading, writing, and research literacies through a studio-based pedagogical model (Fry and Gruchala-Gilbert, FY18). **Received second Innovation Grant to develop a model for integrated support, which will be implemented in fall FY19.**

3.1.3 Continue to enhance the vocational role of library (Strong, FY18). **Developed digital vocation field guide in Canvas.**

3.1.4 Explore support of global learning outcomes (Airt, FY18). **Established liaison role and developed online program resources.**

3.2 Library personnel collaborate with faculty to embed digital and information literacy learning outcomes into curricula, courses, and assignments and teach courses in Information Studies.



- 3.2.1 Refine writing course modules based on assessment of first year experience (Gruchala-Gilbert, FY18). **Done.**
 - 3.2.2 Design curriculum for Information Studies minor (Paulus, FY18). **Developed program outcomes and course syllabi for FY19 courses.**
 - 3.3 Library personnel model best pedagogical practices for classroom and online teaching, online tutorial design, and other educational practices. They provide appropriate and timely instruction in a variety of contexts and employ multiple learning platforms and pedagogies.
 - 3.3.1 Train liaison librarians in online pedagogies (Robertson, FY19). **Done.**
 - 3.4 Library personnel collaborate with campus partners to provide faculty professional development and educational technologies to advance teaching and learning.
 - 3.4.1 Create and deliver a faculty development plan in collaboration with CSFD (Robertson, FY18). **Done.**
 - 3.4.2 Implement appropriate tools to support engagement in teaching and learning in an online environment, such as videoconferencing or screen recording (Park, FY18). **Ongoing.**
 - 3.4.3 Promote the use of a variety of media in courses and transition to current tools and formats (e.g., away from VHS) (Park and liaison librarians, FY18). **Done.**
 - 3.4.4 Select and implement video sharing/resource sharing platform for video and other content (Park and Rither, FY18). **In process.**
 - 3.5 Library personnel collaborate with faculty and other campus partners to create or remix materials in support of teaching, learning, and outreach.
 - 3.5.1 Promote available staff skills and expertise as part of the course development process (Robertson and Park, FY18). **Ongoing.**
 - 3.5.2 Partner with faculty and other colleagues to plan and create or adapt original multimedia resources, for example video and graphic design (ETM, FY18). **Ongoing.**
 - 3.5.3 Advance the creation or adaptation of open textbooks (in parallel with adoption work in 2.1) through advocacy, funding, and support (Robertson, FY18). **In process.**
4. **Discovery**
- 4.1 The library provides one-on-one assistance through multiple platforms to help users find information.
 - 4.1.1 Refine service levels and expectations for service desks (Staman with SCT, FY18). **Done.**
 - 4.1.2 Review Reference services, including hours and use of space (Fry, FY18). **Done.**
 - 4.2 The library organizes information for effective discovery and access.
 - 4.2.1 SILS updates (Vick, FY18). **Done.**



4.3 The library integrates library resource access into institutional web and other information portals. The library develops resource guides to provide guidance and multiple points of entry to information.

4.3.1 Begin redesign of website (Park and Fry, FY18). **Done.**

4.3.2 Improve integration with Canvas and other educational technologies (Park, FY18). **In process.**

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.

4.4.1 Implement new Primo UI (Vick with Shared ILS Team, FY18). **Done.**

5. Space

5.1 The library creates intuitive navigation that supports self-sufficient use of virtual and physical spaces.

5.1.1 Update signage. **Ongoing.**

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, and 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 Update Facilities Plan based on feedback from architect (Paulus with Facilities Committee, FY18). **In process.**

5.2.2 Implement new technology support agreement with CIS (Paulus and Staman, FY18). **Done.**

5.3 The library designs pedagogical spaces to facilitate learning and the creation of new knowledge.

5.3.1 With the Writing Center, begin evolving spaces to support studio-based pedagogy (Fry and Gruchala-Gilbert, FY18). **Began reconfiguration of shared writing and reference support space.**

5.4 The library uses physical and virtual spaces to provide access to programs, exhibits, lectures, and other cultural activities.

5.4.1 Install light labyrinth at bottom of stairwell (FY20). **To be incorporated into Facilities Plan.**

6. Personnel and 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



positions and the needs of the institution, and they are professionally competent, diverse, and empowered.

6.1.1 Survey technological expertise (Staman with SCT, FY18). **In process.**

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 Conduct diversity readiness study (Strong with Diversity Committee, FY18).

Developed framework for FY19 action plan.

6.2.2 Create comprehensive professional development plan (FY19).

6.3 Library personnel engage with library student employees to provide mentoring and work that enhances their overall academic experience.

6.3.1 Review hiring, training, and mentoring program (Staman and Park, FY18). **Done.**

6.4 The library resists all efforts to censor library resources and protects each library user's right to privacy and confidentiality.

6.4.1 Train all staff and students on procedures (Fry, FY18). **In process.**

6.5 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.

6.5.1 Provide leadership on intellectual property rights. **Ongoing.**

6.6 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.

6.6.1 Operationalize Principles of Service (Staman with SCT, FY18). **Ongoing.**

6.6.2 Incorporate principles of universal design into services (Park, FY19). **Ongoing.**

7. Outreach

7.1 The library communicates with the campus community regularly about how it develops goals, plans, makes improvements, and contributes to student, faculty, and institutional success.

7.1.1 Update Outreach Plan (Paulus with Outreach Committee, FY18). **Activities this year included: Creative Conversations in partnership with the Homelessness Initiative, the Writing Program, and the Center for Scholarship and Faculty Development; two Nights against Procrastination; and an Information Studies information session.**

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

7.2.1 Update Outreach Plan (Paulus with Outreach Committee, FY18). **Activities this year included: hosting the Pollard scholars; contributing content for**



university publications, including materials for new students; and publishing the *Friends of the Library Newsletter*.

7.3 Library personnel convey a consistent message about the library to expand user awareness of resources, services, and expertise.

7.3.1 Update Outreach Plan (Paulus with Outreach Committee, FY18). **Ongoing.**