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YEAR IN REVIEW 2011-2012

This year the Biola Library expanded the Information Commons area by adding additional seating/computer capacity on the main level. The Library recently launched a mobile version of the library website. It includes mobile-friendly interfaces for some of the library’s most used resources, such as the library webcatalog, your library account, Ask a Librarian, and LibGuides. Over one-third of the library’s databases can now be searched via a mobile-friendly interface.

The Library, in collaboration with the Department of Art, continues to be available as a venue for art and special exhibitions, which enhances the library environment for learning and discovery. Last semester’s exhibition featured The Nautical & Theological Paintings of Marcus Paulsen. In addition, the Library housed two of Biola’s Year of the Arts special events: (1) a design charrette where selected students worked with leading architects to design an outdoor chapel for Orange County Rescue Mission’s ranch (as well as explore the crucial theme of Sacred Spaces), and (2) a filmed interview of USC Poetry Professor and Former Chairman of the National Endowment for the Arts, Dana Gioia.

We are now in a period of transition as we look for a new Library Dean. After 20 years of distinguished service, Dr. Rodney Vliet retired in December 2011.

What if we considered times of transition as more than merely ‘in between’ times? What if we recognized transitions as especially strategic and noteworthy occasions when God chooses to make Himself known?

Transition times encourage us to keep our eyes open to what God is doing here and now, as well as what God has done before and what God will do next. "Making all things new' is the transitional context that informs, anchors, and enriches every transitional season. Transitions call for testimony: ‘Surely, the Lord is in this place!’” (Rev. Cecil van Niejenhuis, Banner, Feb. 2012 p. 7)

Our mission continues to be to support biblically centered education and the integration of faith and learning at Biola by providing access to all forms of information and recorded knowledge.

Please read on to learn more about our staff, services, and collections. And as always, let us know how we can serve you better!

Sincerely,

Sue Whitehead and John Redford
Interim Co-Directors
KEY ACHIEVEMENTS

- Obsolete print indexes were replaced by online databases and the space has been used for the addition of 38 computer-equipped study stations. These, and other public workstations throughout the Library, replace those in the former Welch computer lab in Metzger.
- The electronic book collection is now larger than the regular book collection (over 200,000 titles).
- We have access to over 42,000 online and print journals.
- Question Point online reference service, i.e. a “chat” service has been implemented.
- Mobile access to the library catalog is available.
- A Biola Library Digital Archive has been created to provide online access to choice items from the Archives.

Other statistics:

- Over 12,500 items in 2011-2012 borrowed through Interlibrary Loan and Link+ reciprocal borrowing services.
- 140,531 items checked out in 2011-2012 (over 30,000 self-check-outs)
- 71,878 gate entries in the month of October, 2011
- 4,088 total LibGuide visits
- 120 library instruction sessions, reaching 2,340 students
- 136,853 ebook titles added to the library catalog
- 4,603 monograph titles added to the library catalog
- 643,267 Library homepage hits
- 1,227,860 Library website page views
- 3,363 average page views per day from library website
- 56.07% returning visitors to library website
- 43.93% new visitors to library website
The Biola Library is a member of the following consortia:

<table>
<thead>
<tr>
<th>Consortium</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCELC</td>
<td>Statewide California Electronic Library Consortium</td>
</tr>
<tr>
<td>CLC</td>
<td>Christian Library Consortium</td>
</tr>
<tr>
<td>OCLC</td>
<td>Online Computer Library Center</td>
</tr>
<tr>
<td>ATLA</td>
<td>American Theological Library Association</td>
</tr>
<tr>
<td>SCATLA</td>
<td>Southern California Theological Association</td>
</tr>
<tr>
<td>WALDO</td>
<td>Westchester Academic Library Director’s Organization</td>
</tr>
<tr>
<td>Link+</td>
<td>Reciprocal borrowing consortium</td>
</tr>
<tr>
<td>WEST</td>
<td>Western Regional Storage Trust</td>
</tr>
<tr>
<td>IEALC</td>
<td>Inland Empire Academic Libraries Cooperative</td>
</tr>
</tbody>
</table>

Such partnerships allow the consortia libraries to benefit in substantial savings on electronic purchases and subscriptions, and through the sharing of resources. Being a member also helps other libraries who may be smaller than the Biola Library.
The Library was originally built to accommodate approximately 800 students at one time. In the late 1990s, the total student body was expected to grow to about 4,000 students. The above graph shows the direct ratio of increased student population with an increase usage of study space. The Library is currently housing about 850 study seats but needs to grow to 1,200 seats (based on current enrollment of 6,000). In 2012, the middle level reduced its shelving area and expanded the Information Commons. This gave the students some additional seating/study space.
### Development of the Information Commons:

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of Public Stations (all floors)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PCs</td>
</tr>
<tr>
<td>2001*</td>
<td>58</td>
</tr>
<tr>
<td>2008**</td>
<td>66</td>
</tr>
<tr>
<td>2010***</td>
<td>66</td>
</tr>
<tr>
<td>2011****</td>
<td>96</td>
</tr>
</tbody>
</table>

* first year in new library  
** addition of two pinwheels on ML  
*** addition of Macs to UL and LL circles  
**** removal of indexes and expansion of ML commons with addition of new tables

From opening day in 2001 to the present, the Library has seen a 220% growth in the number of computer workstations available for student use. Despite this significant increase and the widespread availability of wireless access for personal laptops, during peak times of the semester there are not enough workstations to meet our students' needs.
The Reference and Instruction Department provides assistance to students, staff, faculty, and other community patrons in completing class assignments, doing research, and accessing appropriate resources. We reach library users through a number of access points, including the Reference Desk, student classrooms, staff offices, online chat, phone, and email.

The library implemented LibStats in 2009 in order to track basic statistics about transactions, to create a record of the questions and answers, and to create a knowledge base of answers to the questions. Students ask the most questions (78-90%) of library staff each year. Alumni and guests ask more questions (6-12%) than staff and faculty (3-4%). The majority of questions are asked on Monday – Thursday between the hours of 12 – 6 pm.
Librarians provide library instruction sessions in which they teach research techniques that will enable students and faculty to find information more effectively and develop a systematic method of research that can be applied to any assignment. Usually the fall semesters have the most instruction sessions with the heaviest month being September. However, since the creation of online research guides (LibGuides), fewer First Year Seminar sessions were requested during the fall semester.

Library Instruction Sessions

![Graph showing library instruction sessions from 2009/10 to 2011/12]

Library RSAs (Reference Services Assistants) are a valuable part of the Reference team. These student workers have been trained by librarians to provide assistance at the Reference Desk and to answer most common library questions. While at the Reference Desk, they also staff the Ask a Librarian service, which includes answering online chat questions from users.
LibGuides

LibGuides are online research guides that include video tutorials and resources specific to a class, major, or discipline. The 2011 Fall semester was the first time LibGuides were available. The first guide was designed for students in the First Year Seminar class and provided an introduction to the library and its resources. This guide received 2,000 hits in the month of September. Over the course of the school year we added additional guides, including subject guides and video tutorials demonstrating search techniques. History is the most used subject guide, followed by English. This year we published a total of 10 LibGuides. LibGuide visits for this past school year were 4,088!

As we create new guides, we will continue to consult with faculty and students to ensure that these LibGuides support course curriculum and student learning outcomes. We continue to work toward creating guides for classes that are scheduled each semester (i.e., Nursing, Theological Research Methods).
ACCESS SERVICES

Access Services facilitates the physical access of library materials through lending services points such as the Circulation/Reserves desk, resource sharing via Link+ and Interlibrary Loan services, and by ensuring quick turnaround time for shelving of library materials. Other services include: collecting fees, sending circulation notices, access to reserve materials, issuing library cards, and opening/closing the Library. Access Services also provides patrons with assistance at the Library entrance, and library card applications are processed for Alumni and community patrons, including students from reciprocal institutions. Activities for the past academic year are as noted below.

Circulation:

The physical collection usage is reflected in the statistics from checkout and in-house use. Students requested a longer checkout period and more renewals, which were put into effect for the 2011-2012 academic year. This change in circulation policy has led to a decrease in the number of checkouts because the patron can keep the materials longer. In addition, the implementation of due date alert notices via email to remind patrons to return their materials on time has worked well. More materials are returned on time, and fewer fines are being charged to patrons. It is also important to note that there is an increase in the use of electronic resources, which is not recorded as circulation activity.

<table>
<thead>
<tr>
<th></th>
<th>2010-2011</th>
<th>2011-2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checkout:</td>
<td>144,263</td>
<td>140,531</td>
</tr>
<tr>
<td>Checkin:</td>
<td>122,631</td>
<td>117,225</td>
</tr>
<tr>
<td>In-house use</td>
<td>54,794</td>
<td>68,789</td>
</tr>
</tbody>
</table>

A subset to the above checkout figures is the self service checkout machine. It allows a patron to do his own checkout of materials.

Self Service Checkouts:

<table>
<thead>
<tr>
<th></th>
<th>2010-2011</th>
<th>2011-2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sessions</td>
<td>15,880</td>
<td>14,215</td>
</tr>
<tr>
<td>Total Checkouts</td>
<td>32,357</td>
<td>33,333</td>
</tr>
<tr>
<td>Average Patron Use/Day</td>
<td>44</td>
<td>39</td>
</tr>
<tr>
<td>Average Items/Day</td>
<td>89</td>
<td>91</td>
</tr>
</tbody>
</table>
Reserve transaction activity:

<table>
<thead>
<tr>
<th></th>
<th>2010-2011</th>
<th>2011-2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reserves</td>
<td>12,509</td>
<td>13,432</td>
</tr>
<tr>
<td>E-reserves (pages viewed)</td>
<td>11,904</td>
<td>13,919</td>
</tr>
</tbody>
</table>

Checkout of reserve materials has increased this past year by about 7%. In addition, the use of electronic reserves has increased by 17%. The library adds more electronic reserves as more courses/programs move into the online environment.

Stacks Management:
Biola patrons have another resource for their research. Biola belongs to the Link+ Consortium which allows a Biola patron to request a book from another Link+ member library. The books are delivered within 2-3 days via a courier system. In the past year Biola Library’s Link+ borrowing increased by 10% and our lending increased by 2%.

Books and journal articles which are not available at Biola or at the Link+ libraries are requested through inter-library loan. The inter-library loan network is nationwide. Biola patrons’ borrowing requests increased by about 121% this past year. In addition, our fulfillment rate to other libraries’ requests reflects a 3% increase this past year.
MEDIA SERVICES

Media Services supports the creation and use of multimedia in education, scholarship, and creative expression. We provide services that assist with digital projects and access to the essential tools for creating and presenting digital resources such as digital video and audio, including PowerPoint presentations.

This chart represents equipment use and does not include services. Each order may require setting up many pieces of equipment to work together.
This past year the number of equipment orders has grown by 30%. Media Services provides equipment and/or services to almost every Biola University department, such as Admissions, Torrey & Missions Conference, Youth Arts, Events, etc... In addition, almost all of the departments require CD or DVD duplication, analog to digital transfers as well as CD editing or digitizing audio.

Services include: providing short-term checkout of equipment such as digital projectors, laptops, video and sound equipment. Delivery of classroom and event hardware configuration carts is available. In addition, we also offer video and audio editing, scanning of various media, duplication of CD, DVD and Blu-Ray disks, CD and DVD mastering, and transfers of video and audio analog to digital.

Staff leadership at the Media Services strives to remain up-to-date with emerging technologies, as well as to understand transformation in how scholars conduct and disseminate research.
The pie chart shows the percentage of titles in each format. In recent years electronic books and journals have grown. This will be especially beneficial for the Biola Global Programs.
ELECTRONIC RESOURCES

Usage statistics for downloading of electronic articles and for searching in databases are summarized below. This does not constitute a complete report of all usage for all electronic journals/databases because it is not yet possible for us to track every single electronic item. For the most part these statistics are COUNTER-compliant. (COUNTER is a standardized code of practice for reporting usage statistics.)

![Articles downloaded*](chart1)

*This figure reflects articles downloaded from major ejournal packages and databases. It does not include articles from individually subscribed ejournals or some of our smaller full text databases.

Some highlights from our ejournal packages and database usage reports:

- Patron searching has increased 21% over last year
- Download of articles has increased 15% over last year
- In addition the number of search sessions has increased 18% from last year

![Number of Searches](chart2)
The number of ebooks available to our patrons has grown exponentially over the past five years. The following chart reflects recent ebook usage.

![Chart showing # of ebooks Used]

The number of ebook searches increased by about 28% in the last two years. The library acquired 11% more ebooks than print books this past year. The acquisition of ebooks allows the Biola Library to expand its collection of subject matter; to provide resources for students in the distance learning programs; and to supplement the physical collection of print books in the current library building.
LIBRARY SERVICES USER SURVEY

In November 2011, Reference and Instruction librarians conducted a survey of students, staff, faculty and other members of the Biola community. The goal of the survey was to collect data that would guide us in developing and enhancing the library’s resources and level of service.

We received 1,648 total completed responses over a three-week period using SurveyMonkey. A few significant findings from our survey included:

- 66.3% of all respondents and 76% of undergraduates access the library in person at least weekly.
- Most respondents (75.6%) were satisfied with the current open library hours.
- The majority of respondents most often visit the library to study (79.7%), check out library materials (69.8%), print a document (41.8%), and access a computer (38.2%).
- Respondents overwhelmingly stated a need for more study spaces in the library. In the chart below, the top two responses were requests for more group spaces (68.7%) and individual spaces (59.0%) within the library. Undergraduate respondents requested group spaces even more (81.8%).

Which of the following future library initiatives would be most useful to you? (Select up to 3 choices)
- 14.2% of respondents indicated that library desks, chairs, and couches are not available when they need them. Likewise, our data showed that over half (52.7%) of respondents who use study rooms indicated that group study rooms are not available when they need them.

![Group study rooms are:](diagram)

- When we asked respondents, “What do you value most about the library?” almost 90% gave an optional open-ended response. Most responses related to the study spaces and atmosphere, the resources, services, and the building itself.