Last year our annual report provided an in-depth look at how we serve our constituency. This year we are excited to show you some of the changes and enhancements to our library services.

The library housed several exhibits this past year. In the fall we displayed Jamie Sweetman’s exhibit entitled *Reoccuring Forms*. Her works illustrate the similarities between the shapes inside the body and those in nature. In the spring, we showcased a woodcut exhibit, *Deep Cuts: Prints by Dirk Hagner*. Also in the spring, as part of Biola University’s Holocaust Awareness week, we were honored to host *The Courage to Remember*, a traveling exhibit of the Museum of Tolerance.

We also had some personnel changes. Susan Johnson, Special Projects Librarian, retired on July 31, 2012 after serving the Library for 23 years. Susan played a major role in moving the Biola Library into the digital world. Susan added the records to the online catalog for the first collection of electronic books. She is replaced by John Tiffin, Metadata Librarian, who will continue to focus on our ever increasing digital collections.

The Dean’s Office has been renovated and refurnished, but where is the new Dean? We are still searching and continue to trust in God’s plan for the right person to lead us.

In the meantime we remain committed to serving our constituents in accordance with Biola’s mission and goals. Please read on to discover how the Library is developing and transforming as we move further into the 21st century. Just as the Library Beacon symbolizes Biola’s focus of bringing the Light to the world, we hope that the Biola Library will be a light on your path to success.

Sincerely,

Sue Whitehead and John Redford
Interim Co-Directors
Patrons can now access the library’s resources and services anytime, anywhere from their smartphone.

**Mobile access allows patrons to:**
- Access their library account to view checked out items, renew items, place holds, and view fines
- Quickly connect with a librarian via “Ask a Librarian” chat assistance
- Search the library catalog, WorldCat Local, LINK+ catalog
- Search the online article databases
- Search Journals and E-Books A to Z

And More!

Mobile Site Pageviews: 10,091

Average Viewing Time: 2:44 minutes

[http://library.biola.edu/m](http://library.biola.edu/m)
Access Services continues to concentrate on efficient delivery of services to library users and to provide study spaces for individuals and groups. This year we were able to add 6 large study tables and 26 more chairs.

<table>
<thead>
<tr>
<th>ACCESS</th>
<th>FY2010-11</th>
<th>FY2011-12</th>
<th>FY2012-13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number hours open</td>
<td>4,128</td>
<td>4,307</td>
<td>4,035</td>
</tr>
<tr>
<td>User entrances to the library</td>
<td>507,001</td>
<td>552,244</td>
<td>518,651</td>
</tr>
<tr>
<td>Library materials used</td>
<td>218,118</td>
<td>216,931</td>
<td>221,612</td>
</tr>
<tr>
<td>Materials borrowed from other libraries</td>
<td>11,262</td>
<td>11,581</td>
<td>10,174</td>
</tr>
<tr>
<td>Materials on loan to other libraries</td>
<td>13,607</td>
<td>13,896</td>
<td>12,765</td>
</tr>
<tr>
<td>Print volumes held</td>
<td>281,030</td>
<td>283,866</td>
<td>271,893</td>
</tr>
</tbody>
</table>
Access Services continues to evolve as we transition from physical book transactions to a greater emphasis on electronic resources.

### Electronic Resource Usage

#### EBooks

<table>
<thead>
<tr>
<th></th>
<th>2010-11</th>
<th>2011-12</th>
<th>2012-13</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-books used</td>
<td>18,418</td>
<td>23,001</td>
<td>307,300</td>
</tr>
<tr>
<td>E-book searches</td>
<td>15,736</td>
<td>25,099</td>
<td>28,093</td>
</tr>
<tr>
<td>E-books held</td>
<td>82,574</td>
<td>213,851</td>
<td>347,215</td>
</tr>
</tbody>
</table>

#### E-Journals

<table>
<thead>
<tr>
<th></th>
<th>2010-11</th>
<th>2011-12</th>
<th>2012-13</th>
</tr>
</thead>
<tbody>
<tr>
<td># of searches</td>
<td>531,889</td>
<td>648,556</td>
<td>863,136</td>
</tr>
<tr>
<td># of Full text retrievals</td>
<td>168,225</td>
<td>192,955</td>
<td>213,976</td>
</tr>
<tr>
<td>E-journal titles accessible</td>
<td>40,300</td>
<td>45,839</td>
<td>46,636</td>
</tr>
<tr>
<td>Individual print only journals</td>
<td>2,777</td>
<td>2,778</td>
<td>2,799</td>
</tr>
</tbody>
</table>
By far, our most popular library database is *Academic Search Premier*. During the last year Biola students, staff, and faculty conducted **56,688** searches and downloaded **28,076** articles from this database alone.

Our *JSTOR* collection now totals more than **2,050** full text, high-impact scholarly journals. Biola researchers are linked to *JSTOR* articles through the search results in most library databases as well as through searching Google Scholar. Full-text downloads of *JSTOR* articles increased by **17.4%** over the previous year.

With more than **41,000** downloads of articles from scholarly journals in the last year, *JSTOR* is one of the library’s most valuable resources. The library recently purchased *JSTOR Arts & Sciences Collections X & XI*, adding **314** journals concentrating in the social sciences, humanities, education, business, language & literature, art, and archaeology.

Special packages include criminal justice, education, contemporary social issues, environment, leadership and management.

Our *Oxford Scholarship Online* collection includes **1,172** ebooks in religion and **1,270** ebooks in philosophy. During the last year researchers viewed 1,674 of these ebooks in religion and 1,748 ebooks in philosophy. This year we also added these *Oxford* collections: Classical studies, History, Sociology, Linguistics, and Political science.

In January the library began a subscription to the *EBSCO eBook Academic Collection* of more than **114,000** full text ebooks. Researchers can print up to 60 pages, or they can download the entire ebook and check it out for seven days.
NEW RESEARCH TOOLS

This year we added Parker Library on the Web. The Parker Library is the rare books and manuscripts library of Corpus Christi College, Cambridge. It is known throughout the world due to its invaluable collection of over 600 manuscripts, particularly medieval texts, the majority of which were bequeathed to the College by Archbishop Matthew Parker.

The Latino-Hispanic American Experience: Leaders, Writers, and Thinkers database presents manuscript, book, and newspaper content in the areas of Hispanic American civil rights, religion and women’s rights ranging from the eighteenth through the twentieth century. The collection draws its content from the “Recovering the U.S. Hispanic Literary Heritage Project” that seeks to gather lost or rare documents and publications pertinent to Hispanic history and culture.

The Literary Encyclopedia is a reference work written by scholars and university teachers around the world. It is also a unique digital environment designed to integrate current knowledge of literature and culture and facilitate the understanding of historical contexts and connections.

The African American Historical Serials Collection features 173 periodicals spanning from 1816 through 1922. The periodicals in this collection include newspapers and magazines, in addition to reports and annuals from various African American organizations, including churches and educational and service institutions.

Electronic Theses and Dissertations (ETD)

Students now self-publish dissertations using the chosen vendors in each graduate school. An electronic copy is also deposited in the Biola Library digital repository. Access is provided through the Biola Library catalog. Access to the dissertations is also available through ProQuest dissertation databases. ETD went live in July 2012. Since then the graduate programs have delivered 58 electronic theses.
Media Center

Event Traffic
This year, we supplied technology equipment for 462 events, including, but not limited to:

- Biola Digital Conference
- Board of Trustees: Board Dinner
- 2013 Board Retreat
- Los Angeles Theology Conference 2013
- Convocations
- Torrey and Mission’s Conferences
- Biblical Interpretation and Spiritual Formation
- Campus Safety Training
- Symphonic Winds and Chorale Retreat
- Spring Preview Day
- Spring 2013 Baccalaureate
- Spring Commencement
- Rosemead Student Banquet
- Pilipino Culture Night
- Opening Weekend Events
- Multicultural Student Dinner
- Graduate Admissions Marketing and Recruiting Retreat

Equipment Expansion: The New Tools

- 2 HD digital projectors
- 15 vocal and instrument microphones
- 5 speakers, including one speaker which works wirelessly with mobile devices
- 4 laptops
- 2 portable screens
- 10x7 large event screen replacement
- Camcorders/Still cameras

Consumer Demand – The Checkout Statistics:

- Projectors: 398
- Sound Equipment: 894
- Video Equipment: 199
- Computer: 167
- Misc.: 1174*

*may include cords, cameras, etc.

Repairs
Many soundboards and speakers were successfully serviced and repaired this year.
Reference & Instruction

Reference via social media

- Twitter: 523 followers
- 102 reference questions were answered via email.
- 654 chat sessions were held
- Facebook: 433 likes

We added several new LibGuides this year (an increase of 60%) and saw usage increase by more than 100%.
2012-2013
By the Numbers

The library website http://library.biola.edu/
main page received 271,000 views

And a website total of 531,000 pageviews

Searches increased 23.8% over last year,
54% over last 2 years

WILEY ONLINE LIBRARY
Full text downloads increased by 23.8%

CAMBRIDGE JOURNALS
Full-text article downloads up 28%
123 Instruction Sessions,
Reaching 2,267 students

11,403 reference questions answered

LibGuides Use: Increased 115%

Ebook use increased by 62%
What Really Happens in the Library...
From this place, proclaiming good news in a changing world