

**HAWAII COMMUNITY COLLEGE  
ANNUAL UNIT REVIEW**

**Edwin H. Mookini Library and  
University of Hawaii, West Hawai`i Library  
and Learning Center (WHLLC)**

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## Hawai'i Community College Annual Program Review

### Edwin H. Mookini Library and University of Hawaii, West Hawai'i Library and Learning Center (WHLLC)

#### I. Description

##### A. Mission statement of the Edwin H. Mookini Library (East Hawai'i)

The Edwin H. Mookini Library serves the University of Hawai'i at Hilo (UHH) and Hawai'i Community College (HawCC) and its primary mission is to support the academic programs of both institutions. The Library also supports academic collaborations and addresses various information needs of the University of Hawai'i system. The Library provides resources in print and alternative formats that supplement and augment classroom instruction and support individual research and exploration. To achieve its mission, the Mookini Library:

- monitors, anticipates and responds to changing academic needs;
- provides resources to support the curricula, with a special emphasis on undergraduate programs;
- provides access to resources to help students and faculty meet their information needs;
- has a library instruction program with the goal of promoting information literacy, leading to life-long learning and self-empowerment;
- utilizes technology to enhance access to library services and collections; and creates an environment that is conducive to the study, use, circulation and preservation of resources.

##### B. Description of Unit (Edwin H. Mookini Library-East Hawai'i)

The Mookini Library is located on the upper campus in Hilo. The library houses books, journals, DVDs, microforms, government documents, and other resources on three floors. In addition to a general collection, the library maintains a Hawaiian Collection and the READ collection. The library has a computer lab, public access computer stations, and a wired classroom. Study rooms are available for student use.

The library works with instructional faculty to provide library resources to meet the needs of their academic programs. The library provides instruction to HawCC classes to promote information literacy. Instructional faculty are encouraged to make suggestions of materials to add to the library's collection. To purchase library materials, faculty members work with Mookini librarians (not necessarily the Hawai'i Community College librarian) who are assigned specific subject areas, e.g. Nursing, English, Agriculture. Library users who need research help may ask questions in person at the reference desk, by telephone, or through the ask-a-librarian email service. Students who need research help beyond basic questions can make an appointment to meet with the HawCC librarian.

##### C. Response to previous program review recommendations.

The library has not yet submitted a program review and has no recommendations to respond to.

A.1 Mission statement of the Library and Learning Center of the University of Hawaii Center, West Hawaii (West Hawaii)

**Mission:** To provide services and resources to help students succeed in their classes. The Library & Learning Center is an environment that encourages active but independent learning. The staff seeks to personalize instruction while helping students build confidence and insight into their own learning experience.

B.1 Description of Unit (West Hawaii)

While the facility is very small, typical academic support services are provided for all UH system students and faculty living in the West side of the island. Library services include reference and information research assistance and instruction, the circulation of library materials, (on site and Intrasystem loans), and instruction on how to use the WHLCC computer workstations and software applications. Learning Center services include tutoring in Reading, Writing, Math, English, and learning skills, and COMPASS placement testing. Other test proctoring includes make-up testing for on site Hawaii Community College classes and distance education testing for students in any UH system course or accredited distance education from other colleges and universities. Staffing consists of the Librarian (faculty position), a Learning Center Coordinator (APT position), and a Library Assistant (civil service). All positions report to the Director of the UH Center. Student assistants are used for tutoring and for library service and assistance.

C.1 Response to previous program review recommendations. None (no previous review)

**II. Analysis of the Unit**

Edwin H. Mookini Library (East Hawai'i)

The library in East Hawai'i is in a unique position because it supports two institutions. Most of the statistics provided in this assessment reflect usage of both HawCC and UHH students and cannot provide a clear picture of library usage of HawCC students.

The library provides students with access to books, journals, audio-visual materials, and online databases. Hawaii Community College students do not have remote access to all databases listed on the library website due to licensing and other restrictions. However, students can access all databases through computers in the library.

The library instruction program is the only part of the Mookini Library that has established student learning outcomes. Students who participate in library instruction will be able to:

- Identify the scope of information needed to solve a problem
- Develop a search strategy to find information using appropriate resources and tools
- Access and retrieve information efficiently and effectively
- Evaluate information sources for appropriateness

The library also promotes Learning Information Literacy Online (LILO), an online tutorial which incorporates the Association for College and Research Libraries Information Literacy Competency Standards. LILO features a student journal to assess student learning.

#### Library and Learning Center of the University of Hawaii Center, West Hawaii (West Hawaii)

While the services and materials are similar to those provided by the three sites in Hilo, space and budget limitations influence how those services and materials are delivered. For instance, a very small print and video collection is maintained (6,214 items), but older items are removed as newer ones are added in order to fit in the current shelving area. Emphasis in the collection is put on the Hawaii Community programs resident at the Center – Food Service, Hawaiian Studies, and general liberal arts materials. Intralibrary loans for items from the other bigger collections in the UH system are fast and free to the students and faculty.

Student Peer tutoring is offered in the areas of Math and English. The Learning Center Coordinator consults with the Math and English faculty to identify appropriate students for tutors. Tutors are hired and supervised by the Coordinator. Because of the small number of students to choose from, recruiting competent student tutors has been a continuing challenge. The lack of space also hinders an adequate environment for tutoring sessions, with students often electing to hold sessions outside on the picnic tables.

Providing a conducive environment for the administration of proctored tests will continue to be problematic until more and quieter space is made available. Students taking course related tests must compete for space with general users in the study areas and the computer workstations.

Reference service and general help with using the collection and the computer workstations is available from one of the staff any time that the WHLLC is open. Classes are invited into the WHLLC for informal sessions on information search strategy, and basic search techniques for using the UH system catalog Voyager and the EBSCO electronic full text databases. On occasion an instructor will request a longer strategy session that takes place in their regular classroom. With so few full-time instructional faculty assigned to the Center, there is little demand for a more formalized instructional program.

The WHLLC has not yet developed specific SLOs to assess the effectiveness of its services and resources. Two different nationally normed surveys (CCSSE and NCHEMS) were administered to HAWCC students at the Center in Spring 2006 and included questions about library and learning center services. Results from both surveys rated engagement and satisfaction of the services at an 80% level or higher.

There is a need for upgrading or replacement of computer workstations on a regular schedule. Some of this was accomplished in 2005-2006, but there is a continued need to both upgrade the computer workstation, and to provide consistent IT support for the Center in general. Currently Hilo ITS staff must travel to Kealahou whenever a computer or network problem arises. It is both costly and inefficient to use the Hilo based staff in this way. To address this need the Center has requested an ITS staff person in the 2007-09 biennium budget.

### **III. Actions plan**

#### Edwin H. Mookini Library (East Hawai'i)

Mookini Library would like to work with the library systems department at UH-Manoa to look at the possibility of having separate categories for HawCC students and UHH students in the Voyager system. The library will also look for additional software to collect online database statistics as budget permits.

Mookini Library will increase the number of databases HawCC students can access from home if the databases are appropriate for undergraduate community college students (e.g. Project Muse) and look for other databases to help support the information needs of HawCC. The library will also add materials to the collection that will enhance college programs.

The HawCC librarian will work with the Instruction librarian and other Mookini librarians to implement new methods of assessment. The library will survey instructional faculty whose classes participated in library instruction to help librarians plan future sessions. Students in English 100 who complete the library WebCT program will be surveyed in AY2006-07. The HawCC librarian will participate in a UH system-wide conference on implementing rubrics to assess LILO in May 2007.

#### University of Hawaii, West Hawai'i Library and Learning Center (WHLLC)

As the College develops college and program level SLO's that include a more defined need for student information literacy, the WHLLC will initiate Unit SLOs that align with the College.

Continue to build or adapt the library collection according to the needs of the programs offered at the Center. Environmental studies and forest ecosystem management are two programs that will be added to the Center curriculum in the next few years.

Participate in the planning and development of a new and larger instructional site for the Center. Both the temporary relocation to larger leased quarters or the design and construction of a permanent facility will be welcomed.

Continue to replace computer work stations on a regular basis per the HawCC technology replacement plan.

### **IV. Resource Implications**

#### Edwin H. Mookini Library (East Hawai'i)

##### A. Budget

In 2005-06, Hawai'i Community College provided the salary of the HawCC librarian and a portion of the shared cost for Academic Periodical Search, an online database. HawCC will be providing the library with additional funding in 2006-2007, which will enable the library to purchase additional library materials, pay for HawCC's share of Voyager and consortial databases, and pay for new online databases. This additional funding is needed because the cost of databases and other materials increase each year. The library will also use funds to send the

HawCC librarian to the University of Hawai'i Libraries Information Literacy Committee meetings in Honolulu and for professional development.

## B. Personnel

Hawai'i Community College filled one librarian position in East Hawai'i in 2005-06. With additional funds from HawCC, the library will create a new staff position in Library Systems, which will fulfill the legislative mandate set in 1990. This additional position is needed to assist students with technical, computer-related questions and to help maintain equipment.

### University of Hawaii, West Hawai'i Library and Learning Center (WHLLC)

#### A.1 Budget

The WHLLC does not have a discrete budget within the Center, and this makes it difficult both to monitor expenditures and propose an expansion of electronic and print/DVD information resources. In consideration of its space limitations, and its distance learners, the WHLLC will need to continue to utilize licensed electronic journals and other resources made available through consortium purchases with other UH system libraries. These additional funding needs should be planned for all HAWCC users, regardless of location.

Continual technological advances require systematic upgrades to computer workstations and peripherals. The WHLLC should be included in the HAWCC replacement and upgrade schedule as needed.

#### B.1 Personnel

The Unit review done for the Center as a whole was completed in November 2006, and identified the need for an additional staff member when the facility moves to a new expanded location sometime in the next four years. The position would be an APT band A, Library Instructional Support.

The addition of an ITS APT position for the Center was included in the 2007-09 biennium budget.

## V. Measures

### Library Data

	East Hawai'i	West Hawai'i
<b>Demand</b>		
Campus Enrollment	1151	329
Number of Faculty	77	12
<b>Efficiency</b>		
Number of Librarians	1	1
Number of staff	0	2
Number of service hours	81	59.3
Number of bibliographic instruction/ presentation sessions for students	89	10
Number of students in bibliographic/ presentation sessions	991	95
Number of reference questions*	7,603	570
Number of informational questions*	7,051	n/a
Gate count/usage statistics*	441,267	n/a
Annual subscriptions to online resources/FTE students and faculty*	23 per FTE	55 per FTE
Non-electronic Acquisitions/FTE students and Faculty*	\$295 per FTE	\$2 per FTE
Library Budget Allocations/College Budget	\$32,308	135,744
<b>Outcomes</b>		
Circulation total*	81,479	681
Intrasystem Loans total*	1,664	51
Number of searches on online databases*	227,328	2606

\*Numbers for East Hawaii reflect usage by both HawCC and UHH

### Testing Data

	East Hawai'i	West Hawai'i
<b>Demand</b>		
Campus Enrollment (FTE)	1151	329
<b>Efficiency</b>		
Hours open	n/a	59.3
Number and description of staff	n/a	1 APT
Student help hours	n/a	20hrs/wk
Number of compass tests administered	n/a	340
Number of Distance Learning tests (for and DL course and including non-system testing)	n/a	400
Local campus tests proctored	n/a	92
Testing budget/College budget	n/a	(within Library)