

**HAWAII COMMUNITY COLLEGE
ANNUAL UNIT REVIEW**

Library Support Services

November 15, 2010

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**UH Center West Hawaii Library and Learning Center (Kealahou) and Mookini
Library, UH Hilo (Hilo)**

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Please note: Library support for Hawai'i Community College students and faculty is provided at two locations:

UH Hilo Mookini Library Most users are serviced by the Mookini Library, per an agreement between Hawai'i Community College and the University of Hawai'i Hilo.

Library and Learning Center of the UH Center West Hawai'i

Faculty based at the UH Center, West Hawai'i in Kealakakua and students living in the general area of West Hawai'i (Kau – Kohala) are serviced by this Library and Learning Center

I. Narrative and Analysis of Data

a. Statement on the mission or purpose of the unit, including the target student population;

Mission statement and goals of 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.

Mission of the West Hawai'i Library and Learning Center:

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. The Center supports all Hawai'i Community College students taking in West Hawaii. It also supports other local students taking classes or programs through distance education from other University of Hawai'i community colleges and universities.

b. Information on external factors affecting the unit;

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 and cannot provide a clear picture of library usage of only HawCC students. The library does not have the ability to separate some of the reported statistics by institution (e.g. item circulation, reference questions, gate count). Only one librarian is assigned to be the liaison librarian to HawCC, which is reflected in the data, but all Mookini librarians and staff members provide services to HawCC students, faculty, and staff.

Because the Mookini Library is a shared facility with UHH, HawCC students have access to more resources than students at other community colleges in the UH system. HawCC students do not have remote access to all databases listed on the library website due to licensing and other restrictions, but can access all databases when they are using computers in the library.

West Hawai'i Library and Learning Center:

The unit must support all UH system students who reside in the West Hawai'i area, but receives all of its funding directly through Hawai'i Community Colleges.

c. Required external measures, if applicable;

Both libraries use external measures agreed upon by the UH Community Colleges (UHCC). The UHCC libraries approved a data template for library assessment in October 2008, with some small modifications made in August 2009 and October 2010. The relevance of this data and how it will be used to assess unit health is yet to be determined.

Common Satisfaction Measurement.

Mookini Library began administering the UHCC Library Satisfaction Measurement Common Survey common survey to East Hawaii students in Spring 2010 and will continue to administer the survey every Spring. The West Hawai'i Library and Learning Center has administered the survey to West Hawaii students since Spring 2009. The relevance of this data and how it will be used to assess unit health is yet to be determined.

UHCC Common Student Learning Outcome: “The student will evaluate information and its sources critically.”

Mookini Library (East Hawai‘i):

The Mookini librarians will decide on a measurement to assess the common Student Learning Outcomes, which will also be included in the next review. The Mookini Library also has separate goals and Student Learning Outcomes which will be reexamined in 2011.

(http://library.uhh.hawaii.edu/lib_services/services/goals_outcomes.htm)

The Mookini Library assesses student learning in most English 100 classes by using Lulima, the UH system’s course management system. Librarians created a program with modules and quizzes that students are assigned to complete as homework. In these classes, a pretest is administered as a benchmark during the first session and a final quiz is given to test student learning during a second session. There is usually a 15-20 percent difference in pre-test and final quiz scores. Scores are sent to instructors, who generally incorporate the library program into their final grades.

West Hawai‘i Library and Learning Center:

As an academic support unit we can respond and encourage the UHCC Common Learning Outcome to be incorporated into the College outcomes, but we must wait until the College agrees on its outcomes at various levels before instructors will be compelled to incorporate it into their classes. The latest GELO’s (General Education Learning Outcomes) approved by the Academic Senate this Fall include three outcomes (Critical Reading, Critical Thinking, and Information Competency) that this common learning outcome would map to. The Library will continue to offer group and individual sessions to classes and individuals about how to find information and evaluate it critically. When the various student learning outcomes for the College fall into alignment, the Library will be able to map the common outcome to departmental and College learning outcomes and promote projects to instructors that fulfill this outcome. In the meantime the library staff will investigate the Lulima based library instruction modules currently used by the Mookini Library staff for East Hawaii classes to see if they can be used for West Hawaii based classes.

II. Update or Create Your Action Plan including Budget Request with Justification, if needed.

Action Plan: Mookini Library (East Hawai'i)

Action Plan Tasks	Year	Responsible Party	Update
Add items to the READ collection to support HawCC's reading classes	2010-2011	Lari-Anne Au	Done Fall 2010 Ongoing
Faculty workshops to promote information literacy	2010-11	Lari-Anne Au	Ongoing
Promote new faculty library orientation	2010-11	Lari-Anne Au	Done Fall 2010 Next: Fall 2011
Promote Book-a-Librarian program that allows students and faculty to easily set up individual appointments with librarians for research and computer assistances	2010-11	Lari-Anne Au and UHH Public Services Librarians	Ongoing
Update Mookini Library SLOs and assessment methods	2010-11	Lari-Anne Au and other UHH librarians	Ongoing
Find other methods to administer common UHCC student survey to reach more students	2010-11	Lari-Anne Au	Done May 2010 Next: Spring 2011
Map the library's English 100 program in Laulima to the Association of College and Research Libraries Information Literacy Standards	2010-11	Lari-Anne Au and other UHH Public Services Librarians	Ongoing

Action Plan: UH Center West Hawai'i Library and Learning Center (West Hawai'i)

Action Plan Tasks	Year	Responsible Party	Update
Build or adapt the materials collection according to the needs of on site programs	2010-2011	Laurel Gregory and Karen Au	Ongoing
Participate in the final library space planning for the new Center at Palamanui	2010-2012	Laurel Gregory and Karen Au	Ongoing
Replace or update computer workstations and related technology on a regular basis	2010-2011	Laurel Gregory and ITS	Ongoing
Initiate assessment of a unit SLO that aligns with the College SLOs	2010-2012	Laurel Gregory	Ongoing- rubric and artifact collection
Investigate use of UHH Laulima library instruction module for West Hawaii classes	2011	Laurel Gregory and Karen Au	Will ask English dept to try it Spring 2011
Administer common UHCC student survey	2010-2011	Laurel Gregory	Done April 2010 Next: April 2011
Fill vacant APT B position generated by Learning Center Coordinator retirement	2010-2011	Beth Sanders	Redescribe, Advertise and Fill by June 2011
Add an APT Band A Educational Specialist in the support new facility operations when it is built at Palamanui.	2008-2012	Beth Sanders	Approved in HawCC ADP review April 2009. Submitted in UH Center Comprehensive Unit Review Dec. 2009 and again in Annual Review Dec. 2010/

Budget Request: Mookini Library (East Hawai'i)

The amount that Hawai'i Community College spends on library support for its faculty and staff in East Hawai'i is negotiated with UH Hilo. The funds provided by HawCC are used for the salary of one librarian at UHH. This librarian is assigned to provide library instruction to HawCC students, to participate in reference assistance, and to build the collection in areas related to HawCC programs. This funding also helps support the Mookini Library's electronic resources subscriptions and intrasystem loans to HawCC faculty and students. This amount has not been reviewed nor increased recently. Funding should be reviewed to support these services to reflect the increase in student enrollment.

Budget Request: UH Center West Hawai'i Library and Learning Center (West Hawai'i)

The Library and Learning Center in West Hawai'i falls under the general academic support services of the UH Center West Hawai'i and as such does not have a discreet budget managed by the Library staff. Staff and student assistant salaries, the annual cost of the Voyager online catalog system, supplies and resource material purchases are made from the general UH Center budget. The annual subscription costs for online article databases are covered for all of Hawaii Community College users by the UHH Mookini library, per the MOU on library services between the two colleges.

The most pressing need affecting the budget is the replacement of the APT position that went vacant in September 2009. The Learning Center Coordinator position (APT Band B) attached to the Library and Learning Center has been vacant since Mike Hopson retired. This has left only two staff members, the Librarian (non instructional faculty) and the Library Assistant IV (civil service) to administer all of the operations and offer the services of the Library and Learning Center. As a result the LLC has cut operating hours and is no longer open on Saturdays or in the evenings. If we are to maintain services to an increasing number of students and restore our former operating hours, the APT Band B position needs to be redescribed to fit the current needs of the unit and needs to be filled before Fall 2011.

In addition, funding was proposed for an additional APT Educational Specialist Band A in the 2009 biennium budget to help manage a larger facility at the new UH Center under development at Palamanui. Due to shifting timelines on the project, the request was deferred until the next biennium. In Fall 2010, the timeline on this project was revitalized by various actions of the developers and the University of Hawaii. Therefore the need to create and fill the position is included in this review and the Unit Review of the UH Center West Hawaii.

2010 Annual Report of Academic Support Services Program Data						
COLLEGE : Hawaii Community College (Served by Mookini Library and UH Center West Hawaii)	Quantitative Measure Mookini Library 2008	Quantitative Measure UH Center West Hawaii 2008	Quantitative Measure Mookini Library 2009	Quantitative Measure UH Center West Hawaii 2009	Quantitative Measure Mookini Library 2010	Quantitative Measure UH Center West Hawaii 2010
Library Data (Overall Health)						
Library Demand (Health)						
Student FTE (2025 total)	1365	232	1541.5	265.5	1705	320
Number of Faculty FTE (116 total)	74	12	79.75	14.25	100	16
Total FTE served	1439.00	244.00	1621.25	279.75	1805.00	336.00
Library Efficiency (Health)						
Student and faculty FTE per FTE Librarian	1439	244	1621.25	279.75	200.50	336.00
Student and faculty FTE per FTE staff	0	244	0	279.75	128.90	336.00
Hours of service per week	84	59	84	59	82	43.75
Number of presentation sessions (for HawCC students)	85	8	80	10	98	13
Number of students attending presentation sessions per student FTE (HawCC)	.82	0.41	0.66	0.6	0.77	0.59
Number of reference and informational questions per student and faculty FTE*	7.52	3.72	3.73	12.86	11.66	10.71
Fall semester gate count per student and faculty FTE*	18.64	na	27.37	na	42.22	na
Net volumes added per student and faculty FTE	.76	0	0.47	0.88	0.54	0.16
Library budget allocated by college per college budget*	.05	0.0066	0.02	0.0062	0.02	0.0060
Circulation per student and faculty FTE*	13.7	4.2	19.41	4.3	14.95	4
Number of intra system items borrowed per S & F FTE*	.63	0.27	0.62	0.26	0.39	0.88
Library Effectiveness (Health)						
Number of online books and articles retrieved per student and faculty FTE* and **	27.4	7.1	40.6	8.06	31.59	5.83
*Mookini Library numbers reflect usage by both HawCC and UHH FTE - no way to differentiate						
** West Hawaii "in library" use only, lab/home use goes into UHH count						

Mean, median and mode of call numbers H,Q,R, and T	Cancelled use per UHCC agreement Fall 2010						
Common Student Learning Outcome: The student will evaluate information and its sources critically (See Narrative)							
Satisfaction Measurements using common survey questions							
Mookini Library Spring 2010 Survey							
Percentage of 143 Responses	Strongly Disagree	Disagree	Not Applicable	Agree	Strongly Agree		
o I usually find enough books to meet my course needs.	0	0.04	0.17	0.57	0.23		
o I get enough articles from the library databases to meet my class needs.	0	0.03	0.3	0.5	0.17		
o The library staff guide me to resources I can use.	0	0.007	0.1	0.46	0.43		
o The library's instruction sessions have increased my understanding of libraries and research.	0.01	0	0.04	0.46	0.48		
o The library website is useful.	0	0.02	0.14	0.42	0.42		
o The library's computers meet my needs.	0	0.02	0.13	0.48	0.37		
o I feel comfortable being in the library.	0	0.02	0.08	0.46	0.44		
Satisfaction Measurements using common survey questions							
	West Hawaii Spring 2009 Survey	West Hawaii Spring 2010 Survey	West Hawaii Spring 2009 Survey	West Hawaii Spring 2010 Survey	West Hawaii Spring 2009 Survey	West Hawaii Spring 2010 Survey	
2009: Percentage of 111 Responses 2010: Percentage of 115 Responses	Yes	Yes	No	No	Not Applicable	Not Applicable	
o I usually find enough books to meet my course needs.	0.61	0.74	0.14	0.07	0.25	0.19	
o I get enough articles from the library databases to meet my class needs.	0.74	0.70	0.04	0.08	0.23	0.22	
o The library staff guide me to resources I can use.	0.86	0.96	0.00	0.00	0.13	0.04	
o The library's instruction sessions have increased my understanding of libraries and research.	0.64	0.72	0.05	0.03	0.32	0.25	
o The library website is useful.	0.85	0.87	0.03	0.03	0.13	0.10	
o The library's computers meet my needs.	0.86	0.91	0.10	0.00	0.02	0.03	
o I feel comfortable being in the library.	0.92	0.97	0.02	0.00	0.04	0.03	