

# **HAWAII COMMUNITY COLLEGE ANNUAL UNIT REVIEW**

## **Library Support**

**December 2, 2009**

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**ANNUAL UNIT REVIEW**

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

**December 2, 2009**

**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 classes from or residing in West Hawai'i. 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. The relevance of this data and how it will be used to assess unit health is yet to be determined.

**Common Satisfaction Measurement.**

The West Hawai'i Library and Learning Center administered the UHCC Library Satisfaction Measurement Common Survey in April 2009. Mookini Library began administering the common survey to HawCC students in Fall 2009 and will begin reporting results in the next annual unit review.

**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 SLO, which will also be included in the next review.

## West Hawai'i Library and Learning Center:

This common student learning outcome maps to part of one College SLO/PLO for the Liberal Arts program:

### CRITICAL AND CREATIVE THINKING

“Think and act with intellectual insight and integrity. **Gather, analyze, and evaluate information.** Pose questions, synthesize ideas, solve problems, and reach logical conclusions. Create new ideas and works that express individuality.”

It also maps to two current SLOs for English 100:

- 5. “Read critically and synthesize credible information for use in writing, and document it correctly.”
- 6. “Use credible sources, and document them correctly.”

In discussions in Spring of 2009 with Kate Sims, a English department faculty member based in West Hawaii, it was discovered that these SLOs are under revision and the department is considering the mapping of these two SLOs to English 102 rather than English 100. This shift in SLO assignment is reflected in the instructional requests for information searching, documentation, and evaluation strategies sessions for English classes. This past year, these sessions have been taking place in English 102 classes rather than English 100 classes. This past April, after one library instruction session with an English 102 class, the librarian was able to review the sources students selected for their projects during the session. A more formal process, with the review of the final reference lists for projects turned into the English 102 instructor using nationally established information literacy rubrics, will be attempted in Spring 2009.

## **Unit Health Indicator Levels**

The UH Library Council collects yearly statistics that include some of the raw data used to arrive at the ratios listed in the Data section. The complete Council 2008-2009 statistics for all of the UH Libraries will not be available until February 2010. Since the data for HawCC is split between UH Hilo and West Hawai'i, it is difficult to make meaningful comparisons between Hawaii Community College and other community colleges in the system.

This year, the UHCC asked that the libraries assign health indicator levels in their annual reviews. The three levels used in program reviews are: Healthy, Cautionary, and Unhealthy. The rubrics used for program assessment do not correlate well to academic support units, so the assignments in this review are arbitrary at best. The establishment of baselines to track trends and rubrics to validate these “Health calls” will need to be discussed further by the UHCC libraries.

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

**Action Plan: Mookini Library (East Hawai'i)**

<b>Action Plan Tasks</b>	<b>Year</b>	<b>Responsible Party</b>	<b>Update</b>
Add items to the READ collection to support HawCC's reading classes	2009-2010	Lari-Anne Au	Ongoing
Purchase DVDs and books to support the HawCC vocational programs	2009-2010	Lari-Anne Au	Ongoing
Faculty workshops to promote information literacy	2010	Lari-Anne Au	Ongoing
Workshops to promote library resources to students	2009-2010	Lari-Anne Au	Ongoing
Promote new faculty library orientation	2009-2010	Lari-Anne Au	Ongoing
Update Mookini Library SLOs and assessment methods	2010	Lari-Anne Au and other UHH librarians	Ongoing
Administer common UHCC student survey	2009-2010	Lari-Anne Au	Date yet to be decided

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

<b>Action Plan Tasks</b>	<b>Year</b>	<b>Responsible Party</b>	<b>Update</b>
Build or adapt the materials collection according to the needs of on site programs	2009-2010	Laurel Gregory and Karen Au	Ongoing
Participate in planning a new HawCC campus and UH Center West Hawai'i	2009-2010	Laurel Gregory	Ongoing
Replace or update computer workstations and related technology on a regular basis	2009-2010	Laurel Gregory and ITS	Ongoing
Initiate assessment of a unit SLO that aligns with the College SLOs	2009-2010	Laurel Gregory	Ongoing- rubric and artifact collection
Administer common UHCC student survey	2009-2010	Laurel Gregory	Done April 2009 Next: April 2010
2006 Earthquake FEMA book loss replacement grant- order	2007-2009	HawCC Faculty, Laurel Gregory,	Done. Selected, ordered, received

and add replacement books and DVDs to the collection		Rachel Louis, and Karen Au	by June 2008. Added to collection for use by January 2009
APT Band A Educational Specialist Request in the Biennium Budget 2009 to support new facility when it is built at Palamanui.	2008-2010	Laurel Gregory	Approved in HawCC ADP review April 2009 submitted in UH Center Comprehensive Unit Review Dec. 2009

**Budget Request:**

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 changed recently and should be reviewed.

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. Funding was proposed for an additional APT Educational Specialist in the 2009 biennium budget to help manage a larger facility at the new UH Center under development at Palmanui. Due to shifting timelines on the project, the request was deferred until the next biennium. In Fall 2009 the timeline on this project was revitalized by various actions of the Hawaii County Planning Commission and the UH Board of Regents. Therefore the position will be included in the next UH Center Unit Review and budget request. This position is being requested as a Band A APT.

## 2009 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
<b>Demand Health= Healthy</b>				
<b>Efficiency Health=Cautionary</b>				
<b>Effectiveness Health= Cautionary</b>				
<b>Library Data (Overall Health= Cautionary)</b>				
<b>Library Demand (Healthy)</b>				
Student FTE	1365	232	1541.5	265.5
Number of Faculty FTE (not including Lecturers)	74	12	79.75	14.25
Total FTE served	1439.00	244.00	1621.25	279.75
<b>Library Efficiency (Cautionary)</b>				
Student and faculty FTE per FTE Librarian	1439	244	1621.25	279.5
Student and faculty FTE per FTE staff	0	244	0	279.5
Hours of service per week	84	59	84	59
Number of presentation sessions (for HawCC students)	85	8	80	10
Number of students attending presentation sessions per student FTE (HawCC)	.82	0.41	0.66	0.6
Number of reference and informational questions per student and faculty FTE*	7.52	3.72	3.73	12.86
Fall semester gate count per student and faculty FTE*	18.64	na	27.37	na
Net volumes added per student and faculty FTE	.76	0	0.47	0.88
Library budget allocated by college per college budget*	.05	0.0066	0.02	0.0062
Circulation per student and faculty FTE*	13.7	4.2	19.41	4.3
Number of intra system items borrowed per S & F FTE*	.63	0.27	0.62	0.26
<b>Library effectiveness (Cautionary)</b>				
Number of online books and articles retrieved per student and faculty FTE* and **	27.4	7.1	40.6	8.06
<b>*Mookini Library numbers reflect usage by both HawCC and UHH FTE - no way to differentiate</b>				
<b>** West Hawaii "in library" use only, lab/home use goes to UHH count</b>				
Common Student Learning Outcome: The student will evaluate information and its sources critically (See Narrative)				
Mean, median and mode of call numbers H,Q,R, and T				
Mean of call number H	1976	1987	1977	1988
Mean of call number Q	1976	1984	1977	1985
Mean of call number R	1985	1992	1985	1994
Mean of call number T	1980	1989	1980	1990
Mean of ALL call numbers	na	1982	1974	1983
Median of call number H	1981	1979	1978	1979
Median of call number Q	1983	1961	1979	2001
Median of call number R	2002	1971	2002	1978
Median of call number T	1993	1996	1990	1993
Median of ALL call numbers	na	1982	1970	1993

Mode of call number H	1975	1979	1975	1979
Mode of call number Q	1975	1989	1975	2002
Mode of call number R	1976	1989	1976	1989
Mode of call number T	1975	1986	1975	1986
Mode of ALL call numbers	na	1989	1975	1993
Satisfaction Measurements using common survey questions	Mookini Library - No Survey done 2007-2009			
Satisfaction Measurements using common survey questions	West Hawaii Spring 2009 Survey			
Percentage out of 111 Responses		Yes	No	Not Applicable
o I usually find enough books to meet my course needs.		0.61	0.14	0.25
o I get enough articles from the library databases to meet my class needs.		0.74	0.04	0.23
o The library staff guide me to resources I can use.		0.86	0.00	0.13
o The library's instruction sessions have increased my understanding of libraries and research		0.64	0.05	0.32
o The library website is useful.		0.85	0.03	0.13
o The library's computers meet my needs.		0.86	0.10	0.02
o I feel comfortable being in the library.		0.92	0.02	0.04