

**Library System Unit Review  
Hawaii Community College  
November 30, 2011  
Submitted by Lari-Anne Au and Laurel Gregory**

**Introduction:**

The majority of Hawai'i Community College students and faculty reside in the Hilo area and are served by the Mookini Library of the University of Hawai'i at Hilo. Those attending classes or distance education students residing on the west side of the island are served by the Library & Learning Center of the UH Center West Hawai'i in Kealahou. Both libraries are covered in this annual review.

Mission Statements and Program Descriptions:

Mookini Library (East Hawai'i):

The Edwin H. Mookini Library is a gathering place and a gateway to many sources of learning and knowledge for the University of Hawai'i at Hilo and Hawai'i Community College 'ohana as well as our diverse Hawai'i Island community. With a spirit of aloha and commitment to excellence, the Library provides resources, instruction, and services to encourage academic success and develop information-literate, lifelong learners.

The Mookini Library houses the following resources on three floors:

- 235,000 monograph volumes
- 85,000 microform pieces
- 11,000 audiovisual items
- 476 current print serials
- Course reserves with materials contributed by instructors
- Special Hawaiian Collection with access to Hawaiian monographs, maps, and Hawaiian language newspapers on microfilm
- 100 PCs located on all floors that have access to the internet and Microsoft Office 2010 programs
- two scanners
- four televisions with 2 DVD players and 2 VCRs
- an accessible PC in the Reference Area loaded with Jaws and Zoomtext
- a video magnifier (Optelec) on an adjustable table
- an electronic classroom with an instructor's computer, projector, and 27 PCs is used for library instruction
- nine study rooms located throughout the second and third floors of the library
- three copy machines
- three microform reader-printers
- ATM machine

### West Hawai'i Library and Learning Center:

The mission is 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.

This facility services faculty and staff who are based at the UH Center, West Hawai'i, in Kealakakua, and students living in the general area of West Hawai'i (Kau – Kohala). The Center supports all Hawai'i Community College students taking classes 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. In less than 2,500 square feet, the Library and Learning Center supports the library, testing, and tutoring needs of students and instructors in West Hawaii. It contains:

- Study space and small discussion tables
- 18 Student computer workstations including one with ADA related software
- 2 Printers and one scanner
- 1 Media playback station
- 1 Public Photocopier
- A Course Reserve Collection
- Over 6, 000 circulating books, videos, and DVDs

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

### Mookini Library (East Hawai'i):

In addition to the UH CC Common Student Learning Outcome, the Mookini Library has student learning goals and outcomes which were developed using different standards, including the Association of College and Research Libraries' (ACRL) Information Literacy Competency Standards for Higher Education. These additional outcomes also include evaluation of information ([http://library.uhh.hawaii.edu/lib\\_services/services/goals\\_outcomes.htm](http://library.uhh.hawaii.edu/lib_services/services/goals_outcomes.htm)).

The library assesses the competencies in information literacy through the use of online library programs used by many English 100 and English 102 classes, student and faculty surveys, and the use of clicker technology. Most English 100 classes are taught information literacy skills through Laulima, 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. The HawCC librarian also uses clicker technology to gauge

student understanding of information literacy and is investigating ways to use the technology as an assessment tool.

Beginning in Fall 2010, the library also sends a survey to faculty members who have used the library instruction program. The survey is sent at the end of each Fall semester for feedback on the impact sessions may have had on students' research assignments.

#### West Hawai'i Library and Learning Center:

The latest college GELO's (General Education Learning Outcomes) approved by the Academic Senate this in 2010 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, particularly for English 100 and English 102 classes about how to find information and evaluate it critically. The library staff met with the instructional librarians at Mookini Library in Hilo in July 2011 to investigate the Laulima based library instruction modules currently used by the Mookini Library staff for East Hawaii classes. The UH Hilo librarians demonstrated how their Laulima tutorial was put together and shared a copy or their basic Laulima template with the West Hawaii staff. Laulima tutorials adapted to the circumstances at West Hawaii will be developed from this template.

#### **Part I. Quantitative Indicators for Program Review**

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.

##### Notes:

Major revisions were made to the data template in July 2011 by the UHCC system office. Data presented in 2008-2009 and 2009-2010 was calculated in a different way and can be found in the previous Academic Support Unit annual reviews on the Hawaii Community College Assessment website. Because of these revisions, only 2010-11 data is presented in this review.

The Mookini 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 users, 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). In some of the reported data, FTEs for both HawCC and UHH are used as well as the total number of Mookini librarians to give a more representative view of usage.

#### **Common Satisfaction Measurement:**

Included in the data are the results for the UHCC Library Satisfaction Measurement Common Survey. The West Hawai'i Library and Learning Center has administered the survey to West Hawaii students since Spring 2009, while the Mookini Library began administering the survey East Hawaii students in Spring 2010. The relevance of this data and how it will be used to assess

unit health is yet to be determined. Additional questions about faculty satisfaction were added in July 2011 and will be included in the next survey.

<b>COLLEGE : Hawaii Community College (Served by Mookini Library and UH Center West Hawaii )</b>	<b>Quantitative Measure Mookini Library 2011</b>	<b>Quantitative Measure UH Center West Hawaii 2011</b>
<b>Library Data (Overall Health)</b>		
<b>Demand Measures (Health)</b>		
Number of informational and reference questions per student and faculty FTE*	7.35	8.79
Number of students attending presentations sessions per student FTE	.72	.53
Number of circulations, electronic books used, full-text journal articles downloaded per student and faculty FTE*	57.4	5.27
Number of web accessible computers per student FTE*	.03	.04
<b>Efficiency Measures (Health)</b>		
Number of informational and reference questions answered per FTE librarian	4,571	1,890
Number of book volumes per student FTE*	58.5	212.64
Total materials expenditures per student FTE*	\$125.63	\$12.53
Total library expenditures per student and faculty FTE*	\$287.81	\$275.58
<b>*Mookini Library numbers reflect usage by both HawCC and UHH FTE - no way to differentiate</b>		
<b>Effectiveness Measures (Health)</b>		
Common Student Learning Outcome: The student will evaluate information and its sources critically.	see narrative	
<b>Faculty satisfaction measurement – 1 or 2 questions</b> 1. I usually find enough course resources to meet my needs. 2. I am satisfied with the service I receive from the library staff.	Will be reported on next annual unit review	Question 1: Yes=100% (4 responders) (N/a= 8 responders)

<b>Student Satisfaction Measurements using common survey questions</b>		<b>Mookini Library Spring 2011 Survey</b>				
2011-Percentage of 268 Responses	Strongly Disagree	Disagree	Not Applicable	Agree	Strongly Agree	
o I usually find enough books to meet my course needs.	0.007	0.02	0.16	0.59	0.22	
o I get enough articles from the library databases to meet my class needs.	0.007	0.015	0.18	0.62	0.18	
o The library staff guide me to resources I can use.	0.02	0.007	0.09	0.51	0.38	
o The library's instruction sessions have increased my understanding of libraries and research.	0.02	0.01	0.05	0.47	0.46	
o The library website is useful.	0.01	0	0.07	0.50	0.42	
o The library's computers meet my needs.	0.01	0.007	0.09	0.51	0.38	
o I feel comfortable being in the library.	0.02	0.01	0.05	0.48	0.43	
		<b>Mookini Library Spring 2010 Survey</b>				
	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 Library Spring Surveys 2009 - 2011							
	2009	2010	2011		2009	2010	2011		2009	2010	2011
2009: Percentage of 111 Responses 2010: Percentage of 115 Responses 2011: Percentage of 79 Responses	Yes	Yes	Yes		No	No	No		N/A	N/A	N/A
o I usually find enough books to meet my course needs.	0.61	0.74	.66		0.14	0.07	.10		0.25	0.19	.24
o I get enough articles from the library databases to meet my class needs.	0.74	0.70	.66		0.04	0.08	.06		0.23	0.22	.28
o The library staff guide me to resources I can use.	0.86	0.96	.85		0.00	0.00	0		0.13	0.04	.11
o The library's instruction sessions have increased my understanding of libraries and research.	0.64	0.72	.71		0.05	0.03	.00		0.32	0.25	.29
o The library website is useful.	0.85	0.87	.87		0.03	0.03	0		0.13	0.10	.10
o The library's computers meet my needs.	0.86	0.91	.84		0.10	0.00	.06		0.02	0.03	.08
o I feel comfortable being in the library.	0.92	0.97	.94		0.02	0.00	.0		0.04	0.03	.04

## Part II. Analysis of the Unit

### Mookini Library (East Hawai'i):

#### Hours and Staffing:

The Library is open during the academic year and average of 81.5 hours a week, with special hours for Finals. The library consists of five main units: Access Services, Public Services, Library Administration, Library Systems, and Technical Services. There are ten full-time librarians and seventeen paraprofessional staff members. One Public Services librarian is assigned as the Hawaii Community College liaison (HawCC librarian). The HawCC librarian communicates with faculty to ensure there are materials to support the curriculum. The HawCC librarian solicits suggestions for resources, including serials, when budget permits and gets feedback when deciding to cancel subscriptions. The HawCC librarian regularly attends Academic Support meetings and is notified of new programs.

The HawCC librarian is the main subject liaison who is responsible for selecting library materials to support Hawaii Community College programs. She works with several other subject liaison librarians to purchase materials to support specific programs, e.g. Nursing, Agriculture. The subject liaison list is located on the library homepage ([http://library.uhh.hawaii.edu/lib\\_services/services/coll\\_dev liaisons.htm](http://library.uhh.hawaii.edu/lib_services/services/coll_dev liaisons.htm))

#### Distance Education Support:

The library supports all users, including distance learning students. There is one Distance Learning Librarian, who communicates with faculty and students to promote library resources and maintains the library's Distance Learning webpage, which has information about library services for distance learning students. The Distance Learning Librarian administers the English 100 library program in Lulima for online classes. The library has used different methods, including Adobe Connect, Elluminate, and Skype, to provide library instruction to distance learning students.

#### List of courses, workshops and other held each year and attendance

Mookini Library	2008-2009	2009-2010	2010-2011		
# of sessions*	82	80	93		
# of participants	1065	1025	1258		

\*individual classes may have scheduled more than one session

#### Strengths:

Because the Mookini Library supports the UH Hilo bachelors and masters programs, and is a larger facility than Hawaii Community College could support on its own, HawCC students and faculty benefit in these ways:



Access to more resources than students at other community colleges in the UH system. HawCC students, faculty, and staff may 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.

The services of a larger professional staff and their expertise. While only one librarian is assigned to be the liaison librarian to HawCC, all Mookini librarians and staff members provide services to HawCC students, faculty, and staff.

A well developed information literacy program. The HawCC liaison librarian partners with the other UH Hilo instructional librarians to teach library use and information literacy via classes and custom instructional modules in the UH Lualaba system.

#### Weaknesses:

There is currently a lack of the ability to separate out HawCC users from UHH users in most of the quantitative data collected. This limits its usefulness for assessing services to HawCC students and faculty.

It is difficult to do outreach to students because the library is located on upper campus. Many students who have classes on the Manono campus never come to the library.

#### West Hawai'i Library and Learning Center:

The LLC is open Monday – Friday, 7:45 a.m. – 4:30 p.m. Current staffing consists of one librarian (faculty) and one library assistant (civil service). Student assistants and student peer tutors are utilized during fall and spring semesters.

General library use and information literacy instruction is available informally on demand or more formally through sessions scheduled for individual classes. The staff and student assistants offer help on how to use the college information system (MyUHPORTAL) which includes campus email, class registration and transcript records, and the Lualaba class management system. Staff also help students learn how to use Microsoft Office modules to write papers and complete other assignments.

A collection of information material resources (books, videos and DVDs) is maintained by the staff, with new items purchased based on the discussions with students and resident instructors. Due to limited space, the staff makes an effort to remove outdated items as soon as newer materials are added to the collection. Electronic information resources, in the form of article databases like those from EBSCO and more than 81,000 electronic books, are available on site or from home, with access gained through the UHH proxy server, per the MOU agreement with UHH. In addition to this immediate access, all circulating materials in the library collections of UH Hilo, UH Manoa, UH West Oahu and each of the UH community colleges, are available at no charge through the UH Intrasystem Loan system.

### Distance Education Support:

In West Hawai'i, library related services are available to both on site and distance education students living in the West Hawaii area (Kau – Kohala). If users cannot come to the campus for the use of resources or instruction, the library staff can be reached by phone, fax or email. Distant users can initiate their own intra-system loans, but must come to the library to pick them up and return them for mailing back to the owning library. Articles not from a full-text database can be supplied by the UH Manoa Hamilton Library as pdf files to the distance user. Some distance learning class instructors have put information literacy modules into their course content, often in consultation with the library staff.

### List of courses, workshops and other held each year and attendance

West Hawai'i	2008-2009	2009-2010	2010-2011		
# of sessions	10	13	16		
# of participants	160	187	216		

### Strengths

Access to information resources. Even with the small size of the facility, the LLC still offers a small but relevant collection of books and DVDs for circulation, free and timely delivery of materials from other UH system libraries, and instant access to over 81,000 electronic books to the user's desktop. Through the UH library system, users have access to full text articles from over 12,000 periodicals and journals, indexed in 34 electronic databases. Additional journals and databases are available through the MOU with UH Hilo.

Access to immediate individualized assistance and literacy instruction. The experienced two person staff is always available to help with any library related or academic support question. The LLC functions as the academic hub for West Hawaii students, offering help library services, test proctoring, tutoring, and computer application usage. Many of the students are on a first name basis with the staff.

### Weaknesses

The facility is too small for a growing student population. There is not enough space for individual studying, meeting in groups or enough computer workstations during peak morning and early afternoon times.

Not enough staff. An APT position has been vacant since 2009, and this has made it difficult for the other two individuals to keep up with the demands of a busier facility and increased

assessment responsibilities. Student assistants provide up to 20 hours a week general library use assistance, but they cannot perform the professional level duties of a staff member.

A more formal information literacy program is needed. While several West Hawaii based instructors work closely with the staff to introduce beginning library use and information literacy into their classes, a more consistent and measurable program would help to meet the college SLOs.

### Part III. Action Plan

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

<b>Action Plan Tasks</b>	<u>Year</u>	<u>Responsible Party</u>	<u>Update</u>
Work with Intensive English Program/ESL instructors to expand graded readers collection	2011-12	Lari-Anne Au	Will meet by January 2012 to finalize list of books to purchase.
Create clicker presentations to use as assessment	2011-12	Lari-Anne Au	Ongoing
Update Mookini Library SLOs and assessment methods	2011-12	Lari-Anne Au and other UHH librarians	Worked with Laurel Gregory in Summer 2011 to come up with unit outcomes and assessment plans. Plan on implementing assessment tools in 2011-12.
Find other methods to administer common UHCC student survey to reach more students	2011-12	Lari-Anne Au	Plan to use Survey Monkey in Spring 2012 in addition to methods in place.
Find methods to reach distance learning students directly	2012	Lari-Anne Au and the Mookini Distance Learning Librarian	Spring 2012

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

<b>Action Plan Tasks</b>	<u>Year</u>	<u>Responsible Party</u>	<u>Update</u>
Build or adapt the materials collection according to the	2011-2012	Laurel Gregory and Karen Au	Ongoing

needs of on site programs			
Participate in the final library space planning for the new Center at Palamanui	2011-2012	Laurel Gregory and Karen Au	Ongoing
Replace or update computer workstations and related technology on a regular basis	2011-2012	Laurel Gregory and ITS	June 2011 - 5 new computer workstations for placement testing and general use, new monitors for 4 other public workstations. Ongoing improvements in the wireless network.
Initiate assessment of a unit SLO that aligns with the College SLOs	2011-2012	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	Started – template acquired, try it Spring 2012
Administer common UHCC student survey	2011-2012	Laurel Gregory	Done April 2011 Next: April 2012, Update questions to new UHCC template issued in July, 2011
Fill vacant APT B position generated by Learning Center Coordinator retirement	2010-2011	Beth Sanders	Done August 2012.
Add an APT Band A Educational Specialist to support the growing enrollment now and when the new facility 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. In process – Complete by June 2012

#### **Part IV. Resource Implications (physical, human, financial)**

##### **Budget Request:** Mookini Library (East Hawai'i)

The amount that Hawai'i Community College spends on library support for its students, faculty, and staff in East Hawai'i is negotiated with UH Hilo through a Memorandum of Understanding (MOU). 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 monograph collections, electronic resources subscriptions and intrasystem loans to HawCC faculty and students. This amount has not been reviewed nor increased recently. There are plans to update and renegotiate the MOU in 2012.

##### **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 Director of the Center, Beth Sanders, has included a funding request for a new APT Educational Specialist Band A in the Center budget request to support the growing enrollment now and when the new facility is built at Palamanui. This position will replace the civil service library assistant IV position that went vacant in September 2011.