

**Library System Review
Hawaii Community College
Submitted by Lari-Anne Au and Laurel Gregory
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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:

- 234,000 monograph volumes
- 86,000 microform pieces
- 9,000 audiovisual items
- 71 current print serials
- Course reserves with materials contributed by instructors
- Special Hawai'i an Collection with access to Hawai'i an monographs, maps, and Hawai'i an 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; four of these rooms have monitors with internet access
- Student media production room with projector and computer with Adobe Creative Suite 6
- three copy machines
- three microform reader-printers
- ATM machine

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 goals reflect the entire process of information literacy (<http://guides.library.uhh.hawaii.edu/content.php?pid=283951&sid=2529357>).

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 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 Hawai‘iCC librarian has been investigating the use of other methods to measure students’ understanding of the research process. The Hawai‘iCC librarian uses clicker technology to gauge student understanding of information literacy and is investigating ways to use the technology as an assessment tool. In Fall 2012, the Hawai‘iCC librarian created a short exercise using Google Docs to gather data on students’ research habits. A link to the exercise is found on the library’s Get Started guide (<http://guides.library.uhh.Hawai‘i.edu/basicresearchskills>).

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. Feedback about the library instruction program has been very positive.

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

The librarian and staff, in scheduled sessions and informal interaction with students, foster the **UHCC Common Student Learning Outcome**: “The student will evaluate information and its sources critically.”

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 2009-2010 was calculated in a different way and can be found in the previous Academic Support Unit annual reviews on the Hawai‘i Community College Assessment website. Because of these revisions, only 2010-11 and 2011-12 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 Hawai‘iCC and UHH users, and cannot provide a clear picture of library usage of only Hawai‘iCC 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 Hawai‘iCC 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 Hawai‘i students since Spring 2009, while the Mookini Library began administering the survey East Hawai‘i 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.

UH Hilo - UH Community Colleges Common Library Student Satisfaction Survey

| 2012-Percentage of 270 Responses | Strongly Disagree | Disagree | Not Applicable | Agree | Strongly Agree |
|---|-------------------|----------|----------------|-------|----------------|
| I usually find enough books to meet my course needs. | .01 | .02 | .24 | .41 | .31 |
| I get enough articles from the library databases to meet my class needs. | 0 | .02 | .26 | .4 | .3 |
| The library staff guide me to resources I can use. | .01 | .01 | .13 | .3 | .54 |
| The library's instruction sessions have increased my understanding of libraries and research. | .01 | .02 | .09 | .34 | .54 |
| The library website is useful. | 0 | .02 | .09 | .33 | .56 |
| The library's computers meet my needs. | .01 | .04 | .13 | .35 | .47 |
| I feel comfortable being in the library. | .01 | .02 | .1 | .33 | .55 |
| 2011-Percentage of 268 Responses | Strongly Disagree | Disagree | Not Applicable | Agree | Strongly Agree |
| I usually find enough books to meet my course needs. | 0.007 | 0.02 | 0.16 | 0.59 | 0.22 |
| I get enough articles from the library databases to meet my class needs. | 0.007 | 0.015 | 0.18 | 0.62 | 0.18 |
| The library staff guide me to resources I can use. | 0.02 | 0.007 | 0.09 | 0.51 | 0.38 |
| The library's instruction sessions have increased my understanding of libraries and research. | 0.02 | 0.01 | 0.05 | 0.47 | 0.46 |
| The library website is useful. | 0.01 | 0 | 0.07 | 0.50 | 0.42 |
| The library's computers meet my needs. | 0.01 | 0.007 | 0.09 | 0.51 | 0.38 |
| I feel comfortable being in the library. | 0.02 | 0.01 | 0.05 | 0.48 | 0.43 |
| 2010 | Strongly Disagree | Disagree | Not Applicable | Agree | Strongly Agree |
| I usually find enough books to meet my course needs. | 0 | 0.04 | 0.17 | 0.57 | 0.23 |
| I get enough articles from the library databases to meet my class needs. | 0 | 0.03 | 0.3 | 0.5 | 0.17 |
| The library staff guide me to resources I can use. | 0 | 0.007 | 0.1 | 0.46 | 0.43 |
| The library's instruction sessions have increased my understanding of libraries and research. | 0.01 | 0 | 0.04 | 0.46 | 0.48 |
| The library website is useful. | 0 | 0.02 | 0.14 | 0.42 | 0.42 |
| The library's computers meet my needs. | 0 | 0.02 | 0.13 | 0.48 | 0.37 |
| I feel comfortable being in the library. | 0 | 0.02 | 0.08 | 0.46 | 0.44 |

UH Center West Hawaii - UH Community Colleges Common Library Student Satisfaction Survey

| West Hawaii Library Spring Surveys 2009 - 2012 | | | | | | | | | | | | | | | |
|---|------|------|------|------|--|------|------|------|------|--|------|------|------|------|--|
| | 2009 | 2010 | 2011 | 2012 | | 2009 | 2010 | 2011 | 2012 | | 2009 | 2010 | 2011 | 2012 | |
| % of Responses 2009: 111 2010:115 2011:79 2012: 98 | Yes | Yes | Yes | Yes | | No | No | No | No | | N/A | N/A | N/A | N/A | |
| I usually find enough books to meet my course needs. | 0.61 | 0.74 | .66 | .70 | | 0.14 | 0.07 | .10 | .11 | | 0.25 | 0.19 | .24 | .19 | |
| I get enough articles from the library databases to meet my class needs. | 0.74 | 0.70 | .66 | .85 | | 0.04 | 0.08 | .06 | .03 | | 0.23 | 0.22 | .28 | .12 | |
| The library staff guide me to resources I can use. | 0.86 | 0.96 | .85 | .93 | | 0.00 | 0.00 | 0 | .01 | | 0.13 | 0.04 | .11 | .06 | |
| The library's instruction sessions have increased my understanding of libraries and research. | 0.64 | 0.72 | .71 | .77 | | 0.05 | 0.03 | .00 | .02 | | 0.32 | 0.25 | .29 | .21 | |
| The library website is useful. | 0.85 | 0.87 | .87 | .92 | | 0.03 | 0.03 | 0 | 0 | | 0.13 | 0.10 | .10 | .08 | |
| The library's computers meet my needs* | 0.86 | 0.91 | .84 | .93 | | 0.10 | 0.00 | .06 | 0 | | 0.02 | 0.03 | .08 | .07 | |
| I feel comfortable being in the library. | 0.92 | 0.97 | .94 | .96 | | 0.02 | 0.00 | .0 | .01 | | 0.04 | 0.03 | .04 | .07 | |

*Question amended in 2011 to read "The computer resources in the library contribute to my success at the College".

| COLLEGE : Hawaii Community College (Served by Mookini Library and UH Center West Hawaii) | Mookini Library 2011 | UH Center West Hawaii 2011 | Mookini Library 2012 | UH Center West Hawaii 2012 |
|--|----------------------|--------------------------------|----------------------|----------------------------------|
| Library Data (Overall Health) | | | | |
| Demand Measures (Health) | | | | |
| Number of informational and reference questions per student and faculty FTE* | 7.35 | 8.79 | 8 | 8 |
| Number of students attending presentations sessions per student FTE | .72 | .53 | .954 | .57 |
| Number of circulations, electronic books used, full-text journal articles downloaded per student and faculty FTE* | 57.4 | 5.27 | 43.6 | 7 |
| Number of web accessible computers per student FTE* | .03 | .04 | .02 | .05 |
| | | | | |
| Efficiency Measures (Health) | | | | |
| Number of informational and reference questions answered per FTE librarian | 4,571 | 3,600 | 4,712 | 3,024 |
| Number of book volumes per student FTE* | 58.5 | 14 | 42.6 | 12 |
| Total materials expenditures per student FTE* | \$125.63 | \$12.53 | \$95.59 | \$3.00 |
| Total library expenditures per student and faculty FTE* | \$287.81 | \$275.58 | \$340.68 | \$383.04 |
| | | | | |
| *Mookini Library numbers reflect usage by both HawCC and UHH FTE - no way to differentiate | | | | |
| | | | | |
| Effectiveness Measures (Health) | | | | |
| Common Student Learning Outcome: The student will evaluate information and its sources critically. | see narrative | | | see narrative |
| | | 2011 | | 2012 |
| Faculty satisfaction measurement – 1 or 2 questions I usually find enough course resources to meet my needs. | Not asked | 4 responses Yes: 4 No: 0 | Not asked | 22 responses Yes: 21 No: 1 |
| I am satisfied with the service I receive from the library staff. | Not asked | Not asked | Not asked | 24 responses Yes:24 No: 0 |

Part II. Analysis of the Unit

(Analysis should include a description of current services, hours open per week, number and description of staff and faculty positions, and student worker hours per week. Additional information may include use of volunteers.)

Mookini Library (East Hawai'i):

Hours and Staffing:

The Library is open during the academic year and average of 75.5 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 eight full-time librarians and fifteen paraprofessional staff members. One Public Services librarian is assigned as the Hawai'i Community College liaison (Hawai'iCC librarian). The Hawai'iCC librarian communicates with faculty to ensure there are materials to support the curriculum. The Hawai'iCC librarian solicits suggestions for resources, including serials, when budget permits and gets feedback when deciding to cancel subscriptions. The Hawai'iCC librarian regularly attends Academic Support meetings and is notified of new programs.

The Hawai'iCC librarian is the main subject liaison who is responsible for selecting library materials to support Hawai'i 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://guides.library.uhh.Hawai'i.edu/content.php?pid=282705&sid=2327584>)

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 Laulima for online classes. The library has used different methods, including Adobe Connect 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 | 2011-2012 |
|-------------------|-----------|-----------|-----------|-----------|
| # of sessions* | 82 | 80 | 93 | 126 |
| # of participants | 1065 | 1025 | 1258 | 1794 |

*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 Hawai'i Community College could support on its own, Hawai'iCC students and faculty benefit in these ways:

Access to more resources than students at other community colleges in the UH system. Hawai'iCC 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. In addition to greater access to resources, Mookini Library is open longer hours than other community college libraries in the system.

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

A well developed information literacy program. The Hawai'iCC 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 Laulima system.

Weaknesses:

There is currently a lack of the ability to separate out Hawai'iCC users from UHH users in most of the quantitative data collected. This limits its usefulness for assessing services to Hawai'iCC 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.

Students may have difficulty finding library resources on the library website without instruction. They may find it difficult to locate information on their own.

Action Plan: Mookini Library (East Hawai'i)

| Action Plan Tasks | <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 | Ordered first list of readers in Spring 2012. Will add additional titles in Spring 2013. |
| Update Mookini Library SLOs and assessment methods | ongoing | Lari-Anne Au and other UHH librarians | Worked with Laurel Gregory in Summer 2011 to come up with unit outcomes and assessment plans. Created an online exercise in Fall 2012 to collect additional data for assessment. Plan to update exercise in Spring 2013. |
| Find other methods to administer common UHCC student survey to reach more students | 2011-12 | Lari-Anne Au | Created form in Google Docs in Spring 2012. Will also continue to use print forms and Lulima. Plan to benchmark data for comparisons. |

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) one regular educational specialist, and one casual hire educational specialist, and one .3 fte student library assistant. There are also student assistants who serve as peer tutors in English and Math and monitor the computer lab, but do not assist with any library related services. 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 Lulima 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 98,000 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 | 2012-2011 | |
| # of sessions | 10 | 13 | 16 | 15 | |
| # of participants | 160 | 187 | 216 | 229 | |

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 98,000 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 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 permanent staff. An APT position, vacant since 2009, was filled in fall 2011 and a casual hire APT position was hired in October 2011 to help alleviate the work load when the civil service library tech position became empty. The Center director is in the process of abolishing the civil service position and establishing another APT educational specialist position. This would staff the LLC with one faculty and two APT educational specialists who provide test proctoring and student assistant and student tutor supervision as well as typical library services. Having a casual hire APT has been a great help but the position really needs to be filled with a regular staff member who can take on additional responsibilities than those assigned to a casual hire. When the new Center is opened in 2014, expected student enrollment growth and requests for additional hours of operation will make another APT position necessary. This has been proposed in the last few annual reviews.

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. The librarian and educational specialist started to work on an adaptation to the Laulima unit that the Mookini librarians use to introduce information literacy to UHH and Hawaii CC students in 2011. Kate Sims, English professor and Laulima expert, was able work with the librarian during the summer and the first iteration of the Laulima unit will be used in a distance education English 102 class in the fall 2012 semester. The unit has been adapted to work for both West Hawaii on site classes and for any Hawaii CC distance education class.

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 | 2011-2013 | Laurel Gregory and Karen Au | Ongoing – Summer 2012 -Weeded collection and security striped all materials in preparation for move to Palamanui |
| Participate in the final library space planning for the new Center at Palamanui, review plans open for bid 2012, Construction starts in 2013. | 2011-2013 | Laurel Gregory and Karen Au | Ongoing – discussed with architects spring 2012 |
| Replace or update computer workstations and related technology on a regular basis | 2011-2013 | Laurel Gregory and ITS | ITS schedule is followed. Ongoing improvements in the wireless network. |
| Initiate assessment of a unit SLO that aligns with the College SLOs | 2011-2013 | Laurel Gregory | Ongoing- testing a Laulima Info Lit Unit |
| Investigate use of UHH Laulima library instruction module for West Hawaii classes | 2011-13 | Laurel Gregory and Karen Au | Done – Finished with Kate Sim's help. Used with first English class fall 2012. Spring 2013 - add other classes. |
| Administer common UHCC student survey | 2011-2013 | Laurel Gregory | Done April 2012 Next: April 2013 |
| Fill vacant APT B position generated by Learning Center Coordinator retirement | 2010-2012 | Beth Sanders | Done August 2011. |
| Add an APT Band A Educational Specialist to support the growing distance education library and testing services now | 2008-2014 | Beth Sanders | Approved in HawCC ADP review April 2009. Submitted in UH |

| | | | |
|--|-----------|---|--|
| and when the new facility is built at Palamanui in 2013. | | | Center Comprehensive Unit Review Dec. 2009, 2011 and again in Annual Review Dec. 2011. Have used a casual hire APT A since Oct 2011– Complete by June 2013 |
| Initiate the use of the PRIMO “One search”electronic information access option for students and faculty in West Hawaii | 2012-2013 | Laurel Gregory, and the staff at UH Mookini Library | Software set up began summer 2012, anticipate launch in Spring 2013 |
| Revise the LLC web pages to include reflect changes in electronic information sources accessed from UHH Hilo MOU | 2013 | Laurel Gregory with webmaster Dan Fernandez | Will start Spring 2013 |

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 Hawai’iCC are used for the salary of one librarian at UHH. This librarian is assigned to provide library instruction to Hawai’iCC students, to participate in reference assistance, and to build the collection in areas related to Hawai’iCC programs. This funding also helps support the Mookini Library’s monograph collections, electronic resources subscriptions and intrasystem loans to Hawai’iCC faculty and students. This amount has not been reviewed nor increased recently. The MOU needs to be updated and renegotiated to reflect current needs.

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 last UH Center Comprehensive review to support the growing enrollment now and when the new facility is built at Palamanui.