MCC LIBRARY FY 2007/08 PROGRAM REVIEW

INTRODUCTION:

Program Mission Statement

The mission of the Maui Community College Library is to be a key partner in the learning process. The library will provide access to a variety of resources and services that promote the development of critical thinking, information literacy skills, student and citizen success, and independent lifelong learning skills for Hawai‘i’s diverse community of learners.

Description of Program:

The MCC Library enhances the quality of instruction by providing print and electronic materials to supplement and to augment classroom instruction and to provide the basis for individual research and exploration. The library provides comparable resources and services to those who seek its service from remote college center locations. As a selective depository for U.S. government documents, the library also serves community users.

General Library services for all MCC educational sites include:

1. Collection development
2. Circulation of print, non-print materials including Intra System loans and Reserves
3. Electronic resources including databases with remote access for all MCC users
4. Reference and research assistance
5. Library literacy classroom and individual instruction
6. Distance Education Library Services
7. Library programs, displays and exhibitions
8. Computer workstations and wireless access
9. Public photocopiers and Pharos print stations
10. Facilities for study, research and leisure reading

Student Learning Outcomes:

College students, in particular, need instruction not only in the use of databases but also in how to find the best information for their needs, regardless of the materials’ format. Students also need instruction to learn how to integrate their retrieved information. The proliferation of information has intensified the need for students to be able to evaluate information and its sources. The challenge is not that the students are not able to find enough information but, rather, it is in the students’ ability to select the most useful information for meeting their specific needs.

The Public Services Instructional Librarian works with instructional faculty to determine what is the most appropriate and achievable outcome for his/her particular
class. For many of the developmental classes, the SLOs merely consist of knowing
the location and hours of the library and how to look up a book using the Online Public
Access Catalog. Conversations between the classroom faculty and librarian, will
determine what areas the librarian is to emphasize including the databases in the
library, searching the web, constructing citations, and basic paper construction for
classroom instruction.

Part 1. Quantitative Indicators for Program Review

**Demand**

1. **1,651**  
   Number of Students FTE  
   2,981 head count

2. **82**  
   Number of Faculty FTE –  
   Per Library Council Instructions, I used the last MAPS 2006 FTE  
   count  
   Actual: 2007-2008 head count - 99 full time instructors; 72 lecturers

**Efficiency**

3. **1/433.25**  
   Number of librarians/student and faculty FTE  
   One librarian for each 433.25 students/faculty FTE  
   Librarians 4  
   Students 1,651  
   Faculty 82

4. **1/433.25**  
   Library support staff/student and faculty FTE  
   One classified staff member for each 433.25 students/faculty FTE  
   Classified staff 4  
   Students 1,651  
   Faculty 82

5. **65**  
   Hours of service per week  
   Highest number of hours open of all the UH/CC libraries  
   Monday – Thursday 8:00 am – 8:00 pm  
   Friday & Saturday 8:00 am – 4:30 pm

6. **138**  
   Number of presentation (class) sessions for students  
   1) MCC 99  
   2) University Center 39  
   3) Other (high school) 1
7. **1,766** Number of students attending presentation (class) sessions/students
   
   | 1) MCC students     | 1,576 |
   | 2) University Center students | 190  |
   | 3) Other                          | 38   |

8. **3,383** Number of reference and informational questions/student and faculty:
   
   | 1) MCC students     | 2,762 |
   | 2) MCC faculty/staff | 348  |
   | 3) MCC distance education | 50   |
   | 4) UH system students | 197  |
   | 5) UH system faculty/staff | 26   |

9. **25,160** Fall semester gate count/student and faculty

10. **$105,199** Total materials expenditures/student and faculty
    Includes print and non-print books and materials including on-line full text databases, E-books, DVDs and microfilm

    $60.70 spent per student and faculty FTE

11. **281** Net print volumes added/student and faculty

    Due to the impending renovation, it was decided to redirect print volume purchase funds to E-books and full text data bases.

    | Total book print collection | 61,853 |
    | Total E-books collection    | 61,266 |
    | Total print periodical titles | 298   |
    | Total E-periodical titles   | 47,258 |

12. **$466,312** Library budget allocated by college/college budget

    Includes salaries, operating expenses, supplies, equipment, print books, print periodicals, E-books, full text databases, DVDs and microfilm

    | Library Budget           | $ 466,312 |
    | College Budget           | $ 18,076,128 |
13. **21,477** Circulation/student and faculty

Includes print books, DVDs, video tapes and music CDs

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<table>
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<tbody>
<tr>
<td>Students</td>
<td>14,872</td>
</tr>
<tr>
<td>Faculty</td>
<td>3,566</td>
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<tr>
<td>Renewals</td>
<td>5,281</td>
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14. **792** Intra-system loans

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<tbody>
<tr>
<td>Number of intra-system items borrowed</td>
<td>281</td>
</tr>
<tr>
<td>Number of intra-system items loaned</td>
<td>511</td>
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**Outcomes**

15. **29,302** Number of online books and articles retrieved/student and faculty

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

In FY 07/08, the instructional librarians continued to research and develop concrete ways of measuring outcomes in the classroom. The library instruction librarians continue to work with the faculty to enable students to recognize information needs, find relevant information for projects, and evaluate this information for use.

Instruction librarians continue to strive to create an environment where students can feel comfortable coming into the library, asking questions, and understanding the library should be the primary place to achieve their information needs.

17. **Mean, Median and Mode of call numbers H, Q, R and T**

<table>
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<tr>
<th>Call number</th>
<th>Mean</th>
<th>Median</th>
<th>Mode</th>
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<tbody>
<tr>
<td>H (Social science)</td>
<td>1984</td>
<td>1980</td>
<td>1988</td>
</tr>
<tr>
<td>Q (Science)</td>
<td>1980</td>
<td>2005</td>
<td>2002</td>
</tr>
<tr>
<td>R (Medicine)</td>
<td>1993</td>
<td>1990</td>
<td>1998</td>
</tr>
<tr>
<td>T (Technology)</td>
<td>1987</td>
<td>1984</td>
<td>1999</td>
</tr>
<tr>
<td>All Locations</td>
<td>1980</td>
<td>1988</td>
<td>1966</td>
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The mean, median and mode figures indicate that the college library has an aging print collection that needs to be updated.
<table>
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<tr>
<th>All locations</th>
<th>Fiscal Year</th>
<th>Mean</th>
<th>Median</th>
<th>Mode</th>
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<tbody>
<tr>
<td></td>
<td>FY 2006/07</td>
<td>1980</td>
<td>1966</td>
<td>1966</td>
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Since FY 2006/07, the Mean and Mode have not changed. The Median has shown improvement by 22 years even though this only brings us up to 1988. Progress is being made on updating the collection. With only 281 volumes added in FY 2007/08, progress is slow.

An infusion of funds is needed to continue to update the collection. Funds will be reallocated from electronic resources to print through the selective cancellation of database leases.

18. Satisfaction measures

a. Two informal methods of measuring student achievement continued to be utilized in FY 2007/08:

1. Conversations with faculty - Did the library instruction help increase student success? Did the library instruction help the instructor achieve his/her goal?

2. Conversations with students - Was the student helped by the instruction? Are they more familiar with the library’s resources? Will the information be useful for their project?

b. Faculty reported that students benefited from library instruction.

1) Faculty continue to request library instruction classes because they see a student success factor in library instruction.

2) In FY 2006/07 there were 109 classroom library instruction sessions. In 2007/08, there were 138 classroom library instruction sessions. An increase of 29 classes.

c. User surveys including Survey Monkey, comment book and suggestion box
The library staff looks at and evaluates these surveys and comments. They are indicators of what students are thinking and feeling about the library. Every effort is made to address requests or complaints.

d. In FY 08/09, the instructional librarians will work with classroom faculty to either add library survey questions to the final classroom evaluation or prepare a separate library instruction survey to be given to the students before and after library instruction to measure learner outcomes.
Effectiveness

19. Retention and Persistence

Librarians serve a primary role in advising and mentoring students. Librarians advise students on research paper topics as well as resources to use for topics. The librarians also help students with citations. Students who can complete their assignments tend to stay in their classes and continue to complete their degree or certificate.

Although the library is not directly involved in student enrollment and retention strategies, there is an indirect effect on potential students and returning students via the library’s role in the academic process. We do know through satisfaction surveys that students have strong opinions about the library environment (including resources and services).

Part II. Analysis of the Program

1. Strengths and weaknesses in terms of demand, efficiency, and effectiveness based on an analysis of data

a. The library appears to be meeting the research needs of the MCC students and faculty.

b. The print collection needs to be updated.

c. The library instruction program would benefit from the addition of an Instructional Literacy Librarian who could devote his/her full time to developing the program and providing classroom instruction and faculty/student workshops.

2. Significant program actions (new certificates, stop-out; gain/loss of positions. Results of prior year action plan)

a. Library Tech V position is vacant.

b. The library has converted the Library Tech V position to an APT position which has not been advertised due to the freeze on hiring.

c. The ABIT Library Assistant IV position is unfilled.

3. Determination of program’s overall health (Healthy, Cautionary, Unhealthy) The library’s overall health is cautionary due to the renovation, aging print book collection, unfilled positions and concern about the budget.
Part III Action Plan

1. Positions
   a. Because of a staff vacancy in circulation, the library will ask for an exception to the freeze in hiring. Having gained approval to convert the Library Tech V position to an APT, the library has completed the paperwork and is ready to advertise the position.
   b. The library will advocate for a new faculty position to improve instruction – a Library Literacy Instructional Librarian. This is a standard position in the other UH/system community college libraries.

2. Renovation
   a. The library staff will continue to plan and act on providing new services and service areas upon return to the library after renovation.
   b. The print book collection will be returned to the renovated library, unpacked and put back on the shelves.

3. Print collection/electronic resources
   a. 281 print titles were purchased in FY 07/08
   b. 2,803 print titles were added in FY 2006/07
   c. Continued building of the print collection was cut back because of the pending boxing and storing of the entire print collection during the renovation.
   d. 11 new databases were added to compensate for the print collection not being available to the students and faculty with an additional 5 databases added in FY 08/09.
   e. If there are no additional funds available to pay for the data base resources that were leased, due to the boxing of the print collection, then there needs to be a cut-back of electronic resources to accommodate a renewed growth of the print collection.
   f. Discussion will be held regarding the continued reallocation of print funds for electronic resources.
   g. Databases user statistics will be evaluated
Part IV Resource Implications (physical, human, financial)

1. The Circulation Library Assistant IV is doing two jobs – Library Tech V and Library Assistant IV and only getting paid for the lower salaried job – the Library Assistant IV. This is taking a physical toll on the Library Assistant IV and the rest of the circulation staff. When the library building is re-opened, if the vacant position is not filled then circulation duties and hours of service will have to be evaluated.

2. The print collection and the data base leases are competing for funding. A library needs a solid print collection as well as diverse data bases reflecting differing subject areas. If funding is reduced or stays the same, some data bases will be cancelled.