UHMC Library

Program Review 2010

Prepared by Lisa Sepa

October 1, 2010

Table of Contents

Introduction........................................................................................................................................... 1
  Credentials offered ......................................................................................................................... 1
  Mission............................................................................................................................................ 1
  Overall Program Health................................................................................................................ 1

Part 1. Quantitative Indicators ........................................................................................................... 2
  Demand........................................................................................................................................... 2
  Efficiency* ...................................................................................................................................... 2
  Age Measurements (Mean, Median, and Mode) of Book Collection .................................................. 3
  Outcomes....................................................................................................................................... 3

Part II. Analysis of the Program ........................................................................................................ 5
  Strengths and weaknesses............................................................................................................... 5
  Significant program actions ............................................................................................................ 8
  Result of Prior year’s Action Plans .................................................................................................. 10

Part III. Action Plan .......................................................................................................................... 11

Part IV. Resource Implications ......................................................................................................... 13

Appendix ........................................................................................................................................... 14
  Resources......................................................................................................................................... 14
  Standard UH System Libraries’ Data Dictionary .............................................................................. 14
  Satisfaction Measurements ........................................................................................................... 16
  Survey results................................................................................................................................. 17
    Summary of Student’s Survey Responses ...................................................................................... 17
    Faculty Survey results ................................................................................................................. 27
    Faculty Comments ...................................................................................................................... 28
Introduction

This UH Maui Library program review was prepared by Lisa Sepa, library department chair. This document follows the procedures and outline presented in the University of Hawai‘i Academic Support Services Program Review Procedures and Measures (August 11, 2009).

Credentials offered

<table>
<thead>
<tr>
<th>AA</th>
<th>AS</th>
<th>ATS</th>
<th>CA</th>
<th>CC</th>
<th>COM</th>
<th>ACS</th>
<th>BAS</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

Mission

Program mission

UH Maui Library strives to provide resources and services to stimulate intellectual curiosity and to facilitate learning and research within the academic community.

College mission

UH Maui is a learning-centered institution that provides affordable, high quality credit and non-credit educational opportunities to a diverse community of lifelong learners.

Overall Program Health

<table>
<thead>
<tr>
<th>Healthy</th>
<th>Cautionary</th>
<th>Unhealthy</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>✔</td>
<td></td>
</tr>
</tbody>
</table>

The program health assessment of cautionary is based on continued significant weaknesses in the program carried from year to year. These weaknesses (i.e., unfilled positions, tenuous status of positions, stagnate budget, and aging collection) affect the program’s ability to fulfill its mission.
# Part 1. Quantitative Indicators

## Demand

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student FTE</td>
<td>1,651</td>
<td>1,892**</td>
<td>2,421∞</td>
</tr>
<tr>
<td>Faculty FTE (not inc. lecturers)</td>
<td>110.5‡</td>
<td>126.5†</td>
<td>126.5‡</td>
</tr>
</tbody>
</table>

* † MAPS Series: Faculty/Staff [http://www.hawaii.edu/iro/maps.php]
** per Jeannie Pezzoli, UHMC institutional researcher
‡ MAPS Series: Faculty/Staff latest data [http://www.hawaii.edu/iro/maps.php] (per Jeannie Pezzoli, UHMC institutional researcher)

## Efficiency*

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2008†</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student &amp; Faculty FTE / Librarian†</td>
<td>(4) 440</td>
<td>(4) 505</td>
<td>(4) 636</td>
</tr>
<tr>
<td>Student &amp; Faculty FTE / Library Support Staff†</td>
<td>(4) 440</td>
<td>(3) 673</td>
<td>(3) 849</td>
</tr>
<tr>
<td>Hours of Service / Week</td>
<td>64</td>
<td>40</td>
<td>46</td>
</tr>
<tr>
<td>Number of Presentation Sessions</td>
<td>138</td>
<td>135</td>
<td>86</td>
</tr>
<tr>
<td>Number of Students Attending Presentation Sessions / Student FTE†</td>
<td>(1,794) 1</td>
<td>(1,755) 1</td>
<td>(1,953) 1</td>
</tr>
<tr>
<td>Number of Reference and Informational Questions / Student FTE†</td>
<td>(1,692) 2</td>
<td>(120) &gt;1</td>
<td>(3,498) 2</td>
</tr>
<tr>
<td>Semester (Fall) Gate Count / Student &amp; Faculty FTE†</td>
<td>(24,112) 14</td>
<td>n/a</td>
<td>(48,166) 19</td>
</tr>
<tr>
<td>Total Materials Expenditures / Student &amp; Faculty FTE†</td>
<td>($107,697) $63</td>
<td>($117,996) $58</td>
<td>($101,985) $44</td>
</tr>
<tr>
<td>Net Volumes Added / Student &amp; Faculty FTE †</td>
<td>(2,781)* 1.2</td>
<td>(281) 0.14</td>
<td>(1,373) 0.5</td>
</tr>
<tr>
<td>Library Budget Allocated by College†</td>
<td>$461,971</td>
<td>$513,265</td>
<td>$528,344</td>
</tr>
<tr>
<td>Library Budget Allocated by College / College Budget†</td>
<td>0.02%</td>
<td>0.02%</td>
<td>0.027%</td>
</tr>
<tr>
<td>Circulation / Student &amp; Faculty FTE†</td>
<td>(15,762) 9</td>
<td>(667) .3</td>
<td>(55,608) 22</td>
</tr>
<tr>
<td>Number Intra-System Loans</td>
<td>1078</td>
<td>46</td>
<td>3,348</td>
</tr>
<tr>
<td>Number Online Books &amp; Articles Retrieved Per Student and Faculty FTE†</td>
<td>(24,080) 13</td>
<td>(18,291) 9</td>
<td>(40,539) 16</td>
</tr>
</tbody>
</table>

* 1,379 books were gifts
† The library was closed summer and fall 2008. Statistics reflect this; those that are invalid are excluded.
‡ Numbers are rounded to the closest whole number, with exceptions.
Totals are in ( ) followed by ratios: (total) ratio. See Standard UH System Libraries’ Data Dictionary in the Appendix for explanation.
Age Measurements (Mean, Median, and Mode) of Book Collection with Call Numbers H, Q, R, and T

<table>
<thead>
<tr>
<th>Year</th>
<th>Call #</th>
<th>Mean</th>
<th>Median</th>
<th>Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>Q</td>
<td>1963</td>
<td>1985</td>
<td>2002</td>
</tr>
</tbody>
</table>

Outcomes

Student Learning Outcome

All UH Libraries share one Student Learning Outcome:

*The student will evaluate information and its sources critically.*

The librarians’ focus in no longer just on information access, we are educators. Our interest is in information skills that will assist the students in all their endeavors, not just in the use of the library. This paradigm shift requires a change in not just the librarian’s attitudes, but also the campus administration and faculty. Libraries are integral to the mission of the college; it is not an adjunct or peripheral service.

The public services librarian works with instructional faculty to determine what is the most appropriate and achievable outcome for his particular class. For many of the developmental classes, the outcomes merely consist of knowing the location and hours of the library and how to look up a book using the WebVoyage, the UH Libraries’ online catalogue. Conversations between the instructional faculty and library faculty, 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.

**Satisfaction measures**

- Conversations with faculty
  - Did the library instruction help increase student success?
  - Did the library instruction help the instructor achieve his goal?
- Conversations with students
  - Were students helped by the instruction?
  - Are they more familiar with the library’s resources?
  - Will the information be useful for their projects?
- Online surveys
- Suggestion boxes

Faculty reported that students benefited from library instruction. Faculty continue to request library instruction classes because they see a student success factor in library instruction.

User feedback tools include Get Satisfaction (online), SurveyMonkey (online) and four suggestion boxes. 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.

The library uses the UH Libraries’ system-wide satisfaction questions in its surveys. The questions in this survey are:

- I usually find enough books to meet my course needs.
- I get enough articles from the library databases to meet my class needs.
- The library staff guides me to resources I can use.
- The library’s instruction sessions have increased my understanding of libraries and research.
- The library website is useful.
- The library’s computers meet my needs.
- I feel comfortable being in the library.
- The library helps me get better grades. (Additional question added by UHMC Library.)
UHMC Library’s survey also requests that students let us know what they like about the library and what they dislike.

Part II. Analysis of the Program

Strengths and weaknesses

Strengths

- Library use has increased since 2007. Even when the increase of the student FTE has been considered, student use of the library has increased greatly. This has happened even though the library staff is smaller forcing the library to curtail its hours. This is an important indicator of strength, since use demonstrates that the library is fulfilling the needs of its constituents.

  + Library use has increased from 2007 (last year the library was fully open before its renovation) by 36% more students using the building. This increase has been adjusted to compensate for the greater number of students enrolled.

  + The number of full-text articles and online books has increased since 2007 (last year the library was fully open before its renovation) by 23%. This increase has been adjusted to compensate for the greater number of students enrolled.

  + Circulation of materials increased from 2007 (last year the library was fully open before its renovation) by 144%. This increase has been adjusted to compensate for the greater number of students enrolled.

  + The number online books and articles retrieved per student and faculty has increased from 2007 (last year the library was fully open before its renovation) by 23%. This increase has been adjusted to compensate for the greater number of students enrolled.

- Services Added:

  + The library added two 52-inch HD televisions with Blu-ray DVD players for students to use in the library’s group study rooms, in addition to the setup we installed last year. These setups allow groups of students to watch DVDs or the UHMC television channel. Students can also hook up a laptop to the television and use it as a monitor. Study groups book the library’s three study rooms almost continuously.

  + The library added six new databases. Two of these databases we paid for by the RDP project.
• **Comments** from students are generally positive. All concerns are addressed and student suggestions are implemented, if appropriate and feasible. All student comments are in the Appendix.

• **Library Instruction**

  + The library performs instruction in a number of different ways:
    - formal classroom instruction, done almost exclusively by the public services librarian
    - reference desk instruction, which is usually one-on-one and is an offshoot of reference
    - instruction via email, texting, or instant messaging
    - online instruction, via the library’s website, videos, and guides
  
  + Of students who expressed an opinion 95% (161) stated that the library instruction sessions helped them better understand the research process and libraries.

  + Of students that had an opinion, 95% (225) agreed that: “Library instruction helps me get better grades.” The ratio of students attending library instruction has remained the same.

  + The librarians continue to explore different ways of reaching and interacting with students. This semester (Fall 2010) we instituted a new service called **LibGuides**. This service gives librarians a framework to create subject or class specific resource guides. Ellen Peterson has created online videos for English classes, available at Ellen’s Research Advice. Many of the English classes use these videos exclusively for library and information literacy instruction.

  + Students continue to depend on the librarians to help them with reference and research. Of students who expressed an opinion, 96% (257) stated that the librarians help them find information and resources. There are many positive comments regarding this help.

• The library website and up-to-date resource. Students can text, instant message, email, or chat online with a reference librarian whenever the library is open. All online library resources are available via the website. Of students who expressed an opinion 93% (251) stated that the library’s website was useful to them. The library homepage had over 30,000 hits for 2009/2010 and about 62,400 page views.

• The library hosts events (art shows, art openings, poetry readings, spontaneous coffee service, “Library Lounge”) to engage the campus community.
• Because libraries are more than buildings and books, the UHMC Library has a strong presence on the Internet at:
  ▪ Library Homepage
  ▪ UHMC Library Blog
  ▪ Twitter
  ▪ Facebook (run by library student workers)
  ▪ flickr
  ▪ YouTube (with videos made by library student workers and friends)
  ▪ delicious.com

**Weaknesses**
The library has weaknesses in three major areas: personnel, collection, and budget.

• Personnel
  + The library is short two positions in Access Services. Services to students have been curtailed because of this shortage and new services are not being offered. Access Services is the primary area of interaction with students in the library.
  + Improvement and expansion of services to students and faculty requires the moving of the library’s the Access Services Supervisor (APT) back to the library from Computing Services.
  + One Library Assistant IV position is temporary. This position is in constant danger of being cut. This would leave the library with one access services clerk. These positions are imperative to keeping the library open.
  + Students would like longer hours and more services than the library can provide with its staffing.
  + The library maintains its own computers and computer services. This is a weakness since we do not have the personnel to do this in an efficient manner. The library’s computing needs are similar to those of the business office and student services. The library maintains its:
    ▪ integrated library system (ISL) Voyager
    ▪ database access
- proxy server access to database subscriptions
- website
- computer security
- computer, peripherals and software, including purchasing and troubleshooting
- internet services
- Windows 2008 server

+ The Access Services Supervisor (APT) is a pivotal position, since this position would be charged with library computer services.

+ The library instruction program (which impacts students success, retention, and persistence) requires an information literacy librarian who could devote his full time to developing the program, providing classroom instruction, and faculty/student workshops. This would also include building assessment tools to evaluate students prior to information literacy instruction and after instruction.

• Collection

+ The print collection needs to be updated (based on the mean, median, and mode statistics). One ongoing complaint from students is the age of the collection and lack of materials. In the library survey, the lowest satisfaction score was in relation to books; of students whom had an opinion 84% (224) stated that they find enough books to satisfy their research needs.

+ The library’s use of intersystem loan has tripled, an indication that the library does not have enough print or online books to meet students’ needs.

• Budget

+ The library budget is stagnating and does not reflect increases in the costs of resources. Database and serials costs are estimated to increase 4-6% over the next year <http://tiny.cc/d09sd>.

**Significant program actions**

- Library Tech V position was abolished to free the position for new the Access Services Supervisor APT position. The library access services staff is down to two people. There were 4.5 FTE three years ago. The APT position had not been advertised because the chancellor did not approve it. This position has finally
been approved by the chancellor and is currently filled by Bradley Duran, in Computing Services. It is still considered a library position and is indicated as such on the campus organization chart.

- The library has developed better mechanisms for student feedback on library services. The survey is emailed to students twice a semester. The survey is available on the library website. There are also four suggestion boxes in the library. The library received 310 responses from students and 58 responses from faculty. This is a significant increase from last year, when the survey received about 40 responses.

- The library added two 52-inch HD televisions with Blu-ray DVD players for students to use in the library’s group study rooms, in addition to the setup we installed last year. The money for these setups came partially from an anonymous donor.

- The library has added six new databases:
  + Naxos Library
    - Jazz Library—streaming jazz and modern music service
    - Classical Library—streaming classical music service
    - Spoken Word Library—streaming audio service of books, poetry, and plays
  + Communication & Mass Media Complete—the premier database for coverage in communication, mass media, and other closely-related fields of study. This was by requested by faculty for upper-division classes.
  + PsychInfo—provides systematic coverage of the psychological literature from the 1800s to the present. Faculty for upper-division classes requested this resource.
  + Films on Demand—online educational films streamed to internet enabled devices

- PsychInfo and Communication & Mass Media Complete are being funded by RDP; their total cost is about $7500 per year.
Result of Prior year’s Action Plans

Positions
- Access Services APT (1.0 FTE) position has been approved and filled by Computing Services APT (Bradley Duran). The position is still needed in the library for its intended use. The library has essentially lost a position since this APT position used to be the library’s Library Tech V position. The library changed the position to an APT position and was waiting for the chancellor to approve it in the PD generator. It is now approved and we would like it back.
- Library Assistant IV (0.5 FTE) position is still unfilled.
- Library Assistant IV (1.0 FTE) position (filled) is still temporary.
- New faculty position (information literacy librarian) has not been created.

Collection development
- Database user statistics have been evaluated. Six new databases have been added.
- Less money is being allocated for print (books and serials) and eBooks.
# Part III. Action Plan

<table>
<thead>
<tr>
<th></th>
<th>GOAL</th>
<th>ITEM</th>
<th>STEPS</th>
<th>RESOURCES</th>
<th>RESPONSIBLE</th>
<th>TIMELINE</th>
<th>OUTCOME</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>AP1</td>
<td>Support SLOs by improving services</td>
<td>fill library's APT position</td>
<td>Move approved position from Computing Services to the library</td>
<td>none</td>
<td>Chancellor &amp; vice chancellor for academic affairs</td>
<td>fall 2010</td>
<td>increase in the number of full-time support staff</td>
<td>pending</td>
</tr>
<tr>
<td>AP2</td>
<td>Support SLOs by improving services</td>
<td>create information literacy librarian</td>
<td>create position, get approval</td>
<td>funding for position</td>
<td>library faculty and college administration</td>
<td>2010/11</td>
<td>increase in students taking library instruction, better retention, persistence, and success</td>
<td>on hold</td>
</tr>
<tr>
<td>AP3</td>
<td>Support SLOs by improving services</td>
<td>reclassify temporary LA IV to permanent</td>
<td>find position number</td>
<td>none</td>
<td>vice chancellor for administrative services</td>
<td>2010/11</td>
<td>position will be permanent</td>
<td>pending</td>
</tr>
<tr>
<td>AP4</td>
<td>Support SLOs by updating and developing library collection</td>
<td>weed collection, identify areas in need of improvement</td>
<td>consult with faculty to identify problem areas, weed, and purchase new resources</td>
<td>library budget</td>
<td>library faculty and college faculty</td>
<td>2010/11</td>
<td>improved student satisfaction with the collection</td>
<td>ongoing</td>
</tr>
<tr>
<td>AP5</td>
<td>Support SLOs through improved library collection</td>
<td>identify areas in need of improvement; evaluate databases</td>
<td>evaluate user statistics, identify areas of overlap, order new databases or cancel databases</td>
<td>none</td>
<td>library faculty</td>
<td>2010/11</td>
<td>improved student satisfaction with online resources</td>
<td>ongoing</td>
</tr>
<tr>
<td>AP6</td>
<td>Support SLOs through increased student satisfaction</td>
<td>change SurveyMoney questions to standard UH CC questions</td>
<td>change questions</td>
<td>none</td>
<td>library webmaster</td>
<td>2009</td>
<td>more relevant survey results</td>
<td>done</td>
</tr>
<tr>
<td>AP 7</td>
<td>Support SLOs through improved student satisfaction</td>
<td>encourage students to answer library survey at SurveyMonkey</td>
<td>ask faculty to have their students answer the survey; include the survey in library instruction classes</td>
<td>none</td>
<td>public services librarian</td>
<td>2010</td>
<td>more relevant survey results, greater student satisfaction, resulting in greater persistence, retention, and success</td>
<td>pending</td>
</tr>
<tr>
<td>AP 8</td>
<td>Support SLOs through improved student satisfaction</td>
<td>improve library website</td>
<td>keep the library website relevant with new content and technologies</td>
<td>none</td>
<td>library webmaster</td>
<td>2010</td>
<td>greater student satisfaction, resulting in greater persistence, retention, and success</td>
<td>ongoing</td>
</tr>
<tr>
<td>AP 9</td>
<td>Students will evaluate information and its sources critically</td>
<td>Intensify outreach of library instruction</td>
<td>more publicity of library instruction; confer with new faculty</td>
<td>none</td>
<td>public services librarian</td>
<td>2010</td>
<td>increase in the number of classes and students taking library instruction</td>
<td>ongoing</td>
</tr>
<tr>
<td>AP 10</td>
<td>Students will evaluate information and its sources critically</td>
<td>Institute pre- and post- tests for information literacy instruction</td>
<td>develop tests</td>
<td>none</td>
<td>public services librarian</td>
<td>2010/11</td>
<td>increase in the number of classes and students taking library instruction</td>
<td>begin fall 2011</td>
</tr>
<tr>
<td>AP 11</td>
<td>Support SLOs by updating and developing library collection and services</td>
<td>increase library budget to 2006 ratio of college’s budget (.03%)</td>
<td>discuss with vice chancellor for academic affairs</td>
<td>% dependent on campus budget</td>
<td>vice chancellor for academic affairs and chancellor</td>
<td>2010/11</td>
<td>improvement of collection’s mean, median, and mode statistics; increase in the number of databases, online resources, and services</td>
<td>pending</td>
</tr>
</tbody>
</table>
Part IV. Resource Implications

- AP 1: The library access services staff has gone from 3.5 FTE to 2 FTE. The library is stymied in its ability to increase services to students (i.e., loaning laptops to students, increasing hours, collaboration with other UH CC access services and UHMC campus services). The library cut it hours for the spring and fall 2009 semesters because of the staff shortage. Directly due the staff shortage, in spring 2010 the library cut Saturday hours.

- AP 2: The library access services staff has gone from 3.5 FTE to 2 FTE. If this temporary position is lost library hours will need to be drastically cut to about 30 hours per week.
Appendix

Resources

• One of the best payoffs in higher graduation rates is targeted expenditure in library services. (reference: Iowa State University study <http://tinyurl.com/naljd9> of 513 accredited public institutions [colleges & universities] showed that those institutions with greater expenditure on librarians had an average increase of +1.77 in graduation rates. The only greater increase in graduation rates came for increased expenditure in instruction, which yielded an average of +1.99 in graduation rates)

• According to the US Department of Labor Secretary’s Commission on Achieving Necessary Skills (SCANS), information literacy as one of five essential competencies for solid job performance. The SCANS report mandates the need for developing high performance skills to support an economy characterized by high skills, high wages, and full employment <http://wdr.doleta.gov/SCANS/>.

• Increase in library personnel (i.e., librarians and support staff) leads to a greater retention of students, as demonstrated by expenditure in these services (reference: Return on Investment: Libraries and Student Retention, Elizabeth Mezick, Journal of Academic Librarianship, v33 n5 p561-566 Sep 2007). A 29% total variation in student retention as a result of the greater number of librarians and support staff. More librarians and support staff leads to greater student persistence, i.e., retention and graduation.


Standard UH System Libraries’ Data Dictionary

This is how the data in the document is derived, this is dictated by the UH System, all UH Libraries use the same data and methods of deriving the data.
1. Demand
   a. Student FTE Use MAPS fall enrollment

2. Number of Faculty FTE (not incl Lecturers)
   a. This number represents fall FTE Faculty

3. Efficiency
   a. Ratio student FTE and Faculty FTE/librarian FTE
   b. Sum of #1 and #2 divided by librarian FTE

4. Ratio student FTE and Faculty FTE/library support staff FTE
   a. Sum of #1 an #2 divided by support staff FTE

5. Hours of service per week

6. Number of presentation sessions
   a. This number represents an annual count

7. Ratio number of students attending presentation sessions/student FTE
   a. The annual number of students as represented in #6 divided by #1

8. Ratio reference and informational questions/student and faculty FTE
   a. The annual number of reference and informational questions divided by #1 plus #2

9. Fall gate count per student and faculty FTE
   a. Fall gate count (actual or sampling by taking a representative week and multiplying by 16)

10. Ratio total materials expenditures/student and faculty FTE
    a. Annual materials expenditures divided by #1 and #2

11. Ratio net volumes added/student and faculty FTE
    a. Annual net volumes added divided by #1 and #2

12. Ratio library budget allocated by college/college budget
    a. Library budget allocated by college divided by college budget
13. Ratio circulation/student and faculty FTE
   a. Annual circulation divided by #1 and #2

14. Number intra-system items borrowed
   a. Annual ISL count,
   b. Note: The word “annual” refers to the time between July 1 and June 30 of a given year.

15. Number of online books (counted from July 1 to June 30) and articles retrieved/student and faculty FTE


17. Mean, median and mode of call numbers H, Q, R, and T

**Satisfaction Measurements**

These are the standard UH Library system-wide satisfaction measurements; they are used by all UH System Libraries.

1. I usually find enough books to meet my course needs.

2. I get enough articles from the library databases to meet my class needs.

3. The library staff guide me to resources I can use.

4. The library’s instruction sessions have increased my understanding of libraries and research.

5. The library website is useful.

6. The library’s computers meet my needs.

7. I feel comfortable being in the library.
Survey results

Summary of Student’s Survey Responses

Complete survey results are available online.
Student Comments

I don't like the smell of the bathrooms in the library. I think they smell a bit funky.

I like the fact that there are open computers for us to use when students need them. and the air con is very comfortable.

The library gives me space for myself to study and I am able to find the necessary information needed to do my assignments. Might be a little noisy at times, but it’s still a cool place to study and do my work....

You guys are really doing a good job in the library. Please keep up the good work!

i like that its opened till 6 monday to fri dont like that they dont have recent books like 2009 kind for english or math like math 22 developmental mathematics seventh edition. thank you very much.

In comparison to the TLC building & the Ho'okahua stem lab, the library is the best place to study because it is the quietest public area.

Wonder why the macs aren’t provided with a keyboard and mouse.
The art and space make a really enjoyable environment.

It's a lot different going from a university to a community college setting. My only concern would be for those who work a full time job during the day and the library not having enough hours of operation to meet their needs. The same with every other office/resource on campus. Bookstore, Reg office, counseling, the learning center. Hours aren't long enough.

a computer lab in library

The UHMC library staff are very knowledgable and have gone out of their way to help me in the past. Thank you.

Sometimes the computers are down making impossible to do your work.

still new on campus and some experiences only at library

i love the library

IT would be great if there was wifi I could connect to. If there is then sorry but my comp can't connect in there.

i ordered a book online and got it to my library in a couple of days. mahalo!

It's very hot in the upper level. It would be very nice if more air conditioning was added.

Mahalo.

from headphones guy

PS:Library kicks-ass.

I enjoy having many areas to study in while in the library whether it be in the quiet zone or on the desks near the books. A outdoor study zone would be useful also in the future.

I had a great time volunteering for an hour. It was a requirement for Pai Ka Mana. I love borrowing movies for free. Mahalo

The last time I was in the library, during the middle of the day, a man sitting at the computer station next to me (about 1/1/2 feet away) was looking at graphic, x-rated pornography online! Then he would look over at me and smile suggestively. I felt extremely uncomfortable, and kinda violated. I told the librarian, but as soon as I did that (of course) he minimized the offending screen so that she couldn't see it as she walked by. Check the computer history, it's that easy! I've been attending UHMC for a long time and this has never happened before. This should NEVER happen again! This is a very serious matter. Proper steps need to be taken to avoid this in the future. I love the library, it's resources, and staff but I refuse to work in there again. Now I just borrow the books and leave.

Longer hours into the evening & on the weekend.

Should be able to print in the library.

I would like to be a Student Helper.
I like the new spaces, computers, and the whole place.

I do not like favorite books discarded and not replaced.

The Library website is an official site where I can find dependable resources. I'm glad it's on the web so I wouldn't have to go to a library.

I relay on the UHMC library as the one place I can really get some good studying done. I would be lost without the UHMC library as most of the other library on other areas of the island are often loud and have limited hours. The only thing I don't like is that I wish it stayed open longer like closing at 8 instead of 6 a few days a week.

I know books are expensive but many of the books are old and outdated. New ones would be great.

The library is great and a wonderful place to study. I was just a little confused with the layout upstairs at first, but it's fine now.

When it's quiet I like it a lot! Very comfortable, maybe more ergonomics chairs.

Customer Service is great!

thanks for the coffee

DVD, CD, but I have no time to listen. There are few programs. How about hosting a "Living Library." I'm sure Peace Club could co-sponsor. living-library.org

During school hours the computers are very busy, maybe you would need more computers

Too much security on computers.

It is good, but hard to use.

I love the library. Can you be open more hours?

I love the Library Lounge!! Thanks for this event, lots of fun.

Thank you UHMC library staff. The chocolates are really sweet, they bring a pleasant surprise in the middle of studying.

returned after a five year absence and I find this library much improved in appearance, friendliness of staff and helpful service

You guys are doing a great job!

I want the library to open late because it is quiet & there aren't places where students, (like nursing) can study after class & open on weekends. TLC too busy & noisy

the staff is the best! the TLC should have a photocopier

Please help keep the 3rd floor quiet.
so cold! save $ and turn down the ac a little please :)

I wish that you we open later in the night for people who like to come and study. example (maybe stay open unit 8 or 9) or even open on a Saturday for 3-4 hours would be nice. I do have to say I enjoy your staff. They have always helped me

mahalo plenty

the free internet is awesome! best thing on Maui!

where are all the casual books? we have all those movies, these kids need to read. I think some don't even know a book can be fun

The library is very beautiful, big and the people here is very nice. I'm appreciative. I come here because is a peaceful place to read and relax. Good bye!

Please be open on Saturday and Sunday this fall!!

thank you

We utilize the library for study groups! Mahalo!

Thanks for providing kind service and helpful resources!! :)

Thank you for all your help & awesome movie selection

I want to thank all the staff, even the students for your courteousness, helpfulness and smiles. Because of my classes here I use the library often. Thank you for all of your help.

The library definitely helps me do better in class! :) I enjoy coming in the library to study/relax/and have group studies as well. Thank you UHMC Library

I use my laptop with the library wireless.

I would like online videos.

Thank you 4 your help.

It would be wonderful to have p.m. hours. and weekend hours. I work full time and p.m. is my study time. I am always in need of a quiet environment to concentrate :o)

I can't really use recipe books in class.

nice and clean

Joceelyn is always very helpful. The Japanese lady comes off two faced and snobby.

NO KA OI'

I like that I can get what I need from the website. Thanks

would like more books
not enough computers

I would like to use the elevator.

love the library. thank you

I love the library!

Awesome!

(draw of a big large monster with a happy face)

thank you

Keep up the good work. Very efficient, compassionate, patient, helpful, friendly staffing.

They are very unhelpful

I love the library and our librarians! I wish we had more books. Often the items I need (especially for upperdivision classes with research required) are not at the Maui library. I find dozens of sources at the Manoa library, yet the cost to bring them here is not something I am willing to pay.

I wouldn't have passed any of my classes without the UHMC Library

I like the setup and atmosphere of library. There's a good selection of books, especially in the literature section. Some special interest sections are lacking good titles though, like I couldn't find books on Theravada Buddhism/the Pali Cannon, and there's only a couple books on chess. Some good chess authors are Irving Chernev, CJS Purdy, and Mikhail Botvinnik. There's some good Pali translations in English by Thanissaro Bikkhu and Bikkhu Bodhi.

The Library needs to be updated. The computer work station and study room is WAY TO SMALL! I know more students would use the library if the librarie's resources met the student's needs. Plenty of computers, more study rooms and keeping the library quiet. The library staff is GREAT! Thank You!

I want to express my sincere appreciation to Lillian at our UHMC library. She was extremely instrumental in helping me access a book for my final term paper. The book was located at another UH campus. Mahalo to Lillian!!!

Well Done!

Currently not a student, but have taken numerous classes at UHMC in past. Library staff has always been very helpful.

I go to the library for quiet time studying. There are students who need to be reminded that the library quiet areas need to kept quiet. Stay downstairs if they want to talk.

Extend hours to be open longer! I like how I can go in, and find the peace and quiet I need to do my homework.

Everything! It's wonderful world of research and data for everyone. Gotta try it...
Library is Awsome!!!

Ellen Patterson is a delightful person to visit when you need help.

Many times I am unable to find the scientific journal papers I am looking for.

I study in the library and what is good about it is that it’s a quiet enviroment and there’s a section where my friends and I can have discussions. It's comfortable in there, and a good place to relax before the next class. When I need help there are friendly people in the library to help with my questions.

Librarians are a great resource. One ordered a library book from another branch for my project, let me know when it was going to be here and helped me locate peer reviewed articles on the web. They are very kind, helpful and knowledgeable. I enjoyed my library experience!!

i love the library it is just that there is always problems with the computers(:

No

I like the fact that I can borrow books from other campuses aside from Maui Community College when they don't have what I need. The computer database is so helpful when doing research and it's easy and very convenient because I can access it through my PC. It was really helpful when our campus librarian (can't remember her name) came to show how to access everything and made the class aware of all the databases we can utilize. It made using the library less intimidating. The desk personnel are very helpful as well.

i'm proud of our library. thanks for all the help

i enjoy the UHMC classes. if i lived on maui, i would definitely use your library!

I would really, really like it if the library had a subscription to JSTOR. It's the one database where I cannot find anywhere that has it. I would also like to see a larger selection of books relating to European history, mainly ones that contain primary sources (transcribed documents, annals, etc.).

Hard to find a quiet place to study lately in the library. Even the quiet areas have people either using a cell phone, eating lunch or on the computer w/out lowering the volume.

The employees in the library should be more helpful to other students. The computer should be more advanced and user friendly. Many of us students would have to go walk all the way to TLC or kalama building just to use the computer while were at the library getting books. I think the computer should be more useful so that we can do our research there.

The library staff is doing a great job. Its easy to find books, and easy to check out and return. Great Job.

it's all good!

I find it very difficult to get periodicals off the hawaii voyager system and maybe that is because I just don't know how

As an outreach student, the hours do not meet my needs.
sometimes there is too much noise in designated silent study areas.

I have never used the campus library

Thank you wonderful library people! I appreciate all you do.

more computer in the library. everything else good

What I do NOT like about the library is that it can get too cold in temperature. It makes you want to leave and thaw out. Another thing is that not all chairs or seats are comfortable. It's hard on the buns. I would grade it a "B/C". I like the helpful staff, they are all very helpful. Thank you so very much for being there for us. :=)

sometimes the computers are not up to standards, currently they don't have USB access so i need to find other ways in saving my material...or go to others places on campus that are not to comfortable or friendly environment....to noise. I love the library!

I think you should do more informational sessions. I've been a student here since 2007 and have only experienced one info session during an Eng 210 class. I think every student would benefit for going through it, at least once, because it opens doors to more effective research. I could use another session myself.

I think the library has a limited collection of books of little varieties, some of them redundant, although I hardly think many students use them. I suggest that some of the redundant and outdated books be sold, given away or recycled, and replace them with updated books in diverse areas. I am hoping to see increase in collection of magazines and DVD's, especially those related to science, technology, medicine and documentaries.

I am just glad it's there for the distance students to use. It is very accessible.

Where are all the casual reading books? A small section of books for enjoyment might teach a few of these kids that reading, and by extension writing, is not necesarily [sic] a onerous task.

I do not use the computers in the library.

I feel that Molokai's library is so full that they aren't enough computer's for all student's to do our homework assignements, although they are awesome and very helpful to us student's.

Only picked n/a on the books because I haven't needed to use any as references for courses yet. I have been able to find some for personal interest though, so that's a plus.

It is a great learning environment. The staff is able to do a good job even with limited resources. Mahalo Nui Loa.

I only use the library online, and love the fact that everything is there, easily accessible. Please don't change that.

I really like the computers at the library

the staff is very friendly

STAY OPEN LONGER HOURS AT NIGHT... the library closes too early. Or may be 3 out of 5
I love libraries. This coming semester I will participate with the services through web services. Mahalo

LOVE THE EBRARY

wonderful =)

wahoo!

Thank U!

I like learning

I would like to be able to print from USBs more. Please shift hours on some days later to facilitate evening classes for adults returning to school. Mahalo =)

Love the new improved library!! Thank you to students and staff.

i love doing community service here & borrowing DVDs. Thank you!

#s 3, 5, and 7 are checked 'not applicable' because I have not made use of those resources and I would like to. When are the instruction sessions given?

I appreciate the help I receive from the women at the helpdesk.

i love coming in the library to do work I thing though we need more computers w/up to date software and quiet cubicles to study in. more trash cans around and computers with study cubicles upstairs as well =) mahalo

need some more books for or talking about other islands or communities of the Pacific

keep up the good work

Thank you for always being such a tremendously helpful staff. I really appreciate your fine services!

I appreciate you showing me all of those "Voyager" capabilities yesterday at the front desk.

The "test" we sent out as an email worked perfectly.

Wow.

Thanks for the eye opener. Learning something new everyday at college.

I love the library! I haven't been in a college library since the early 70s! Things are so much better now, more services, competent help! keep up the great work.

you guys are doing a great job!!

need more couches

free drinks
food (snacks)

its awesome thanx

I love you

love you
Faculty Survey results

Answer (yes or no), "Response Percent", "Response Count"

I usually find enough books to meet my course needs.

yes, "46.6%", 27
no, "13.8%", 8

I get enough articles from the library databases to meet my class needs.

yes, "44.8%", 26
no, "15.5%", 9
not applicable, "39.7%", 23

The library staff guide me to the resources I can use.

yes, "84.5%", 49
no, "5.2%", 3
not applicable, "10.3%", 6

The library's instruction sessions have increased my understanding of libraries and research.

yes, "39.7%", 23
no, "1.7%", 1
not applicable, "58.6%", 34

The library website is useful.

yes, "86.2%", 50
no, "0.0%", 0
not applicable, "13.8%", 8
The library's computers meet my needs.

yes, "29.3%", 17
no, "6.9%", 4
not applicable, "63.8%", 37

I feel comfortable being in the library.

yes, "79.3%", 46
no, "3.4%", 2
not applicable, "17.2%", 10

**Faculty Comments**

Outreach faculty - we don't really utilize the library, but know that Lillian is available, if we need her.

The staff are always incredibly helpful! Many thanks for all of your effort to meet our needs.

Mahalo!

i want to be a librarian when I grow up

We need more access: night hours early morning hours on weekends/ weedays resources available here than going through

The library staff are fantastic - thank you!!

I really appreciate the staff in our library. They are always helpful! When I send my students in for research projects they consistently return with great appreciation for all the help they receive while there.

Thank you to all the librarians who make our jobs easier.

survey should have questions about the library's faculty and [staff]

Mahalo especially to Lillian and Ellen!