UHMC Library Program Review 2013

Prepared by Lisa Sepa

October 2013

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Part I. Review

Introduction

The 2013 University of Hawai‘i Maui College Library program review was prepared by Lisa Sepa, library department chair. This document follows the required and prescribed procedures and outline requested by the system in the *University of Hawai‘i Academic Support Services Program Review Procedures and Measures* (July 14, 2011 [see Appendix-Template]). All underlined terms are clickable links.

Program Mission

*University of Hawai‘i Maui College Library’s mission is to provide resources and services to stimulate intellectual curiosity and to facilitate learning and research within the academic community. We are a proactive organization that addresses issues, anticipates trends, and sets its agenda with the needs of the current and future college community in mind.*

The librarian’s focus is no longer just information access—we are educators. Our interests are information skills that assist students in all their endeavors, not just in the use of the library. This paradigm shift requires a change in not only the library faculty’s attitudes, but also the campus administration and faculty.

The library is integral to the mission of the college; it is not an adjunct or peripheral service.

Description of quantity

Requested information from the program review [template].

The library collection and resources consists of:

- 155,291 books (print and electronic)
- 179 print periodicals
- 5,803 videotapes, DVDs, and audio CDs
- 74 databases, with full-text access to about over 50,000 periodicals
- 3,236 microfilm reels
- 13 public access computers
- 2 video stations
- 3 HD televisions with Blu-ray DVD players and laptop hookup
- 1 microfilm reader printer
- 219 seats
- 1 CD player

The UHMC Library database collection consists of many items unique in the UH community college system to the UHMC Library. Non consortial purchases are:

1. Alldata, automotive
2. Art & Architecture Complete
3. CINAHL Complete, nursing and allied health
4. Credo Reference, over 500 reference books online
5. Gallup Brain, polls and public opinion
6. Global Road Warrior, international relations
7. Lexis/Nexis Academic
8. Music Index
9. Naxos Library
   a. Classical music
   b. Jazz
   c. Spoken word
10. Oxford Dictionary Online
11. Oxford Language Dictionaries Online (Chinese, French, German, Italian, Russian, Spanish)
12. Safari Books Online, over 7,000 online full-text computer and technology books
13. SocIndex
Quantitate Indicators

Demand

<table>
<thead>
<tr>
<th></th>
<th>2010-2011</th>
<th>2011-2012</th>
<th>2012-2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of reference and informational questions / student &amp; faculty FTE</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Number of students attending presentation sessions / student FTE</td>
<td>1</td>
<td>1</td>
<td>.44</td>
</tr>
<tr>
<td>Number of circulations, electronic books used, full-text journal articles downloaded per student and faculty FTE</td>
<td>41</td>
<td>47</td>
<td>47</td>
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<tr>
<td>Number of web accessible computers per student FTE</td>
<td>0.004</td>
<td>0.004</td>
<td>0.004</td>
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</table>

Efficiency

<table>
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<th></th>
<th>2010-2011</th>
<th>2011-2012</th>
<th>2012-2013</th>
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<tbody>
<tr>
<td>Number of informational and reference questions answered per FTE librarian</td>
<td>1201</td>
<td>849</td>
<td>849</td>
</tr>
<tr>
<td>Number of book volumes (paper) per student FTE</td>
<td>24</td>
<td>24</td>
<td>24</td>
</tr>
<tr>
<td>Total materials expenditures / student &amp; faculty FTE</td>
<td>$42</td>
<td>$42</td>
<td>$42</td>
</tr>
<tr>
<td>Total library expenditures per student and faculty FTE</td>
<td>$189</td>
<td>$189</td>
<td>$189</td>
</tr>
</tbody>
</table>

Effectiveness Measures

<table>
<thead>
<tr>
<th></th>
<th>2010-2011**</th>
<th>2011-2012</th>
<th>2012-2013</th>
</tr>
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<tbody>
<tr>
<td>UHCC Common Student Learning Outcome: The student will evaluate information and its sources critically.</td>
<td>96%</td>
<td>96%</td>
<td>96%</td>
</tr>
<tr>
<td>Student Satisfaction Measurements Using Common Survey Questions</td>
<td>91%</td>
<td>91%</td>
<td>91%</td>
</tr>
<tr>
<td>Faculty Satisfaction: I usually find enough course resources to meet my needs.</td>
<td>92%</td>
<td>92%</td>
<td>92%</td>
</tr>
</tbody>
</table>

Discussion of Quantitate Indicators

Students and faculty continue to depend on the library. As may be seen from the above statistics, usage has increased dramatically, even though its hours have decreased by 29% since 2008. This increase is not just based on an increased head count, since it is based on FTE. Students and faculty want to and need to use the library and its resources. Reference usage remains steady. Students continue to rely on librarians to assist them in finding and using information. Material expenditures per FTE have gone up 40% since 2009, while the actual total expenditure (which reflects the library’s budget) per FTE has decreased by 26% since 2009. Students and faculty are using more of these resources. Since 2009, the use of items increased by 583%; this is a huge increase for a small library.
Outcomes

Student Learning Outcome

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

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 SLOs merely consist of knowing the location and hours of the library and how to look up a book using Hawai‘i WebVoyage, the interface to the UH Libraries online catalogue, ExLibris Voyager, and ExLibris Primo, a confederated search discovery tool. 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, and constructing citations.

Of students and faculty that had an opinion, 96% indicated that the UHMC library did fulfill the UH community colleges’ common SLO.

Information Literacy

Submitted by Ellen Peterson, public services librarian

The UHMC Library advocates and promotes the practice of information literacy, a pedagogical method that has developed steadily in academic library instruction programs nationwide. Essentially, students are taught competencies and constructs to transform themselves into independent information searchers based on a critical thinking model, rather than one based on “library skills” sets. Instead of focusing exclusively on the mechanics of choosing a database, constructing searches, and knowing how to display, retrieve and print information, information literacy instruction and practice requires students learn what information is, who creates it, why it is important, and how information, combined with their own thoughts and ideas, can create new information.

In 2012/13 the number of information literacy classes offered through the library increased (see comparative statistics above). The information literacy instruction program continued to extend to additional programs and departments, including many of the new, upper-division courses now offered through UHMC. Additionally, more librarians took an active role in the teaching and marketing of classroom instruction and tours, resulting in an increase in the number of information literacy classes taught.

The UHMC Library continued to focus on acquiring and developing new and emerging tools and technology for teaching information literacy competencies and constructs. Most notably, the library acquired ExLibris’ Primo, a discovery and delivery tool useful in teaching federated searching and resource evaluation skills and strategies.
Satisfaction measures

User feedback tools include Get Satisfaction (online), SurveyMonkey (online), comment book, and five 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:

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.

The UHMC Library survey also requests that students let us know if the library helps them get better grades, what they like about the library, and what they dislike.

Part II. Analysis of Unit

Overall

Based on the decrease in staffing, decrease in hours, stagnate budget, and increased demands from greater student FTE, new programs, and costs for resources, overall the library’s health is cautionary. With the new demands on it, the library continues to stretch its already overstretched staff, infrastructure, and budget.

Since the college's Carnegie Classification has changed (current classification: Assoc/Pub4: Associate's—Public 4-year Primarily Associate’s) and our FTE has increased, many of our online resources have increased in cost, some almost doubling. The library has relied on online resources to make up for its loss of staff and subsequent decrease in hours. For the past three years, the library has had generous support from outside sources to shore up its flagging budget. The technical services staff has been especially creative in budgeting and working with vendors.

Summary of services

- The library is open 46 hours per week.
- Through the library website students have access to all online resources twenty-four hours a day.
Staff:

- Faculty
  - public services librarian—responsible for circulation services (including public computers and public equipment) and instruction;
  - reference librarian—responsible for general reference;
  - technical services librarian—responsible for library technical services.
  - Additional non-compensated duties: head librarian; library webmaster; and University Center, Maui librarian—responsible for service to University Center, Maui students, outreach sites, and general reference.
  - Each librarian is assigned to a subject area to develop (books, media, online resources, etc.). Library faculty work with faculty in their specific subject areas to develop the collection and determine needs to ensure that the library is support current and upcoming programs and endeavors. All UHMC faculty members are contacted multiple times a semester and asked for suggestions concerning collection development.

- Civil service
  - circulation assistant (Library Assistant IV)—vacant;
  - circulation assistant (Library Assistant IV)—temporary, not on org chart; and
  - technical services technician (Library Technician VI).

- Student assistants
  - one FTE student assistant.

The library provides access to outreach students via the library website and the efforts of the outreach librarian. Although a student's home campus should be able to fulfill the student's needs, students may access materials from other UH libraries via intra-system loan.

In addition to the social networking on the Internet, the library tries to connect with students through participation in campus events, like the new student orientation (NSO) and the campus email “blast.” At events, the library distributes its very popular “pink pencils” with the website URL. We also free distribute “skinny cards.” These popular calling cards have the library’s URL and telephone number. Students like them because they are unique and look modern.

Strengths and weaknesses

Strengths

1. Library use has increased since 2009. Even with 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 or they would not be using the library.

2. Comments from students are generally positive. All concerns are addressed and, if appropriate and feasible student, suggestions are.

3. The library’s website is an 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.

4. Events hosted by the library (art shows, poetry events, spontaneous coffee service, cake and snacks, lunch) engage the campus community. Events may be viewed on the library blog (http://www.maui.hawaii.edu/library/about/news.html). Last year we made pizza, cookies, brownies, and bread a few times and served two sandwich buffets. We went around the library with the food on a cart and distributed it to the students. Some students came to the library when they saw the Facebook post announcing that there was food.

5. Libraries are more than buildings and books; the UHMC Library has a strong presence on the Internet. Most of these services are available via the library’s About Us page (http://www.maui.hawaii.edu/library/about/index.html).
   a. UHMC Library homepage (http://www.maui.hawaii.edu/library/index.html)
   b. UHMC Library blog—news from the library
   c. Twitter—microblog with news from the library
   d. Facebook—social network, run by library student workers)
   e. Flickr—library-centric pictures
   f. YouTube—videos made by library student workers and friends
   g. Pinboard—social bookmarks, previously we used delicious.com
   h. Pinterest—social bookmarks

6. ZenDesk is a cloud-based customer service used by the library since spring 2012. ZenDesk offers helpdesk ticketing, issue tracking, and customer service support. All web requests go through ZenDesk and are triaged by the library director.

7. Students and faculty may contact a librarian in many different ways. Information and directions are on the library website’s Ask Us page (http://www.maui.hawaii.edu/library/help/askalibrarian.html). UHMC Library was the first library to offer instant messaging and texting to its patrons. Services we offer are:
   a. instant messaging
b. texting (SMS) via a mobile telephone

c. telephone

d. email

e. in person

8. *LibGuides* ([http://maui.hawaii.libguides.com/index.php](http://maui.hawaii.libguides.com/index.php)) is an online framework that allows librarians to create and share guides. Currently there are 30 guides on varied subjects. In total there have been over 3,300 views for 2012/13.

9. Students would like longer hours and more services than the library can provide with its current budget and staffing. The library has compensated for this by providing excellent online resources. Students may access most of the library’s online resources off campus at anytime on most internet-enabled devices.

**Weaknesses**

1. The library has one temporary and one casual-hire employee running public services. The library has **no permanent** public services staff.

2. 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.

3. The library is short three civil service positions. Services to students and hours have been curtailed because of this shortage and new services are not being offered.

4. Improvement and expansion of services to students and faculty requires the addition of the information technology APT. This position would support new technologies and enable the library to offer more services to students. This position would also assist the librarians in developing technology solutions, such as, maintenance and support of the library’s ChromeBooks; an in-house proxy server for user authentication; ability to track student usage of technology resources by classification; create online applications to support library services; develop mechanisms to deliver a better distance education experience online.

5. Public Access

   a. One library assistant IV position is temporary. This position is in constant danger of being cut. This would leave the library with one public services clerk. These positions are imperative to keeping the library building open.

   b. One library assistant IV position is casual. This position is in constant danger of losing funding and being cut. This would leave the library with one public
services clerk. These positions are imperative to keeping the library building open.

- If either position is lost, the library will be open only 20 hours per week and intersystem loans will be suspended.

6. Students would like longer hours and more services than the library can provide with its current budget and staffing.

7. The library needs better mechanisms to evaluate its services. This is especially true of its instruction program.

8. The library budget is stagnant and does not reflect increases in the costs of resources or the increase in students and their needs. The allocation to the library from the general college budget has decreased (from .03% in 2006 to .02% in 2012). When the increase in student FTE is considered, the budget has decreased by 26%, while the cost for resources has increased.

9. The library building is continuing to prove inadequate. The renovation in 2007/08 was a stopgap that helped with health and safety issues. The building is too small for the campus FTE. The electricity and infrastructure are too old to handle a modern library. Twenty years ago the head of computing services said of the building, “It was built when electricity was a novelty.” It was true then and is even truer now.

**Significant program actions**

1. The library worked with the administration to develop better assessment tools for the library SLO

2. Two new databases/web services:
   - a. Literati
   - b. CINHAL complete.

**Result of Prior Year’s Action Plans**

1. Positions
   - a. APT for access services (1.0 FTE) position still lost.
   - b. Library Assistant IV (.5 FTE) position still lost.
   - c. Library Assistant IV (1.0 FTE) position (filled) is still temporary.
   - d. Library Assistant IV (1.0 FTE) position (unfilled) is vacant.
   - e. New faculty position (information literacy librarian) has not been created.

2. Collection development
   - a. Database user statistics have been evaluated; two new databases have been added, three have been cancelled (due to lack of funding from ABIT), and one has been upgraded.
b. Reference, periodical, and microfilm collections have been evaluated. The collections have been weeded.

3. The library continues to be open 46 hours per week.

4. The library faculty continues to work toward developing better tools for assessing the program. Ellen Peterson, Betsy Knight, Eric Engh, John McKee, and David Grooms developed the current strategic plan.

5. Independent of the chancellor, the library purchased 9 Chromebooks for students use. In an unusual move the University of Hawai‘i ITS granted the technical services library administrative access the university’s Google administration portal. The only non-ITS person to be granted such access. This access is needed to administer the Chromebooks.

6. To support the Chromebooks and other mobile devices, the technical services librarian pursued and lobbied for the campus ITS to institute Pharos UniPrint MobilePrint. This UniPrint addon will allow UHMC students to print to the campus UniPrint system from any internet-enabled device that can send email.

7. Hawaiian, reference, and periodical collections will be moved and consolidated to make more room for expanded and new student study areas.

Value

The library proves it value though consistent and strong usage statistics. If students and faculty did not find value in the library, they would not use it. The following shows a comparison of usage between 2007 and 2012.

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2012</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gate Count/student &amp; faculty FTE</td>
<td>14</td>
<td>29</td>
<td>+107</td>
</tr>
<tr>
<td>Circulation (physical books)/student &amp; faculty FTE</td>
<td>9</td>
<td>9</td>
<td>+0</td>
</tr>
<tr>
<td>Online books &amp; articles retrieved/student &amp; faculty FTE</td>
<td>13</td>
<td>36</td>
<td>+177</td>
</tr>
</tbody>
</table>

These statistics, which are based on FTE, show a huge increase in the use of the library and its resources. This is especially interesting considering that the library decreased its hours by 29%. Overall physical use book has remained the same; use of physical books has not gone down per capita, even though use of online books and articles has gone up 177%. Students and faculty continue to rely on physical books.

The survey results are generally positive (overall 91% positive) and the comments reinforce this. The library is making a positive impact in students’ success. Of students who stated an opinion, 92% said that the library helped them get better grades. 87% stated that the library’s computer resources contributed to their success at the college. Of faculty that stated an opinion, 92% indicated that they were satisfied with the library; 88% indicated that they found the library’s resources adequate.
Some student and faculty comments on the library’s value:

“The library is a great resource and asset to students. It’s one of my favorite places to be for getting my work and homework done and a convenient location to the rest of my classes. Thank goodness to all the staff members are a great group of peoples and they are so very helpful always attentive to my needs. Especially in helping me get the right kinds of materials for my subject courses, in the most efficient way….

“I like to thank the entire staff for their professionalism and keep up the good work.”

“I love the artwork displayed by the students. Lots of quiet study areas. Great job!”

“Can something be done about the temperature in the library? It would be more comfortable if it wasn’t so chilly in there. I’ve had to use more than a sweater while (trying) studying in there?”

While the library has value and can prove this value, its resources are not adequate to its task. The UHMC students need and deserve a better library. The library provides excellent resources and services considering its constraints. For the sake of student success and the college, the library requires a building, budget, and staffing commensurate with the task it is assigned.

Part III. Action Plan

Strategic Plan

The University of Hawaii, Maui College Library has developed its Strategic Plan for the period 2012-2015. This plan was developed to align with the University of Hawai‘i, Maui College Strategic Plan (http://maui.hawaii.edu/faculty/StrategyPDF/StratPlanallMay2803FINAL.pdf) and the WASC-SR standards and core values for Student Services Units. Specifically, we have addressed issues that focus on support for teaching and research.

The library has developed this strategic plan to focus on five areas: information literacy, collection development and access services; staffing and staff development; intellectual environment; and marketing. Each area is integral to the effective and efficient operations of the library, both now and in the future.

Strategic Divisions

1) Information Literacy

   a) Promote information literacy throughout the academic community by teaching users to find, evaluate, and make intelligent and ethical use of information resources.
i) Collaborate with faculty to incorporate basic information literacy competency skills into more and more general education courses.

ii) Incorporate information literacy components into all levels and disciplines of instruction by designating a librarian to work with each discipline or program.

iii) Develop additional methods for assessing and evaluating information literacy instruction effectiveness.

iv) Continue to develop print and online tools to enhance students’ information literacy skills, with a focus on LibGuides.

v) Point of contact for the information literacy component of the new Institutional Learning Outcomes (CASLOS).

2) Collection Development & Access Services
   a) Provide user-friendly access to information resources in all formats and the support services needed to make intelligent use of these resources.

   i) Build strong collections that reflect the changing mix of print and electronic resources in a complex, consortium environment.

   ii) Continue to replace the print collection, particularly journals and reference materials, with their digital counterparts.

   iii) Expand the collection of non-traditional academic resources, including graphic materials, digitized content, and audio-visual materials.

   iv) Collaborate with faculty and UH System librarians to make Hawaiian Studies resources accessible by acquiring, organizing and delivering them in the most effective formats.

   v) Update and improve library web pages to reflect new and emerging information discovery services, with an emphasis on ExLibris’ search and discovery system (Primo).

   vi) Consider e-book leasing and other innovative practices that could improve interlibrary loan delivery and services.

   vii) Provide quality reference assistance through in-person and virtual references services, and develop tools to measure the effectiveness of these services.

3) Staffing & Staff Development
   a) Recruit, develop, retain, and motivate a diverse and well-qualified staff team who can make a significant contribution to the academic mission of the college.

   i) Evaluate library staffing needs and workspaces to improve the efficiency of departmental operations.

   ii) Lobby for positions.

   (1) reclassify temporary LA IV to permanent
(2) restore library’s “lost” APT position  
(3) create information literacy librarian

iii) Provide structured orientation, library training and tutorials for all staff members and student assistants including thorough training on the ExLibris Primo system.  
iv) Provide training and growth opportunities that encourage staff members to develop expertise related to their profession and job assignments including attendance at library conferences and training sessions, participation in the governance of library cooperatives and organizations, and the monitoring of current professional literature.

4) Intellectual Environment  
   a) Create a comfortable, safe and user-friendly environment for study, research, and information sharing.  
      i) Focus on transforming spaces to inspire learning, innovation, connections, and discovery.  
      ii) Transform the reference section to accommodate additional study areas.  
      iii) Redesign the reference desk to ensure that it continues to function as a user-friendly point of contact between patrons and librarians.  
      iv) Cultivate opportunities for additional space.  

5) Marketing  
   a) Promote the usage of library resources and services through a program of advertising and user education.  
      i) Enhance library web pages to facilitate patron access to all library services.  
      ii) Use displays and exhibits to promote the library’s collections and unique resources.  
      iii) Engage in creative marketing practices, such as contests and giveaways, to help promote a positive library branding and to attract new visitors to the library.  
      iv) Ensure that the library is represented at campus activities, including job fairs and student services events.
## Action Plan

<table>
<thead>
<tr>
<th>Goal</th>
<th>Item</th>
<th>Steps</th>
<th>Resources</th>
<th>Person/s responsible</th>
<th>Timeline</th>
<th>Outcome indicator</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>AP 1 – (Strategic Plan Goals 2 &amp; 4) Improve services</td>
<td>stabilize staffing</td>
<td>1. Fill vacant LA IV position&lt;br&gt;2. reclassify temporary LA IV to permanent&lt;br&gt;3. restore library’s “lost” APT position&lt;br&gt;4. create information literacy librarian</td>
<td>position numbers and funding</td>
<td>Chancellor, VCAA</td>
<td>Fall 2013</td>
<td>Increase in the number of full-time staff which will lead to increased services that students are requesting and need to succeed</td>
<td>?</td>
</tr>
<tr>
<td>AP 2 – (Strategic Plan Goal 1)</td>
<td>assessment</td>
<td>Create better mechanisms for assessment of library functions, including reference and instruction.</td>
<td>Staff time</td>
<td>Librarians</td>
<td>Spring 2014</td>
<td>Assessments will be in place and utilized, giving the college a better understanding of the library and its functions.</td>
<td>In process</td>
</tr>
<tr>
<td>AP 3 – (Strategic Plan Goal 4)</td>
<td>Increase the number of public access computers and student study areas</td>
<td>Purchase and configure computers and furniture</td>
<td>library budget, infrastructure, and space</td>
<td>Library staff &amp; computing services</td>
<td>2012</td>
<td>9 Chromebooks purchased</td>
<td>In process</td>
</tr>
</tbody>
</table>

## Part IV. Resource Implications

AP 1.1: position number  
AP 1.2: creation of APT new position  
AP 1.3: creation and funding ($70,000/year) of new faculty position  
AP 3: staff time
Appendix

Resources

1. 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)

2. 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/>.

3. 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.


UH Community College’s System-wide Program Review Template

UNIVERSITY OF HAWAI’I COMMUNITY COLLEGES ACADEMIC SUPPORT SERVICES
PROGRAM REVIEW PROCEDURES AND MEASURES
APPROVED JULY 14, 2011
LIBRARY SYSTEM PROGRAM REVIEW

Introduction:

Program Mission Statement and brief description of the program including a listing of student learning outcomes. Include description from top of page 44 from Guide to Evaluating Institutions.

Evidence that shows quantity, quality, depth and variety:

Description of quantity: Number of volumes, number of periodicals, description of number and kinds of technological resources or equipment, including computers, microfiche machines, video equipment, audio tapes, CD ROM’s and other data source, number of “seats” available in library and learning resource center (LRC).

Part I. Quantitative Indicators for Program Review

At a minimum, Academic Support units are asked to provide the following (applicable) components and measures over the college’s established review cycle. Colleges are free to add additional components and measures if such additions contribute to an improved internal assessment process. Include three years worth of data.

Library Data

<table>
<thead>
<tr>
<th>Demand Measures</th>
<th>2008-2009</th>
<th>2009-2010</th>
<th>2010-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of informational and reference questions per student and faculty FTE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of students attending presentations sessions per student FTE</td>
<td></td>
<td></td>
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<tr>
<td>Number of circulations, electronic books used, full-text journal articles downloaded per student and faculty FTE</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Number of web accessible computers per student FTE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Efficiency Measures</td>
<td></td>
<td></td>
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</tbody>
</table>
Number of informational and reference questions answered per FTE librarian

Number of book volumes per student FTE

Total materials expenditures per student FTE

Total library expenditures per student and faculty FTE

Effectiveness Measures

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

Student Satisfaction Measurements using common survey questions (see data definitions)

Faculty satisfaction measurement – 1 or 2 questions
I usually find enough course resources to meet my needs.
I am satisfied with the service I receive from the library staff.

Part II. Analysis of the Unit

Strengths and weaknesses in terms of demand, efficiency, and effectiveness based on an analysis of the data. Focus on data elements that have changed or have been stagnant, and discuss the implications of the change. Include determination of unit’s overall health (Healthy, Cautionary, Unhealthy).

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.

Review of access including hours, access for distance learning students (from bottom of page 44). List of courses, workshops and other held each year and attendance. Give an update on previous year’s action plans and how well they are achieved.

What value does the library add to a student’s experience and success?
Part III. Action Plan

Review areas of weakness and analysis of the data, and discuss **no more than three strategies** to improve the results.

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

Indicate what physical, human, and financial resources you will need to accomplish your action plan.

Data Definitions

Data will be given for annual activities between July 1 and June 30 of a given year. Use Summer, Fall, Spring student enrollment numbers when needed

Student FTE and Analytic Faculty FTE will be provided by system office to each campus.

UH = University of Hawaii Library System Data report, that includes statistics gathered from all UH campus libraries for a given fiscal year.

Demand

Number of informational and reference questions per student and faculty FTE

Total informational and reference questions answered by all FTE staff (including student staff) divided by student and faculty FTE.

Informational transactions facilitate the logistical use of the library and that does not involve the knowledge, use, recommendations, interpretation, or instruction in the use of any information sources other than those that describe the library, such as schedules, floor plans, and handbooks. Includes technical transactions which involve a mechanical fix, e.g., printer does not work, doesn’t have paper, or is jammed.

Reference Transactions involves the knowledge, use, recommendations, interpretation or instruction in the use of one or more information sources by a member of the library staff.

Number of students attending presentations sessions per student FTE

Total number of participants attending presentations divided by student FTE. Count the total number of participants who attended all sessions, single or multiple, e.g., class of 15 students meets on time per week for 10 weeks, attendance = 150.

Number of circulations, electronic books used, full-text journal articles downloaded per student and faculty FTE
Sum of library circulation including laptops, headphones, DVDs, books, and items checked out for use in library or off site (UH #7c), electronic books used plus full-text journal articles downloaded (UH #11b plus #11d) divided by student and faculty FTE.

Number of web accessible computers per student FTE
Number of web accessible desktop and laptop computers and other devices divided by student FTE.

Efficiency
Number of informational and reference questions answered per FTE librarian
Number of informational and reference questions answered by the librarians divided by the number of librarians reporting statistics. See definitions in #2 above.
Number of book volumes per student FTE
Number of print book volumes plus electronic books owned by library plus number of ebrary titles (UH #13 plus #17a plus ebrary titles) divided by student FTE.
Total materials expenditures per student FTE
Total materials expenditures including books, AV materials, DVDs, microfilm, and journals divided by student FTE.
Total library expenditures per student and faculty FTE
Total library expenditures for materials, operating, and personnel from all sources of funding (UH #25) divided by student and faculty FTE. Expenditures from all revenue sources including donations and grants.

Effectiveness
Common Student Learning Outcome: The student will evaluate information and its sources critically.
Libraries will use same SLO but use own assessment methods. Provide percentage of students that achieve SLO. To get percentage take number of students achieving SLO divided by total number of students.

Student Satisfaction Measurements using common survey questions:
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 guide me to resources I can use.
The library’s instruction sessions have increased my ability to do research and use library resources.

The library website is useful.

I feel comfortable being in the library.

The computer resources in the library contribute to my success at the College.

Provide average percentage for those who responded to question. Use results for respondents to questions, i.e., if 50 people took the survey, and 40 users responded to question and 10 users left the question blank or checked not applicable, then use results from the 40 respondents. Each question might have a different number of respondents.

Faculty Satisfaction Measurements using common survey questions:

I usually find enough course resources to meet my course needs.

I am satisfied with the service I receive from the library staff.
Information Literacy Summary—by Ellen Peterson

The UHMC Library advocates and promotes the practice of “information literacy,” a pedagogical method that has developed steadily in academic library instruction programs nationwide. Essentially, students are taught competencies and constructs to transform themselves into independent information searchers based on a critical thinking model, rather than one based on “library skills” sets. Instead of focusing exclusively on the mechanics of choosing a database, constructing searches, and knowing how to display, retrieve and print information, information literacy instruction and practice requires students learn what information is, who creates it, why it is important, and how information, combined with their own thoughts and ideas, can create new information.

In 2011/12 the number of information literacy classes offered through the Library increased (see comparative statistics above). The information literacy instruction program extended to additional programs and departments including second and third year nursing students, sociology, pharmacy, business and accounting courses, and the dental hygiene program.

Over the past year, the UHMC librarians have focused on acquiring and developing new and emerging tools and technology for teaching information literacy competencies and constructs. Most notably, the Library acquired LibGuides by Springshare, a system for creating research guides and sharing knowledge. Since the acquisition, UHMC librarians have created more than 25 research guides that are intended to help students focus their research and assist with the teaching of information literacy.

By continuing to explore and following closely, the Best Practices in Information Literacy Competency Standards for Higher Education (Association of College and Research Libraries, American Library Association) and the WASC-SR accreditation guidelines, UHMC librarians have worked closely with faculty and administrators to help develop institutional and program learning outcomes for information literacy on campus. Looking toward the future, the strong focus on developing new tools for information literacy instruction and methods for assessing information literacy will continue.
Outreach Services Sumary–by Lillian Mangum

There are different areas in providing library support services to Outreach and distance education students, faculty and staff.

First, UH Maui College Outreach sites on Molokaʻi, Lānaʻi, Hāna, and Lahaina. It is especially important to inform students at these sites about library services. I do this by traveling to the Molokaʻi Education Center twice in the Fall and once in the Spring semesters to teach library research skills to the on-site English 19, 22, and 100 classes. The second Fall visit is to teach on-site Sociology 100 students access to EBSCOhost journal articles and Communication 145 students library resources in interpersonal communication. Also, before my visit, a sign-up sheet is provided for students to meet with me individually. There are usually several students that I meet. I made two extra day trips to Molokaʻi in the Spring semester to work with the new Academic Support person in organizing the library, which had fallen into disarray from neglect. For the other Outreach sites, I email the respective coordinators if they would like me to visit. The coordinators know to contact me when their students need library services.

I update my brochures, “Library Services for Distance Education Students” and “IntraSystem Loan Services” before each semester and send copies to each Outreach site. I also provide library guides to help students navigate through our most popular online resources such as EBSCOhost, ebrary, and Hawaii Voyager. I also provide copies of MLA (Modern Language Association) and APA (American Psychological Association) citation guides, a description and comparison of magazines and journals, and an analytical guide to Web sites. In the past I have mailed outreach students enrolled in classes that may need library support my brochures and a short introductory letter. I discontinued this practice because I received no inquires and the time and expense involved.

Second, University Center upper division and graduate students. I attend each new semester’s New Student Orientation for UH-West Oahu Maui and UH-Hilo Maui students. My presentations have become longer and now usually last 45 minutes. During the first week of classes, I visit the UH-Mānoa Maui Outreach on-site classes and give a short overview of library services to the students. I give them my brochures, and a copy of my introductory letter that is primarily meant for online students. I also visit the interactive television (ITV) classes, with the same handouts. For online students, I email the UH Mānoa Maui Outreach and UH-West Oahu/UH-Hilo Maui Instructional and Support Staff my introductory letter, and they
in turn, email the students enrolled in online classes. Over the course of the semester I receive several inquiries from University Center students for research help and assistance with accessing online databases. On my past visits to the Molokaʻi Education Center, I have met many times with Molokaʻi Masters in Social Work students and guided them in finding relevant articles for their respective research needs.

I attend the monthly University Center staff meetings where I learn about new programs, enrollment data, marketing efforts, and other matters. I update the staff on new library acquisitions, new staff, and my trips to Outreach sites.

Third, students enrolled at other community colleges who need library research assistance or who have access difficulties with cable classes. Kapiolani Community College, Maui has Emergency Medical Technician and Paramedic cohorts that need to learn about the online resources from KCC’s library Website.

Reference Services Summary—by Dorothy Tolliver

Reference services are provided by the UHMCC librarians staffing the Information/Reference Desk and are the first point of contact for library patrons (students, faculty and community members) seeking information for their class assignments, research & leisure reading needs. The Reference Librarian conducts library tours for new students, UHMC classes, high school students, and community groups.

The Reference librarian analyzes information requests to determine which materials will best meet the patrons needs during a reference interview. Reference questions vary from answering a simple question to a complex research assignment that demands extensive attention from the reference librarian. Students may also need help in determining which topic is to be researched for their papers. The Reference Librarian then provides assistance and instruction in filling those needs. These may include print books, periodicals, E-books, databases, media, Intersystem loan or teaching the use of the microfilm machine.

The Reference librarian routinely assists and teaches patrons how to use the library’s Voyager system to find print books/Ebooks and media in the library as well as in the libraries of the University of Hawaii and the Hawaii State Library System. Individually, each patron is taught how to retrieve information, optimize searches, search the many and varied specialized library databases as well as how to generally navigate the Internet. Each database has its own protocols and search strategy. The librarian must determine which database is the most appropriate for
the student or faculty member. In addition to the databases there are other sources such as “Films on Demand.”

The library’s virtual reference consists of Web-based chat, instant messaging, text messaging, e-mail online requests, chat and telephone reference requests from students and faculty who are having problems in accessing information through our databases. They are coached on how to access the library’s homepage and then the library’s databases. Other questions are from frustrated students and faculty who have searched the internet and can not find the information they need. They are advised as to the databases they should be using as well as given a search strategy they can use for finding their information. Simple reference questions are also answered and researched by the Reference Librarian with the answers texted to the student or faculty.

Patrons who are mature students and are unfamiliar with computer usage are individually shown the basics before they are taught to research Voyager and/or the database. Students who have language difficulties may need “hands on” simplified basic instruction. Students and faculty who know computers and are familiar with internet searching primarily use Google and/or Wikipedia. Instead, they are taught how to use our library databases for scholarly research for their class papers. Additionally, they learn to email their articles to their own account, save their articles in a folder, electronically highlight pertinent information in these articles, electronically cite their articles and for faculty, how to embed these articles in their on-line reserve and curriculum sites.

Reference statistics are kept, tabulated and inputted for reference questions, individual instruction, tours, and virtual reference questions.

The Reference Librarian is responsible for maintenance of the Reference Collection. Because reference materials can quickly become out-of-date, the reference librarian is responsible for acquiring new print materials, recommending new databases and is responsible for removing outdated or unused materials.
Survey Results

Student responses

I usually find enough books (including ebooks) to meet my course needs.
Answered: 264  Skipped: 20

![Pie chart](chart1.png)

I get enough articles from the library databases to meet my class needs.
Answered: 255  Skipped: 20

![Pie chart](chart2.png)

The library staff guide me to the resources I can use.
Answered: 259  Skipped: 27

![Pie chart](chart3.png)

The library’s instruction sessions have increased my understanding of libraries and research.
Answered: 236  Skipped: 10

![Pie chart](chart4.png)

The library helps me get better grades.
Answered: 251  Skipped: 33

![Pie chart](chart5.png)

The library website is useful.
Answered: 260  Skipped: 20

![Pie chart](chart6.png)

The computer resources in the library contribute to my success at the college.
Answered: 269  Skipped: 27

![Pie chart](chart7.png)

I feel comfortable being in the library.
Answered: 263  Skipped: 17

![Pie chart](chart8.png)

I would like to be able to purchase paper at the library for printing because sometimes I don’t have paper on-hand.
I use the library to make copies for my classes use the computer to do my math lab cause I can't make the times they have for labs I have other classes at that times what ever I need I can count on the library to help me.

The library is a very comfortable and enlightening atmosphere to be in when studying for exams. It is also reliable source when I need facts for research papers.

Too cramped, feels as if im too close to the person next to me. This goes for using the computer and studying upstairs

none. More snacks should be given out.

Very helpful staff! Love the Maui Library ;)

We have very limited books here and our books are so out dated to meet the any criteria that we need to research.

I like working in the library, because it's peaceful in there and you'll find a lots of helpers if you help with anything......)

You guys are good, keep it up! By the way, I love your decorations.

Would you add more books to the children's section, please? Thank you!

I love the online site. I've used it extensively during my years at UHMC. It's been a great resource for me.

Great job keep it up

The library meeting rooms are useful for group meetings.

It would be nice for the library to offer books just to read for pleasure. I dislike how some people would sit at the computers but are not using them because they're only there to just sit with their friend who's using the computer.

I don't use the library on campus, but the online library is an incredible resource full of useful information I use to study whenever I find something I'm interested in. It could be improved by adding the popular choices in each category, which can be found with a quick search for top 10 books in a category.

Library is very quiet. And I don't like it when the library is too crowded.

The Maui College campus library is one of our most important assets.

None

More quiet atmosphere & respect for the students studying.

Well I haven't used it yet.

I definitely like the peace that is held in the library even the section on the third floor where talking and conversations are allowed to take place isn't aggravating at all. I don't like that there isn't much outlets, but that's minute

It would be nice to have more computers available and to have added software on computers such as Photoshop.

The library is so comfortable that I feel asleep for a good 20 minutes. The people who work in the library are always ready t help someone. You folks do a good job. Thank You

The library staff is excellent! The library is my go to place for working in between classes or when I need to get something done in a quiet place. The only thing that I would like to see is
maybe more computer stations - it always seems to be a full house, especially during midterm and finals.

I love the library and staff are friendly and helpful da best

The staff is very friendly and always willing to help with your research, if your having problems with finding information, all you need to do is ask.

the artwork on the floors is amazing!

so far so good!

Our library helps me and fellow class mates complete all given homework and class work. The librarian's are very helpful when ask question books, computer, or homework. I enjoy coming to the library to do work even to ask question.

Not enough computers. But overall I go regularly to visit.

Computers by doing my homework and looking for researches, finding books.

The library staff are really helpful and the DVD collection is awesome.

I am very satisfied how the library functions to help students who does not know anything about the availability and what they offer at the library. The library was my "second home" during my first year of college. After being out of school for many years the library was a great help. I like having a librarian on duty all the time and computers and study area and the quietness. I also like the hours and the on line library website.

The library is very useful for me, a quiet place for me to work at and get my homework done. The assistance there is very useful.

I love the study booths! I can go there and it is really quiet, it helps me concentrate. ;)

Keep up the good work! You are appreciated every day!

Everyone is always so helpful when I visit there.

Weekend hours need to start at least by 9 and I cannot believe it's not even open Sunday.

The library is the perfect place for me to get the resources I need. It also is the ideal place to study. I have been using the library almost everyday I go to class. Mahalo for your concern.

More compu

The resources in the library are really helpful. The staffs are also friendly.

I enjoy the benefits of the library, but if I have to study I go to the Learning Center, as the library is too noisy. People always talking loudly.

Not enough computers for students.

I like that it is a neutral quiet place to study, what I don't like is that it doesn't open on the weekends.

Thank you everyone for being so helpful and having such positive and welcoming attitudes! ;)

Sorry...I wanted to help but I haven't been to the UHMC library yet. The need has not come up for me as of yet.

I love the friendliness, it is always good for studying also.

I like the live animals at the front desk. I miss pac-man
| The only thing I do not like is when people talk loud in their little cliques.  |
| Ellen Peterson is awesome and a very valuable resource! |
| I absolutely love the staff, they're really helpful and well organized. The space is adequate also! |
| The library is a great place to study. I absolutely loving going there. |
| I like that when I needed help to do research, the support person there was really helpful. |
| It's the only place where I can study and not be distracted with anything. I can get my work done there and feel comfortable spending hours in the library. |
| please open longer hours and over the weekend if possible. it will be great!!! to have a quiet place available to study over the weekend. |
| Love the movie section. But I wish there were more computers for printing. It sucks waiting 20 minutes when you only need it for 2 minutes. |
| Computers all need to be update with Office 2013 and windows 7 for ICS classes. |
| I like that the staff is very knowledgeable. I did not like it when student helpers where putting books away on the quiet side of the library on the third floor and they were talking very loudly with each other. |
| The library has been a place for me to study effectively for my classes. I enjoy the atmosphere and the resources that they provide. I do wish that they would open a little earlier in the morning and have more available computers. |
| I love everything about the library. The space, amount of information, friendly ness of the staff etc. the library is a good resource. Sometimes it would be helpful if it was open on saturday. |
| It's a great; off class place to work. I have received great benefit from staff on project I am working on. |
| Keep doing what your doing, great job! |
| The hours! Not open long enough. |
| I like about library I used the book and the computer also the nice place for study. |
| I think there should be more computers in the library. |
| Keep up the good work |
| I like everything just wish the library hours was extend to be longer |
| It is a very useful source and I am glad it is available at very reasonable hours to do my work. |
| They are a great staff that helps out a lot Thank You |
| I like the library because it's quiet and I can do my homework. |
| I enjoy having study rooms where I can meet up with fellow classmates that are on Maui. Makes it very useful. I also enjoy the quiet spaces on the third floor. One thing that would be extremely helpful is if the library were open at night and on the weekends. |
| I like it because its a place for study. |
| i love going to the library |
I like how it's there when you need it. I dislike how there aren't enough tables to sit at.

I like the rooms that the library offers for study groups to form and meet up.

More computers need to be added in the Library because most of the time they are all taken up by people not even doing homework!

I love the quietness. Maybe a study table out on the second floor balcony? I study better outdoors and it is sometimes not as quiet as I want it to be inside.

This library is a nice place to complete work, although at times there is a lot of noise... it makes it kind of difficult to concentrate or test. But everything else is wonderful!

The restroom situation... why is door have to be locked.. if im upsairs and have to go.. pain to go get key.. mahalo.. also maybe more comfy chairs..

The things I like about the library is that I can catch up with friends and homework put together. There is nothing I don't like, because I've never been in school since 30 years, and I love it!

The library website should have a more pronounced presence, in Laulima for example, to show us what events are going on, rather than finding out last minute or otherwise too late.

I really love that the library has spaces for student to do homework and especially availability of computers. One thing that the library could improve is to get more DVD.

good job, however tutors could be more helpful.

It's good.

great study areas and databases.

I have no complaints about the library. There is ample study space, seating. I feel safe, comfortable and relaxed. I always feel so much more productive when I am in the library. The staff are helpful, and books I request from other schools arrive quickly.

people that work in the library should be more helpful.

When I first went there I felt welcome and was helped a lot. I appreciate everything you guys do!

I really appreciate the Library staff because they are so courteous with helping me finding the necessary books, articles, and EBSCO searches. Even when they are busy behind the desk, they stop to help and assist myself as well as my peers (through my observation). I LOVE Coming to the Library :) Much Mahalo Staff :) :) :)

I would like to have the top floor be noted as an absolute quiet zone. For me, it is easier to study and makes me feel like I can get in the zone when there's no talking, no phones ringing or any text message dings.

Needs longer hours at night and on weekends

Get more computers. There are too many people needing to go online for internet access but not enough computers.

need more computers, more info about e books

I really like how the librarian came to my ENGLISH class and presented on how to use ebsc o and explained the tools on how to use the library website.

longer hours of operation and open on Saturdays

It's the bomb
I don't like that they have removed some of the computers.

The library has such an incredible staff. Also, I love how the library is so colorful.

the esbo is a great way for me to do all of my research papers in one place, thanks for your help with my classes and learning.

Library seems always welcoming and staff is always great help. No problems at all when I go.

For Question number #8 I dont really feel comfortable in any library because everyone has to be so quiet, dont take it personally.

I like how the library is set up and how it's an easy place to learn.

Deaf students wished that library provided videophone for communication barrier it free just hooked up with dsl by Sorenson Vrs service.

Your library is the loudest place to try and study, other that it is a helpful.

I like the hours of the library

Great environment for studying and writing papers. I like the online journal database, always helpful because I'm a nursing student.

I always go to the library because I find it peaceful and quiet. I can always concentrate doing my homework and they have all the things i need.

I love studying in the library because there are many comfortable spaces where I can do my homework. I also want to thank all the staff who work there because they help students find books and resources they need for their class.

Be more productive and don't judge people!!!! I feel as if I'm being watched by a black eagle with pierced dark brown eyes ready to kill me! #swag #shady #lol.

The library is definitely a nice place to relax and study. I absolutely like being able to borrow DVDs. The AC is too cold.

Keep up the good work!

What I like about the library is that the staff are always willing to help. I was so impressed on how much the staff knew exactly what I was looking for! Most times, people have to physically see and touch the books in order to understand their subject of studies.

I've been to the library a few times, and it's big, clean, and quiet. If I lived on Maui, I'd spend all my time there.

The Library and the staff everything everyone is Great! Perfect location easy access to get books, articles and magazines. And much closer then the TLC room. Although I use the TLC room often as well the Library is just a wonderful and convenient place to study and very quiet. Love the fact that there's upstairs and middle floor to gather your thoughts together and to study. Its great! I Love it. I like that there's lots of options to choose from whether studying at the TLC Room or the Library were very fortunate as students to have them both and the Tech n Science buildings! Love the fact that we as students have all these options and resources to use and very helpful staff members for us to help open our minds and to broaden our horizons for the opportunity of learning capabilities. Much Mahalo to everyone involved for assisting us as students to be able to become more successful throughout our educational goals! Thanks everyone.

It needs to be open way longer. I came from UoFO and there place is open24/7

I love to go to the library before and after class to study

XV
please fix the printer

I really like the library and the fact that I can just sit there all day and study.

I would like to have more computers like a computer lab in the library so that way the students including myself would be able to complete my homework on the computer and I wouldn’t have to wait too late for an available computer.

Great atmosphere!

thank you

We have a small library here on Molokai we don’t have everything with the books but the computers really do help a lot and we also can get help if needed.

I wish it were air conditioned and had individual carrels instead of group tables.

this is a great place i know that u can get one of the best help needed. i never been there yet, but i know that i will be there someday

Idk I haven’t been in the library yet.

I like the privacy that the Library offers.

The price for a lost DVD is quite pricey... I mean, $ 80.00, c’mon.

Maui Uh Library and staff is awesome , Mahalo for all their help.

I feel very relaxed in the library, it’s nice and quiet, great for when I need to study.

I like that its a quiet place I can go before class to either just relax or do some homework.

The new table setup upstairs is fantastic! There are now more places to study and extra tables all ow for bigger group studying as well.

I like visiting the library it is a quite place to study and peaceful. The assistant are very helpful.

Mold in the building mandates me to use online resources. The resources, however, could be more clearly understood by expanding description of their use.

Weekend hours would be nice.

The library staff are very helpful and friendly makes me feel very comfortable.

I love that it has many resources and is a great place to study.

It's all good!

The library is great. I don’t go there a lot, but my experience there has always been good.

I can stay long and no more noise :)

The library could use more windows- its very "hospital" and has a cold vibe. The library could use some color on the walls and maybe some comfier chairs.

The library has contributed to my success at the college.

Great staff! :)

Would like to have access to the elevator. Also, would be great if there was weekend hours as well!!

Maybe a better way to navigate through the library's website. It's a little too confusing.
<table>
<thead>
<tr>
<th>It's awesome! Love the study group rooms!</th>
</tr>
</thead>
<tbody>
<tr>
<td>When i can't find books, it's frustrating to think and be thought and listen at the same time.</td>
</tr>
<tr>
<td>The library is conducive to learning in a relaxed and comfortable environment.</td>
</tr>
<tr>
<td>I like everything except the hours. I wish the library was open earlier and longer. It is really annoying it opens later and earlier then the students need more computers are needed in the library.</td>
</tr>
<tr>
<td>Need more computers. Seems like every time that I go in to the libaray there is a computer that is all ways missing or not working.</td>
</tr>
<tr>
<td>We are a university now so I think we should have university library hours available to the students. All students do not have computers or internet and Starbucks/coffee shops in Maui close at 9pm. It is not conducive to a students pursuit of higher education if this university doesn't offer the basic support that most universities do nation wide (24 hour libraries or at least late night.</td>
</tr>
<tr>
<td>helpfull</td>
</tr>
<tr>
<td>I strongly dislike that the library charges $20/book that is late, even after the books are returned back to the library. College is already really expensive and the threat of being charged for even MORE books is a huge turn off and makes me not want to take advantage of the library at all. Also the hours should be longer during midterms/finals week.</td>
</tr>
<tr>
<td>The library is a great resource and asset to students. It's one of my favorite places to be for getting my work and homework done and a convenient location to the rest of my classes. Thank goodness to all the staff members are a great group of peoples and they are so very helpful at ways attentive to my needs. Especially in helping me get the right kinds of materials for my subject courses, in the most efficient way. Their help and support is greatly appreciated, welcomed and always needed. UHMC Library is a huge asset and fundamental to our learning and growth as a student of UHMC. Mahalo.</td>
</tr>
<tr>
<td>I like the study rooms. I am always in them with my classmates.</td>
</tr>
<tr>
<td>More computer resources. I wish it were open on Saturdays</td>
</tr>
<tr>
<td>I haven't fully utilized the library resources but would benefit from instruction on how to navigate the library.</td>
</tr>
<tr>
<td>Can something be done about the temperature in the library? It would be more comfortable if it wasn't so chilly there. I've had to use more than a sweater while (trying) studying in there? Also, signs need to be posted in the meeting rooms. It seems that many of the users don't realize (or don't care) that the rooms are not soundproof, and boisterous activity in them does affect the users who are trying to study outside.</td>
</tr>
<tr>
<td>On the third floor the internet connection is bad. I would like better connection. The third floor, on the quiet side helps me focus on my studying and getting work done.</td>
</tr>
<tr>
<td>I don't like how cold it is anyhow the computers aren't updated to the newest. Like for example I can't use the snipping tool because the computers aren't updated to 2010. I can't open up more than 2 excel files at a time, same for Microsoft word. I cant snap two open windows to each side of the screen</td>
</tr>
<tr>
<td>you need more computers and writing areas by the chairs. that big hole in the middle is supposed to be cool, but it does not end up having the cool effect, the area for the librarians is huge and could be better utilized. the movie room is not laid out right and wastes a bunch of space. you could just as well have used a blank wall and had that whole room for desks chairs and computers.</td>
</tr>
</tbody>
</table>

XVII
aulima is often full
and there's no where else to go. the light in the library kicks ass because the light in the business lab is fluorescent and kills my eyes after even a few minutes. the art is cool, there could be a lot more of it, and it could be curated a lot more cozily. look online at the Seattle library in Bell evue. it doesn't take much more to be awesome. its in the details.

Thank you all!!

The library provides an excellent source of resources and entertainment to meet my needs. I'm glad to have the library on campus!

all staff is super helpful & friendly and i miss pac man

I like to thank the entire staff for their professionalism and keep up the good work.

The study rooms are great. As a nursing student with multiple peers along with me it is great to have enough space to spread our books out and be comfortable as well as having the ability to use the electronic resources.

add more hours

Please stay open later and on weekends. Maybe we can have volunteers?

I love the artwork displayed by the students. Lots of quiet study areas. Great job!

The library staff is so accomodating and helpful.

Erin is excellent at her job. Very inviting and helpful!

Referring to number 8, I do feel comfortable here, but it is usually too chilly to be in the Library for very long. I get very cold.

I like the library for study and used the book

EBSCO ROCKKS!!! Keep it up! I am finding all of my needs online by acessing articles for sociology and anthropology by using this service. Thank you also for the extensive microfiche services you have provided.

The library is very useful. I use it both online and at campus. It could be helpful if it was open on Saturday. Especially for students working during the week who need a place to gather to study together.

Needs more computers and less lazy workers

Please keep our Library it is an extremely valuable resource.

Mahalo. The staff is very helpful and suggest different sources in my search.

all of the librarian staffs gives excellent services and their good at their job and very helpful whenever i need help.

I wish that there were more computers and printers at the library and that the library was open nights and weekends because there is no where else on campus or in the community during those hours that I know of for a student to use a computer. Sometimes the upper floors are noisy and it is hard to study like that. Otherwise, it seems to be a great library

organize better the videos in the e-library. It is hard to open, sometimes even cannot open the videos at all
<table>
<thead>
<tr>
<th>Comment</th>
</tr>
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<tbody>
<tr>
<td>the library staff workers</td>
</tr>
<tr>
<td>Thank you for helping me find what I need for class work.</td>
</tr>
<tr>
<td>i like it cause it quite and very helpful and they're on it when you need something you don't</td>
</tr>
<tr>
<td>need to wait for someone to help you...</td>
</tr>
<tr>
<td>You do an amazing job! Thank you for all of your help and kindness.</td>
</tr>
<tr>
<td>I find that the library is actually a noisy place. People answer their cell phones and speak</td>
</tr>
<tr>
<td>loudly, staff answer peoples questions in loud voices, and the media room seems to not have a</td>
</tr>
<tr>
<td>policy on the volume level. No one seems to respect the library and what a library is about.</td>
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<tr>
<td>However, I do find the library to be a very comfortable place. I love that there are different</td>
</tr>
<tr>
<td>types of seating and find the atmosphere great when it remains quiet.</td>
</tr>
<tr>
<td>I think the library is a safe place to be especially in the private room that is really awesome,</td>
</tr>
<tr>
<td>continue with the great work guys two thumb up.</td>
</tr>
<tr>
<td>You guys do great! The snacks at the front every once in a while are extremely helpful!</td>
</tr>
<tr>
<td>I love the &quot;good deeds for the day&quot; bowl they have at the counter and the free goodies up on the</td>
</tr>
<tr>
<td>second level.</td>
</tr>
<tr>
<td>It needs more computers and textbooks that students can borrow for their classes.</td>
</tr>
<tr>
<td>The Maui College library is an excellent resource center.</td>
</tr>
<tr>
<td>I think the library could use a few more computers, especially updated ones.</td>
</tr>
<tr>
<td>keep the databases like EBSCO.</td>
</tr>
<tr>
<td>I like everything about the library.</td>
</tr>
<tr>
<td>Sometimes I find the library a comfortable place for me study before an exam or quiz but some-</td>
</tr>
<tr>
<td>times I get distracted because there are some people who come in the library with an unpleasant</td>
</tr>
<tr>
<td>smell. But on the bright side, I love how the library lets us borrow DVD's!</td>
</tr>
<tr>
<td>I enjoy libraries in general, since I like to read. The computers is a big help for me, especially</td>
</tr>
<tr>
<td>when I have no time in between classes to make it to TLC or other computer labs. I do not feel</td>
</tr>
<tr>
<td>we as student should pay for printing of papers. Every survey I filled out within the school I</td>
</tr>
<tr>
<td>have made the same comment.</td>
</tr>
<tr>
<td>I feel so at home in the Library.</td>
</tr>
<tr>
<td>no comments</td>
</tr>
<tr>
<td>Not enough quiet comfortable study areas.</td>
</tr>
<tr>
<td>I like the staff, and the computer when it is available when I want to change my site to study</td>
</tr>
<tr>
<td>and I do not have I I do not like. Thank you.</td>
</tr>
<tr>
<td>I like how there are areas for students who wish to study in a quiet place and for group</td>
</tr>
<tr>
<td>discussions and such. I wish the library had more fiction books available though and I also like</td>
</tr>
<tr>
<td>the DVD section even if I hardly borrow any since I don't have time to watch movies at all. But</td>
</tr>
<tr>
<td>I still like it! And thanks for everybody who tries to make the library a comfortable place to be</td>
</tr>
<tr>
<td>in!</td>
</tr>
<tr>
<td>The last time I was at the library, I was upstairs watching a film for my Anthropology paper. A</td>
</tr>
<tr>
<td>girl was talking on Skype for over an hour and I could hear her the entire time. I was trying to</td>
</tr>
<tr>
<td>listen to the film but had to rewind it over and over. There were two of us upstairs and either of</td>
</tr>
<tr>
<td>us wanted to say anything to her however, I kept giving her stink eye but she could care less. Can</td>
</tr>
<tr>
<td>someone just check upstairs every once in a while to make sure students are not taking</td>
</tr>
</tbody>
</table>
advantage of the upstairs for personal conversations. Other than rude selfish students. The library is a great resource.

I love how you guys give us food sometimes! So sweet! love you guys!

More open hours, and there should be a bookstore so us students here on molokai don't have to wait days to get our books for class. Books are really important on the first day for some classes... I think if we had a bookstore it will help us molokai people out a lot...

Faculty responses

I like everything about the Library~

I believe it was a library faculty instruction that I attended (???) I remember learning about the clickers that we have and how we can use it in our classrooms for surveys and content comprehension.

Librarians are very helpful and supportive. Later hours for non-trad students is needed.

I like that the library is constantly attempting to make it easier for students to access resources electronically.

I have yet to explore the movies that I can use in class. Also, I'm wondering if we have journals from the National Council of Teachers of English such as CCCC and Teaching English in Community College, so I don't have to subscribe to those journals on my own. Lastly, I'm teaching all classes of English 15, and I'm wondering if you could help me with News in Education (NIE) from the Maui News or Times. Does it make students pay for the subscription? I'm Sydney Villegas and my no. is x755 or (808) 205-7274. Thanks so much and more power!

The staff is friendly and helpful.

I will email Ellen with some suggestions for other study skills books for my students' Book Critique assignment. I really appreciate the overview she gives them when I bring them to the
library.

For my online students, like Ellen’s links and videos on using resources for research assignments.

I’ve heard our library provides many resources through the UH Hawaii system.

Doesn’t see to be a “not applicable” for # 3.

Yes. Survey had no not applicable choice!

Not applicable for number 3 was not available...so I put yes... I think our library staff makes the library user friendly. They are always helpful, and considerate to both faculty and students.

Ellen Peterson comes to my English 100 class and presents the library resources every semester! It really helps my students to know what to do and where to go! Thank you, Ellen!

Not enough time to visit. Liked presentation done week one for faculty.

Question #3 not applicable. The staff has been absolutely awesome helping me obtain course resources not available at UHMC library.

Not applicable box for #3 was missing.

Library faculty visits to the classroom are wonderful! My students learn so much. Thank you!

we appreciate the data base access provided by the library.

Keep up with contemporary literary fiction.

Open longer! More library hours please.

No complaints from my students. Keep up the good work!

I truly appreciate the support of our Library staff.

I wanna find out more, just no time.

Keep up the good work!

I would like to know what periodicals you have on hand. Where do I find this? I would also like to know if I can get into any other UH libraries for information if I need to?

I like the expertise and flexibility and customer service of the librarians!

The librarians are very helpful and knowledgeable. They have always come through for me.

Mahalo for your support!

I think that the Library is a critical resource for the campus. The Librarians have been very helpful to both faculty and students in obtaining the resources they need to be successful.

I appreciate the responsiveness of all library staff. Longer hours for our night students would be great.

The librarians and long-term staff are great! They always are more than happy to help me and my needs are unique in the extreme compared with the run of the mill scholar. The part-time students really could use more training. They need to improve their people skills and the understanding of what they really do and how to do it. I know you folks are working on this.

I love the library. We have an excellent faculty and staff. My frustration is that the majority of my students cannot use the library due to its limited hours. If we could flex the hours to include at least one evening per week, our full time working students could take advantage of this.
wonderful resource.

friendly and helpful when I have needed help

Sepa is a sharp cookie

Appreciate all of you and the support that you give to our students and to all who work here and need assistance.

Longer hours for evening students?

The workshops for students are very well done, and they make a big difference for students. I like the friendliness of the staff and their willingness to help solve problems.

They are sooooo AWESOME!!!!!! Especially Ellen and Lillian!

Ellen does excellent presentations to my students!

The library does a great job with its limited. It needs a new building and more staff.

Librarians are helpful and will to do research tip presentations for our students.

Nice to have this library. How about a used paperback swap to get more people to come to the library? Or a regular series of lectures or talks?

I would like to know more about how we access journal articles.

The staff is very helpful. I also enjoy the special events they have scheduled. The upgrades to the library and the addition of a new classroom on the bottom floor is great. I find the UHMC library a very inviting place.

I think I need a refresher instruction session! I wish the library had longer hours for our evening students.

How can faculty better participate in ordering new books, articles, journals, and dvds for the library?

The library staff are particularly helpful when looking for resources. They also seem to have an incredible memory bank for faculty needs. I reckon the diminished hours are the most difficult to deal with.

wonderful campus service, the library helps my students do better.

Unfortunately I haven’t explored the library much lately but it seems like a great place for students to find resources and study.

I imagine you are doing a fine job all the way, but I simply don’t really utilize the library resources for my classes. It does, however, seem to be a very pleasant environment and I know no negatives.

Love it! What are the sessions you’re asking about?

The library is fine. I especially like the search facilities, the art work, and the fact that whenever I ask for materials the response is usually positive. I wish we could quadruple our holdings.

I like the friendly service!

Library Staff is always helpful and has many resources for our students. Although I am faculty I am non instructional faculty but frequently make referrals for my students to the library for research assistance.