MAUI COMMUNITY COLLEGE

LIBRARY PROGRAM REVIEW

FY 2004-2005

I.   OVERVIEW OF THE PROGRAM

A. Mission and Vision of the College

1.   Mission

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

2.   Vision

We envision a world-class college that meets current and emerging Maui County education and training needs through innovative, high quality programs offered in stimulating learning environments. The College mission, goals, and actions will be guided by the native Hawaiian reverence for the ahupua'a, a practice of sustaining and sharing diverse but finite resources for the benefit of all.

B.   Mission and Vision of the Library

The Maui Community College Library supports the instructional programs of Maui Community College and the University of Hawai'i System.

1.   Mission

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

2.   Vision

We envision a library that provides a large number and a wide range of world-class resources, services, and facilities that perfectly support the education and training needs of all Maui Community College students, faculty, and staff. We envision a library that is the cultural center of the campus, where we will strive to create comfortable and enjoyable environment for exploration, discovery and synthesis. We will invest in both the technological and intellectual capabilities needed to extend our presence beyond the library's walls. At the same time, we will emphasize our traditional role as mentors to instruct users in the critical skills necessary for utilizing diverse information resources and strategies appropriately. Ultimately, the library that we envision will provide everything a user needs to achieve academic success, to become an independent, lifelong learner, and to become a knowledgeable, resourceful, and responsible citizen of Hawai'i and the global community.

C. Goals for the Library

    Goal 1   Collection

                 Develop and maintain a collection of resources that support existing, changing and
                 new programs at Maui Community College.

    Objectives
                 - Review the library's collections for currency and accuracy
                 - Update informational resources to support the educational and personal enrichment
                   needs of our students and faculty/staff
                 - Provide library resources to support the diverse social and cultural information needs
                   of the college
                 - Support the curriculum through active involvement of the teaching faculty in the
                   selection process
                 - Provide informational resources in a wide variety of formats

    Goal 2   Access

                 Provide rapid and seamless access to the collection and information in a variety of
                 formats for all MCC students and faculty regardless of location.
    Objectives

                 - Perform timely acquisitions, classification, bibliographic data entry, and processing
                   information sources for users
                 - Maintain hardware and technologies that support rapid text, PDF, graphics, audio, and
                   video streaming responses
                 - Assure the most effective means of delivering information to individual users, groups,
                   classrooms and remote locations
                 - Maintain a website that provides information about the library, its services and direct
                   access to the library catalog and available electronic resources
                 - Maintain shelves for quality control of the collection
                 - Maintain sufficient hours of operations

    Goal 3   Service

                 Provide timely, comprehensive, varied and to the extent possible, equivalent service to
                 local and distant University of Hawai'i system patrons.

    Objectives

                 - Provide a variety of reference and information services to meet diverse user needs
                 - Provide collections of books and materials at MCC Centers
                 - Subscribe to electronic sources including remote access
                 - Provide appropriate equipment and professional technical staff trained to deliver efficient
                   services
                 - Facilitate IntraSystem Loan (ISL) requests

    Goal 4   Information Literacy

                 Support the college goals of learning and teaching through the promotion of information
                 literacy concepts.

Objectives

- Promote the integration of standards and outcomes of information literacy and learning as defined by the Association of College Research Libraries and the Accreditation Council of Junior and Community Colleges
- Promote information competency through instruction and guidance in the selection, location, evaluation, and ethical use of information resources
- Provide subject specific library skills classes and guides in close partnerships with teaching faculty
- Promote LILO (Learning Information Literacy Online) and Internet tutorials in library skills
- Teach information-seeking skills for self-directed studies and lifelong learning

Goal 5   Learning Environment

Promote active learning, research, communication, and the exchange of ideas between students and within the community through the creation of a stimulating learning environment. Provide a pleasant and welcoming learning environment for study and research.

Objectives

- Provide a comfortable and friendly learning environment
- Provide an environment that supports a variety of learning styles
- Provide staff with an effective working environment and required equipment to support a variety of learning activities
- Provide books, materials and electronic resources to stimulate intellectual research and study.
- Provide displays and library programs to stimulate thought and discussion

Goal 6   Partnerships

Promote positive working and learning partnerships with other libraries and our surrounding communities.

Objectives

- Participate in library consortia and programs locally and globally
- Support and participate in the design of cooperative library educational programs with the UH System libraries
- Participate in local, state and national library associations
- Maintain ties with local public and school libraries and librarians
- Continue partnership with the Small Business Research Library

D.   Relationship to the MCC Strategic Plan Goals.

Library services and goals support all of the College's strategic goals and are included in the action plan strategy that received the most campus votes for implementation.

2005-2006   Updated Strategic Plan Action Strategies Priorities:

Provide full student support services including advising, tutoring, counseling, and library services, that help increase student retention and success in a learning-centered environment.

1.   Outline of Library Services

As one of the academic support units on campus, the library offers its primary clientele, students and faculty, with a wide range and variety of services. As one of the UH System libraries, the MCC Library shares diverse resources with the UH System libraries and their users. As a selective depository for U.S. government documents, the library also serves community users.

Students without an adequate library are denied the means to do research, to further their studies, to complete their assignments, and to have materials for leisure readings and activities. The library provides impartial access to information resources as well as opportunities for the exchange of ideas.

The MCC Library enhances the quality of instruction by providing print and electronic materials to supplement and to augment classroom instruction and to provide the basis for individual research and exploration. The MCC Library collects information resources and provides access to these resources ensuring that the less technologically proficient patron is not by-passed. The library provides comparable resources and services to those who seek its service from remote college center locations.

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

2.   Library services include:

- Bibliographies
- Book depository
- Books and monographs collections
- Circulation of print and non-print materials
- College archives
- Conference room
- Consortial agreements with other UH libraries for patron borrowing
- Displays and exhibitions
- Distance learning library services
- DVD/video players/carrels
- DVD/videos, commercial and classroom, to borrow or use in library
- Electronic piano (in library lounge)
- Electronic resources including databases and connections to other libraries
- Government documents
- Hawaiiana collection including Hawaiian language microfilm
- Independent study guidance
- Institutional records center and archives
- IntraSystem Loan including electronic transmittal of documents via Ariel software
- Laser printing via the Pharos System
- Library classroom
- Library instruction
- Library Internet workstations
- Library lounge
- Library programs and book-talks

- Library research guides including subject pathfinders and "how to" sheets
- Library tours
- Maps
- Microfilm and microfilm readers and printers
- Music CD player (in library lounge)
- Office equipment for student use (stapler, paper cutter, scissors, hole punch, scotch tape, scratch paper) attached to the student work table
- Online databases
- Online Public Access Catalogs (OPAC) stations
- Open reserve room
- Periodicals, current and back files
- Public photocopying machines (2)
- Reference and research assistance (in person, email, mail, phone, and fax)
- Remote access to library's databases with proxy server
- Reserve materials
- Television, Conference Room and classroom
- Typewriters
- University of Hawai'i Voyager online catalog
- Wireless access service on all three floors of the library

3. Public Services include Reference, Library Instruction and Circulation. All of the librarians are involved in Reference Services. The Public Services Librarian, casual hire Ellen Peterson and the Distance Education Librarian, Lillian Mangum provide library instruction and the Head Librarian, Dorothy Tolliver, manages Circulation services in the absence of a permanent Public Services Librarian.

   a. Reference

   Reference assistance is a primary component of public services in the library. The initial contact for students requesting reference assistance is at the reference desk located on the main floor of the library near the entrance/exit doors. Informational and directional questions are answered in person, through email or over the phone.

   Reference assistance runs the gamut from answering a simple question to a complex research assignment that demands extensive attention from the reference librarian. Personnel in this position require the ability to correctly interview the requestor and be familiar with various kinds of resources (both print and electronic) so they can correctly match the information with the question.

   In FY 2004/05, 4,396 reference questions were answered at the Information Desk.
   - 3,164 MCC students
   - 383 MCC faculty/staff
   - 281 UH Mānoa students
   - 25 UH faculty/staff
   - 583 Community members
   - 89 Directional

   The FY 2004/05, reference numbers show a slight decrease of 185 when compared to the FY 2003/04 total of 4,581 for all questions. Most probably, the differential is caused by the drop of 168 in UH Mānoa students' reference questions from 449 in FY 2003/04 to 281 in FY 2004 /05. This could be a reflection on the success of library instruction in teaching the students to be independent users able to search for books and articles

through Hawaiʻi Voyager and through the library's databases remotely or on campus. It is could also be due to the current information explosion on the Internet and the corresponding use by students for their reference information. The decline may also be due to graduation and the ending of certain programs.

The Reference services are provided by all of the librarians (Public Services Librarian, Distance Services Librarian, Technical Services Librarian and the Head Librarian).

The majority of the reference duties are filled by the Public Services and Distance Services Librarians. The Technical Services Librarian and the Head Librarian provide back-up and scheduled relief time for the Public Services and Distance Services Librarians at the Information/Reference Desk. All librarians, when at the Information/Reference Desk, are considered to be Reference Librarians.

In addition to answering reference questions and providing instruction in the use of library materials and resources, reference librarians also:

- Answer directional questions (location of restrooms, public telephones, post office boxes, campus buildings, faculty mailboxes, faculty offices, etc.)
- Show students how to use the microfilm reader/printers, MYUH and the Pharos print system
- Facilitate IntraSystem loans
- Book library instruction classes and tours
- Assist and accept faculty reserve book/material forms
- Do collection development including the selection of books and materials in consultation with faculty
- Evaluate gift books for addition to the collection
- Design and set up book exhibits
- Develop bibliographies of books and materials
- Develop library research guides for using selected databases
- Provide tours for new and prospective students and community members
- Provide story hours for the MCC Head Start children
- Provide book-talks and library programs for faculty, students and community members

b. Library Instruction

 (Former Public Services Librarian, Jeff Marzluft), Casual Hire Public Services Librarian, Ellen Peterson, and Distance Education Librarian, Lillian Mangum, provide classroom library instruction services. All of the librarians provide individualized instruction and library tours.

With the rapidly changing scene in technology and the information world it is imperative to focus on instruction to create an information literate student.

Library instruction ("bibliographic instruction" or "information literacy") is a function of Reference Services. This involves the Public Services librarian and/or the Distance Services Librarian instructing a class or individual on how to competently search a topic in the library catalog and other electronic databases. Because our library is a "teaching" library, librarians do not answer classroom related reference questions. Instead, students and faculty are taught how to use the library's varied electronic resources and print collections to find their information. All of the librarians are involved in on-to-one instruction when at the Information/Reference Desk.

The end result that the library strives for goes beyond the immediacy of a student finding materials for his/her research topic. We are working to make the student a lifelong learner by becoming information literate in library usage.

In many cases the provision of library tours and library classroom instruction goes in tandem with library instruction. This is another part of the library equation in steering the student toward a successful academic career at Maui Community College. Library tours familiarize students with library services and resources and where they can be found. Library classroom instruction teaches students how to successfully navigate Hawai'i Voyager and electronic databases as well as how to utilize the library's print resources for success.

In FY 2004/05, there were 84 library instruction classes with a total of 1,145 students.

MCC students	705
UH students	229
Other	211

In FY 2003/04, there were 101 library instruction classes with a total of 1,304 students. These figures reflect a loss of 17 classes and 159 students from FY 2003/04. It is possible that the retirement of Michele Driscoll in FY 2003/04, who would regularly bring in her 10 classes, may have made the difference along with the graduation and ending of UH Mānoa programs.

Because of staff changes, the library instruction program has not been marketed vigorously to faculty. This will change when a new Public services Librarian is hired.

c. Circulation

The Circulation Staff monitors the loaning of the library's holdings and ensures that the holdings are in the proper location.

In FY 2004/05, there was a total of:
- 7,129 items circulated. This reflects an increase of 1% from the FY 2003/4 total of 7,087.
- 4,043 items counted in house, as having been used in the library, (Reserves, "honor backs," periodicals, microforms, testbank, class videos/DVDs and music CDs/DVDs).

Current Circulation staff:

Library Technician V	Theresa Valdez
Library Assistant IV	Greg Voelker
2 student workers (30 hours total)	

1. Frozen staff positions
   a. Temporary Evening and Saturday Library Assistant IV I (50 % circulation/50% Technical Services)

   b. Temporary ABIT Library Assistant IV (50% Technical Services/50% Circulation)

2. Circulation staff is supervised by the Public Services Librarian (until a new Public Services Librarian is hired, the Head Librarian is the acting supervisor)

3. The primary work performed by circulation services involves:

   - Registration of MCC, UH System, and community library patrons through Hawai'i Voyager

- Checkout and check-in of library materials, including books, reserves, audio CDs, commercial and classroom video tapes and DVDs
- Placing holds on books and materials for MCC and UH System library patrons
- Collection of overdue fines and lost item fees including sending of overdue notices and blocking of patron records in Banner and Hawai'i Voyager
- Sending overdue Hawai'i Voyager patron fine records to Hawai'i tax set-off and collection agency programs
- Keeping fiscal records of fines, fees and equipment charges (public photocopier, microfilm reader/printers and Pharos), including the daily collecting and counting of these monies, for the college fiscal office and Technical Services
- Providing forms and cards for the Celebration Fund and forwarding forms and money to the Foundation Office with a copy to Technical Services
- Maintenance of the Open Reserve Room and Closed Reserve shelves behind the Circulation desk
- Checking out headphones for the video/DVD stations and electronic piano to students
- Checking out typewriter tapes and cords for the public typewriters
- Checking in and processing of new periodicals (newspapers, journals and magazines) including ordering missing issues
- Showing students how to use the public photocopier and the Pharos print system
- Searching for missing periodicals, books and audiovisual materials (audio CDs, microfilm, video tapes and DVDs)
- Maintaining the book shelves, microfilm files, CD cabinets, video tapes and DVD cabinets, periodical shelves and reserve shelves through shelving and shelf reading (making sure everything is in Library of Congress order and pulling books and materials needing cleaning and mending)
- Processing and distributing daily mail to Technical Services, Serials, and the library staff. Due to the large quantity of daily mail, including books, periodicals, supplies, publishers' brochures, and campus mail, mail is picked up in 3 shifts
- Daily pick-up of classroom DVDs/video tapes from the Media Center
- Taking reservations for the Conference Room and noting them in the appointment book
- Security checks patron's property when alarm is sounded at exit
- Setting the library's alarm system when closing the library

4)   IntraSystem Loan Services (ISL)   Theresa Valdez, Library Tech V

The library takes part in the loaning and borrowing of materials (books, monographs, periodical articles, audio CDs, video tapes, DVDs, microfiche and other materials) to and from other UH libraries. This provides UH/MCC faculty and students access to items available in the UH library system.

Since 2003/04 there has been an ISL fee of $1.00 for books, $1.00 for photocopied articles and $3.00 for video tapes/DVDs to partially recover the cost of postage and fees from Hamilton Library. With the institution of the Ariel electronic system, article costs have been waived when the articles are electronically transmitted from Hamilton Library via Email to the faculty/student's email account.

System grant funds allowed us to purchase a scanner, computer and printer for ISL services.

ISL Services:

a) Provides IntraSystem and Interlibrary loan of books, journal articles, and DVD/videos for UH/MCC faculty, staff and students from the MCC Library collection and from the collections of the libraries of the UH System and other non-UH libraries

b) Includes using Ariel software to locate and receive electronic periodical articles for ISL

c) Includes processing, return and notification of arrival

e) Includes packing, shipping and maintenance of borrower files

In FY 2004/05, there were:
- 300 requests for ISL from UH/MCC faculty and students, resulting in 323 books, periodical articles and videos being lent through ISL to MCC.

- 342 ISL requests from UH Mānoa (253), UH Hilo (50) and Hawaiʻi CC (13) for books from our MCC collection for UH system faculty and students.

5) Reserve Services   Theresa Valdez, Library Tech V

Restricted materials set aside for students, that the classroom instructors wish to keep readily available for their classroom assignments including textbooks.

Reserve Services:

a) Processes reserve books, photocopies, journals and media at faculty request for the use of their students

b) Makes items shelf-ready including placing loose materials and periodical articles in binders and affixing spine labels, barcodes, and tattle tape

c) Includes linking and unlinking to Hawaiʻi Voyager records

d) Maintains and withdraws Open and Closed Reserves materials

e) Maintains print reserve lists at the Reference and Circulation Desks

f) Maintains Open and Closed Reserves shelves

In FY 2004/05, 1,071 reserve items were used by students

4. Technical Services

Technical Services is the area of library operations that include fiscal control of the library, acquisition of materials and databases, organization and bibliographic control of materials and databases, physical processing, and databases and collection maintenance.

During FY 2004/05:

- 2,642 volumes were ordered processed, linked to OCLC catalog records, linked to Hawai'i Voyager records and added to the book collection
- 262 volumes were originally catalogued with records sent to OCLC and Voyager
- 454 volumes were withdrawn from the collection, de-catalogued, de-linked and withdrawn from Hawai'i Voyager

a.   Technical Services Librarian   Lisa Sepa

The Technical Services Librarian:

- is in charge of the Technical Services department. This position shares supervision of the Library Technician VI with the Head Librarian
- performs original cataloging of books and materials and approves the simple cataloging done by the Library Assistant VI.
- has supervision of book and materials processing, supervising the Librarian Technician VI in these duties
- is in charge of the College Archives. She has the responsibility of storage, preservation, inventory and accessioning all materials pertinent to the college
- serves at the Information/Reference Desk answering reference questions and assisting students with their research needs including instruction on the use of UH Voyager and its databases
- is the library's webmaster and maintains the library website (homepage) which provides information about the library and its services. The library's homepage also provides direct access to the library catalog and available electronic resources.
- researches and orders operating software for the library's Internet workstations
- maintains and collects library statistics
- is in charge of the development of a library server to control all the databases and in-house library software. This project is currently in progress. The Server has been moved to its own room, with air-conditioning, on the bottom floor of the library. This Server will be shared with other departments on campus

During FY 2004/05:

- Hawai'i Voyager was upgraded to Unicode
- The Internet workstations were configured, maintained and upgraded
- Filtering and security software were added and upgraded to the Internet workstations
- The library server was installed and configured with Windows server 2003 software, ILS, ColdFusion, WebDav, FrontPage extensions and Window Media Services modules
- Database and secure portal for students and teachers were created
- Information literacy tutorials were created using Flash technology and added to the Library homepage
- Reconfigured computer literacy test for online use and added to the library homepage
- Library website (homepage) was created using Flash technology
- MCC Library website (homepage) was maintained and kept up-to-date
- New items, pages, and information were added to the library website (homepage)
- New student guide to the library brochure was created and added to the library home page
- New community user guide to the library brochure was created and added to the library home page
- Maps were added to the library homage

b.   Library Technician VI   Marilyn Umetsu

The Library Technician VI is responsible for maintaining and monitoring the library's budget, deposits and expenditures in the library's general fund account, pcard, Foundation account, and special/revolving fund account which includes circulations' fines, and fees and equipment charges (public copiers, Pharos and microform printers).

- Deals with vendors, university personnel, and issues and tracks purchase orders and pcard transactions for books, materials, databases, supplies, equipment and operating expenses of the library
- Assists with personnel paperwork and travel documents as needed.
- Supervises book processing and repair
- Partially supervises the ABIT Library Assistant IV (now frozen), the evening/Saturday Library Assistant IV (now frozen) and a student worker in the Technical Services portion of their duties
- Performs simple cataloging and linking

c.   Evening and Saturday Library Assistant IV (Critical position frozen)
40% Technical Services, 60% Circulation

This position is supervised by the Library Technician VI for the Technical Services portion of his/her duties and by the Head librarian for the Circulation Services portion of his/her duties.

- Assists in the linking of new materials to UH Voyager
- Processes new materials (affixes spine label, plastic book cover, hard cover for loose materials, property stamps, barcodes, and tattle tape)
- Repairs damaged books and materials
- Supervises supply storage and ordering
- Maintains and supervises Circulation Services evenings and Saturdays (see Section 3-C-3 for a complete listing of Circulation duties)
- Provides ISL and Reserve services evening and Saturdays
- Keeps Saturday's fiscal records of fines, fees and equipment charges (public photocopier, microfilm reader/printers and Pharos) including the collecting and counting of these monies for the college fiscal office

d.   ABIT Library Assistant IV (Position frozen due to uncertainty of funding)
60% Technical Services, 40% Circulation (Formerly Melody Raquinio)

This position is supervised by the Library Technician VI for the Technical Services portion of his/her duties and by the Head librarian for the Circulation Services portion of his/her duties.

- Assists in the linking of new materials to UH Voyager
- Processes new materials (affixes spine label, plastic book cover, hard cover for loose materials, property stamps, barcodes, and tattle tapes)
- Assists in circulation services (see Section 3-C-3 for a complete listing of Circulation duties)

5.   Distance Education Library Services   Lillian Mangum

Lillian Mangum, University Center/MCC Distance Education Librarian is the primary provider of distance education library services for students and faculty at the University Center, ITV, Internet and cable classes, and for the MCC Centers in Hāna, Lānaʻi and Molokaʻi. All of the librarians

provide distance education library services along with Lillian. Lillian also provides reference services for the on-campus Kahului students when at the Reference/Information Desk.

Since 1988, the MCC Library has been providing distance library services to support instruction at all of our distance education sites. Services have been varied depending on site support, space and student enrollment. All sites have Internet access to Hawai'i Voyager and online databases purchased for student and faculty research. Our lease agreements with our paid databases allows for unlimited remote access by all of our distance education centers and students. Students, faculty and staff have access at the Centers from their campus, home or office. Reference services are provided from the Kahului campus by the Distance Education Librarian and the MCC Library staff.

Presently, the UH System Instruction/Literacy Librarians are working on an online tutorial for use across all the campuses. It will be able to be accessed by all students, regardless of location. Increasing the number of handouts and information available online has also helped to serve the distant learners.

Distance reference services, while satisfactory in that students get free phone or email reference and Inter-System loans, cannot always compare to a librarian being there for immediate consultation, bibliographic instruction, circulation and management of the collection.

Distance Education students are getting the best library services that can be provided within the constraints of budget and personnel. While the students do not have onsite access to a large book collection, they do have access, through Hawai'i Voyager, to all of the collections of the UH libraries. MCC's distance education librarian, whose salary is paid by the University Center, provides services to MCC and UH university distance Maui county students. Since 1998, she has been sending out informational letters to onsite instructors who may need library support. Informational emails are sent to the upper division undergraduate and graduate students. Library informational brochures are sent to the remote sites for distribution to the students. Signs publicizing library services are posted on the walls of the site offices. Onsite visits are coordinated with the center directors and with faculty needing onsite classroom instruction. Photocopies of periodical articles and books are provided without postal or other charges to our distance education students.

All of our distance education library sites need more help than we can currently give them with our existing budget and staffing.

a.   Moloka'i:

        The Moloka'i book collection is a growing collection. Moloka'i's library holdings are entered into Hawai'i Voyager. Using Hawai'i Voyager, students can find the books that are in their own MCC Center Moloka'i library as well as books in other UH Libraries that are available through IntraSystem loans.

        When the new Moloka'i Center was built, funds were appropriated for furniture and equipment for the library but not for books and materials. Additional funds were not allocated for Moloka'i or the other centers for collection growth. We have allocated a portion of our budget for Moloka'i and have been consistently buying books, materials, book cases and equipment for their library. All funding for books and materials comes out of the MCC Library's budget with no additional allocation for library distance education services.

        Without an infusion of funds, growth will be very slow in Moloka'i. Our main campus equally suffers from a lack of new books along with an older collection that we cannot afford to replace.

b.   Lāna‘i and Hāna

These Centers are small and do not have room for a library. Instead, there are areas set aside for small library collections in a classroom or closet. If there is a class in session, the collection is usually unavailable. The majority of the collections are considered Reference and do not circulate.

c.   Distance/Learning Librarian   Lillian Mangum

Since January 1991, Lillian Mangum has been the Maui Distance Learning Librarian. This position was created to serve the library needs of those University Center UH distance education students residing in Maui, Moloka‘i, and Lāna‘i . She is also the distance learning librarian for the MCC students living in Moloka‘i, Lāna‘i , and Hāna as well as UH-west O‘ahu/Maui students, Kapiolani CC/Maui students and UH-Hilo/Maui students. In addition, she staffs the Information Desk, provides bibliographic instruction and participates in collection development.

The Maui Distance Learning Librarian is responsible for the coordination of all UH-Maui distance education-related and MCC distance education library services for Maui County. Her primary function is to assist the University Center on Maui, UHM-Maui Outreach and MCC faculty, staff, and students by planning, organizing, developing, coordinating, directing, and performing the services required for the University Center on Maui, UH-Maui Outreach and MCC outreach services program.

6.   Library Collections and Resources

All of the librarians are involved in selecting and discarding books and materials. Each librarian is responsible for several subject areas and works with faculty in those subjects areas.

a.   Books

The core of the library's resources is in its book collection of 55,220 volumes. The MCC Library is part of the UH Library System. With collections totaling 4.2 million volumes, the libraries on all ten campuses of the University of Hawai‘i system provide support for the students and faculty of the University of Hawai‘i and for the community at large.

The importance of IntraSystem Loan (ISL) cannot be overly stressed since the library has a small percentage of the total UH Libraries collection. Supplementing ISL service is the electronic transmittal system of photocopied documents via the Ariel software and workstation that was installed in 2003 through a system wide library grant.   For instance, this system provides an easier and quicker way of sending documents versus the faxing the document or sending a photocopy through the mail.

All of the librarians contribute to collection development. Each librarian has specific subject areas to develop. The librarians work collaboratively with faculty in the choosing of books and materials to enhance our collection. There is a collection development program in place for the acquisition of books and materials to support the heritage of our Hawaiian students and community.

Exhibits of books and other materials (such as photographs and electronic media) function to   interpret the resources available in the library, to inspire discussion, debate, and critical thinking, and to promote leisure activities. Faculty and student centered and created exhibits have been popular and are one form of collaborative sharing and

learning. Art, geography, fashion technology, bio-science, math, poetry and science are some of the classes that have had exhibits in the library.

The decline in the library's budget over the past decade, specifically the book budget, has contributed to non-growth or stagnation in certain parts of the book collection. We have been grateful that organizations and individuals have donated funds and books to add to our collection. Fundraising activities such as book sales and the Celebration Card Fund has enabled us to add to the book and audiovisual collections. A library's collection cannot remain static if it is to be of use to future generations of students. Current budgetary concerns will probably be around in the near future and as always ways must be found to update the business and Voc-Tech collections. Donations are not a dependable route in the long term. An infusion of funds from the ABIT program in 2005 enabled the library to purchase books and materials in business and technology and to subscribe to the ABI/Inform database. These funds must be available on a continuous basis to keep the ever-changing and ever-advancing subject of business up-to-date in the library.

Additional components of the library's collection include a current subscription to some 403 periodicals (including gift and free subscriptions), 8,022 rolls of microfilm covering back issues of magazines, journals, and newspapers, and other miscellaneous items (maps and audio CDs). The library also maintains a back file of hard copies of certain periodicals that are either not available on microfilm or are defunct titles.

b.   Audiovisual Collections

The library recently closed its phonograph records collection and replaced it with audio (music) CDs. The phonograph record collection was given to the MCC music instructor Dr. Bob Wehrman. The audio CD collection can be found in the Library Lounge. The library has worked closely with the music faculty to upgrade its sheet music and CD collections to assist in curriculum development.

The library has been buying commercial video tapes and DVDs to support curriculum. Faculty members are increasingly requesting video tapes and DVDs, in addition to book requests, for their classes. The library also houses classroom video tapes for student use. In 2005, the Media Center placed DVD players in all the classrooms. The library has 12 video tape/DVD stations for student use. With the addition of DVD players in the classrooms in September 2005, the library will now only order commercial DVDs, whenever possible.

In FY 2004/5, there were:
- 504 Compact discs
- 48 DVDs
- 1,118 Videotapes (mostly curriculum with some commercial titles)

c.   Library Electronic Access

Technical Services and Circulation Services are in charge of maintaining hardware and software for the library's electronic access services.

With new technology, librarians now serve students and faculty both inside and outside the library. New technologies have transformed the way people seek information and use libraries. There is a continuous change in how information is stored, sought, retrieved and distributed. The MCC Library provides access to materials and information through a variety of means, including electronic communication and other information products.

The implementation of the library's first electronic catalog (GEAC) in 1988 drew the library into the electronic age. Since then, the library has worked with two successive integrated automated library systems (CARL and Hawai'i Voyager). The Hawai'i Voyager online management system was launched in January of 2001. This established a web gateway that provides access to the holding records of all of the campus libraries. Policies and procedures providing nearly seamless access to library books and resources from anywhere in the system have been, and are being, developed by the UH/Library Council. Through the Hawai'i Voyager catalog, students on any UH campus can learn of holdings on other UH campuses and borrow them though IntraSystem loan processes, receiving books within 10 days. Uniform circulation policies common to all libraries were implemented January 2003.

The Technical Services staff uses Hawai'i Voyager for cataloging. The Circulation staff uses Hawai'i Voyager for circulation.

The hardware and staff servicing Hawai'i Voyager are housed at Hamilton Library. The annual cost of operating the system is shared by the libraries of the University of Hawai'i system. While Maui and other campuses do not participate in using all of the modules, the libraries cooperate to the extent possible to realize efficiencies, prevent duplicative work, and share expertise. Decision making from a system perspective has become a guiding principle in the ongoing development of service policies. The Hawai'i Voyager, Circulation, and IntraSystem Loan committees report to the UH Library Council. The final decisions of these policies rests in the UH Library Council.

The MCC Library, as part of the libraries of the UH System, offers access to its collection via the Hawai'i Voyager online catalog. This catalog is fully integrated within the UH System and fuels the IntraSystem loan service to our students and other campuses. It replaced the old UHCARL System in 2001. The Hawai'i Voyager online catalog can be accessed from the library's home page, in the library or via remote access.

With the development of the college's website, the library followed suit by creating its own homepage that is linked to, and can be easily accessed from, MCC's homepage or directly at: http://www.maui.Hawaii.edu/library.

The library's home page is a source of information about the library's hours, news, staff, gifts/fundraising, policies and procedures. By accessing the homepage, students/faculty/staff can:

- Check on library hours
- Check their library account for fines, overdues or holds
- Renew their books on-line
- Access UH Voyager to look for books, videos/DVDs and materials at MCC, UH System libraries and other Hawai'i libraries (including the Hawai'i State Public Library System)
- Access MCC library online databases and EBooks
- Check our Periodical and Video/DVD lists by title or subject
- Access Library Distance Education Services including selected databases and on-line Reference books
- Access the MCC Library Information Literacy Portal to find assistance with research, writing, critical thinking and test preparation.
- Access Style guides for research papers
- Access *Student Users' guide to the MCC Library*
- Access maps of the library and campus
- View bibliographies of new books

- Access library policies and procedures
- Access library staff via Email
- Access donations to the library
- Take our library survey
- Get a UH Email account

The library's homepage is maintained by the library's webmaster, Lisa Sepa.

d.   Databases

Head Librarian, Dorothy Tolliver, is in charge of testing and selecting databases for the library.

The library has always been limited in its periodical and microfilm holdings due to budget considerations. IntraSystem loan for periodical articles was the primary way to provide articles not available at our library. With the recent proliferation of online databases it has become feasible to offer students access to full-text periodical articles from the library or from home or office.

Online databases for journals, magazines and books are now considered standard reference resources. The library has added numerous electronic resources or online databases to its collection. The explosion in information technology, and especially the Internet, made it a necessity to have electronic resources alongside standard print resources. The library has responded to this need, limited only by funding.

Current and up-to-date information on certain subject areas such as science, medicine, and politics can now only be located in online databases, rendering them indispensable to a modern academic library.

Our first subscription to an online database was in 1997 when the libraries of the UH System, through the UH Library Council, entered into a consortia for *Expanded Academic Index* (*EAI*). In 2002, the MCC Library along with the other UH libraries, cancelled *EAI* in favor of Ebsco*host* because of its greater capacity for full-text information, including 18 separate databases. During this same year further consortium agreements with UH campuses brought in *CQ Researcher, CINAHL, Literature Resource Cent*er, and *Science Direct* to selected UH libraries including the MCC Library. The MCC Library leased *ABI/Inform* and *Lexis/Nexis* for the ABIT students in 2004/5. *Lexis/Nexis* was not renewed for 2005/6 due to ABIT faculty request. Additionally, the MCC Library has leased or obtained access to *ERIC (Educator's Reference Desk), Hawai'i Newspaper Index, Hawai'i Pacific Journal Index, netLibrary* (EBooks - digital version of books, journals, and database content), *PubMed*, and *Office of Scientific and Technical Information* (energy, science, and technology research. Links to these databases and indexes can be found on the Library homepage under **Databases and Reference Tools.**

Selected free, Internet-based databases can be found on Lillian Mangum's Internet Resources for Outreach Students.

e.   Remote Access

All of the MCC Library's databases are offered via remote access to MCC students and faculty. The Library's databases can be accessed remotely at the distance education centers of Moloka'i, Lāna'i, Hāna, Kīhei, and Lahaina, as well as in faculty and students homes and offices.

Through the web-based library system, students from all campuses are able to access full-text electronic publications leased by their home campuses. System-wide consortial purchasing of expensive online databases provides access to over 6,000 periodicals and journal titles, many containing full-text articles. The UH Library Council is also collaborating with the Hawai'i Public Library system to purchase statewide licenses to primary databases.

    f.   Internet

Internet access is offered in the library as a standard electronic resource and can be accessed via the library's Internet work stations. Reference librarians work towards teaching students how to evaluate and properly use Internet resources for research so that students will not depend on it as their only source of information. When evaluating Internet resources, currency, authority, scope, and objectivity are some of the important factors that the librarians teach students to look for. While use of the Internet has proven to be an asset to many, one of the goals and practices in the library is to help students think critically about all information they have retrieved before using it for research.

E.   Program Faculty (full-time and part-time)

Dorothy Tolliver   Head Librarian/Associate Professor
      MLS   Library Science
      BA   Liberal Arts w/ minor in Library Science

Lisa Sepa   Technical Services Librarian/Assistant Professor
      MS   Library and Information Science
      MA   Humanities
      AB   Humanities

Lillian Mangum   Distance Education Librarian/Assistant Professor
        (Supported by University Center budget)
      MLIS Library and Information Science
      BA   History w/ minor in Biology

Jeff Marzluft   Public Services/Bibliographic Instruction Librarian/Instructor
        (Resigned effective 8/16/2005)
      MS   Library and Information Science
      MA   Theological Studies
      BA   Religion

Ellen Peterson   Casual Hire, Public Services/Bibliographic Instruction Librarian
        (Filling in for Jeff Marzluft)
      MLIS Library and Information Science
      BA   English w/ minor in Journalism

5.   Faculty turnover during the past seven years

During the past several years, we have lost two Public Services Librarians and one technical services librarians.

a.	Gail Bartholomew	Public Services	Retirement
b.	Jeff Marzluft	Public Services	Moved to California
c.	Ramona Ho	Technical Services	Accepted a position as a DOE school librarian

6. Faculty appointments and attrition

All of our librarians are faculty, have 11 month contracts, and are tenured. The only exception is our casual hire librarian who will be replaced by a tenure track, 11 month Public Services Librarian.

7. Faculty's currency in the field of study

The professional library staff has attended professional development activities that relate to the library field.

In 2003, the Head Librarian, Dorothy Tolliver and the former Public Services Librarian, Jeff Marzluft, attended a LAMA (Library Administration and Management Association) Institute workshop on Library Assessment techniques.

During the Spring 2004 semester, the Head Librarian, Dorothy Tolliver the former Public Services Librarian, Jeff Marzluft and the Distance Education Librarian, Lillian Mangum, attended a workshop on Information Literacy, LILO (Learning Information Literacy Online), that was sponsored by the UH Library Council.

In July 2005, the Head Librarian and the Distance Education Librarian attended a Medical Library Consortium workshop on four medical databases.

Other library-related professional development activities attended by the professional staff in the recent past have included the Hawai'i Library Association Conference at the UH School of Medicine and also participation in a teleconference for ACCESS: a medical database.

The Technical Services Librarian is constantly upgrading her skills and expertise with new database and server technology training.

F. Ways in which program interacts with:

1. Community groups

The most visible relationship that the library has with the community is through the large number of community library users. The community is allowed to use the MCC Library. Community members have taken advantage of reference services, microfilm, databases, Internet access, books and periodicals for research and leisure reading in the library. Some have taken advantage of the paid MCC Community Library Card to borrow books. Along with the MCC Library, the majority of the UH System libraries offer a fee-based community library card. The fee for the card is $30 each semester or $60 for a full year. Community users may use this card at any UH library.

In FY 2004/2005, community users charged out 216 books and 510 community reference questions were answered either by phone or in person. The community also attends library programs and supports our book sales.

Library tours and instruction are undertaken as a form of community service. Maui school librarians have brought their students into the library to tours of the facility as well as get instruction on Hawai'i Voyager. Students range in age from grade school levels up to adults attending adult education classes. In many cases the desire to use our facility emanates from the lack of available resources on their campuses.

In the long term, the tours can provide an early introduction to college life, especially for young students. When high school students come in for campus visitations, a library tour can serve as a good, early marketing tool for attending MCC.

Although the primary focus of the library's collection has always been on academic programs, the library also acquires vocational and technical materials suitable for the workforce. Additionally, the MCC Library has close connections to the Small Business Library in the Maui Research and Technology Center that serves many entrepreneurs and community members.

Individual library staff members also interact with the community, while doing community service. Library staff members have participated in Community Work and Clean-Up Days and have volunteered with charities including the Maui Food Bank and Hui No'eau.

Lillian Mangum has been involved in the "Preserving Our Recollections," has working on the Nisei Oral History Project indexing oral histories collected from WWII Nisei veterans, and indexing oral histories collected from long-time elderly Paia residents for "Paia: Evolution of a Community." She has also been a judge for Maui History Day.

Dorothy Tolliver is serving as consultant for the Katz Jewish Library Collection currently housed in the Kihei Public library. She leads a book review discussion group at Kalama Heights in Kihei. Dorothy is also active in AAUW (American Association of University Women) as MCC Scholarship Chair. In the past, she has served on two Mayors' commissions and several community services groups.

2.   Professional associations

The library maintains a membership in the Maui County Library Association (MCLA) to facilitate interaction between academic, school, public and private libraries in Maui County. Cooperative interlibrary loan agreements, collection sharing, and the development of a "Maui County Library Directory" have all been a direct result of these meetings.

Members of the MCC Library staff have achieved leadership roles by serving on the MCLA Board of Directors. Lillian Mangum and Jeff Marzluft have served as Treasurer and Dorothy Tolliver has served as Chair and is currently a Board Member.

MCC librarians belong to the Hawai'i Library Association (HLA). In 2003, the Head Librarian, Dorothy Tolliver, served as the College and University representative, representing all the college and university libraries in the state of Hawai'i, on the HLA board.

In 2003-2005, Dorothy Tolliver served as a consultant to the Gale Thompson publishers in the development of reference encyclopedias and dictionaries for college and universities. She was one of the one hundred librarians chosen nationwide by the publisher for this position. Dorothy served in the same capacity for Macmillan Publishers for the "Macmillan New Projects Review." Dorothy is listed in the Marquis, *Who's Who in America* and *Who's Who of American Women*.

3.   National Accreditation Bodies

The American Library Association and its umbrella organization, the College and Research Libraries Association, provide guidelines and standards for academic library services.

MCC Librarians belong to the American Library Association (ALA) and to the College and Research Libraries (ACRL) section.

Dorothy Tolliver, Head Librarian, served on the ACRL Distance Education Committee, and co-edited the national "Distance Education Standards for Academic Libraries." The MCC Library has hosted the President of ALA for joint programs with MCLA.

4.   Campus/University Service

Head Librarian, Dorothy Tolliver, was elected chair of the new ORAS (Outreach and Academic Support) unit for FY 2004-2005. She was also elected chair of the Academic Support Committee for FY 2000-2004; 2005-2006. As Head Librarian, Dorothy attended the Executive Committee and Unit Head meetings and now attends Division Chair meetings. Dorothy has co-chaired a Strategic Plan sub-committee, and attends other campus committees such as the Budget committee and Space Allocation committees.

Head Librarian, Dorothy Tolliver, was the 2004 Chair of the UH Library Council.

Former Public Services librarian, Jeff Marzluft, served as campus advisor for Phi Theta Kappa. He was on the campus Shared Governance Retreat Planning Committee; Strategic Plan Committee on Goal 2, Objective 2

Jeff was a member of the UH System Libraries Information Literacy Committee

Technical Services Librarian, Lisa Sepa, is a member of the Academic Senate Executive Committee and serves as the web master for the Academic Senate's home page. In this position, she created and now maintains the Academic Senate website including surveys. Lisa is a member of the Technical Support Committee, has been chair of the Accreditation Standard One Committee and is the Co-chair of the ad-hoc campus radio development committee.

Lisa serves as the MCC member of the UH Voyager Cataloguing Steering Committee and has help to set uniform cataloging standards and policies for the UH Voyager libraries.

Distance Education Librarian Lillian Mangum serves on a Strategic Plan sub-committee and serves as the chair of MCC's Professional Development Committee.

All of the tenured librarians have served on selection, DPC, tenure and promotion committees as chairs amd members of these committees..

The library provides holiday story hours for the children in the MCC Head Start program.

5.   Other key organizations (Partnerships and cooperation with other libraries, library systems and the library community)

The MCC Library, along with other Hawaiʻi and UH libraries, has entered into cooperative agreements to share information and services and to save money on subscription prices of databases.

1.   Libraries of the University of Hawaiʻi System and the UH Library Council

UH Library Council – composed of the libraries of the University of Hawaiʻi system.

The University of Hawai'i Library Council was formed in 2001. Membership is comprised of the members of the former UH Community College Library Council and the directors of the University of Hawai'i at Mānoa, UH Hilo, UH West Hawai'i Center, UH West O'ahu libraries, the John A. Burns School of Medicine Library and the William S. Richardson School of Law Library. The group has formalized by-laws to guide its governance and activities.

The libraries within the University of Hawai'i have been recognized and praised by former and present University administrators (including David McClain, Evan Dobelle, Wick Sloane, Joyce Tsunoda, John Muth, and Sam Callejo) for working cohesively as one system.

In 2004, the MCC Head Librarian, Dorothy Tolliver, served as the Chair of the Council. The library directors who form the Council meet monthly to discuss and resolve common issues and plan for future system wide coordinated services and database purchases. .

Regular monthly meetings of the UH Library Council permits the Head Librarians to work out system-wide policies and agreements. The merger of policies between the UH community colleges and university campuses occurred in 2001 when the University Librarian started attending these meetings.

The libraries of the University of Hawai'i system are committed to strengthening ties with the Hawai'i State Public Library System. Consortium agreements are already in place and there have been discussions about one unified library system among the university and public libraries.

To further cooperation between both systems the State Librarian has met with the UH Library Council at various times. Differences between academic and public systems have long been recognized but there have been common ground for agreements as evidenced by the Hawai'i State Consortium for EBSCO*host*.

The Head Librarian regularly attends UH Library Council meetings. The Public Services Librarian attends UH Library Literacy meetings and the Distance Education Librarian attends UH Distance Education meetings. The Circulation Library Assistant IV attends Hawai'i Voyager Circulation meetings and the Library Tech V attends UH System IntraSystem Loan meetings.

There are currently in place various agreements among all campuses within the libraries of the University of Hawai'i system. Many of these agreements have had their origins in discussions among the Head Librarians/library directors at their monthly Library Council meetings. At these meetings items of concern to the libraries are discussed and reviewed.

Science Direct, CQ Researcher and the *Literature Resource Center* Internet databases are leased through the Library Council.

The following are the uniform policies agreed to by the UH Library Council members:

- Libraries of the University of Hawai'i System Circulation Policy
- Libraries of the University of Hawai'i System Standard Loan Periods, Fines and Fees
- Interlibrary Loan Policy (for books and materials to/from a non UH library)
- InterSystem Loan Policy (for books and materials to/from a UH library)
- Libraries of the University of Hawai'i System Community Borrower Cards.
- UH Library Council By-Laws

2. Hawai‘i Voyager

The major partnership among the UH Libraries is the integrated online library system named Hawai‘i Voyager which has been in place since 2001. This is the third UH library system since 1988 (GEAC from 1988 to 1993 and CARL from 1993 to 2001).

Hawai‘i Voyager is comprised of the public, special, museum and academic libraries that use Hawai‘i Voyager as a library management system. Member libraries determine which Hawai‘i Voyager services and units will be used at their libraries. Hawai‘i Voyager controls circulation services, cataloging and the PACs (Public Access Catalogs).

All Hawai‘i Voyager Libraries have agreed to IntraSystem Library loan from their collections. The MCC Head Librarian is a member of the Hawai‘i Voyager User Committee

Representatives from all the UH libraries attend monthly Hawai‘i Voyager meetings to discuss Hawai‘i Voyager policies, procedures and implementation of new software and patches. Sub-committees deal with circulation, cataloging, serials, Banner, library instruction, and public services. Library staff represents the MCC Library on the Circulation, Cataloging/Technical Services and Public Services committees. The MCC Head Librarian represents the library via e-mail and polycom on the other committees.

3. OCLC (Online Computer Library Center) and BCR (Bibliographic Center for Research)

OCLC is a national computer library service and research organization dedicated to furthering access to information and reducing information costs. The MCC Library uses OCLC for cataloging and for the leasing of databases at consortium pricing through BCR.AS an OCLC user, we are automatically a member of BCR. ProQuest ABI/Inform, for the ABIT program, is leased through OCLC and BCR.

3. Hawai‘i Library Consortium (HLC)

The Hawai‘i Libraries Consortium is composed of public, school, special and academic libraries in Hawai‘i.

Since 2003, the libraries of the University of Hawai‘i System, including the MCC Library, have gone into an expanded consortia agreement purchase of EBSCO*host* with the Hawai‘i State Public Library System and various schools in the state via the Hawai‘i Library Consortium. This has resulted in a more extensive distribution of EBSCO*host* within the state. According to the bylaws of HLC, "the purpose of HLC shall be to increase, enhance, and facilitate cooperation among libraries in the State of Hawai‘i through consortial purchasing of resources, and encouraging partnerships between and among member libraries." The MCC Head Librarian represents the MCC Library at meetings.

5. Hawai‘i Medical Library Consortium (HMLC)

The Hawai‘i Medical Libraries Consortium is composed of hospital, medical and academic libraries in Hawai‘i.

With the closure of the Hawai‘i Medical Library on O‘ahu, which was our primary source of IntraSystem loan of medical articles and books for our Allied Health Program, it became necessary to join the HMLC. Through this membership, we receive discounts on medical databases as well as have access to Hawai‘i medical library collections.

Medical libraries are generally found in hospitals, medical schools, colleges and research centers. MCC is one of 3 community colleges currently in the consortium.

The MCC Head Librarian and the Distance Education Librarian, whose subject specialty is Allied Health, attend HMLC meetings and database workshops.

6.   Maui Memorial Hospital (MMH) Library

The MCC Library has had a longstanding agreement with the MMH Library that they would help serve our allied health students and faculty with books, materials, database access, and reference services. The MMH Library Director has arranged for the MCC librarians to receive passwords for all the MMH medical databases in order to assist Allied Health student and faculty in the MCC Library with research and databases searching and instruction. The agreement was a result of joint membership in the Maui County Library Association and the Hawai'i Medical Library Consortium.

7.   Hawai'i State Public Libraries (HPLS) – Maui County

The Maui Community College Library is a Federal Depository Library as a result of an agreement with the Kahului Public Library. The MCC Library houses selected government documents which are available to the community and the campus.

Through the Maui County Library Association (MCLA) an agreement was reached with the Maui Public Libraries and the Maui Community College Library that free interlibrary loan would be available for all the MCLA member libraries with no charge for photocopies.

Library programs have also been jointly coordinated including the year long "Center for the Book and "Banned Book Week." MCC librarians have also been invited to participate in state library workshops given for the public librarians.

In 2004, the MCC head Librarian, Dorothy Tolliver and the Kahului Public Library Director, Lani Scott, co-chaired the HSPLS "Center for the Book" year long program for Maui county readers. Dorothy, Lani, and the State Librarian participated in a panel discussion regarding Maui's program at the 2004 HLA annual conference.

The MCC Head Librarian has monthly meetings with the Maui County Public Library directors to coordinate services where appropriate.

8.   The Business Research Library (BRL)

The BRL, at the Maui Research and Technology Center, is considered to be our external services library. It is recognized as such by the libraries of the University of Hawai'i. The BRL started out as an MCC satellite library in the Maui Research and Technology Center (MRTC) because it was housed in the MCC allocated space. The two libraries have worked very closely together to provide services to the UH/MCC faculty and students at the Center. The director of the library is listed in our MCC Telephone Directory.

John Haak, the former UH Mānoa University Librarian, accepted the BRL as MCC's external services' library and grandfathered them into the external services fees that went before the BOR for approval when Hamilton Library sought approval for its own external services unit.

The BRL services UH students and faculty who are at the Maui High Performance Center, the Maui Research and Technology Center and at distance education sites in

Kihei. Reserve materials, database and reference services are provided at no charge to our faculty and students. They are also recognized as an MCC site for IntraSystem loan by Hamilton Library.

The MCC Head Librarian and the BRL Library Director are in weekly communication regarding library services.

9.   Ka Pālapala Poʻokela Awards

The MCC Library has served as host for the Hawaiʻi Book Publishers Association's Ka Pālapala Poʻokela Awards in 2003 and 2005. Maui jurors are invited to the MCC Library to judge the best of Hawaiʻi book publishing for the current year. Distance Education Librarian Lillian Mangum and Head Librarian, Dorothy Tolliver are Maui jurors.

The phrase "Ka Pālapala Poʻokela" means excellent manuscript. The purpose of the awards is to "regard creative excellence by honoring specific books and individuals; to support Hawaiʻi literacy efforts; and to enhance the recognition of book publishing as an industry in Hawaiʻi." The MCC Library, as a host library, keeps the collection of books being judged and adds them to its collections in Kahului, Molokaʻi and Lānaʻi .

II.   CURRICULUM AND STUDENTS

A.   Library Instruction – COWIQs, Program Goals and Student Learning Outcomes

With the continuously increasing amount and availability of technology, it is imperative to focus on library instruction to create information literate, lifelong learners.

Typically, the instructional faculty is primarily concerned with content—the student must gain specific knowledge to complete the requirements of the class. Librarians are typically concerned with the process of knowledge—how does the student find, access, and evaluate the information he/she needs. Assessing content learning can be quite easy through tests, papers, and projects, while assessing a student's process is often difficult because the librarian usually only teaches the student for a brief period of time.

Currently there is a UH Systems Information Literacy Committee composed of Instructional Librarians who meet on a regular basis. In 2004/05, the Public Services Librarian was a member of this committee, which has been planning the integration of information literacy into general education. With information literacy being included in the UH Mānoa General Education Foundation requirement for written communication, librarians are working in step to identify issues, make contact with teaching faculty, and developing strategies for integration of this system in library instruction.

In the meantime, the library has begun to include questions on library surveys for students to briefly test their information literacy after undergoing library instruction. There are plans to install an electronic pre-test for students as a baseline measurement to compare with a post-test that is part of the library's survey. This will briefly measure information literacy and student learning outcomes.

B.   COWIQ and Program Goals

The library instruction program does not necessarily achieve the COWIQ program goals on its own. Rather, library instruction works in tandem with the various programs and faculty to help them accomplish their own Program Goals. Library Instruction occurs at the request of the instructor. As a result, library instruction does not seek to address the five COWIQ standards

currently in place. The focus of the program addresses two of the five standards: Critical Thinking and Information Technology.

1. Critical Thinking:

    When performing research, students are required to use critical thinking skills to determine proper resources to use (databases, books, videos, etc…), to differentiate "good" information from "bad" (accuracy of information), and constructing proper searches to acquire said information.

2. Information Technology:

    Most of the resources in a modern library are accessed using technology. At the MCC Library, most periodical information is accessed through the use of online databases. Students must be able to navigate and search these databases effectively in order to acquire information.

C. Student Learner Outcomes (SLO)

Many faculty members do not wish to place additional measures or tests on their students, thus, rarely are library activities or worksheets part of the library instruction process. Therefore, the true measure of the Student Learner Outcome becomes the final product produced by the student (be it a paper, oral presentation or other project). If the student's bibliography reflects the use of a variety of resources including magazine or journal articles, books, or other media found exclusively at the library (or through the library's databases), it is generally understood that the student achieved a measure of success in learning the library instruction. Because the librarian is not privy to these final products, it is extremely important to develop and continue conversations with teaching faculty on ways to improve and incorporate library instruction.

Since there are no set Student Learner Outcomes for the Instruction Program of the MCC Library, the librarian will work with a faculty member to determine what is the most appropriate and achievable outcome for the particular class. For many of the developmental classes, the SLOs will merely consist of knowing the location and hours of the library and how to look up a book using the Online Catalog. Other classes, with conversations between the classroom faculty and librarian, will determine what areas the librarian is to emphasize to the class. Typically, these lessons range from: basic library information, finding books, using the databases in the library, searching the web, constructing citations, and basic paper construction.

The Appendix contains copies of the handouts available to students during these sessions. Each of these individual sessions contains their own student learner outcomes.

-   Basic Library information (15 minutes) – Does the student know where the library is located? Can the student identify where the library hours are posted? Does the student know the URL for the library Web Page (information technology)? Does the student know where to obtain a Student ID card? Does the student know what resources are available in the library?

-   Finding Books (20 minutes) – Can the student construct a basic search sequence to find books at the MCC Library (critical thinking and information technology)? Can the student differentiate among the results to determine what books will be relevant for his/her project (critical thinking)? Can he student find the actual book on the shelves reading call numbers (Critical thinking and information technology)?

-   Using the databases in the Library (20 minutes) – Is the student aware of the different databases in the library? Can s/he find them on the web page (information technology)?

Can the student determine what the proper database will be for his/her project (critical thinking)? Does the student know what keywords are and how to use them when searching databases (critical thinking)? Can the student conduct a basic search string using keywords on their subject (critical thinking and information technology)? Can the student use the technology to acquire the article in full text (critical thinking and information technology)?

- Searching the Web (20 minutes) – Does the student understand when it is appropriate to use the web as a research tool (critical thinking and information technology)? Is the student aware of different search engines to use (critical thinking and information technology)? Can the student use keywords to focus a search to get better results (critical thinking and information technology)? Can the student use critical thinking skills to determine if the information on a particular site will be helpful for his/her project (critical thinking)?

- Constructing citations (20 minutes) – Does the student understand what a citation is? Does the student know what format to put his/her citations in for the project (critical thinking)? Can the student construct a basic citation in the appropriate format for his/her class (critical thinking)? Is the student aware of other resources (in the library and online) to help with citations (critical thinking and information technology)?

- Basic Paper Construction (10 minutes) – Does the student understand the role of academic integrity in doing his/her project (critical thinking)?   Does the student understand the role of research in completing projects?

D.   Measuring Student Success Rate

Due to the short duration of library classes, it is often impossible for the Instructional Librarian to truly measure student success rates. The time frame merely allows for the librarian to introduce resources, offer handouts, and perform a few practice searches. The librarian will always emphasize for students to return to the library and ask questions (by both the librarian and the classroom instructor) for further guidance. In an informal interview with the primary reference librarians, they responded that about half of reference questions are these types of questions.

In the future, one of the primary goals of the library is to develop a more concrete way of measuring these outcomes in the classroom. Presently, a small survey instrument was developed asking students their opinion about the library instruction class and library use in general. As a formal instruction grows, these surveys will become mandatory for all classes and instructors to fill out. In the past, time and labor constraints have made it exceedingly difficult to develop and compile these surveys. As the culture of assessment becomes more prevalent, these surveys will constitute a large part of measuring student learner outcomes.

E.   Student Achievement

Librarians do not grade or even see student work; therefore it is hard to measure Student Achievement formally. However, two informal methods are utilized:

1)   Conversations with faculty -- Did the library instruction help increase student success? Did the library instruction help the instructor achieve his/her goal?
2)   Conversations with students – Was the student helped by the instruction? Are they more familiar with the library's resources? Will the information be useful for their project?

As the library instruction program becomes more formalized, in its own classroom, student surveys will be used to formally measure the information asked in the informal conversations. To properly assess the program, these surveys must become standard practice.

F.   Changes made in accord with the recommendations of the previous program review for Program Health Indicators (PHIs)

N/A....The Library is not required to provide Program Health Indicators.

G.   Changes made in accord with the recommendations of the previous program review for Perkins measures

N/A...There are no previous Perkins Measure measures or recommendations.

H.   Measurable Benchmarks

Benchmarks have not been established for the Library Instruction program. These are currently being discussed on the System-wide level by the Instructional Librarians at all the libraries of the University of Hawai'i system.

I.   Program/Certificate/Degree Standards and their SLOs

There are no program/Certificate/ Degree requirements for the Library Instruction program. However, the Library instruction program works with the faculty to enable students to recognize information needs, find relevant information for projects, and evaluate this information for use. Properly achieving these goals would take more time than the 45 minutes usually allotted for the instruction. Therefore, instruction librarians strive to create an environment where students can feel comfortable coming into the library, asking questions, and understanding the library should be the primary place to achieve their information needs.

Our curriculum consists of our services and operations. The library has regularly reviewed its services and operations. While much of the library's review of its program is internally generated there are external outlets to assess the library against in a review process. One such reviewing document is the Standards for Libraries in Higher Education developed by the Association of College & Research Libraries of the American Library Association. This document provides guidelines for a comprehensive assessment of the libraries resources and services.

Lines of communication with academic divisions and instructors are vital to assess needs and satisfaction with library services. One methodology that was implemented in 2002, in the MCC Library, was the assignment of one librarian per academic unit as a liaison. This is to let the divisions know that there is a conduit to the library via the individual librarian. Attendance at division meetings gives an opportunity for instructors to voice concerns or queries while the librarian can update the division on happenings within the library.

To aid in collection development, instructors have long been encouraged to participate in the selection of new titles in their field of expertise. Review material from catalogs and other sources are accepted in the collection development process. Recommendations from faculty are also welcomed since there are many subject areas that are beyond the expertise of the library staff.

J.   Enrollment and Retention

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

satisfaction on such matters as hours of service, resources books and online databases), and library instruction.

The library staff does look at these surveys very closely for they are a telling tale of what students are thinking and feeling about the library. If we feel the requests or complaints are valid and can be successfully resolved, we will make every effort to address those needs. For example, the library has responded to students' request to have longer library hours. During the summer sessions, the library added additional hours in the morning and late afternoon. Unfortunately, due to budget cuts and a freeze on filling our Evening/Saturday Library Assistant IV position, as of July 2005, we had to cut Saturday hours as well as Monday/Thursday Evening hours.

Student dissatisfaction with the age of the library's book collection led to greater analysis of the book collection and increased acquisition in those areas deemed weak by students. Although librarians handle a sizeable portion of collection development, faculty is encouraged to contribute recommendations and advice because of their expertise in their fields.

Library instruction has always been an important tool in which a close partnership or alliance is formed between the student, librarian and instructional faculty. There does seem to be some correlation between library instruction and possible retention of students who have successfully completed coursework with the acquired library information skills. The value of library instruction to instructors can be seen in the consistent number of classes that have been requested by them over the past six years.

Aside from this possible correlation revealed in the library survey, other institutional research data is still needed by the library to identify what is it that the library can do to contribute to greater enrollment and retention rates. Adding questions about library services and user satisfaction on other MCC departments' surveys, including the Student Services' Leaver survey, would assist the Library. We know we are not directly involved in this but we may be missing on some indirect measures of the library's impact.

K.   Changes in field, Resources, Shifts to Respond to Changes

1.   Curricula

The curricula and methods for library instruction are constantly in flux. The current trend requires librarians to become partners in education with the faculty. Adjusting to this trend will require the librarians and the library as a whole, to market itself as the primary place to fill students' information needs (as opposed to Google or other Internet search engines).

Currently, the Public Services Librarian serves as the primary reference librarian as well as supervisor of Circulation, Instruction, and Public Services. Outreach to faculty members requires developing personal relationships and external marketing in the form of faculty presentations and advertising. Each library instruction class needs its own lesson plan and supporting materials. It is anticipated that additional staff will be required to achieve these goals. The major additional resources required for this will be a Library Instruction Librarian (new position). If a credit course for formal library instruction is instituted, this need will become even more important.

2.   Book Collection

Age analysis of the book collection continues to be an ongoing part of the library's review of its services in both program reviews and annual reports. Data compiled from analysis of the age and condition of the collection will continue to assist the library staff in upgrading the collection through weeding (removal of dated and damaged books) and

the purchase of new books as well the acquisition of useful donated books and materials. Consideration is also being given to replacement of selected reference titles with its equivalent in electronic format provided that there is a cost saving or equivalent factor, saved shelf space and that the materials lend themselves to electronic searching. For example, with the leasing of the *Gale Literary Resource* database, it was possible to cancel the print subscriptions to the Gale print editions of *Current Authors, Contemporary Literary Criticism and Dictionary of Literary Biography*.

3.   Electronic Resources

Current electronic resources in use by the library will need to be continually monitored to assess their usefulness by students. Additional online databases will be evaluated for possible inclusion. Increased funding for additional databases would necessitate redirecting of library funds specifically geared toward other resources such as books and subscriptions for microfilm and periodicals. Comparisons with databases already on subscription assist in this evaluation.

Future library decisions regarding changes in technology will depend upon the readiness of our patrons to use new technologies, cost and availability of infrastructure, software and new equipment, and the ability of the library to pay for such improvements. The library has responded to the change in technology and is limited only by funding.

a.   Online databases

Expanded Academic Index (EAI) was the first online database with full-text capability that the library offered to students/faculty and staff. It consisted of electronic resources that were strictly indexes and abstracts of journals and magazines. The one drawback to EAI was that it only contained about 40% full-text periodicals.

Librarians at all the community colleges were aware that students were clamoring for more full-text databases and this was voiced at UH Library Council meetings. This resulted in an evaluation of EAI and other full-text databases by a steering committee of librarians. A recommendation was made to go with another database because of its higher content of full-text items. In 2001 the UH libraries via the Hawai'i Libraries consortium switched their subscriptions to EBSCO*host*.

Within the UH System, additional consortium purchases for online databases have been undertaken. Through the Library Council Consortium, the MCC Library subscribes to:
- *CQ (Congressional Quarterly) Researcher* - a full-text database covering social and political issues.
- *Science Direct* - a full-text database of science journals.
- *Cumulative Index for Nursing and Allied Health Literature (CINAHL*) - an online index for the Allied Health program.
- *Literature Resource Center* – a full text databases including eBooks such as *Current Authors, Dictionary of Literary Biography*, and *the Encyclopedia of Literature* as well as journal articles and essays.

Through the BCR (Biographical Center for Research) consortium, a subscription was placed for *ABI/Inform* for the ABIT program.

Currently, with the joining of the Hawai'i Medical Library Consortium, subscriptions to medical databases are being considered. The primary

subscription would be *Nursing Access* which is due to be released in Spring 2006. Because of an agreement with the Maui Memorial Hospital Library, our allied Health students/faculty and MCC Librarians are allowed to access the hospitals medical databases at no charge. There are no plans to duplicate those databases in our library

The MCC Library also tried and rejected *SIRS (Social Issues Resource Series)* and *Lexis-Nexis Academic Universe*. WestLaw and Gale Thompson business databases are now being considered and tested for the ABIT program.

b.   Internet Work Stations

The MCC Library currently has 14 Internet workstations for student use. Unlike the campus computer labs, these workstations are not fully equipped computers. Students cannot do word processing, access non Hawai'i.edu mail, download or save to CD ROMs or DVDs. Students can access Hawai'i Voyager, databases, the Internet and MY UH.

The workstations are older library staff computers that have been recycled into library computer workstations. They are now running on Windows 98, are very slow and often freeze. As new software is developed, these computers will have difficulty running new programs. Students have complained about the workstations but without funds to buy new computers it is difficult to upgrade and expand.

c.   Wireless

With the movement toward a wireless system on our campus, the library was given one wireless hub through funds received from the UH administration administered through the UH Library Council. The Library purchased two additional wireless hubs in order to make all three floors of the library wireless. This has been of great help to the students who bring their wireless laptops to the library.

In the future, lending wireless laptops to students will be explored. These laptops would have word processing software and could be used in the library classroom for instruction. The library could charge rental fees for the use of the laptops in the library.

d.   Pharos Print System

Along with the Business Lab and the Learning Center, the library has installed the Pharos Print System. Using their ID card or disposable Pharos card, the students direct their printed articles to the library Pharos printer. There are machines in the library that permit students to add money to these cards. Students pay for their computer generated print copies of articles from journals, magazines and e-books. The funds go into a Pharos fund which pays the lease and equipment supplies.

The system requires considerable maintenance including bookkeeping of money generated as well as installation of software and fixing the system when it is down. The library does not receive any revenue from this system. Previously, the library charged ten cents per page for printing to a printer behind the Circulation Desk and the funds were kept by the library. The library changed to the Pharos

Printing system to assist the Business Lab and TLC and to keep all computer lab printing costs uniform.

Because the system needs continual maintenance, an APT housed in the Computer Center to provide service to the system, as part of his/her duties, is advised. The MCC Library's Circulation Library Assistant IV has been trained to maintain the library's Pharos system.

      e.   Library Server

Through a grant from RDP, the library was able to obtain a server. Plans are to install the databases, Pharos print system, library webpage, library online instruction and the library Internet workstations/software on the server. This will eliminate going though Hamilton Library's server and provide more security and ease of operation for our students, staff and faculty.

The Library Server is housed in its own Server Room on the ground floor of the Library.

In addition to the Technical Services Librarian, who maintains the server, an APT for Library Systems Services is needed to maintain the Internet network, the Internet workstations, the library computers, the library's UH/ Hawai'i Voyager operating system, and other technology including the Pharos system.

L.   Major curricula changes since last review

This is the first in a series of reviews and curricular changes have not occurred.

M.   Student advising and the degree to which faculty participate in the mentoring of students

Librarians serve a primary role in advising and mentoring students. Librarians advise students on research paper topics as well as resources to use for topics. The librarians also help students with citations and paper styles.

The librarians also serve as advisors and mentors to the MCC University Center's students enrolled in the UH/Mānoa's Graduate School of Library and Information Sciences leading to a Masters in Library and Information Sciences.

Two of the MCC librarians have served as lead advisor to the students of Phi Theta Kappa, the international honor society of two year students.

N.   Opportunities for student involvement in program-related organizations, clubs and governance

Student Assistants are given an opportunity for input regarding their job duties and library services. Student workers, as part of their duties, instruct library users on the use of Pharos and photocopiers. Former student workers have been hired for library assistant positions.

O.   Use of lecturers to teach courses; related concerns

Casual hire librarians are used to ensure that the library fulfill its obligation as a teaching part of the college when librarians are given released time or until a permanent position is filled. When the Head Librarian became the ORAS Unit Head, a casual hire librarian was hired to fill behind her for Reference,

Instruction and Collection Development duties. A casual hire librarian has been hired for Public Services until such time that a permanent replacement can be hired.

P.   Admission policy

This is not applicable to this program

Q.   Job placement, including job prospects, procedures for placing graduates and success in placing graduates.

This is not applicable to this program however, informally; the Head Librarian has explained the Hawai'i State Public Library's hiring procedures regarding their applicant list. She has also notified students of vacant librarian positions in the state of Hawai'i. Library Science graduates of the UH Library and Information Science Masters program at the MCC University Center have been hired at the Kahului and Wailuku Public Libraries and at the Kamahama School Libraries.

R.   Articulation with high schools, community colleges, and four year institutions

1.   The University of Hawai'i Information Literacy Committee.

The University of Hawai'i Information Literacy Committee is a UH System-wide committee attempting to codify requirements, techniques, and procedures for teaching library literacy skills to all UH students.

a.   MCC Library's Information Literacy Mission Statement

"Academic libraries serve a purposively educational function, since they exist within institutions of higher education. Instruction services exists as one of the primary service functions of the MCC Library, and include services to students, faculty and staff of the college, with students being our primary clientele. Library instruction serves to educate students in the discovery, use and evaluation of information sources at their disposal, with an emphasis on those evaluated by the MCC Library."

b.   LILO (Learning Information Literacy Online).

The Learning Information Literacy Online (LILO) Website, still in development phase, is designed for UH college-level research writing courses by instructional and library faculty. LILO can be used to supplement instruction in the classroom/ library, or it can be used independently. LILO guides students through the research and writing process from topic development to citing sources using an interactive Web environment. LILO suggests ways to choose and develop a research topic, how to construct a thesis statement, how to develop appropriate search strategies to look for information in books, periodical articles, and the Web.

More importantly, LILO shows students how to evaluate information critically for reliability, accuracy and relevance. Lastly, LILO addresses the ethical matters of plagiarism (and how to avoid it), along with examples of how to include the ideas and findings of others by citing sources. LILO provides many examples throughout the site.

The beta version of LILO can be accessed at:

http://wwwdev.Hawai'i.edu/lilo/lilo/

Jeff Marzluft, former MCC Public Services Librarian, contributed to its development.

2. UH School of Library and Information Sciences.

The MCC Library has agreed to train interns from the UH/Mānoa graduate school of Library and Information Sciences. The library interns are generally in their last year of studies and take the internship as a practicum in Library Science for their Masters degree. These interns do supervised work in the various library departments thereby gaining practical knowledge in the field. They are evaluated for a final grade. Our Maui interns have all graduated with their Masters in Library and Information Sciences and they are all now working in public, academic, special or school libraries in Maui. Our current Casual Hire Public Services Librarian was one of our library interns.

3. Vi Tasler Library, City University, Bellevue, WA

Over the years the MCC Library has conducted partnerships with various librarians in the public and private sectors on the island of Maui and on the mainland.

A memorandum of understanding (MOU) was signed in 2004 to provide library services for the Maui students and faculty taking City University distance education courses leading towards a Bachelors of Education in Special Education. The funding was part of a DOE grant City University. The MOU was for two years. During this time, the Vi Tasler Library supplied the students with their library needs. The MCC Library was to provide back-up services. This agreement lasted until the cohort graduated.

S. Centers or Institutes

The Distance Education Librarian provides library services for the MCC Centers, students, faculty and staff as well as for the University Center students, faculty and staff. Distance education requires special attention due to its technological format in instruction and its accompanying infrastructure (library support in resources, communication through email, etc.). The Distance Education Librarian travels to each of the centers, at least once a semester, to offer instruction and to manage the center library book collection.

As distance education becomes more prevalent, instruction will need to address those students not physically on campus. The production of online tutorials, video streaming, and the like will add to the obligation. In turn, this will increase the need for additional staff and training for instruction.

There have been no additional funds appropriated for library service to the MCC distance education centers. The MCC Library buys all the books, materials and equipment for all of the MCC centers. Locked bookcases and a photocopy machine have been purchased for Molokaʻi.

Additional funds appropriated just for distance education would insure that the distance education centers would get the books and resources needed to provide equal library services to their students. At this point, we cannot say that these students are getting the same quality of services, books and materials as their counterparts on the main Kahului campus.

III STAFF SUPPORT AND FACILITIES

A. Clerical Support (Classified)

The MCC library does not have clerical support. Unlike other UH System libraries, the library does not have a clerk-typist or a secretary staff position. A clerk-typist position has been requested but denied.

B.	Library Staff (Classified)

Library classified staff are paraprofessionals who have a state library classification of Library Assistant II, III, IV or Library Techs. V - XIII. Library Assistants and Library Techs have to take and pass specialized civil service exams demonstrating their knowledge of library services and practices.

At the Library Assistant IV level and higher, two or more years of prior service in a library is required. UH library system classified library staff are allowed to transfer to the University of Hawaiʻi and Hawaiʻi State Public Libraries at the same or higher rank.

Marilyn Umetsu	Library Technician VI, Technical Services
	BS Home Economics
Theresa Valdez	Library Technician V, Circulation Services
	AS General Office Training
	AA Liberal Arts
Greg Voelker	Library Assistant IV, Circulation Services
	BS History
	BS Physics
Melody Raquino	Casual Hire, ABIT Library Assistant IV
	(Supported by the ABIT budget)
	(Position frozen)
	2nd year MCC Business Technology student
Jocelyn Watabi	Evening/Saturday Library Assistant IV (Position frozen)
	(Resigned August 2004 to enter family business)
	AA Liberal Arts
Student Workers (2)	MCC students

1.	Professional Development

There are few library specific professional development activities for support staff
- The Circulation Library Assistant IV, Greg Voelker, attends monthly UH Circulation Committee meetings and Hawaiʻi Voyager workshops
- The Library Tech V, Theresa Valdez, attends UH IntraSystem loan meetings and Hawaiʻi Voyager workshops
- The Library Tech V, the Library Assistant IV, and the former casual hire ABIT Library Assistant IV have taken MCC classes in their fields to upgrade their skills

2.	Campus/University Service

- Marilyn Umetsu, Library Tech VI, has participated on many campus committees and has served as the classified staff representative on the Executive Committee
- Greg Voelker, Library Assistant IV, serves on the campus Technical Support Committee. He also taught English as a Second Language at the Maui Language Institute. Greg has served on campus classified staff selection committees
- Greg Voelker, Library Assistant IV, serves as the MCC representative on the UH Voyager Libraries Circulation Steering Committee. The committee discusses new and current library policies to determine what practices are best for the operation of circulation. Patches and updates to the Voyager operating system are discussed, tried,

approved and implemented with training and workshops available. New items or changes to the circulation procedures are communicated to the UH Library Council for approval

- Theresa Valdez serves as the MCC representative on the UH Voyager Libraries IntraSystem Loan Committee. The committee discusses new and current library policies to determine what practices are best for the operation of IntraSystem borrowing procedures. New items or changes are communicated to the UH Library Council for approval

B.   Library Volunteers

The MCC Library has had community members volunteer to assist in the library.
The library was asked to list an opening for volunteers by the Kaunoa Senior Center director. As a result, three seniors volunteered to work in the library. Ultimately, only one senior showed up and was asked to assist in the College Archives.

Phyllis Kober is the retired former owner of Paperbacks Plus. She volunteers to assist the library by working with the gift books in the library's depository. Phyllis is currently sorting through donated books to determine their value and selling selected titles on Amazon.com. All proceeds go to the library's Foundation account.

Lava 405 and RUTZ Salon employees assisted in the book sale and "Cut-a-thon" at the campus Ho'o'lau'lea.

C.   Facilities

1.   Space for Instruction: The library multipurpose classroom

Over the years the need for a classroom setting for library instruction has been a desired commodity. Previously, library instruction was limited to library tours using the Internet workstations near the Information Desk for Hawai'i Voyager instruction. There were many shortcomings with using these computers because of the traffic. It was difficult to hold classroom instruction in any of the public areas without disturbing the other students trying to study and use the Internet workstations for research. Classes were moved to the Open Reserve Room. The Open Reserve Room proved to be a better area for library instruction but other students complained that they couldn't get to the reserve materials for their classes or use the room to study when library instruction was in progress. There was a demonstrated need for a library classroom for library and literacy instruction.

Fall of 2005, the library multipurpose classroom was opened. Library staff cleaned and painted the room, installing locks and security alarms. Siobhan Marzluft created a wall mural depicting Maui. The classroom is located in the former Skybridge studio. The room contains tables, chairs and a multi-media projector connected to a laptop and a large projection screen. The classroom has proven to be an ideal setup to provide uninterrupted and focused instruction.

The library multipurpose classroom is also used for library and college programs and is available for instructional classroom use and meetings. The classroom is on the campus scheduler.

2   Space for Research

The Library provides a pleasant and welcoming learning environment for study and research.

The library is located in the three-story Library Building at Maui Community College. It is the only square building with a flat roof on campus, housing satellite dishes and antennas on its roof. In 1989, the Library building was renovated when the Language Arts Program and the Learning Center, formerly housed on the upper floor of the Library building, moved into their own buildings. The Media Center and Computer Center were housed on the lower floor. The Computer Center moved to the rear of the library's middle floor and the Media Center took over the entire lower floor for their HITS, Skybridge studios, control rooms and offices. The library building was remodeled to allow Technical Services offices and the circulating collections to be moved to the upper floor. Additional library staff offices and a library lounge were added to the middle floor as well as carpeting, a new Circulation Desk and an Information/Reference Desk.

In 2002, with the building of Ka'aike, the Media and Computer Centers moved into their own building. The space vacated by the Computer Center was turned into library staff offices. The lower floor now houses the campus Shipping and Receiving department as well as faculty mailboxes. The HITS and Skybridge studios and control rooms were converted to a library classroom, a library server room, college archives room and library depository room. The library classroom was opened for library instructional classes in Fall, 2005. In 2005, the library also acquired wireless access on all three floors.

The main floor has the most amount of traffic due to the location of public services such as circulation and reference. Resources located on this floor include reference and circulation services, reference collections including Hawaiiana, closed book and Reserve collections, videotapes/DVDs, maps, current periodicals and periodical back files, Internet stations, microfilm reader/printers and microfilm storage, public photocopiers, typewriters, library lounge, open reserve room and study carrels and tables.

The Upper floor houses the general circulating book collection, including folio (oversize books) and Hawaiiana, the conference room, Distance Education and Technical Services offices, DVD/Video player stations and study carrels and tables. Study carrels located at the further edges of the circulating collection provide quieter study.

IV.   ANALYSIS OF PROGRAM

A.   According to UH, ALA, and ACRL standards, the Library program is not minimally meeting the students and faculty's needs in the areas of collection and staff size.

In the *Chancellor for Community Colleges Memo: CCCM #11000 (Revised February 1, 1994);Table A Staffing Requirements for Service:*

Staff	Library Administrators (Head Librarian)	Professionals (Librarians)	Professionals (Librarians)	Support Classified Staff	Support Classified Staff	Total Staff	Total Staff
FTE Students	Minimum & Good	Minimum	Good	Minimum	Good	Minimum	Good
Under 1,000	01	02	03	04	06	07	10
*1,000-1,999	**01**	**03**	**04**	**05**	**07**	**09**	**12**
2,000-2,999	01	04	05	07	09	12	15
3,000-3,999	01	05	06	09	11	15	18
4,000-4,999	01	06	07	11	13	18	21
5,000-5,999	01	07	08	13	15	21	24
6,000-7,000	01	08	09	15	17	24	27

1.   The current MCC library staffing includes: 01 Library Administrators (Head Librarian); 03 Professionals (Librarians); and 03 Support Classified Staff for a total of 07 Staff positions.

2. The library is 02 positions under the minimum standard of 05 Support classified staff positions.

3. In order to achieve minimum standards, with an FTE of 1,700, the library needs to re-instate the two frozen, 1.0 Library Assistant IV support classified staff positions bringing the library staffing up to the minimum of 09 library positions.

B. WASC - According to the March 11, 2005, WASC Team roster and Title Page, p. 11, *Support for Student Learning:*

" Based on meeting with library and academic support staff, .the ABIT faculty as well as a review of the current and proposed future ABIT budgets, the library and support services appear to minimally be able to support the upper division of the ABIT degree program (CFR 2.13). At the time of the special visit the development and implementation of the program was primarily dependent on "soft" money. Library staff expressed concern that if the program were to grow beyond its currently anticipated minimal level, additional funding of increased Library databases, books, and materials would be necessary.

In support of the ABIT program, a library assistant position has recently been authorized..."

1. At the time of this report, the library was fully staffed and offering evening and Saturday hours. With the freezing of staff positions and the subsequent shortening of hours and days of service, the library is no longer minimally supporting the college's mission in regards to the ABIT program.

2. When the library staff met with the WASC Accreditation Commission, they assured an obviously skeptical committee member that the college was fully supporting the library and that the library was looking forward to increases in budget and staffing as shown by the ABIT budget. Sadly, due to campus budget constraints, that is no longer true. The 1.0 ABIT Library Assistant position has been frozen along with the 1.0 Evening and Saturday Library Assistant IV. This will have an impact on the accreditation for the ABIT program when the WASC evaluation team returns to assess library services.

C. Students and faculty are happy with the services provided. Comments have been made as to the helpfulness and friendliness of the librarians and classified staff. Comments have been made as to the library being a comfortable place for study. Students indicate that library instruction has been very useful.

D. Students are not happy with the library hours, the aged, malfunctioning Internet workstations, the lack of computers with word processing capabilities, the age of the print collection, the lack of group study rooms, and the cold temperature in the library.

E. Reductions in funding and staffing have resulted in and perpetuated many of these of these problems. With the restoration of the Evening and Saturday Library Assistant IV position, library hours would be restored to the previous schedule which included evenings and Saturdays. With an increase of budgeted funds, new computers with full processing capabilities would be ordered. With an increase of budgeted funds, new books, periodicals and databases would be added to the collection. At the very least, in budget crises, funds should not be cut from the library's budget and special fund.

F. Climate control continues to be worked on by O&M. The cold environment is required to prevent mold growth and to prevent malfunctioning equipment; however the environment deters library usage. Some sort of compromise or system that keeps the books at a proper temperature and library users comfortable is the goal.

G.   Group study rooms are not possible without remodeling the building, however we have been able to set up group study areas in the space we have and do allow students to do group study in the Conference Room, Open Reserve Room, and Library Classroom.

H.   The library raises funds through monetary donations to the UH Foundation – MCC Library account, gift book sales, silent auction, book sales at the Ho'o'lau'lea, sales of Celebration cards, and the aggressive pursuit of fines and fees through a collection agency and the Hawaii tax set-off program. Grants have been pursued cooperatively with other libraries.

In FY 2004/05:

- 761 gift volumes @ a value of $24,352 were added to the collection.
- 92 volumes were purchased with $1,851 of donated funds to the UH foundation and added to the collection.
- $130 was collected from the sale of Celebration cards.
- $260 was collected from the sale of community cards.
- $22,585 was collected though donations to the Foundation and book sales.

I.   Assessment Method

In place are internal and external mechanisms to review library services and operations. Internal mechanisms include collection, reference and bibliographic instruction analysis studies. External mechanisms include online patron surveys, the complaint/complement book, and liaisons with instructional divisions. Analysis of both type of mechanisms provide data for this program review.

1.   Surveys

Surveys of students and faculty are the primary methodology in assessing satisfaction with library services. The library regularly surveys students every semester. Print surveys have been replaced with an online survey on the library home page. We encourage faculty and students to take advantage of these surveys to voice their opinions regarding library services.

Additionally, there is a library complaint/complement book near the entrance door to the library where students can write anonymous comments and questions. The librarians always reply to the comments and questions in the comment book.

2.   Statistics

Library statistics are another method for assessing library usage. Statistics are kept on entrance/exits, circulation services, collection development, reference services, and library instruction.

Statistics are also accrued from the library webpage survey found on the library homepage.

3.   Findings:

a.   Frequency Usage

The heaviest usage of the library was 8:00am – 4:30 pm Monday – Friday. When the library had to reduce hours because of frozen circulation positions, this was taken into consideration.

- 44.4% responded that they used the library weekly; 25.9% daily
- 14.8 % monthly (web page survey).

These are roughly the same averages that we received from our 2001 paper survey.

The FY 04/05 Gate Count shows that a total of 58,882 individuals used the library. Obviously there were many repeats. Of this number:
- 49,311 were in the library 8:00am - 4:30 pm
- 9,569 were in the library 4:30 pm- 8:00pm
- 1,759 were in the library on Saturdays

b.   Library Usage

Usage surveys show that the majority of students use the library for research for their class assignments. This is not a surprising number since books and materials are purchased for classroom instruction and research.   This also helps those community members and students that want to use the library's resources for their own research. Because the MCC Library is the only academic library on the island, the public libraries and other organizations often refer their patrons here for academic research.

The popularity of print newspapers and magazines indicates that not all students rely exclusively on full text databases for their article research. It also indicates that students want to keep a print browsing periodical collection.

Research for class assignments	74.1%
Research for own interests	63%
Internet workstations	55.6%
Use lounge area	55.5%
Newspaper and magazine reading	40.7%
Use of Reserve materials	25.9%

c.   Books are borrowed for:

These figures coincide with the Library Usage survey in that coursework and recreational reading are important to the library patron.

Coursework	87%
Recreational Reading	47.8%
Personal Research	43.5%

d.   The materials are helpful to you in your coursework:

Materials can consist of databases, periodicals, books and microfilm. The survey indicates that a majority of students are finding what they need. The other 14.8% are serviced by IntraSystem Loan and the purchase of new books in their subject areas.

85.2% responded "yes"

e.   Do you ask for help at the Reference Desk if you cannot find what you need?

88.5% responded "yes"

Library instruction focuses on teaching independent research skills and on not being afraid to "ask the librarian" for help.

f. Library Hours

One consistent request from students on every survey is the expansion of library hours, including Sundays.

Over the years the library has made a concerted effort to accommodate students' wishes on library hours. For example, Saturday hours and longer evening hours were implemented in response to requests. Many of the MCC and University Center students have full-time jobs and need access to the library beyond the traditional 8 to 4 workday. With increased evening and Saturday classes, it was apparent that those students needed the library open for Reserves, viewing classroom tapes, research and study.

Before the loss of the evening and Saturday Library Assistant IV position, the library was open 65 hours:

Monday – Thursday   8:00 am - 8:00 pm
Friday & Saturday   8:00 am - 4:30 pm\
Closed Sunday

The library makes a strong effort to accommodate requests but cannot, at this time, fulfill the Sunday requests. The library is open during the Thanksgiving and Spring breaks to extend services to students. Summer hours have also been increased in response to this need.

Unfortunately, due to a freeze on hiring, we were unable to replace the Evening and Saturday Library Assistant IV position when the incumbent resigned to move to Thailand.

With the loss of this critical position the library had to reduce hours. The library staff looked at reference, gate and circulation statistics to determine which evenings and days had the least usage. It was determined that Saturdays, Monday and Thursday evenings had lesser usage than the other days and evenings. Accordingly, the library changed its schedule to be open 52.5 hours:

Monday & Thursday   8:00 am – 6:00 pm
Tuesday & Wednesday   8:00 am - 8:00 pm
Friday   8:00 am - 4:30 pm
Closed Saturday & Sunday

With the freezing of the 1.0 ABIT Library Assistant IV position as of September 27, 2005, the library will be determining if further cuts in library hours will be needed. With only 2 classified staff members to conduct Circulation Services, it is not possible to offer full services or hours.

g. Book Collection

How have MCC students perceived the book collection in recent years? In comparing student surveys, we find that while students on the whole are satisfied with the book collection, there are still requests for newer materials in certain subject areas.

The MCC Library has 57,408 volumes. This reflects an increase of 2,188 volumes for 2005. The increase is due to 1,114 new books and 1,074 gift books added to the collection

The MCC Library has made an effort to build its collection in the areas of computer technology, allied health, cookery and food services, business and reference. Adding databases and e-books have helped maintain the currency of the collections. Electronic resources have proved to be good supplement to our print resources. However, the majority of students still prefer a print copy to use for research and study.

The book collection has grown significantly despite the lack of an adequate book budget. Through the generous donations of other libraries, faculty, and the general public, the library has been able to infuse new and classic works into its collection. The collection analysis study has shown an upgrade in many of the subject areas of the book collection. The downside to a dependency on donations and gifts is the lack of control in the type of material that is being offered and the inability to get books of truly needed by the library.

The library consistently evaluates and monitors its book collection growth. Collection specialists monitor their areas for currency, deselecting aged and damaged materials, and upgrading if possible. Librarians are aided by faculty in their subject areas who are invited to evaluate books on the shelves and request specific book and DVD titles for ordering. Through fundraising activities such as gift book sales, the Celebration Fund, monetary donations and grants, the library hopes to be able to update its print collection.

h.   Circulation

7,129 materials were circulated in FY 2004/05 contrasted with 7,087 materials circulated in 2003/04 resulting in an increase of 1% or 42 books circulated in FY 2004/05.

FY 2004/05   7,129 items charged out.

4,857	MCC students
938	Faculty
216	Community members
960	UH System students
158	Library

An interesting side note to the slight rise in circulation is the increase in IntraSystem loan to other UH System libraries since the University went on the Hawai'i Voyager System. The number of AV materials and books going out from our collection has increased significantly.

FY04/05, UH System libraries borrowed 333 books and 56 audio visual materials from Maui. This can be contrasted to pre-Hawai'i Voyager days when the UH System Libraries very rarely borrowed anything from Maui. Now, with the integrated catalogs in Hawai'i Voyager, all campus collections can be viewed at one time.

i. Climate Control

A primary, constant complaint is that the library is too cold. Unfortunately, the library has to be kept cold in order to avoid mold and insect growth and to keep sensitive machines operating properly. There has been some discussion with O&M to place large de-humidifiers in the library to help absorb moisture which would assist in limiting mold and mildew growth and to purchase a more efficient chiller.

4. The following comments are from the Library's webpage survey (these are all the comments posted). *See the Appendix for written comments from the Comment/Complaint Book and the paper surveys.*

1.	Stop cutting back on everything. Students need assistance, not cut-backs.
2.	don't have enough of certain books
3.	Everyone using a computer should have a chair to sit on.
4.	The faculty and staff here @ MCC is great, and very helpful w/helping me find what I need in my research. I wish there were more libraries with such an excellent staff. And I hope in the near future that they would extend their hours on Saturdays.
5.	The computer system needs to be updated. Also, why can't we use our discs? the librarians are awesome.
6.	cool place. I like the new tables and set up
7.	MCC Library is the best, because all the staff are happy to help what u need(",)
8.	The staff in the library are polite and give information with a smile. What a delight!
9.	I love the library. It is really a wonderful place.

V. FUTURE PLANNING/LIBRARY NEEDS/BUDGET

This coming year, the library is facing greater challenges than usual due to the fiscal problems of the college.

The library needs to address shortages in staff, equipment, books, and supplies. The shortage in staff, due to the freezing of positions has caused a reduction in library hours and days. Students and faculty have complained that they no longer have adequate access to the library.

The library's equipment is old and needs replacement. In particular, the 3-M Checkpoint Security System needs to be replaced. New computer/Internet workstations are a must. Our library workstations are more than 5 years old and can no longer support the software needed to run full versions of Hawai'i Voyager.

We have tried to be creative and to do more with less. Selected print materials such as periodicals and books were cancelled with the money being used for databases. The library has joined consortiums to gain better prices on database subscriptions. We have had small fund raisers to acquire funds to purchase books. I have worked with the UH Library Council to seek cooperative grants for equipment and data bases. Some have been successful; some are still in the planning stages.

With our library classroom, it is now possible to think about credit and non-credit library skills and research classes. There would be money generated by the non-credit classes in addition to the regular tuition. We could also market these classes to other schools and colleges in the area who do not have adequate library services. Our community card could also be marketed to those users.

In the future, we plan to place laptops in our library classroom. When the laptops are not being used in the classroom, they will be available at the Circulation Desk for student use in the library. Rental to community users in the library would provide a small source of income for maintenance and repair. Now that the library classroom is ready for use, it is available to the campus community. The room can be rented to community groups for meetings or for non-credit classes.

A Literacy/Library Instruction Librarian position would be needed to plan the curriculum for our credit and non-credit library skills classes and to launch the program. The Literacy/Library Instruction Librarian could also work with the Library Systems APT and the Technical Services Librarian to create Internet library skills, research and "navigating the net" classes on the Internet. We would truly become a virtual library for our students, staff, faculty and community.

Eventually, we will need a library systems APT to maintain our specialized library databases and Hawai'i Voyager operating system along with the electronic equipment.

In the meantime, we are trying to support our students' current needs for accessing materials when they are needed after library hours. Without adequate staff, we cannot expand our hours, but we can provide access to periodical articles and books though our full-text databases and eBooks when the library is closed. However, the ability to access library resources after hours is only for the privileged few in Hawai'i who have access to the Internet outside of campus. The "digital divide" is very prevalent in Hawai'i, and it's unfortunate that by opening our doors for fewer hours only perpetuates and grows the gap between the *haves* and the *have-nots*.

A.   Library Support Staff

      1.   Library Assistant IV, Evening /Saturday   Salary: $23,040

            FY 04/05, saw the loss of our Temporary Evening/Saturday Library Assistant IV due to her resignation and move to Thailand. Because of the college's budgetary shortfall and freeze on positions, this position was not filled. As a result the library had to eliminate Saturday hours and Monday/Thursday evening hours. Since the library gave up its student help funds to fund this position, the loss of the position, without the restoration of the student help funds, was a double hit in terms of budget and staffing.

            With the restoration of this position, the library can resume regular hours. This position was last frozen in 2003 and restored Spring 2004. This position has been frozen and restored three times previous to 2005. Restoration was due to student and faculty demand.

            Consideration should be made to making this position permanent. Hiring takes place from the state list of Library Assistant IV applicants. There are two lists – temporary and permanent. The Temporary list usually has fewer names than the permanent list. Transfer from the Hawaii State Public Libraries is also allowed and encouraged. Experienced Hawaii State Public Library Library Assistants IV have indicated that they would like to transfer to the MCC Library but are held back because they are reluctant to exchange a permanent job classification for a temporary one.

            It is curious as to why this one critical library position keeps being frozen, for budgetary purposes, resulting in a shortening of library hours for the fall semester, only to be restored by the spring semester. It is time to make a decision about library hours and the library staff. Constantly losing and restoring this position and changing library hours is demoralizing for the staff and the library community. It also makes it very difficult to coordinate library hours with the public libraries, TLC and the Business lab.

Additionally, accreditation for the ABIT program could be jeopardized as it appears that, instead of improving library services, the college is downgrading library services at a time when the MCC Library was given a minimum rating contingent on a projected increase of library staffing, collection growth, equipment and services.

2. Electronic Resources, Library Tech V   Salary: $25,920

Because of the explosion in information technology, there is a need for a library staff member, in the library, who has familiarity with the ever-increasing library online databases including Hawaiʻi Voyager.

A Library Tech V for library electronic resources is necessary to maintain the software for the Hawaiʻi Voyager operating system, the Pharos Print system and various leased databases that the library subscribes to. Updates are frequent and must be programmed in all the library's Internet workstations. For example, without the Hawaiʻi Voyager upgrades and patches done in concert with the other UH Libraries, at the time and date specified, we would not be able to provide circulation services or use the Hawaiʻi Voyager catalog for reference and instruction.

Additionally, due to the age of our equipment, malfunctions occur on a daily basis. The Computer Center is understaffed and overworked and cannot provide the assistance needed on a timely basis.

The library does not have a position dedicated to these tasks. Library data applications have grown exponentially in the 15 years and the library staff is hard pressed to keep up with the needs of these applications. The library feels it would be to the campus' benefit if the library is able to be self-sufficient regarding its electronic support needs. We anticipate that the need for this support will increase greatly and we will be unable to serve our constituency in an appropriate manner without the additional help.

This position will also assist with circulation services.

Greg Voelker, Library Assistant IV is scheduled to be up-graded to this position. His paperwork is in process at DHRD in Oʻahu. Additional funds for the position, in addition to the funds already budgeted for his Library Assistant IV position, have been reallocated from the library budget.

3. APT Library Systems Services position.   Salary: $40,000

New technologies have transformed the way people seek information and use libraries. There is a continuous change in how information is stored, sought, retrieved and distributed. The MCC Library provides access to materials and information through a variety of means, including electronic communication and other information products.

As the library increases its technology and equipment, an APT position will be needed to provide the library with consistent and reliable library database and electronic equipment help and maintenance. This position would be responsible for installation, configuration, maintenance, and troubleshooting of all of the library's computers and other electronic devices (both, software and hardware). This will include: 13 staff and department computers, 25 – 30 public access computers, and 20 classroom computers, including the peripheral devices (barcode readers, scanners, printers, etc.) and the Pharos print system. This position will assist in maintaining and configuring the library's server and computer network both wired and wireless.

This position will also assist in maintaining the library's website, instructional web pages, Hawaiʻi Voyager (integrated library system), Uniprint, and Ariel (document delivery system).

4.   Information Literacy/Instruction Librarian   Salary: $44,000

As the university expands in scope and offerings, the library must also grow in its personnel. In the past few years, many universities and WASC have recognized the importance and need for Information Literacy Instruction (how to find, evaluate, use and cite information – not just use the Internet).

An Information Literacy/Instruction Librarian is needed to provide classroom and individual instruction to classes, faculty and staff. Our instructional program has grown and a full time librarian is needed to supervise and develop the program as well as provide instruction and instructional materials and curriculum development.

With LILO (Learning Information Literacy Online), a joint Internet UH library tutorial developed by the library Instruction Librarians, online Internet instruction and tutorials are now available for all of our campus and distance education students. Further development of online tutorials such as LILO would be part of the job responsibilities.

Other colleges have credit and non-credit library instructional classes. This position could develop these classes as well as supply beginning and advanced Internet instruction along with developing literacy and instructional tools for the Internet.

There is one librarian in charge of all public services including reference and instruction. The Public Services Librarian is the main provider of instructional services resulting in a loss of service at the Information/Reference Desk during classroom instruction. Reference Services are impacted as the Reference/Information Desk must be closed if no other librarian can cover.

Presently, the library is unable to fully support information literacy programs, classes and faculty guidance due to a lack of staffing. This position will fulfill that need by having a permanent librarian who is able to coordinate all library instructional programs both within the library and with instructional faculty.

5.   Distance Education Librarian

The Distance Education Librarian, now funded by the University Center, should be brought fully into the Library staff, with her salary transferred to the library budget.

The Distance Education Librarian's position is funded by the University Center but is located in the MCC Library. For all intents and purposes, the position is considered a library staff position as the position has always answered to the Head Librarian for scheduling and evaluation. This position, however, does not appear on the library's organizational chart. This affects statistics, state and nationwide survey information.

Under a different University Center administrator, the position could be pulled back to the University Center. At Hilo, for example, the Distance Education Librarian does not answer to the University Librarian even though the position is based in the UH Hilo Library. Moving the position from the University Center budget to the library budget would clean up the staff line. This position would still serve all distance education students, faculty and staff including the University Center.

B. Library Facility and Equipment Needs

1.   Technology and Building Needs

Future library decisions regarding changes in technology will depend upon the readiness
of the   public to use new technologies, cost and availability of infrastructure and new
equipment, and the ability of the library to pay for such improvements.

As the collection has grown and more equipment has been installed, the library has
greater need of space. The building's wiring, installed in the 70's, is inadequate for
today's technology.

Students are requesting private study rooms as well as access to more Internet stations
and study areas.

2.   3-M Checkpoint Security System – Replacement and up-grade $15,000

The current 3-M Checkpoint Security System is 25 years old. This system is so old that
repair parts are no longer being manufactured and the manufacturer will not accept a
maintenance contract. All of the other UH System Libraries have replaced their aging
security systems.

Our current system is not wheelchair accessible and cannot be used to protect new media
such as DVD, video tapes, audio CDs and computer discs. This new system, which is
now in place in all of the UH/Community College libraries, with the exception of Maui,
remedies these problems.

3.   Handicapped Access to the Library

a. Entrance/Exit Doors – Replacement of aging malfunctioning doors with handicapped
accessible doors. Handicapped students cannot open the doors without assistance.

Presently, the only handicapped access door is located in the bottom floor of the library
building which houses closed access library departments. Handicapped Library access
should be available on the second floor of the building where the main entrance to the
library is located and where there is an existing handicapped ramp leading to the
entrance.

b. Handicapped Ramp

Widen the handicapped ramp leading to the main entrance of the library. The current
ramp is too narrow for standard wheelchairs.

c. Handicapped restrooms – Upper Library floor

Handicapped students do not have access to the upper floor restrooms. The only
available, approved restrooms are on the ground floor of the library. It is a hardship for
handicapped students to have to go to the ground floor to use the restrooms while non-
handicapped students can use restrooms on all three floors.

4.   The Minolta Microfilm Digital Reader/Printer $17,000

Currently microfilm can only be accessed and printed on paper via aging microfilm
reader-printers. The Minolta Microfilm Digital Reader/Printer converts microfilm to
digital images for e-mail and integration into documents enable our students to read our

microfilm/fiche and digitally send the image to their email account, to a Microsoft word document or receive a print copy. This expands the use of already purchased archival microfilm by allowing patrons to digitize the microfilm print /graphics to send to their e-mail and/or home computer or campus computer. This would also help the Hawaiian language speakers and students. We are the only library in Maui that has Hawaiian language newspapers and journals on microfilm.

This type of reader-printer is not, now, available in Maui. We would be providing a service to the community as well as to our students.

5. Computers $24,500

In the last 5 years, the library public access Internet workstations have increased from 4 stations to 12 stations. As we upgrade staff PCs, we plan to recycle those computers for public use. We will add two additional stations each year until we have 20 Internet workstations for public use.

    a.   8 PAC computers/library workstations $ 6,500

    b.   20 laptops for library classroom $18,000

6. Book Shelving $5,000

    a.   Two book cases for the MCC Hāna distance Education Center

    b.   Bookcases are needed to house library books. Hāna currently has no bookcases.

    c.   Two closed bookcases for Moloka'i

    d.   Locking single faced Glass-Door Shelving to house and keep valuable Hawaiiana books secure and free from dust.

7. Book Trucks $7,500

    a.   Seven single sided books trucks, sloping shelves to house books for sorting and reviewing: Information Desk, Technical Services, Circulation and for each librarians' office.

    b.   Five double-sided book-trucks, sloping shelves to replace aged and malfunctioning book trucks

C. Books and Materials $75,000

It is quite evident that the heavy dependence on donations and gifts of books has fueled the expansion of the collection for the past five years or so. Collection analysis determines what gift materials to keep for the library. Those that are not kept are sold, with the money going to the library's UH Foundation account to purchase new books.

There is no doubt that these donations have contributed immensely in the updating of the collection and there does seem to be some correlation in the increase in circulation in some subject areas. However, it should be emphasized at this point, that the growth of a collection is not desirable solely through the goodwill of donors.

Funds are needed to purchase books to update and upgrade the collection and to keep it current. New programs such as the Dental program need to be serviced with basic materials not now in the collection.

1.   Gifts, Donations, Fines and Fees:

        The library has had major material donations from several sources including the:
- Heather Ho Culinary Arts Collection donated by Les Dames d'Escoffier International - Hawai'i chapter;
- Hawai'i book Publishers Association, Ka Pālapala Po'okela award book collections;
- American Association of University Women's publications;
- Moloka'i Community Service Hoikaika Youth Opportunity,
- Paperbacks Plus book close-out books,
- Aloha Metropolitan Community Church Maui and Hawai'i Institute for Human Gay and Lesbian Collection,
- University of Hawai'i Gifts and Exchange department,
- Individual faculty, staff, students and community members.

    b.   A continuing fund raising activity is the Celebration fund which was started in FY 1997/98. Celebration Fund cards celebrate all of life's occasions. There are sympathy, wedding, anniversary, birthday, birth, get well, graduation, Mother's Day, Father's Day, Christmas and Hanukkah cards. All the cards are printed in the library. With the purchase of a card, the recipient is honored with the purchase of a book, with a nameplate in that book. The cards sell for $25-$50. Since FY 97-05, $3,651 has been raised and 140 books added to the collection. The funds are deposited in the UH Foundation's MCC Library account.

    c.   First held in 1990, the book sales have become an accepted part of the regular fundraising activities of the library. Daily and annual book sales have averaged $2,000 per year with the funds deposited in the library's UH Foundation account.

    d.   Since FY 2000, monetary donations to the MCC Library, including proceeds from the sale of books on EBAY and Amazon.com, have totaled $36,202. The funds are deposited in the library's UH foundation account.

    e.   Since FY 2000, sales of the MCC Library Community Card totaled $1,690. The funds are deposited in the library's special/revolving funds account.

    f.   Since FY 92/93, Fines and fees collected have totaled $77,669. The funds are deposited in the library's Revolving/Special account.

    g..   The library has a "Gifts and Fundraising" link on its homepage for donations. Instructions are given for making a monetary gift online to the Maui Community College Library as well as information about donating books, videos and audio materials.

2.   Request for G-funding for books and materials   .

    a.   Books and materials for the MCC Kahului campus $60,000.

            $10,000 allocated per library subject specialist (each of whom has between 20-40 sub specialties) plus Reference and Hawaiiana. For new curriculum, upper-level subjects, replacement of dated materials, and replacement of lost/stolen materials.

b.	Books and materials for Molokaʻi	$10,000

c.	Books and materials for the MCC Lānaʻi and Hāna Distance Education Center
$10,000
While Lānaʻi and Hāna do not have a Library, they do have designated space for library materials. The centers house a small collection mostly consisting of recycled books from our Kahului campus. Lānaʻi and Hāna students would benefit if they had current reference tools, at least a current encyclopedia, atlas, and other tools.

d.	Honolulu Advertiser microfilm (12 years)	$71,700

To fill the gap in our 1961-1973 microfilm holdings. These years are not available on databases. These years are also not available at the Kahului Public Library as their microfilm film deteriorated and oxidized when their air-conditioning failed.

- 1961 - 1970. Each year costs	$4,810.
- 1971 - 1973	Each year costs	$7,170.

3.	Online Databases

Full text databases are in demand by faculty and students. This medium is ideal for distance education services. These databases can be accessed in the library, at home, or in one's office. Databases articles can be printed or electronically transmitted to an email account. Databases provide access to thousands of periodicals and their contained articles. The library could not afford to replicate these periodicals in print.

System wide consortial purchasing of online databases provides access to over 6,000 periodical and journal titles, many containing full-text articles. The library also cooperates with the Hawaiʻi Public Library system and the University of Hawaiʻi/Mānoa to purchase statewide licenses to important databases. Agreements with the Maui Memorial Hospital Library allow the MCC librarians and Allied Health faculty and students access to their leased databases.

MCC Library's Ebsco*host* is the most heavily used database by MCC students and faculty. For FY 2003-2004, Maui Community College recorded 24,814 online searches.

The major additional resource required is funding. Databases are expensive. Database prices run from $1,500 - $16,000 with the average being around $3,500.

The library will continue to acquire full text databases through consortia purchases, in consultation with faculty. The proposed new databases are:

a.	Westlaw (ABIT)	$3,500

b.	Nursing Access (Allied Health)	price to be determined

c.	Opposing Viewpoints	price to be determined

Assessment/Action Plan

An Assessment Plan for the Library at Maui Community College

Challenge	Goal	Strategy	Assessment Procedure	Results
1. Provide effective access to a broad range of learning resources	1a Update and improve the library collection	1a-1 Identify & obtain sources of funding for print, media & electronic resources to increase the breadth of the collections & to replace out-dated resources	1a-1 Amount of funding identified & obtained	1a-1 Though not guaranteed as permanent, the ABIT program has been a valuable source of funding. Two electronic resources were funded through this program as well as books and materials. Other sources of funding are: G-funds; revenue from fines, fees, and service charges; book sales; gifts and donations to our foundation account
	1a.-2 Add and maintain electronic databases	1a.-2 Join consortiums for group purchases of databases	1a.-2 Implementation and collaboration	1a.-2 The MCC Library has entered into consortial purchases of databases with: UHLC; BDR; HLC
		1a.-3. Use Hawai'i Voyager Access Reports to obtain a current title count of books, serials, audiovisuals, electronic serials & government documents owned by the library	1a.-3 Comparison of new figures to former counts	1a.-3 Reports have been generated
		1a.-4 Use database Access Reports to obtain a current count of usage for all databases leased by the MCC Library for MCC students/staff & faculty.	1a.-4 Comparison of new figures to former counts, when available.	1a.-4 Reports have been generated
		1a.-5 Use databases, purchased for the ABIT program's, Access Reports to obtain a current count of usage	1a.-5 Comparison of new figures to former counts	1a.-5 Reports have been generated
	1b.-1 Improve electronic access to the library	1b.-1 Revise library homepage to allow greater access to the library's databases	1b.-1 Number of hits on the library homepage	1b.-1 Homepage has been revised. Comparison of user hits statistics indicates a greater use of the library homepage
	1b.-2 Allow remote access to MCC licensed databases by MCC distance education students & Kahului campus at home, in MCC classes & labs and in MCC offices through the library homepage.	1b.-2 Negotiate agreements with vendors to include unlimited remote access that is password protected.	1b.-2 Check access statistics, when available	1b.-2 Agreements in place. Access is through the MCC Library homepage. Last name and UH ID# are the passwords.

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Challenge	Goal	Strategy	Assessment Procedure	Results
2. Promote the use of quality information in all formats	2a. Expand student, faculty & community awareness of library resources & services	2a.-1 Offer classes & workshops in the use of library resources including Hawai'i Voyager, databases and print collections	2a.-1 User evaluation forms to study the effectiveness of the instruction and content	2a.-1 Number of classes and students
		2a.-2 Sponsor Book Talk programs	2a.-2 Number of programs sponsored & attendance	2a.2 Book talk programs featured authors Brian Wilson, Deborah Iieda, Dr. Rebecca Knuth, Eric Shaffer Total attendance for the programs was: 170
		2a.-3 Originate displays of new books and materials	2a.-3 Number of displays prepared and presented	2a.-3 Displays for: Welcome New Students; Black History month; Banned Books Week; Women's History Month; Gay Rights month; Winter Holidays; The Beatles; Summer Reading
		2a.-4 Collaborate with other campus units to create displays, in the library, showcasing their programs & Collaborate with campus student clubs to showcase their club.	2a.-4 Number of displays prepared and presented	2a.-4 Student displays for: art & fashion technology; Math; Geography; Music; Safe Zone; Phi Theta Kappa; Safe Zone
3. Instruct students in seeking and evaluating information along the path of lifelong learning	3a. Develop an information literacy statement articulating background issues and program goals	3a Develop an information literacy statement	3a. The existence of an information literacy statement	3a. An information literacy statement was developed.
	3b-1. Develop a collaborative program of information literacy instruction, involving academic faculty and library faculty	3b-1 Identify academic faculty/departments to partner in program development	3b-1 Identification of faculty partners	3b-1 Partnering with Language Arts is a logical starting place for imbedding information literacy into the curriculum. Developing collaboration is a deliberate process, usually involving established relationships. Since library instruction is already incorporated into the English 100 sections taught, the library is well on the way to full integration in this course.

Challenge	Goal	Strategy	Assessment Procedure	Results
	3b-2. **Develop a collaborative program of information literacy within the UH System libraries.**	**3b-2** **Identify information literacy librarians within the UH System Libraries to network, collaborate and plan system wide programs.**	**3b-2** **Identification of literacy librarians and their libraries**	**3b.-2** **In collaboration with the UH Library Council, contact was made with UH information literacy librarians. A workshop was held for these librarians, a program was formulated for all UH library literacy classes and regular system meetings were initiated.**
	3b-3 **Develop instructional tools for students**	**3b-3** **Reference librarians/informational literacy librarians will identify those research tools that students ask for assistance.**	**3b-3** **Identification of research tools that students need assistance in research use**	**3b-3** **Pathfinders were developed for: Using Hawaiʻi Voyager: Finding Books, Audio, Videos & DVDS; Retrieving Magazine Articles from EBSCO; Retrieving Scholarly (Peer Reviewed) Journal Articles from EBSCO; The CQ Researcher Online; Evaluating Information from the Web; Scholarly Journals vs. Popular Magazines; Books to Help You Write Better Papers; APA Citation Format (for the Reference List page); MLA Citation Format (for the Works Cited page).**
4. **Create an environment in which instruction and research can flourish.**				
4a. **Improve the navigability of the library building via better directional signage and by improving traffic flow**	**4a-1.** **Install new signage**	**4a-1.** **Staff team evaluated existing signage and placement throughout the library.**	**4a.1-1** **Identification of areas with no signage or needing replacement of larger and clearer signage**	**4a.1-1** **Signage was ordered and installed**
	4a-2 **Re-locate equipment and furniture for a better traffic pattern**	**4a-2.** **Staff team evaluated existing equipment and furniture throughout the library**	**4a-2 Identification of equipment and furniture to be moved.**	**4a-2** **Two microfilm machines were moved to the Depository creating room for more study tables; Index tables were moved to the second floor with the Indexes moved to shelves in the Reference area creating space for Internet workstations; the VCR/DVD stations were moved from the atrium area to other**

Challenge	Goal	Strategy	Assessment Procedure	Results
				areas of the library allowing better traffic flow for wheelchairs by the elevator.
4b **Improve the appearance of the library building**	**4b-1** **Paint and repair library exterior**	**4b-1** **Have the O&M director and Director of administrative Services inspect the exterior of the building for health & safety violations.**	**4b.-1** **The building was inspected, funds appropriated and put on the project list for repairing & painting in FY 2005-2006.**	**4b.-1** **We are awaiting the repair and painting of the library building**
4c **Develop a library classroom for library instruction**	**4c-1** **Identify and acquire space for a library classroom in the library building**	**4c-1** **Staff team evaluated space in the library building suitable for a classroom**	**4c-1** **Space was identified and requested**	**4c-1** **Library classroom was renovated with staff and O&M assistance. Furniture and equipment were ordered. The classroom is in use, for library instruction, as of fall 2005.**