



UHMC Library Program Review 2012

Prepared by Lisa Sepa

October 2012

<http://www.maui.hawaii.edu/library/2012ProgramReview.pdf>

Table of Contents

Part I. Review	2
Introduction	2
Program Mission	2
Description of quantity	2
Quantitate Indicators	3
<i>Demand</i>	3
<i>Efficiency</i>	3
<i>Effectiveness Measures</i>	4
<i>Discussion of Quantitate Indicators</i>	4
Outcomes	4
<i>Student Learning Outcome</i>	4
<i>Satisfaction measures</i>	4
Part II. Analysis of Unit	5
Overall	5
Summary of services	5
Strengths and weaknesses	6
<i>Strengths</i>	6
<i>Weaknesses</i>	7
Significant program actions	8
Result of Prior Year's Action Plans	8
Value	8
Part III. Action Plan	9
Strategic Plan	9
Strategic Divisions	10
Action Plan	11
Part IV. Resource Implications	12
Appendix	I
Resources	I
UH Community College's System-wide Program Review Template	II
Survey Results	VI
<i>Student Survey Results</i>	VI
<i>Student Comments</i>	VII
<i>Faculty Survey Results</i>	XXX
<i>Faculty Comments</i>	XXX
Information Literacy Summary	XXXIII
Reference Services Summary	XXXIII
Outreach Services	XXXIV
UHMC Library Statistics – 2011/12	XXXVI

Part I. Review

Introduction

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

Program Mission

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

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

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

Description of quantity

Requested information from the program review [template](#).

The library collection and resources consists of:

- ❖ 155,291 books (print and electronic)
- ❖ 274 print periodicals
- ❖ 5,429 videotapes, DVDs, and audio CDs
- ❖ 74 databases, with full-text access to about over 50,000 periodicals
- ❖ 5,234 microfilm reels
- ❖ 17 public access computers
- ❖ 9 video stations
- ❖ 3 HD televisions with Blu-ray DVD players and laptop hookup
- ❖ 2 microfilm reader printers
- ❖ 219 seats
- ❖ 1 CD player

The UHMC Library database collection consists of many items unique in the UH community college system to the UHMC Library, including:

1. Alldata, automotive
2. Art & Architecture Complete
3. CINAHL FullText, nursing and allied health
4. Communication and Mass Media Complete
5. Credo Reference, over 500 reference books online
6. Gallup Brain, polls and public opinion
7. Music Index
8. Global Road Warrior, international relations
9. Kiss, Bow, or Shake Hands, international relations
10. Naxos Library
 - a. Classical music
 - b. Jazz
 - c. Spoken word
11. Nursing Resource Center
12. PsychInfo, psychology
13. Safari Books Online, over 6,000 online full-text computer and technology books
14. SocIndex, sociology

Quantitate Indicators

Demand

	2009-2010	2010-2011	2011-2012
Number of reference and informational questions / student & faculty FTE	1	1	1
Number of students attending presentation sessions / student FTE	1	1	4
Number of circulations, electronic books used, full-text journal articles downloaded per student and faculty FTE	14	41	47
Number of web accessible computers per student FTE	0.004	0.004	0.004

Efficiency

	2009-2010	2010-2011	2011-2012
Number of informational and reference questions answered per FTE librarian	875	1201	849
Number of book volumes (paper) per student FTE	23	24	24
Total materials expenditures / student & faculty FTE	\$25	\$42	\$42
Total library expenditures per student and faculty FTE	\$179	\$189	\$189

Effectiveness Measures

	2009-2010**	2010-2011	2011-2012
Common Student Learning Outcome: The student will evaluate information and its sources critically.	n/a	96%	92%
Student Satisfaction Measurements Using Common Survey Questions	91%	91%	91%
Faculty Satisfaction: I usually find enough course resources to meet my needs.	n/a	92%	92%

**Survey questions changed, no data for 2009/10

Discussion of Quantitate Indicators

Students and faculty continue to depend on the library. As may be seen from the above statistics, usage has increased dramatically, even though its hours have decreased by 29% since 2008. This increase is not just based on an increased head count, since it is based on FTE. Students and faculty want to and need to use the library and its resources. Reference usage remains steady. Students continue to rely on librarians to assist them in finding and using information. Material expenditures per FTE have gone up 40% since 2009, while the actual total expenditure (which reflects the library's budget) per FTE has decreased by about 30% since 2009. Students and faculty are using more of these resources. Since 2009, the use of items increased by about 600%; this is a huge increase for a small library.

Outcomes

Student Learning Outcome

The student will evaluate information and its sources critically.

The public services librarian works with instructional faculty to determine what is the most appropriate and achievable outcome for his particular class. For many of the developmental classes, the SLOs merely consist of knowing the location and hours of the library and how to look up a book using Hawai'i WebVoyage, the interface to the UH Libraries online catalogue, Voyager. Conversations between the instructional faculty and library faculty, will determine what areas the librarian is to emphasize including the databases in the library, searching the web, and constructing citations.

Of students that had an opinion, 92% indicated that library instruction helped them better understand and evaluate information. 92% indicated that the library helped them get better grades.

Satisfaction measures

User feedback tools include *Get Satisfaction* (online), *SurveyMonkey* (online), and five suggestion boxes. The library staff looks at and evaluates these surveys and comments. They are indicators of what students are thinking and feeling about the library. Every effort is made to address requests or complaints.

The library uses the UH Libraries system-wide satisfaction questions:

1. I usually find enough books to meet my course needs.
2. I get enough articles from the library databases to meet my class needs.
3. The library staff guide me to resources I can use.

4. The library's instruction sessions have increased my understanding of libraries and research.
5. The library website is useful.
6. The library's computers meet my needs.
7. I feel comfortable being in the library.

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

Part II. Analysis of Unit

Overall

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

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

Summary of services

- ❖ The library is open 46 hours per week.
- ❖ Through the library website students have access to all online resources twenty-four hours a day.
- ❖ Staff:
 - Faculty
 - Outreach librarian—responsible for service to outreach sites and general reference;
 - public services librarian—responsible for circulation services (including public computers and public equipment) and instruction;
 - reference librarian—responsible for general reference;
 - technical services librarian—responsible for library technical services. Additional duties of head librarian. This librarian is also the library webmaster;
 - emergency hire librarian for fall 2011; position covered for absent circulation manager. This Position also performed librarian duties, e.g., reference and research help, creation of online study guides, collection development.
 - Each librarian is assigned to a subject area to develop (books, media, online resources, etc.). Library faculty work with faculty in their specific subject areas to develop the collection and determine needs to ensure that the library is support current and upcoming programs and endeavors. **All** UHMC faculty are contacted multiple times a semester and asked for suggestions concerning collection development.
- Civil service

- circulation assistant (Library Assistant IV)
- circulation assistant (Library Assistant IV)–temporary, not on org chart
- technical services technician (Library Technician VI)
- Student assistants
 - one FTE student assistant
- ❖ The library provides access to outreach students via the library website and the efforts of the outreach librarian. Although a student's home campus should be able to fulfill the student's needs, students may access materials from other UH libraries via intra-system loan.
- ❖ In addition to the social networking on the Internet, the library tries to connect with students through participation in campus events, like the New Student Orientation (NSO) and the campus email "blast." At events, the library distributes its very popular "pink pencils" with the website URL. We also free distribute "skinny cards." These popular calling cards have the library's URL and telephone number. Students like them because they are unique and look modern.

Strengths and weaknesses

Strengths

1. Library use has increased since 2009. Even with the increase of the student FTE has been considered, student use of the library has increased greatly. This has happened even though the library staff is smaller, forcing the library to curtail its hours. This is an important indicator of strength, since use demonstrates that the library is fulfilling the needs of its constituents or they would not be using the library.
2. Comments from students are generally positive. All concerns are addressed and student suggestions are implemented if appropriate and feasible.
3. The library website and up-to-date resource. Students can text, instant message, email, or chat online with a reference librarian whenever the library is open. All online library resources are available via the website.
4. The library hosts events (art shows, poetry events, spontaneous coffee service, cake and snacks, lunch) to engage the campus community. Events may be viewed on the library blog (<http://www.maui.hawaii.edu/library/about/news.html>). Last year we made pizza and chili a few times, and served two sandwich buffets. We went around the library with the food on a cart and distributed it to the students. Some students came to the library when they saw the Facebook post announcing that there was food.
5. Because libraries are more than buildings and books, the UHMC Library has a strong presence on the Internet. Most of these services are available via the library's *About Us* page (<http://www.maui.hawaii.edu/library/about/index.html>).
 - a. UHMC Library homepage (<http://www.maui.hawaii.edu/library/index.html>)
 - b. UHMC Library blog—news from the library
 - c. *Twitter*—microblog with news from the library
 - d. *Facebook*—social network, run by library student workers)
 - e. *Flickr*—library-centric pictures

- f. *YouTube*—videos made by library student workers and friends
 - g. *Pinboard*—social bookmarks, previously we used delicious.com
- 6. Students and faculty may contact a librarian in many different ways. Information and directions are on the library website's *Ask Us* page (<http://www.maui.hawaii.edu/library/help/askAlibrarian.html>). UHMC Library was the first library to offer instant messaging and texting to its patrons. Services we offer are:
 - a. instant messaging
 - b. texting (SMS) via a mobile telephone
 - c. telephone
 - d. email
 - e. in person
- 7. *LibGuides* (<http://maui.hawaii.libguides.com/index.php>). This application is an online framework that allows librarians to create and share guides. Currently there are 25 guides on varied subjects. In total there have been about 2,169 views since the guides were introduced.
- 8. Students would like longer hours and more services than the library can provide with its current budget and staffing. The library has compensated for this by providing excellent online resources. Students may access most of the library's online resources off campus at anytime on most internet enabled devices.

Weaknesses

1. The library instruction program (which impacts students success, retention, and persistence) requires an information literacy librarian who could devote his full time to developing the program, providing classroom instruction, and faculty/student workshops. This would also include building assessment tools to evaluate students prior to information literacy instruction and after instruction.
2. The library is short two civil service positions. Services to students have been curtailed because of this shortage and new services are not being offered.
3. Improvement and expansion of services to students and faculty requires the addition of the information technology APT. This position would support new technologies and enable the library to offer more services to students. This position would also assist the librarians in developing technology solutions, such as, an in-house proxy server for user authentication; ability to track student usage of technology resources by classification; create online applications to support library services; develop mechanisms to deliver a better distance education experience online.
4. One Library Assistant IV position is temporary. This position is in constant danger of being cut. This would leave the library with one access services clerk. These positions are imperative to keeping the library building open.
5. Students would like longer hours and more services than the library can provide with its current budget and staffing.
6. The library needs better mechanisms to evaluate its services. This is especially true of its instruction program.

7. The library budget is stagnating and does not reflect increases in the costs of resources or the increase in students and their needs. The allocation to the library from the general college budget has decreased (from .03% in 2006 to .02% in 2011). When the increase in student FTE is considered, the budget has decreased by 26%, while the cost for resources has increased.
8. The library building is continuing to prove inadequate. The renovation in 2007/08 was a stopgap that helped with health and safety issues. The building is too small for the campus student body. Electricity and infrastructure are too old to handle a modern library. Twenty years ago the head of computing services said of the building, "It was built when electricity was a novelty." What was true then, is even truer now.

Significant program actions

1. The library worked with the administration to develop better assessment tools for the library SLO
2. Two new databases:
 - a. Art & Architecture Complete—A leading database for the study of art and architecture, this database provides full-text coverage of 380 periodicals and more than 220 books.
 - b. Music Index—This database contains cover-to-cover indexing and abstracts of articles about music, musicians, and the music industry for more than 480 periodicals, as well as book reviews, obituaries, news, and selective coverage for more than 200 periodicals.
3. The library is implementing a new search and discovery tool, ExLibris *Primo*. This is a UH Libraries joint implementation.

Result of Prior Year's Action Plans

1. Positions
 - a. Access services APT (1.0 FTE) position still lost.
 - b. Library Assistant IV (.5 FTE) position still lost.
 - c. Library Assistant IV (1.0 FTE) position (filled) is still temporary.
 - d. New faculty position (information literacy librarian) has not been created.
2. Collection development
 - a. Database user statistics have been evaluated; two new databases have been added.
3. One new student computer was added. This computer is an ADA workstation with:
 - a. Jaws
 - b. Dragon Dictate
 - c. ZoomText
4. The library continues to be open 46 hours per week.
5. The library faculty continues to work toward developing better tools for assessing the program. Ellen Peterson, Betsy Knight, Eric Engh, John McKee, and David Grooms developed the current strategic plan.

Value

The library proves its value through consistent and strong usage statistics. If students and faculty did not find value in the library, they would not use it. The following shows a comparison of usage between 2007 and 2011.

	2007	2011	% change
Gate Count/student & faculty FTE	14	54	+286%
Circulation (physical books)/student & faculty FTE	9	18	+100%
Online books & articles retrieved/student & faculty FTE	13	67	+415%

These statistics, which are based on FTE, show a huge increase in the use of the library and its resources. This is especially interesting considering that the library decreased its hours by 29%.

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

Some student and faculty comments on the library's value:

"Staff is always looking for innovative ways to increase the utilization of the library's resources, I can tell they really want the students to succeed, and I've always really appreciated it "

"The library resources helps me a great deal when I use them. The library has an atmosphere that is welcoming and comfortable. Mahalo"

"During my first semester (Sp12) I hadn't yet received Pell Grant funds and was unable to afford my own PC. The facilities at the library helped ensure that I didn't fall behind schedule with classwork at the very start of my academic journey."

"[T]he library has evolved to an amazing resource for us Nursing students...especially the Bachelor of Science of Nursing as we are in need of many research articles."

"It's a little cold, and the toilet paper in bathrooms all over campus is too thin now: it's a waster."

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

Part III. Action Plan

Strategic Plan

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

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

Strategic Divisions

1) Information Literacy

- a) *Promote information literacy throughout the academic community by teaching users to find, evaluate, and make intelligent and ethical use of information resources.*
 - i) Collaborate with faculty to incorporate basic information literacy competency skills into more and more general education courses.
 - ii) Incorporate information literacy components into all levels and disciplines of instruction by designating a librarian to work with each discipline or program.
 - iii) Develop additional methods for assessing and evaluating information literacy instruction effectiveness.
 - iv) Continue to develop print and online tools to enhance students' information literacy skills, with a focus on *LibGuides*.
 - v) Point of contact for the information literacy component of the new Institutional Learning Outcomes (CASLOWS).

2) Collection Development & Access Services

- a) *Provide user-friendly access to information resources in all formats and the support services needed to make intelligent use of these resources.*
 - i) Build strong collections that reflect the changing mix of print and electronic resources in a complex, consortium environment.
 - ii) Continue to replace the print collection, particularly journals and reference materials, with their digital counterparts.
 - iii) Expand the collection of non-traditional academic resources, including graphic materials, digitized content, and audio-visual materials.
 - iv) Collaborate with faculty and UH System librarians to make Hawaiian Studies resources accessible by acquiring, organizing and delivering them in the most effective formats.
 - v) Update and improve library web pages to reflect new and emerging information discovery services, with an emphasis on ExLibris' search and discovery system (*Primo*).
 - vi) Consider e-book leasing and other innovative practices that could improve interlibrary loan delivery and services.
 - vii) Provide quality reference assistance through in-person and virtual references services, and develop tools to measure the effectiveness of these services.

3) Staffing & Staff Development

- a) *Recruit, develop, retain, and motivate a diverse and well-qualified staff team who can make a significant contribution to the academic mission of the college.*
 - i) Evaluate library staffing needs and workspaces to improve the efficiency of departmental operations.

- ii) Lobby for positions.
 - (1) reclassify temporary LA IV to permanent
 - (2) restore library's "lost" APT position
 - (3) create information literacy librarian
- iii) Provide structured orientation, library training and tutorials for all staff members and student assistants including thorough training on the ExLibris *Primo* system.
- iv) Provide training and growth opportunities that encourage staff members to develop expertise related to their profession and job assignments including attendance at library conferences and training sessions, participation in the governance of library cooperatives and organizations, and the monitoring of current professional literature.

4) Intellectual Environment

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

5) Marketing

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

Action Plan

Goal	Item	Steps	Resources	Person/s responsible	Timeline	Outcome indicator	Status
AP 1 – (Strategic Plan Goals 2 & 4) Improve services	stabilize staffing	1. reclassify temporary LA IV to permanent 2. restore library's "lost" APT position 3. create information literacy librarian	position number and funding	Chancellor, VCAA	Fall 2012	increase in the number of full-time staff which will lead to increased services that students are requesting and need to succeed	?

Goal	Item	Steps	Resources	Person/s responsible	Timeline	Outcome indicator	Status
AP 2 – (Strategic Plan Goal 1)	assessment	Create better mechanisms for assessment of library functions, including reference and instruction.	Staff time	librarians	Spring 2011	Assessments will be in place and utilized, giving the college a better understanding of the library and its functions.	In process
AP 3 – (Strategic Plan Goal 4)	Increase the number of public access computers and student study areas	Purchase and configure computers and furniture	library budget, infrastructure, and space	Library staff & computing services	2012	Up to 5 new computers for students; new/reconfigure student study area	In process

Part IV. Resource Implications

AP 1.1: position number

AP 1.2: creation of APT new position

AP 1.3: creation and funding (\$70,000/year) of new faculty position

AP 3: Cost of furniture, computers, and software (\$25,000), personnel time to configure, install, and support.

Appendix

Resources

1. One of the best payoffs in higher graduation rates is targeted expenditure in library services. (reference: Iowa State University study <<http://tinyurl.com/naljd9>> of 513 accredited public institutions [colleges & universities] showed that those institutions with greater expenditure on librarians had an average increase of +1.77 in graduation rates. The only greater increase in graduation rates came for increased expenditure in instruction, which yielded an average of +1.99 in graduation rates)
2. According to the US Department of Labor Secretary's Commission on Achieving Necessary Skills (SCANS), information literacy as one of five essential competencies for solid job performance. The SCANS report mandates the need for developing high performance skills to support an economy characterized by high skills, high wages, and full employment <<http://wdr.doleta.gov/SCANS/>>.
3. Increase in library personnel (i.e., librarians and support staff) leads to a greater retention of students, as demonstrated by expenditure in these services (reference: *Return on Investment: Libraries and Student Retention*, Elizabeth Mezick, **Journal of Academic Librarianship**, v33 n5 p561-566 Sep 2007). A 29% total variation in student retention as a result of the greater number of librarians and support staff. More librarians and support staff leads to greater student persistence, i.e., retention and graduation.
4. Cluff, E. Dale, and David J. Murrah. *The Influence of Library Resources on Faculty Recruitment and Retention*. **Journal of Academic Librarianship** 13.1 (Mar. 1987): 22. Library, Information Science & Technology Abstracts. EBSCO. 22 Sep. 2009 <<http://search.ebscohost.com/login.aspx?direct=true&db=lxh&AN=7848978&loginpage=Login.asp&site=ehost-live>>.
5. Halsted, Deborah D., and Dana M. Neeley.. *The importance of the library technician*. **Library Journal** 115.4 (Mar. 1990): 62. Library, Information Science & Technology Abstracts. EBSCO. 22 Sep. 2009 <<http://search.ebscohost.com/login.aspx?direct=true&db=lxh&AN=9005071174&loginpage=Login.asp&site=ehost-live>>.
6. *Information Literacy: Essential Skills for the Information Age*, DESIDOC **Journal of Library & Information Technology**, 28. 2 (March 2008): 39-47. <<http://tinyurl.com/mmw4d2>>
7. Smalls, Mary L. *The Role of the Academic Library and Faculty in the Retention of Black Students in Higher Education*. , . ERIC. EBSCO. 22 Sep. 2009 <<http://search.ebscohost.com/login.aspx?direct=true&db=eric&AN=ED304059&loginpage=Login.asp&site=ehost-live>>.

UH Community College's System-wide Program Review Template

UNIVERSITY OF HAWAII COMMUNITY COLLEGES ACADEMIC SUPPORT SERVICES

PROGRAM REVIEW PROCEDURES AND MEASURES

APPROVED JULY 14, 2011

LIBRARY SYSTEM PROGRAM REVIEW

Introduction:

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

Evidence that shows quantity, quality, depth and variety:

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

Part I. Quantitative Indicators for Program Review

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

Library Data

Demand Measures	2008-2009	2009-2010	2010-2011
Number of informational and reference questions per student and faculty FTE			
Number of students attending presentations sessions per student FTE			
Number of circulations, electronic books used, full-text journal articles downloaded per student and faculty FTE			
Number of web accessible computers per student FTE			
Efficiency Measures			
Number of informational and reference questions answered per FTE librarian			
Number of book volumes per student FTE			
Total materials expenditures per student FTE			

Total library expenditures per student and faculty FTE			
Effectiveness Measures			
Common Student Learning Outcome: The student will evaluate information and its sources critically.			
Student Satisfaction Measurements using common survey questions (see data definitions)			
Faculty satisfaction measurement – 1 or 2 questions I usually find enough course resources to meet my needs. I am satisfied with the service I receive from the library staff.			

Part II. Analysis of the Unit

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

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

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

What value does the library add to a student's experience and success?

Part III. Action Plan

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

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

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

Data Definitions

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

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

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

Demand

Number of informational and reference questions per student and faculty FTE

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

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

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

Number of students attending presentations sessions per student FTE

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

Number of circulations, electronic books used, full-text journal articles downloaded per student and faculty FTE

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

Number of web accessible computers per student FTE

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

Efficiency

Number of informational and reference questions answered per FTE librarian

Number of informational and reference questions answered by the librarians divided by the number of librarians reporting statistics. See definitions in #2 above.

Number of book volumes per student FTE

Number of print book volumes plus electronic books owned by library plus number of ebrary titles (UH #13 plus #17a plus ebrary titles) divided by student FTE.

Total materials expenditures per student FTE

Total materials expenditures including books, AV materials, DVDs, microfilm, and journals divided by student FTE.

Total library expenditures per student and faculty FTE

Total library expenditures for materials, operating, and personnel from all sources of funding (UH #25) divided by student and faculty FTE. Expenditures from all revenue sources including donations and grants.

Effectiveness

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

Libraries will use same SLO but use own assessment methods. Provide percentage of students that achieve SLO. To get percentage take number of students achieving SLO divided by total number of students.

Student Satisfaction Measurements using common survey questions:

I usually find enough books to meet my course needs.

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

The library staff guide me to resources I can use.

The library's instruction sessions have increased my ability to do research and use library resources.

The library website is useful.

I feel comfortable being in the library.

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

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

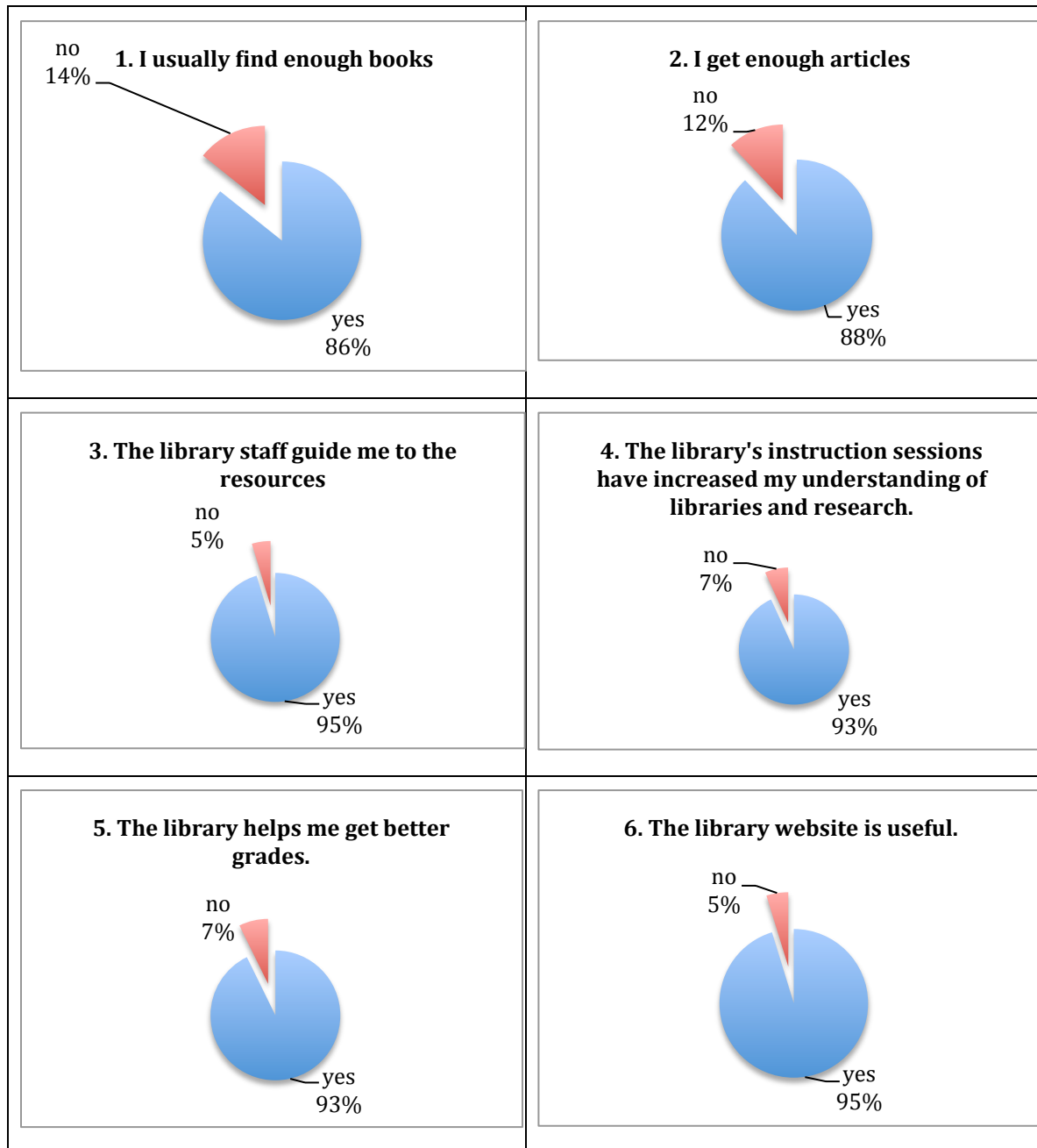
Faculty Satisfaction Measurements using common survey questions:

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

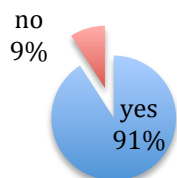
I am satisfied with the service I receive from the library staff.

Survey Results

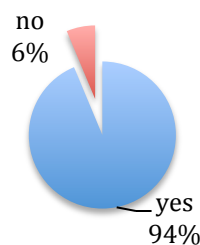
Student Survey Results



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



8. I feel comfortable being in the library.



Student Comments

The library staff is very helpful. They go out of their way to teach your what you need from them. I feel very comfortable there.
it is too cold and the florescent lights unnerve me, but the resources are nice
I like that the staffs of the library are welcoming to every student.
EVERYBODY WHO WORKS OR STUDIES IN THE LIBRARY
KNOWS THAT IT IS WAY TOO COLD IN HERE. YOU NEED TO TURN UP THE TEMPERATURE. ITS NOT JUST ME ASK AROUND
I been to the library twice only because my class had an orientation there.
PLEASE BE OPEN ON THE WEEKENDS SAT and SUNDAY...extend the library hrs til 10 pm M-F
THANKYOU
I feel like everytime I go in the library, I find books that are "around" my subject, never any that meet the exact criteria. Like landscape architecture. The library has tons of plant books and tons on architecture but none on how to draw a simple landscape blueprint.
Temperature in the library is always too cold
I really like that the library is such a welcoming place. :)
I don't really not like anything about the library.
i like pac man and i miss chipper the animals in the library always make me smile
Great source of information available. The only books I couldn't find was about Underground railroad quilts for my History research. I'm still very happy with the services that the Library offers.
Thanks, do put more people on the floor to answer questions, Mahalo.
The library allows me to focus and study on my subjects more efficiently. It also gives me the comfort of being in home because it provides areas where each individual can work without being disturbed. The only thing that bothers me sometimes is that the AC is too cold..LOL =)
I like how helpful the staff is and that there is space for individualized work.
very good staff.
i don't go in the library often, but when i do, there is beautiful art downstairs. There is enough space for people to study alone or with a group. I'm not sure about their organization... i haven't looked closely enough to judge.
A walk though how to use the EBSCO database was done by Librarian: Lillian. Once was not enough tho...I still got lost to return to those articles. Off-site location. Lanai Ed. Ctr
The comments I like to say is that it is a great place to meet as well as as place of lots of resources to use for my education.

Mahalo
Nothing, you guys are very excellent.
I only use the online library resources because it is more convenient
Great place to get work done.
Too cold
I love everything about it especially the E-library make things accessible for everyone any place not only in school. Making a report is so much easier from home with the kids. Thanks e-library and UH for this opportunity and access.
the study areas and the rooms for our club meetings.
I want the library hours to be longer.
I like the on-line resources such as ebsco and all-data and mitchell helps us alot in automotive classes
there needs to be a respect to be quiet while in the library. Sometimes or most of the times, there is too much noise. Mahalo
Aloha,
I really enjoy and appreciate the DVD & CD rentals
I love the relaxed environment in the library. I feel relaxed when I do my work, thus improving my work habits. Thanks (:
I really wish the library was open on Saturdays. I need access to the computers and I lose an entire day of study time. Also the computer lab needs better lighting. Some of the lights need replaced.
Be able to borrow any book in the library. That all books can not be withdrawn.
Thank You for the sweets provided in the lounge areas. The candies were delicious and It made an enjoyable day.
Stress the quite zone, and update computers.
Not being able to print in the library is a problem, especially when I'm using EBSCO - sometimes I just want to print articles out, but I end up having to email them to myself and then print them out at a later time.
I haven't used the library very much but they were more than helpful when I have had occation to use it.
I am older so I grew up using a library.. I still do and enjoy it
Needs an elevator,for those of us that have a hard time walking up and down the stairs. Other than that I love the Library.
More comfortable study couches/chairs would be great. More computers and more printers that are always available would also be great. There need to be more psych articles and anthropology articles. Also, more personel that are welcoming and helpful.
Needs more seating like couches or chairs to read
I enjoy the fact that we are still able to utilize accessible resources in one place versus having to do multi-screen research.
I don't appreciate the printer never working. It had been out of order for some time.
The only time i have been in the campus library was to take my placement test.
in the library the staff is very helpful they have excellent service i always feel good and comfortable any place in the library. their is a lot of help when you need. i use the resources when i need too.
staff are friendly and helpful but additional books for wider research will be most appreciated
I love the resources available online. Most of my experiences have been on the library website. However, on a few occassions I've had to actually borrow a hard copy book. In my last experience, the staff has been very helpful.
mahalo nui loa for our fine library
I feel comfortable studying in the library, the atmosphere is very quiet.
A great and enjoyable place to be.
Good Job all S.A.'s and Staff
I like everything about the UHMC library and I do not have anything I do not like about the UHMC library.
I do not have physical access to the Maui College library, nor do I use any of its online features (if there are any)

Very imformative, peaceful and quiet. Nice staff.
Everything is good
It is a wealth of information right at my doorsteps
I'm still too new to the school to know all about what you offer. I'm confused about how to get ebooks. I love how alive the library feels. It seems like a real hub of knowledge. I like getting emails from the library. Love your contest. Love how informed the librarians are too.
The Library should stay open for longer hours especially during the night. If UH Maui is a place for higher learning, we should have a place for advanced studying.
Mahalo to the staff. They are always very helpful and will offer suggestions.
bathrooms are clean like the lounges and the A/C also enjoy doing group projects there cause of the group rooms in which they provide
the staff has been fantastic. I seldom need library with courses I'm taking.
very helpful
i like that it's quiet and i can study, it disturbs me when people come in just to talk or they talk on their phone. noise is disturbing to my concentration and i try very hard not to make any...
nice place to study. people eating n leaving their trash, yaik..
we can gain alot of great matrial and good access to world wide advantries that we would llike to share with the youngest for our futures goal in life.It's very interesting to do reseach from the library,and to have access for information on a major quiz or exam. So thank you so very much. Sincely yours truley, Aloha
I haven't used the library.
need more areas for students to sit who have laptops, more privacy, quiet
More printers should be provided.. otherwise, awesome job thank you
Staff is always looking for innovative ways to increase the utilization of the library's resources, I can tell they really want the students to succeed, and I've always really appreciated it
DVD'S
You guys are awesome, keep up the good work.
The library is convenient.. I like the part where we can access the computer, reserve a room for group studies or work, borrowing free movies until its time to return them and there time for helping others..
keep up the great everythinmg
i like everything about it
I've worked in a public library before so I am not a stranger of it. However, I do not spend enough time in the library as I would prefer, because of my school and home life schedule. I did, however, spend an hour walking around the library looking at various items. The selection is diverse, which is nice to see.
Not big enough and the way the books are organized are a bit confusing at times.
I love the broad selection of DVDs
The Library is a great place to study, do homework, and borrow books, movies, CD's, etc...
I have not searched for books or articles, or used the computers yet. I do go to the library daily between classes to do my homework.
I just love the fact of having books at our disposal. Just using the internet gets to be a bit repetitious and thus having a physical book in hand is great. The staff is also friendly and really know where everything is. I just don't like that there isn't more books in there of a larger variety. There are more reference books than there are leisure books, so it's hard to stay in the library and enjoy myself in a good book....
There are always friendly staff members who are willing to help.
Mahalo for the library. Every school should have a library.
The online database is very resouceful
None
Longer hours needed for those of us who need a quiet place to study
its very convenient and the library staff are always nice and helpful and i really do feel comfortable to study in such an environment.
On Molokai we are limited with resources however, it's even worse because we do not have a librarian and I was looking for a book which the Maui campus said we had but I couldn't find it. We need a librarian asap. Mahalo

UHMC Library Program Review 2012 – Appendix

I would like more books on Culinary, books that the Chef would like us to read.. Also useful DVD's such as Jiro Dreams of Shushi. I don't like that right after my class I went to the library looking for these two things to help me and the library didn't have them. Wasn't to happy about that.
The amount of computers should increase.
The air conditioning should be lowered just a tad. Mahalo.
The website is so confusing to me I have taken eng 100 & Ellen came & showed us some stuff, but it should be a full semester class It is a lot of resource & I cannot take advantage of it:(Mahalo to the WONDERFUL staff :)
It would be helpful to people with a physical disability to have more comfortable chairs.Also, to have access to the elevator. How does someone get access to elevator use?
Have just used it for the computer and study.
The library resources helps me a great deal when I use them. The library has an atmosphere that is welcoming and comfortable. Mahalo
You all are great Mahalo
The drawings for prizes is a GREAT idea
Increase hours of operation. Holidays and weekend hours are essential for a University.
During my first semester (Sp12) I hadn't yet received Pell Grant funds and was unable to afford my own PC. The facilities at the library helped ensure that I didn't fall behind schedule with classwork at the very start of my academic journey.
You guys* rock, keep up the good work.
*(gals)
the library has evolved to an amazing resource for us Nursing students...especially the Bachelor of Science of Nursing as we are in need of many research articles.
I love the library and the helpful staff.
there are not enough computers. put some upstairs. also, it is toooooo cooolllllldddd in there. i am not familiar with any library classes offered
It is very loud in the study areas of the library on most days. People have conversations and social gatherings while the rest of try to study and get work done. It would be nice if there were some ground rules so that people would understand that social gatherings and conversation time should happen outside or in the cafeteria.
Everything is great about the library.
Im sorry but I don't use the Library.
Mahalo for all of your support
all of the available resources I can access ONLINE
More fitness books
I really appreciate the extra mile the staff provides whenever I ask for assistance....
Excellent staff and resources I would like to suggest more hours of open time for the Library, weekend.
i like that we have a library on campus, because in case if the kaiao building is not open i know that there is another building i can go to...
The Libaray is perfect for me because of the peace and quiet
Library is my daily study area
I am sorry, but I have not used the library yet
Study rooms are great for nursing room. Articles are hard to find or access using Epsco. 2 databases we should have access to as nursing students are up today's and cochrane library. We should be a world class college and have world class knowledge to all most recent research data.
The library is way too cold. I can't be in there for any length of time before I get muscle spasms from the cold air conditioner. I would use it a lot if the temp. was warmer, not hot, but warmer.
you guys great Thank you for helping us and sharing us your kindness and friendly.
The temperature in the library is too cold. Although the temperature keeps our mind awake and alert, it makes it difficult to concentrate with the cold temperatures.
The thing I like about the library is that the study areas are quiet and I could just do my work without

distractions.
Please bring back at least one Apple computer to the library computer area. They are useful to those of us who use Apple at home and need to be able to use our home files on computers at school.
Thanks for your services
i love the study rooms our study groups have a nice, comfortable setting to discuss class notes and watch class videos.
What I like about the library is that I concentrated a lot more on school work than being at my home.
Keep up the good work
more computers
More hours
stay open later
MAHALO PLENTY
[smiley face. filled out by high school student]
[filled out by high school student. Signed "Gabriel Salazar"]
[filled out by high school student]
NO COMMENTS
I like the way the library is, don't change anything about it.
The library is the place to be
none of the courses I am taking have books available in the library and I cannot afford to buy the books
Good to go
Mahalo, keep it up
[smiley face]
Librarians need to be quiet and insist that other students respect the rules such as no talking (yakking, telling story) and NO CELL PHONES This library is the last place I'd come to when looking for a study area.
Very good Hal
Please ---
The study rooms are way too cold I use Room 1 and 2 every week and we must bring coats and jackets. Seems like a huge waste of money plus very uncomfortable. Please adjust for cooler weather.
Valeria Kulesa
I love having access to a library again. Especially a university library
[written next to question 6: "But I'm old and computers totally frustrate me "]
The quiet study area upstairs is getting noisy. I have experienced it more than once. I need that area to study for exams. Please correct this [underlined]. It will be greatly appreciated.
Thank you Mahalo
Staff is awesome, especially Jocelyn
It's a little cold, and the toilet paper in bathrooms all over campus is too thin now: it's a waster
Mahalo to all the library staff that LOVE their jobs -- congrats on a fine library
Need to download Real Time so we can see movies on computers. Also, turn down air conditioning; it is cold.
I like that we can borrow movies, musics and book with our IDs. There's nothing I don't like about the library, its because the librarians are kind, and its a good place to study too.
Please stop the clicking sound on the security machine for basement entrance.
I like the separate sections for quiet space. I would like to see some more nonfiction books soon. Thanks for being here
I like the lighting, and the helpful staff. I often feel cold and don't like the placement of the furniture.
more computors, and also its too cold, it has the newspaper to read thats good. would be good if open onweek ends and had more guided tours on how to use esco research on computoor, word on all computors
Staff is always friendly and very helpful. I did go through a class with M. Peterson which was helpful in knowing what was available in the library.
I have never been to my school library.
I like the quiet and calm environment which is very different from the student lounge where its always noisy so it is a good place to relax and study. Keep Up the Good Work
The UH Maui College Library has a very welcoming atmosphere and the nicest, most helpful staff I have ever

encountered... anywhere.
I like coming there because they are very helpful and they do have what I need
it's a great place to get my work done. it's a place that has the necessary tools for me to complete my assignments.
I like the library is nice and quiet, and is perfect to study in.
I like to stay in and do my work at library because it's quiet and if I need help with my research the staff's are always available to help.
more desks with outlets for laptops
The librarian is very helpful. Thankyou.
I don't think about going to the library but I will now thanks
The library is quiet and it is a good place to do homework.
very helpful librarian and employees.
The staff just needs to update some web sites The term is over and they just added quick files which is what I needed.
It has a comfortable environment but I wish there was some weekend hours.
The hours of operation are restricted. One day a week there could be a "late evening" until 8 p.m.
U guys r great God bless:)
I like the library at the college, cause we can work with classmates, more computer, bigger tables to spread out work, but we do need more tables, we have tutor's, quite place to do homework, a meeting place, sometimes I check out the books in library, besides our community library stays open until 5pm. maybe one day a night at 8 so not much places to go to study quietly.
the staff is always so willing to assist me in whatever i need help in. they are also knowledgeable about what they actually have including video titles that they have and don't have. it is wonderful to know that the staff know their workplace well enough to assist us in our search.
I like the library cause it helped me with books that I needed for my lsk30 course and I did really good on it. I do not like looking for the books cause it's kinda confusing for me but now I'm getting use to finding my books and locating where my books are at.
Can be pretty cold sometimes. Need more books
I have never been to the library on campus, but sometimes use the online database.
For Molokai we need more table and chairs along with more computer's to sure utube and other information through google.
if the library had more computers that's all
Thankyou
I don't have a computer. So in order to do any of my work for class i need access to the computer lab. The more hours available the more easily it is to do my regular activities. Please keep the Molokai library open for us to use.
OUR RESOURCES ARE LIMITED AND THEY ARE ALWAYS LOOK OVER EVERYBODY SHOULDERS..... AS WELL AS IT IS ALWAYS HOT.... MOLOKAI CAMPUS
The librarians are extremely helpful and knowledgeable about what materials I need to finish my course projects and very courteous.
Keep on keeping on
I can't access the academic journals. it says access denied. nor can i get any help by phone. i have tried both phone numbers and have left messages. i am very frustrated as the weekend is coming up and my time is very limited. it should not be this difficult
the library is quiet not like the one in kahului i like it
Layout is confusing. it is hard to get around with out asking for help. maybe a library map would help?
The service have been wonderful and helpful in all my needs.
It provides a quiet comfortable place to study, computer access, movies and I have always found the school research materials there that I need.
Its quiet place to study and the staff is always friendly and helpful.... The only thing I don't like is that there are

never enough computers and we have to pay to make copies.
I love that everything I need is there it's convenient. I especially like that we can reserve study rooms. The only thing I don't like is that everyone else likes it and it's much more crowded than it use to be.
Great Work
I like that it's a quiet place to study but the computer area could be a bit larger. I have found myself competing for space for my textbooks when working on a project.
I would really feel lost with out the library. It is the best place to study...the computer labs are great for going on line, the TLC is great when you need help, but the Library is the Place to Study (even in groups) using the study rooms,
Just want to reiterate how beneficial the use of computers and internet access during hours that other labs are not open is to my passing my math classes
Fortunately, or unfortunately, I have not needed to use the Campus Library.
Excellent Job Keep it up
open on the weekend when i am off from work
I like the staff, they are helpful and friendly.
there is alot of help on everything on what i'm looking for and also the staff is excellent on their services.
Please open on the weekends or at least Saturdays
Im sorry. But I don't use the Library. But it is good that your there when we need you... thank you
not enough computers
Thee staff is friendly and helpful. I do wish the library carried more class books, it really makes a big difference for those of us who cannot afford the prices in the bookstore. It also would help if someone made sure the books were up to date. I have on several occasions used the class books that are available and realized when I got to class that it was the wrong edition and my homework was not correct. I would appreciate your help in this situation,
Keep up the great job in helping us students succeed :) i like the helpful service, variety of books and movies. I just think the library should have extra textbooks in case a student might need it, especially in the beginning of each semester
I like how the employers who work in the library are very generous and they always give a great smile whenever I walk out of the door. It makes me feel like I'm home.
We need to check into some of the latest books available and order some of them.
THANK YOU
I really want the library open at night and weekend. At least Saturday. Open til
8 or 9 would be good.
I'm sorry to say I have not indeed ever stepped a foot into the library yet, I plan to eventually.
Very kind, courteous, and helpful staff & student help...
All of you give us great customer service Thank you very much
I don't go to the library.
I enjoy the friendly and helpful staff there. They're awesome people
I like the library cause it has yummy food and books that can hwlp us with your courses during the school year.
The entire staff is friendly and VERY helpful.
Office 2010 should be on all, I repeat ALL campus computers-not just some of them. Mahalo Nui Loa, JBII
I barely ever go in there, so maybe the Library personell can get students to come in more?
I like the fact that there is always available computer. I like their dvd collection. I requested some dvds and the next time I went to rent out dvds, it was already there.
The staff in the Library is excellent The aircondition is super cold The rules changed for group studying. I like private QUIET room for studying/reading alone. The movies and CD's are good, but could be updated. I love this Library and Thank you for letting us study here
The library hours are unacceptable, they are entirely too short and too limited especially on the weekend, Maui

UHMC Library Program Review 2012 – Appendix

has limited resources and especially few places to study. The school should be offering a place to study that include more hrs outside of class time and normal working hrs. I end up studying in the student lounge which is filled with racket from gamers etc. (which is to be expected in a lounge) and is not a good study environment, and closes at 9:30. If MCC wants to be "UH Maui" and have students that are committed to challenging course work then the school needs to be prepared to be more accommodating to long hours of study, by providing appropriate study facilities with hrs that accommodate an ambitious study schedule (ie; beyond 6pm, and fri 4pm and open on the weekends) even if it is for only two or three students.
What I like about the library is that it's a place to go when searching for books, materials when writing a research paper and also I can go online to search for info through the library on the computer from home or etc.
I love our college Library, couldn't survive without it Whatever I can do to save it, I will.
Sometimes students aren't considerate of others about being quite and not engaging in conversations in person or on the cell phone.
All the librarians and staff are helpful.
It is the only place I can find silence to think. Thank you for keeping it that way. On campus it can be very noisy, even in the lab and TLC. In the library I can actually understand to comprehend what I'm reading.
Very pleased with all the helpful resources and staff members who are their to assist me.
I have not used the UHMC library. I am able to find any resources I need online.
No comment
The enforcement of the "noise" level rule should be a little more consistent. Noisy students may not know that others can hear their conversations even though it is not pertaining to school at all, is being heard by other students who are trying to focus and have limited time for their studies.
I use the library for research, studying, and also for computer use. I've never asked the library staff for help with finding what I need, because I find it on my own. But I do know that if I need anything they are there to help.
They have nice and friendly staff.
I like the easy access to be able to print out work.
Would like to learn more about how I can use the library's resources to improve my success in college.
The staff is so very helpful. Thank you all so very much
Today was my first time in the library so I don't have much to say. The staff was kind enough to help me out a lot though. =)
I enjoy studying in our library but can get a little chilly at times.
I like that it opens earlier than Ka Lama...Also the librarians are friendly You see their kindness in little gestures like candy on the 3rd floor. I dislike the cold, but one can usually move one's chair into a sunbeam upstairs.
i like that the library is comfortable and friendly. what i wish there was more of would be computers and maybe another couch :)
Being able to study in peace, even though there is a lot of people using the library is definetly a plus. Most people are respectful. I like that there are many resources to choose from. The air conditioned room isn't to bad either. Lol. But sometimes on the third floor gets a little stuffy. Maybe you guys could invest in a more powerful-energy efficient AC. Lol. Just throwing it out there. Hope ya'll enjoy my thoughts.
It is peaceful to be there.
i don't like the fact the librarian in the Molokai Campus Library goes around asking every student everytime if they have signed in, also she is not so friendly so it makes it uncomfortable asking her for help.
Need more candy, more outlets, better furniture including massage chairs, electric pencil sharpeners, better air freshening for studying ambiance and need more computers on the third floor and bigger computer monitors. I like the library because we can eat inside and there is a discussion area(s). We need more tables and chairs upstairs. Don't like moldy books, need quieter rolling carts, don't like the fact that we cant access elevator, don't like the very brown dirty looking ceiling foam located on the first floor entrance facing bookstore (feels like its going to fall on my head "at risks" hazardous to respiratory system, don't like short hours (need to open on the weekends and extend hours to 9pm)
good job.
Having computer access at the library and the actual manual resources is excellent. I enjoy having the

librarians insight into specific areas of books I needed to have and find. Not having access to the elevators was a hassle when I was on crutches and tried to use the entrance on the lower level.
Free snacks
never heard of the "instruction sessions"
The librarians are very helpful
Need more books on relative topics to class. I feel the information at hand is limited in diversity and I find myself going to the Internet for my information. Education is pretty much opinion based but learning only one or two opinions makes learning limited.
Space out the computers & download Hawaiian fonts please.
Faculty are very helpful and friendly.
Seats for everyone
I appreciate being able to find what I need when researching for my Hawaiian Ethnobotany class and Hawaiian Studies 231 as well. It is nice to be able to use the computers as needed. I enjoy the library-- it is a comfortable and has a good atmosphere. Mahalo
Longer hours.
Restore weekend and holiday hours.
I used the library more less to do homeworks. We need more bigger tables, students have books, computer, etc. and we tend to spread out our work.
Everything withthe Library is excellent thank you for asking
The staff needs to enforce "quiet" please. Many of us go there to have peace so we can focus and study and people are just carrying on out loud and talking on the phone The library staff needs to get off their but and walk around and enforce this Please. Other than this I love the library and studying there.
I like the E-Library website. Still learning how to use it more effectively. I need to utilize the librarian more.
I got excellent attention and care from the librarian who assisted me in my research. I really appreciated that.
Some of the research topics are too broad. Some refinement here would be helpful.
None
Thank you Maui community college
More snacks at the top of the stairs
Since it is the library, It is not QUIET. Every time I come in, I hope that the librarians make an effort to QUIET down students you chit chat in there wether it is 2nd or Middle floor. When I do approach a clerk in the library about NOISE I am told to go upstairs. The same happens. Most students do NOT realize or respect the QUIET PLEASE signs. I feel the librarians and clerks should make an extra effort to QUIET down people and REALLY ENFORCE the QUIET IN THE LIBRARY. As long as I have known that was always the rule, but does NOT seem to be ENFORCED in the UH Maui College. I hope it changes to be more quiet as it should be.
Well the thing that I don't like about the library sometimes is the noise, I thought it should be a quiet place to study but sometimes it's not.
Thank you for the great books and awesome resources.
Too much disruption by conversations and cell phones.
THANKS FOR EVERYTHING UHMC LIBRARY REAL BOOKS ARE MO BETTA DEN E BOOKS
Perhaps a listing of audio/visual resources currently in stock could be implemented. A searchable database will enhance locating the needed items more quickly.
I work during the week when the library is open. I have been unable to utilize the library more because I do not have time to go & because the library is not open on the weekends. Even 1/2 days would be appreciated.
It would be nice if the library could be open on the weekend (Saturday). It's hard for me to study at home and being else where would help a lot. Starbucks in Kahului is almost always full.
Had problems accessing campus network from my laptop while in library
I like the separated sections on the upper floor for the quiet and louder study groups
Good work environment exept for allowing food.
Sorry to not be more helpful in this survey. Honestly, I've been so busy with my first semester, classes, & homework I've never been to the Library on campus. One day in the near future I'll have to come in & see what's available. I use my public library all the time & would hate to see that disappear, once I use the library on campus, I'll be more than happy to do this survey again, so feel free to ask me again sometime later. Thanx

UHMC Library Program Review 2012 – Appendix

The library is a great place to study and meet with study groups. It's especially helpful to have areas that allow talking.
I have never been in the library before except for orientation.
Just good job and keep up the good work.
I like
the library is just fine.
I have not been using the library very much, but will try to in the future.
The staff at the library does a great job and deserves more funding to enrich student's experience and educational opportunities even further.
Thank you all for all that you do.
There is no proper information posted or provided that informs students of additional fees charged. I am not referring to the normal late fee but a \$10 fee per item that is late on particular items in the library.
The ladies at the help desk are very helpful.
SHOOP DA WHOOP
I was wondering, in the Arts section there are a lot of old books, does the library every sell old books.
Would like for the upper floor to be more of a quiet area. I actually noticed that the 2nd floor is more quiet than the 3rd floor.
What would be nice is a guided tour around the library. It is pretty hard to find books.
need more books
I am a new student and have only been to the library for computer use so far.
Thanks for having resources that are currently not available at other public libraries in Maui.
Mahalo nui loa for the fine job you are doing for all students at UH Maui.
The staff at the library are always helpful and willing to search for the books and resources that I have sought. They are great
I work a full-time job all day, so I have not been able to spend time in the library because of the fact that they close at 6pm. It's a college library, they should be open until 10 at least so students can have a nice, quiet, clean place to study and do homework. And when there is finals, they should be open until 12am since we all know students like to cram study sessions and stay up late doing last minute homework.
EBSCO doesn't have very many articles on a local level. I am researching a local issue and I couldn't find anything on it.
It would be nice to have copy paper because when i bring my own and print my papers, i end up printing out someone elses paper that didn't have paper and i don't have paper for myself.
I think the hours are convenient, except for Friday. I do like that there is a lot of space for people to study and hang out. Much mahalo at staff over in the library. Oh, I like the little "Random Acts of Kindness" jar over on the table near the exit. It's awesome.
One perk of the library is that is is always clean and quiet, a perfect studying environment.
Have not been using the on-line library.
the library is suppose to be a quite place to go and study, BUT this library is louder than the Mall across the street and not one worker at d library CARES
I know it is hard with budget cuts but it would be nice to have the liabrary open at 8 on Fridays too.
I rarely go to the library because I'm not sure where I can go to study and I'm kind of noisy; I tend to cough a lot when I have to be quiet. Since I don't want to disturb other students, I try to find a lab where noise is not an issue.
I like that the library is quiet, and welcoming for those who want to come in and study. I haven't been at the UHMC library for a while, and so even though it's comfortable, I've sort of forgotten how to navigate in there.
I would like if the library would be able to extend their hours, possibly past 7pm...
The library instruction sessions are cover so much information that at the end I can't remember everything. For the higher English classes,the use of library resources is required, it would be helpful it there were handouts that explained the different online resources/sites that are offered. Thank you
Love that the library has conference rooms
Would love to have more/better computers and longer hours that the library is open - especially on Friday's (I

am a weekend college student).
I like the fact that there is more knowledge in the books than in any of the courses or degrees offered on any campus in the world.
It would be helpful to have knowledgeable librarians roaming around the library in during class times so that those who are there to study can ask for help to a certain resource or book.
I have NOT been successful at all to check out a book and actually receive it from another campus. I waited for over a month to receive a book from another campus and just kept being told to wait longer. The date expired for my checkout request and I NEVER received the book I needed for a class presentation. I also never heard anything more from the Library at Maui College, so it was an extremely disappointing experience. That is ridiculous considering if you request checkout for a book from a public library, no matter where it is, I've received it within a week.
I have used the library computer lab one time last year. I do not go into the physical library space. I try online resources first.
For all the assignments the students receive per emails, I believe as a student who is struggling w/ finances, we should not have to pay for print outs. The cost should be 1 penny as the cost has risen so quickly.
I love that we can rent movies because I dont have cable and I like to have movie nights when I dont have homework.
I enjoy coming to the library.
EXTEND LIBRARY HOURS and MAKE A LOUNGE inside with couches
library needs to update the book selection
I'm sorry. I've never been to the library
I absolutely enjoy our campus library. We have so much resources through the librarians knowledge. I'm pleased Maybe more computers for research would help a little more, but other than that, very happy. Keep up the great work and much mahalo for your assistance in directing students to the right path
I am unable to go to the library because they are only open until 6pm every day and I work all day and don't get a chance to do homework or use resources. The library is a college library. They should be open at least until 10pm
I rarely use the library, but when I do, I find what I need and once in awhile when I do need assistance, there is a staff member available to assist me.
The staff could be a bit nicer, they seem uptight and unapproachable. Also the 2 times I asked for help the girls seemed irritated that I asked. Also, I am a transfer student and I had to BUY ID cards to use the printer because the machine couldn't read my other community college ID. This is unfair
Very well organized and efficient.
With the enrollment in the Maui College, we need more computers available for us. Then we can be successful. Thank you.
A little noisy sometimes
I like the school library. The staff has helped me in the past with papers i have had to write. I am an older student and was not familiar with the services and have been able to get what I have needed.
I haven't gone to the library on campus.
Need more hours an open on weekends.
i would like for there to be more quiet in the library. many times i'm there and it's noisy. so i can't consentrate.
The library is hardly ever open during times I don't have class or work (evening hours). Thus, I don't get a chance to spend much time in there.
Our library is nice and quiet, for me I really like this type of atmosphere. Maui campus is the BOMB
Need more computers. And need to open earlier.
thanks for having a place to do what i need.
It is a very great place to study and relax with friends or yourself. I don't like the fact that the library has limited space and also not much computers for those students to use them.
There are not enough computers to meet the students needs during in between hours and most of the time there are students in there who just sit and talk. SO studying can be hard.
It's quiet and the staff is helpful.

UHMC Library Program Review 2012 – Appendix

The Library provides a safe & comfortable environment to study, do research, and just look for books and other things that are offered at Maui college Library.
It would be nicer to have hours at least one day that you are open til 7pm for people who work and have to get resources for up coming papers since the library is closed on the weekends.
The helpful staff
I went to a community college on the mainland and the library was huge. There were thousands of books tons of tables and couches for everyone to read. There have been times when I walk into the library and have to walk out again because there is no where to sit and study. For the size of the library I was suprised how few books there are in the library.
I love the library. I use it mainly for checking out DVD's for relaxation in the evening after classes and homework are done. I have used the computers there. There is not much space to unload the books and papers you need to complete an assignment. I do like the quiet study rooms and the high tables to work at. It is cool and calming. The staff are excellent, friendly, informative and there is a dog that helps a handicapped student. He is so sweet and a great asset to my library experience. Good Night and Good Luck.
I don't like about the Library is the fact that it's close on the weekends. It would be really nice if Library is open up to Saturdays at least. Because I really like studying there.
have construction (on 9-16-2011) done before library opens or after closing. increase AC temperature. it's too cold. change library hours. 8am to 8pm
I wish the library had more computers and they were set up with more work space around them. Also more work spaces with electrical outlets so students can use their own laptops.
I havent been there alot being Im a new student although its nice I like that its quieter than the Learning lab
The library is supposed to be a place of quiet, where students can go to get resources needed and a place to study without constantly being interrupted by loud noise. This is the first semester I have tried to utilize the library as a place to study and I am disappointed. It is always loud in there. If people want to do a study group or chat with friends, they should do so outside, or try the learning center which does allow students to talk.
I don't like the fact that some of the staff behind the front counter talk loudly (loud enough to hear across the room, sometimes.
great library
AWESOME RESOURCE
I love the uhmc library
bathroom could be improved
I have yet to figure out how to check a book out of the library on campus. Every time I've tried, I've been told it's a reference book or some similar thing. To avoid this annoyance, I go the the public libraries where they are happy to lend me a book. The online resources (i.e. EBSCO) are by far the most helpful thing about the library. The librarian that comes around to give the classes tutorials on how to use the website is also very helpful.
i am sorry as none of these questions applied to me as of yet. I have not visited the library; however i plan to do so in the future.
The media was cut down to 3 instead of 5. The study room has a new policy, you have to study with people. I cannot find a quiet place on earth to read alone. And there is no parking near the Library. I like our College Library. But, I need to study without noise. You can hear them cutting or lawn moreing the grass from the study room. The staff is nice, friendly, courteous and I wanted a job in there.
Does the library have an all access website where we can get legitimate sources of information such as brittanica online or online sites like it.
Haven't really been to the library..
Tha library is a great place to study and do work with fellow students but we at the Molokai campus needs more room. As well as more computers to do online work and classes. Thanks
i like that its pretty quiet at times wen its filled then its hard to study
i love how quiet the library is and how it makes everything work to my standards. i love the library very much

friendly staff :) (hi kona)
Hours are too minimal, and access to ebscohost is not available or easy to find
I haven't used the library yet, but for night students, it would be nice to have it open at least until 9:00 PM.
I enjoy the quiet atmosphere and the ability to access information via BOOKS Please don't get me wrong, even though the e-lab is great, actually holding the material and being able to cross reference other materials all at once without using multiple screens is sweet. I also appreciate that the library opens at 8:00a. I can do work before going to my first class
The kiss, shake or bow site should be available off campus.
great staff
I only use the online library, not the one at the school, but I appreciate the online one.
Mahalo nui for being so helpful everytime I need something from the Library.
reading is fundamental
I don't wanna pay \$1.00 to request books from other campus, because the variety is lacking.
I barley go to the library, sorry if I'm not much help.
Have not been to the library yet.
i like it cause i can access it from home
I like to study in the library.
i love the Maui College library
Its too damn quiet. Can you rig up a sound system and play some punk rock very loudly? It helps me study. And if you switched all the flourecents to black lights that would be awesome.
The Information desk staff in particular, as well as other staff in general, are very helpful and courteous I was a little frustrated the other day when I wanted to use the "card catalog" computer and found all 3 being used by a tutor, or a class, I couldn't tell, but they monopolized all 3. They finally let me use one but the keyboard was unusable as the letters were worn off. (Amazingly, after 25 years of typing I'm still a hunt and pecker) I was bummed, but was certainly able to accomplish what I set out to do on my home computer. Love your resources
Past 2+ years, 3rd flr real spotty and sloooooowwww wireless access.
I don't like that there's not great connection on the third floor. I like to enjoy a work study with my friends in the talking area section. The overall connection is hard to retrieve in the library. Without any good connection to the internet I am disrupting people around me when I'm with my friends. I enjoy the library on third floor even though there's a talking section because I find it so easy for me to concentrate. Other than that I really enjoy the library for quiet time better than the math lab. And I also love the whole DVD thing.
Friendly staff and a delight to know it is open early.
Longer hours would be nice for people who have to work in the day. I like all the various types of seating from table tops to individual desks. I could not find info on beginner piano workbooks or instructional books. Very limited.
All required course textbooks for the semester should be available in the reference section of the library. This will have to change by semester, but will improve the student success rate, espacially for students that have trouble affording textbooks at the beginning of the semester.
I am in the library everyday for one reason or another. I can't express my gratitude to the ladies who work there. They are always available to help and guide. Mahalo
MOLD INFESTED, Sorry, cannot enter the building without getting ill.
Library is too hot. I usually do my work in more air conditioned places in the school because it's more comfortable.
They do wonderful job and they are very helpful when you need help in whatever problem you have. they are awesome.
No comments and about the library is comfortable to do my homework and all that.
Clearly mark (with signs) where talking is allowed and the sections that are designated quiet areas.
More books
Aloha Friends To enhance our productivity, we need more databases to access for our research. The core search is not in depth enough, unfortunately. Adding JSTOR, and Lexis Nexus are extremely valuable; which we currently do not have access to.

UHMC Library Program Review 2012 – Appendix

In other words, we need more scholarly works to be made available as apart of our electronic resources. Mahalo for understanding... Jeff (808) 634-7443
The library has helped me get better grades and do research. I would not be able to get the good grades I get without the resources the library provides.
For those students who can not afford textbooks at the beginning of the semester, it would be helpful if textbooks were stocked in the library
AWESOME STAFF
Provide paper
The staff is extremely helpful and knowledgeable. It would help to allow students to use computers without charge. Those that are using them regularly are doing so most likely because they can not afford one to buy one for home. Please consider this for future library decisions. Mahalo nui loa.
our library is our resource and it's very reourceful
The staff at the library has always been friendly and helpful.
I really like being in the library. It helps me concentrate on my work very efficiently. There is nothing else about the library that I didn't like.
I like the EBSCO database but what i do not like is how complicated it is to search for something.
i get poor wifi in the library on my Ipad. everywhere else i get great wifi and is able to do my work. the library should have the best wifi reception since it has the most limited computers available.
Nice study area
I don't like answering surveys
I enjoy doing my work in the library because it is nice and quiet, and the 3rd floor is even better because there are more tables to work at.
It would be helpful if the library were larger and offered more comfortable places to work. Currently it's not adequately air conditioned and often all the work spaces are filled.
Internet access needs to be available on a consistent basis for those of us who bring our own computers. I was there yesterday and often could not access my Laulima, UHMC webmail or the Library website. Very frustrating.
I love the library An invaluable resource. Thanks guys
It's always open
I love the library I have not been in a library, University or otherwise, since the early 70's so this is so cool for me. The staff is efficient and all are lovely people. You folks need to clean your DVD's and replace the ones that have flaws. Other than that you are providing a very needed service. Oh I almost forgot, Why are you NOT open on weekends for students? I'm sure it's a \$\$ issue but this baffles me.
I love Chipper
more computers
it is cool (temp) and great quiet on the second floor. can sometimes be very loud first floor.
research librarian Lillian is most helpful
Make a bigger sign in the 3rd that it is okay to talk because some students complain or give us the eye because we're talking loud
Library hours should be extended or open on Sunday now that Borders is closed
Awesome
I would love it if the library was open on weekends--otherwise, thank you and aloha
love you
love you
I would love it if the library was open weekends -- otherwise -- thank you and Aloha
Awesome
Library hours should be extended or be open on Sunday now that Borders is closing.

Make a bigger sign in the 3rd floor saying it's OK to talk because some students complain or give us the eye because we're talking loudly.
I thought I would fill out another survey. Thanks for putting out those books by Haruki Murakami. There is one I haven't read before, I guess someone must have been borrowing it. In this survey I'll try to offer useful feedback although I really can't think of anything. Like I said in my first survey the things I would change about the library would probably only benefit me, and would probably be impossible. I'm sorry but I'm really having a hard time of suggesting things. I never really answered what I like, and what I don't like about the library, so I guess I'll answer those questions. What I really like about the library is the upstairs portion. Its really quiet and a great place to read. Another thing I like about the library is the people. Everyone is kind and professional and they good at what they do. Now for the things I don't like about the library. I wish it was open later, because whenever its closed I have to go to the lounge where everyone yells, plays videogames, and talks about Yugioh, which their is nothing wrong with, but it can be a bit distracting. Well the only reason I wrote this was to thank the library for putting out books, and I also wrote it because I'm extremely bored. Sorry I didn't offer any suggestions all I can say is to keep doing what you are doing. From, [smiley face]
Why are all your books from the 70s, 80s, 90s? Why not upgrading to books from this decade or the last? times have changed, research rejuvenated, your books are obsolete. I bet none of these books even know what a DVD player is.
I appreciate the designated discussion areas (useful when trying to get away from all the quietness) please <u>update you resources with recently published authors</u>
I don't like the student lounge there are too much noise there and I think library should be open late just like the student lounge. College isn't about playing or hanging out w/ friends it should be about resources.
none
The website is hard to find what I need
I support (and utilize) all library related services. Mahalo
I think the sports section can be better. Or more up to date.
It would be great if the library had a more comfortable seating area upstairs. Ideally though, would be a similar set up to UH Manoa. They have an area with curved seat beds where tired and stressed students can take mini-naps. I feel that this would be a vital addition in supporting student's health and academic excellence.
my comments is also know that the library <u>[care?]</u> my own opinion for me as and <u>[my?]</u> student.
thank you so much for all the helps you guys been giving to me.
thank-q
every time I look up articles for class in the databases I only get results on how to teach the topic, not how to do it. There is no way to restrict my searches.
longer hours please
[*3 has star next to it]
more events w/ catered food, drink
no
*7. need more 3rd floor
I really like this library. The fact that it is relaxed and comfortable is very important to me. Junior UH Hilo
Everything is excellent. This is what I call my study room, but sometimes the computers are all taken, but that's O.K. The library always helps me in my studies. The staff are very very helpful and friendly <u>[underlined]</u>
Thank you for <u>[underlined]</u> making my college courses alot more easier HAPPY Holidays
Love it <u>[underlined]</u>
Thank you for your supporting.
Good Job, thank you for great staff.
more resources
leisure readings.
more DVDs/entertainment
"Let a manager know you compliment a sales clerk for their pleasant service."
[smiley face]

great job. Why are you not open on the weekends? or for at least one day??
DVD selection [smiley face]
none
Thanks for the help
wobbly tables are noisy [picture of a butt]
I mainly come here to read, so most these questions don't apply to me, so this will probably be useless to you. However I took some candy so I felt obligated. A girl just came and took some candy and walked away. I wonder if the person who reads this will know who wrote it, probably not. P.S. The younger Asian girl who works in the library is really nice. She doesn't seem like shes from Maui, is she? Actually everyone in the library is very [crossed out] nice and professional. I can't really think of anything bad about the library, and the things I would do to improve it would really only benefit me, and are a bit impossible. Maybe get the newest Haruki Murakami books? And if you could try to do it soon, because I'm going to Manoa in late July or early August. I'll just keep checking that section I guess. Sorry this was so long, and this writing might just be useless especially if no one reads it, and even if someone does you don't really know who wrote it, but it was a little entertaining writing it so maybe you'll enjoy reading it as much as I enjoyed writing it. THE END [picture of hand waving; "Bye Bye " author: anon illustrator: anon
I tried to borrow a book with my drivers license. I am a student and do have a student ID number, but it wasn't enough for the librarian. Why does the other facilities; Kalama lab, TLC, Kupa'a Lab accept my drivers license and not the library?
N/A
Peace, all data needed to complete my assignments, and the LRC workers are well appreciated..... Mahalo
1, The rules changed. Now I am not allowed to request a study room for myself, it has to be 2 or more people. I use the Library to study. Where else on earth is it supposed to be more quiet. 2. The media is now limited to 3 instead of 5. That should be restricted only to the people who don't return on time. 3. Where's the parking. It's always full. Not everyone rides bikes. Need more parking. 4. The staff says I need my I.D. now to borrow books,media. They have seen me here for 3 semesters already. What's up with that? I have my schedule. It has to be a picture I.D. and the place to make I.D. says sorry, out of order. Otherwise The MCC Library is where I choose to study on campus. I love all the resources and most of the staff is very friendly and helpful. Some are uncommunicative.
I like all the helpful people in the library, especially ciper
More computers for study would be useful... Also, study rooms and comfy chairs would be great I really like the DVD rental area also.... It's a great benefit for the library
The computers are a resourceful method of learning for students who have other outside careers such as jobs, appointments and helps them to meet their required goals.
Need longer hours.
I can always get help finding what I need and the staff are friendly and know exactly how they can help me.
How about a University Dating service. I have been single for too long.
Would it be possible to be open at least one Saturday a month? Working people would appreciate it
I love the website access, but it can be a little confusing if you are a first time user. Other than that it has been helpful. Thank you
The library has a much more comfortable environment than the computer labs on campus..I just wish they would put in some more computers for student use
The library would be better if it had more computers and more access to media.
restore weekend or later weekday hours & more computers

I can study in peace and quiet. Staff are helpful.
I need useful help connecting with places like EBSCO for my research papers.
The staff are very knowledgeable and helpful. Thanks.
I don't like the fact that the 3rd floor of the library is no longer a quiet area. Please bring it back.
People are too loud and it's hard for me to study
I like all the good help i get from the staff and i like the dog and bunny the rabbit
I know the State has many cut backs, but however; a student should have the weekends available for studying in the library to success. Although, some of the staff worker may help us and there are those Student Assistant that are not willing to help because of their lack of training, so why not train them...Some of my information (s) I needed for my research is not here, so I have to go to another library. New students that go there to study during 2011 are not considerate. They make big noise upstairs. They are not doing their homework.
The rooms that are provided for students doing study groups are really beneficial to my academic needs. Thanks.
i do dwell comfortable at sinclair library at mona it is my favorite because it is open 24/6 but sometimes people are too loud. and i come to the library because it is supposed to be quiet
I've gone to school for 3 1/2 years and have maybe been in the library twice. Neither time I was able to check out a book as they had to stay in the building. Oddest library I've ever been in. When to the Kahului Public library instead and was able to check out the books I needed.
I found that there isn't enough space between the computers. The person next to me wouldn't move their things, so I had to put my books on the floor and use my lap to write notes. More space and more meeting areas would be great....maybe one floor with more meeting areas - which might get noisy but if you're in a mtg. room, you can close the door. Also, not sure how to go about reserving a meeting room, either. More computers are a MUST. Some days are worse than others, it just depends on how full your schedule is. I'd be happy with some later hours during the week since most people like to be free on weekend hours. Thanks for letting me voice my opinion.
Wonderful. Longer hours would be great. The staff is the best. Very helpful and patient.
You need MUCH quicker turnaround time on requesting books from other UH Campuses. I have been waiting three weeks for a book from UH Manoa and I STILL have not received it. Thankfully I could find it at Barnes & Noble, so I could finish my paper. What is the point of checking out books if it takes that long?
I really love that the library has a lot of varieties resources available and that borrowed periods are long.
I like the fact that it has several conference rooms for group studies and that they are always available to the nursing students.
I love the Library. The staff is very nice and helpful. I really enjoy studying in there.
There are no quiet places in the library. The upstairs is always noisy and full of students talking and laughing. The library is one of the few potential "quiet" places on campus and it sounds like the cafeteria. We need QUIET in the library.; that's why there's rooms for groups. Please enforce quiet.
i really like the library but it seems that there are always so many students on the computer and i wish that there were more conference rooms to do homework in. The library is a great place where i find peace and quiet and have many resources to help me do research for projects
get rid of the Obsolete books and get Ebsco Host and ancestry.org available to students on the library website so we can do research at home.
The library provides the equipment we need to do our assignments. For example the computers and the printer with ink.
It's interesting that your library hours for Fridays don't begin at 8:00 a.m. through 4:00 p.m. I don't understand that.
Needs more tables for studying and computer stations
Yes the library should be open on the weekends.
It would be great if the Library be open as late as the College say 8 or 9 PM
THE LIBRARY IS TOO LOUD AND THEREFORE SHOULD RESULT TO HIRING MORE SECURITY. ALSO KEEP ONE SECURITY OFFICER IN THE LIBRARY AT ALL TIMES. GIVE HER AND HIM A DESK AND A CHAIR TO WATCH FOR TALKERS.
Add more computers upstairs in case 2nd floor is all been use.

UHMC Library Program Review 2012 – Appendix

Again, Great staff and organization~ Although I know it may be limited at the moment, but I feel that there should be more computers. However, because of the libraries website database it's much easier to access books but the feeling of the physical book itself in nice when near a computer.
I have received all the help I request for if the librarians cannot help me they offer suggestions and other ways of getting what I need. Mahalo for the support
I enjoy being in the Library, but they don't have enough computers. However, they become available often. The Library is so comfortable, and it's like my hide away spot. The staff here are the most helpful. They extend more aloha than any other study place on campus. DeOndrea Parker
i dont like the fact that people are messing around online like going on facebook or myspace when all the computers are full. These people arent using the computers for school purposes so they should let people who actually want to finish their school work on the computers. Also sometimes people are in the library talking story and making noise in the study areas on the 2nd floor and its annoying. Other than those two issues i like the library.
Wireless Internet sometimes does not work or low signal
There is no quiet place to study. Maui College is the first noisy college library I've ever used.
not applicable
I like the library, but one thing that is up to me I'm sorry I never been in the library at ones maybe next time. thank you mahalo
you guys awesome
there should be more computers for students to use in the library.
I love studying in the library because I'm not being bothered by students who just want to use the computers for recreational use. I would rather prefer being in the library to study than the TLC or computer lounge. I think that the library should be open later for students who actually want to study. I'm a nursing student and we don't get off of class until after 4 sometimes, so It doesn't help us much if it closes at 6 or earlier. I think that it should also be open on the weekends. I think that other students should be able to benefit from it. TLC is open a lot later and are open on the weekend. I think that it would be great if it were open until at least 9.
I mainly use the library for access to the computers. Sometimes I use the tables to study for tests. Sometimes, people talk very loudly, in person or on cell phones and it is hard to concentrate.
Employees respect students
I like how they are always reminding you to return borrowed items and asks if you would like to renew it.
The library is a very Peaceful & Respectful environment with gracious and helpful staff.
The chairs on the third floor are very uncomfortable. There should be more cushioned chairs available.
How do I find out about library classes? I have only used library to use copy machines.
lots of outdated material, would help to have more online resources and some undated books
I love the journal article's online databases and their availability remotely thx.
I love the library
N/A
All websites are useful we need that and more to be competitive in todays world
I like that I can go to the library and get a lot of studying done because it's a quiet place where I can put all of my focus and attention into studying.
I don't like that there aren't enough computers available and there's not much space between the ones that are already installed.
I like the atmospher inthe library
next to the printer can we at least get a stapler? I mean it would be fine to tie it to the table to prevent theft or whatever. and maybe a xerox machine on the main floor
The smell of food should not be in the library. People are eating their plate lunches everywhere. Snacks that don't smell are ok, I guess. Around lunch, the library smells like the restaurant. It shouldn't be like that.
UH Maui Library has very experienced and helpful staff, larger inventory of video/dvd material for Hawaiian Studies will be useful. Mahalo

Over all the library has been helpful for achieving my goals. Reserving a group study room is very time consuming. If the process could be streamlined, that would be helpful. Thank you
Haven't been to the library. Only online.
Presently, I am taking Math 82, therefore, I use the MathLab or my own computer for homework. Thank you.
none
the atmosphere is really uncomfortable, the lighting, furnishings and everything about it. Feels very cold, depressing, empty
There's never an available computer when I need one while studying in the library. Often times when I need to print something for my selected reading criteria I have to walk to the Kalama building and print it at the Kalama computer lab than walk back to the library to continue my studying.
The library is back open?
more books please in the library:)
Very friendly helpful people, and a decent selection of programming books. Cons... its not the beach and doesn't have a bar? :)
I love the library it has lots of helpful books that can help me excel in my studies. I hope they get more computers so more people can sit and print their work. Or have a sign that says students who are going to print or are doing school related work can go on the computers. Its irritating when your in a rush to do work and theres no computers available because theirs people on facebook or youtube.
Many times students are just passing time and not using the computers to do school related work but rather to go on facebook. There are only limited computers in the library and with so many students currently enrolled is it possible to monitor the usage time.
I'm hardly in the library, but when I'm usually there I'm comfortable with everything around me.
Most staff has been very friendly and helpful. Thank you.
I think the library needs to put up signs whether the students should re shelf the books. I think it will be helpful if students knows whether to do it or not. I think that orders of the books should be exact because we always use the books for research. And wrong reshelfing can create complications to the student's research. I like the library due to the fact the all the employees are kind. One famous thing I've noticed about librarian is that they frown. But here in UHMC, the Librarians are perfect and always willing to help. I recommend the library maintain the happy working environment. What I hate most about library is that they don't have more computers. I think it would be great if get some computers upstairs.
I was at UH Manoa last year for school. One of the things I enjoyed about Sinclair Library was that it was open 24 hours. This really helped me get done with studying, especially during mid terms and finals. It would be awesome if we could have a 24 hour library, even have longer hours of operation. I'm sure this would help many students do better in their courses.
The library needs updated books, environment, private stalls, better lighting, private computers if needed and lab is good; more books; videos; ..needs a total remodel.
I enjoy studying in the library. The air-conditioner is always at a comfortable temperature
The computer spaces are cramped, there is not enough room to get papers out. The computers are unbelievable slow. I appreciate that they are provided but they need an update. I use the library online, it is a wonderful resource thank you for that. The people working at the library are VERY pleasant and that is fantastic - thanks
I like the fact that they remind you to return borrowed items to the library through email.
Computers are in dire need of maintenance. It might help also if it didn't basically re-format itself every time you log out.
The search facility for articles, given how it requires choosing what sources to search, is not as helpful as it could be. It isn't always clear what the content of a given source is so knowing if selecting it is useful is difficult. Plus, I discovered last semester that not all search results return accessible articles and some articles that are accessible aren't always obviously so.
The library in general is a very useful place but having only limited space and/or computers per say, can be quite an inconvenience. Therefore, I like the library. I do not like the always occupied computers. More computers please. Thank you.

UHMC Library Program Review 2012 – Appendix

The library computers are old, very slow and do not have the add-on to run the pearson websites and other programs that are necessary for the class.
I love the library staff, media center, computers and places to study. I love the newspapers that I can look for old articles, obituaries for my genealogy work. Thank you Library and Staff
Haven't really been to the library but I heard its a great tool to use when doing studies.. I have yet to go there and browse..
Need more improvements, more current books, site could be a little easier to use. Staff is great
the e-books id the worst selection...what the is wrong with getting ebooks that are not asian or hawaiian in content? Why all the bias against the rest of the world?
I love being and studying in the library, but should make sure vocal students stay quiet or go talk outside or in the conference rooms. Afterall, it is a library a pleasant place to read and relax not a open lecture room. Other than that, it's all good. Good Job, UH Maui Library and staff
could you connect ebsco and manoa scholarspace, many times ebsco doesn't have what I need.
There should be more study cubicles More computers.
referencing the last two questions, the computers are great, but I see student abusing them and using them for Facebook, etc. Students using their phones and having conversations in the library is frustration. Maybe post signs discouraging w/\$5 fee or something.
need petition to rescheduling Sat. & Sunday's library use
Mahalo for many good movies & cd available
I appreciate the library wanting to project an image of helpfulness.
There should be more computers in the library. always full
I love UHMC Library without them my achievement and reaching toward my goal would not have done. Thank you maximos
language books/
UHMC library is the best :) :)
I love renting movies for free. I wish there were more children's movies.
ethernet connection please
I like the atmosphere and free fortune cookies. More fortune cookies.
All the internet resourses are great.
The library helped me in multiple ways such as getting my worked done. I also like the helpful staff in assisting me with their offered assistance.
Dorothy Tolliver is a great resource for the library
I like having access to the computer's. I like that the library is open at 8 a.m. I wish I could print in color (would pay a higher price for color printing.) The staff has always been helpful.
Questions #2and 4 I can't answer because I was not aware of these services; #'s 6 and 7 I haven't made use of though I am aware of them and #8 sometimes I want better light or a more comfortable chair. I am not so happy with the dvd and vhs players as some are not working well, and the cubicles area for watching is small for taking notes or watching comfortably also some headphones are not comfortable: too loose on the adjuster to fit head to ears.I like that there are awesome dvds to watch and that the librarians and assistants are very helpful and caring.
I mostly attend the Lahaina campus, so don't use the library often. The few times I have, the staff was extremely helpful and made my experience great. Mahalo
Everything is good for a first semester student I found and received the help when I needed it.
No comments.
It would be better if the library would be open later
The hours are too short.
The only time I went into the library was for the Kabatak Club meeting.
I did not use the library this semester.

<p>I really enjoy the facility, however my biggest issue is probably the sorting, or rather the lack of effective sorting. A lot of the books are misplaced it seems. A book by a novelist should be with the rest of his collection; and the ambiguity of the "general collection" sorting really fails to do so. Works in the same genre should really be placed with each other, or at least works by the same author should be together.</p> <p>The staff are great, and very helpful; no issues there. They do good work.</p> <p>I find that there is a distinct lack of available outlets for electronics on the top floor on the right of the restrooms, no big deal, but kind of annoying when it's crowded. Also I find that on many days the 1st floor? or the lobby or whatever? I guess it's technically the 2nd floor if you count the mail room floor. It tends to be pretty noisy, however the top floor is normally nice and quiet.</p> <p>The ability to request books from other UH libraries is great, however a larger selection at the Maui Campus would be nice too.</p>
Keep up the great work
The library needs longer hours
<p>the computers meet my needs most of the time, but I get frustrated when I see students abusing them, like on facebook, and there are students waiting to use the computers. Also, cell phone use seems to be happening more and more. I remember the beginning of the semester and knowing that i could get some peace and quiet to study, and now towards the end of the semester students are answering their cell phones and having loud conversations while others are trying to study. I would suggest putting signs up around the library that saying something like "\$5 fee for answering your phone in the library" so there are consequences, or something else that would re-enforce the idea that the library is a place to be able to go and study in a quiet environment.</p> <p>Other than that, I love the library</p>
I love the library because it's quiet and everyone is so respectful. It's also very clean and the librarians and the other staff are always so nice and helpful :-)) The library definitely keeps me on top of my work
I love the atmosphere...
I love the help...
I sometimes have trouble finding books on the library search engine because it doesn't just show the books at the Maui library but other UH colleges and universities. Its just an inconvenient step to have to look and see if the book is available at the Maui library or the others. Also the internet connection is extremely weak on the second level for some reason.
I enjoy the conference rooms that are readily available for group study.
The language books are hard to find. I followed the numbers but have yet to find them.
Our printer is out of toner and it has been a few days like that. Being on Moloka'i has some drawbacks in that we sometimes cannot get things quickly. However, I do enjoy our library and use it often.
Mahalo
No comments at this time I really like the library and staff and all that the library offers to me for my schooling needs.
Great and thank you Mrs.Tolliver
Its' Great Hal Staples 19808182
I wish I could spend more time there, but I'm in the Distance Learning Program. So I'll have to check out what's online.
There is nothing I don't like about a library itself, just if its too noisy and the workers don't do something about it, or if the workers are talking story and not roaming the library to ask students if they need assistance. Or if they're grouchy, they shouldn't be working there.
love
There should not be minimum # of students to use any study room
private room should be available for everyone to 1 or more people. because it gives us space to study quietly
I love coming to the UH Maui Campus library. The only suggestion I have is to have more computers. There have been days when I can't use a computer because they're all taken. But I am grateful for the wonderful service UH Maui Campus Library offers. :)
:)
The student help is top-notch they are GREAT, and resourceful. I couldn't Thank all of them enough for all help they ALL, give, in all the coumputer, Learning Center, Kalama, and the HUI, for their continue enthusiastic, and

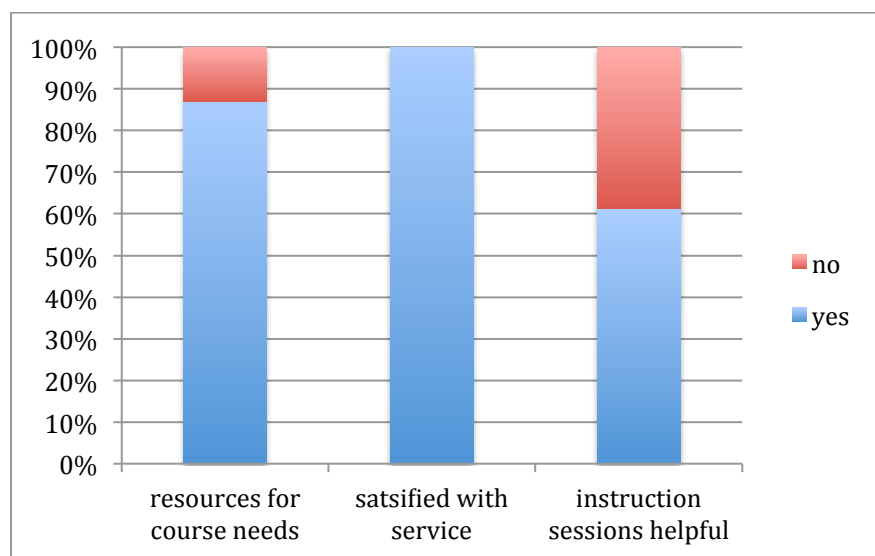
UHMC Library Program Review 2012 – Appendix

Knowledge they have at all times.
i do not like the fact the elevator cannot be used. it would be nice if there was a better 3 hole puncher and better stapler that can handle a lot of paper. also i wish there were comfortable couches one could study on upstairs or on the main floor. also the minor renovation needs more things to be done.
also more hours open. especially on the the weekends. what i do like is the more computers available for use in cool comfort that feels relaxing.
Staff is great
I've only ever used the library's online databases, and would be lost without them. Thank you for the access via the Internet.
I wish it was open later on at least a few days. The Librarians have been very helpful to me even ordering books from UH Manoa.
I like the library for studying. Between classes with long breaks, I go in to do homework and relax. Sometimes the tables get full, but that's not that big of a deal.
Enjoy the quiet section upstairs. However, lately students have been using it for a study group session. Many students cell phones go off and then they decide to answer and have a full conversation instead of stepping out. Frequent walk throughs would be helpful.
my favorite place on campus, nice & quiet, study room #3 I get my homework done
always here, enjoy the atmosphere
I love it here Could use a couple more computers some days.
Thanks
The library has many resources, and the atmosphere is wonderful. The staff are very pleasant, and will help you with any request they may for-fill. I enjoy going to the library for peace of mind.
The Library is always filled with a wonderful team of staff. Thanks for all your help to make it a peaceful place to study, and to browse new and old books.
I wish there were some evening hours, or weekend hours. The computer area is cramped. In general I like the library and staff. I dont like when the staff wears clothes that look like dirty pajamas. I wish I could use the library but its not open when I have free time.
The library is great. I like that I can meet with my friends and discuss our class assignments. It is a comfortable and friendly space. The circulation staff is really nice. I like Ellen too.
I must admit that I've never been in the library. I find that I prefer studying in Ho'okahua because it's a more relaxed atmosphere and there are a lot of active discussions occurring there, which helps me retain concepts. Just the idea of being in the 'library' is a little intimidating for me since I'm a loud person I do plan on getting to the library at some point as I prefer a real book than an electronic one
The library is a wonderful place. The reason for people not liking the library is to cut someones job. Like the Kahului Library, is it shut for good? Dept. of Education, do they have the ax to slay the human being behind the library desk? Thats the issue here.
i like the fact that i can borrow dvd's for free.
i love the library
I didn't know books to be borrowed were upstairs. It took me time to figure it out.
I love going to the Library to study, read, do research, use the computer, do homework, etc., but perhaps, there should be signs in the library for "Quite Zone" at times some students get carried away in talking 'a lot and loud', I understand we have to talk to communicate, but I feel Libraries should be kept at a "Quite Zone" so others can get more done without the distraction/disruption of others that 'talk loud or a lot'. Hope this makes sense.
Excellent
Having a library on Moloka'i is much needed as I use it often and appreciate it's accessibility.
The library is amazing and the staff is incredible Keep up the great work
I wish there was more comfortable seating for readingand studying in a quiet environment
The librarian is very approachable and willing to help whenever I ask for her assistance. The whole staff at the MCC library is wonderful. Thank you very much for your support and helping all the students like myself in

reaching our goals
I like the staff and other things too, they're helpful
I like to go in the library because everything is in order and clean.
I love the UHMaui library it's a great place to study by myself or in a group Thanks
Loud talking is bothersome. Many people seem to think it is acceptable to talk loudly in the library, including the staff.
I haven't used the library yet this past two semesters.
Library should extend hours of operation because students need a place to study beyond 6pm. You should also respond to email messages or chats on library website.
Need more access to online databases like manoa
I like the fact that the 3rd floor is quiet, but not all the time. There are some people that just don't have consideration. Maybe paste or tape "quiet zone" signs might help the 3rd floor. Maybe they're just being forgetful that 2nd floor is okay to talk to other people.
I like using the UHMC Library. I spend more time there than I previously imagined I would. On the negative side...The private study room up stairs is much like a prison cell. The windows can not be opened, it is very cold and the air temperature can not be controlled. OK, perhaps these issues can not be resolved. The dry erase board was written on in permanent marker. Can it be changed out taken out or re-surfaced? It is quite distracting. With those exceptions, it is a great room for group study, however, I am unlikely to return to use it. It seems possible to streamline the process of reserving a study room. Perhaps simply swiping the ID, rather than having to write the name, write the student number, write the telephone number and swipe the ID. It would get us in to study more quickly. Overall, the experience of using the library is very positive, staff has been helpful and educative. I enjoy the art. Thanks for all you do with the limited resources you have. GM
The library computers are slow running and there isn't enough for everyone who would like to use them. But otherwise the library has a great atmosphere.
Stay open longer. It would help to get some studying done.
I am answering on behalf of being a student here on Molokai. Sometimes it is hard because the Library doesn't open long enough and the workers are so fresh that they don't know what to do. I am thankful for what we do have like the computer and printer and t.v. Sometimes the head person can be a little more nicer, but she is doing a great job, so don't get me wrong. WE REALLY NEED a XEROX MACHINE on Molokai...please.
Aside from the online utilities, I have found the library to be not very useful. I have yet to be able to find a book that I can check out and end up going to community libraries to get the books that I need and can't find in e-brary.
Very helpful Librarians. Was only in the library once, and had a great experience
You guys are great
Well i like how theres computers however the times i have tried to use the computers there were none available and looking around it seemed like everyone was on a social network when i needed to actually do work. In addition while i was on the 2nd floor students were being loud and inconsiderate and werent even doing work. It seemed like a place for them to hang out.
None, but I have a suggestion about the Library being full especially for Molokai student's we don't have enough for everyone who wants to print out their work.
I like that it is a great place to review my studies prior to my tests and do homework in a quiet and comfortable place
I haven't been in there yet because the library closes too early. You need to at least close from 10pm - 12pm and be open on the weekends so students have a place to study especially those who don't have a quiet, comfortable place to study and those who have to work a full time job while they're going to school. You're a college library, you're suppose to be open at convenient times for all students' schedules.
Thank you
This is my first semester at Maui College and I have used the library when I needed a place that was quiet for studying. I do plan to use the library more often in the future.
Overall the library is great.
I really think that having more computers for students to use will be a big plus. Nowadays, most instructors use the Laulima site and recommend students to submit their works through Laulima. I find it very helpful because

I don't have that much access to the internet at home.
I only use the study room... But it's nice
The library's really nice and quiet. I am able to focus on work and find useful and interesting books. Also, good work organizing.
I like most things about the library; the librarians and the people that work there are very nice and helpful. Keep up the good work ^^
I really like using the library. It is comfortable and I am able to find most of what I need. The library staff is helpful and kind. You do a wonderful service for the students. Thank you
I LOVE THE LIBRARY =)
you da bomb

Faculty Survey Results



Faculty Comments

- I truly appreciate the support of our Library staff.
- I wanna find out more, just no time
- Keep up the good work
- I would like to know what periodicals you have on hand. Where do I find this? I would also like to know if I can get into any other UH libraries for information if I need to?
- I like the expertise and flexibility and customer service of the librarians
- The librarians are very helpful and knowledgeable.They have always come through for me.
- Mahalo for your support
- I think that the Library is a critical resource for the campus. The Librarians have been very helpful to both faculty and students in obtaining the resources they need to be successful
- I appreciate the responsiveness of all library staff. Longer hours for our night students would be great.
- The librarians and long-term staff are great They always are more than happy to help me and my needs are unique in the extreme compared with the run of the mill scholar. The part-time students really could use more training. They need to improve their people skills and the understanding of what they really do and how to do it.I know you folks are working on this.

- I love the library. We have an excellent faculty and staff. My frustration is that the majority of my students cannot use the library due to its limited hours. If we could flex the hours to include at least one evening per week, our full time working students could take advantage of this wonderful resource.
- friendly and helpful when I have needed help
- Sepa is a sharp cookie
- Appreciate all of you and the support that you give to our students and to all who work here and need assistance.
- Longer hours for evening students?
- The workshops for students are very well done, and they make a big difference for students. I like the friendliness of the staff and their willingness to help solve problems.
- They are soooooo AWESOME Especially Ellen and Lillian
- Ellen does excellent presentations to my students
- The library does a great job with its limited. It needs a new building and more staff.
- Librarians are helpful and will to do research tip presentations for our students.
- Nice to have this library. How about a used paperback swap to get more people to come to the library? Or a regular series of lectures or talks?
- I would like to know more about how we access journal articles
- The staff is very helpful. I also enjoy the special events they have scheduled. The upgrades to the library and the addition of a new classroom on the bottom floor is great. I find the UHMC library a very inviting place.
- I think I need a refresher instruction session I wish the library had longer hours for our evening students.
- How can faculty better participate in ordering new books, articles, journals, and dvds for the library?
- The library staff are particularly helpful when looking for resources. They also seem to have an incredible memory bank for faculty needs. I reckon the diminished hours are the most difficult to deal with.
- wonderful campus service, the library helps my students do better.
- Unfortunately I haven't explored the library much lately but it seems like a great place for students to find resources and study.
- I imagine you are doing a fine job all the way, but I simply don't really utilize the library resources for my classes. It does, however, seem to be a very pleasant environment and I know no negatives.
- Love it What are the sessions you're asking about?
- The library is fine. I especially like the search facilities, the art work, and the fact that whenever I ask for materials the response is usually positive. I wish we could quadruple our holdings.
- I like the friendly service
- Library Staff is always helpful and has many resources for our students. Although I am faculty I am non instructional faculty but frequently make referrals for my students to the library for research assistance.
- Everyone at the library has been extremely friendly and helpful. I borrow lots of media via interlibrary loans and am constantly confused as to proper procedure. I've had some frustrating experiences trying to request media directly from Sinclair. The Maui College library staff has been absolutely super helping me request media and dealing with my confusion. Thank you all so much, without all of you my classes would be missing a lot
- I, and my students, have received untold support and resources from the library...particularly from Ellen
- My experience with the UH MC Library and staff has been positive. Of course, I would like to see more materials available, but overall the staff has worked to supply what we need.
- The library staff is thoughtful and considerate. They help to be best of their ability.

- You are so supportive for my classes. I [heart] my library
- MCC library staff is very friendly and helpful, esp. front desk staff. Mahalo
- Keep up the great job your doing....
- Thank you all for your work. The library is very good. I hope the administration realizes what a gem we have.

Information Literacy Summary

Submitted by Ellen Peterson

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

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

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

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

Reference Services Summary

Submitted by Dorothy Tolliver

Reference services has always promoted lifelong learning and research skills. The Reference librarians do not simply answer reference questions; instead, they also teach students how to use UH Voyager and the library’s databases to find the information for themselves so that, in the future, they can independently find what they need for their research papers and leisure reading. In addition to literacy instruction in the classrooms, this also involves the individual teaching of each student, on a one-to-one basis, on how to access UH Voyager as well as our many electronic resources including databases, e-books, streaming films and music. Students can access these resources at home, on campus, in the library. These instruction sessions range from 20 - 45 minutes depending on the student’s computer skills.

We have a diverse student body. Not all students are familiar with or have computers. In instructing students how to access databases, I often have to first teach the basic fundamentals of computer usage after I help them to rid themselves of their general fear of computers. Often the students aren't sure of what they want to research and need guidance in choosing a topic. I often have students returning for more assistance until they feel competent to do their research on their own. Students have come back to thank me for getting them an "A" on their papers. It is gratifying to see students who were unsure as to whether they could master research skills approach the library computers with confidence after training.

I also answer reference questions via the Reference Desk phone, email and Ask the Librarian. Recently, a faculty member emailed me regarding an article she saw in the Honolulu- Star Advertiser in 2010 or 2011 regarding statistics on the homeless. I was able to find that article and three others using our Newspaper Source database.

We also provide reference services for community members. Many of those reference questions involve the use of microfilm copies of the Maui News and Honolulu Star Advertiser. Our library is the only library in Maui County that has a complete run of the Maui News and Honolulu Star-advertiser on microfilm. I show students and community users how to use the microfilm-reader printer and how to search the microfilm for specific information.

Library tours for high school and middle school students and community groups are provided by the Reference librarians. These are similar to the library tours we provide for new students and faculty. I did a tour for Maui AARP members as well as tours for Maui Waena (12 tours of 25 students each) and Maui High School. Maui Waena students sent the librarians a "Thank You" booklet of drawings and short essays telling us what they liked about the library. Interestingly, they really liked looking at the microfilm of the February, 1900 Maui News.

In acquiring reference resources, more emphasis is being placed on electronic resources such as databases and ebooks as they can be accessed at all of our MCC centers and at home, offices and classrooms. They are also updated frequently so that our students can access current information. We still provide print reference books for our students as not all print is available in ebook format. Many students still prefer print resources.

Story hours for the Head Start children on campus is not part of Reference Services but it could be considered part of Public Services. Betsy Knight and Dorothy Tolliver provide story hours for Halloween and Christmas for the Head Start pre-school on campus in the library.

Outreach Services

Submitted by Lillian Manugm

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

First, UH Maui College Outreach sites on Moloka'i, Lāna'i, Hāna, and Lahaina. It is especially important to inform students on Moloka'i, Lāna'i, and the other sites about library services. I do this by traveling to the Moloka'i Education Center at least once a semester to teach library research skills to their on-site ENG 100 and ENG 22 classes. Also, before my visit, a sign-up sheet is provided for students to meet with me individually. There are usually several students that I meet. For the other

outreach sites, I email the respective coordinators if they would like me to visit. The coordinators know to contact me when their students need library services.

I update my brochures, “Library Services for Distance Education Students” and “IntraSystem Loan Services” before each semester and send copies to each outreach site. I also provide library guides to help students navigate through our most popular online resources such as EBSCOhost, ebrary, and Hawai‘i Voyager. In the past I have mailed outreach students enrolled in classes that may need library support my brochures and a short introductory letter. I discontinued this practice because I received no inquires and the time and expense involved.

Second, University Center upper division and graduate students. I attend each new semester’s New Student Orientation for UH West O‘ahu Maui and UH Hilo Maui students. My presentations have become longer and now usually last 45 minutes. During the first week of classes, I visit the UH Mānoa Maui Outreach on-site classes and give a short overview of library services to the students. I give them my brochures, and a copy of my introductory letter that is primarily meant for online students. I also visit the interactive television (ITV) classes, with the same handouts. For online students, I email the UH Mānoa Maui Outreach and UH West O‘ahu/UH Hilo Maui instructional and support staff my introductory letter, and they in turn, email the students enrolled in online classes. On my visits to the Moloka‘i Education Center, I have met many times with Moloka‘i master’s in social work students and guided them in finding relevant articles for their respective research needs. I attend the monthly University Center staff meetings where I learn about new programs, enrollment data, marketing efforts, and other matters.

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

UHMC Library Statistics – 2011/12

	items circulated	online database (sessions)	online database (items retrieved)	website page views	gate count	classes/tours/ orientations	# of students (all classes/tours/ orientations)	reference contacts
June	3,771	1,621	2,513	2,245	3,017	2	95	82
July	1,962	641	1,396	1,875	2,834	3	64	95
August	2,753	2,256	4,681	4,678	8,771	14	308	382
September	4,668	7,866	20,524	8,813	17,146	9	178	467
October	4,677	6,508	17,873	7,866	19,277	11	200	316
November	6,037	11,275	27,116	10,261	18,263	14	260	399
December	3,389	3,469	8,351	4,552	10,326	0	0	186
January	2,932	5,202	8,524	6,244	9,920	23	416	391
February	3,650	6,299	16,532	6,873	13,136	14	164	325
March	3,167	5,690	14,503	5,742	11,446	5	100	209
April	4,059	7,651	20,439	8,852	13,176	14	296	398
May	3,003	6,985	19,875	2,114	6,974	0	0	144
Total Fall	21,524	31,374	78,545	36,170	73,783	48	946	1,750
AVG/month Fall	4,305	6,275	15,709	7,234	14,757	10	190	350
Total Spring	16,811	31,827	79,873	29,825	54,652	56	976	1,467
AVG/month Spring	3,363	6,366	15,975	5,965	10,931	12	196	294
Total Summer	5,733	2,262	3,909	4,120	5,851	5	159	177
AVG/month Summer	2,867	1,131	1,955	2,060	2,926	3	80	89
Total (all semesters)	44,068	65,463	162,327	70,115	134,286	109	2,081	3,394
AVG/month all semesters	7,938	7,205	13,528	5,843	11,191	10	174	283