

MAUI COMMUNITY COLLEGE LIBRARY PROGRAM REVIEW

ANNUAL REVIEW

FY 2006-2007

I. OVERVIEW OF THE PROGRAM

A. Mission of the Library

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

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

B. Goals for the Library

1. **Collection:** Develop and maintain a collection of print and E-resources that support existing, changing and new programs at Maui Community College

Objectives:

- a. Review the library's print collections for currency and accuracy.
- b. Add full text, remote access on-line databases when appropriate
- c. Update informational resources to support the educational and personal enrichment needs of our students and faculty/staff.
- d. Provide library resources to support the diverse social and cultural information needs of the college.
- e. Support the curriculum through active involvement of the teaching faculty in the selection process
- f. Provide informational resources in a wide variety of formats

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

Objectives:

- a. Perform timely acquisitions, classification, bibliographic data entry, and processing information sources for users.
 - b. Maintain hardware and technologies that support rapid text, PDF, graphics, audio, and video streaming responses
 - c. Assure the most effective means of delivering information to individual users, groups, classrooms and remote locations.
 - d. Maintain a website that provides information about the library, its services and direct access to the library catalog and available electronic resources.
 - e. Maintain shelves for quality control of the collection.
 - f. Maintain sufficient hours of operations
- 3. Service:** Provide timely, comprehensive, varied and to the extent possible, equivalent service to local and distant MCC and University of Hawai'i system patrons.

Objectives:

- a. Provide a variety of reference and information services to meet diverse user needs.
 - b. Provide collections of books and materials at the Education Centers.
 - c. Provide access to full text, remote access databases.
 - d. Provide appropriate equipment and professional technical staff trained to deliver efficient services.
 - e. Facilitate IntraSystem Loan (ISL) requests
- 4. Information Literacy:** Support the college goals of learning and teaching through the promotion of information literacy concepts.

Objectives:

- a. Promote the integration of standards and outcomes of information literacy and learning as defined by the Association of College Research Libraries and the Accreditation Council of Junior and Community Colleges.
- b. Promote information competency through instruction and guidance in the selection, location, evaluation, and ethical use of information resources.
- c. Provide subject specific library skills classes and guides in close partnerships with teaching faculty.

- d. Promote LILO (Learning Information Literacy Online) to faculty and students.
- e. Teach information-seeking skills for self-directed studies and lifelong learning.

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

Objectives:

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

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

Objectives:

- a. Participate in library consortia and programs locally and globally.
- b. Support and participate in the design of cooperative library educational programs with the UH System libraries.
- c. Maintain ties with local public and school libraries and librarians.
- d. Continue partnership with the Small Business Research Library
- e. Continue partnership with the Maui Medical Center Library

D. Relationship to the MCC Strategic Plan Goals.

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

- 1. 2006-2007 Updated Strategic Plan Action Strategies Priorities:** Provide full student support services including advising, tutoring, counseling, and library services, that help increase student retention and success in a learning-centered environment.

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

The MCC Library enhances the quality of instruction by providing print and electronic materials to supplement and to augment classroom instruction and to provide the basis for individual research and exploration. The library provides comparable resources and services to those who seek its service from remote college center locations.

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

- 1. General Library services include:**
 - a. Collection and circulation of print, non-print materials and electronic media, including IntraSystem loan, for all MCC educational sites.
 - b. Electronic resources including UH Voyager (Online Public Access Catalog), connections to other libraries and databases with remote access for all MCC users.
 - c. Reference and research assistance (in person, email, blogs, postal mail, phone, and fax).
 - d. Library instruction and tours.
 - e. Maintenance of college archives.
 - f. Library programs, workshops, displays and exhibitions.
- 2. Reference:**
 - a. A primary component of public services.
 - b. Informational and directional questions are answered in person, through email, the library homepage, blogs or over the phone.
 - c. Involves teaching research strategies to the user in the answering of the reference question.

- d. 3,691 reference questions were answered at the Information Desk
- 1) MCC students 2,733
 - 2) MCC faculty/staff 387
 - 3) University Center students 86
 - 4) University Center faculty/staff 34
 - 5) Community/Other 401
 - 6) Directional 50

REFERENCE QUESTIONS	FY 05/06	FY 06/07	DIFFERENTIAL
MCC STUDENTS	2,356	2,776	+ 420
MCC FACULTY	313	387	+ 74
UNIVERSITY CENTER STUDENTS	114	171	+ 57
UNIVERSITY CENTER FACULTY/STAFF	11	35	+ 24
COMMUNITY/OTHER	630	412	- 218
DIRECTIONAL	65	50	- 15
TOTAL	3,489	3,831	+ 318

The differential for MCC students/faculty and University Center faculty was most likely caused by the increase of library hours from 48 hrs in FY 05/06 to 65 hrs in FY 06/07 and an increased awareness of reference services through our increased library literacy classes.

The community/other differential was most likely caused by the decline of services to the community and, due to an increased MCC teaching load, the unavailability of library instruction for the high schools and the community.

3. Library & Information Literacy Instruction: Ellen Peterson/Lillian Mangum

- a. Library instruction ("bibliographic instruction" or "information literacy") is a function of Reference Services.
- b. By means of classroom instruction, workshops or individualized instruction, students and faculty are taught how to use the library's varied electronic resources and print collections to find their information. The end result that the library strives for goes beyond the immediacy of a student finding materials for his/her research topic. We are working to make the student a lifelong learner by becoming information literate in library usage.
- c. **109 library instruction classes were taught by Ellen and Lillian.**
 - 1) MCC 80 classes
 - 2) ABIT 04 classes
 - 3) University Center 28 classes
 - 4) Other 1 class

MCC/UH CLASSES	FY 05/06	FY 06/07	DIFFERENTIAL
MCC	37	76	+ 39
ABIT		04	+ 04
UNIVERSITY CENTER	26	28	+ 02
OTHER	15	01	- 14
TOTAL	63	109	+ 46

d. **1,617 students received formalized library instruction.**

- 1) MCC students 1,364
- 2) ABIT 52
- 3) University Center students 163
- 4) Other 38

MCC/UH STUDENTS	FY 05/06	FY 06/07	DIFFERENTIAL
MCC	617	1,364	+ 747
ABIT		52	+ 52
UNIVERSITY CENTER	200	163	- 37
OTHER	360	38	- 322
TOTAL	1,177	1,617	+ 440

- e. Due to increased publicity, networking with instructors, and the favorable responses of students and faculty to library instruction, the amount of classes taught increased. Unfortunately, because the faculty's curriculum determines when these classes are taught, many of the classes were requested at the same times. At one point, Ellen was teaching 5-9 classes a day. Because of their schedules, Lillian and Ellen could not do all the MCC classes requested and continue to do the "Other" classes for the community. The "Other" classes had to be dropped from the teaching schedule. "Other" classes consist of high school library instruction classes and community tours.
- f. With no released time for curriculum, lesson plans, designing pathfinders, slides, E and video presentations, bibliographies, exams, etc., these two librarians taught library literacy to 1,617 students. This does not reflect the number of students taught individually by the reference librarians at the Information Desk.
- g. We have proven that there is a demand for library literacy instruction. With an expanded program, we could be more effective and serve more students. We could also resume serving the high schools and community groups. To continue to provide for and expand our library literacy program, consideration should be given towards creating and hiring a literacy librarian position.

4. Library Information: Exhibits and program:

- a. **Meet the Author lecture series:** This program highlights our Maui and state authors and develops an awareness of their work. These programs were

started in FY 2002/03 and have drawn audiences of students, faculty, staff and community members. Audience members appreciate the chance to meet the author, discuss the creative process, find out the background behind the book, and get an autograph.

- ✓ Jackie Pias Carlin - *Spirit of the Village*. October 2006. Readings and discussion of growing up in Hawaii.
- ✓ Wayne Boteiho - *Maui Days*, November 2006. A book with pictures of old Maui. Wayne talked to us about early Maui.
- ✓ Paul Eric Shaffer - Poems from the Heart: A selection of Valentine love poems, February 14, 2007
- ✓ Dr. Rebecca Knuth - Burning Books and Leveling Libraries: Extremist Violence and Cultural Destruction. March 2007. Discussion about the destruction of the libraries in Iraq and around the world.
- ✓ Poetry Slam – led by Paul Eric Shaffer and the Poetry Club. Library Classroom, April 2007

b. Workshops: Provided by the MCC library or with the cooperation with MCLA and HLA, held at the MCC Library for students, faculty, staff and the community . Workshops have been on-line, via telecom or on site.

- ✓ **Peace Ribbon Project:** Speakers were W.S. Merwin, Dick Mayer, Lance Holter, and Chuck Carlotta. This project was co-sponsored by the MCC Peace club, the MCC Associated Students, Maui Peace Action, and Code Pink Maui. February 2007

- ✓ **What's the Big Deal About MySpace.com?** August 2006: This was an Informational workshop to discuss pros, cons, rewards and dangers of the new social networking tool. The MCC Library is using MySpace.com to connect students to the library. MySpace.com can be accessed on the MCC Library home page.

c. Library Displays & Exhibits: Library exhibits are created to highlight books, materials and resources in the library. The library staff participates in originating the displays. Among the MCC library book displays were: Censorship, Banned Books, Women's History Month, Black History Month, Hawai'i'iana, College Help Books, Food Bank, Gay Pride, Comic Book Heroes, Holiday reading, and Leisure Time Reading.

Often the exhibits are partnered with an instructional program or classroom instructor highlighting their students' work. Examples are: a bi-annual display of student art work including ceramic pieces from Jennifer Owen's ceramic classes; digital images from Margaret Phanes' digital computer classes; and drawings, paintings, and mixed media works from Mike Takamoto's art classes. Student projects from instructor Franny Coopersmith; El Dia del Muerte, a student display from Molly Fleming's Spanish class

In cooperation with other libraries, both local and federal, we are host to traveling displays:

Hawai'i Under Martial Law: 1941-1944, September 2006: King Kamehameha V Judiciary History Center exhibit was co-sponsored by the Wailuku Public Library. The MCC Library housed a Hawai'i-specific exhibit created by the Hawai'i Justice Center. This display featured photos and booklets in coordination with a WW II poster display on view at the Wailuku Public Library.

Code Pink Peace Ribbon display: a national traveling exhibit, February 2007: This was sponsored by the MCC Peace club, the MCC Associated Students, Maui Peace Action and Code Pink Maui. 125 original fabric panels, honoring the memory of people killed in the Iraq war, were hung throughout the library.

5. **Circulation Services:** Circulation may be defined as consisting of all activities connected with lending library materials in all formats and retrieving the same.

- a. **Statistics: FY2006/07, there was a total of 13,404 items circulated.** This reflects an increase of 7,562 items from the FY2005/06 total of 5,862.

The increase could be attributed to longer hours of operation in FY06/07 and to the addition of 700 DVD titles to the library's DVD collection. The DVD collection has proved to be popular with students, staff and faculty.

	FY 05/06	FY06/07	DIFFERENTIAL
MCC STUDENTS	3,963	8,390	+ 4,427
MCC FACULTY	956	2,672	+ 1,716
ABIT STUDENTS	263	670	+ 407
UNIVERSITY CENTER STUDENTS	553	1,300	+ 747
COMMUNITY	137	282	+ 145
OTHER	90	90	+ 0
TOTAL	5,862	13,404	+ 7,562

- b. **ISL (InterSystem Loan):** The library takes part in the loaning and borrowing of materials (books, monographs, periodical articles, audio CDs, videotapes, DVDs, microfiche and other materials) to and from other UH libraries. This provides UH/MCC faculty and students access to items available in the UH library system.

1) In FY 06/07, MCC patrons requested 223 books, periodical articles and DVD/videos from borrowing libraries. This figure is basically the same as the amount borrowed in FY 2005/06 which was 224.

2) In FY 2006/07, UH System libraries borrowed 566 books from the MCC Library. Surprisingly, UH Manoa borrowed the most books followed by UH/Hilo.

Books	Borrowing library
- 417	UH Manoa
75	UH Hilo
13	Honolulu CC
13	Kapiolani CC
09	Kauai CC
08	Leeward CC
03	Windward CC
20	Other

With the integrated catalogs in Hawai'i Voyager, all campus collections can be viewed at one time. Selective collection building has increased the popularity of the MCC library collection which serves diverse curriculum needs.

- 6. Technical Services:** That area of library operations that includes fiscal control of the library; organization and bibliographic control of the print and other collections; physical processing of all print and media; database and electronic collection maintenance and access services.

a. Collection Maintenance: MCC Library collection

- 1) 61,572 print volumes
- 2) 298 print serials
- 3) 8,151 microfilm reels
- 4) 1,719 CDs
- 5) 919 DVDs.
- 6) 2,083 volumes were added to the collection.
- 7) 698 volumes were withdrawn from the collection due to age and condition.

- b. Library Electronic Access:** The library staff maintains web based home pages that have interactive links to online databases and search engines.

DATABASES	FY 2005/06 # searches	FY 2006/07 # searches	Difference +/- searches
EBSCOHost databases	31,166	40,952	+ 7,786
Science Direct	520	541	+ 21
Literature Resource Center	1,890	1,271	- 619
ABI/Inform Global (ABIT)	659	989	+ 330
Hoover's Company Records (ABIT)	630	870	+ 240
Congressional Quarterly	271	505	+ 234
Grove Art Online	N/A	139	
Columbia Granger	N/A	22	

The increase in database usage can be attributed to increased marketing and the teaching of specialized databases in classes and through individual instruction.

New databases added in FY 06/07 are: Columbia Granger World of Poetry and Groves Art Online.

c. **Library Server:** Through a grant from RDP, the library obtained a server. The library webpage, library online instruction, LILO, MCC Online College Archive, Preserving Our Recollections and the library Internet workstations software were installed and are housed on the server. The Technical Services Librarian programs and maintains the server. The Library Server is housed the Server Room on the ground floor of the Library.

d. **Library Home Page (website):** The MCC Library Homepage is maintained and kept up-to-date using Flash technology, Inspiration Software, video cam, photo software, istock visual and audio software. The Technical Services Librarian is the web mistress.

1) In FY 06/07 there were 26,628 hits on the library's homepage.

2) The following links are maintained on the homepage:

Flickr - MCC Library's photostream of library photos

MySpace.com. - MCC Library's Friend Space & library blog

del.icio.us - a collection of links and bookmarks to favorite articles, blogs, music, reviews, technology, and other information.

Facebook – a social utility that connects to the people around you and facilitates the spread of information through social networks allowing people to share information online.

“what's new” – news about library exhibits and programs

Ka Lama Business Lab and TLC - links to their homepages

3) The following linked projects are updated and maintained by the technical services and public services departments:

a) Preserving our Recollections digitization project – digital media home for the MCC Preserving Our Recollections project. Oral history VHS tapes are converted to DVD format for preservation and then converted to streaming media format making them accessible via the library homepage and Internet. The MCC Library houses the VHS and DVD videos.

b) On-Line College Archive – on-going MCC Library project. Significant materials, including photos, from the MCC college archives are converted to a digital format making them accessible via the library homepage and Internet.

7. **Distance Education (DE) Library Services:** The Distance Education Librarian and the MCC Library provides services to as many as 750 Maui County students per semester across three islands with programs originating from MCC, UH Manoa, UH West Oahu, UH Hilo, Kapiolani and other campuses in our system. With Maui supporting the largest numbers of distance education students in the system, there

are challenges in providing library services for them. University Center students, in particular, are remote from their program originating campus and many of these Baccalaureate and Master's degree programs require specialized resources outside the scope of our community college library.

All sites have unlimited Internet access to Hawai'i Voyager and to the leased online databases for student and faculty research. Reserve services are provided by the DE Librarian through the coordination and distribution of DE reserve items consisting of DVDs/ videotapes, books, and periodical articles.

Reference services are provided, from the Kahului campus, by the DE Librarian and the MCC Library staff by telephone, email and fax. All of the librarians provide distance education reference services. Distance reference services, while satisfactory, cannot compare to a librarian being there for immediate consultation, bibliographic instruction, circulation and management of the collection.

F. Ways in which program interacts with the community:

1. **Community groups:** The most visible relationship that the library has with the community is with the community library users who come to see exhibits, attend programs/workshops, use microfilm, photocopy articles and read books and magazines.
 - a. Community users charged out 282 books.
 - b. Community reference questions: 401.
 - c. Library tours and instruction have been undertaken as community service. Maui teachers have brought their students into the library for tours of the facility as well as receive instruction on Hawai'i Voyager. In the long term, these tours provided an early introduction to college life, especially for young students.

When high school students come in for campus visitations, a library tour can serve as a good, early marketing tool for attending MCC. Unfortunately, in FY 06/07, community library tours and instruction had to be drastically cut as the library literacy classes expanded and the librarians could not find time in their schedules to do both. The MCC students and faculty were given precedence over the community members. With the addition of a library literacy instructional librarian, we could continue to offer this service.

II. CURRICULUM AND STUDENTS

F., G., H & P are not applicable to the Library

- A. **Library Instruction – COWIQs, Program Goals and Student Learning Outcomes:** The UH Libraries Information Literacy Committee (UH-LILO), composed of instruction librarians from all UH System libraries, including

MCC, continues to meet on a regular basis to further develop and refine the interactive information tutorial LILO (Learning Information Literacy Online) and plan the overall integration of information literacy into general education. With information literacy being included in the UH Manoa General Education Foundation requirement for written communication, the Public Services/Instruction Librarian at MCC has continued to work with other UH system librarians to identify issues, make contact with teaching faculty, and developing strategies for integration of this system in library instruction.

In FY2006/07, there was some discussion at MCC on the administrative level, that involved librarians, to install an information literacy and information systems pre-test for students as a baseline measurement to compare with a post-test they would take upon graduation. If integrated, this test would help to measure basic information literacy and student learning outcomes. This project is still under discussion. Instruction and Student Services will be contacted as partners in the project.

- B. COWIQ and Program Goals:** The library instruction program does not necessarily achieve the COWIQ program goals on its own. Rather, library instruction works in tandem with the various programs and faculty to help them accomplish their own program goals. Library instruction occurs at the request of the instructor. As a result, library instruction does not seek to address the five COWIQ standards currently in place. The focus of the program addresses two of the five standards: Critical Thinking and Information Technology.

In FY 2006/07, the Public Services Librarian continued to develop instruction goals that included critical thinking exercises as well as the usage of information technology.

- C. Student Learner Outcomes (SLO):** Student Learner Outcomes are written into our campus SLOs. When instructors bring their students to the library for Bibliographic Instruction/Information Literacy Skills classes, those instructors are addressing the information literacy portion of their course SLOs.

The instructional librarians work with individual faculty members to determine what is the most appropriate and achievable outcome for each of their particular classes. For developmental classes, the SLOs merely consist of knowing the location and hours of the library and how to look up a book using the Online Public Access Catalog (OPAC). For more advanced classes, it may mean using skillfully using OPAC for print materials, the library's databases to find scholarly resources and LILO to construct their research

Conversations between the classroom faculty and librarian determine subject areas the librarian is to emphasize in teaching the class and may include the use of specific print materials and databases including search strategies for searching Voyager and the web, copyright and plagiarism, constructing citations, and using LILO for the fundamentals of basic research paper construction.

- D. Measuring Student Success Rate:** In FY 06/07, the library continued to research and develops concrete ways of measuring outcomes in the classroom.

The true measure of the Student Success rate is the final product produced by the student (be it a paper, oral presentation or other project). If the student's bibliography reflects the use of a variety of resources including magazine or journal articles, books, or other media found exclusively at the library (or through the library's databases), it is generally understood that the student achieved a measure of success in learning the library instruction.

- E. Student Achievement:** Two informal methods of measuring student achievement continued to be utilized in FY 2006/07.

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

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

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

In FY 2005/06 the library received many complaints from students about the drastic decrease of library hours and, consequently, services. The MCC library requested the reestablishment of frozen positions so as to have regular hours reinstated in order to offer the best services to existing and potential students. In FY 2006/07, these positions were reinstated and the hours were restored.

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

1. **Resources:** The decline in the library's budget over the past decade, specifically the book budget, has contributed to stagnation in certain parts of the book collection. A Voyager survey of the age of our book collection indicates that the median and mode date is 1966 while the mean date is 1980. A library's collection cannot remain static if it is to be of use to future generations of students.

In addition to the general and special funds, the library raises funds from monetary donations to the UH Foundation – MCC Library account, and sales of library community cards, gift books, Celebration Cards, gift books on amazon.com and the aggressive pursuit of fines and fees through a collection agency and the Hawai'i tax set-off program. Grants have also been pursued individually and cooperatively with other libraries. Fundraising activities such as book sales on amazon.com and the Celebration Card Fund have enabled us to add new books to the book collection.

- a. **Amazon.com:** A source of funding for the MCC Library is the selling of gift books on amazon.com with the revenue being deposited into our UH Foundation account. Our library volunteer is experienced with books and selling over the internet. She does the sorting, listing, selling, packaging and mailing. In FY 06/07, \$1,525 was realized from these sales. Because of our impending renovation, the library has stopped accepting gift books except for special circumstances such as the books received from Hamilton Library's Gifts and Exchange and the Kahului Library's gifts of new Hawaiian Press books.
- b. **Celebration Cards:** We provide cards for all of the major holidays and life's celebrations. For \$10, \$25, \$50 or more, a donor receives a celebration card to send to his honoree, a book is purchased for the library, and a nameplate is inserted in the book with the name of the honoree. In FY 06/07, \$537 was raised from the sale of cards.
- c. **Paid Community Cards:** Charges are \$30 per semester or \$60 for the academic year. In FY 2006/2007, \$230 was collected for paid community cards.
- d. **Fines and Fees:** The library has a contract with a collection agency to collect fines from delinquent accounts that are more than \$25 and at least a year old with no response from the delinquent patron. Long overdue fines and fees are collected by going through the state's tax set-off program. This program enables libraries to collect fines and fees from the delinquent patron's state tax refund. The MCC Business Office and Admissions has also assisted the library by not granting transcripts or allowing enrollment until library fines and fees are paid. In FY 2007, the library received \$7,919 in fines and fees.

- e. **Photocopiers & Microfilm Reader/Printers:** The library has the only public, coin-operated, photocopiers and microfilm reader/printers on campus. Copies cost ten cents a page. These fees assist in paying for the photocopiers' leases and the microfilm/printers' maintenance contracts. In FY 2007, \$3,181 was collected.
 - f. **Grants:** *The Native Hawai'i an Library Services Grant.* In FY 2006/2007, the members of the Strategic Plan Action Committee I held a series of meetings via polycom to work on a grant to improve library services at our MCC Educational Centers on Molokai, Lanai, Hana and West Maui. With the encouragement of the Institute of Museum and Library Services (IMLS), we agreed to be a test case regarding the word "primarily" in regards to serving the native Hawai'ian population as the Education Centers primarily serve a large native Hawai'ian population. Unfortunately, in May, 2007 their general consul ruled against us. We did not qualify for this grant because our UH Charter and Articles of Incorporation did not specify that the university's mission is to primarily serve the native Hawai'ian population. 2007
- L. Major curricula changes since last review:** The curricula and methods for library instruction are constantly in flux. The current trend requires librarians to become partners in education with the faculty. Adjusting to this trend requires the librarians, and the library as a whole, to market themselves/itself as the primary place to fill students' information needs (as opposed to Google or other Internet search engines). Library instruction has changed its curricula to reflect this need.
- M. Student advising and the degree to which faculty participate in the mentoring of students:** Librarians serve a primary role in advising and mentoring students. Librarians advise students on research paper topics as well as resources to use for topics. The librarians also help students with citations and research paper style and format.
- N. Opportunities for student involvement in program-related organizations, clubs and governance:** Student Assistants are given an opportunity for input regarding their job duties and library services. Student workers, as part of their duties, instruct library users on the use of Pharos and photocopiers. Student workers also assist other students in getting their UH I.D. cards. Former student workers have been hired for library assistant positions.
- Student organizations have been active in participating in cross cultural book displays and have included the library in projects such as the Food Bank, Books for MCCC, and Toys for Tots.
- O. Use of lecturers to teach courses; related concerns:** Casual hire librarians are used when librarians are given released time for a college project or office, sick leave or until a permanent position is filled. Without this

staffing assistance, faculty librarians would not be able to fulfill their commitment of campus service.

- Q. Job placement, including job prospects, procedures for placing graduates and success in placing graduates:** Not applicable to the library however, informally, the Head Librarian has explained the Hawai'i State Public Library's hiring procedures regarding their applicant list to perspective student employees. She has also notified library students of vacant librarian positions in the state of Hawai'i. Library Science graduates of the UH Library and Information Science Masters program at the MCC University Center have been hired at the MCC Library, Kahului and Wailuku Public Libraries and at the Kamahama School Libraries.

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

1. The University of Hawai'i Information Literacy Committee is a UH System-wide committee attempting to codify requirements, techniques, and procedures for teaching library literacy skills to all UH students.
2. The MCC Library trains interns from the UH/Mānoa graduate school of Library and information Sciences. The library interns are generally in their last year of studies and take the internship as a practicum in Library Science for their Masters degree.
3. The MCC Library is part of the UH/Library council which is composed of the Head librarians of all the UH Libraries. During the monthly meetings, library policies and procedures are articulated.
4. The MCC Library is a member of the Maui County Library Association. The membership of the Association consists of academic, public, school, special and business libraries.

S. Centers or Institutes

The Distance Education Librarian provides library services for the MCC Centers. There have been no additional funds appropriated for library service to these centers. Additional funds appropriated for distance education library services would insure that the distance education centers would get the books, resources and equipment needed to provide equal library services to center students. As new centers open, library instruction will need to address those students not physically on campus as well as the need for additional library staff.

Remote access to all of the MCC leased databases assures the distance education student of equal access to online full text periodical articles and eBooks.

At this point, we cannot say that these students are getting the same quality of services, books and materials or library instruction as their counterparts on the main Kahului campus.

III STAFF SUPPORT AND FACILITIES

A. Library Staff

1. The MCC Library classified staff are paraprofessionals who have a state library classification of Library Assistant IV; Library Tech. V or VI. Library Assistants and Library Techs have to take and pass civil service exams demonstrating their knowledge of library services and practices and have had 2 years of prior library experience.

The librarians are all faculty with Masters Degrees in Library and Information Science.

2. Change/New staff positions needed (priority order):

- a. **Library Assistant IV, Evening /Saturday** (40 hrs, 11 month)

Salary: \$24,000

Change this current temporary position to a permanent position. This position has been frozen and restored three times before being restored for a fourth time in FY 06/07.

In FY 04/05, FY 05/06 and FY 06/07, requests were made to make this position permanent. Experienced HSPL Library Assistants IV have indicated that they would like to transfer to the MCC Library but are held back because they are reluctant to exchange a permanent job classification for a temporary one.

This position was recommended to be made permanent by the FY 04/05 Comprehensive Program Review Committee.

- b. **Information Literacy/Instruction Librarian** Salary: \$44,000

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

Our instructional program is growing and a full time librarian is needed to supervise and develop the program as well as provide instruction and develop instructional materials and curriculum.

This librarian would provide classroom and individual instruction to MCC and ABIT classes, faculty and staff. This librarian would work with the APT and the Technical Services Librarian to create Internet library skills, research and “navigating the net” classes on the Internet. With LILO (Learning Information Literacy Online), a joint Internet UH

library tutorial developed by the library instruction librarians, online Internet instruction and tutorials are now available for all of our campus and distance education students. Further development of online tutorials such as LILO would be part of the job responsibilities.

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

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

This position was recommended by the FY 04/05 Comprehensive Program Review Committee.

- c. **APT: Education Specialist** Salary: \$40,000
An APT: Education Specialist is requested for Technical Services and Circulation services to assist in the maintenance of established programs and projects.

This position will assist in installing Voyager patches and updates, maintain and update the library's E-media including the library homepage, website, library blogs, instructional web pages, Hawai'i Voyager (integrated library system), Uniprint, and Ariel (document delivery system), the on-line college archive digital format project, Preserving Our Recollections streaming media project, podcasts and other future projects.

The Computer Center staff are not trained or able to perform these library functions.

In FY 05/06, this library position was approved by the Division Heads as one of the top 6 campus priority positions only to be eliminated by the administration when the position was confused by a similar position for the Computer Center that was not included in the top 6 priority listing. Even though the mistake was recognized and affirmed, the position was not restored to the priority listing. We ask that it be given priority listing in FY 06/07.

This position was recommended by the FY 04/05 Comprehensive Program Review Committee and by the FY 04/05 Division Heads.

- d. **ABIT Library Assistant IV** (40 hrs, 11 month) Salary: \$24,000
This position supports the ABIT program in Technical Services and Circulation. In FY 2004/2005 the position was a 40 hr. position. In FY

2005/2006 and FY 2006/07 it was a 20 hrs., the position was funded with RDP funds. In FY 2007/2008, these funds were withdrawn and the salary was picked up by ABIT G funds.

This position is the one position on the library staff that directly supports the ABIT program. As the program grows with additional pre-ABIT and ABIT students, more services will be required for these students. With the general increase in enrollment, new programs and the ongoing need for reserves, the current staff is being stretched to accommodate these resulting technical services and circulation services duties for all students and faculty.

This position was recommended by the FY 04/05 Comprehensive Program Review Committee.

e. **Distance Education Librarian** No additional cost to college

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

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

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

g. **Clerk-typist** Salary 24,000

The Library and TLC are the only units on campus without clerical support. Our Library Assistants and Library Techs are not clerical support. Their job descriptions do not include clerical support duties.

E. Facilities: The Library is now a more functional and attractive facility due to the addition of furniture and equipment and to the rearrangement of existing resources on all three floors of the building.

When a series of incidents showed a need for additional security protection on all of our floors, our second floor electronic security system was expanded to

include the bottom and top floors and security mirrors were installed on the third floor.

Our crumbling front steps and our broken glass entrance door were repaired in 2006 and in 2007, we had handicapped doors installed. In May 2008, we will be replacing our air-conditioning system and flooring to combat a mold and mildew problem and an erratic, aging air conditioning system.

1. Facilities Equipment/Supply Needs:

- a. **3-M Checkpoint Security System:** Replacement /up-grade, \$30,000
The current 3-M Checkpoint Security System is 26 years old. This system is so old that repair parts are no longer being manufactured and the manufacturer will not accept a maintenance contract. All of the other UH System Libraries have replaced their aging 3-M security systems.

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

The purchase of this system was recommended by the FY 04/05 Comprehensive Program Review Committee

- b. **The Minolta Microfilm Digital Reader/Printer** \$20,000
Currently microfilm can only be accessed and printed on paper via aging microfilm reader-printers. The Minolta Microfilm Digital Reader/Printer converts microfilm to digital images for e-mail and integration into documents enabling our students to read microfilm/fiche and digitally send the image to their email account, to a Microsoft word document or receive a print copy. This expands the use of already purchased archival microfilm by allowing patrons to digitize the microfilm print /graphics to send to their e-mail and/or home computer or campus computer. This would also help the Hawaiian language speakers and students. We are the only library in Maui that has Hawaiian language newspapers and journals on microfilm.

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

- c. **Book Trucks (7) – for the library renovation move** \$ 5, 250
Recommended by another UH/system community college library. These special, heavy duty books trucks can hold up to 300 lbs and with their 6 wheels are easy to move across campus. They would be used to move computers, boxes of mail and book boxes and files. These are the items that the movers would not be moving. After the move, the library would use the book trucks for similar tasks. The library gets the greatest and heaviest amount of mail on campus averaging 4-6 boxes of mail a day including catalogs, books and periodicals.

2. **Facilities Needs, MCC Education Centers**

a. **Book Shelving**

\$8,000

- 1) Two book cases for the MCC Hāna Education Center. Bookcases are needed to house library books. Hāna currently has no bookcases.
- 2) Two closed bookcases for Moloka'i . Locking single faced Glass-Door shelving to house and keep valuable Hawaiian books secure and free from dust.
- 3) As of FY 07/08, the Lahaina Center does not need library equipment

b. **Book Trucks**

\$ 3,000

- 1) One book truck each for Lanai, Hana and West Maui. These MCC Centers do not have any book trucks. Book trucks are used to move books around the library and for the shelving of books.

IV. **ANALYSIS OF PROGRAM**

A. Assessment Method: In place are internal and external mechanisms to review library services and operations. Internal mechanisms include collection, reference and bibliographic instruction analysis studies. External mechanisms include online patron surveys, blog mail, the Comment Book, and liaisons with instructional divisions. Analysis of both type of mechanisms provide data for this program review.

1. **Surveys:** Surveys of students and faculty are the primary methodology in assessing satisfaction with library services. The library regularly surveys students every semester. Print surveys have been replaced with an online survey on the library home page. We encourage faculty and students to take advantage of these surveys to voice their opinions regarding library services.
2. **Library Comment Book:** Students can write anonymous comments and questions. The librarians always reply to the comments and questions in the comment book.
3. **Results:** As anticipated, student complaints were about the library hours and the age of the book collection. It was gratifying to also see appreciative comments about the library staff and services.

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

Students have made negative comments about the library hours, the lack of computers with word processing capabilities, the age of the print collection, the lack of group study rooms, and the cold temperature in the library.

A primary, constant complaint is that the library is too cold. In order to avoid mold and insect growth, and to keep sensitive machines operating properly, the library has to be kept at a cool temperature but not as cool as it has been. The library's air conditioning is old and may have mold and mildew in its ducts and the thermostats are not working properly. In May 2008, the library's air conditioning system will be replaced. The air conditioning renovation will be combined with new flooring and interior paint.

One consistent request from students on every survey was the expansion of library hours, including Sundays. FY 2006-2007, the library was open 65 hours per week (8:00 am – 8:00 pm Monday – Thursday; 8:00 am – 4:30 pm Friday & Saturday). Expansion of hours would mean going past 8:00 pm in the evenings and including Sundays. Without more staff, this is not possible.

4. The following comments are from the Library's webpage survey:

1.	Stop cutting back on everything. Students need assistance, not cut-backs.
2.	don't have enough of certain books
3.	very helpful staff. found what I needed!
4.	The faculty and staff here @ MCC is great, and very helpful w/helping me find what I need in my research. I wish there were more libraries with such an excellent staff.
5.	The library staff are very nice and helpful. I just hope that the hours of operation in the library will be longer.
6.	I have been very pleased with the assistance I receive from those who work at the library. Many mahalos!
7.	it's very difficult to focus when you're studying at home. there's just too many distractions. i cannot find any better place to study and complete my homeworks other than the library. please please please extend the hours!!! especially in the evening...
8.	Love it here! more evening hours!!!!!!
9.	I like your new website!

5. The following comments are a sample from the Library's Comments, Suggestions, Complaints book. All questions and comments were answered. We ordered more books on Japanese animation and Manga. We are working on getting more computers and will consider installing word on a few of the new ones. Hopefully, the new air conditioning system, carpet and paint will result in a "clean, fresh, smelling, library."

10/06	Everyone is very nice. I love reading the folktale selection you have. Please keep up the good work.
4/07	Whenever I come into the library I am greeted by a very friendly staff! I enjoy the environment what you have set up and absolutely love the DVD collection. Plus when I come here there are featured books that really spark my interest keep up the good work! PS I'm looking forward to the Poetry Slam Monday, April 16 th at 7:00p,.
5/07	I just wanted to say how helpful and kind all the librarians are, especially around this time of year with finals, the library is such a nice environment for study. D. Ryan
6/07	Have more books on Japanese animation and Manga
6/07	The smell in here is very moldy – like it would be nice to study in a clean, fresh, smelling library

5. **Statistics:** Library statistics are another method for assessing library usage. Statistics are kept on entrance/exits, circulation services, collection development, reference services, and library instruction. These statistics have been quoted throughout this program review. One statistic not given previously is our Gate Count. Our 3-M security machine automatically counts the number of patrons leaving the library from the main entrance only. Patrons exiting via the stairway to the ground floor are not counted by that 3-m machine because there is not a counter in that machine. The gate count measures foot traffic in the library. Library patrons often use the library for study, leisure reading, relaxation, to work on projects and to do research without ever contacting a librarian for reference or going to the circulation desk to borrow a book. In FY 06/07, for the months of July through June, the gate count meter registered a total of 44,195 patrons who had accessed the library.

V **RESPONSE TO LIBRARY COMPREHENSIVE PROGRAM REVIEW COMMITTEE RECOMMENDATIONS**

Unfortunately, in FY 05/06, the administration could not act upon any of the recommendations due to a budgetary shortfall and misunderstanding of a library position. In FY 2006/07, the Library Assistant IV (Evening and Saturdays) position was restored and the Library assistant IV (ABIT) was partially restored with the ABIT position cut from 40 hr. to 20 hrs.

1. **\$40,000 - Hire an APT library systems services position to ensure rapid response to the continuous changes in technology and communication:**
This position was approved for addition to the campus position priority list only to be confused with a similar position requested by Administrative Services. As a result, the library's position was eliminated from the priority list and was not restored. This position is important to the library because of the library's digitization and streaming media projects, the UH Voyager operating systems patches and upgrades, and unique library software on the technical services

computers and OPAC stations. The Computer Center does not assist in any of these functions.

2. \$15,000 - **Replace 3-M Checkpoint security system:** The cost of this book and materials security system has gone up. The price is now \$30,000. Repair parts are no longer manufactured for our current security system. The current system cannot provide security for audio-visual media and is not ADA accessible.
4. \$75,000 – **Add additional funds to Purchase books and materials:**
Due to a budget shortfall, the administration was unable to fund this additional book and materials request.
5. \$24,500 - **Purchase new computers:** The administration was unable to fund this computer request. The library will apply to the Technology committee for funds from the student technology fees.

VI FUTURE PLANNING:

A. The MCC Library will:

1. Seek to improve and increase accessibility, expand and develop methods of reaching out and widening its client base by:
 - a. Using cell phones, iPods, laptops and computers to take the library to the user via digital media, including, blogs and MySpace.com
 - b. Using these same resources to allow the user to access music, photos, pathfinders, tutorials, reference support and library information
2. Continue to replace appropriate print resources with full text electronic databases, where feasible.
3. Continue to explore creative marketing of programs, products and services via the internet, our library homepage and in the library
4. Expand electronic circulation services to Molokai, with the addition of a barcode scanner and Voyager software
5. Plan for the library's evacuation of the library building and arrange for the storage of books, materials and equipment in an air-conditioned facility on campus as of May 2008.
6. Plan for the relocation and provision of temporary library services during the library's renovation as of May 2008.