MAUI COMMUNITY COLLEGE
LIBRARY PROGRAM REVIEW

ANNUAL

FY 2005-2006

I.   OVERVIEW OF THE PROGRAM

A.   Mission and Vision of the Library

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

1.   Mission

The mission of the Maui Community College Library is to be a key partner in the learning process. The library will 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.

2.   Vision

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

B.   Goals for the Library

Goal 1   Collection

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

Objectives
- Review the library's collections for currency and accuracy

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

Goal 2   Access

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

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

Goal 3   Service

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

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

Goal 4   Information Literacy

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

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

Goal 5 Learning Environment

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

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

Goal 6 Partnerships

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

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

2005-2006 Updated Strategic Plan Action Strategies Priorities:

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

1. Outline of Library Services

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

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.

2. Library services include: collection and circulation of print, non-print materials and electronic media, including IntraSystem loan, for all MCC educational sites; electronic resources including UH Voyager (Online Public Access Catalog), connections to other libraries and databases with remote access for all MCC users; reference and research assistance (in person, email, mail, phone, and fax); library instruction; maintenance of college archives; library programs, displays and exhibitions

3. Public Services include Reference, Library Instruction and Circulation.

    a. Reference

    Reference assistance is a primary component of public services in the library. Informational and directional questions are answered in person, through email or over the phone. Reference assistance also involves teaching research strategies to the user in the answering of the reference question.

    3,479 reference questions were answered at the Information Desk.

2,356	MCC students
313	MCC faculty/staff
169	UH Manoa students
11	UH faculty/staff
630	Community members
65	Directional

    There was a significant decrease in overall reference questions answered in FY 2005/06, as compared to FY 2004/05. There was a decrease of 917 questions answered. The differential was most likely caused by the significant decrease of library hours (the library was open an estimated 20 hours per week less in FY 2004/05 than in the previous year).

    Additionally, as more and more students take Internet and cable classes, fewer students are physically on campus and, consequently, visit the library less for reference help. Although the total reference questions dropped, the library homepage hits increased, meaning more and more students visited the library online for information and materials.

    Because there was also a decrease in the number of library and information literacy classes offered in the library (due to the shorted hours and a new public services librarian), fewer students were required to visit the library and made aware of the reference help available to them.

    Lastly, there continues to be a steadily increasing amount of free information on the Web, which students are utilizing more and more for their coursework. The increase of information available on the Web, as well as the corresponding increase of students'

comfort and skills online can create the perception that students don't need a librarian's help for research, ultimately resulting in fewer reference questions asked in FY 2005/06.

b. Library & Information Literacy Instruction   Ellen Peterson

Library instruction ("bibliographic instruction" or "information literacy") is a function of Reference Services. 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.

In FY 2005/06, there were 78 library instruction classes with a total of 1,177 students:

MCC students	617
UH students	200
Other	360

In FY 2004/05, there were 84 library instruction classes with a total of 1,145 students. These figures reflect 7% fewer classes in FY 2005/06 than the previous year. The number of students taught stayed about the same.

In FY 2005/06 there was a new instruction librarian. As her first year teaching library and information literacy classes, she spent a lot of time developing an instruction curriculum, and less time marketing these classes. Many instructors did not know who the new instruction librarian was, nor were many sure if instruction sessions were still being offered in the library since the instruction librarian they all knew had left. This may be one cause for the slight drop in instruction.

Since the library was closed in the evening, no evening or night classes were offered in the library. The reduction of library hours would have had an effect on the number of classes taught the 2004/05 fiscal year.

c. Library Information: Exhibits and programs

Exhibits of books and other materials (such as photographs and electronic media) function to interpret the resources available in the library, to inspire discussion, debate, and critical thinking, and to promote leisure activities.

Faculty and student centered and created exhibits have been popular and are one form of collaborative sharing and learning. The library hosts from 3-6 book displays/exhibits a month.

1) Notable book displays/exhibits were:

9/05 - MCC Student art: ceramics, digital images and drawings, paintings and   mixed media works created by students of Mike Takemoto, Jennifer Owen and Margaret Phanes. Reception and student art display on two floors of the library.

9/05 – Celebrating First Amendment Freedoms – a book display for Banned Books Week in collaboration with the Maui County Public Libraries.

4/06 -   Maui Food Bank – Phi theta Kappa - The Library won the food drive prize of Borders gift certificates which were used to purchase books for the library. The theme of the display was a food pyramid, books on hunger and a number of visual displays that helped educate about Maui's homeless and hungry population.

2) Book Talks with local authors. In FY 05/06, we were able to take advantage of our library classroom to house these monthly programs. An average of 10-20 students, faculty/staff and community members attended each of these programs.

3) Library informational programs were provided for Rotary/ Kihei, Lions/Wailuku and AAUW – Maui Branch by the Head Librarian.

4) The Maui County Library Association, in cooperation with the MCC Library, presented:

- Patriot Act community workshop in the library classroom
- MySpace.com panel presentation in Ka Lama 103

d.   Circulation Services

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

In FY 2005/06, there was a total of 6,800 items circulated. This reflects a decrease of 329 items from the FY 2004/05 total of 7,129.

The decrease in circulation can be attributed to decreased operating hours. Users were unable to borrow books due to the library being closed. Because the library did not maintain regular hours, students may have gotten confused as to when the library was actually open. This situation will become rectified when the library has consistent, reliable, adequate staffing and can maintain its normal schedule of evening and Saturday hours.

Due to the erratic library hours, arrangements were made with the Media Center to house duplicate classroom video tapes in The Learning Center.

The Business Computer Lab and TLC re-arranged their schedules to provide student access evenings and Saturdays.

1)   Reserve Services

Reserve Services is a function of Circulation Services and provided by circulation staff. Restricted materials set aside for students that the classroom instructors wish to keep readily available for their classroom assignments, including textbooks.

Reserves are generally "library use only" although instructors can request 1-4 days of circulation for individual reserve items.

Reserves are shelved behind the Circulation Desk (Closed Reserves) or in the Reserve Room (Open Reserves).

In FY 2005/06, 1,155 reserve items were used by students.

2)   Library Hours

Circulation can only take place when the library is open. Due to circulation staff shortages, the library had erratic hours during FY 2005/06.

FY 2005/06 Library Hours:

- 07/01/05 -   08/11/05   10:00 am - 4:30 pm   Mon. - Thurs.
                                 8:00 am - 4:30 pm   Fri.

- 08/22/05 -   09/27/05   8:00 am - 4:30 pm   Tues. - Wed. & Fri.
                                 8:00 am - 6:00 pm   Mon. & Thurs.; closed Sat.

- 09/27/05 - 12/16/05   8:00 am - 4:30 pm   Mon. – Fri.; closed Sat.

- 12/16/05 - 12/18/05   9:00 am - 4:30 pm   Mon. - Thurs.
                                 9:00 am - noon;   Fri.; closed Sat.

- 12/19/05 - 12/20/05   8:00 am - noon   Mon. - Tues.

- 12/21/05 - 01/09/06   closed (winter break)

- 01/10/06 - 02/02/06   8:00 am - 4:30 pm   Mon. - Fri.; closed Sat.

- 02/03/06 - 02/13/06   9:00 am - 4:30 pm   Mon. - Thurs.
                                 9:00 am - Noon   Fri.; closed Sat.

- 02/13/06 - 04/29/06   8:00 am - 4:30 pm   Mon. - Fri.; closed Sat.

- 04/29/06 - 05/12/06   8:00 am - 6:00 pm   Mon. - Thurs.
                                 8:00 am - 4:30 pm   Fri.
                                 10:00 am - 3:00 pm   Sat.

- 05/11/06 - 07/31/06   10:00 am - 4:30 pm   Mon. - Fri.; closed Sat.

4.   Technical Services   Lisa Sepa

The area of library operations that include fiscal control of the library; organization and bibliographic control of the print and other collections; physical processing of all print and media; databases and electronic collection maintenance.

FY 2005/06:

5,052 volumes were added to the collection. These volumes were individually catalogued, linked and added to Hawaii Voyager.

628 volumes were withdrawn from the collection due to age and condition. These volumes were individually de-catalogued, de-linked and withdrawn from Hawaii voyager.

5.   Library Electronic Access

Technical Services, Public Services and Circulation Services are in charge of maintaining the library's electronic resources and access services.

a.   Library Server

Through a grant from RDP, the library was able to obtain a server. The Pharos print system, 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.

b.   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.

The following new links were added to 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

These linked projects are updated and maintained by the technical services and public services departments.

c.   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.

d.   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.

e.   Databases:

Online databases for journals, magazines and books are now considered standard reference resources along with print. All of the Library's databases can be accessed remotely at the distance education centers on Molokaʻi, Lānaʻi, Hāna, Kīhei, and West Maui, as well as on campus and in faculty, staff and students homes and offices.

	FY 2004/05	FY 2005/06	Difference
	# searches	# searches	+/- 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

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

Because of the inability of students, faculty & staff to access materials in the library, due to the erratic hours caused by staff shortages, many students turned to the library's databases for research, data, illustrations, photos and full text articles.

It is interesting to note that 30% of the searches take place after the library is closed.

The decrease in databases searches for Literature Resource Center could be attributed to the retirement of an English faculty member who gave class assignments requiring the use of the Literature Resource Center database.

f.   The library subscribes to the following full text databases:

1)   **ABI/INFORM Global** - leased for ABIT program
        Business, Finance, Economics: journals, company profiles & Wall Street Journal. Searches 1800 worldwide business periodicals for in-depth coverage of business and economic conditions, management techniques, theory, and practice of business, advertising, marketing, economics, human resources, finance, taxation, computers, and more. Expanded international coverage. Fast access to information on 60,000 + companies with business and executive profiles. Includes The Wall Street Journal.

2)   **CQ Researcher Online**
        Original, comprehensive reporting and analysis on issues in the news. Noted for its in-depth, unbiased coverage of health, social trends, criminal justice, international affairs, education, the environment, technology, and the economy. Reports are published weekly in print and online 44 times a year.

3)   **Hoover's Company Records** – leased for ABIT program
        Business, Economics, Finance: reference: Find up to date proprietary editorial content covering more than 40,000 public and non-public companies and 225,000 key executives. Hoover's widely recognized as a leading provider of corporate data, delivers in depth industry analyses, information on a company's location, summary financials, top competitors, top officers, and more.

4)   **Literature Resource Center**
        Finds up-to date biographical information, overviews, full-text literary criticism and reviews on 130,000 writers in all disciplines, from all time periods and from around the world.

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5) **NetLibrary (ebooks)**
Provides access to MCC Library's eContent collection. eContent is the full text digital version of books, journals, and database content.

6) **Science Direct**
Full-text collection covers authoritative titles from the core scientific literature. Coverage includes over 2000 journals with dynamic linking to journals from approximately 350 Scientific, Technical & Medical publishers to include online major reference works, handbooks and book series in all fields of science seamlessly interlinked with primary research referenced in journal articles.

g. The library subscribes to the following **EBSCO*host*** databases:

1) **Academic Search Premier**
Provides full text for nearly 4,650 serials, including full text for more than 3,600 peer-reviewed titles. Updated on a daily basis.

2) **Agricola**
Contains bibliographic records from the U.S. Department of Agriculture's National Agricultural Library. Includes more than 2.5 million citations comprised of journal articles, monographs, theses, patents, software, audiovisual materials, and technical reports related to agriculture.

3) **Alt HealthWatch**
Alternative health database provides in-depth full text coverage for 180 publications across the full spectrum of subject areas covered by complementary and alternative medicine.

4) **Business Source Premier**
A business research database, providing full text for more than 8,800 serials and 1,100 peer-reviewed business publications in all disciplines of business, including marketing, management, MIS, POM, accounting, finance and economics. Updated daily.

5) **CINAHL**
The authoritative resource for nursing and allied health professionals, students, educators and researchers. Provides indexing for 2,737 journals from the fields of nursing and allied health. Contains more than 1,000,000 records dating back to 1982.

6) **Clinical Pharmacology**
Provides access up-to-date, concise and clinically-relevant drug monographs for all U.S. prescription drugs, hard-to-find herbal and nutritional supplements, over-the-counter products and new and investigational drugs.

7) **Computer Source**
Provides researchers with the latest information and current trends in high technology. Offers full text for nearly 300 publications and indexing and abstracts for nearly 450 publications.

8) **EBSCO Animals**
Provides in-depth information on a variety of topics relating to animals.

Consists of indexing, abstracts, and full text records describing the nature and habitat of familiar animals.

9) **ERIC**
ERIC, the Educational Resource Information Center, contains more than 2,200 digests along with references for additional information and citations

10) **Fuente Academica**
Provides full text coverage for nearly 200 scholarly Spanish language journals. Content is provided in Spanish.

11) **Funk & Wagnalls New World Encyclopedia**
Provides over 25,000 encyclopedic entries covering a variety of subject   areas.

12) **Health Source - Consumer Edition**
Provides information on many health topics including the medical sciences, food sciences and nutrition, childcare, sports medicine and general health. Features searchable full text for nearly 150 journals. Updated daily.

13) **Health Source: Nursing/Academic Edition**
Provides nearly 550 scholarly full text journals focusing on many medical disciplines. Also features abstracts and indexing for nearly 850 journals. Updated daily.

14) **Legal Collection**
Contains full text for nearly 250 of the world's most respected, scholarly law journals. An authoritative source for information on current issues, studies, thoughts and trends of the legal world.

15) **MAS Ultra - School Edition**
Designed specifically for high school libraries, this database contains full text for more than 700 popular, high school magazines. Also provides more than 500 full text pamphlets, 350 full text reference books, 84,774 biographies, 100,554 primary source documents, and an Image Collection of 202,164 photos, maps and flags. Updated daily.

16) **MasterFILE Premier**
Multidisciplinary database provides full text for more than 1,700 general reference publications with full text information dating as far back as 1975. Covering virtually every subject area of general interest, also includes nearly 500 full text reference books, 84,774 biographies, 100,554 primary source documents, and an Image Collection of 202,164 photos, maps and flags. Updated daily.

17) **MedicLatina**
A Spanish language collection of medical research and investigative journals published by renowned Latin American medical publishers. This unique database provides access to full text for nearly 100 peer-reviewed medical journals.

18) **MEDLINE**
Provides authoritative medical information on medicine, nursing, dentistry, veterinary medicine, the health care system, pre-clinical sciences, and

Subject Headings) indexing with tree, tree hierarchy, subheadings and explosion capabilities to search citations from over 4,800 current biomedical journals.

19) **Middle Search Plus**
Provides full text for nearly 140 popular magazines for middle and jr. high school research. All full text articles included in the database are assigned a reading level indicator (Lexiles), and full text information dates as far back as 1990. *Middle Search Plus* also contains 84,774 biographies, 100,554 primary source documents, and an Image Collection of 202,164 photos, maps and flags. Updated daily.

20) **Military & Government Collection**
Designed to offer current news pertaining to all branches of the military and government, this database offers a thorough collection of periodicals, academic journals, and other content pertinent to the increasing needs of those sites. Provides full text for nearly 300 journals and periodicals and   indexing and abstracts for nearly 400 titles.

21) **Newspaper Source**
Provides selected full text for nearly 30 national (U.S.) and international newspapers. The database also contains full text television & radio news transcripts, and selected full text for more than 200 regional (U.S.) newspapers. Updated daily.

22) **Primary Search**
Provides full text for 70 popular, magazines for elementary school research. All full text articles included in the database are assigned a reading level indicator (Lexiles), and full text information dates as far back as 1990. Updated daily.

23) **Professional Development Collection**
Designed for professional educators, this database provides a highly specialized collection of nearly 550 high quality education journals, including more than 350 peer-reviewed titles. This database also contains more than 200 educational reports.

24) **Psychology and Behavioral Sciences Collection**
Provides 575 full text publications. Covers topics such as emotional and behavioral characteristics, psychiatry & psychology, mental processes, anthropology, and observational and experimental methods. Full text titles included in this database are indexed in *PsycINFO*. Updated daily.

25) **Regional Business News**
Provides comprehensive full text coverage for regional business publications. Incorporates coverage of 75 business journals, newspapers and newswires from all metropolitan and rural areas within the United States. Updated daily.

26) **Religion and Philosophy Collection**
Provides extensive coverage of such topics as world religions, major denominations, biblical studies, religious history, epistemology, political philosophy, philosophy of language, moral philosophy and the history of philosophy. Offers more than 300 full text journals. Updated daily.

27) **TOPICsearch**
Current events database allows researchers to explore social, political & economic issues, scientific discoveries and other popular topics discussed in today's classrooms. Contains full text for over 139,800 articles from more than 4,800 diverse sources.

28) **Vocational and Career Collection**
Provides full text coverage for more than 350 trade and industry-related periodicals.

29) **Library, Information Science & Technology Abstracts (Lista)**
Indexes 600 periodicals, books, research reports and proceedings. subject coverage includes librarianship, classification, cataloging, bibliometrics, online information retrieval, information management and more. Coverage in the database extends back as far as the mid-1960s.

30) **Teacher Reference Center**
Provides indexing and abstracts for 280 teacher and administrator trade journals to assist professional educators.

Links to these databases and indexes can be found on the Library homepage under: "**SEARCH OUR COLLECTION.**"

g.   Internet

Internet access is offered in the library as a standard electronic resource and can be accessed via the library's Internet work stations. Wireless access is available on all the floors of the library.

6.   Distance Education (DE) Library Services   Lillian Mangum

Lillian Mangum, University Center/MCC Distance Education (DE) Librarian is the primary provider of distance education library services for students, faculty, and staff at the MCC Education Centers in Molokai, Lanai, Hana, Kihei, and West Maui, and MCC's University Center, including the various modes of distance delivered courses such as interactive television, cable television, video streaming, and via the Web. All of the librarians provide distance education library services along with Lillian. She also provides reference services for the on-campus Kahului students when at the Reference/Information Desk.

Since 1988, the MCC Library has been providing distance library services to support instruction at all of our distance education sites. Services have been varied depending on site support, space and student enrollment. All sites have Internet access to Hawaiʻi Voyager and leased online databases for student and faculty research. Our database lease agreements allow for unlimited remote access by all our distance education centers and students. Students, faculty and staff have access to these data bases at the MCC Centers, their homes or offices. Reference services are provided, from the Kahului campus, by the DE Librarian and the MCC Library staff by telephone, email and fax.

The DE librarian visits the first UH Manoa Maui Outreach class session for the few traditional classes. She provides a brief overview of library services, distributes her brochures and an introductory/informational letter, along with the various library guides. The list of online courses increase every semester. Because the DE Librarian cannot visit all these classes or have

access to the class rosters, she emails introductory/informational letters and library guides to the former University Center counselor for West Oahu and Hilo and to the program assistant at UH-Manoa Maui Outreach.

Before the beginning of every semester the DE Librarian mails an introductory/informational letter, brochures, and library card application to students who may need library service support in Molokai, Lanai, and Hana. An informational letter is also distributed for upper division online students from Manoa, West Oahu and Hilo and contains specific instructions on accessing UH Hawaii Voyager and EBSCO from their originating UH system campus library. Print copies are also distributed to ITV class students. Reserve books are purchased, funding permitting, for some classes. One such class is Geography 326, taught in spring 2006. The instructor requested several books, which the library did not have, to be placed on reserve. Upper division Anthropology classes offered every semester frequently require additional reading and books placed on reserve. Instructors requesting videos from Manoa go through the DE Librarian.

Distance education library services are also provided for the MCC students at the centers. Completed library card applications are faxed to the DE Librarian from Molokai, Lanai, and Hana, who then mails the library card and an informational letter to the requesting student. Books borrowed from the MCC Library are sent via Priority mail to the MCC Education Centers and students are asked to return them to the centers.

The DE Librarian also coordinates the distribution of DE reserve items including videotapes, books, and periodical articles. For example, students enrolled in Anthropology 200, which require a book review, are sent a letter, the class syllabus, and a title list of ethnographic books located in the library. Extra sets are sent to the respective site coordinator for reserves.

As a service to the students, class videos for students who have incompletes are kept in the library and are not sent to the Media Center at the end of the semester.

Signs publicizing library services are posted on the walls of the site offices. DE Librarian onsite visits are coordinated with the center directors and with faculty needing onsite classroom instruction.

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

As an assistance to DE faculty, before the end of the semester the DE Librarian emails the MCC DE instructors, the UH-West Oahu ITV instructors, and UH-Manoa Maui Outreach advisor on pending incompletes taken by students. She also assists the Learning Center in emailing Web sites listing system wide proctors and an online fillable proctor form to all the distance education instructors

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

Distance education students are getting the best library services that can be provided within the constraints of budget and personnel. All of our distance education library sites need more help than we can currently give them with our existing budget and staffing.

a. Molokaʻi:

The Molokaʻi book collection is a growing collection. Molokaʻi's library holdings are entered into Hawaiʻi Voyager. Using Hawaiʻi Voyager, students can find the books that are in their own education center as well as books in other UH Libraries that are available through IntraSystem loan.

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

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

b. Lānaʻi and Hāna

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

c. Distance Education (DE) Librarian   Lillian Mangum

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

In addition, she staffs the Information Desk, provides bibliographic instruction and participates in collection development.

E. Ways in which program interacts with:

1. Community groups

The most visible relationship that the library has with the community is through the large number of community library users.

In FY 2005/2006, community users charged out 137 books and 458 community reference questions were answered either by phone or in person. The community also attends library programs/workshops and supports our book sales.

Library tours and instruction are undertaken as a form of community service. Maui teachers have brought their students into the library for tours of the facility as well as

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

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

Individual library staff members also interact with the community, while doing community service and joining community based organizations.

2.   Professional associations

The library maintains a membership in the Maui County Library Association (MCLA) to facilitate interaction between academic, schools, public and private libraries in Maui County. Individual librarians belong to the American Library Association (ALA), the American College and Research Libraries (ACRL), Hawaii Library Association (HLA), and Beta Phi Mu, library honor society.

3.   National Accreditation Bodies

The American Library Association and its umbrella organization, the College and Research Libraries Association, provide guidelines and standards for academic library services. MCC Librarians belong to the American Library Association (ALA) and to the College and Research Libraries (ACRL) section. .

4.   Campus/University Service

Head Librarian, Dorothy Tolliver, was elected chair of the Academic Support Committee, FY 2005-2006. The Academic Support Committee consists of the directors of the Media Center, Computer Center, The Learning Center, Library, counseling representatives, and the assistant dean of instruction.

As Head Librarian, Dorothy represented the library at the Division Chair, budget, space allocation, DDDS, educational management committees, accreditation and is an alternate Technology Support Committee member. She is also a member of the UH Library council.

Ellen Peterson, Public Services librarian, is a member of the UH System Libraries Information Literacy Committee, student newspaper advisor, literary journal advisor and Phi Theta Kappa advisor.

Technical Services Librarian, Lisa Sepa, is a member of the Academic Senate Executive Committee and serves as the web master for the Academic Senate's home page and surveys. Lisa is a member of the Technical Support Committee and is the Co-chair of the ad-hoc campus radio development committee.

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

All of the tenured librarians have served on selection, DPC, tenure and promotion committees as chairs and members of these committees. All of the librarians have attended the workshops provides by the campus and university.

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

a.   The MCC Library, along with other Hawaiʻi and UH libraries, has entered into cooperative agreements to share information and services and to save money on subscription prices of databases. The MCC Library belongs to the following consortiums: UH Library Council; Hawaiʻi Voyager; OCLC (Online Computer Library Center); BCR (Bibliographic Center for Research); Hawaiʻi Library Consortium (HLC); and the Hawaiʻi Medical Libraries Consortium

b.   The MCC Library has had a longstanding agreement with the Maui Memorial Medical Center Library ensuring full use of the facilities, including remote access to medical databases, for our allied health students and faculty

c.   The MCC Library has a history of cooperation with the Hawaii State Public Library System.

Through an agreement with the Kahului Public Library and the HSPLS, the MCC Library is a selective Federal Depository Library.

Library programs and displays have been jointly coordinated with the Kahului and Wailuku Public Libraries.

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

d.   The MCC Library belongs to the Maui County Library Association (MCLA). Workshops and programs have been presented at the MCC library in joint cooperation with the Association. Cooperative Inter-Library Loan (ILL) policies, between the libraries of the Association, are now in place.

e.   The Business Research Library (BRL), at the Maui Research and Technology Center, is considered to be the MCC Library's external services library. It is recognized as such by the libraries of the University of Hawaiʻi. The two libraries have worked very closely together to provide services to the UH/MCC faculty and students at the Center.

f.   The MCC Library served as host for the Hawaiʻi Book Publishers Association's Ka Pālapala Poʻokela Awards in 2005. The MCC Library, as a host library, kept the collection of books being judged and added them to its collections.

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 FY2005/06, 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 2005/06, 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)

Since there are no set Student Learner Outcomes for the Instruction Program of the MCC Library, the Public Services Librarian has continued to work with a faculty member to determine what is the most appropriate and achievable outcome for his/her 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 the Online Public Access Catalog. Conversations between the classroom faculty and librarian, will determine what areas the librarian is to emphasize including the databases in the library, searching the web, constructing citations, and basic paper construction for classroom instruction.

D.   Measuring Student Success Rate

In FY 05/06, the library continued to research and develop concrete ways of measuring outcomes in the classroom. Short surveys have been developed and there was experimentation with online surveys using Survey Monkey. These surveys were developed to ask students their opinion about the library instruction class and library use in general.

In FY 2005/06, the UH-LILO committee created rubrics based on the student responses to the prompts in LILO. These rubrics specify criteria by which students' work will be assessed, and for each item, enumerate performance standards across a range of levels of competency, thereby

enabling instructors to measure students against a set standard rather than relative to other students' performance.

For a complete set of LILO rubrics, see:
http://www2.hawaii.edu/~nahl/studentpapers/665lilo.html

E.   Student Achievement

Two informal methods of measuring student achievement continued to be utilized in FY 2005/06:

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.

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

1.   Budget

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. We have been grateful that organizations and individuals have donated funds and books to add to our

collection. Fundraising activities such as book sales in the library, on amazon.com and the Celebration Card Fund have enabled us to add to the book and media collections. A library's collection cannot remain static if it is to be of use to future generations of students.

2.   Policies

Decision making from a system perspective has become a guiding principle in the ongoing development of library service policies. The Hawaiʻi Voyager, Circulation, IntraSystem Loan, and Information Literacy committees report to the UH Library Council. The final decisions of these policies rests in the UH Library Council

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.

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

The library is represented on the Ed Management Team, Strategic Plan, Action Strategy A.

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

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

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.

This is not applicable to this program however, informally, the Head Librarian has explained the Hawaiʻi State Public Library's hiring procedures regarding their applicant list to perspective

student employees. She has also notified students of vacant librarian positions in the state of Hawai'i.

Library Science graduates of the UH Library and Information Science Masters program at the MCC University Center have been hired at the Kahului and Wailuku Public Libraries and at the Kamahama School Libraries.

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

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

              a.   MCC Library's Information Literacy Mission Statement

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

              b.   The Learning Information Literacy Online (LILO) Website, is designed for UH college-level research writing courses. LILO is used by instructional faculty and instructional librarians as well as 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 (Classified)

1.   Classified Circulation staffing for FY 2005/06:

- 7/1/05   3 Circulation classified staff + 1 ABIT Lib. Asst.

- 7/15/05   2 Circulation classified staff + 1 ABIT Lib. Asst.
  (Temporary Library Assistant IV, evenings &
  Saturdays - resigned – position frozen)

- 9/27/05   2 Circulation classified staff
  (Temp. ABIT Library Assistant IV – position ended
  due to lack of funding)

- 12/06/05   Temporary Library Assistant IV (Evening &
  Saturday) position was abolished.

- 12/16/05   1 Circulation classified staff
  (Library Assistant IV, Circulation, resigned)

- 12/28/05   2 Circulation classified staff
  (Emergency Hire, Library Assistant IV- funds
  released)

- 1/31/06   1 Circulation classified staff
  (Emergency Hire, Library Assistant IV resigned and
  position frozen)

- 2/13/06   2 Circulation classified staff
  (Emergency Hire, Library Assistant IV- funds
  released).

- 4/29/06 – 5/11/06   Overtime allowed for Lib. Tech V and Lib. Asst. IV

2.   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.

Because of the testing process and the paperwork involved in filling these positions, it
is advisable to fill vacant positions as quickly as possible to avoid delays in services.
When vacant, it is not easy to fill these positions as there is a scarcity of qualified
applicants in Maui County and the State of Hawaii. Public libraries and the University
of Hawaii libraries draw upon the same applicant pool.

3.   Our classified staffing has been in flux this year due to staff resignations, the
subsequent freezing of their positions and list/paperwork delays in hiring.

4.　　Because the library staffing was in a constant state of flux due to the administrative decision that library positions were not critical to the campus and so did not have priority in filling when vacant, the Head Liberian asked the Academic Senate and the Student Government to support our library positions as campus priority positions. The library staff drafted a "Don't Mess with the Library" resolution which overwhelmingly was supported by the Academic Senate and the Students Government.

5.　　New classified staff positions needed:

a　　Restoration of the eliminated temporary Library Assistant IV (Evening & Saturday). This position needs to be made permanent.

b.　　APT: Educational Specialist to assist Technical Services and Circulation services.

c.　　Restoration of the ABIT Library Assistant IV as a 40 hour G-funded position.

d.　　Clerk-typist to provide clerical support. The Library and TLC are the only units on campus without clerical support.

E.　　Facilities

1.　　The library multipurpose classroom

Spring 2005, the library multipurpose classroom was opened. Over the winter break, library staff cleaned and painted the room, installed locks and security alarms. Classroom furniture was purchased through the library's foundation account. The classroom has proven to be an ideal setup to provide uninterrupted and focused instruction.

The library multipurpose classroom is also used for library and college programs, workshops and meetings and is available for instructional classroom use for classes doing research in the library. Students are taking advantage of the classroom by scheduling it for study groups. The classroom is on the campus scheduler.

2　　Storage

Due to the Cafeteria and Student Center building renovation, the library was asked to house food services' tables, chairs, bakers racks and other kitchen equipment in addition to administration office furniture including chairs, filing cabinets, desks and other items. These were housed in the book depository, the AV room shared by the Media Center and the atrium. Unfortunately, storage in the atrium meant the loss of the community art gallery space.

3.　　Structural Building Problems

7/05/06 – Student complaint to the Head Librarian's blog site:
　　"When is the outside of the library going to be fixed? The inside is nice, but the outside is ugly, and looks like it is going to fall down especially the stairs and the broken window in the front. We students deserve better."

a.　　Entrance/Exit Doors – main floor

6/05 the glass in the main entrance door cracked due to improper alignment of the supporting aluminum frame. Because of the possibility of further cracking, the door was locked and the Exit door became the main entrance and exit door.

8/05 the glass in the main entrance door shattered. Duct tape was used to hold the glass together. The door continued to remain locked causing the students to enter/exit through the exit door.

As of 7/06 the door was still not repaired. Robert and David assured the staff that bids are out and that the door will be repaired in FY 06/07.

b. Library Steps

05/05 two front library steps showed signs of crumbling. To prevent students from using the steps, O&M put up a barrier along with yellow construction tape warning that repairs are in progress.

11/05 the cement on the two front library steps continued to crumble and were showing rebar. O&M remove the yellow construction tape and painted the crumbling edges of the steps red. The barrier was put back into place by the steps.

As of 7/06 the steps have not been repaired. David and Robert assured the staff that bids are out and the steps will be repaired in FY 06/07.

c. Outside Lower Level Doors

The bottom half of the perimeter doors outside of the library classroom, archives and depository appear to be shredding.

The Head Librarian requests that the shredded doors either be replaced or that the shredded bottom half be reinforced with a wood or metal panel.

As of 7/06 the doors are still shredding.

d. Leaky Roof

When it rains, the roof leaks. The leaks are over the GN & PR and Hawaiian stacks, around the Atrium and by the map cases on the upper floor of the library.

Because of the constant leaks over the Hawaiian collection, the book stacks under the leaks were moved so that the rainwater would fall on the carpeting or strategically placed wastepaper baskets instead of on the books. The Map Cases were moved downstairs to the main floor to prevent further damage to the metal cases. Plastic tarps were purchased to cover the book stacks when it rains.

The carpeting cannot be protected. As a result, when it rains the carpet gets soaked and absorbs water. The carpet is showing this water damage and it

smells moldy. The mold in the carpet is probably feeding the mold bloom on the books. There are student complaints about the "smelly" carpets.

The ceiling tiles are water spotted and unless replaced will grow mold.

O&M attempted to repair the roof and the drainage but were not successful.

e.   Exterior Walls - Cracks in Library Fascia

There are visible cracks in the outside building fascia. The fascia on the upper level has pieces missing from the façade. Occasionally, falling plaster can be found on the ground. This is a health and safety concern as a falling chunk of plaster may hit a person.

Funds were appropriated and repairs were planned for the summer of 05/06 but the funds had to be used elsewhere on campus. the project has been put on hold. As of 7/06 repairs were not made.

f.   Interior/Exterior Walls

The library building needs to be painted inside and out. The interior walls are showing usage. The walls were last painted in 1988 when the library building was renovated.

Exterior painting of the walls was planned, along with the structural repair, but the project has been put on hold.

g.   Electrical Outlets

Additional electrical outlets are needed for students using their laptops in the library.

h.   5/06 - AFSCME Environmental Building Audit/Air Quality Inspection

At the request of its HGEA members, the union commissioned C. Denise Bland-Bowles, CET, industrial hygienist with the Department of Research and Collective Bargaining Services based in Washington, D. C. to conduct an inspection of the Maui Community College Library's air quality.

Staff members reported having difficulty in breathing along with allergy induced illness due to mold growth in the library.

The report noted:

"During my investigation there were numerous problems identified that can be attributed to water intrusion and poor environmental air quality as well as violations of the Occupational safety and Health Administration /standards for general Industry."

1)   "The roof in the building is leaking, which is allowing water intrusion and has left visible signs of moisture damage on the carpet, walls, ceiling tiles and sky light throughout the building. When excessive moisture occurs, in a building or on building

materials, mold growth will occur if the moisture problems are not corrected. It's important to note that moisture growth anywhere in he building that has supported biological growth in the past may also support growth in the future.

To remediate these problems the roof leaks need to be repaired and the water damaged ceiling tiles and carpeting need to be removed and replaced."

2) "The heating, ventilation and air conditioning system (HVAC) supply diffuser and return air grilles need to be cleaned and sanitized. The installation of a de-humidifier on the HVAC system will help reduce the high levels of humidity found throughout the building. After this work has been completed the HVAC system will need to be balanced to restore the system to proper building specifications."

3) "The supply diffusers throughout the library need to be removed and cleaned. This will eliminate the dust and black particulate that falls from the ceiling."

4) "The cracks in the floor in the storage area need to be repaired to eliminate slip, trip and fall hazards."

5) "The entrance steps to the front of the library need to be repaired."

The report was given to the Director of Administrative Services who then sent a copy to the UH air quality expert at Manoa.

Alton Watanabe, HGEA Maui Division Chief, requested that we keep him informed as to remediation as a result of this report. He commented that the union stood behind the report and would do whatever was necessary to assist the library.

IV.   ANALYSIS OF PROGRAM

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

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

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

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

Because the books sales required staff time in sorting, pricing, selling and packing, it was decided to suspend the books sales until such time as staffing is available for this project.

A new source of funding is the selling of gift books on amazon.com with the revenue being deposited into our UH Foundation account. Our library volunteer, Phyllis Kober, former owner of Paperbacks Plus, is experienced with books and book selling over the internet. She does the sorting, listing, selling, packaging and mailing. Her expenses are built into the sell price. In FY 05/06, $3,822 was realized from these sales. Other UH libraries have requested information about the procedures for selling gift books on amazon.com and are considering utilizing this means of fund raising.

Celebration card revenue is up and will be pushed more aggressively in FY 06/07.

In FY 2005/06:

- $31,960 - 895 gift volumes @ a value of $31,960 were added to the collection.
- $ 6,169 was collected from fines and fees
- $ 3,822 was collected from amazon.com book sales.
- $ 1,433 was collected though donations to the Foundation and book sales.
- $ 410 was collected from the sale of community cards.
- $ 360 was collected from the sale of Celebration cards.
- $ 1,107 - 31 volumes were purchased with $1,107 of donated funds to the UH foundation and added to the collection.

C.   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 complaint/complement book, and liaisons with instructional divisions. Analysis of both type of mechanisms provide data for this program review.

1. Surveys

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

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

    a. Student/Faculty/Staff/Community Comments

        As anticipated, student complaints were about the library hours and book collection. It was gratifying to also see appreciative comments about the library staff and services.

        1)   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.

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

    Reductions in funding and staffing have resulted in and perpetuated many of these of these problems.

3) The library is too cold for many students.

    A primary, constant complaint is that the library is too cold. Unfortunately, the library has to be kept cold in order to avoid mold and insect growth and to keep sensitive machines operating properly. The library is working with administrative services to fix the system.

4) Requests for group study rooms.

    Group study rooms are not possible without remodeling the building, however, by moving furniture, we have been able to set up open group study areas in various locations in the library; we also allow students to do group study in the Conference Room, Open Reserve Room, and Library Classroom.

5) Library Hours

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

    Before the loss of the evening and Saturday Library Assistant IV position, the Library Assistant IV position and the ABIT library assistant position, the library was open 65 hours per week.

    Unfortunately, due to a freeze on hiring, we were unable to replace classified staff positions when the incumbents resigned. With the loss of these critical positions the library had to reduce hours. The library staff looked at reference, gate and circulation statistics to determine which evenings and days had the least usage. The library hours changed in regard to the status of circulation classified staff available.

    The library is open during the Thanksgiving and Spring breaks to extend services to students. Summer hours have also been increased in response to this need.

6) Print Collection

    While students on the whole are satisfied with the book collection, there are still requests for additions to existing subject areas and for newer books.

7) 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. And I hope in the near future that they would extend their hours on Saturdays.
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.	need later hours, Saturdays
8.	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...
9.	The current hours do not accommodate people attending night classes. need to be open later/more hours
10.	Love it here! evenings sat would be good more evening hours!!!!!!
11.	I like your new website!

8) The following comments are from the Library's Comments, Suggestions, Complaints book. All questions and comments were answered and we bought the left handed scissors.

8/05 -	I have absolutely nothing to complain about. The staff is so helpful and remarkable. This is college. The real world, I think people should get used to the fact that not everything is going to be perfect. As an adult, you make things happen. Mommy and daddy aren't there anymore to make sure you bring a jacket to school or put change in your pocket for copies or call your teacher and ask for a bigger desk. Welcome to the real world and appreciate what we have. We aren't in Bosnia, Be Happy.
11/05	I agree wholeheartedly! Thank you.
1/06	No "Word"!!! Why!!
2/06	Open more hours now
2/06	Please buy left handed scissors
8/06	Clean the carpets or something – smells bad in here!

9) The Spring 2006 Accreditation Faculty Survey showed that:
        48.5% of the faculty thought that library resources were sufficient
        34.7% of the faculty thought that library resources were not sufficient
         9.2% of the faculty didn't have an opinion

Those faculty answering favorably may be relating to their experiences in working closely with librarians, in their subject areas, for collection development and reserves.

2.   Statistics

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

a.   Gate Count

The library's front entrance door was locked for most of the academic year due to broken glass in the door. The exit door had to be used for both entrances and exits. Gate counts are taken at the exit door. For FY 05/06, these counts can not be considered reliable indicators of single traffic in the library.

b.   FY 2005/06   Print and Media Collection Count (includes gifts)

Collection	Amount	Added	Removed
Books	59,489 volumes	+ 5,052 volumes	
Periodicals	293 titles		-05 titles
Compact discs	968 titles	+454 titles	
DVDs	218 titles	+170 titles	
Videotape	1,220 videos	+102 videos	
Microfilm	8,374 reels		-274 reels

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

Due to the addition of full text databases, print and microfilm titles were cancelled for those periodical titles available in full text electronic format.

IntraSystem Loan statistics indicated an increase in the amount of audiovisual materials being borrowed in FY 2004/05. A decision was made to focus on the audiovisual materials (Videos, music/spoken word compact discs and DVDs) for collection building in FY 2005/06 and FY 2006/2007.

c.   Circulation – In FY 2005/06 there was a decrease in circulation of 1,254 items charged out in UH Voyager.

FY 2005/06:   5,865 items were charged out in UH voyager.

MCC students	4,126
Faculty	959
UH System students	553
Community members	137
Library	90

The decrease in circulation can be attributed to the decrease in library hours. Patrons had less opportunity to borrow books and materials.

d.   IntraSystem Loan Services (ISL)

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 2005/06, there were 615 items lent and returned through ISL. This reflects a decrease of 51 items from FY 2004/05.

The decrease can be attributed to decreased operating hours. Along with the other UH CC Libraries, the MCC Library does mediated ISL loans which require patron interaction with a librarian before the loan can be processed.

The decrease can also be attributed to the increased usage of the full text periodical databases which can be accessed remotely. Patrons, having success using these databases, do not have to rely on IntraSystem loan for their articles.

2)   In FY 2005/06 UH System libraries borrowed 503 books and 67 audio visual materials from the MCC Library. This reflects an increase of 211 items borrowed from the MCC Library by the UH system libraries with the largest amount of books and materials being borrowed by UH Manoa.

Materials	Borrowing library
421	UH Manoa
84	UH Hilo
10	Honolulu CC
11	Kapiolani CC
07	Kauai CC
08	Leeward CC
03	Windward CC
26	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.

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

Unfortunately, in FY 05/06, the administration did not act upon any of the recommendations due to a budgetary shortfall and misunderstanding of a library position.

Recommendations in priority order, with FY 04/05 pricing, as it appeared in the committee's response:

1. $48,080 - Restore two classified staff positions
        Library Assistant IV (Evening and Saturdays)
        Library assistant IV (ABIT)

The administration was unable to restore these positions. They are slated to be restored in FY 2006/2007. As a result, the library had to curtail hours and services.

2. $40,000 - Hire an APT library systems services position to ensure rapid response to the continuous changes in technology and communication,

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.

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.

3. $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 - Purchase books and materials

The administration was unable to fund this additional book and materials request.

5. $24,500 - Purchase computers

The administration was unable to fund this computer request.

VI   FUTURE PLANNING/LIBRARY NEEDS/BUDGET

A.   The library needs to address continuing shortages in staff, equipment, books, and supplies.

1. The shortage in staff, due to freezing and eliminating of positions, caused a reduction in library hours and days. Students and faculty complained that they no longer had adequate access to the library. Constantly losing and restoring staff positions and the subsequent changes in library hours is demoralizing for the staff and the library community. It also makes it very difficult to coordinate open hours with the TLC and the Ka Lama Business Lab.

We requested restoration of the lost positions in the last program review. The reviewing committee agreed with us and made the same recommendations. Unfortunately, the administration, despite great faculty and student support, felt that replacement of the library positions was not critical for the campus and funding was allocated elsewhere. As a result, library hours were in flux and dependent on the varied library staffing allowed. With a reduction from a staff of 9 to 5, the library's hours went from a high of 65 hours to a low of 38 hours a week.

Without adequate staff, the library cannot expand hours to enable students to access books and materials. Remote access to periodical articles and books though our full text databases and eBooks can be provided for students who cannot access the library during its hours of operation. However, the ability to access library resources after hours is only available for those who have access to the Internet outside of campus. The "digital divide" is very prevalent in Hawai'i, and it is unfortunate that by opening our doors for fewer hours the gap grows between the *haves* and the *have-nots*. The

latest CCSSE report indicated that 67% of students used computers for assignments. In the same survey, 62% used the campus computer labs for their assignments. More research needs to be done as to how many of our students actually have access to a computer at home or in their place of work.

In order to provide access to classroom tapes when the library was closed, The Learning Center and the Media Center agreed to place classroom videotapes in the Learning Center for student access.

To provide places of student and internet access for students, both The Learning Center and the Ka Lama Computing Center agreed to coordinate hours of operation with the library.

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

2. Library Support Staff

    a. Library Assistant IV, Evening /Saturday   Salary: $24,000
        Restore and change Temporary position to a permanent position

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

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

        In FY 04/05 and FY 05/06, a request was 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 by the FY 04/05 Comprehensive Program Review Committee.

    b. ABIT Library Assistant IV   Salary: $24,000

        This position supports the ABIT program in Technical Services and Circulation. In FY 2004/2005 and FY 2005/2006, the position was funded with RDP funds. In FY 2007/2008, these funds will be withdrawn with the understanding that the salary will be picked up by G funds.

        This position is the one position on the library staff that directly supports the ABIT program.

        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

d.   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 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 due to a lack of staffing. This position will fulfill that need by having a permanent librarian who is able to coordinate all library instructional programs both within the library and with instructional faculty.

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.

f.   ABIT Librarian   Salary $44,000

As we move towards a four year degree granting institution, it will be necessary to upgrade library staffing. ABIT students need the services of a research librarian who will be able to handle their upper level assignments, research projects and reference needs both in the library and online. This librarian would work with the ABIT faculty for collection development and class instruction. The ABIT librarian would be available evenings and Saturdays for library services.

The ABIT Library Assistant IV would work closely with the ABIT Librarian.

This was a designated position in the original ABIT staffing plan and budget.

3. Library Facility and Equipment Needs

a.   Building Needs   cost to be determined by bid

Repair of the building facade, roof, air conditioning, flooring and an electrical upgrade are our most pressing needs.

The Director of Administrative Services has told us that the library's air conditioning system has to be replaced. The carpeting, which houses mold and mildew, and cannot be kept clean, must also be replaced. The AFSCME environmental building audit/air quality inspection recommended the replacement of the HVAC and carpeting as a remediation of the violations of the OSHA standards and for health and safety.

Because the library would have to close for air conditioning and floor installation, it is advisable to do this together. The electrical upgrade and repair of the building facade are less disruptive and could be done separately at a later date. Although, doing it all at once, in one package, is very desirable as it would cause less disruption of the library's services to the students and faculty.

The air conditioning system is scheduled for upgrade in FY 06/07. An attempt will be made to delay this project, so that it can be combined with replacement of carpeting by resilient flooring in order to minimize disruption of library services for faculty, staff and students, to FY 07/08.

b.   3-M Checkpoint Security System – Replacement and 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 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

c.   Handicapped Access to the Library – CIP funds

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

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

2)   Handicapped Ramp - Widen the handicapped ramp leading to the main entrance of the library. The current ramp is too narrow for standard wheelchairs.

3)   Handicapped restrooms – Upper Library floor

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

d.   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.

e. Computers + Smart Board $24,500

In the last 5 years, the library public access Internet workstations have increased from 4 stations to 12 stations by recycling office computers. Additional new Internet and fully loaded PCs are requested for student use. These new PCs will have word processing capability. Students have consistently requested word processing be available in the library.

The Smart Board will be housed in the library classroom and will be used for library instruction including LILO.

This equipment was recommended for purchase by the FY 04/05 Comprehensive Program Review Committee.

f. 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 Molokaʻi . Locking single faced Glass-Door shelving to house and keep valuable Hawaiian books secure and free from dust.

3) Two book cases for the MCC West Maui Education Center. Bookcases are needed to house library books. West Maui currently has no bookcases.

g. Book Trucks $15,000

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

2) Five double-sided book-trucks, sloping shelves to replace aged and malfunctioning book trucks

3) One book truck each for Lanai, Hana and West Maui. These MCC Centers do not have any book trucks.

4. Books and Materials $75,000

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

There is no doubt that these donations have contributed immensely in the updating of the collection and there does seem to be some correlation in the increase in circulation in some

subject areas. However, it should be emphasized at this point, that the growth of a collection is not desirable solely through the goodwill of donors.

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

Books and materials purchases were recommended by the FY 04/05 Comprehensive Program Review Committee.

a.   Request for G-funding for books, media & materials

    .   1)   MCC Kahului campus $60,000.

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

        2)   MCC distance education centers

                Molokaʻi $ 5,000

                Lānaʻi $ 2,500

                Hāna $ 2,500

                West Maui $10,000

                The new West Maui Center requires a core (start-up) library of books and materials in order to provide library print and materials services for these distance education students.

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

                To fill the gap in our 1961-1973 microfilm holdings. These years are not available on full text databases and are not available in Maui. The Kahului Public Library's microfilm film reels deteriorated and oxidized when their air-conditioning failed.

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

c.   Online Databases

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

                The library will continue to acquire full text databases through consortia purchases, and in consultation with faculty. Prices range from $2,500 to $15,000 for remote access leasing.

d.   ABIT

The MCC Library is a community college library housing a community college collection of books and materials that cannot support the research needs of upper level bachelor programs. Funding is crucial to providing library support for this program. Funds for library purchases of books, materials, media and equipment have not been released to the library. As a result, the print collection does not serve the ABIT students and their requirement for learning resources.

The ABIT program funds two full text business databases, ABI Inform Global and Hoovers Company Records.

Lexis Nexis was funded by the ABIT program. Because of initial low user statistics, the ABIT Program coordinator requested that the Lexis Nexis database be cancelled. Generally, the librarians have found that it takes time to build database usage.

In FY 05/06, the ABIT program funded one 40 hr. Library Assistant until 9/27/05. The position is scheduled to be reestablished in FY 06/07 as a 20 hr. position. ABIT funding needs to be increased to include a 40 hr. Library Assistant IV instead of the 20 hr position now provided. A 40 hr. Library Assistant IV was projected for the library in the original ABIT proposal and budget.

B.   Goals –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 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.   Continue to develop library exhibits, programs and workshops in coordination with faculty, staff, student groups and community groups

5.   Continue to develop closer relationships with student groups and become involved in student campus activities

6.   Pay for a subscription to Survey Monkey so that there can be increased survey flexibility with the ability to target focus groups

7.   Expand electronic circulation services to Molokai, with the addition of a barcode scanner and Voyager software

8.   Provide electronic reserve service so that students can access reserves online