Library’s mission
The Library supports the mission of Honolulu Community College by assisting students, faculty and staff in obtaining and using information resources effectively to enable and promote student learning.

Goals
1. Provide a physical space for resources and equipment.
2. Provide information resources and equipment that support the curriculum.
3. Provide a qualified staff to assist patrons.
4. Provide an environment conducive to research and studying.

Service Outcomes
1. Hours of the library meet the needs of the students.
2. The library is a clean environment with study areas and equipment.
3. Library resources meet the needs of the students, faculty, and staff.
4. Qualified, friendly and helpful staff readily assists students with their library information needs.
5. Library instruction classes teach students how to use library resources.

Part 1. Quantitative Indicators for Program Review

Library Data*

Demand
1. Gate count per student and faculty FTE
   Gate count: 107,191 / FTE 2727 = 39.31

2. Number of informational and reference questions per student and faculty FTE
   Number of questions: 5,182 / FTE 2727 = 1.90

3. Number of students attending presentation sessions per student FTE
   Number of students: 1,665 / FTE 2573 = .65

4. Number of circulations, electronic books, used, full-text journal articles downloaded per student and faculty FTE
   Number of circulations: 84,465 / FTE 2727 = 30.97

5. Number of web accessible computers per student FTE
Number of computers: 17 / FTE 2727 = .006

Efficiency
6. Number of informational and reference questions answered per FTE librarian
   Number of questions answered: 5,182 / FTE 5 = 1036

7. Number of book volumes per student FTE
   Number of volumes: 124120 / FTE 2573 = 48.24

8. Total materials expenditure per student FTE
   Materials expenditure: 51,574 / FTE 2573 = 20.04

9. Total library expenditures per student and faculty FTE
   Total library expenditures: 847,813 / FTE 2727 = 310.90

Effectiveness
10. Common Student Learning Outcome: The student will evaluate information and its sources critically.
    The library has no data for this SLO

11. Satisfaction Measurements using common survey questions
    The library did not conduct a survey this fiscal year. Library survey scheduled for Spring 2011 will include the common survey questions agreed upon by the community college libraries.

Part 11. Analysis of the Unit
Strengths
The library provides full service during library hours. Reference services are available and students are able to borrow materials, access reserve reading, use computers for research and coursework, read magazines and have a place for quiet study.

The library subscribes to several databases, including EbscoHost, Infotrac, SIRS, ebrary, Literary Reference Center, and Science Direct. Students have access to full-text articles, reference sources and electronic books, not only within the library, but 24/7 remote access as well. This remote access provides a wealth of information and resources to campus students as well as distance education students.

Library instruction classes are provided upon request by the faculty. The librarians work with the faculty to design a session for the particular class. Information covered may include how to search for resources in the library's online catalog, electronic databases and the Internet. The sessions are held in the area of the student computers, utilizing 19 computers during the class sessions. There are 6 computers that are available for students not in the class. Librarians have increased the number of class presentations from 92 sessions in FY2009 to 109 sessions in FY2010. The instructional librarians are working on assessment tools for their classes. Also, they are investigating software programs to help manage the student computers during the instructional sessions.
The library has 17 computers for students to do research, write papers, and access to MyUH, Laulima and the Internet.

The library has its own wireless network for students to access library resources and the internet from their personal laptops. Librarians assist the students in setting up the wireless connections. Students are able to have access on the two floors of the library.

In summer 2009, the library's 35 year-old carpet and tile were replaced. During this project the library staff was temporarily relocated to the student lounge in Building 2.

**Weakness**
Library's book collection needs to be updated. Library users have commented on the lack of current materials.
The arrangement and furniture of the student computers are not ideal for library instruction. We have used available furniture, which are former large reference tables. During the re-flooring project, many of the book shelves were damaged by the contractor. The tools they used to move the shelves with the books crushed the shelves.

**Part III. Action Plan**
Develop an assessment tool for library instruction.
Conduct a library survey in spring 2011.
Purchase new furniture for the student computers.
Purchase a classroom management system for the student computers for library instruction.
Replace damaged book shelves.
Update the library's collection.

**Part IV. Resource Implications (physical, human, financial)**
The library's special fund account will be used to purchase new tables for the student computers.
The library is working with the contractor of the flooring project to replace the damaged library shelves.

In addition to the library's operating budget, the library is seeking $20,500 for the following:

- 5 computers (replace staff computers) - $7500
- 2 printers (replace printers) - $1000
- 25 chairs for the student computers (new ergonomic chairs) - $5,000
- Shelving for the expanding Hawaii Pacific collection - $5,000
- Collection development - $2,000
*Supporting Data
The following data shows the increase in library services from FY 2009 to FY 2010:

Presentation sessions:
FY2009  92
FY2010  109

Number of participants
FY2009  1,351
FY2010  1,665

Number of reference questions answered
FY2009  3,944
FY2010  5,182

Total circulation
FY2009  19,596
FY2010  26,374

Number of intrasystem loans
FY2009  241
FY2010  389

Library volumes
FY2009  61,802
FY2010  62,253