Kaua`i Community College
Annual Program Review Update (APRU) for

Library

Program or Unit Mission Statement

The library provides an intellectually stimulating environment for the college community by providing a variety of resources and services that promote development of critical thinking and information literacy skills.

Part I. Program Description

Date of Last Comprehensive Review	November 13, 2017
Date Website Last Reviewed/Updated	October 31, 2018
Target Student Population	All students enrolled at KCC and the University Center
External Factor(s) that Affected the Program or Unit	1:Closure of main library building from Aug. 2015 to Jan. 2017 2:Unfilled Instructional Librarian position from July 1, 2017 to April 15, 2018 3:Technical Services Librarian on sick leave from Oct. 23, 2017 to Oct. 21, 2018 4:Head Librarian on family leave from Oct. 23, 2017 to March 18, 2018

Part II. Quantitative Indicators

Student and Faculty Information		2015-2016	2016-2017	2017-2018	
1	Annual Unduplicated Student Headcount	1,683	1,724	1,752	
2	Annual FTE Faculty	73	65	68	
2a	Annual FTE Staff	91	97	97	
3	Annual FTE Student	708	686	675	

Demand Indicators		2015-2016	2016-2017	2017-2018	Demand Health Call
4	Number of students attending presentation sessions per student FTE	0.7	0.7	0.7	**HEALTHY**
5	Number of circulations, electronic books used, full-text journal articles downloaded per student and faculty FTE	16	23	33	
6	Number of hits on library homepage per student/faculty FTE	33	34	36	

Efficiency Indicators		2015-2016	2016-2017	2017-2018	Efficiency Health Call
7	Number of reference questions answered per FTE librarian	364	424	510	**HEALTHY**
8	Number of book volumes per student FTE	275	318	380	
9	Total Materials expenditures per student FTE	$111	$113	$63	
10	Total library expenditures per student and faculty FTE	$524	$567	$539	

Effectiveness Indicators		2015-2016	2016-2017	2017-2018	Effectiveness Health Call
11-1	Program Student Learning Outcome: Students will be able to access needed information	75%	87%	72%	**HEALTHY**
11-2	Common Program Student Learning Outcome: Students will evaluate information and its sources critically	74%	76%	70%	
11-3	Program Student Learning Outcome: Students will be able to acknowledge sources	96%	93%	91%	
12-1	I usually find enough books to meet my course needs	96%	100%	96%	
12-2	I get enough articles from the library databases to meet my class needs	92%	96%	92%	
12-3	The library staff guide me to resources I can use	94%	98%	98%	
12-4	The library's instruction sessions have increased my ability to do research and use library resources	90%	97%	100%	
12-5	The library website is useful	92%	91%	97%	
12-6	I feel comfortable being in the library	78%	83%	94%	
12-7	The computer resources in the library contribute to my success at the college	90%	97%	91%	

Scoring Rubric for Quantitative Indicators

Area	Benchmark	Scoring
DEMAND **Monitoring the capacity and need for the unit** *Number of students attending Presentation sessions per student FTE (4)* *Number of circulations, electronic books used, full-text journal articles downloaded per student and faculty FTE (5)* *Number of hits on library homepage per student and faculty FTE (6)*	 2 = 0.7 or more; 1 = 0.6 to 0.69; 0 = Less than 0.6 2 = 25 or more; 1 = 20 to 24; 0 = 19 or less 2 = 30 or more; 1 = 25 to 29; 0 = Less than 25	 2 = Healthy 1 = Cautionary 0 = Unhealthy
EFFICIENCY **Monitoring how resources are budgeted and spent in the unit** *Number of book volumes per student FTE (8)*	 2 = 275 or more; 1 = 200 to 275; 0 = Less than 200	 2 = Healthy 1 = Cautionary 0 = Unhealthy
EFFECTIVENESS **Monitoring the quality of products produced by the unit** *Student Learning Outcomes (Met Outcome) (11)*	 2 = 70% or more; 1 = 60% to 69%; 0 = Less than 60%	 2 = Healthy 1 = Cautionary 0 = Unhealthy

Student Satisfaction (Agree or better) (12)	2 = 85% or more; 1 = 70% to 84%; 0 = Less than 70%	

Calculating Overall Health Score

Area	Benchmark	Note	Scoring
Overall Health Scoring Rubric		Add health call scores from Demand, Efficiency, and Effectiveness	Scoring Rubric for Overall Health 5 to 6 = Healthy 2 to 4 = Cautionary 0 to 1 = Unhealthy Note: These values preclude an overall "Healthy" call on a program with an unhealthy call in one category or "Cautionary" in two of the three categories

Conclusion: The Overall Program Health is healthy.

Part III. Analysis of Quantitative Indicators

Demand

The first of the three demand indicators shows a very consistent trend over the past three years in terms of number of students attending library instruction and tours per FTE students. While this may indicate a non-growth among one of the library's prime services provided to instructional faculty, the library was operating on a shortage of staff; especially without the services of an

instructional librarian from July 2017 to April 2018. The existing staff did all it could just to match the exact number of instructional sessions as in the previous year (34) and surprisingly increased the number to 36 sessions. It is projected that there will be an increase in the number of instructional sessions along with an accompanying increase in students in those classes with the new instructional librarian on board as of mid-April.

While there was a leveling off in the presentation sessions demand indicator for the past three years, there were increases in the demand indicators for number of circulated and downloaded articles, and the number of hits on the library homepage. There was a steady increase over the past three years in demand indicator no. 5 with the largest increase occurring in the third year with 33 (vs. 23 in the previous year) circulated and downloaded articles per FTE students and faculty. While that was a significant increase, the number of hits on the library homepage rose slightly from 34 to 36 per student and faculty FTE.

Efficiency

The number of reference questions answered per FTE librarian based on three FTE librarians rose from 424 in 2016-17 to 510 for the recently completed fiscal year (2017-18). However, it should be noted that this was an unusual year in which there were times when the library was staffed with only one FTE librarian and other times with two, and at best three librarians. The ratio of reference questions per FTE librarian would be higher with less than three FTE librarians. For instance, with two FTE librarians in the calculation, the number of reference questions per librarian would be 765 or a single librarian would be 1530. At various times of the year two FTE librarians were on leave with a fourth FTE librarian coming on board in mid-April 2018. There were instances in which only one FTE librarian was on duty working with two casual hire librarians for five months of the year.

One of the strengths of the library is the number of book volumes available per FTE student in efficiency indicator no. 8. The rise in numbers from 318 to 380 is largely due to the increase in numbers within the e-book databases such as Proquest e-books central and Credo Reference. While total materials expenditures per FTE student took a dip downward, it was mostly a case of some major annual expenditures coming after the close of the FY for this APRU report. Total library expenditures were on comparable numbers with the previous two years, albeit slightly lower. Much of these expenditures covered salaries and wages for library staff (including student workers and casual hires) and other library operating costs.

Effectiveness

The three Program Student Learning Outcomes (PSLOs) in the effectiveness indicators made the passing grade. However, two of the scores were 70% and 72% while the third PSLO was comparable to previous years with 91%. The first score was a disappointing drop from the previous year's high of 87%. The library recognizes that there is bound to be ebbs and flows in the scores due to different classes and students undergoing library instruction. We will probably need to re-evaluate the questions used for the first two PSLOs and determine if there is confusion in the wording of the questions or if they are not adequately testing the desired learning outcomes. Analysis of problem areas in the comprehension of library literacy will need to be given the once over. In summary, the number of classes and students tested for this past year's learning outcomes was smaller than usual due to the shortage of staff conducting library instruction throughout the year and with an unfilled instructional librarian position.

Part IV. Assessment Data (EP 5.202)

PSLO	Assessed During this APRU Cycle (Y or N)	Findings	Improvements Implemented	Next Assessment Date
Students will be able to access needed information	Y	Students underperformed on the post-test questions testing this PSLO at 72% vs. 87% in the previous year	Re-evaluate post-test questions that focus on this PSLO and/or increase coverage in instructional sessions	Fall 2019 (APRU)
Students will evaluate information and its sources critically	Y	Post-test results on this PSLO dropped from 76% last year to 70% this year	Re-evaluate post-test questions that focus on this PSLO and/or increase coverage in instructional sessions	Fall 2019 (APRU)
Students will be able to acknowledge sources	Y	Students maintained strong showing with 91% performance on the post-test in comparison with 93% of last year	The coverage of this area in library instruction is adequate based on students' performance	Fall 2019 (APRU)

Part V. Results of Prior Year Action Plans (UHCCP 5.202)

Action Plan	Anticipated Outcome	Actual Outcome
Possible reallocation of funds for e-resources	Increase in database holdings. Projected that effectiveness indicators for 12-1 (books/100%) and 12-2 (articles/96%) will continue to remain high in satisfaction among students and the demand indicator #5 (circulated and downloaded material) will increase in numbers from 23 items per FTE student and faculty.	The library added two databases during the first quarter of 2017. The digital newspaper coverage increased with the move from Proquest (offering just the Honolulu Star Advertiser) to Proquest US West Newstream. The second database added is Kanopy that increases the number of digital film sources in the library. Effectiveness indicators for 12-1 (96%) and 12-2 (92%) remained steady in satisfaction ratings among students and the demand indicator #5 increased to 33 items per FTE student and faculty.
Continuation of de-accessioning (weeding) of book collection	The library projected that the numbers of de-accessioned material would be less upon the return to the main library building after the completion of renovation. It was hopeful that the library would still maintain high effectiveness indicator for 12-1 (books/100%) and increase demand indicator #5 for book circulation and downloads per student and faculty FTE.	The number of de-accessioned material was much lower due to absence of the technical services librarian on sick leave (October 2017 to September 2018) and the head librarian on family leave from late October 2017 to March 2018. In spite of the drop in numbers for book de-accessioning, student and faculty FTE satisfaction rating remained high at 96% for effectiveness indicator #12-1 (book collection). The

		numbers for circulated books and downloaded e-books increased and contributed to an increase in demand indicator #5.
Evaluation and review of other tools for assessing library literacy	There was anticipation that a review and/or implementation of additional assessment tools would be a possibility. Maintain or further increase the high satisfaction rating for effectiveness indicator 12-4 on library instruction.	With no instructional librarian on board from July 2017 to April 2018, the proposed evaluation and review of other methodology for assessing library literacy did not happen. In spite of this unexpected scenario, the student satisfaction rating increased from 97% to 100% on the effectiveness indicator #12-4 with the available staff handling instructional duties.
Install a 75" interactive smart board with projector in room 122 to assist instructional librarian in teaching library literacy to participating classes in the library instruction program.	There was expectation that a requested smart board would be ready for use in room 122 by the beginning of the fall 2018 semester. Projected that effectiveness indicator 11-2 (PSLO #2) will see improvement in score from 76%.	As of November 2018 there is no smart board installed in room 122. The instructional librarian is still relying solely on chrome books for classroom instruction. Average score for effectiveness indicator 11-2 dropped to 70%.

VI. Projected Action Plans

Goal	Strategic Goal/Priority (List number)	Benchmark	Desired Outcome	Unit of Measure	Year(s) Implemented
Program outcomes assessment	1, 5, 7, 13	Benchmark to be established after the first year of measurement	Program outcomes in place for assessment measures	Circulation and reference statistical data	2019/Annual assessment

Re-assessment of current measures of PSLOs	1, 5, 7, 13	70% or better on post-tests	Increase in post-test scores to 80%	Current test measures administered to students	2019/Annual assessment
OER assessment and implementation	1,5, 7, 14	Benchmark not yet established	Increase in use of OER by faculty	Number of classes, students, and OER titles in use	2019/Annual assessment
Assessment of e-resources	1, 5, 7, 13, 14	Satisfaction level of 85% or better with computer and digital resources	Additional e-resources along with increase in satisfaction with digital resources	Satisfaction level of students surveyed	2019/Annual assessment
Re-configure current microfilm room into a variant of study area/eating area as originally envisioned by student focus group prior to the library renovation in 2010-11	1, 5, 7, 11, 13	Develop benchmark on usage of room upon completion of proposed project	Satisfy a growing request from students for a general area of study combined with a place to eat and drink	Number of students who utilize the study area and satisfaction measurement of the new application of space	2019/Planning 2020/Implementation
Installation of a mobile charging station to satisfy student needs with their ever increasing reliance on mobile devices	1, 5, 7, 13	Satisfaction level of 85% or better with computer resources	Increase satisfaction level	Percentage of students who are satisfied in the library survey	2019/Annual assessment
Update existing computer	1, 5, 7, 13	Satisfaction level of 85% or better in	Increase in positive comments	Positive feedback on student	2019 Annual assessment

chairs in support of a comfortable environment for learning		feeling comfortable in the library	on feeling comfortable in the library (student library survey)	library surveys	

Part VII. Resource Request(s) for next year (from CPR Plan for your program or unit, or one(s) developed in Part V above if CPR was completed prior to 2018).

Program Goal	Reconfiguration of current microfilm room into a study/eating area for students as envisioned by a student focus group in the original plan for the first library renovation.
Resource Requested	Involve existing maintenance crew or hire outside labor to remove cabinets below and above the countertop and raise existing countertop to accommodate barstools. Also, install more electrical outlets for mobile devices utilized in this study area. Purchase and install 8 barstools and three seating booths that can accommodate up to a maximum of 20 students.
Cost and Vendor	8 Premiere Upholstered Café Stool 30" @ $175.00 = $1,400 3 Laminate Booth Tables @ $350 = $1,050 1 Back to Back Booth w/2 ends @ $948 4 Single Booths @ $644 = $2,576 $5,974 subtotal for above + $8,150 for shipping (includes shipping for all three program goal resources)/DEMCO
Annual Recurring Cost	Regular housekeeping of the room and its components (floor, booths, barstools, and countertop)
Useful Life of Resource	Projected for long-term use until the next reconfiguration or renovation of the building
Person(s) Responsible and Collaborators	Library Staff
Timeline	A year for planning and funding; possible completion in 2020

Program Goal	Continue to support student learning needs in technology and access to information
Resource Requested*	KwikBoost Standard Freestanding Mobile Device Charging Station for placement in central area on first floor so students are able to charge their mobile devices
Cost and Vendor	$800 + shipping (see first program goal for cost of shipping for all three program goal resources)/DEMCO
Annual Recurring Cost	None
Useful Life of Resource	Lifespan of the unit
Person(s) Responsible and Collaborators	Jay Baker
Timeline	Installation before the start of the fall 2019 semester

*This APRU resource request has since been dropped because it is under the $3,000 minimum cost

Program Goal	Replacement of a variety of computer chairs with updated uniform chairs that provide comfort and allow students to study and research under optimum conditions
Resource Requested	Boss Mesh Task Chairs to be used with desktop computers in library
Cost and Vendor	24 chairs @$135 = $3,240 + shipping (see first program for cost of shipping for all three program goal resources)/DEMCO
Annual Recurring Cost	None
Useful Life of Resource	Average lifespan of chairs
Person(s) Responsible and Collaborators	Jay Baker
Timeline	Purchase and receipt of chairs by fall 2019 semester