LIBRARY

ANNUAL
REPORT OF PROGRAM DATA
2021

UNIVERSITY *of* HAWAIʻI®

KAUAʻI
COMMUNITY COLLEGE

1. Program or Unit Description

The library supports the mission of Kauai Community College and its curriculum with the following library 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.

As one of the learning support service units under Student Affairs at Kauai Community College. the library provides services to its students and faculty within the Learning Resource Center. The library also supports community college distance students and University Center distance students (upper division and graduate students). The library staff consists of three librarians, one library assistant, and two student workers. Circulation, reference, and instructional services are the primary public services offered by the library.

Along with access to a book collection of 47,255 titles, the library also provides intra-system loan (ISL) from the entire University of Hawaii Library System. There are in excess of four million volumes available through this loan system. The library is currently subscribing, via consortium, to nearly 255,000 e-books (ProQuest Ebook Central and Ebsco ebooks). Due to the Covid-19 pandemic the UH System Libraries that had full access to the HathiTrust digital library collection with books in the public domain from April 6, 2020 to August 23, 2021. This was a partnership of academic and research institutions that offered access to a collection of millions of titles digitized from libraries around the world. Also, the library subscribes to 53 full-text electronic databases for journals and magazines that provide access to over 58,489 titles.

Visual media is another important component of the library's resources. A variety of digital online media resources (Films on Demand and Ethnographic Video Online) provide access to over 40,000 film titles. Altogether, these e-books, e-journals, and video streaming services are readily accessible by students from any remote location.   Links to these databases are prominently displayed on the library's web page.

2. Analysis of the Program/Unit

The library maintained its daily open hours from 9:00 am to 3:00 pm during the timeframe of April 28 to August 23, 2020. It was during this time when the campus was closed to the public through the summer of 2020. Closure to the public was still in place with the start of the fall 2020 semester. It was deemed necessary to provide longer library hours for students in spite of the emphasis on online instruction. Beginning August 24 the library hours were expanded from 30 hours per week to 47 hours with two days of evening hours.

The loss of the reference librarian position in 2020 that was occupied by Anne McKenna who retired in Dec. 2019 is still impacting current staffing and services. Due to one less librarian the library opted to lessen the number of evening hours from four days a week to two. Even maintaining two evening days a week stretched the staff to its limits. This schedule has continued on into the current fall 2021 semester.

The retirement of library assistant Regina Ikehara, who was the circulation desk manager and the only support staff on the team, at the end of October further exacerbated the staffing situation. With the additional news that the head librarian and technical services librarian will soon retire at the end of November, it has become a very critical situation. The college at the minimum needs to request the filling of two to three librarians and a civil service position as soon as possible.

The number of people entering the library during fall 2020 showed an upward trend in comparison with the latter half of spring 2020. In October 2020 a weekly snapshot of the number of people entering the library was 366 with a daily average of 73. This contrasted sharply with the mid-spring 2020 to end of semester average weekly numbers of 26 to a high of 53; with average daily numbers ranging from 5 to 11.

A year later, in a recent head count in the library during the last week of September 2021, there was a downward dip showing a weekly average of 265 and a daily head count of 53. Whether this trend indicates a growing comfort level with remote learning without the need to come to campus (after close to three continuous semesters) needs to be assessed further. Current data does show that Kauai has the smallest number of fully online classes for spring 2021 at 59%. Whereas at the other community college campuses fully online classes are much higher. Leeward CC leads the way at 83%, second is Windward at 77%, third is Hawaii CC at 75%, fourth is Kapiolani CC at 72%, and fifth is Honolulu CC at 61%.

The fact that Kauai has the least number of fully online classes may somewhat explain why attendance figures are still much higher in comparison with other community college campuses on Oahu. Both Kapiolani CC and Honolulu CC average around 30 per day while Windward CC and Leeward CC average about a dozen or less per day. At the university level, Maui College welcomes about 60 per day while Manoa is in the neighborhood of 200. In spring 2022 the number of fully online classes at Kauai will drop to 46%. It remains to be seen whether this will generate more traffic on campus.

In support of online learning, the library has continued to loan chrome books to students on a semester basis beginning with spring 2020. A total of 96 chrome books were available for loan by the end of the semester with 43 going out on loan. As evidenced by the number of chrome books being loaned out they continue to be a highly desired loan item from the library. Students can apply online for a chrome book at the library homepage. In FY2020-21 the library loaned out chrome books 184 times. So far in fall 2021 there have been 68 chrome book loans.

While the demand indicator for number of students attending presentation sessions per student FTE (#4) has dipped during this past FY to 0.53 it is still a commendable ratio that is attending instructional workshops. In other words, 53% of FTE students (715) or 347 have taken part in

library instruction. The health call would place this as "Needs attention." In previous FYs the ratios have been unusually high; especially for FY2018-19 with more than a one-to-one ratio at 1.2. That would indicate participation by all FTE students, or more likely, a sizeable number of FTE students attended multiple instructional sessions. It seems highly unlikely that a ratio like that will ever be reached again. After review of this demand indicator, it would seem that the ratio is unreasonably high and should be lowered to as follows: 2=0.6 or more; 1= 0.30 to 0.59; and 0=Less than 0.30. This revised benchmark is proposed for next year's APRU.

Demand indicator #5 (Number of circulations, electronic books used, full-text journal articles downloaded per student and faculty FTE) witnessed a drop in numbers from 18 to 16 for this past FY which rates a health call of "Needs attention." This is a puzzling phenomenon which is difficult to assess. Logic would say that because of online learning this would lead to an increase in remote usage of electronic resources. The lack of on-site instruction would lessen the proximity of being on campus and the borrowing of physical books and other resources. There must be something that is happening with the shift to online/zoom instruction. Could instructors be refocusing their instructional methodology by leaning more heavily on lectures and textbook assignments? This is something that needs to be looked at more closely in determining impact on e-resource usage.

One demand indicator that stayed exactly the same was #6 (number of hits on library home page per student/faculty FTE) with 30 hits on the library home page that matched FY2019-20. Use of the library home page does not necessarily mean just accessing resources for research papers but could involve information gathering such as the hours of the library, the borrowing of chrome books, or information on how to present one's research paper in MLA format. This demand indicator accomplished a healthy call for the library.

Efficiency indicator #8 (number of book titles per student FTE) increased a little at 464 book titles (both physical and electronic). Even with extensive weeding of the physical book collection this past year the ratio remains relatively high due to the yearly increase in the e-book collection purchased via the UH Consortium. A healthy call on this efficiency indicator.

One of the greater strengths of the library has always been the high percentages garnered for all the effectiveness indicators. All three SLOs are within the percentage range from 87% to 93% and rates a healthy call. The other portion of the effectiveness indicators are the Likert satisfaction scores for the instructional workshops. All three satisfaction questions received scores in the 90 percentile range and thus receive a healthy call.

Quantitative Indicators

#	Student and Faculty Information	2018-19	2019-20	2020-21
1	Annual Unduplicated Student Headcount	1,860	1,788	1,835
2	Annual FTE Faculty	70	67	66
2a	Annual FTE Staff	97	99	102
3	Annual FTE Student	677	654	651

#	Demand Indicators	2018-19	2019-20	2020-21
4	Number of students attending presentation sessions per student FTE	1.2	0.71	0.53
5	Number of circulations, electronic books used, full-text journal articles downloaded per student and faculty FTE	24	18	16
6	Number of hits on library home page per student/faculty FTE	60	30	30

#	Efficiency Indicators	2018-19	2019-20	2020-21
7	Number of reference questions answered per FTE librarian (item #4 UH Library Council Statistics)	299	222 (F19) 25 (S20)	112
8	Number of book titles* per student FTE	321	446	464
9	Total materials expenditures per student FTE	$100	$83	$41
10	Total library expenditures per student and faculty FTE	$585	$617	$471

*Measurement of titles instead of volumes since last FY

#	Effectiveness Indicators	2018-19	2019-20	2020-21
11-1	Common Student Learning Outcome: Student will be able to evaluate information and its sources critically	99%	92%	93%
11-2	SLO: Student will be able to access needed information	95%	88%	87%
11-3	SLO: Student will be able to acknowledge needs	95%	98%	91%

12-1	Instruction was presented in a clear and understandable manner	92%	92%	91%
12-2	Instruction helped me understand how to use the library's website and resources	90%	91%	91%
12-3	After library instruction, I now feel more comfortable using the library and library resources	90%	88%	90%

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 = 24 or more; 1 = 20 to 23; 0 = 19 or less 2 = 30 or more; 1 = 25 to 29; 0 = Less than 25	 2 = Healthy 1 = Progressing 0 = Needs Attention
EFFECTIVENESS **Monitoring the quality of products produced by the unit** *Student Learning Outcomes (Met Outcome) (11)* *Student Satisfaction (Agree or better) (12)*	 2 = 70% or more; 1 = 60% to 69%; 0 = Less than 60% 2 = 85% or more; 1 = 70% to 84%; 0 = Less than 70%	 2 = Healthy 1 = Progressing 0 = Needs Attention

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 = Progressing 0 to 1 = Needs Attention Note: These values preclude an overall "Healthy" call on a program with an "Needs Attention" call in one category or "Progressing" in two of the three categories

Results of Prior Year Action Plans

With major budget cuts during the FY2020-21, library expenditures were nearly half of the previous year. Reallocation of library resources, one of the prior year's action plan, became a major undertaking in maintaining badly needed electronic resources. Major cuts involved non-renewals of microfilm and periodical subscriptions. Even electronic resources such as Kanopy and Credo Reference were not immune to non-renewals in order to follow a leaner spending action plan.

Along with a leaner budget, the library had to address services with a smaller staff. With the hiring freeze in spring 2020 the library had to make do with one less librarian. Another action plan became a reality and a work in progress. The library staff implemented an abbreviated schedule from previous years with offerings of evening hours down from four nights to two. This also included opening the library later in the morning at 8:00 instead of 7:30.

The redirection of reference services from in-person to remote connection became a standard offering in one of the action plans. In terms of numbers, activity was increasingly being served remotely with less students coming in for research assistance. On days that Jay was working from home he utilized various ways of connecting with students and faculty via zoom meetings, emails, text messages, and phone calls. Even while working on campus he incorporated these means of communications.

In tandem with remote reference services, Jay also developed another action plan in which online instruction would be available for instructors and their classes, and to individual students who

requested personalized instruction. Along with reference services, online interaction became the go-to method of transmitting library instruction.

One of the prior year's action plan that is a work in progress is the development of online surveys. Currently Jay is using the Likert survey satisfaction scores for instruction workshops. He is hopeful in the near future to develop a way of presenting an online survey.

3. Program Student Learning Outcomes or Unit/Service Outcomes

As of 2021 the effects of Covid-19 still overshadow various library services and this has especially impacted on gathering a larger assessment of students that participate in the data survey collection and in Student Learning Outcomes (SLOs).

The library continues to promote critical thinking and information literacy via three SLOs:

- Student will be able to evaluate information and its sources critically
- Student will be able to access needed information
- Student will be able to acknowledge source

A total of 25 class sessions with 337 students participated in the instructional workshops for the past fiscal year. Some of the participating classes included:

- Eng 75, Eng 100, and Eng 200 (Fall 2020)
- Eng 75, Eng 100, Eng 200, and Mare 172 (Spring 2021)

Students who participated in SLO assessment met the healthy call and scored well above the 70% or better on the Scoring Rubrics for the effectiveness indicators: 93% on 11-1, 87% on 11-2, and 91% on 11-3.

4. Action Plan

Action 1/Lower the benchmark for demand indicator #4 (Number of students attending presentation sessions per student FTE):

Unit of Measure, Benchmark & Goal: Lower the benchmark ratio in the health call to the following: 2 = 0.6 or more; 1 = 0.30 to 0.59; and 0 = Less than 0.30

KCC Mission: Action Plan is in alignment with "Delivers educational opportunities on campus in small classes, in the community, internationally, and through distance learning" and "Prepares and supports students individually and collectively to succeed in academic endeavors and engage in life-long learning."

KCC Strategic Goals: Action Plan is in alignment with "Strengthen distance education offerings" (Goal 12) and "Enhance facilities with appropriate technology and ensure facilities support 21st century learning and teaching environments." (Goal 13)

Action 2/Evaluate any correlation between the number off fully online classes (46%) with student traffic in library in spring 2022:

Unit of Measure, Benchmark & Goal: A unit of measurement as a benchmark would be the 265 weekly and daily head count of 53 that was collected in September 2021. Earlier in spring 2021 the number of fully online courses stood at 59%. Numbers greater than the benchmark would indicate a correlation between increased student traffic in the library and the lessening of fully online classes (46%) projected for spring 2022.

KCC Mission: Action Plan is in alignment with "Delivers educational opportunities on campus in small classes, in the community, internationally, and through distance learning" and "Prepares and supports students individually and collectively to succeed in academic endeavors and engage in life-long learning."

KCC Strategic Goals: Action Plan is in alignment with "Strengthen distance education offerings" (Goal 12) and "Enhance facilities with appropriate technology and ensure facilities support 21st century learning and teaching environments." (Goal 13)

Action 3/Further reallocation of library resources: The additional budget cuts for FY2021-22 necessitated additional reviews of ongoing purchases from the previous year. Most of the existing services involved electronic resources which are a major component of resources available to students. So far we have been able to mix and match purchases with different funding sources and dropped a few items unlike the major cuts that were undertaken during the initial impact of the pandemic during FY2020-21. The library will continue to closely review the budget and consider possible reallocation of funding based on prioritization of needs.

Unit of Measure, Benchmark & Goal: Benchmark measures will be based on demand indicators that consist of data extracted from all electronic resources. Analytics of data will determine which e-resources had the most number of searches and downloads. The databases with lesser number of hits would be closely evaluated for subscription continuation or replacement with other sources more in demand.

KCC Mission: Action Plan is in alignment with "Delivers educational opportunities on campus in small classes, in the community, internationally, and through distance learning" and "Prepares and

supports students individually and collectively to succeed in academic endeavors and engage in life-long learning."

KCC Strategic Goals: Action Plan is in alignment with "Strengthen distance education offerings (Goal 12) and "Enhance facilities with appropriate technology and ensure facilities support 21st century learning and teaching environments." (Goal 13)

Action 4/Evaluate and assess the downturn in print circulation and e-resource downloads:

Unit of Measure, Benchmark & Goal: Benchmark measures will need to be re-evaluated if it warrants lowering the scoring numbers. Since they are based on demand indicators that consist of data extracted from all electronic resources, there is a need to conduct further analytics of data to determine which e-resources had the most number of searches and downloads; as well as those which are under-performing. The databases with lesser number of hits would be closely evaluated for subscription continuation or replacement with other sources more in demand.

KCC Mission: Action Plan is in alignment with "Delivers educational opportunities on campus in small classes, in the community, internationally, and through distance learning" and "Prepares and supports students individually and collectively to succeed in academic endeavors and engage in life-long learning."

KCC Strategic Goals: Action Plan is in alignment with "Strengthen distance education offerings" (Goal 12) and "Enhance facilities with appropriate technology and ensure facilities support 21st century learning and teaching environments." (Goal 13)

Action 5/Replacement of Library Assistant IV position that will be soon vacated with Regina Ikehara's retirement (Submitted justification for this position to Calvin Shirai to be considered for submission for President Lassner's approval):

Unit of Measure, Benchmark & Goal: Measure of performance and benchmarks with this position will be done via the State of Hawaii Annual Employee Performance Appraisal for civil service employees.

KCC Mission: Action Plan is in alignment with "Delivers educational opportunities on campus in small classes, in the community, internationally, and through distance learning" and "Prepares and supports students individually and collectively to succeed in academic endeavors and engage in life-long learning."

KCC Strategic Goals: Action Plan is in alignment with "Enhance facilities with appropriate technology and ensure facilities support 21st century learning and teaching environments (Goal 13)

Action 6/Reopen the Librarian position that was swept away in 2020 after retirement of Anne McKenna (Need to submit justification for position):

Unit of Measure, Benchmark & Goal: Performance measures will be evaluated via contract renewals every 2nd and 4th years and eventually with the tenure and promotion application.

KCC Mission: Action Plan is in alignment with "Delivers educational opportunities on campus in small classes, in the community, internationally, and through distance learning" and "Prepares and supports students individually and collectively to succeed in academic endeavors and engage in life-long learning."

KCC Strategic Goals: Action Plan is in alignment with "Enhance facilities with appropriate technology and ensure facilities support 21st century learning and teaching environments (Goal 13)

Action 7/Refill the Technical Services Librarian position with the impending retirement of Diane Johnson (Need to submit justification for position):

Unit of Measure, Benchmark & Goal: Performance measures will be evaluated via contract renewals every 2nd and 4th years and eventually with the tenure and promotion application.

KCC Mission: Action Plan is in alignment with "Delivers educational opportunities on campus in small classes, in the community, internationally, and through distance learning" and "Prepares and supports students individually and collectively to succeed in academic endeavors and engage in life-long learning."

KCC Strategic Goals: Action Plan is in alignment with "Enhance facilities with appropriate technology and ensure facilities support 21st century learning and teaching environments (Goal 13)

Action 8/Refill the Head Librarian position with the impending retirement of Bob Kajiwara (Need to submit justification for position):

Unit of Measure, Benchmark & Goal: Performance measures will be evaluated via contract renewals every 2nd and 4th years and eventually with the tenure and promotion application.

KCC Mission: Action Plan is in alignment with "Delivers educational opportunities on campus in small classes, in the community, internationally, and through distance learning" and "Prepares and supports students individually and collectively to succeed in academic endeavors and engage in life-long learning."

KCC Strategic Goals: Action Plan is in alignment with "Enhance facilities with appropriate technology and ensure facilities support 21st century learning and teaching environments (Goal 13)

5. Resource Implications

Resource Request 1: Library Assistant IV (SR09) Refill vacated position that was occupied by Regina Ikehara. This position is an important cog in the day to day library operations involving the management of circulation services.

Cost: $33,792

Annual Recurring Cost: Equal to or greater of initial salary and dependent on step range level of position

Useful Life of Resource: Length of employment at the college

Timeline: Starting time in Spring 2022

Resource Request 2: Librarian (C-2 or Rank 2) Reopen the swept away position in 2020 with a repurposing of the original position from a 9-month to 11-month appointment to better serve the campus during the summer months. Change the position title from Distance Education/Reference Librarian to Hawaiian Collection Specialist/Reference Librarian. There is a current trend across the UH System to have a Hawaiian Collection Specialist in the library.

Cost: $67,452 minimum for an 11-month C-2

Annual Recurring Cost: Equal to or greater of initial salary and dependent on current range level of position

Useful Life of Resource: Length of employment at college

Timeline: Starting time in Spring 2022

Resource Request 3: Librarian (C-2 or Rank 2) Refill soon to be vacated position occupied by Diane Johnson. Change appointment period from 9-month to 11-month so there is an additional librarian to serve during summer months. This position oversees the technical services operations in the library that involves cataloging books and other materials added to the collection. Serves as backup to reference and circulation services.

Cost: $67,452 minimum for an 11-month C-2

Annual Recurring Cost: Equal to or greater of initial salary and dependent on current range level or position

Useful Life of Resource: Length of employment at college

Timeline: Starting time in Spring 2022

<u>**Resource Request 4:**</u> Librarian (C-2 or Rank 2) Refill soon to be vacated position occupied by Bob Kajiwara. This position serves as the head librarian or administrator of the library. Supervises library staff and operations of the library. Also, oversees personnel evaluation, collection development, and library expenditures. Serves as backup to reference and circulation services.

Cost: $67,452 minimum for an 11-month C-2

Annual Recurring Cost: Equal to or greater of initial salary and dependent on current range level or position

Useful Life of Resource: Length of employment at college

Timeline: Starting time in Spring 2022

6. Optional: Edits to Occupation List for Instructional Programs

Review the Standard Occupational Classification (SOC) codes listed for your Instructional Program and verify that the occupations listed align with the program learning outcomes. Program graduates should be prepared to enter the occupations listed upon program completion. Indicate in this section if the program is requesting removal or additions to the occupation list.

☐ **I am requesting changes to the SOC codes/occupations listed for my program/unit.**