

TACTICAL PLANNING - LIBRARY & LEARNING RESOURCES, 2009-2012

I. Background

a. Introduction

The Library and Learning Resources Unit (LLR) consists of Lama Library, the open computer labs, and the Testing Center. The unit is managed by the Head Librarian, who reports to the Vice Chancellor for Academic Affairs. The Library provides services for students, faculty, staff, and the community. These services include reference, information and instruction services; print and online resources; printing and photocopy services; and group study rooms. The open computer labs are now housed in the library including 50+ laptops that are available for check-out and over 90 desktop stations that provide access for students including Microsoft Office, internet access, online tutoring, and assistance with online registration. The Testing Center provides placement testing services, online testing, distance learning testing, proctoring services for a fee, TOEFL and make-up testing.

b. Brief history

The Library was established with the opening of the college in 1965 at the Pensacola campus, and moved to the Diamond Head campus in 1992. The open computer labs, web services, and the Testing Center were separated from the Educational Media Center and reorganized under the jurisdiction of the Library and Learning Resources unit in 2000.

c. Current situation

- Internal – The strengths of the LLR lie in the stability of the staff who are committed to student learning and have dedicated their efforts to provide quality customer service. The LLR has conducted an annual student survey for library services and has recently implemented a similar survey for the Testing Center. The demand for services is high – so much that we've become a victim of our own success by not always being able to accommodate all of the needs in a timely fashion. The areas needing improvement include the Testing Center equipment and staffing, the growing age of our book collection, and the constant need for upgraded computer technology.
- External – There is a strong demand for the services of the LLR especially in the areas of Testing, online technology, computer use, and study space. The LLR provides academic support to all students and academic departments. Other external areas of influence are in art exhibits and art collections. A recent renovation of the air conditioning system supports the campus' move toward sustainability.

II. Mission Statement –

The Library and Learning Resources unit (LLR) supports the vision and curriculum of Kapi`olani Community College by providing an innovative environment for learning and research. To accomplish our mission, the Library and Learning Resources unit shall:

- Provide access to and instruction in the use of information tools and resources,
- Collaborate with students, faculty and staff and community to enhance instruction, learning, and research, and
- Be a gathering place for cultural exchange and diversity in learning through development of collections, creation of original content, and participation in exhibits and performances.

III. Appropriate Strategic Outcomes:

- 1) Increase the educational capital of the state by providing and maintaining LLR services that will serve to improve student success rates, satisfaction, and degree completion of students. (B)
- 2) Recognize and invest in faculty and staff resources and develop innovative and inspiring learning environments that are adaptable, respond to the complex and changing environment, and address the needs of our on-campus and distance learning student populations. (E)
- 3) Pursue donations, private funding, entrepreneurship, and strategic partnerships to maintain a stable environment for the ongoing maintenance and costs of providing a minimal standard of computing technology for labs and the Testing Center. (F)

IV. Tactical Plan Performance Measures

- 1) Create a physical environment conducive to the needs of our students for Library and for Testing Services which will be shown in the increase of our building headcount, in proportion to our enrollment. (B1)
- 2) Evaluate and improve on distance learning and online testing, and decrease the wait time from 2.5 hours to 1/4 an hour for queueing during the mid-term and finals period. (B5)
- 3) Review allocation of resources between print and electronic resources and find funding to increase the acquisition by 10% each year, emphasizing resources necessary for the curriculum, transfer, or graduation of students. (B4)

- 4) Administer annual student surveys for the Library and for the Testing Center in the spring semester. Increase response by 5% each year. Analyze and identify two areas to improve upon for each year. (B6)
- 5) Recruit and renew support faculty and staff to meet the growing needs of distance learning programs in the areas of Digital collections and the Testing Center. To meet the campus' goal increase of one program every two years, increase support in distance learning staff by .5FTE every two years. (E1, E2)
- 6) By FY 2011, recruit a qualified and effective library instruction/collection development faculty member (E1).
- 7) Increase and eventually triple the number of available testing stations from 25 to 75 to accommodate the online and distance learning exams. (F2)
- 8) Student Learning Outcome: The student will evaluate information and its sources critically. (B6)
- 9) Student Learning Outcome 2: Students will be able to successfully use the library catalog, find books on library shelves, and use electronic resources to find journal articles. (B6)

V. Strategies – Develop strategies to address weaknesses identified in your program review data. Review the Potential Strategies and Campuswide Strategies identified in the Strategic Plan. Identify your specific strategies.

<p>Strategies</p>	<ol style="list-style-type: none"> 1) Permanently establish the Testing Center as part of the Lama building to improve campus facilities and meet capacity needs. (Strategy 1) 2) Obtain Title III funding to renovate the Lama Library to support collaborative learning and study. (Strategy 1) 3) Hire or reallocate staff to support the computer technology, testing services areas, and the library instruction program. (Strategy 4, 6) 4) Invest in professional development and training for faculty and staff to maintain their expertise in all areas. (Strategy 6) 5) Provide tools and educational opportunities required for staff and faculty to develop new skills. (Strategy 6) 6) Investigate other technology solutions such as leasing or thin-client technology.(Strategy 6) 7) Invest in converting static collections to become digital collections and improving integrated technology enhanced learning environments for all. (Strategy 4) 8) Assess and evaluate the print and online resources to improve upon the support for the areas of excellence for the college. (Strategy 1) 9) Maintain a web presence that engages members and the public and encourages
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	<p>innovation and experimentation in the areas of SOS (Secrets of Success) and online resources. (Strategy 4)</p> <p>10) Support integration of social networking activities.</p> <p>11) Diversify and increase the college's funding portfolio by developing mutually beneficial partnerships that contribute to cost savings or strengthen increased funding from grants. (Strategy 5).</p>
Means of Assessment	Annual program review, Statistical information, Collection usage, student survey data, increase in student satisfaction, comparison of headcount to historical data, decrease in wait time, increased access to digital collections. For SLOs, pre and post test data.
Position(s) Responsible	<p>Susan Murata – direct the overall workload, prioritize tasks</p> <p>Sunyeen Pai – Digital collections, oversee Testing Center operations, supervise, plan, and execute moves</p> <p>Arnie Reyes – Testing Center manager and operations</p> <p>David Cabatu – Testing Center assistant, assist in data collection and analysis</p> <p>Alva Kodama – Research support, computer and technology installation and upgrades</p> <p>Stephanie Nelson – new electronic resources, LLR web design and updates, administer annual student survey</p> <p>Michelle Sturges – Technical Services including collection data and inventory</p> <p>Kevin Roddy – Information Literacy Librarian</p> <p>Genie Alvarado – Hawaiian Resources Librarian</p> <p>Guy Inaba – Secrets of Success coordinator, First Year experience liaison</p> <p>Learning Resources Librarian – new hire for instruction</p> <p>LLR staff – academic support</p>
Synergies with other programs, units, emphases and initiatives	CELTT, Title III Coordinator, Koa Gallery, Staff Council, Arts & Humanities, Disability Student Services Office, Kahikoluamea, Human Resources, Auxiliary Services, Business Office, International Education
Key Community Partners (if any)	UHM Hamilton Library, UH Library Council, Hawaii Library Consortium Medical Libraries Consortium

<p>Resources (human, physical, fiscal, technology) required to implement strategies.</p> <p>Please check appropriate funding sources</p> <p><input checked="" type="checkbox"/> General (existing)</p> <p><input checked="" type="checkbox"/> Special (existing)</p> <p><input checked="" type="checkbox"/> Grants</p> <p><input type="checkbox"/> Biennium and/or supplemental budget request</p> <p><input type="checkbox"/> Others (Please list)</p>	<p>Char Advisory Board</p> <ol style="list-style-type: none"> 1. Reallocate or hire staff as needed to fill existing vacancies. 2. Funding for new technology and technology upgrades 3. Funding for Title III proposal to renovate the Lama Library. 4. Creation of a professional development fund to support training for faculty and staff of LLR. 5. To meet the campus' goal increase of increasing one program every two years, increase support in Distance Learning staff by .5 FTE every two years to match campus goals.
<p>i) Summary of data collected</p>	<ol style="list-style-type: none"> 1) Permanently establish the Testing Center as part of the Lama building to improve campus facilities and meet capacity needs. (Strategy 1) –completed Mar 2010. A project to support staggered testing times for online classes was piloted in Dec 2010 to improve the wait time for testing. The pilot project continues spring 2011. 2) Hire or reallocate staff to support the computer technology, testing services areas, and the library instruction program. (Strategy 4, 6) – one F/T librarian was hired in 2010 and a casual hire librarian was increased from 20-40 hours to support the instruction program. 3) Invest in professional development and training for faculty and staff to maintain their expertise in all areas. (Strategy 6) Two librarians were fully funded to attend the American Library Association conference in Washington DC and two were funded for their conference fees to attend the Hawaii Library Association conference in Hawaii. 4) Provide tools and educational opportunities required for staff and faculty to

	<p>develop new skills. (Strategy 6) Educational opportunities were provided for 4 librarians for conferences. Tools such as specified software licenses, and computer equipment were purchased. All staff have computers that are renewed every 4 years.</p> <p>5) Investigate other technology solutions such as leasing or thin-client technology.(Strategy 6) Thin Client technology was installed into the library instruction classroom in fall 2010. Unfortunately, while inexpensive, is costly in terms of the troubleshooting and dysfunctionality that occurred in nearly all sessions. This technology will be abandoned when additional equipment is purchased in 2011.</p> <p>6) Assess and evaluate the print and online resources to improve upon the support for the areas of excellence for the college. (Strategy 1)Statistics for online resources were evaluated for usage and cost as well as overlap.</p>
<p>j) Use of Results</p>	<ol style="list-style-type: none"> 1. Library hours were expanded in Jan 2011 to extend to open on Saturdays and during finals week based on the assessment of the annual student survey. 2. Continue pilot project in fall 2011 to decrease wait time at the Testing Center utilizing staggered testing hours, extended hours on weekends and nights, additional assistance from the Library staff, and overflow areas for online computer testing. 3. Recruit Testing Services proctor in fall 2011. 4. Recruit Library Assistant IV in fall 2011. 5. Extended casual hire librarian hours from 20-40 hours per week to accommodate extension of English 22 library instruction/research sessions. 6. Join the California Community College Library Consortium to realize cost savings to address the needs of distance learning student populations. 7. Facebook page launched successfully along with a library blog.