

PROGRAM REVIEW
OF THE
JOSEPH F. SMITH LIBRARY
AT
BRIGHAM YOUNG UNIVERSITY-
HAWAII

Conducted on July 25-26, 2013

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JOSEPH F. SMITH LIBRARY PROGRAM REVIEW – JULY 2013

The review team conducted a program review of the Joseph F. Smith Library at BYU-Hawaii on July 25 and 26, 2013. Although the Library is not an academic department of the university, it supports every academic department on campus, both directly and indirectly, so the changes that needed to be made in the program review process were quite minimal.

INTRODUCTION:

The review team considers the data collected for the self study to be valid and relevant in depth and scope and agrees that some changes are necessary to enable the Library to sustainably address future needs as the university grows. The Library is currently doing a commendable job and is genuinely interested in seeking ways to improve its contribution to the campus community (and beyond). To enhance and upgrade its services in the future, the Library needs to address its spatial and technological challenges and become further integrated into the information literacy curriculum.

QUALITY

The Library has clearly identified its goals and objectives and the learning outcomes from Information Literacy training sessions. Ample evidence has been provided in the form of statistics, graphs and assessment instruments, including LibQUAL+ data, graduation surveys, information literacy assessment rubrics and exit surveys. They use annual assessments to measure improvement in working towards the five-year plan they develop. Overall, students and faculty are satisfied or very satisfied with the personnel, services and facilities, with some exceptions which are noted below. Students find the Library to be a welcoming, safe and social location.

The Library supports every academic program on campus and therefore contributes significantly to the quality and integrity of the degree at BYU-Hawaii. Academic Support and the Library support all core competencies of the university.

SUSTAINABILITY

The Library is working to meet the changing information needs of the university. It is largely switching to digital versions of information resources, although less than half of new books are currently available in e-book format. It is acting as a publisher by digitizing and making available local records. It will need to continue to find ways to create study space for a growing student population.

IMPROVEMENT

The Library will need to repurpose facilities and staff positions to be able to continue to achieve its goals. Specific needs and recommendations are listed below.

STRENGTHS:

Collegiality

There is good collegiality and support of one another on the part of the library staff. They are strongly committed to the Library and to supporting students and faculty in

their research needs. The thorough self study shows their desire to evaluate and assess their strengths and weaknesses.

The library faculty have adequate representation on campus committees and in the administration and so are in a position to make their presence known in supporting information literacy in the curriculum.

Qualifications & Competence

In general, users of the Library are pleased with the services provided by the faculty, staff, and student workers. The faculty and staff have library science degrees and are also involved in teaching classes for other departments. This enables the library team as a non-academic program to contribute to the institution by improving information literacy on campus.

Resources

The library staff is responsive to student needs, for instance, in replacing scanners, providing textbook reserves and monitors in group study rooms, and combining reference and technical support in the computer lab area. They are encouraged to take part in continued professional development, with support for those activities.

The Library provides access to a strong depth and breadth of research resources, both online and in print. The Pacific Island Studies room and Special Collections and Archives are a tremendous support to the local area and the extended community in helping to preserve Hawaiian culture and the institutional memory.

Both the university and the CCLA consortium provide funding for resources and InterLibrary Loan, which provides access to remarkable online resources in the form of research articles and ebooks to support almost every subject.

The students find the Library to be a welcoming, safe location where they can study but also interact with friends and classmates. The university's location on the North Shore provides fewer distractions to learning.

CHALLENGES:

Facilities

Some of the library space is being utilized by non-library units. These non-library units are assumed to be under library management because they are located in the library building. This leads to dissatisfaction with the Library because patron complaints cannot be handled in house but must be deferred to other departments. Patrons must also know where to go to get some of their questions answered because there is no central service point that can handle or make a referral for user needs.

There are other areas of the floor plan that are not suited to meet the current requirements of a growing student enrollment (e.g., some do not meet ADA requirements). Some of these areas are also hampered by an inflexible physical arrangement. For example, the noise from the ground floor rises to the second floor, which cannot be closed off because of the air flow, although sound baffling panels have been added to attempt to absorb some of the sound. Thus, while the Library has

an impressive amount of cubic space, that space is not used efficiently. The current design makes it nearly impossible to accommodate the conflicting demands of quiet study space and collaborative study areas for groups.

The Library does not appear to be on the current radar for the campus, to accommodate the needs represented by the projected increase in student enrollments and their changing study needs.

Technology and Staffing

Students complain that there is a backlog at the printers due to technical glitches and the numbers of print jobs when they are printing papers for classes. The reference librarians have taken on some responsibility for computer troubleshooting but are hampered by the lack of authority and control for computer issues beyond those that can be handled by rebooting the computer. Technical support is handled by another unit, not under library management, and support is not available during the evening hours when the Library is still open.

The library website is under continuous change, sometimes because of upgrades to software, resulting in a learning curve for students who must renegotiate navigation to access the same resources.

Troubleshooting and ongoing maintenance of the integrated library system, normally under the purview of a systems librarian, appears to be handled in acquisitions and technical services, which is nominally assigned to the acquisition and cataloging of library material.

Outreach and Marketing

Because of the pervasive presence of the web in the lives of many of the students, they often believe they are knowledgeable researchers because of the vast numbers of pages that are presented to them in search engines. This leads them to expect that librarians will actually give them the materials they need to do their research; in effect, that their assignments will only require reading material presented to them and not that they have to do the research to find that material.

The library website, mentioned under Technology and Staffing, suffers from a lack of a cohesive design, but is critical to outreach and marketing since it is the tool used to access information and retrieve resources remotely.

Information Literacy

The Library is in a position to provide some basic information literacy learning outcomes in English 101. While this is a good start for students, information literacy and critical thinking skills are also essential in upper division courses, when students are completing the requirements for their majors.

RECOMMENDATIONS

The review team makes the following recommendations for improving the program in the Joseph F. Smith Library.

I. Improvements that require no budget or policy change

Technology

- At least one dedicated quick print station should be set up in the computer lab area to alleviate backlogs for students who need to quickly print out a paper before class starts.
- Faculty should be encouraged to allow students to submit their homework electronically using the university's course management system, to help prevent printing backlogs in the Library.
- Staff and student workers should receive more extensive cross-training in handling basic troubleshooting for technology issues at the Reference/Computer Help desk.

Marketing

- The library faculty and staff should continue and increase their efforts to market the resources of the Library to students and to individual faculty members. The librarians are poised to provide this support for students and faculty, both on campus and online, as the campus expands. A basic library orientation could be required of all incoming students for them to be generally aware of what the Library has to offer in facilities and resources. This could be incorporated into first year orientation. Resources, such as video tutorials, could show students what can be done at the high end of technology (e.g., good note-taking skills).
- The library website should have a listing of subject librarians so that students can quickly see which librarian is the specialist for a given subject or department.
- Librarians should develop a good working relationship with those faculty whose classes are suited to library assignments, in order for students to familiarize themselves and become comfortable with using library resources.
- The Library should use more signage (e.g., visible floor plans) and fewer service points so students don't have to search for help from point to point. Signage in group study rooms could tell students where to go for supplies and the requirements (university ID) needed to borrow such supplies as dry erase markers.
- Additional signage could be added to the general stacks with a more detailed breakdown of the Library of Congress classification system to assist patrons who are browsing the print collection.

II. Improvements that require policy change

Facilities

- The non-library units should to be moved under library management or, if not feasible, they should be physically moved elsewhere to reclaim and repurpose the existing space for library use. This includes the classroom to the west of the Copy Center.

- Additional arrangements should be made to utilize portions of the Aloha Center for group study areas until a new student center can be built.

Technology and Staffing

- Troubleshooting and maintenance of computers are currently the domain of the IT department. Either more control (passwords and skills) need to be given to the library staff in the form of an IT librarian, or the IT department needs to have a member on call during the library hours of business.

Marketing

- Information literacy is designed into the initial curriculum (Eng 101) but should be revisited when students are completing major requirements. A 300-level course across the curriculum could include an advanced library skills unit that can be modified to apply to each major.

III. Improvements that require budget

Technology and Staffing

- There is a critical need for dedicated technical support for the Library, including after normal business hours. This includes hardware and software support, such as printers, scanners and Internet access. The review team strongly recommends that a trained IT staff member be on call during all hours the Library is open.
- The review team strongly recommends that the library staff should include a systems librarian, who can support the library web pages, the integrated library system, proxy server issues, mobile devices and the like. A staff member who is knowledgeable in web development is needed to incorporate changes into a functional website that does not require a high learning curve to navigate.
- Adapters should be purchased to enable Apple computers to connect to the monitors in the group study rooms.

IV. Improvements that require budget and policy change.

Facilities

- The current library building is not arranged in a way that functions well for the way students study today. To accommodate the growing numbers of study groups, the Library needs to provide collaborative computer space and study space for groups, with creative ways to separate the noisy collaborative space from the quiet study space. Clearly, renovating and/or rebuilding will need to be done in concert with reclaiming and repurposing space to address the needs of a contemporary university.
- Recreational and social space should be provided for outside of the library building to eliminate some of the social noise levels that are exacerbated by the open air floor plan. A commons area could be incorporated into the floor plan so that students can get a variety of support in one place, such as group study, workstations, tutoring and research help. The Library needs to be better integrated into the university's master plan.