The Library Services program is an academic support operation with the mission of acquiring, organizing, maintaining, and providing access to information and informational resources. The program encompasses traditional reference and circulation services, specialized bibliographical and information retrieval services, responsibility for the book, journal, and non-print collections, acquisitions, cataloging and other processing-related activities, and direct service to the academic and research programs. The Sinclair and Hamilton Library buildings serve as the physical facilities for these services and collections, which are available to all University undergraduates, graduates, faculty and staff, and to residents of Hawaii. The program is administered by the University Librarian. The University Librarian is responsible to the Chancellor, University of Hawaii at Manoa.

The organization plan delineates the reporting of the many organizational units in the Library. Additionally, it outlines the functional relationships between the various organizational units which are typically organized around the type of function(s) performed, the format of materials dealt with, and/or the languages of the materials involved. Thus, the Library organization is a multi-faceted structure having hierarchical features combined with matrices of interrelated activities. This is the inevitable result of an operation which attempts to deal with the universe of knowledge as recorded in print and non-print resources.

DESCRIPTION OF MAJOR FUNCTIONS

1. THE UNIVERSITY LIBRARIAN:

- Plans and directs the operation of library services at University of Hawaii at Manoa, physically located in the Hamilton and Sinclair Library buildings, which house most of UH's informational resources—including books, microforms, non-print (audiovisual) materials, journals, newspapers, and reference sources.
- Acts as advisor to the Chancellor, University of Hawaii, Manoa, on library and media service matters.

AN HUMAN LIBRARIAN INFORMATION
- Provides leadership in planning and coordinating the development of
  the Manoa campus library programs involved with sharing resources
  and networking with other academic, public, governmental and private
  libraries within and without the State of Hawaii.

- Works in conjunction with the Library Senate, which represents the
  faculty of the library and advises on substantive library matters
  and professional library concerns.

- Is an ex officio member of the UHM Faculty Library Committee, which
  represents faculty and students at Manoa and advises on library
  services and policies.

- Works in an advisory capacity with the Law Librarian. The law col-
  lection supporting the University's law program is processed and partly
  housed in Hamilton Library.

2. LIBRARY ADMINISTRATIVE OFFICES

- Support Services are responsible for secretarial services for the
  staff, mail and messenger services, and distribution of supplies.

- The Fiscal Office prepares fiscal data required for maintenance of
  Library budgets and payrolls, monitors the expenditures of library
  funds and handles inventory.

- The Personnel, Planning and Programs Office provides basic planning
  for preparation of budgeting material and is responsible for personnel,
  administration and staff planning. It serves as liaison with
  national library ventures, compiles reports and statistical informa-
  tion, deals with library public relations problems, and initiates
  and maintains programs for staff development. Serves as a trouble-
  shooter for staff complaints (staff ombudsman).

3. COLLECTION SERVICES AND DEVELOPMENT

- Provides reference, bibliographic and collection development services;
  instructs in the use of research and reference collections; and
  generally assists library patrons with the identification and use of
  library resources.

a. Associate University Librarian for Collection Services and
  Development -- Plans, directs and coordinates the activities of
  the Departments of General Reference, Science Technology Reference
  Cooperative Services, Government Documents, Maps & Micreforms,
  and the Sinclair Learning Resources Center. This includes over-
  all planning, budgeting and associated personnel administration
  of these departments. In addition, this position administers
  collection development policies, over all library collections,
  and supervises the efforts of the collection consultants.

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b. Collection Consultants -- Maintains ongoing analyses of collection development and patterns of development for library collection "quality control." Seeks and develops statistics and reports on collection development efforts and recommends implementation of selected patterns. Works with the librarian, University Librarian for Collection Services and Development.

c. General Reference -- Provides reference, informational, and bibliographic services in the humanities and social sciences. In Hamilton Library, selects books and periodicals to build the reference collection and the general collection in support of academic programs in humanities/social sciences; instructs faculty and students in the use of research and reference materials and maintains and provides service for specialized information files, including computer data base searches.

d. Science Technology Reference -- Provides reference, informational, and bibliographic services in science and technology; selects books and periodicals to build the collection in support of academic programs in science and technology; instructs faculty and students in the use of research and reference materials; coordinates the services and collection building activities in the biomedical field in support of the University of Hawaii Medical School; performs specialized information services utilizing data base search services.

e. Cooperative Services Program -- Plans and coordinates the establishment of library support activities involving off-campus organizations and users and the other UI campuses. Plans and coordinates data base searching services, budgeting of these services, and administers the interlibrary loan functions. Participates in planning and establishment of regional networking efforts.

f. Government Documents, Maps & Microforms

1) Government Documents -- Responsible for the collection of publications officially issued by the United States government, the United Nations and other governmental organizations. These materials are obtained primarily on deposit, but are also supplemented by purchases where necessary. The department processes documents and provides access to the documents and specialized reference service for patrons.

2) Maps -- Provides specialized services to the Hamilton Library Map Collection. Develops the collection of maps which focus mainly on Pacific Ocean areas. Serves as a depository for U.S. Geological Survey and National Ocean Survey maps.

3) Microforms -- Provides specialized services to the microform collection, maintains, and services associated equipment. Performs in-house microfilming, photography and photocopying to serve library staff and patrons.
4. PROCESSING OPERATIONS AND AUTOMATION

a. Associate University Librarian for Processing Operations and Automation — Plans, directs and coordinates the activities of the Acquisitions, Cataloging and Circulation departments. This includes overall planning, budgeting and associated personnel administration for these departments. In addition, this position has library-wide responsibility and authority for development, implementation and integration of automated library functions where applicable.

b. System Support — Analyzes library processing operations and workflow and develops plans for automating systems where feasible; maintains current computer programs and monitors programming involved in a range of library automation projects developed internally and externally.

c. Acquisitions — Provides centralized services related to the ordering and processing of materials to be added to the library collection. Works with book dealers to develop means of acquiring difficult-to-obtain material such as out-of-print books and serials. Maintains the master record of serial holdings. Receives and authorizes payment for library materials. Solicits, receives, and initiates processing of gifts and exchange materials. Monitors book budget expenditure plan.
1) **Search/Verification/Order** -- Provides centralized service for searching and verifying all requested titles for which funds are available. Prepares orders for material, corresponds with suppliers as necessary and maintains appropriate records of all transactions.

2) **Receiving** -- Maintains, through two units, Serials Receiving and Monographic Receiving, records of all ordered material. Verifies delivery and certifies receipt of material. Maintains record of order files, monitors vendor performance, updates outstanding orders and checks in and claims serials received. Integrates material received into processing workflow and authorizes payment of invoices for materials received.

3) **Gifts and Exchange** -- Organizes and keeps records of all material received as gifts. Searches library records for unsolicited gifts and rejects unauthorized duplicates. Requests materials known or suspected to be free from appropriate sources. Acknowledges gifts as appropriate and integrates accepted material into library processing workflow. Maintains files as appropriate for significant gifts and ongoing exchanges.

c. **Cataloging** -- Provides original, adaptive and descriptive cataloging, classification and subject headings for all library materials entering the collection, and makes this material accessible via the public catalog; monitors and reviews the card catalog, and inputs material into national on-line union cataloging system.

1) **Search/Find Cataloging** -- Searches for cataloging copy from manual and on-line sources, orders catalog cards for material found to have matching cataloging copy, re-catalogs titles already in the collection, resolves catalog card conflicts and forwards to Original Cataloging items for which no cataloging copy is available.

2) **Original Cataloging** -- Provides classification, subject headings, and establishes added entries for all material for which no cataloging copy can be found; maintains authority files.

3) **Catalog Maintenance** -- Maintains shelflist, files cards in card catalog; ensures the card catalogs are kept up-to-date and monitors quality control of filing. Prepares card catalog copy for original cataloging and Asia vernacular materials. Withholds, transfers and provides other record procedures for replaced or reinstated titles.

d. **Hamilton Circulation** -- Prepares library material for the shelves and prepares material for binding when necessary. Provides circulation services for material in Hamilton Library. Authorizes the lending of library materials. Assists patrons in locating materials not found on the shelves. Maintains records pertaining to the location of materials. Provides security for the collect-
cien and the patron. Maintains the order of the physical collection.

1) Physical Processing and Stack Maintenance -- Prepares materials for use by indexing, posting, stamping, adding call numbers and date due slips; targets material with theft detection devices. Mends damaged materials and makes pamphlets, temporary and special bindings. Prepares all material for binding, maintains records thereof, and returns bound materials to the collection.

Reshelves used and returned books and periodicals and keeps the shelves in order; monitors stack areas and provides the security of the collections and the building. Services coin-operated photocopiers and develops and implements plans for physical expansion of material in the collections.

Oversees the periodicals reading room, provides directional information regarding periodicals and maintains order of periodicals and requests funding of periodical material when necessary.

2) Circulation Records -- Lends, and maintains records of the whereabouts of the circulating materials; recalls and holds books on request; charges material returned, searches for missing books and orders replacement copies; sends notices and bills for lost and overdue books for both SInclair and Fenzlton; maintains and regularly updates a file of borrowers in the delinquent accounts.

5. ASIA COLLECTION

- Provides the University community and the state with a major resource on Asia for study, research and training. This is accomplished through: selection and acquisition of books, journals, newspapers, non-commercial publications and other printed materials from and about Asia in western and Asian languages; developing and maintaining close contact with libraries and institutions engaged in Asia-related activities throughout the world; making accessible to its clientele the research resources of the collection through:
  a. Provision of specialized reference service, which includes supplying specific information in answer to requests, guidance in the use of the collection and the available aids for research in the Asian field and preparation of other bibliographic aids as time and staff permit.
  b. Provision of uniform bibliographic control for material in vernacular languages.
SPECIAL COLLECTIONS

- Provides the University and the State with the most comprehensive collections and services possible relating to Hawaii and the Pacific. The department is responsible for specialized services and the collection development activities required to maintain and develop the Hawaiian Collection and the Pacific Collection (Melanesia, Micronesia, and Polynesia). The Hawaiian Collection serves as a depository for Hawaii State documents.

- Public Services -- Provides reference and paging for the Hawaiian and Pacific Collections, and also for the rare and other small special collections which cannot be properly shelved in open stacks or "closed shelves" of other collections.

- University Archives and Manuscripts -- Collects and preserves all University records having legal and historical value and provides access to these materials to interested scholars. Maintains and provides access to specialized manuscript collections.