The Library Services program is an academic support operation with the mission of acquiring, organizing, maintaining, and providing access to information and information 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 Vice President for Academic Affairs, University of Hawaii.

The organisation 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.
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 UHM's informational resources—including books, microforms, non-print (audio-visual) materials, journals, newspapers, and reference sources.

- Acts as advisor to the President's Office on library and media service matters.

- Provides leadership in planning and coordinating the developing 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 Committees, 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 collection supporting the University's law program is processed and partly housed in Hamilton Library.
2. LIBRARY ADMINISTRATIVE OFFICES:

a. Support Services

- Under direction of the Secretary to the University Librarian, provides secretarial, and other support services to the University Librarian and other administrative offices.

b. Associate University Librarian for Planning Administration and Personnel

- Provides library-wide long-range strategic planning, space planning and policy development for Library Services. Relates that planning to the budget planning, human resources planning and development processes.

- Oversees planning, organization and administration of the Library Fiscal Office.

- Plans, organizes and administers Library Personnel Program, human resource planning, staff development and supervises all aspects of personnel administration for the Library's 165.5 full time employees.

- Supervises initiation, planning, coordination of library-wide programs, such as library building planning, legislative liaison, grant preparation. Provides task force leadership as necessary.

c. Personnel Office

Provides administrative and technical support for management of the full range of Library Services personnel activities. Handles all personnel
transactions for 165.5 full time employees (BOR and Civil Service), casual and temporary hires, and student employees (60 FTE). Maintains personnel records, provides data for staffing analyses, maintains contact with University officials, and works with department heads in developing and revising position descriptions and employee evaluations. Maintains up to date information regarding state regulations, employee benefits, union contracts and training opportunities.

d. Fiscal Office and Fund Control

The Fiscal Office prepares fiscal data required for the management of Library budgets and payrolls, monitors the expenditures of all library funds, coordinates purchasing of equipment, administers Library contracts, and handles inventory. Administers Mail and Messenger services and order, receipt and distribution of supplies.

3. COLLECTION DEVELOPMENT:

Coordination of collection development is the responsibility of the Collection Development Coordinators Group. This group is composed of librarians (Specialist positions) assigned collection development functions related to specific broad subject areas. These Librarians are assigned organisationally to library Reference and Acquisitions departments. The group is chaired on a rotating basis.

- Works with University Librarian to develop a library-wide plan for coordinating and monitoring collection development activities.
- Provides leadership in developing a Collection Development Policy for the entire Library. Assesses the Library's materials holdings in relation to the University's Strategic Plan and in direct concert with the teaching and research programs of the University.
• Establishes mechanisms for review of materials holdings including areas for de-selection or cancellation.

• Maintains on-going liaison with teaching and research departments to ascertain needs and future research trends.

• Develops, coordinates and monitors $2 million + book fund budget. Works with individual selectors, Acquisitions Department, Fiscal Officer and University Librarian to monitor and assess the book fund expenditure plans, contractual relationships and approval plans.

• Coordinates selection activities to ensure compliance collection development policy and to determine future areas of emphasis and selection excellence.

4. PUBLIC REFERENCE SERVICES:

These services provide reference, bibliographic data base searches, instruction and collection development services in assisting library patrons with the identification and use of library resources. Heads of the following units report to the University Librarian. The Public Services Department Heads Group is coordinated by the Head of one of the units on a rotating basis.

a. General Reference (Humanities & Social Sciences)

Provides reference, informational, and bibliographic services in the humanities and social sciences in Hamiton 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.
b. Science and 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 database search services.

c. 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.

d. Sinclair Learning Resources Center

1) The Reference section selects books and periodicals especially suited for undergraduate use, but also includes the music and architecture areas of the collection and provides reference service and instruction in the use of books and libraries.
2) The Circulation section administers circulation services for the undergraduates, architecture, and music collections and supervises the Reserve Book Room.

3) The Media Services section includes the Audio-Visual Center and Film & Equipment Section. The Audio-Visual Center provides access to tapes and records, individual previewing of films, and terminals for computer-assisted instruction. The Film and Equipment Unit, houses the Manoa film collection, circulates films to faculty and other users, and provides audio-visual equipment (projectors, screens, etc.), as needed.

e. Cooperative Services Program

Plans and coordinates the establishment of library support activities involving off-campus organizations and users and the other UH 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.

5. PROCESSING OPERATIONS AND AUTOMATION:

- Acquires, catalogs and organizes library collections, maintaining such automated and manual catalogs and other records as necessary to facilitate access to the collections by library users. Manages the Library's Computer Facilities. Prepares publications for shelving in the public stacks or elsewhere as appropriate. Records statistical data and prepares reports therefrom. Provides for circulation of library materials and the physical management of the Hamilton Library collection.
a. Associate University Librarian for Processing Operations and Automation

Plans, directs and coordinates the activities of the Library Systems Office, and 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. Library Systems Office

Administers and maintains the Library's computer facilities and related environmental support equipment; manages centralized data communications for the Library's integrated on-line automated system (presently 192 computer ports, 192 terminals and 128 external users); manages development of optical disk storage systems and implementation of automation of internal library administrative and public service support services; provides specialized library systems analysis and programming to support implementation and further development of the Library's on-line system; 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

1) Search/Verification/Order -- Provides centralized services 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.

d. 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 catalogs; monitors and reviews the card catalogs, and inputs material into national on-line union cataloging system.

1) Search/Copy Cataloging -- Searches for cataloging copy from manual and on-line sources, orders catalog cards for material found to have matching cataloging copy, recatalogs 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 catalogs; ensures the card catalogs are kept up-to-date and monitors quality control of filing. Prepares card catalog copy for original cataloging and Asia vermicular materials. Withdraws, transfers and provides other record procedures for replaced or reinstated titles.

e. 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 loaning 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 collection and the patron. Maintains the order of the physical collection.

1) Physical Processing and Stack Maintenance -- Prepares materials for use by labeling, pasting, 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 thereon, and returns bound materials to the collection.
Resheives 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; orders replacement copies; sends notices and bills for lost and overdue books for both Sinclair and Hamilton; maintains and regularly updates a file of borrowers in the delinquent accounts.

f. Gifts and Exchange initiates and monitors exchanges set up with libraries and other research institutions throughout the State and the world, solicits gift materials, responds in an appropriate manner to the unsolicited offers of gifts and exchanges, and then integrates the material acquired into the Library's processing workflow. The Gifts and Exchange department is responsible for searching for appropriate bibliographic records for the material it receives and enters cataloging data into the automated system or other appropriate manual records for all items accepted.
6. ASIA COLLECTION:

- Provides the University community and the State with major resources 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 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.

7. 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 unique and internationally acclaimed Pacific Collection (Melanesia, Micronesia, and Polynesia), and the Hawaiian Collection. The Hawaiian Collection serves as a depositary for Hawaii State documents. These collections support the University's teaching and research emphases on Hawaiian, Asian and Pacific studies.

a. Public Services

1. Provides in-depth reference and bibliographic assistance to resources in the Hawaiian and Pacific Collections, and also for the Rare and other special collections.
2. Operates an independent and self-contained automated circulation system and paging service to provide access to the Hawaiian, Pacific and other Special Collections which are maintained in closed stacks, not accessible to the public.

b. University Archives and Manuscripts

Collects and preserves all University records having legal and historical value and provides access to these materials to scholars and researchers. Maintains and provides access to specialized manuscript collections, including the Jean Charlot Collection.

APPROVED: [Signature]

TITLE: University Librarian

DATE: November 30, 1988

1) Search/Verification/Order -- provides centralized services 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 on-going exchanges.

d. 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 catalogs, and inputs material into national on-line union cataloging system.

1) Search/Copy Cataloging — Searches for cataloging copy from manual and on-line sources, orders catalog cards for material found to have matching cataloging copy, recatalogs 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 catalogs; 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. Withdraws, transfer and provides other record procedures for replaced or reinstated titles.

e. 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 loan 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 collection and the patron. Maintains the order of the physical collection.
1) **Physical Processing and Stack Maintenance**

--- Prepares materials for use by labeling, pasting, 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 thereon, 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; orders replacement copies; sends notices and bills for lost and overdue books for both Sinclair and Hamilton; maintains and regularly updates a file of borrowers in the delinquent accounts.
6. **ASIA COLLECTION:**

- Provides the University community and the State with 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 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.

7. **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.

  a. **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.
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D. 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.

APPROVED: 

John R. Haak

TITLE: University Librarian

DATE: September 17, 1987