LIBRARY SERVICES

ORGANIZATION PLAN

October 15, 1990

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, bibliographic instruction 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 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, non-print and electronic resources.
DESCRIPTION OF MAJOR FUNCTIONS

1. THE UNIVERSITY LIBRARIAN

* Plans and directs the operation of library services at the 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, audiovisual materials, journals, newspapers, electronic databases 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 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 Library collection supporting the University’s law program is partly processed by Hamilton Library staff.

2. LIBRARY ADMINISTRATIVE OFFICES:
   a. Support Services

* Under the 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 the Library Personnel Program, human resource planning, staff development and supervises all aspects of personnel administration for the Library's 166.5 full-time employees.

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

c. **Personnel Office**

Reporting to the Associate University Librarian for Planning, Administration and Personnel, this office provides administrative and technical support for management of the full range of Library Services personnel activities. Handles all personnel transactions for 166.5 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, budgets and monitors the expenditures of all funds, coordinates preparation of bids and purchasing of equipment, administers Library contracts and grants, and handles
3. COLLECTION DEVELOPMENT

Coordination of collection development is the responsibility of the Collection Development Officer, who reports to the University Librarian. This position coordinates the work of the Collection Development Coordinators Group. This group is composed of Librarians assigned collection development responsibilities related to specific subject areas. These Librarians are assigned organizationally to any of the library public service or processing areas.

The Collection Development Officer:

* Works with University Librarian to develop a library-wide plan for coordinating and monitoring collection development activities.

* Provides leadership in developing and updating 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 $3 million plus book fund budget. Works with individual selectors, the Monographs and Serials Departments, the Library’s Fiscal Officer, and University Librarian to monitor and assess the book fund expenditure plans, contractual arrangements and approval plans.

* Coordinates selection activities to ensure compliance with collection development policy and to determine future areas of emphasis and selection excellence.
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* Reviews the approval plans to ensure their continued appropriate support of the University teaching and research programs.

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 to fulfill their information needs.

Coordinator of Public Services
The public reference services are coordinated by the Coordinator of Public Services, a Librarian position reporting to the University Librarian. This position is responsible for facilitating group participation and decision making in the planning and implementation of public services by working with the University Librarian and the heads of the various public service departments.

Heads of the following units also report to the University Librarian:

a. General and Humanities, Social Science Reference
Provides reference, informational and bibliographic services in the humanities and social sciences in Hamilton Library, selects books, periodicals, and electronic databases, 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 research strategies. Maintains and provides services for specialized information files, including computer data base searches. While the staffing of the Information Desk is a shared responsibility among public service units, Information Desk services are also coordinated through this unit.

b. Science and Technology Reference
Provides reference, informational, and bibliographic services in science and technology: selects books, periodicals and electronic databases 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 online database search services.

c. **Government Documents and Maps**

1. **Government Documents**—Responsible for the collection and maintenance 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 supplemented by purchases where necessary. The department catalogs, processes and provides access to the documents and performs specialized reference service for patrons.

2. **Maps**—Provides specialized reference 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.

d. **Sinclair Library**

1. **Sinclair Reference**—The Reference section selects and manages book, periodical and electronic database collections especially for undergraduate use, but also includes the music and architecture areas of the collection. An extensive program of reference service and instruction in library research strategies and bibliographic skills is provided. Manages reference room stacks.

2) **Sinclair Circulation**—Administers circulation services for the book material in Sinclair library, including the architecture and music collections, and supervises the Reserve Book Room. Authorizes the loaning of library materials. Assists patrons in locating materials not found on shelves, maintains online records pertaining to the location of materials, and maintains the order of the physical collection. Works in conjunction with Campus Security to maintain the security of library collections and patrons.
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3) The Wong Audiovisual Center incorporates the public and circulation services to the audiovisual media in the collection and instruction in use of the equipment housed therein. The Wong Audiovisual Center selects audiovisual media and provides media related bibliographical reference service. Access is provided to tapes and records, individual and group previewing of videotapes, films and other media. Reserve services are provided for Manoa classes. The Center circulates the film collection to the faculty and other users and provides audio-visual equipment (projectors, screens, monitors, etc.) as needed.

The interactive television system for the Manoa campus is operated by staff of the Wong Audiovisual Center.

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 library material 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 Collection.

a. Associate University Librarian for Processing Operations and Automation

Plans, directs and coordinates the activities of the Library Systems Office, and of the Monographs, Serials, Gifts & Exchange, Cataloging, Circulation and
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Preservation 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 online 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 online system; and monitors programming involved in a range of library automation projects developed internally and externally. Administers and maintains library telecommunication and microcomputer based systems.

c. Monographs

Provides centralized services related to the ordering, processing/receipt, and copy cataloging of monographic (single issue) library materials in print and non-print formats (books, audiovisual items, scores, maps, etc.) to be added to the Library collections. Monitors the contractual approval plans through which 60% of the new monographic titles are automatically ordered and received after publication. Works with book dealers to develop means of acquiring difficult-to-obtain material such as out-of-print books. Receives and authorizes payment for monographic library materials. Monitors book budget expenditure plan.

1) Order. Provides centralized services for searching and verifying all requested monographic titles for which funds are available. Prepares
orders for material, corresponds with suppliers as necessary, and maintains appropriate records of all transactions in automated and/or manual files.

2) Receiving -- Maintains records of all ordered monographic material in automated and/or manual files. Verifies delivery and certifies receipt of monographic material both print and non-print. Maintains record of order files, monitors vendor performance including contractual approval plan performance, updates outstanding orders. Integrates material received into processing workflow and authorizes payment or invoices for monographic material received.

3) Copy Cataloging -- Enters bibliographic cataloging information into the Library's online Catalog for all monographic material received in all languages for which previously developed cataloging information has been found. Searches for cataloging copy from online sources, downloads online cataloging information from network sources to the Library's local online system. Forwards to the Original Cataloging Section material for which there is no catalog copy and for some of this material, first enters brief cataloging and holdings information. As directed, performs minimal level cataloging on material sent from the Original Cataloging Section and the Hawaiian and Pacific Collections.

d. Serials

Provides centralized services related to the ordering, processing/receipt and copy cataloging of all serial materials in all languages to be added to the library collection. Monitors performance of contractual vendors who handle 50% of the serial annual subscriptions. Works with serials vendors to obtain out-of-print serials. Maintains the master record of serials holdings. Checks in and claims serials received. Integrates material received into the processing workflow and authorizes payment of invoices for serial material received.
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The Serials Department is divided into four units. Three units provide searching, order, receipt and copy cataloging functions for serials titles for the Library, including those serials written in vernacular languages.

The Serials department is also responsible for managing and providing public service to the Periodical/Microform Room and for Bindery Services.

1) Serials - Order/Receiving & Copy Cataloging

Provides searching and verification for all serial titles requested by the Library. Prepares orders for this material, corresponds with suppliers as necessary and maintains online and manual records (as appropriate) for all transactions. Verifies delivery and receipt of serial material. Maintains record of order files, monitors vendor performance, updates outstanding orders and checks in and claims serial received. Searches for cataloging copy for newly acquired or previously uncataloged serials, downloads online network copy, and/or enters bibliographic information into the Library's online system. Continues retrospective conversion of older manual serial catalog records into machine readable format for entry into the online system.

2) Microforms/Periodical Room

Manages and provides public service to the Microform Room and the Periodical Reading Room. Shelves and keeps in call number order material in both rooms.

Staffs public service desk providing service to both the current periodical collection and the Microform Collection. Provides specialized services to the microform collection, maintains associated reading and printing equipment.
Performs photocopying services for library staff and patrons on a cost recovery basis.

Prepares journal material for binding. Maintains records thereon, and returns bound volumes to the collection.

e. Cataloging

Provides original, adaptive and descriptive cataloging, classification and subject headings for library materials not previously cataloged, in order to make this material accessible via the public online catalogs; monitors and reviews the online catalogs, maintains the bibliographic database and inputs material into national online union cataloging systems.

1) Original Cataloging -- establishes entry/name headings and provides description, classification and subject headings for all material for which no cataloging copy can be found; enters original cataloging into the library's online system; maintains authority files.

2) Database Maintenance-- maintains online file, ensures that corrections, additions and deletions to the online records are made on a timely basis. Withdraws, transfers and provides other record procedures for replaced or reinstated titles. Performs ongoing conversion of manual records to machine readable format and enters those records into the online bibliographic database. Monitors the entries made into the online bibliographic database and monitors quality control of the database.

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 works with materials in both monograph and serial format. The Gifts and Exchange department is responsible for searching for appropriate bibliographic records from online sources for the material it receives, downloads online network copy, and/or enters cataloging data into the automated system or other appropriate manual records. Material added to the collection which does not have cataloging copy is referred to the Original Cataloging Department for handling.

g. **Hamilton Circulation**

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 online records pertaining to the location of materials. Provides security for the collection and the patron. Maintains the order of the physical collection.

1. **Stack Maintenance**

Shelves and reshelves used and returned books and periodicals and keeps the library material in correct call number order on the shelves; monitors stack areas and provides the security of the collections and the building. Services coin-operated photocopiers and develops and implements plans for the physical expansion of shelving space for additional library material in the collections.

2) **Circulation Records** - Lends, and maintains online records of the whereabouts of circulating material; recalls and holds books on request; discharges and reactivates theft detection strips in returned material, searches for missing books and notifies selectors when replacements orders need to be placed; sends notices and bills for lost and overdue books for both Sinclair and Hamilton; maintains and regularly updates online files of borrowers with delinquent financial accounts.
h. Preservation

Coordinates library wide preservation efforts and develops and implements program for long term preservation of the library's 2.3 million volume collections of which 20% are in need of preservation treatment or restoration. Works with public service and processing departments to develop library-wide effort for preservation, disaster preparedness and other programs to enhance preservation of library material. Monitors environmental conditions affecting collections in Hamilton and Sinclair Library. Recommends action steps to prevent or minimize environmental damage to the library's material collections. Develops and administers grant funded preservation projects.

Performs in-house preservation microfilming and photography.

Prepares library materials for the shelves and use by labeling, pasting, stamping, adding call numbers and date due slips; targets material with theft detection devices. Preserves and restores damaged materials and makes specialized pamphlets and temporary and permanent bindings for unbound material.

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 print and non-print 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 preparation of bibliographic aids.
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 repository 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 indepth 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]

John R. Haak

**TITLE:** university Librarian

**DATE:** October 15, 1990