

**1. Why does the IT Specialist gain a \$3,000 bonus after the first year?**

- The IT specialist position usually receives an annual salary compensation adjustment (bonus) because the work that will be required provides opportunities for initiating, creating new services, resources, economies of scale, or savings that meet established APT criteria for 2-6% SCAs.

2. **Why does the “software and supplies” request decrease \$6,000 dollars after the first year, yet electronic resources increases \$50,500 after the first year?**

- The \$11,000 is the cost of buying the software platform "Coldfusion" (to turn the library web site into a "database driven" site) and the \$5,000 thereafter is for maintenance, software upgrades, instructional/classroom equipment and accessories, and training costs.
- Electronic resources includes databases, servers, and document delivery equipment (PCs, scanners) and services. The average rate of increase for these is anywhere from 7%-12%.

**3. What is the cost breakdown for the requested technology-related supplies for the first three years?**

- Supplies include items like the "clicker instant response system" or smartboard, equipment for pod and/or web-casting (e.g. digital video recorder with microphone), PA system or web conferencing. We have backlogged lists, but have not costed specific items at this time.

4. **Please provide the results of the LibQual and Surveys you have administered since 2003.**

Attached

**5. What are the expected duties and projects for the: IT Specialist, Metadata Specialist, Web Design Coordinator, Media Digitization Specialist, Acquisition Specialist, Physical Plant Manager, and Instructional Support Specialists?**

The following positions will be part of a digital collections support unit which will:

- provide copies of images of rare and unique material held by the University of Hawaii's archival and special collections unit to researchers.
- Use technology to expand access to cultural and historic sources and support the use of these resources through the development and management of distinctive digital collections.
- Serve both the UH community and the world-wide academic community through digitization projects that make scholarly resources more widely accessible.
- Situate UH to join the ranks of libraries and colleges making local and unique digital collections available on the web.
- Participate in efforts to preserve scholarly resources and make them widely accessible for distance education and research.

The positions will be involved in activities which support the following --

- short term goals:
  - Establish an IR initiative to organize and provide access to current and future digital assets
  - Establish AV Digitization capabilities and lab at Sinclair
  - Develop hardware and software resources to support digital maps and aerial photos
  - Set up an advisory board to guide and develop the program
- longer term goals:
  - Develop and expand architecture, policies, protocols and content in IR system(s)
  - Create agreements with campus and system to act as intellectual property (IP) repository
  - Create Information Agents, Personalization services to individualize access to IR and digital collections/content
  - Develop metadata and middle-ware interconnections to other IRs to extend the reach of search and retrieval systems

IT Specialist/Programmer

- Provide support and application development of content management system(s) and a variety of digital library services, including but not limited to institutional repository and digital image delivery systems.
- Prepare test plans and documentation.
- Clarify end user issues, evaluate possible solutions, implement resolutions.
- Work with data contributors and end users throughout the campus, troubleshoot functional/technical application issues.
- Resolve software configuration and functionality problems
- Assist with development of databases of digital/digitized text, graphic, photographic,

- and multimedia content to support research
- Work with librarian/IT team on a variety of applications which support a broad array of services.
- Metadata Specialist (to include digital copyright specialist)
- Provide metadata and/or content taxonomy structure for effective access to electronic publications and digital information.
- Work with data contributors and end users throughout the campus, troubleshoot metadata-related issues.
- Assist contributors with improving workflow and quality of metadata submissions.

#### Web Design/Digital Projects Coordinator

- Develop, improve and maintain University of Hawaii at Manoa Library web presence and services
- Keep web pages up-to-date; work with Library Divisions to coordinate web pages
- Create, edit and customize graphic, audio and video page elements
- Maintain current awareness of web editing, scripting technologies; review and recommend hardware and software for web site development and management
- Test and adopt new methods to present information and solicit user feedback; prepare reports of web page usage and user feedback
- Participate in the development of web-based interactive library instruction
- Participate in the development of web policy and guidelines
- Develop and implement methods to evaluate use of Library web pages
- Supervise interns, coordinate digitization projects

#### Media Digitization Specialist

- Collaborate with Library's Desktop Networking Services (DNS) in setting goals, priorities and best practices for digital conversion and reformatting of audio and video materials in Sinclair Library and Special collections, including historical Hawaiian sound and moving images.
- Provides digital media expertise to the campus and UH System libraries.
- Install, configure, integrate, identify issues and troubleshoot new and existing hardware
- Use audio/video editing hardware and software, including I/O boxes, signal extenders, converters, video decks
- Understand and apply technical specifications for digital audio and video including streaming technology, web/pod casting
- Edit, encode, transcode analog audio and video media, perform DVD authoring
- Upload and/or distribute audio/video files for use within various digital systems
- Clean analog media, perform quality control checks of digital files
- Maintain an archive of digital media master files

The following position enables the Library to quickly and efficiently provide materials not available in the Hamilton and Sinclair libraries: (Currently takes 2-3 weeks – not acceptable)

#### ILL/Acquisitions Specialist

- Process interlibrary loan requests from students, faculty

- Facilitates desktop delivery of materials
- Research bibliographic information in order to process items not held by UHM
- Provide purchase on-demand through online book services
- Track user stats and produce reports
- Train and supervise students
- Work with Acquisitions on faculty requests

The following position is essential to oversee a complex facility that houses over 3 million volumes, that has the offices and workspaces for over 130 FTE, and that averages over 1500 users each day.

#### Physical Plant Manager

- Coordination of routine maintenance of Hamilton Library
- Coordinate repairs and other physical plant projects with campus facilities departments, contractors
- Routinely assess physical plant requirements for safety, health, sustainability, and user access and egress
- Coordinate planning and design with campus facilities and contracted architects, etc for projects involving the physical plant
- Serve as primary library contact on all projects related to the physical plant
- Work with library departments, including preservation staff to provide physical plant environment appropriate for collections, equipment, people, and the safe provision of services.

The following positions (2) are vital to the Library and the University to teach required Foundation skills.

#### Two (2) Instructional Support Specialists

- Leverage the Information Literacy program
- Develop curriculum
- Create teaching materials
- Teach classes, courses, workshops
- Consult with instructional faculty
- Train and mentor students in information literacy.

#### **How is the lack of these positions causing problems for the library system?**

There are several categories of positions:

- **TEMPORARY TO PERMANENT:** 3 positions
  1. ~~FF Specialist~~ Physical Plant Manager -- Hamilton Library has over 9 acres of floor space. The Library has had to carve a temporary position out of salary savings each year in order to fill this essential position. With continuous repair, renovation, and maintenance work not having the position has put us in a constant precarious position.
  2. Web Design Coordinator – We can't guarantee that the quality and content of the Library's primary mode of communication with the University and with the external community can be properly managed.

3. IT Specialist – We will not be able to continue to develop the content management for the institutional repository crucial to the open access support of the University’s research. The Library’s past and future digitization projects will continue to grow without the coordination and management needed to expand access and streamline user interfaces.
- **The Library has not been able to adequately respond to the ACCESS needs of our students and faculty. They demand desktop delivery services anytime, anywhere.**
    1. Metadata Specialist – Required to provide the essential metadata tags (keywords) in both discipline standards and library standards for user access
    2. Media Digitization Specialist – The Library will not be able to make available (digitally) audio and visual collections.
    3. ILL/Acquisitions Specialist – The Library isn’t able to provide expected desktop delivery services.
  - **STUDENT-FOCUSED SERVICES – The Library has not been able to adequately take responsibility for insuring that information literacy skills that are a Foundation skill required for graduation are properly integrated into the teaching curriculum. There has not been an integrated program of standard outcomes and assessment.**
    1. The TWO (2) Library Instruction Support positions – currently ONE librarian is dedicated to working with hundreds of faculty and thousands of students. It is an impossible task without a team of specialists.

**What improvements to the library’s system is expected to come from these new positions?**

The Library is no longer just a collection of books and journals. The 21<sup>st</sup> century university library is a dynamic participant in the teaching, learning, and research of its students and faculty. The Library’s goals will enhance the student experience at Manoa and across the UH System and increase research competitiveness. With the funding of this request, the Library will “Improve student and faculty access to library collections and services by acquiring, licensing, preserving and/or developing digital resources and the Library’s web presence, enhancing the information literacy curriculum, providing on-demand acquisition of research materials and increasing access to desktop services.” The Library’s role in educating students and increasing access to research is a major factor in guaranteeing the QUALITY of an appropriately educated workforce and lifelong learners.

**6. In the current budget, how much new volume of books and electronic resources can currently be acquired annually?**

- We currently receive 30-32,000 books each year; 51,632 electronic titles. In FY2007-2008 the book budget was reduced so there will be fewer purchased books this year.

**How much is expected to be acquired and maintained with the request for \$900,000 for books and inflation-related costs, and \$950,000 for electronic resources?**

- Even with the increase there will be fewer purchased books because inflation will reduce the purchasing power of the dollar. We will need a supplement of \$750,000 to pay for a major full-text journal package called Sciene Direct . The requested \$900,000 will cover that inflationary increase for a couple of years, but we will need to develop a Manoa campus formula to sustain on-going inflation at an average of 7% per year.

[BACKGROUND: In 2005-2006 we received a supplement of \$300,000 from the Chancellor to cover the inflation of materials; in 2006-2007 we received a supplement of \$500,000 from the Chancellor and \$140,000 from RTRF; and in 2007-2008 we received a supplement of \$500,000 from the Chancellor and \$300,000 in RTRF in addition to reducing the book budget by about \$400,000 in order to cover journal inflation.]

- The request for \$950,000 for electronic resources is to pay for products and services that the Library does not have or has only parts of (e.g. the Arts and Sciences JSTOR and ArtSTOR) that are considered important resources for a research university. The increase in funding for electronic resources will enable us to provide adequate document delivery services (of both materials we have and don't have) to our students and faculty.

**How much of current subscriptions and other recurring acquisitions will have to be dropped if funding is not given?**

- Not receiving funding could result in the elimination of book acquisitions (in 2006-2007 we stopped buying mid-year to the outrage of the University community). It could also result in the elimination of major full-text journal services, such as Science Direct. This year we could not pay the \$1.2 million subscription for Science Direct, an essential resource for a research university, especially with programs in medicine, the natural, physical, and even social sciences. We received \$500,000 from the Chancellor and \$300,000 from the Vice Chancellor for Research, but we are still negotiating the terms with Elsevier, the vendor, because of the shortfall.

**Please provide usage statistics for these subscriptions.**

See attached. Data from Science Direct.

**7. What is the current system for determining demand and acquisitions for new books and journals?**

- Faculty librarians work with instructional and research faculty to determine curriculum support and research needs. We use a book purchasing program with a customized profile to purchase most books that the Library. The profile was revised in 2007 in order to streamline the parameters and reduce the ceiling by almost half . Although the librarians have small and reduced discretionary funds, they are unable to fill most requests from faculty for materials that support current instruction and research and certainly not new academic programs and fields of research.