Library Faculty Senate

Meeting Minutes
2003-02-05 and 02-06

LSEB Chair Vicky Lebbin called the full Library Senate meeting to order. Two separate meetings were held at the Center for Korean Studies Auditorium; the first at 9:30 AM on February 5 and the second at 1:00 PM on February 6, 2003. All library staff were invited to attend and approximately 60 people attended the first meeting while about 45 people attended the second.

Lebbin explained the Q&A session procedure to the staff. At the end of the address, Perushek would take questions from the floor. Writing pads and pens were provided for those who wanted to ask questions in writing rather than from the floor. The written questions were to be forwarded by LSEB to Perushek who will provide her answers later.

State of the Library Address by Diane Perushek, University Librarian

Perushek thanked all Library staff for making the past year a good one and she felt welcomed, challenged, helped, and instructed. Her address included a review of 2002 and what we could expect for the coming years.

Statistics of the Last Year
The Library had a productive year and Perushek outlined some statistics to illustrate the Library's activities:

The Library now has 152 staff members in three buildings: Hamilton, Sinclair, and Jefferson Hall Annex. Catherine Hammer, Access Services Department Head, is a new and important member. There are still three vacant librarian positions: IT/Assistant University Librarian position (in process of getting the offer approved by the University Administration), Collection Services Division Head (in process), and Asia Collection Department Head (reopened for search).

Over one million people passed through the Library last year. We received 3,800 patrons per day in October, which was the busiest month of the year. The Library added 25,000 volumes of monographs, which means about 2 books per student. We purchased 17,500 journal titles, and added 9,800 journals obtained in other ways. The Library checked in 95,000 issues. 20,000 journals are accessed electronically. The Library also added 1,900 videos, and it holds 14,000 sound recordings that include two significant Hawaiian sound recording collections. Last year 30,000 items were cataloged and 25,600 items were bound. The Library gave instruction to 3,600 students in about 300 classes. Many librarians taught in the LIS programs.

In the first six months of FY 2002, 3,300 hours of overtime was used, of which 90% was related to the Voyager record clean-up project. The Library paid $78,000 in overtime compensation. 90,000 reference questions were transacted.

Fiscal Statistics
Approximately $13 million was allocated to the Library and $14 million was expended. The University Administration provided an additional $3 million, which enabled the Library to subscribe to expensive electronic resources such as $200,000 for the EBSCO Host and Web of Sciences subscriptions, $500,000 toward completion of the Library renovation, $40,000 for the extended Library hours, and $168,000 to
complete serials' conversion. Overall, the University Administration provided a 20% bonus to our baseline budget.

The UH Foundation started assisting the Library as well. The Foundation doubled the Library Enrichment Fund by allotting $4,200 to an undesignated fund. This amount was obtained through telephone fund-raising that targeted parents of UH students.

**Initiatives**

Perushek asked John Awakuni to produce new reports and enhance the existing monthly report to keep track of income from the Foundation. Erhorn and Awakuni are reviewing the photocopier contract to reduce costs because the Library was to cut its budget by 2%. Erhorn is in charge of initiating the Association of Research Library (ARL) LibQual+ survey to collect insights from faculty along with students' expectation of the Library.

The Library renovation was nearly completed in public areas. One-third of the collections (approx. 1 million volumes) have been shifted. However, we still face the problems of humidity and temperature control. The failure to maintain proper humidity and temperature is especially problematic in the rare book vault and microform room. The good news is that the roofing project is finishing up. The cooperation and patience of the Special Collection and Asia Collection Departments are appreciated. Asia special collections are now integrated into one secure room on the 4th floor. The rededication ceremony was a big success and attended by many major officials inside and outside the UH System, including Senator Inouye. Perushek thanked the many volunteers for their hard work.

Perushek also has made conscious efforts to raise the profile of the Library, which was one of the inputs from the Visionary Session. The UH Foundation now pays more attention to the Library. For example, when Richard Cheng, UH TIM graduate and successful entrepreneur learned about the UCLA's book purchasing program on behalf of individuals and institutions, Betsy Sloan asked him to designate some of his donations to purchase computer science books for the Library. Susan Johnson created a list of recommended books and orders are on the way. Thelma and Bron are now investigating similar book purchasing programs. The officers of the University Administration also have shown their support for the Library. President Dobelle helped set the UH guidelines to protect the Library's patron records when Perushek informed him about the US Patriot Act. Dean Neubauer assisted the Library in subscribing to the expensive Web of Science database; Karl Kim ensured that the Library would be included in the University Strategic Plan. Chancellor Englert provided financial assistance to extend the Library hours for students and faculty. He wants to raise our ARL ranking and invited Perushek to different committees. The Chancellor also requests many kinds of information from the Library, often with only two hours' notice. The Library Administration makes every effort to meet his information needs.

Since Perushek assumed her position, she has met many deans, directors, and chairs on campus. She has received many compliments on ILL, public and collection services, and instruction provided by the Library. In addition, we have established the statewide circulation policy, which benefits many Library patrons.

Perushek is involved in the new Health Sciences Library project in Kakaako. She has spent time with architects and consultants from the mainland. She wants to make sure that the current Library funds will not be used for the project, but she believes that making the Health Sciences Library part of us will strengthen our Library.

Perushek appreciates many individuals' contributions to raise the Library's profile. Paul Costello helps the Library get coverage from the news media. Randy Hensley's National award has helped the Library's
visibility among ALA and other library professional associations. The @ your library exhibit coordinated by Susan Johnson and David Flynn not only attracted users' attention but earned recognition by the ALA office. It will be used as an example in the @ your library initiative for College & Research Libraries. Johnson and Martha Chantiny created nice displays and an online exhibition for the recent UH Day at the Hawaii State Legislature.

New Committees & Activities
Many new activities and committees are underway to facilitate the changing library environment:

- Electronic Collections Committee: UHM committee dealing with issues related to electronic resources and licensing.
- Renovation of Sinclair Library Committee: Examining different options for the renovation of the Sinclair.
- Research Library Group membership Taskforce: Re-evaluating the current RLG membership and investigating other options.
- Exhibit Committee: Coordinating the Library's exhibits.
- Serials Cleanup: Adding staff and computers to clean up serial records in Voyager.
- Managing the Library: Conducting retreats, ARL Management training sessions, etc.
- Focus Group training: Several people including Hensley and Lebbin will be trained in the use of focus group methods for research.
- Community Outreach and Recruitment Efforts: High school interns brought to the Library.

Coming Years
Perushek noted that we had higher expectation for the coming years until Governor Lingle announced a substantial cut in the University's budget. Although other campus units suffered budget cut of 5%, the Library System was protected and asked to return only 2% this year. However, the Library will not be able to avoid next year's 8.5% cut. She did not anticipate, though, that it would not be an across the board cut as we experienced before. It will probably target certain areas. The University Administration asked the Library to review the existing Departmental libraries on campus and explore ways to cooperate with them. For example, could the records of paid journals subscribed by each unit be integrated into Voyager records?

Perushek has been re-evaluating the Library's management structure and improving the communication channel. She believes that it is time to take stock of the Library Strategic Plan, review and update it.

Dana Myers has joined us as the Development Officer and the University and Library are planning to start fund raising campaigns in the fall. They will make a feasibility study very soon and Myers will solicit proposals and develop priorities.

As mentioned earlier, the Library will participate in the LibQual+ online survey and will get the results in the summer.

Another proposal from the University Administration is to investigate the possibility of participating in other consortia such as California Digital Library, Oregon and Washington based ORCA, and Great Library Alliance, etc. Although some of the membership fees are high, joining a consortium may provide us with benefits, such as cheaper and faster ILL/Doc delivery, cheaper electronic resource licensing fees, sharing collection development, and developing cohorts. The Library recently joined Amigos Library Services.

Lastly, Perushek thanked all the Library staff for their dedication and hard work. In addition, she paid special...
appreciation to the following individuals: Pickering (renovation), Oribio (relocating the collections), Agunat & students (DNS computer setup), Hensley (national recognition), Ishimitsu (wireless system), Erhorn (coordination), Bazzell (donor relations), Mailroom staff, and the many people who worked overtime.

Questions from the Floor
February 5 Session

Q1. Even after the extensive Library renovation, many people feel that there is not enough space to accommodate the Library needs. What is your thought about it?
A1. We are facing an ongoing space challenge. Even though the Governor's recent decision to strip the funding for the Sinclair Library renovation and addition puts our schedule in doubt, we may still get some maintenance upgrades such as installing HVAC, which is supported by the University Administration. Moreover, we could piggy back with the new Medical Library's planned remote storage facilities.

Q2. What about the current non-library tenants in the Sinclair Library?
A2. The Planetary Geosciences have left the building. I would like to cooperate with ITS regarding new and different IT services. In the future, we can explore other possibilities such as cooperation with the Public Policy Institute, creating Congressional Archives, and Video & Digital Arts for sharing their DVD collections and creating a viewing room.

Q3. What is the status for filling vacant paraprofessional positions?
A2. I am aware of the slow State civil service recruitment process. However, the UHM Chancellor is trying especially hard to fill clerical positions on campus.

Q4. What kind of specific efforts are initiated to improve communications and management to change top-down policy making?
A4. We started a joint meeting between the Library Administration and Department Heads Group and within the Administration, we have been discussing how we can do things differently. I will try to get people together and to investigate other venues such as bringing in a consultant. We need an open meeting among us to hear from different people.

Q5. I am much concerned about the Library's Collection Development. The head position has not been filled for years. What has happened to it?
A5. Insufficient staffing hinders coordination of the collection development. I have asked Wil Frost to spend half of his time in the Library's collection development for now and collection development issues are on my mind all the time.

Q6. At the verge of a war again, there is a huge concern over the State and Library budget. Considering the fact that the Library has never recovered from the last big cut in 1995, this time's budget cut would significantly impact our collection development. What is your take on this?
A6. I would like to remind you all that the Library is participating in the University's Peace Campaign. The Peace Letter Champaign is placed at the Circulation Desk. In the past, unfortunately, there was very little university-wide effort in terms of cultivating endowments. I would try to keep our staff positions, however, if a hiring freeze is imposed, many people may have to be asked to assume different responsibilities.

Q7. Can we get user survey questions?
A7. Jean can copy last year's questionnaires. The different institutions post their past results on the web, for example, Penn State and Vanderbilt. The number of participants in the LibQual+ dramatically increased from last year's 113 to 316 institutions this year.
Q8. After new signage replaced old ones, holes on the door and wall are left behind. How are they taken care of?
A8. It is important for us how we present our institution to others. These holes should be filled and repainted. Jean and Wil are working on a plan with the University Facility.

Q9. Many patrons expressed that print journals are much needed in the Library, rather than increasing the number of electronic journals. What is our position on this?
A9. As we know, there is not enough budget to subscribe to new journals, which often forces us into a situation where one title can be acquired only if another is canceled. We need to discuss what we really need in each department and get organized to make a proposal to the Chancellor.

Q10. You mentioned that the Chancellor wants to increase more paraprofessional positions rather than professional positions in the Library. In order to raise our rank among the ARL, human resources are one of the crucial elements. Could you give us more details on his statement?
A10. His statement may be based on his past institutional experience in New Zealand. The Library Administration keeps providing him with much information on various issues.

**February 6 Session**

Q11. The roof is not leaking anymore thanks to everybody.
A11. Yes, special thanks to those who worked very hard and people from the Special Collection Department who checked for leakage every morning and on weekends. The Preservation Department also helped with the problems.

Q12. How would the Sinclair Library be in the future?
A12. We should be forward looking as possible, like 10+ years from now. We need space for collections, need HVAC, etc. Even though the fund was cut this time, we still hope that we can have an addition to the Sinclair. (See also Q1.)

Q13. What about a remote storage facility?
A13. The idea of a remote storage facility came up when President Dobelle mentioned it at the Library Council. However, considering the small collections of other system libraries, a system wide remote storage is not really necessary. Another possibility for us is to tap into the Medical Library at Kakaako (see also the answer to Q1).

Q14. Regarding the Medical Library being one of us, does it not affect the accreditation guideline, which usually includes library management and resources?
A14. We would coordinate with the Medical School. I have learned that the Dean is not interested in managing their library.

Q15. Will the Medical Library have their own technical processing staff?
A15. They will have their own staff. When they have a question, it could be handled at UHM but it should be separate from ours.

**Handwritten Questions**

Q1. With regard to the extra funs being given to the Serials Department, I'm concerned that the allocation is for hiring extra staff, positions from outside the library, rather than using current staff overtime. We're very possibly losing expertise and wasting time training people - time that could be spent claiming in Voyager.
A1. The plan is to use both experienced staff as well as new staff. The Library has been using overtime as a stop-gap measure for about two years now. In the current economic climate, we unfortunately cannot afford to pay time-and-a-half to our veteran staff. Thus, the plan is to hire staff who can, ideally, be trained together to the extent possible in order to minimize the time given over to training new staff. The best training methods should be used so that the new staff will be able to work on their own as quickly as possible. The long-term gain will be the completion of serials inputting into Voyager and the saving of funds when we hire new staff at just their wages rather than time-and-a-half. These are the motivating forces in the planned use of the generous supplemental funds given us by the Chancellor.

Q2. What is the status of the air conditioning problem?

A2. The air conditioning still has a number of problems. Two areas are of special concern: 1) overly hot or cold areas where staff work, and 2) spikes in temperature and humidity in the rare book vault and microform storage room. As to the first, UH Facilities have identified possible causes for the cold pockets, which they have pledged to repair. One example is some pneumatic tubes that have been cut. Once these have been reattached, it is assumed that the air conditioning in Phase II (the current major staffing area) will be better regulated. As to the vault and microform room, the UH Planning Office is talking with DAGS and the contractors regarding problems in the original design and execution of the design. These groups are working to redress the problems. Moreover, Steve Pickering is in frequent contact with the relevant campus offices, and will report on progress as it is made.

Q3. The proposed changes in ensuring the integrity of the database in serials will have to be made with more input from staffers who are sensitive to it's needs.

A3. Every effort will be made by Serials to ensure that staff who are sensitive to the needs of the database play the major role in guaranteeing the quality of the database. I assume this question is similar to Number 1 above, so I refer you to that response for more comments on why new staff are being hired, and why overtime cannot be maintained during a time of budget cuts.

Submitted by Tokiko Y. Bazzell (Secretary)