

DATE: March 15, 2006

TO: David McClain, President, University of Hawaii

FROM: Laurel Gregory, Chair, University of Hawaii Library Council

SUBJECT: System Level Fiscal Support Request for all thirteen University of Hawaii Council Libraries for:

- 1) Library Management System (LMS), new bid process and annual support thereafter
- 2) Core Library Electronic Resources, annual
- 3) LibQual+ Study, 2007 study and an update study every three years

Dear President McClain:

This letter updates the October 19, 2004 and the July 9, 2003 formal requests from the University of Hawaii Library Council seeking UH System Level fiscal support for all thirteen member libraries in the University of Hawaii Library Council.

In order for the University of Hawaii to begin addressing the significant under-funding of all campus and center libraries, the UH Library Council is strongly advocating that the costs associated with these three requests be borne at the system level rather by each campus/center. Therefore, the funds previously allocated to each library from their campus or center should remain the same and not be reduced by the full or partial approval of this request.

As a Council, we are requesting these critical items be fully funded on behalf of our students. The University of Hawaii Library Council's vision is to create and provide quality system-wide library services and collections that support student learning needs and outcomes mandated by WASC, ACCJC, ABA/AALS, LCME and other accreditation bodies. We strive to provide these services and collections in alignment with the best practices established by both the American Library Association, College and Research Libraries Division and the Association of Research Libraries, while being mindful of the special needs of the University of Hawaii students, faculty, staff, and researchers.

More information will be shared concerning this request during the Stock Taking presentation on Monday, March 20, 2006.

REQUEST 1: LIBRARY MANAGEMENT SYSTEM (LMS)**LIBRARY MANAGEMENT SYSTEM (LMS) PROCURED OR CONTRACT IS RENEWED
NECESSARY UPDATE COMPONENTS ACQUIRED**

Until an RFI or RFP is conducted exact figures are not known. The figures below are a reasonable assessment of probable costs.

AMOUNT: **\$755,000** – one time hardware and software purchase, including required necessary components (OpenURL link resolver, federated searching, and electronic database management software) for standard library system functionality
 \$275,000 – one time fee for installation of new LMS with necessary components
 \$ 75,000 – maintenance and license fees to vendors after warranty period expires
 \$ 15,000 – annual training and registration fees
 \$240,000 – annual salary and benefits for 4.5 FTE faculty/APT staff

\$1,360,000 – July 1, 2007 (First year fees for FY 2007/2008)*

\$200,000 – annual hardware and software vendor maintenance fees
\$ 15,000 – annual vendor training and registration fees
\$240,000 – annual salary and benefits for 4.5 FTE faculty/APT staff

\$455,000 – annually beginning FY 2008 2009 (Year 2 – Year X) **

*FY 2008/2009 and each year thereafter should include an annual 5-7% inflation factor

** The University of Hawaii Library Council is seeking through the State procurement process a 5 to 8 year contract, depending upon final negotiations with selected vendor.

RECOMMENDED EFFECTIVE DATE: July 2007, or upon approval by the President.

PURPOSE: LMS & NECESSARY UPDATE COMPONENTS

Ensure equal access to the shared online public access library management system for faculty and students on all UH campuses. Ensure that the unique needs of the UH Library System are met by having the personnel necessary to fully utilize all modules and vendor-provided features.

The UH Library Council envisions bringing the UH systems' LMS up to the WASC, ACCJC, ABA/AALS, and LCME standards being met by our peer institutions. We are striving to create an LMS system with services equal to those at other large academic library systems (e.g. California Digital Library and Georgia's academic library system, Galileo).

OpenURL link resolver, federated search, and electronic resources management system software are new system requirements that have been developed and released within the last five years.

OpenURL link resolver software allows library users easier access to full-text data in the LMS with one-click to access the data compared to searching multiple databases to find citations and then searching other full-text databases to retrieve the desired information. Federated searching software allows library users to access library data in the LMS, the library's electronic databases, and the internet with one simultaneous search. These enhancements eliminate repetitive searching in individual indexes and full-text databases, thereby increasing efficiency and reducing frustration by enabling researchers and students to spend less time on the mechanics of research, and more time on the creative, intellectual process.

Although federated searching appears simple for the user, the technology is quite complex and requires staffing with specialized training to install and implement.

Electronic resources management system software enables comprehensive management of the growing electronic collections of our libraries. This software increases the effectiveness and efficiency of tracking consortia electronic resource subscription licensing, purchasing information, renewal dates, and user restrictions of electronic data of over 17,000 system-wide journals currently available for all UH students and faculty researchers. See Request 2 for additional information.

BACKGROUND: LMS EVALUATION AND NEW CONTRACT

The UH system provided financial support for the purchase and installation five years ago, when the Voyager system of the Endeavor company was selected. Due to complications from the 2004 Manoa flood, we were granted a one year extension of this contract. Compliance with Hawaii State procurement policies now requires that we go out to bid for a new contract, which may result in a new product vendor.

Currently, the UH Library Council is undertaking a full review of our library management system to find the best solution for our students and for the operation of our multi-campus library system. Our goal is to have various options evaluated using a RFI and RFP process, have the contract signed in 2007, and the new system operational by February 2008.

Since the last contract five years ago, the technology of library management systems has expanded and improved exponentially. The cutting-edge system we purchased five years ago is now considered to be a basic package that must be improved with the addition of new core functions, thus providing our students with the same expanded library services provided by our peer institutions. We also need to provide our library staff with similar time saving tools, thereby improving our evaluation and control processes associated with the development of our library collections.

Staffing

This request includes the establishment of funding for four (4) FTE faculty/APT staff needed for the support and daily management of the LMS which includes monitoring equipment and software use, updating modules as new patches and software enhancements are available, and providing daily management of the system-wide shared online public access computer system.

Currently four FTE faculty/APT are paid for with Special funds. These employees do not have the right to apply for tenure, resulting in reduced job security and high turnover in a highly competitive professional field. Because these four lines are paid for with special funding, additional costs for benefits are also currently assessed to the system libraries. Converting these four lines to General Funding will improve retention and save the UH System funds that are spent on benefits.

This request also includes the establishment of additional funding for a half-time (.5) FTE librarian to manage licensing agreements and coordinate and maintain technical and distance learning access for all students.

REQUEST 2: CORE LIBRARY ELECTRONIC RESOURCES**AMOUNT: \$525,075, Annual cost of Electronic Resources****RECOMMENDED EFFECTIVE DATE:** July 2007, or upon approval by the President.**PURPOSE:**

Ensure equal access for all UH system constituencies to core electronic full-text databases.

BACKGROUND:

In January of 2002, the UH Library Council submitted a formal budget request to the Office of the President for consideration of funds, outside of individual library budgets, to support the growing subscription costs to electronic databases. While no permanent system level funding has been forthcoming, Interim Chancellor for Manoa Deane Neubauer authorized bridge funding to provide a one-year (2002-03) subscription to the EbscoHost database; in FY2003-04, Vice President Wicke Sloan made a verbal commitment to the UH Library Council that funding would be available for EbscoHost; in FY2004-05, James Gaines suggested that funds for ScienceDirect costs be covered by EPSCoR grant funds for the UH System.

For many years, students and faculty on all campuses have been lobbying for equal access to all the core databases that UH Manoa subscribes to. While licensing and funding issues make this impractical for the 250+ Manoa databases, providing system funding for the more comprehensive databases will go a long way towards providing equity in access for both faculty and students.

Below is the break down of the annual necessary funding for system-wide licensing of these key comprehensive databases (in priority order):

Product	Initial Year Cost	Estimated Annual Costs Thereafter*
1) EbscoHost	\$100,800	\$106,800
2) ScienceDirect	\$258,200	\$273,200
3) LexisNexis Academic, Congressional and Statistical Universe (a news, law, and newspaper source)	\$ 80,675	\$ 85,475
4) ProQuest Historic New York Times 1851- (One time backfile fee)	\$ 75,800	
Ongoing subscription cost	\$ 9,600	\$10,175
INITIAL YEAR COSTS	\$ 525,075	
ESTIMATED ANNUAL COSTS THEREAFTER		\$ 475,650

***Note: FY 2008 2009 and each year thereafter should include an annual 5-7% inflation factor**

REQUEST 3: LIBQUAL+ STUDY

AMOUNT: \$42,500, first year data study and report PLUS training provided from the mainland \$30,000, every three years for new data study and report

RECOMMENDED EFFECTIVE DATE: July 2007, or upon approval by the President.

PURPOSE:

Conduct an assessment of UH System library users' to address WASC, ACCJC, ABA/AALS, LCME accreditation issues and provide unbiased evidence on how the UH Libraries are contributing to student learning outcomes and institutional capacity.

BACKGROUND:

LibQUAL+ is a rigorously tested web-based survey bundled with training that helps libraries assess and improve library services, change organizational culture, and market the library. This product created by the Association of Research Libraries is currently being used at 300+ academic libraries each year including the mainland, Canada, Australia, and the United Kingdom.

It is recommended that for continuous and meaningful assessment, the study be repeated every three years for comparison.

This study would be customized to meet the accreditation needs of the libraries of the UH System. The goals of LibQUAL+ are to:

- Foster a culture of excellence in providing library services
- Help libraries better understand user perceptions of library service quality
- Collect and interpret library user feedback systematically over time
- Provide libraries with comparable assessment information from peer institutions
- Identify best practices in library service
- Enhance library staff members' analytical skills for interpreting and action on the data

ACTION RECOMMENDED 1: ANNUAL SYSTEM LEVEL FINANCIAL PAYMENT FOR THE LIBRARY MANAGEMENT SYSTEM

APPROVED/DISAPPROVED:

David McClain, President, University of Hawaii

Date

ACTION RECOMMENDED 2: ANNUAL SYSTEM LEVEL FINANCIAL PAYMENT FOR CORE LIBRARY ELECTRONIC RESOURCES

APPROVED/DISAPPROVED:

David McClain, President, University of Hawaii

Date

ACTION RECOMMENDED 3: SYSTEM FINANCIAL PAYMENT FOR LIBQUAL+ STUDY EVERY THREE YEARS

APPROVED/DISAPPROVED:

David McClain, President, University of Hawaii

Date

c: Chancellors of all campuses

Gene Awakuni, University of Hawaii at West Oahu
 Peggy Cha, Chancellor, Kauai Community College
 Denise Eby Konan, Interim Chancellor, University of Hawaii at Manoa
 Rockne Freitas, Chancellor, Hawaii Community College
 Angela Meixell, Chancellor, Windward Community College
 Ramsey Pedersen, Chancellor, Honolulu Community College
 Peter Quigley, Interim Chancellor and CAO, Leeward Community College
 Leon Richards, Acting Chancellor, Kapiolani Community College
 Clyde Sakamoto, Chancellor, Maui Community College
 Rose Tseng, Chancellor, University of Hawaii at Hilo

c: Chief Academic Officers of all campuses

Linka Corbin-Mullikin, Acting Dean of Instruction, Windward Community College
 Douglas Dykstra, Vice Chancellor for Academic Affairs, Hawaii Community College
 Stephen Hora, Interim Vice Chancellor for Academic Affairs, University of Hawaii at Hilo
 Joseph Mobley, Vice Chancellor for Academic Affairs, University of Hawaii at West Oahu
 Sharon Ota, Vice Chancellor Academic Affairs, Honolulu Community College
 Louise Pagotto, Interim Vice Chancellor for Academic Affairs, Kapiolani Community College
 Peter Quigley, Interim Chancellor and CAO, Leeward Community College
 Helen Sina, Acting Dean of Instruction, Kauai Community College
 Neal J. Smatresk, Vice Chancellor for Academic Affairs, University of Hawaii at Manoa
 flo wiger, Dean of Instruction, Maui Community College

c: UH Library Council

David Coleman, Head Librarian, Leeward Community College
 Eric Flower, Head Librarian, University of Hawaii at West Oahu
 Linda Golian-Lui, University Librarian, University of Hawaii at Hilo and Hawaii Community College
 Laurel Gregory, Head Librarian, UH West Hawaii Center
 Nancy Heu, Head Librarian, Windward Community College
 Robert Kajiwara, Head Librarian, Kauai Community College
 Irene Mesina, Head Librarian, Honolulu Community College
 Paula Mochida, Associate University Librarian, UH Manoa
 Susan Murata, Head Librarian, Kapiolani Community College
 Diane Perushek, University Librarian, UH Manoa
 Diane Sakai, Librarian, Leeward Community College
 Leinaala Seeger, Head Librarian, William S. Richardson School of Law
 Virginia Tanji, Head Librarian, John A. Burns School of Medicine
 Dorothy Tolliver, Head Librarian, Maui Community College

c:

Sam Callejo, Chief of Staff, University of Hawaii
 Joanne Itano, Academic Support Services Director, University of Hawaii Community Colleges
 John Morton, Vice President for University of Hawaii Community Colleges
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 Aviam Soifer, Dean, William S. Richardson School of Law, University of Hawaii at Manoa