

LIBRARY SERVICES  
UNIVERSITY OF HAWAII AT MANOA  
FUNCTIONAL STATEMENT

The Library Services program is an academic support organization. Its mission is to provide quality support to the teaching and research activities of the University of Hawai'i--to acquire, organize, and preserve knowledge and information resources for use by library patrons: primarily undergraduates, graduate students, faculty, researchers and staff of the University of Hawai'i; and secondarily members of the scholarly and research community at large. 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 Senior Vice President and Executive Vice Chancellor, UH Manoa.

The Functional Statement describes the many organizational units in the Library. Additionally, it outlines the relationships between the various organizational units which are typically organized around: 1) the type of function(s) performed (i.e., services to the public or processing operations); 2) the format of materials dealt with, (i.e., serials, monographs, audiovisual) 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.

DESCRIPTION OF MAJOR FUNCTIONS

1. OFFICE OF THE UNIVERSITY LIBRARIAN

- \* Plans and directs the provision and operation of library services at 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.

- \* Advises the President's Office on library and media service matters.
- \* Provides leadership in planning and coordinating the development 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.

#### Support Services

- \* Provides secretarial, and other support services to the University Librarian and other administrative offices.

### 2. OFFICE OF THE 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 and the Library's Personnel Program.

#### 1. Programs

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

#### 2. 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 inventory. Oversees book fund of over \$4 million which is independent of the University's regular accounting systems. Administers mail and messenger services, and order, receipt and distribution of supplies.

#### 3. Personnel Office

This office provides administrative and technical support for management of the full range of Library Services personnel activities. Handles all personnel transactions for full time employees (BOR

and Civil Service), casual and temporary hires, and student employees. 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.

3. OFFICE OF COLLECTION DEVELOPMENT OFFICER

Coordinates and monitors activities involved with selection of library book, journals and non-print material including audiovisual and electronic media. Monitors and assesses 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.

4. OFFICE OF COORDINATOR OF PUBLIC 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.

This office 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.

5. PUBLIC SERVICES DEPARTMENTS:

a. Reference Center

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; selects and manages book, periodical and electronic database collections especially for undergraduate use. Provides an extensive program of reference service and instruction in library research strategies and bibliographic skills. Maintains and provides services for specialized information files, including computer based indexes and full-text retrieval systems. The 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 data base 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. Cooperative Services Program

Administers the Interlibrary Loan functions. Participates in planning, establishment and provision of document delivery service within regional networking efforts. Plans and coordinates the establishment of library support activities involving off-campus organizations and users and the other UH campuses.

e. Sinclair Library.

- 1 Sinclair Circulation--Administers circulation services for the book material in Sinclair library, including the music collection, 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.

- 2 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 audiovisual equipment (projectors, screens, monitors, etc.) as needed.

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

6. OFFICE OF THE ASSOCIATE UNIVERSITY LIBRARIAN FOR 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. Provides for circulation of library materials and the physical management of the Hamilton Collection, and oversees preservation, shelf preparation and conservation activities to preserve the Library's collections of material for future generations.

Plans, directs and coordinates the activities of the library units involved in carrying out these activities, including overall planning, budgeting and associated personnel administration for these departments. In addition, this office has library-wide responsibility and authority for development, implementation and integration of automated library functions where applicable.

a. Library Systems Office

Administers and maintains the Library's centralized computer facilities and related environmental support equipment; manages centralized data communications for the Library's integrated online automated system (presently up to 448 possible simultaneous sessions, approximately 90 sessions dedicated to remote access and maintenance of over 280 library terminals and related peripherals. Manages use of alternative data storage systems and 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. Administers and maintains the library's extensive in-house data network and interfaces to the campus telecommunications networks. Administers and maintains microcomputer based systems and CD-ROM LANS.

b. Monographs

Provides centralized services related to the ordering and receipt, of monographic (single issue) library materials in print and non-print formats (books, audiovisual items, scores, maps, etc.) in all languages to be added to the Library collections. Monitors the contractual approval plans through which 60% of the new monographic titles are automatically ordered and delivered. Maintains blanket orders for all publications of certain vendors, primarily of materials related to Hawaii. Works with book dealers to develop means of acquiring difficult-to-obtain material such as out-of-print books. Confirms receipt of library materials. Processes for payment charges for Library materials and other transactions made against book funds. Monitors book fund expenditures. Performs copy cataloging for materials for which previously developed cataloging information can be found.

- 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,

including books sent on Approval Plans. Monitors outstanding orders, corresponds with vendors as necessary to update status of order records. Cancels or claims orders as appropriate; returns material shipped in error. Integrates material received into processing workflow and authorizes payment of 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. As directed, performs minimal level cataloging on material sent from the Original Cataloging Section and the Hawaiian and Pacific Collections.

c. 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. Handles preparation of unbound serials to be shipped to commercial binder and provides service to the microform/periodical room via the Microform Periodical Service Desk.

The Serials Department is divided into four units. Three units (Serials Units I, II and III) provide searching, order, receipt and copy cataloging functions for serials titles for the Library, including those serials published in foreign languages. A fourth unit (Asia Vernacular Serials/Services) provides searching, order, receipt and copy cataloging functions for serial titles published in Asian vernacular languages. This fourth unit also handles bindery preparation and oversees shelving and re-shelving of unbound periodicals and microforms, and maintenance of microform equipment and scheduling of assistance at the Microform/Periodical help desk.

- 1) Serials -Order/Receiving & Copy Cataloging (Serials Units I, II and III)

Provides searching and verification for all serial titles requested by the Library except for those vernacular titles handled by the vernacular unit. 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) Asia Vernacular Serials/Services Unit

Handles serial publications in Chinese, Japanese, Korean and other non-Roman, non-Cyrillic languages in all formats, received through varying types of purchase and exchange arrangements. This unit is the initial point of receipt for all serial materials received through the National Cataloging and Acquisitions programs of the Library of Congress, including material in such exotic languages as Bengali and Tibetan. All materials which can be handled by other units in the serials department have been removed from this unit, including materials in exotic languages which can be handled through reference to ISSN numbers or through English or Roman Alphabet alternate titles or title pages.

Performs the same duties for these materials as duties listed above for Serials Units I, II and III.

Supervises departmental responsibilities for preparing journal material for binding. Maintains records thereon, and returns bound volumes to the collection.

Manages provision of public service to the Microform/Periodical Room including shelving and re-shelving of unbound periodicals and microforms, maintenance of microform equipment and scheduling of assistance at the Microform/Periodical help desk.

d. 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 re-instituted 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.

e. 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.

f. 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 re-shelves 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.

g. Preservation

Coordinates library wide preservation efforts and develops and implements program for long term preservation of the library's 2.6 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. Oversees pest management control program responsible for environmental monitoring of all library materials, operating freezing program for insect eradication, and supervising all other preservation projects concerned with the control of mold and insect infestation.

1. Shelf Preparation

Prepares all newly received library materials for use by patrons, applying the following treatments: labeling, pasting, stamping, adding call numbers and date due slips and theft detection targets. Prepares and processes monographic material for new binding or rebinding. Constructs protective covers for non-bindable materials.

b. Conservation Treatment and Preservation Reformatting

Performs a variety of conservation treatments including: paper repair, custom crafted cases and protective covers, encapsulation for rare documents, and custom rebinding. Prepares newspapers and monographs for several forms of reformatting: microfilm, photocopy, or computer digitization. Performs quality control checks for all reformatted material.

c. Photographic Services

Performs in-house copy photography and other photographic activities integral to the preservation of photographic and other film-based materials including: producing negatives from positive images, and printing positives from negatives.

7. 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 SOUTH, SOUTHEAST AND EAST 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.

8. SPECIAL COLLECTIONS:

Special Collections incorporates several discrete collections, all of which require special, often unique policies and procedures for acquiring, processing, storing and patron use. The material collected is rare, unique or otherwise extraordinary. It provides specialized service to the Hawaiian, Pacific, rare books, archives and manuscripts collections.

This department 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 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: \_\_\_\_\_



John R. Haak

TITLE: University Librarian

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