

January 27, 1998

LIBRARY SERVICES
UNIVERSITY OF HAWAI'I AT MĀNOA
FUNCTIONAL STATEMENT

The Library Services program is an academic support organization. The Library is an active participant in the teaching, research and service missions of the University. Its resources and services are designed to nourish and enhance all University programs, particularly those programs which take advantage of Hawai'i's unique location, physical and biological environment and rich cultural setting. In fulfilling this mission, the Library selects, acquires, organizes, preserves and provides intellectual and physical access to collections in a wide range of formats. The Library fosters the sharing of its resources among all UH system campus libraries. It facilitates access to collections held by other academic institutions, government agencies and commercial providers of information. Electronically connected to information resources throughout the world, the Library contributes to global networked information resources and provides assistance and education in information retrieval.

The Library Services program encompasses traditional reference and circulation services, electronic bibliographical and information retrieval services, bibliographic instruction services, responsibility for the book, journal and non-print collections, acquisitions, cataloging and other processing activities, responsibility for the UH systemwide UH-CARL computer services network, and direct service to the academic and research programs.

The program is administered by the University Librarian. The University Librarian reports to the Senior Vice President and Executive Vice Chancellor, University of Hawai'i at Mānoa.

The Functional Statement describes the 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 (e.g. services to the public or processing operations); 2) the format of materials dealt with, (e.g. 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

I. 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 the University of Hawai'i at Mānoa's informational resources--including books, microforms, archives, audiovisual materials, journals, newspapers, electronic databases and reference sources.

- Advises the Office of the Senior Vice President and Executive Vice Chancellor, University of Hawai'i at Mānoa and the President's Office on library, media service and information technology matters.
- Provides leadership in planning and coordinating the development of the Mānoa campus library programs involved with sharing resources and networking with other academic, public, government and private libraries within and outside of the State of Hawai'i.
- Works in conjunction with the Library Senate which represents the faculty of the Library and advises on substantive library matters and professional library concerns.
- Serves as an ex-officio member of the University of Hawai'i at Mānoa Faculty Library Committee, which represents faculty and students at Mānoa and advises on library services and policies.
- Works in an advisory capacity with the library directors of the other UH system campuses and with the UH Mānoa Law Librarian.

Office of Library Project Development and Grants

Provides professional support for the University Librarian, library faculty and staff in activities and projects that involve planning, solicitation, acceptance and public relations concerning private and grant support for the library.

Clerical Support Services

Provides secretarial and other administrative support services to the University Librarian and other administrative offices.

II. 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.

A. Planning

Oversees initiation, planning and coordination of library-wide programs such as library building and space planning, legislative liaison, and development of library wide strategic planning. Provides task force leadership as necessary.

B. Fiscal and Fund Control

Provides administrative and technical support for the management of the budgets and expenditures of the Library Services program. Prepares fiscal data 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.

C. Personnel

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.

III. OFFICE OF THE ASSOCIATE UNIVERSITY LIBRARIAN FOR LIBRARY INFORMATION TECHNOLOGY

The Library Information Technology Division is administered by the Associate University Librarian for Library Information Technology. This Division has library-wide responsibility and authority for development, implementation and integration of automated library functions where applicable. It is charged with administering and maintaining the Library's computer facilities and related environmental support equipment and with developing Library desktop server and mainframe systems to support library activities and operations.

Provides daily technical support and assistance for the online integrated library system (ILS) to the staff of thirteen libraries, including all other campus libraries in the University of Hawai'i system and external sites such as the Bishop Museum and the Hawai'i Medical Library.

Provides technical consultation, evaluation, testing and recommendations for digital resource delivery approaches, including software and equipment as appropriate. Included in this developmental program is the planning and establishment of an ongoing Library Digitizing program, working with library public service departments to determine and implement appropriate ways of providing access to and local interfaces for digital resources and implementation and coordination of the Library's participation in campus projects related to electronic dissertations, theses and course reserve readings.

The Associate University Librarian for Library Information Technology is responsible for facilitating group participation and decision making in the planning and implementation of electronic services by working with the University Librarian, the Heads of the Public Services and Collection Services Divisions and the various departments. Provides leadership in developing external grant and private funding resources to support technological initiatives. The Associate University Librarian plans, directs and coordinates the activities of the Systems Department, the Desktop Network Services Department and the Digital Resources development functions. This includes overall planning, budgeting and associated personnel administration for these functions.

A. Systems

Manages the Library's centralized mainframe and server computer systems used to provide ILS library management services. Plans for upgrades of mainframe server and related equipment and software to insure the continued viability of library automated services.

Installs, tests, configures, explains, documents and releases new and revised library automation software. Provides software vendor related application software support and liaison support to all UH System campus libraries and private libraries who are members of the integrated library system (ILS) network. Coordinates communication and meetings regarding ILS issues and offerings among all network member libraries.

Manages automation of internal library administrative and other functions to comply with University requirements. Prepares statistical and other reports for library administration and other units describing ILS related operations.

Provides specialized library systems analysis and programming to support implementation of new ILS related services and develop existing services. Participates in programming for a range of library automation projects.

B. Desktop Network Services

Provides centralized services for the maintenance, acquisition and development of the Library's network infrastructure and desktop computing facilities, including staff, classroom and public equipment, local area networks (LANS) and software.

1. Networking

Manages data communications networking for the equipment used to provide ILS and related library automation services (presently up to 448 possible simultaneous sessions with approximately 90 sessions devoted to remote access).

Plans the Library's network infrastructure; works closely with vendors, campus networking specialists and facilities planners to keep abreast of new developments and specify network related equipment and software.

Configures and installs data communications ports, devices and scripting needed to establish connects between the mainframe and other systems.

Maintains, with the Systems Department, the computer room facility and environmental equipment.

Consults with other Desktop Network Services personnel on Library projects to provide new computer based services, especially where networking is involved.

Acts as a resource on data communications for campus departments and state agencies.

2. Desktop Computing

Specifies, installs, maintains and inventories all network devices, non ILS related servers and LANs, desktop computers, text terminals and peripherals used by Library faculty, staff and students in library offices and classrooms, public areas, and at service desks. (Presently more than 500 devices).

Maintains, with the Systems Department, the computer room facility and environmental equipment with special focus on data communications equipment.

Manages scheduled equipment maintenance, maintenance contracts and upgrades of equipment and software.

Specifies, installs, configures, tests, explains and documents as appropriate new versions of standard desktop software and new software packages.

Provides technical assistance to Library faculty and staff for all supported office, public and classroom equipment and software, including image delivery LANs and bibliographic utility workstations.

Coordinates and provides Library staff training on the use of standard computer software and equipment.

Coordinates development of library services delivered through the Internet, especially the World Wide Web.

Consults with other Library units on and plans, tests and implements the automation of library functions using network and desktop computing technologies to make library functions and services more efficient and effective.

IV. PUBLIC SERVICES DIVISION

The Public Services Division is responsible for the provision of reference services, library information literacy instruction services, document delivery services, circulation services and the physical management of library materials. Library faculty and staff of the departments within the Public Services Division assist library patrons with the identification and use of library resources to fulfill information needs.

The Head provides overall coordination of the activities of the library units involved in carrying out these services.

The Head of the Public Services Division is responsible for facilitating group participation and decision making in the planning and implementation of public services by

working with the heads of the various public service departments, the Head of the Collection Services Division, the Associate University Librarians and the University Librarian.

PUBLIC SERVICE DEPARTMENTS:

A. Central Information Services/Business, Humanities & Social Sciences Reference

Provides directional, information and general reference assistance in all disciplines and areas of focus as well as referral to specialized reference services; provides specialized reference assistance for business, humanities and social sciences disciplines including consultation and electronic reference services; establishes and maintains general print and electronic reference collections including the acquisition of general, introductory, and interdisciplinary works; develops specialized collections in the disciplines of business, humanities and social sciences; develops basic instruction materials for use by individuals and faculty; provides integrated instruction design and delivery for targeted university curriculum, and instruction programs for identified advanced undergraduate and graduate level courses in business, humanities and social science disciplines.

B. Science and Technology Reference

Provides reference, informational and bibliographic services in science and technology subject areas; selects books, periodicals and electronic resources 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 Hawai'i Medical School; maintains and provides services for electronic files, including bibliographic and full-text retrieval systems..

C. Government Documents and Maps

Government Documents. Responsible for the collection and maintenance of publications officially issued by the United States government, United Nations and other international government 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 reference service for patrons.

Maps Provides reference services to the Hamilton Library Map Collection. Develops the collection of maps which focus primarily on Pacific Ocean areas. Serves as a depository for U.S. Geological Survey and National Ocean Survey maps.

D. Access Services

Administers the Hamilton Circulation, Interlibrary Services functions and the Library External Service Program. The Library External Services Program is a temporary, special funded operation. Participates in the planning, establishment and provision of document delivery services within regional networking efforts. Plans and coordinates the establishment of library support activities involving off-campus organizations and users and the other UH campuses.

1. Hamilton Circulation

Provides circulation services for material housed in Hamilton Library. Authorizes the lending of library materials. Assists patrons in locating materials not found on the shelves. Maintains a patron database and online records that pertain to the location of materials. Provides security for the collection and patrons. Maintains the order of the physical collection.

a. Stack Maintenance

Shelves newly acquired material and books returned from circulation. Re-shelves books and periodicals used in-house. Maintains the library material in correct call number order on the shelves; monitors stack areas and provides the security of the collection and the building. Monitors the condition of library material, passing it along to the Preservation Dept. when deterioration is noticed. Works with the librarian in charge of building and space planning to develop and implement plans for the physical expansion of shelving space as needed. Carries out shifts of collections or materials when required. Services coin-operated photocopiers.

b. Charging/Discharging

Lends materials and maintains online records of the status of circulating library material; recalls and holds books on request; discharges and reactivates theft detection system in returned material, searches for missing books and notifies librarian selectors when replacement orders are needed. Electronic mail and other internet services are provided to facilitate maximum use of the collection.

c. Billing/recall

Sends online and physical notices and bills for lost and overdue books for both Sinclair and Hamilton patrons. Maintains and updates files of borrowers with delinquent financial accounts at the University level and works with an external collection agency as necessary.

2. Interlibrary Services

Serves UH faculty and students by obtaining through loan or document delivery, research material that is not owned by the UHM Library. Administers the Interlibrary Loan functions including the lending of library materials to other academic institutions as well as to other UH campus students and faculty. Coordinates the loan and borrow requests from other institutions including those from students participating in UHM distance education programs on other UH campuses. Participates in planning, establishment and provision of document delivery services within regional networking efforts. Augments the UH Mānoa collections by providing material through networking consortiums nationally and internationally.

3. External Services Program

The Library External Services program is a Special funded cost-recovery operation. It provides services such as document delivery, interlibrary lending, specialized research and other information tasks on a fee basis. Services are provided to those patrons who are not already affiliated with the University. The program was initially established through the Office of Technology Transfer and Economic Development (funded through Act 1, Relating to Telecommunications, 1988). This temporary program and the two established temporary positions, was officially transferred to the University of Hawai'i Library in July of 1996. Cost-recovery fees were reconfirmed by the UH Board of Regents in November of 1996.

E. Sinclair Library

1. Collection and Reference Services

Manages the Music Collection, the Wong Audiovisual Collection and the periodical collections housed in the building by providing individualized and online reference services oriented to those collections, as well as general reference as needed to facilitate use of the Wong Audiovisual Center and the Reserve Collection.

Collections in all media formats and music material are acquired and processed to serve faculty and students at the University. In addition, to normal acquisition of material, specialized audiovisual material and Hawaiian media is collected via off-air-taping.

Librarians select audiovisual media and music material to build collections in support of the University's academic programs in these areas and provide media related bibliographical reference service for video in all subject areas.

In joint cooperation with the UH Information Technology Services office, Sinclair library staff provide assistance in the maintenance, broadcasting and operation of the Mānoa campus

hub of the Hawai'i Interactive Television System (HITS) which is located in the Sinclair building. Audiovisual materials are broadcast over HITS on a regular basis to support classroom instruction.

2. Circulation Services (General and Wong Audiovisual Center)

Provides circulation services for all collections in Sinclair Library, including the music collection, the media materials held by the Wong Audiovisual Center, the Reserve Book Room and Media Reserve services and booking of materials scheduled for classroom showings through pickup or via the Campus television systems or delivery. Authorizes the lending of library materials. Assists patrons in locating materials not found on shelves, maintains online records pertaining to the location of materials. Electronic mail and other electronic related services are provided to facilitate maximum use of the collection.

Maintains the order of the physical collection. Stack maintenance includes preservation analysis, mold control, monitoring conditions of library material and the stacks environment, Equipment maintenance includes monitoring and maintenance of environmental equipment (fans) cleaning and repair of all electronic equipment and media. Works in conjunction with the Campus Security staff to maintain the security of library collections and patrons.

Provides assistance and instruction for patrons using the audiovisual media in the collection and instruction in use of the equipment housed therein. Access is provided to music CDs tapes and records, CD-ROMS, individual and group previewing of laserdiscs, videotapes, films and other media.

Provides business services, including self-service photocopying, billing and fines, and patron registration.

F. Asia Collection

The Asia Collection is an internationally recognized area collection incorporating collections from East, Southeast and South Asia. It provides the University community and the State with major resources on Asia for study, research and training. Selects and arranges for the acquisition of books, journals, newspapers, non-commercial publications and other print and non-print materials from and about South, Southeast and East Asia published both in Western and Asian languages. (Actual ordering and processing operations are centralized in the Collection Services departments). The collection receives materials published in 17 Asian languages as well as English and other Western languages. Emphasis of the collections are in the social sciences and humanities disciplines, with selected material on science subjects that reflect cultural traditions.

Librarians develop and maintain close contact with libraries and institutions engaged in Asia related scholarly activities throughout the world. Access to the research resources of the Asia Collection is provided through specialized reference service, instruction in the use of the collection, preparation of bibliographic aids and guides to electronic resources.

G. Special Collections

Special Collections incorporates several discrete collections: Hawaiian, Pacific, Rare books, Archives and Manuscripts Collections. Because the material collected is rare, unique, or otherwise extraordinary, these collections require special, often unique policies and procedures for acquiring, processing, storing and patron use.

This department provides the University and the State with the most comprehensive collections and services possible relating to Hawai'i and the Pacific. It is responsible for specialized 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 Hawai'i State documents. These collections support the University's teaching and research emphases on Hawaiian and Pacific studies.

Provides in-depth reference and bibliographic assistance to resources in the Hawaiian and Pacific Collections and also for the Rare and other Special Collections.

Operates an automated circulation system and paging services to provide access to the Hawaiian, Pacific and other Special Collections which are maintained in closed stacks, not accessible to the public.

University Archives and Manuscripts

This unit collects and preserves all University records having legal and historical value and provides access to these materials to scholars and researchers. Organizes, maintains and provides access to specialized manuscript collections such as the Jean Charlot Collection, the Matsunaga Collection, the Miyamoto Photo Collection and others. Works with the University Librarian to acquire collections of significant historic value to the University and the State of Hawai'i.

V. COLLECTION SERVICES DIVISION

The Collection Services Division is responsible for acquiring, cataloging and organizing library collections, and maintaining such automated and manual catalogs and other records as necessary to facilitate access to the collections by library users. It prepares library material for shelving in the public stacks or elsewhere as appropriate. It oversees preservation and conservation activities to preserve the Library's collections of material for future generations.

It coordinates and monitors activities involved with selection of library book, journals and non-print material including audiovisual and electronic media. It monitors and assesses the book fund expenditure plans, contractual arrangements and approval plans. Selection activities are coordinated to ensure compliance with collection development policy and to determine future areas of collection emphasis in line with University determined areas of program excellence.

The Head of the Collection Services Division coordinates the activities of the library departments involved in carrying out these activities.

COLLECTION SERVICES DEPARTMENTS

A. Acquisitions

Provides centralized services related to the ordering and receipt of library materials, in print and non-print formats (e.g. books, audiovisual materials, scores, maps, microforms, etc.) in all languages, to be added to the Library collections through purchase gift, or exchange. Materials acquired are primarily monographic (single issue) in nature, but may include selected serial publications.

Prepares orders from requests submitted to the Department by librarian selectors. Monitors the contractual approval plans and gathering plans through which about 55% of the new monographic titles are automatically ordered and delivered, based on library determined selection profiles. Some material arrives shelf-ready. Maintains blanket orders, deposit accounts and monographic standing orders for materials from vendors, including those items related to Hawai'i, Pacific, and Asia and other University areas of excellence. Works with book dealers to develop means of acquiring difficult to obtain materials such as out of print books. Confirms receipt of library materials. Authorizes payment of invoices for library materials and other transactions made against book funds. Monitors the timely expenditure of book funds.

Receives solicited and unsolicited gift material, acknowledging them in an appropriate manner. Searches and verifies Library holdings prior to selection review by subject bibliographers. Integrates accepted materials into the Library's processing workflow. Initiates and monitors exchange partnerships with libraries and other research institutions throughout the State, the nation and the

world for exchange materials, both monographic and serial in nature.

1. Monographs-Search/Order

Provides centralized services for searching and verifying all requested monographic titles and certain serial titles for which funds are available. Communicates with vendors as necessary; prepares and sends out purchase orders for materials, and maintains appropriate records of all outstanding transactions. Promotes the timely expenditure of book funds through monitoring and reporting of status. Enters confirming orders for approval plans (i.e., scores), monographic standing orders, deposit accounts and blanket orders. Enters online records for materials to be sent via the Library of Congress Cooperative Acquisitions Programs.

2. Monographs-Receiving

Updates records of all ordered materials; verifies delivery and certifies receipt of materials, including books received on firm orders, approval plans, and gathering plans. Monitors the progress of order fulfillment, communicates with vendors as necessary to cancel or claim orders or to receive updated status reports. Returns defective materials or those shipped in error. Integrates materials into processing workflow; forwards shelf ready books to the appropriate collection. Authorizes payment of invoices for materials received.

3. Gifts & Exchange

Solicits gifts, primarily materials related to Hawai'i and University areas of excellence. Receives non-serial solicited gifts and directs serials gifts to the Serials Dept. Responds in an appropriate manner to offers of unsolicited gifts and exchanges. Integrates accepted materials into the processing workflow; offers unneeded or duplicate materials to UH system libraries or other institutions. Administers the exchange program, including arranging with the University Press of Hawai'i and University departments for shipment of materials from them to other agencies here and abroad. Maintains appropriate records of all transactions.

B. Serials

Provides centralized services related to acquiring serial materials in all languages and formats and adding them to the library collection. Orders, receives, processes and copy catalogs new serial titles. Renews subscriptions and monitors performance of contractual vendors who handle the majority of subscriptions and standing orders. Records receipt of issues, maintains master records for serials holdings and requests missing issues of serials. Authorizes payment of invoices for serial materials received and integrates materials into the interdepartmental processing work flow. Assembles unbound serials for shipment to a commercial binder. It enters journal table of contents information into the Hawaii/Pacific UnCover database. It provides

service for the library's social sciences/humanities periodicals collection and the general and Asia microforms collections, and assists patrons with microform reader/printers, via the Social Sciences/Humanities Periodicals/Microforms desk.

The Serials Department is divided into four teams, described below:

1. Serials Units I and II

These teams order, renew, receive process, pay for and perform copy cataloging on library serial materials. These two teams search, verify, order and renew serial titles requested by the library, corresponding with vendors as needed. Team members specialize by covering titles in different sections of the alphabet. They maintain online and/or manual records for all transactions. They verify and record receipt of serials, process invoices for payment, monitor vendor performance, and request missing issues. They transfer or withdraw serial titles. They search national databases for bibliographic information for new serial titles and copy catalog them.

2. Serials Unit III: Asia Vernacular/Serials Services

Performs the same duties as Teams 1 and 2 but for Asia vernacular titles as well as for a selected portion of non-vernacular titles. In addition, this team 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. This team records receipt of unbound periodical issues of all types.

In addition, this team prepares unbound serial materials for shipment to a commercial binder, and maintains binding records. It also provides assistance to patrons using the periodicals and microforms collections located in the Social Sciences/Humanities Periodicals/Microforms room. Shelving and reshelving of unbound periodicals and microforms and maintenance of microform reader/printer equipment are responsibilities of this unit.

3. Special Projects Unit

This unit manages special projects, monitors developments of the automated serials module, enters journal tables of contents into the Hawaii/Pacific Uncover database, and performs complex copy and adaptive cataloging.

C. Cataloging

Provides bibliographical descriptive cataloging and subject analysis for library materials in all languages and in all physical formats held by or accessed through the University of Hawai'i's online (UHCARL) catalog. Participates in bibliographic data sharing with national bibliographic utilities.

Participates in establishment of name headings for national authority files. Maintains bibliographic accuracy of names and holdings in online catalog. Converts retrospective manual records into machine readable records to reflect holdings from pre-online catalog period.

Original Cataloging

Completes initial records with subject analysis (subject headings and/or call numbers) and, if necessary, additional bibliographic description and access points. Establishes authorized form of headings (names and titles). Shares bibliographic records and name headings with national database.

Cataloging Support

Creates original preliminary descriptive bibliographic records in Western languages and formats for incoming monographs which lack cataloging copy. Searches for and processes matching cataloging copy from online bibliographic utilities or other appropriate reference sources. Adapts and creates suitable online records from bibliographic utilities for variant library materials. Provides quality control of bibliographic information and established authorized headings, including the timely recording of additions, deletions and corrections of online records. Provides complete holdings information for all monographic works, including the creation, deletion and editing of item records for new, transferred or withdrawn materials.

D. Preservation

Coordinates library-wide preservation efforts and develops and implements program for long term preservation of the library's 3 million volume collection of which 20% is 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.

1. Conservation

Bindery Preparation--Prepares monographic materials and serials for new binding and re-binding. Prepares soft covers, audiovisual, mixed media and other library materials for use by patrons by applying the following treatments: labeling, stamping, adding call numbers and theft detection targets.

Conservation Treatment--Performs a variety of conservation treatments, including: paper repair, custom crafted cases, protective covers, encapsulation of rare documents and custom rebinding.

Pest Management--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 mold and insect infestation.

2. Preservation Reformatting and Photography

Performs in-house copy photography and other photographic activities integral to the preservation of photographic and other film-based materials. Prepares newspapers and monographs for reformatting, including: microfilm, photocopy, or computer digitization. Performs quality control checks for all reformatted material, and sends appropriate negatives and other material to National Underground Storage.

APPROVED: _____


John R. Haak

TITLE: University Librarian

DATE: January 27, 1998

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.

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- * 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.

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- * 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

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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.

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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,

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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,

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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

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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

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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.

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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.

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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.

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APPROVED: _____



John R. Haak

TITLE: University Librarian

DATE: September 6, 1994