

STATE OF HAWAII
UNIVERSITY OF HAWAII
UNIVERSITY OF HAWAII AT MĀNOA
OFFICE OF THE CHANCELLOR
OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS
LIBRARY SERVICES
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 system wide Hawai'i Voyager library online management system, and direct service to the academic and research programs.

The program is administered by the University Librarian.

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 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,

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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 that 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 ASSISTANT UNIVERSITY LIBRARIAN FOR LIBRARY INFORMATION TECHNOLOGY

The Library Information Technology Division is administered by the Assistant 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 participation in campus projects related to electronic dissertations, theses and course reserve readings.

The Assistant 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 Assistant 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 questions.

Provides specialized library system 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.

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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 facilitates 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, outreach 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 and Assistant 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 of U.S. Geological Survey and National Ocean Survey maps.

D. Access Services

Administers the Hamilton Circulation, Interlibrary Services and Library External Services. Library External Services is a 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 materials 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. Provides service for the library's social sciences and humanities periodicals collection and the general and Asia microforms collections, and assists patrons with microform reader/printers, via the Periodicals/Microforms service desk.

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.

The Library External Services administered through Interlibrary Services 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 service was initially established through the Office of Technology Transfer and Economic Development (funded through Act 1, Relating to Telecommunications, 1988). 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) that 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 the 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.

C. 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 of 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. Monographic-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 serial 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.

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.

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 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.

Conservation Collection Care and Preservation
Reformatting

Conservation Treatment—Performs a variety of conservation treatments on library material that is too fragile or not suitable to be sent to commercial bindery, including: hinge

tightening, paper repair, custom crafted cases, protective covers, encapsulation of rare documents and custom rebinding.

Commercial 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.

Pest Management (Insect and Mold Prevention)—Oversees pest management control program responsible for environmental monitoring of all library materials, operates freezing program for insect eradication on all incoming gifts and supervises all other preservation projects concerned with mold and insect infestation.

Preservation Reformatting—Prepares newspapers and monographs too fragile for other preservation treatment for reformatting, including: microfilm, photocopy, or computer digitization. Performs quality control checks against national preservation standards for all reformatted material, and sends appropriate master negatives and other material to National Underground Storage. Photographic Services are provided to researchers as a cost recovery, out-sourced program. Photographic services for preservation purposes are also outsourced as required.

May 27, 2003

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