Reorganization Proposal
Office of the Chancellor
Office of Technology and Distance Learning
Office of the Vice Chancellor for Academic Affairs
Edwin H. Mookini Library
University of Hawai'i at Hilo

Introduction

The Office of Technology and Distance Learning (OTDL) at the University of Hawai'i at Hilo provides strategic leadership and fosters the informed use of information technologies in support of the University's programs for instruction, research, student services, and administration. The Office was established in 1998 by the joining of the distance learning and the technology functions. It is comprised of several departments to provide a broad range of technology services and support to the campus community.

The Library exists to be "a gathering place and a gateway to many sources of learning and knowledge for the University of Hawai'i at Hilo and Hawai'i Community College 'ohana as well as our diverse Hawai'i Island community. With a spirit of aloha and commitment to excellence, the Library provides resources, instruction, and services to encourage academic success and develop information-literate, lifelong learners." (Mission Statement, September 2011)

Mookini Library predated OTDL by over two decades; the library function, housed in different locations, has been in existence in some form since the inception of the college. As a result, media related/dependent positions that, in the future, would belong in a technology department were established in the Library. Those positions remain located in the Library even today.

Description of the conditions or factors prompting the proposed reorganization

As our collective development and use of technology expanded and, as a University, we became more dependent on quick and ready access to a variety of technological resources, the Library's graphics and media services positions changed scope and focus, becoming an almost completely technology-driven production and publishing environment. The support for these newly-evolving technologies comes from the various technology departments housed in OTDL, yet the graphic designers and media specialists who use these technologies to serve the University officially continue to report through the Library.

During the past several years, these graphics and media positions have been taking their direction and supervision from staff in OTDL. Following official channels, their administrative information, especially all personnel actions, have continued to flow through their official

"home" in the Library. The possibility of miscommunication is magnified, communication is delayed, paperwork is misplaced, and the opportunity for synergy with other like functions is curtailed.

Additionally, within OTDL itself, functions and responsibilities have changed and grown with the explosion of technology and the University's seemingly endless appetite for technology-based solutions. As a result of the growth in demand for web-based services, an IT position, # 77053, was refocused on web development and renamed "Web Developer." However, the position was not moved to the unit responsible for web development even though the incumbent took direction and practical supervision from a senior web developer (position #77056).

Explanation of how the proposed reorganization will address these conditions or factors

This reorganization proposes to move the graphic designer and media specialist (and their support positions, currently temporary positions that do not show on the organizational charts) from the Mookini Library to a unit of OTDL. They will officially report directly to a web developer and ultimately to the chief information technology officer.

To further accommodate the demand for web-based support, this reorganization proposes to move the web developer position noted above (#77053) along with the graphics and media group from the library. By virtue of the move, the incumbent web developer will officially work for the person who has been providing day-to-day direction and support.

All of the paperwork and communication affecting these positions will flow logically to the person supervising them thus preventing the delays, confusion, and misunderstandings that occur in the present situation.

Description of how the organization's operational, organizational, functional, and programmatic relationships will be affected, including impact on services to students, other target groups, and relationships with other segments of the University

This reorganization will locate the positions responsible for corporate web and graphics services under one supervisor. As a result, stakeholders will have one source to communicate with for their web and graphics services. The supervisor will be able to prioritize service requests and communicate the status of requests for the entire department instead of forcing stakeholders to multiple sources for services and information.

Additionally, with all of the common functions under one supervisor, the opportunities for collaboration, problem solving, and sharing work load are facilitated.

Discussion of the efficiencies, service improvements, or other benefits that will be achieved as a result of the reorganization

The library, specifically, the University Librarian, will no longer have to contend with the paperwork and communication to/from a department that has reported to her in title only for the past several years.

Staff in web development and graphics will report through a structure that is set up specifically to support their work and promote it throughout the University. Coordinated effort will be easier when all functions are under the appropriate umbrella.

Staff in support functions such as the business office, budget, and HR will know where to send information, paperwork, and requests related to web and graphics staff, preventing delays that have been, according to the staff, commonplace in the current situation.

Complete description of the resource requirements or savings associated with the reorganization, including funding, equipment, other resources, positions, space

There will be no new resources needed nor hard dollar savings accrued by this reorganization.

Explanation of the source of resources needed to implement the reorganization, e.g. reallocation from within the program, or major unit, or new revenue

NA

Discussion of the programmatic impact of the proposed reorganization on the University

Removing the graphics and media functions from the library officially codifies what has been the practice for several years. While it might seem that this would result in no change for the library and its staff, there is a positive operational effect on the library as its staff members will no longer receive or handle paperwork or other communication concerning graphics and media services operations. This frees the library staff to focus its efforts on its mission and will improve efficiency within the library.

Similarly, the graphics and media services staff is no longer in limbo, balanced between a department that has little association with its mission (yet must approve the usual requests and handle the typical paperwork) and one that is aligned with its mission but not able to officially represent it. Delays and misunderstandings will be minimized, and, once it is within OTDL, the department will be better able to take advantage of opportunities to improve efficiency and effectiveness.

Finally, moving position #77053, the newly-designated web developer, to the department responsible for web development just makes sense.

7/16/2012

List all permanent and temporary positions that will be affected by the reorganization including each position number, whether it is vacant or occupied, and the impact of the reorganization on the position(s)

Sunny Walker, Web Developer, PBB, #77056, gains two new direct reports (positions #77053 and # 81558) and one new indirect report (position #81881).

Vacant, University Librarian, Executive, #89175, loses two direct reports (positions #81558 and #81881)

Susan Yugawa, Graphic Designer, PBB, #81558, moves from Mooikini Library to OTDL, gains a new supervisor (position #77056), and a new direct report (position #81881).

Darin Igawa Media Specialist, PBA, #81881, moves from Mooikini Library to OTDL and gains a new supervisor (position #81558)

Robert Chi, Multimedia Development, S5, #86548, loses a direct report (position #77053)

Vacant, Web Developer, PBA, #77053, gains a new supervisor (position #77056)

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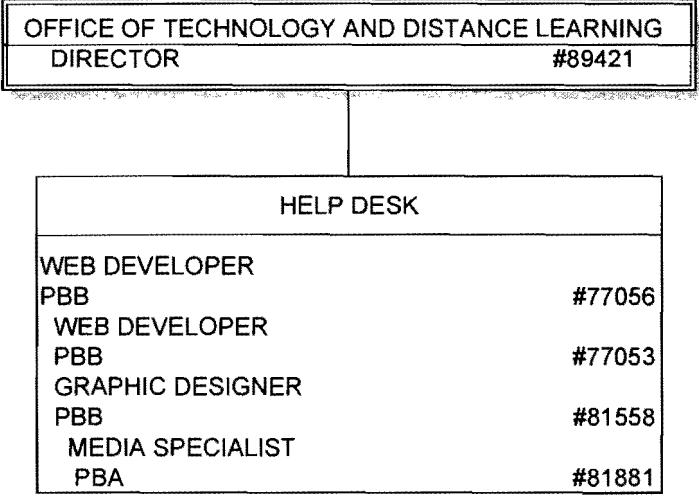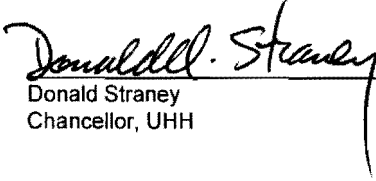LIBRARY SERVICES
POSITION ORGANIZATION CHART
CHART IIIE

ACADEMIC AFFAIRS	
VICE CHANCELLOR	#89319

LIBRARY SERVICES	
UNIVERSITY LIBRARIAN	#89175

SECRETARY III	
SR16	#26601

OFFICE ASSISTANT III	
SR8	#900520

PUBLIC SERVICES	
LIBRARIAN IV	
B4	#83792

CATALOG	
LIBRARIAN III	
B3	#83052

GOVERNMENT DOCUMENTS & PERIODICALS	
LIBRARIAN II	
B2	#83627

ACQUISITIONS, SERIALS, INTERLIBRARY LOANS	
LIBRARIAN II	
B2	#73259

MEDIA SERVICES

CIRCULATION

LIBRARIAN II	
B2	#83826

SUPERV. LIBRARY TECH I	
SR13	#27129

LIBRARY TECH V	
SR11	#44425

LIBRARY TECH V	
SR11	#31087

LIBRARY ASST IV	
SR9	#27870

REFERENCE, INSTRUCTION & SPECIAL SERVICES

LIBRARIAN III	
B3	#84421

LIBRARIAN II	
B2	#86445

LIBRARIAN III	
B3	#82821

LIBRARY TECH V	
SR11	#25833

LIBRARIAN II	
B2	#73260

LIBRARY TECH VI	
SR13	#900276

LIBRARY TECH VI	
SR13	#900304

LIBRARIAN II	
B2	#73359

LIBRARY TECH VII	
SR15	#14334

LIBRARY ASST IV	
SR9	#26615

LIBRARY ASST IV	
SR9	#25834

LIBRARY ASST IV	
SR9	99104F@

LIBRARY TECH VI	
SR13	12878

LIBRARY TECH V	
SR11	#26599

AV TECHNICIAN	
BC11	#24541

@ Pending Establishment

Approved:

Donald D. Straney November 30, 2012
Donald Straney
Chancellor, UHH

General Funds – 27.00

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UNIVERSITY OF HAWAI'I AT HILO
OFFICE OF TECHNOLOGY AND DISTANCE LEARNING
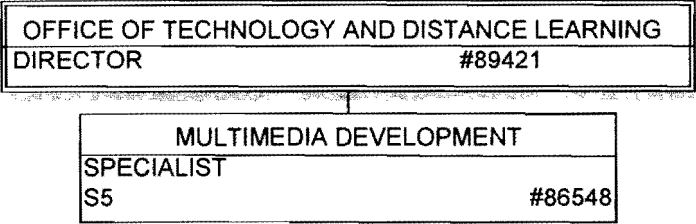HELP DESK
POSITION ORGANIZATION CHART
CHART IXF

OFFICE OF TECHNOLOGY AND DISTANCE LEARNING	
DIRECTOR	#89421

HELP DESK	
WEB DEVELOPER	
PBB	#77056
WEB DEVELOPER	
PBB	#77053
GRAPHIC DESIGNER	
PBB	#81558
MEDIA SPECIALIST	
PBA	#81881

Approved:

Donald O. Straney _____ November 30, 2012
Donald Straney
Chancellor, UHH

General Funds – 4.0

OTDL Help

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UNIVERSITY OF HAWAI'I AT HILO
OFFICE OF TECHNOLOGY AND DISTANCE LEARNING
MULTIMEDIA DEVELOPMENT
POSITION ORGANIZATION CHART
CHART IXE

OFFICE OF TECHNOLOGY AND DISTANCE LEARNING	
DIRECTOR	#89421

MULTIMEDIA DEVELOPMENT	
SPECIALIST	
S5	#86548

Approved:

Donald A. Straney November 30, 2012

Donald Straney
Chancellor, UHH

General Funds – 1.0

OTDL Multimedia

LIBRARY SERVICES

ADMINISTRATION

Directs all library and media activities, services, and personnel for the University of Hawai'i at Hilo.

- Directs the development of library and media services, resources, and facilities;

- responsible for fiscal planning and management to insure the efficient operation and development of the Library and Media Center;

- provides for staff development and training to insure an adequate level of services;

- directs the selection, acquisition, and processing of library and media resources;

- provides for special collections and services in response to instructional and research needs of the University community.

LIBRARY

PUBLIC SERVICES

Reference, Instruction, and Special Services

- provides informational and reference services to students, faculty, and the community;

- responsible for the development and maintenance of Reference, Hawaiian, and other special collections;

- provides access to bibliographic information through online data bases, CD ROM, and other products;

- supervises the operation of special collections, including the management of archival materials;

- Provides access to Hawai'i Island newspapers and other materials through the Hawai'i Island Newspaper Indexing Project and other indexing endeavors;

- provides a bibliographic instruction program to assist students in making effective use of the library's collections and services. Special programs to instruct faculty with the new technologies are also available;

- develops bibliographies, guides, handbooks, and other finding tools to assist students in using the library's resources.

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LIBRARY SERVICES
Page 2

Circulation

- Responsible for the circulation of all library materials;

- handles shelving and stack maintenance;

- responsible for the automated circulation system, including documentation, training, and maintenance;

- provides interlibrary loan services to the University community, including films and videotapes;

- manages special collection housed in circulation: closed shelves, reserves, all audiovisual materials, computer software, etc;

- processes all periodical and serial binding;

- handles general book mending and preservation;

- coordinates room reservations for the multilevel facility;

- responsible for the maintenance of a variety of equipment in the public areas;

- manages all public and staff photocopying.

Cataloging

- Responsible for the cataloging and processing of all materials added to the collection;

- responsible for the development and maintenance of the online data base.

Acquisitions, Receiving, and Serials

- Responsible for the ordering of library materials.

- Responsible for the receipt, processing, and payment of materials purchased.

- Maintains control over the materials and equipment budgets.

- Processes all gift materials presented to the library.

- Responsible for the acquisition and receipt of serial materials.

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FUNCTIONAL STATEMENT
LIBRARY SERVICES
Page 3

Government Documents and Periodicals

- Responsible for the selection, acquisition, processing, development, and maintenance of the U.S. Government documents collection;

- provides reference services for government documents;

- responsible for the check-in, claiming, and maintenance of the periodical and newspaper collections.

MEDIA SERVICES

Audiovisual Services

- Makes available a variety of audiovisual equipment and services to support instructional activities;

- responsible for the acquisition, inventory, repair, and maintenance of audiovisual equipment.

OFFICE OF TECHNOLOGY AND DISTANCE LEARNING

As part of the Chancellor's Office, provides the leadership required to support the technology and distance learning programs of the University of Hawai'i at Hilo.

OFFICE OF THE DIRECTOR

- Serves as the principal assistant to the Chancellor in all technology and distance learning matters.

- Plans, organizes, directs, coordinates and evaluates all technology and distance learning programs, including the Computing Center, distance learning, delivery services relating to distance learning, academic computing, student information system, web design, and university hardware and software standards.

COMPUTING CENTER

Plans, organizes, directs, and coordinates the functions of the Computing Center to serve the administrative programs and institutional research activities, including the student information system, the financial management information system, the human resource information system, campus network and servers, web design, and faculty and staff training.

DISTANCE LEARNING DELIVERY SERVICES

Plans, organizes, directs, and coordinates the functions of the distance learning delivery services to serve the instruction programs, administrative programs, and research activities, including distance learning delivery via Hawai'i Interactive Television System (HITS), internet and other means, the production of live TV programs, the production of promotional materials, and faculty and staff training.

ACADEMIC COMPUTING

Plans, organizes, directs, and coordinates the functions of the academic computing services to serve the instructional programs and academic research activities, including academic computer labs, general student access, campus-wide academic hardware and software standards and procurement, and faculty and staff training and consulting.

MULTIMEDIA DEVELOPMENT

Plans, organizes, directs, and coordinates the functions of the multimedia development services to serve the instructional programs, administrative programs, and research activities, including the multimedia courseware development, the technology for streaming audio and video, the maintenance of internet and intranet web servers, and faculty and staff training and consulting.

GENERAL HELP DESK

Plans, organizes, directs, and coordinates the functions of the general help desk services to serve instructional programs, administrative programs, and research activities, including the consultation of access and

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FUNCTIONAL STATEMENT
OFFICE OF TECHNOLOGY AND DISTANCE LEARNING
Page 2

utilization of technology by faculty, staff and students; the trouble-shooting of hardware and software problems; and the training needs of faculty and staff.

Graphics Services

Provides graphics design and/or production services for institutional and curricula support.

Web Development

Oversees the main UH Hilo website and subsidiary websites; builds custom web applications; maintains and supports current applications; and consults on user-developed and maintained applications.

UNIVERSITY OF HAWAI'I
HILO

July 25, 2012

MEMORANDUM

TO: Ms. Laurel Johnston
        Director, University Budget Office

FROM: Claire Shigeoka *CShigeoka*
        Human Resources, UHH

SUBJECT: **Notification of Change in Organization, University of Hawai'i at Hilo, Academic Affairs, Kilohana**

Enclosed for your information and files are copies of the organizational charts and functional statements of the above-mentioned reorganization that was approved by the Chancellor's designee on July 23, 2012. This reorganization transferred supervision of two part-time APT positions from The Vice Chancellor of Academic Affairs to a Junior Specialist position located in Kilohana.

This reorganization has taken place after the annual update of the organizational charts but before we have the new charts approved and sent out to you. Consequently, you will need to keep the information from this reorganization until we send you the new stamped and approved 2012 charts. When you receive them, replace the Kilohana chart with this new chart showing the new reporting relationships.

If you have any questions concerning this matter, please call me at (808) 974-7449 or email shigeoka@hawaii.edu.

Enclosures

cc: UH System Office of Human Resources w/o encs.

**Office of the Vice Chancellor for Academic Affairs
University of Hawai'i at Hilo
Kilohana: Academic Success Program
Reorganization Proposal
Reassign Reporting Relationships**

Introduction

The Kilohana: Academic Success Program's mission is to support the learning and retention of all UH Hilo students by fostering the development of independent, self-motivated learners. The Program offers subject-specific support and academic skills development and builds networks with other units on campus. Not only does it offer tutoring in astronomy, physics, biology, chemistry, computer science, geography, marine science, math and writing, it also offers seminars, workshop, placement testing services and print and electronic resources for students and faculty.

Description of the conditions or factors prompting the proposed reorganization

Currently, two half-time APT positions report directly to the VCAA. While the VCAA has overall responsibility for Kilohana, the actual day-to-day operation of the program rests with the two specialists: they develop and teach the curriculum, schedule the sessions, oversee the facilities, and represent the program to the larger University and the community.

The VCAA does not have daily contact with the program nor with all of the program staff. She does not know the day-to-day staffing or educational needs of the program. She is not on-site to make real-time decisions and provide direction to the junior staff.

Explanation of how the proposed reorganization will address these conditions or factors

This reorganization would remove direct supervision of the two half-time APT positions from the VCAA and move it to one of the specialist positions. The specialist is on-site, close to the students and the activities. She is available to give guidance, make decisions, and provide leadership to the staff.

The specialist positions will continue to report directly to the VCAA.

Description of how the organization's operational, organizational, functional, and programmatic relationships will be affected, including impact on services to students, other target groups, and relationships with other segments of the University

Services to students will improve as the supervisor of two staff members will be a person who is totally focused on the needs and activities of the program rather than having the broad focus

required by the VCAA. Similarly, the larger University community will have a more accessible point of contact with Kilohana than is possible when that point of contact is the VCAA. Operationally, the two part-time staff people will have easy access to their supervisor and will benefit not only from increased guidance, they will also have a close source who can interpret University policies, procedures, and requirements for then and represent their needs to the University.

Discussion of the efficiencies, service improvements, or other benefits that will be achieved as a result of the reorganization

It is more efficient to have one's supervisor actually work in the unit because the supervisor is available to provide guidance, coaching, and feedback as well as communicate employment-related information to the employees.

Complete description of the resource requirements or savings associated with the reorganization, including funding, equipment, other resources, positions, space

There are no new resource requirements nor are there any fewer resource requirements because of this reorganization.

Explanation of the source of resources needed to implement the reorganization, e.g. reallocation from within the program, or major unit, or new revenue

No new resources are needed.

Discussion of the programmatic impact of the proposed reorganization on the University

As discussed above, a structure that vests supervision in a position actually located in the same program as the supervised person/people provides the opportunity for closer and better supervision of the staff members and offers the opportunity for an integrated approach to program execution.

List all permanent and temporary positions that will be affected by the reorganization including each position number, whether it is vacant or occupied, and the impact of the reorganization on the position(s)
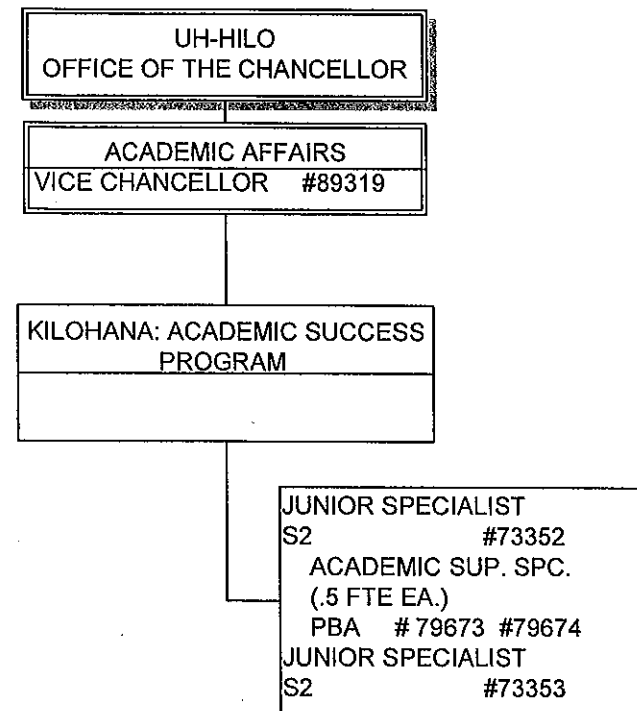
Kenith Simmons, Interim Vice Chancellor, Academic Affairs, #89319, loses two direct reports (Academic Support positions 79673 and 79674, each .5 FTE)
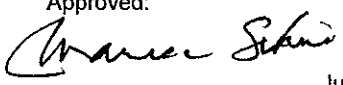
Vacant, Academic Support positions #79673 and # 79674, each .5 FTE, gain new supervisor (position #73352)

Amelia Shapiro, Jr. Specialist, #73352, gains two direct reports (Academic Support Specialists #79673 and #79674 .5 FTE each)

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UNIVERSITY OF HAWAI'I AT HILO
ACADEMIC AFFAIRS
KILOHANA: ACADEMIC SUCCESS
PROGRAM
POSITION ORGANIZATION CHART
CHART IIIJ

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┌─────────────────────────────────┐
│          UH-HILO                │
│  OFFICE OF THE CHANCELLOR       │
├─────────────────────────────────┤
│       ACADEMIC AFFAIRS          │
│ VICE CHANCELLOR      #89319     │
└─────────────────────────────────┘
                │
┌─────────────────────────────────┐
│ KILOHANA: ACADEMIC SUCCESS      │
│          PROGRAM                │
│                                 │
└─────────────────────────────────┘
                │
        ┌───────────────────────────────┐
        │ JUNIOR SPECIALIST             │
        │ S2              #73352        │
        │   ACADEMIC SUP. SPC.          │
        │   (.5 FTE EA.)                │
        │   PBA   #79673  #79674        │
        │ JUNIOR SPECIALIST             │
        │ S2              #73353        │
        └───────────────────────────────┘
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Approved:

_____ July 23, 2012
Donald Straney
Chancellor, UHH

General Funds – 3.0

Kilohana

FUNCTIONAL STATEMENT

KILOHANA: ACADEMIC SUCCESS PROGRAM

Kilohana: Academic Success Program supports the learning and retention of all UH Hilo students by fostering the development of independent, self-motivated learners.

The Program offers subject-specific support and academic skills development and builds networks with other units on campus.

It offers tutoring in
- astronomy,
- physics,
- biology,
- chemistry,
- computer science,
- geography,
- marine science,
- math
  and
- writing.

It also offers seminars, workshop, placement testing services, and print and electronic resources for students and faculty.

04/15/2011