

STATE OF HAWAI'I
UNIVERSITY OF HAWAI'I
UNIVERSITY OF HAWAI'I AT MĀNOA
OFFICE OF THE PROVOST
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, maintaining the UH system wide Library Service Platform, and direct service to the academic and research programs.

The program is administered by the University Librarian. The University Librarian reports to the Provost, University of Hawai'i at Mānoa.

The Functional Statement describes the organizational units in the Library.

OFFICE OF THE UNIVERSITY LIBRARIAN – Org Code: MADRLB

- Plans and directs the provision and operation of library services at Hamilton Library, 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 Provost, 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.
- Clerical Support Services: Provides secretarial and other administrative support services to the University Librarian and other administrative offices.

OFFICE OF THE ASSOCIATE UNIVERSITY LIBRARIAN FOR PLANNING, ADMINISTRATION, AND PERSONNEL – Org Code: MAASLB

- 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.

Fiscal/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.

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.

Facilities

Provides administrative and technical support for the management of building operation maintenance including safety and security. Prepares specifications for building related projects including construction, renovation, and building infrastructure repairs. Oversees inventories of library spaces. Maintains communication with campus related facilities and security offices.

OFFICE OF THE ASSISTANT UNIVERSITY LIBRARIAN FOR LIBRARY INFORMATION TECHNOLOGY – Org Code: MAITLB

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.

Systems – Org Code: MASYLB

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.

Desktop Network Services – Org Code: MANSLB

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.

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PUBLIC SERVICES

PUBLIC SERVICES – Org Code: MAPSLB

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:

Business, Humanities and Social Sciences Reference – Org Code: MABRLB

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.

Science and Technology Reference – Org Code: MASTLB

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; works with Health Sciences Library (JABSOM) for services and collection management in the area of health sciences.

Government Documents and Maps – Org Code: MAGDLB

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. 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.

Access Services – Org Code: MAACLB

Provides circulation and interlibrary services. Assists patrons in locating materials. Maintains patron records. Maintains the order and inventory of the Library's main collections (Business, Humanities and Social Sciences; Science and Technology; Asia) and audiovisual materials, course reserves, and microforms shelved in the Microforms Room. Manages access to group study rooms. Obtains, through loan and document delivery, material not owned by the Library at the request of faculty, students, and staff. Plans, establishes, and maintains resource sharing and document delivery services and agreements with local, regional, national, and international networks, consortia, and partners. Provides access to the Library's collections for unaffiliated researchers.

Asia Collection – Org Code: MAAILB

The Asia Collection is an internationally recognized area collection incorporating collections from East, Southeast and South Asia, and also including Russian Far East and Russia in 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.

Hawaiian and Pacific Collections – Org Code: MASCLB

The Hawaiian and Pacific Collections Department provides the University and the State with what are widely recognized as the world's largest research collections relating to Hawai'i and the Pacific (defined here as the cultural regions of Micronesia, Melanesia and Polynesia). The Department is responsible for specialized collection development and management activities in support of the Hawaiian Collection and the Pacific Collection. The Collections each maintain a comprehensive collection policy with regard to published materials. They also each engage in ongoing selective collection development and management activities for materials in archival, manuscript, and photographic formats, and apply specialized knowledge related to the creation, arrangement, access, and use of these materials. Collectively, these Collections support the University's teaching and research emphases on Hawaiian and Pacific Islands Studies; and promote an understanding and appreciation of the rich indigenous and multi-cultural heritage in Hawai'i and the Pacific. The Department provides in-depth reference and bibliographic assistance, as well as collections-specific information literacy instruction. Because much of the material collected is rare, unique, or otherwise extraordinary, these Collections require special, often unique policies and procedures for acquisition, processing, storage, and patron use of materials. Materials are kept in closed stacks with specialized procedures and facilities for patron access and use.

University Archives and Manuscript Collections – Org Code: MAUMLB

The University Archives and Manuscript Collections incorporates four discrete collections: the University Archives, the Hawai'i Congressional Papers Collection, the Jean Charlot Collection, and the Manuscript Collections. Each of these four collections includes multiple collections of archival records, photographs, and similar unpublished materials. Together they document various aspects of the people, politics, arts, and culture of the Territory, and later State, of Hawai'i, particularly in relation to the United States and other nations bounding the Pacific Ocean. The primary goals of the unit are to acquire, organize, and preserve materials for these collections while providing access, supporting research, teaching, and public awareness, and promoting an understanding and appreciation of Hawai'i's rich multi-cultural heritage. The Department provides in-depth reference and bibliographic assistance, as well as collection-specific information literacy instruction. It applies specialized knowledge and services related to the creation, arrangement, access, and use of unpublished collections of material (including but not limited to archival and manuscript collections, photographic collections, artworks, and architectural drawings). Because much of the material collected is unique or otherwise extraordinary, these collections require policies and procedures for acquisition, processing, storage, and patron use that differ considerably from the standards in place for circulating library materials.

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COLLECTION SERVICES – Org Code: MACSLB

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:

Serials – Org Code: MASRLB

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:

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.

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.

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.

Acquisitions – Org Code: MAAQLB

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.

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.

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.

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.

Cataloging – Org Code: MACTLB

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.

Preservation – Org Code: MAPVLB

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 & 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.