
1.

Getting started

In this chapter

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- Getting help: reference services
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- Other services

Preparing yourself for library research means you will be *working smart*. Library research is just like taking a trip — you need to plan where to go, what to take along, and how to get there. Part I introduces you to what is needed to get started, the physical environment of the library building, and planning your research. This chapter will help you become familiar with library services, how resources and services are organized, where to get help, and a few other things you need to know to get started.

UH Manoa Libraries

The University of Hawai'i at Manoa Libraries consist of Hamilton and Sinclair Libraries. They serve as the principal research collections for the faculty and students, the State of Hawaii, and the Pacific region.

The library is a large, complex, and busy operation. It has over 150 faculty and staff, with collections of books, journals, microforms, maps, photographs, computer files, and audiovisual materials totaling more than 9 million items.

Each year the library handles 120,000 reference transactions, over 500,000 circulation transactions, over 800,000 items used in-house, and 15,000 interlibrary loan and document delivery requests. Approximately 3,500 people enter the library buildings each day.

Hamilton and Sinclair Libraries

Hamilton Library contains the majority of the research collections: humanities, social sciences, science and technology, government documents, the Asia area studies collections, archives and manuscripts, and the Special Collections which include the Hawaiian, Pacific, and Rare Books collections.

Sinclair Library contains the music collection, audiovisual collection, course reserves, and older magazines and journals. It also contains the Student Success Center (SSC) and the Computerized Learning Information Center (CLIC), a computer lab managed by Information Technology Services (ITS) of the University.

Note

There are other libraries on campus, which are administered by various schools, departments, and programs — School of Law Library and Travel Industry Management Library. You need to be familiar with the types of materials collected in each library and with the library's use policy. For more information about specific libraries, consult the campus directory for contact information.

Getting help: reference services

New Term

Knowing how to get help will be one of your key survival strategies. Libraries in the United States are generally self-service. In other words, you have to do your own research, including retrieving of information, photocopying, checking out books, and so forth. There is, however, a service that libraries provide called **reference**. Reference librarians can advise you on research methods and can help you learn how to find information. The following sections explain the types of reference services available.

Reference desks

There are reference desks for each of the major collections in the library. To get help, simply ask at one of the reference desks.

Hamilton Library

- **First floor:** General information and reference; specialized reference for business, humanities, and social sciences subjects.
- **Fourth floor:** Asia area studies reference, including China, Japan, Korea, Philippines, South Asia, and Southeast Asia.
- **Fifth floor:** Special collections reference, including Hawaii, Pacific, and rare books.
- **By appointment only:** Maps reference.

Hamilton Library Addition

- **First floor:** Science and technology reference, including agriculture, biology, computers, health and medicine, ocean science, and many more subjects.
- **Fifth floor:** Archives and manuscripts.

Sinclair Library

- **Third floor:** Music, audiovisual, and government documents (United States federal and selected United Nations documents) reference.

Telephone and electronic mail reference

Each of the major reference departments has telephone and electronic mail (email) reference services. Telephone reference is available whenever the reference desks are open. Email reference services are usually checked once a day during the regular workdays, except weekends and holidays. Remember that telephone and email reference are inherently limited in the kinds of service that can be provided. Although you can get assistance via the telephone and email, you may still need to plan to come into the library to follow through with your research needs.

Subjects/departments	Telephone numbers	Email address
Asia Collection	956-8116	asiaref@hawaii.edu
Business, Humanities, and Social Sciences	956-7214	emailref@hawaii.edu
Government Documents	956-8230	govdocs@hawaii.edu
Map Collection	956-6199	mapcoll@hawaii.edu
Music Collection (Sinclair Library)	956-6922	sinc@hawaii.edu
Science and Technology	956-8263	sciref@hawaii.edu
Special Collections (Hawaiian, Pacific, Rare Book, Charlot Collections)	956-8264	speccoll@hawaii.edu
Archives and Manuscripts	956-6047	archives@Hawaii.edu
Wong Audiovisual Center (Sinclair Library)	956-8308	sinc@hawaii.edu

Library web page

You will also find information about the library on the library's web site. In addition to building and service hours, you can find circulation policies, subject guides for reference and research, and links to many of the information resources of the library — catalog, periodical indexes, resources available through the Internet, etc. Electronic services/forms are also available, such as book renewals and interlibrary loans. The library home page can be found at the following web site:

— <http://library.manoa.hawaii.edu/>

If you want to learn more about library research, consult the Library Essentials web site:

— <http://manoa.hawaii.edu/libraryessentials/>

Accessing and borrowing library materials

Accessing materials is, for the most part, self-service, meaning you need to do your research yourself — using catalogs and indexes to find information. You may be able to access documents online or you may need to retrieve the materials from the shelves. The specific tools you use to find information are discussed in Part II of the handbook.

Library hours

There is an increasing amount of useful information available 24/7 through online resources. For information *not* in electronic format, you will need to spend a certain amount of time in the library to complete your research. The library is open nearly every day except holidays, with reduced hours and days of service during summer and interim periods. Individual collections and departments within the library maintain their own hours. In planning your research, be clear about both the open hours of the library building and the hours of services within the library. Plan carefully around holidays, interim breaks, and weekends, as service hours change.

Library hours are available on:

- library's web site:
<http://library.manoa.hawaii.edu/about/hours.html>
- signs posted at the entrance to the library
- handouts at the main reference desk
- telephone recording: 956-7204

Tip

Why is it so cold in the library? The library is deliberately kept cold in order to reduce humidity. Humidity encourages the growth of mold and insects, both harmful to books. We recommend bringing a sweater or jacket if you plan to stay in the library any length of time.

University ID

Your University of Hawaii identification card is one of the most important items for library research — it serves as your library card. Your card is valid as long as you are registered and have paid your tuition. Be sure to activate your UH ID card and update your address in the library computer at the library's Circulation counter. The card allows you to:

- borrow books
- request interlibrary loans
- access electronic databases

Tip

What is my UH ID number? When using an electronic database, you may get prompted to enter your UH ID number. Your ID number is the barcode number on your UH ID card.

Library computers

The library provides computers to access the library catalog (*Hawaii Voyager*), periodical indexes, databases, and the Internet. From the library computers you can:

- find books
- find newspaper, magazine, and journal articles
- find government documents
- find the hours and services of the library
- search the Internet
- communicate with professors and fellow students through electronic mail
- register for classes

Circulation counter

New Term

Circulation counter — that's library jargon for the place you borrow books. Books that the library lets you borrow are known as "circulating" books. At the Circulation counter you can:

- borrow a book (with acceptable UH ID card)
- request a hold or recall for a book
- request a search for a missing book
- update your address and other account information in the library computer
- activate your UH ID, especially to enable you to log into subscription database/indexes.

Holds/recalls

Just when you think you've found the perfect book on your topic in the library's catalog, you discover that it is already checked out and for six months! Remember about "planning ahead"? You can place a **hold** or **recall** on books that are checked out. Just go to or call the Circulation counter with the title of the item you want.

New Term

Placing a **hold** means the library will notify you when the book is returned and will hold it for you to pick up. A **recall** means the library will contact the person who has the book checked out, informing them that the book has to be returned within two weeks for someone else to use.

Tip

If you place a book on hold or recall it, be sure to ask if other people have placed holds/recalls on the book before you. You might be the second or third person in the queue and end up waiting a long time before you actually get your hands on the book.

Business office

The library's Business Office handles all monetary transactions. At the Business Office you can:

- purchase debit cards to use for photocopying or printing
- get refunds for bad copies
- pay fines and fees for overdue or lost books
- pick up interlibrary loan requests

Loan periods

When you have located the books you need, take them to the Circulation counter or self-checkout machine. Books are due on the date stamped in the back of the book. Loan periods are:

- undergraduate students - 4 weeks
- graduate students - 13 weeks
- faculty and staff - 26 weeks

The following library items cannot be borrowed: reference materials, periodicals, microformatted resources, and Special Collections materials (Hawaiian, Pacific, Archives, Rare Books, etc.).

Caution

Be advised that it is not recommended that you borrow library materials for other people on your account. You are responsible for all library materials borrowed in your name.

Book return

Books should be returned to the Circulation counter near the entrance lobby of the library. You may request a receipt if you want one. When the building is closed, return books to the outside return slots.

Caution

The other half of borrowing books is *returning* them. If you lose or abuse a book, you will be charged the cost of the book plus some fees. The cost per book ranges from \$60 to \$400. Let's do some math: If you lose 4 books at the least amount per book (4 x \$60), you will be sent a bill for \$240. So what's the moral of the story? Take care of the books you borrow and be sure to return them.

Reserve materials

New Term

The **Reserve collection**, on the 3rd floor of Sinclair Library, contains books and other materials that professors have assigned for students to read during the semester. Since there is a great demand for these materials, their use is restricted to short loan periods. Note, there is no reserve room at Hamilton Library.

"Open Reserves" are shelved in a reading area just outside of the Wong Audiovisual Center. "Closed Reserves" are kept at the 3rd floor Wong Audiovisual Center circulation counter. Electronic reserves are available through the library's online catalog.

Additional library services

In addition to reference and circulation services, there are several other important services available to you — interlibrary loan, intrasystem loan, photocopy machines, and printing.

Interlibrary loan

New Term

Libraries cannot purchase every book published in the world. So what do you do if the library doesn't have the book you want? Contact the **Interlibrary Loan** (ILL) office. This office will find a library willing to lend it. Interlibrary Loan will also provide document delivery of articles. In general, books and articles are free. Visit the ILL web site for a full description of services.

— <https://illiad.manoa.hawaii.edu/login/>

Intrasystem loan

New Term

If a book you need is not at Hamilton Library, but at one of the other UH system libraries, you can place a request for an **intrasystem loan** (ISL). Read the instructions for requesting an ISL at the web site below:

— <http://library.manoa.hawaii.edu/services/loans/isl.html>

Photocopying

There are photocopy machines throughout the library and machines to make copies from microformats, such as microfilm and microfiche.

Tip

Photocopying is 10 cents a page with cash and 7 cents a page with a library debit card. Either bring enough rolls of dimes or purchase a debit card. Note the library business office does not give change, unless you plan to buy a copy debit card. If you bring paper money bring 1- and 5-dollar bills. The debit card machine only takes 1-dollar bills to buy a card (you can use higher denominations to add money). There are change machines, but they also only take 1-and 5-dollar bills.

Printing

Printing from laser printers requires a debit card (the same card that is used for photocopying). When you print to a laser printer, your print request is sent to a print station (a computer that manages all the print requests). At the print station you confirm your print request, use your debit card to pay the printing fee, and pick up your print out from the printer. Printing from the library catalog at the print stations is free.

Other services

Lost and Found items are kept at the Circulation counter.

Public telephones and a free campus telephone are available in the library. Ask at the reference desk for locations.

Summary

This chapter introduced you to using the library, where to ask questions and get help, what you need to do and where to go to borrow books, additional services that will help you access information, and some helpful hints on what you should bring to the library (UH ID, money for photocopying and printing, sweater/jacket because the library gets cold).

Workshop

Activities

1. Learn the hours of Hamilton Library, Sinclair Library, and the Reserve Room by picking up a printed copy or by visiting the library's web site.
2. Make sure you have a current UH ID and activate it at the Circulation counter of the library.
3. Buy a copy card if you plan to do a lot of photocopying or printing.
4. Access the library web site and explore the services and resources that you can use online.
5. Read about how to make an Interlibrary Loan request by visiting their web site.

Questions

1. You have a research project but are having difficulty locating information. What are three ways you can contact a librarian to get help?
2. After you find a book in the library, where do you go to check it out?
3. What are three library services that are available to you using your UH I.D. card?
4. If a professor puts materials "on reserve" for a class you are taking, will you find these materials in Sinclair or in Hamilton library?

5. You need a book that Hamilton does not own. What library service would you use in order to obtain the book from a library outside of Hawai'i?
6. How do you request a book from Maui Community College Library?