Name of the Program: Library Administration—Building Management

How long has the program existed: since 1976

Department/School/College: Library Services

The department would fall under which of the following Vice Chancellor’s offices?

X Academic Affairs
_____ Research and Graduate Education
_____ Student Services
_____ Administration, Finance, and Operations

How does the program fit into the larger administrative unit? (Describe in two or three sentences.)

The Library’s Building Management Program is within Library Services—Administration. The staff report directly to the Associate University Librarian for Planning, Personnel & Administration. Recruitment for this AUL position is awaiting approval by the Chancellor; and, so, the staff currently report to the Office of the University Librarian.

Briefly describe the program (no more than half a page):

In the 1970’s with the expansion of Hamilton Library to include a 2nd phase and again at the turn of the millennium with an expansion of a 3rd phase, the need for a Building Management Program has increased. The responsibilities that at other buildings would rest solely with Facilities is shared and led by an internal Building Management Program. This is the most effective way to protect and promote one of the most valuable assets and most public spaces the University has—the Library. The Library has several acres of stacks both open and closed that house its collections and public spaces such as individual and group study rooms, classrooms, and media and technology labs. While the Associate University Librarian for Planning, Personnel & Administration and a Library Faculty member responsible for building planning used to lead these efforts, in the last few years the efforts have been led by a temporary APT. Earlier this academic year, two additional staff were reassigned to the Building Management Program and a search is currently underway to fill the APT lead position as a permanent employee.

The need and demand to maintain and improve these spaces continues to grow. During the planning process to renew and reinvigorate the Library’s Strategic Plan for 2009-2015, the staff identified the shared goal [Goal III] that “the Library provides a safe and secure physical environment that includes comfortable areas and spaces for studying and group gatherings.” One of the actions supporting this goal was to “develop a Library as Place service model in Hamilton Library that focuses on study and learning needs of users and utilizes available physical space effectively and efficiently.” An action team, has been formed to lead this effort and has been working towards this goal in collaboration with the Building Management Program.

The Building Management Program works in partnership with Facilities, ITS, and the other components of Health & Safety across campus as well as with stakeholders in the community such as vendors, contractors and State Government. The Building Management Program complies with all relevant health & safety rules, regulations and laws that applying building construction, maintenance, planning and use.

Staff from the Library’s Fiscal Office and Preservation Department have received Campus and State recognition for their roles in the Building Management Program.
Program Definition
For purposes of this review, a program is defined as an activity, or collection of activities, that consume resources (dollars, people, space, equipment, time). All administrative operations should be reviewed using this guide.

Categorizing Programs

2. Program is less essential, but generally included at major research universities;

Review and Analysis of Programs

Centrality
The Building Management Program can demonstrate a direct link to advancing the University of Hawaii at Manoa vision in providing quality service to the campus community and to strengthening the institution as a global land-sea-grant research leader. A survey reported in the Chronicle of Higher Education found that the quality of the library facilities was closely ranked with the computing support and the open spaces on a campus as being foremost in the choice of selecting which university to attend after the reputation of a particular academic program which varies by the intended major of the potential applicant. The infrastructure of the University makes a difference to the number and quality of students we attract. And, it is clear that by infrastructure, students mean not only facilities and grounds-keeping, but units like the Library and ITS. It addresses a need identified as a high priority in the state—infrastructure—and it engages stakeholders to help maintain and improve the Library’s buildings and equipment.

Quality
The Building Management Program has had a measurable positive impact on the reputation of University by being a quality service unit. The Library is often cited as one of the more pleasing places on campus. It supports the outreach mission of the University as it is one of the most public faces of the University. The Library not only supports the learning and research missions of the University by offering the latest and best in information resources and technology, but also by being a place where visitors come to learn and discover, to collaborate, to contemplate, to build community, to be inspired, and to become renewed and refreshed. The Library is focused upon changing to meet the needs and demands of the students and faculty by adapting the Library’s spaces into a user-centered, learning-focused environment that supports student success. And, the Building Management Program plays an integral role in this process.

Uniqueness
While other buildings on campus may have a building coordinator that works regularly with Facilities, the Library’s Building Management Program may be one of the few or only on campus. The service provided by the Building Management Program supplements and compliments well the services offered by Facilities, but it would be hard to imagine what the Library would become without its own Building Management Program.

Needs
The deferred maintenance at the Library has cost the University significantly over the last decade. The loss of sometimes irreplaceable, rare materials due to roofing leaks is immeasurable. The porous membrane due to windows with failed seals releases an incalculable amount of energy dollars not to mention allowing in moisture that produces long term damage to one of the most valuable assets on campus, the Library’s collections. And, the inability of the Building Management Program to be able to turn off lights when the Library is closed, leads to waste of a significant amount of money each year. The Building Management Program has partnered with Facilities and Sustainable Saunders to work on the latter problem, but the former issue of deferred maintenance is larger issue that the campus must address, because the longer maintenance is deferred the greater the costs and potential losses increase.

While the staff expertise is adequate to meet most of the needs of the Library and they are generally able to provide the breadth and depth of services required, the lack of key staff such as a permanent APT or the Associate University Librarian for Planning, Personnel & Administration is daunting. But, the Library is hopeful that both of these positions will be filled in the near future.
Cost

The Building Management Program has stayed on budget and has had some success in leveraging existing resources, by reusing and repurposing equipment and furnishings that could have been replaced long ago. The core infrastructure and operating costs are substantially supported by general state funds though through a couple of naming opportunities gift funds have been tapped to maintain and improve Library spaces.

Outcome of Program Review

After review and analysis, programs will be identified for one of the following actions:

Growth and Investment in Program

- Need for the program is increasing due to growth of unit(s) being supported and for other articulated reasons.
- The program has received state recognition for services.
- The program is an integral part of the university mission.