Please complete the below information and submit to ovcafo@hawaii.edu as a word doc or pdf file by February 28, 2009. Please ensure the e-mail subject heading reflects the Department/School/College name followed by “First Level Review.” For example: SOEST – First Level Review.

Name of the Program  Office of the University Librarian

Program as used in this prioritization process can be a specialization, section, division, field of study, center, degree program, etc. The unit head, in collaboration with others as appropriate, must determine the level of analysis required.

How long has the program existed:  Since Library was established in 1908

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.)

This Office is the chief administrative unit for LIBRARY SERVICES -- the UH Manoa Library (Hamilton and Sinclair). The Office reports to the VCAA.

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

• 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, 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.
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

1. Program is essential to the operations of any university.

Review and Analysis of Programs

Efficiency and Effectiveness

Compared to peer libraries\(^{1}\), the number of permanent staff currently in the Office of the University Librarian is inadequate to meet the daily depth and breadth of needs of the unit. There are three executive positions: the University Librarian, an Associate University Librarian; and an Assistant University Librarian. Only the Interim University Librarian is currently filled and requests to fill the AULs have not been approved for recruitment. In addition, there is one secretary, one office assistant, and .5 FTE student assistants who provide centralized administrative services for the almost 160 FTE staff in 15 departments, e.g. schedule library classrooms, research carrels and lockers, maintain the Library’s color printer and fax machine, the relaying of emergency communication, and process all travel requests for 53 faculty. In the absence of the two AUL exec positions, three faculty librarians have been temporarily appointed as acting heads of library divisions, another faculty position has been appointed assistant to the UL, and a former AUL has been brought back part-time to assist.

Peer libraries typically have 2-4 Associate University Librarians, and there are additional office assistants assigned to each one.

Quality

The Office of the University Librarian routinely collects data to evaluate the quality of its services. The University Librarian is assessed annually by the VCAA and biennially by the Library Faculty Executive Evaluation; and the Civil Service staff are evaluated annually using the PAS. The positive reputation of the Office, and specifically the University Librarian, is measured by its growing success with community supporters, with the Legislature, with invitations to chair councils, consortial programs, and to participate in national conference presentations. Although lacking the AULs, the Office has successfully completed a strategic plan, followed by strategic action team reports and recommendations, increased electronic resources, established the institutional repository, a Geographic Information Services center; increased digitization efforts, and launched the Sinclair Student Success Center.

Cost

The Office has developed a strong relationship with the UH Foundation and has received increased numbers of cash donations, endowed gifts, and planned estate giving. The Office has been very successful in leveraging existing resources by reallocating the budget, lobbying for and receiving $2.4 million in the Supplemental funding from the Legislature in 2008, and capitalizing on the strengths of the temporary executive team.

\(^{1}\) The Library used the following list as its peer institutions. This is a collation of UHM peer institutions and ARL Investment index rankings +/- 10 with outliers [e.g. institutions with very high or low ARL rank, foreign, or private] removed.

Number in parentheses is the ARL Investment index rank;
University of Hawaii - Manoa is rank 76 for academic year 2007.

Iowa State University (81)
University of California – Santa Barbara (83)
University of California – Davis (64)
University of California – Irvine (68)
University of Colorado – Boulder (70)
University of Delaware (82)
University of Georgia (50)
University of Houston (85)
University of Illinois – Chicago (73)
University of Kentucky (62)
University of Missouri (87)
University of South Carolina (67)
University of Tennessee at Knoxville (53)
University of Utah (52)
Wayne State University (69)