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Library Services Faculty Workload Policy

This document defines the minimum workload expectations of full-time (11-month) librarians in Library Services. Librarians at the University of Hawai'i at Mānoa are classified as B faculty per Board of Regents Policy 9.202.

The library is the intellectual center of the University. It is the professional responsibility of academic librarians to select, acquire, organize, manage and interpret the materials that comprise this essential resource. Academic librarians bring to their responsibilities knowledge of library methodology, specialized subject and geographic knowledge, language skills, and highly developed research and management skills. This policy acknowledges that while the primary emphasis of an academic librarian's workload is on professional activities, that as faculty at a research institution the work of Mānoa librarians also includes service and other teaching, research and creative contributions.

Librarian workload is a combination of tasks assigned and tasks determined through collegial interaction and self-direction. The workload of librarian faculty includes two distinct categories: (1) *Professional Activities as a Librarian* and (2) *Service and Other Teaching, Research, and Creative Contribution*. Librarians normally spend approximately 80% of their time on *Professional Activities as a Librarian* and approximately 20% of their workload on *Service and Other Teaching, Research, and Creative Contributions*. Although not hourly employees, for the purpose of workload there is an understanding that librarians work a minimum of 40 hours weekly on average.

Professional Activities as a Librarian include the following broad aspects of librarianship. Generally, librarians will concentrate on one or two of these aspects. Appendix A describes these broad aspects with examples of related expertise.

- Collection Development
- Bibliographic Control
- Public and Reference Services
- Instructional Services
- Administration and Management
- Information Technology and Library Automation.

As professionals, librarians also provide *Service and Other Teaching, Research and Creative Contributions* to the University and community. These tasks are largely self-directed. Examples of such activities include, but are not limited to, the following:

- Conducting research or structuring and organizing information in the preparation of catalogs, bibliographies, etc., or in editorial responsibilities for library publications.

- Providing professional expertise to the community, e.g., consulting.
- Providing essential non-remunerative contributions to the community by virtue of special academic and/or professional competence.
- Serving on library and University committees.
- Maintaining membership and serving in learned, professional and honorary societies and relevant community associations.
- Organizing conferences and workshops.
- Developing and/or instructing courses based on professional competence, but not directly related to performance of assigned library responsibilities e.g., teaching in the Library and Information Science Program.
- Serving as guest lecturer for courses in Library Science or other disciplines.
- Receiving fellowships, grants or awards.

Workload Assignment and Assessment

The assignment and assessment of librarian workload is carried out annually. Based on the demands placed on the department by the teaching, research, and service missions of the institution, the Chair, after consultation with the department librarians, will determine workload allocations across the department.

Librarian workload will be developed through consultation between individual librarians and their Department Chair. The workload should be appropriate to the librarian's rank and the nature of their particular responsibilities. Librarians must annually document their workload and communicate their anticipated workload for the upcoming academic year. The librarian will submit a completed *Workload Form* and schedule a meeting to discuss past and anticipated workloads with their Department Chair prior to July.

The Department Chair will review the workload of each librarian in the department to ensure equity exists across department faculty and department functions are met. The Department Chair has the responsibility to balance individual expectations with collective expectations for the department.

Department Chairs will submit copies of the *Workload Form* for their respective faculty to the University Librarian prior to August. Included with this submission, will be the Department Chair's own *Workload Form*. The Department Chair will schedule a meeting with the University Librarian to discuss their past and anticipated workloads.¹

The University Librarian will annually review the *Workload Forms* completed by each librarian to ensure that workload criteria are met and that equity exists within Library Services. All *Workload Forms* will be made readily available for review at the request of any librarian.

¹ Department Supervisors (the title assigned to a librarian heading a department in which they are the only librarian) will follow the process of Department Chairs in submission of *Workload Forms* and meeting with the University Librarian.

Appendix A

There are several broad aspects of librarianship. These include: collection development, bibliographic control, systems support, public and reference services, instructional services, information technology and library automation, and administrative/managerial responsibilities. Generally, librarians concentrate their professional career on one or two of these aspects.

I. Collection Development

Resources in various media must be developed to enhance the programs of all colleges and schools and to maintain the effectiveness of the library as a resource at the University of Hawai'i at Mānoa (UHM). Library faculty, whose responsibilities are concentrated in this area, must take the initiative for exploring and identifying scholarly publications in a wide range of disciplines that relate to the content and objectives of programs on the UHM campus. Areas of expertise related to collection development include, but are not limited to, the following:

- Knowledge of library resources, procedures and techniques relevant to collection development activities.
- Knowledge of the library collections and the University programs which they support.
- Knowledge of the world of publishing and its distribution channels.
- Effectiveness in obtaining needed library materials as expeditiously as possible, through purchase, exchange agreements, interlibrary loan, or other methods.
- Ability to recognize research and publication trends, in one or more subject disciplines, and to anticipate collection needs which develop from such trends.
- Ability to develop and maintain the collection in subject fields through on-going and critical review of relevant literature.
- Proficiency in languages or subject knowledge related to University programs.

II. Bibliographic Control

The Library's catalogs, files, and locally created bibliographic tools provide access to a wide range of materials. The design, development and maintenance of these library access tools is a cooperative and cumulative process. Our resources, when included in local, national, and international data bases, make the University of Hawai'i's collections available to scholars and students worldwide. Areas of expertise related to bibliographic control include, but are not limited to, the following:

- Knowledge of technical resources and methodologies available for achieving bibliographic control in the most accurate and effective manner.
- Knowledge of an academic discipline(s) or an advanced specialization in one or more subject, format, or language fields.
- Skill in analyzing books, serials, manuscripts, or non-print media in a scholarly manner to extract the essential content.
- Skill in applying national and international standards to the description of library materials and holdings in all subjects, languages, and formats.
- Effectiveness in interpreting various catalogs and other finding tools to library users.

III. Public and Reference Services

Public and reference services must insure the effective sharing and utilization of library resources in all media. An understanding of and commitment to the educational and research programs at UHM will influence the scope, variety, and quality of sources

offered. Areas of expertise related to public and reference services include, but are not limited to, the following:

- Working effectively with people to provide thorough, efficient, and courteous assistance to patrons.
- Possessing skill in interpreting questions, locating relevant information, or conducting reference interviews.
- Facilitating use of the library collections by patrons through knowledge of the collections and the University programs they support.
- Developing knowledge in an academic discipline(s) or an advanced specialization in one or more subject, format, or language fields.
- Effectively designing search strategies in manual and/or automated systems.
- Effectively conveying information regarding library policies, procedures, and/or services to users.

IV. Instructional Services

Instruction, whether in formal classroom settings or in less formal group and individual sessions, is an ongoing activity of librarians. It consists of helping to define questions assisting in the conduct of research, or effectively assisting in the use of library resources and bibliographic services. Areas of expertise related to instructional services include, but are not limited to, the following:

- Proficiency in planning, developing, and conducting library orientation programs and implementing other instructional projects for various levels of student use of the library.
- Teaching ability, whether in conducting formal classes in library resources and services, or in instructing individual patrons in particular aspects of library use, or in the development of learning aids, audio visual presentations and guides to the collections.
- Effectiveness in developing and using a variety of materials and methods in formal library instruction about bibliographic research, use of reference materials in specialized areas, and instruction in the use of the library's catalogs in all formats.

V. Administration and Management

The effective organization of activities in all sections of the library is essential to operation of the Library Services Program. Librarians with administrative/managerial responsibilities must work effectively to create an optimum environment for the accomplishment of departmental activities and library objectives. Areas of expertise related to administration and management include, but are not limited to, the following:

- Effectiveness in planning, organizing and controlling work flow.
- Keeping abreast of current trends in application of computer technology to library automation and implementing applications where possible.
- Demonstrating effective leadership and innovative ability in improving library organization, procedures, services, communication and staff relationships.
- Establishing and maintaining productive working relationships with other faculty students, and general public, and publishers and distributors, to facilitate resource development and effective service.
- Ability to identify and resolve problems.
- Contributing to the development of colleagues and in-service training of paraprofessional staff, student interns, and assistants.
- Ability to manage fiscal and budgetary responsibilities as assigned.

- Serving effectively on library administrative bodies.
- Obtaining awards and grants to support library programs.
- Serving effectively in relating library functions to campus-wide administrative bodies.

VI. Information Technology

Computer-based systems and services have become integral to the way libraries function. They have become the foundation for electronic storage, retrieval, and delivery of a wide range of bibliographic and full-text data. Information technology enhances and offers broader and deeper access to library resources and other on-line information. Integrating appropriate information technology into the mission of the library is one of the responsibilities of library faculty active in this aspect of librarianship, and often requires a high degree of understanding of the operation of all units of the library. Additionally, these faculty must keep current with new developments in the application of information technology in support of programs on the UHM campus. Areas of expertise related to information technology include, but are not limited to, the following:

- Knowledge of library procedures and services and their automated counterparts, i.e. circulation, serials, acquisitions, cataloging, online retrieval systems, etc.
- Effectiveness in communicating, analyzing, interpreting and testing technical requirements of automated library and online information systems as they affect the processing, access and delivery, use and dissemination of information.
- Knowledge of the world of computer hardware; software, online information resources or automated systems.
- Ability to work effectively with staff, vendors, and patrons to provide thorough and responsive assistance and consultation resulting in access to online resources and/or computer technology.
- Skill in facilitating use of online systems and broad or specialized knowledge of their capabilities to support augmented access to a wider range of data which complement and enhance traditional information resources.
- Developing expertise or an advanced specialization in one or more applications of information technology or computerized systems.
- Effectiveness in translating technical jargon and conveying information regarding automated library services and procedures to the user, as well as to designers and vendors of computer-based systems

**Library Services
Workload Form**

Librarian Name: _____

Date: _____

Librarian Rank: _____

Department: _____

Professional Activities as a Librarian (80%)

Include Aspect of Librarianship and percentage followed by a list of specific activities with accompanying quantitative data.

Service and Other Teaching, Research and Creative Contributions (20%)

List activities and percentage with accompanying quantitative data.

Anticipated workload for next academic year

Librarian Signature: _____

Department Chair Signature: _____