Agenda Item III.A

Update on State Librarian's evaluation for the 2020-2021 School Year: mid-year review of progress on State Librarian's Priorities

General Business Meeting

December 17, 2020

The Board of Education ("Board") adopted a new State Librarian evaluation process on August 15, 2019 and on June 18, 2020 made some revisions to the process for the 2020-2021 cycle.[1] The State Librarian evaluation process mirrors the Superintendent evaluation process with a few key differences.[2] The professional standards in the evaluation process are specific to the State Librarian and are based on the American Library Association's description of required skills for library directors and multiple public library director evaluations from across the country. The State Librarian evaluation process also does not have a formal step for adjusting priorities based on student academic data. The State Librarian evaluation process is purposefully staggered from the Superintendent evaluation process to allow the Board to focus on one evaluation at a time.

On July 23, 2020, the State Librarian proposed and the Board approved the three State Librarian priorities described in the July 23, 2020 memorandum.[3] State Librarian Stacey Aldrich's materials relating to the mid-year review of progress on the State Librarian's priorities are attached.

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[1] For more information on the revisions to the process for the 2020-2021 cycle, see the June 18, 2020 General Business Meeting minutes, available here: https://alala1.k12.hi.us/STATE/BOE/Minutes.nsf/a15fa9df11029fd70a2565cb0065b6b7/d0d5cb463248dc1b0a258 59900716864?OpenDocument and the June 18, 2020 memorandum available here: http://boe.hawaii.gov/Meetings/Notices/Meeting%20Material%20Library/GBM_20200618_Action%20on%20State %20Librarian%20Evaluation%20and%20Job%20Description.pdf

[2] More information on the 2020-2021 Superintendent evaluation process is available here: http://boe.hawaii.gov/About/Documents/Superintendent%20Evaluation%20Process%20(revised%202020-06-18).pdf

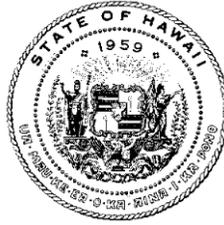[3] State Librarian Stacey Aldrich's memorandum can be found here: http://boe.hawaii.gov/Meetings/Notices/Meeting%20Material%20Library/GBM_20200723_Action%20on%20State %20Librarian%20Priorities%20%28With%20Cover%20Memo%29.pdf. Note that at this meeting, Board Vice Chairperson Kenneth Uemura requested that Aldrich formally incorporate the state librarian priorities from the previous fiscal year into the priorities for the current year for a total of five priorities (but not the priority on collections) and ensure that the priorities are aligned with SMART goals (see the July 23, General Business Meeting Minutes available here: https://alala1.k12.hi.us/STATE/BOE/Minutes.nsf/a15fa9df11029fd70a2565cb0065b6b7/8767541e6beb2e200a258 5d6007da970?OpenDocument). The Board's action, however, was to approve the state librarian priorities as described in the July 23, 2020 memorandum and did not incorporate Board Vice Chairperson Uemura's comments regarding previous priorities. Consequently, there are only three Board approved State Librarian Priorities for the 2020-2021 Fiscal Year.

STATE OF HAWAII
HAWAII STATE PUBLIC LIBRARY SYSTEM
OFFICE OF THE STATE LIBRARIAN
44 MERCHANT STREET
HONOLULU, HAWAII 96813

December 17, 2020

TO: The Honorable Catherine Payne, Chairperson
         Board of Education

FROM: Stacey A. Aldrich, State Librarian
         Hawaii State Public Library System

SUBJECT: Update on State Librarian's evaluation for the 2020-2021 School Year: mid-year review of
         progress on State Librarian's Priorities

The COVID-19 pandemic has provided us with many challenges in the first half of FY2020-2021. We have
focused our efforts on providing safe library service and adapting to an ever changing environment. I
am grateful to the entire staff of the Hawaii State Public Library System who have worked diligently to
be flexible and find ways to continue to serve our communities, including beginning Wiki Visits in
November.

Through it all, we have continued to use our HSPLS Framework of People, Place, Collections and
Programs/Services to drive how we look at the work that we are doing and prioritize our resources and
energy.

HAWAII STATE PUBLIC LIBRARY SYSTEM
FRAMEWORK – AREAS OF FOCUS

PEOPLE

PATRONS
• Improving access
• Decrease points of friction
• Responding to needs

COMMUNITY
• Partnerships that create opportunity for our communities

STAFF
• Service Philosophy
• Training

PLACE

BUILDINGS
• Caring for facilities
• Improving our spaces
• Building sense of place
• Designing new spaces

MOBILE/POP UP
• Creating more access through mobile libraries

WHERE THE PEOPLE ARE
• Partnering to have services where people are located

COLLECTIONS

PHYSICAL
• Managing our collections
• Improving access

VIRTUAL
• Managing our collections
• Improving access

THINGS
• Managing new collections
• Creating access

PROGRAMS/SERVICES

LIBRARY BASICS
• Improving processes
• Improving access

LEARNING
• Provide programs that support literacy and learning for all ages.

OPPORTUNITY
• Provide programs and services that support our culture and communities

PROGRESS UPDATES BY PRIORITY AND INDICATOR

The following table provides a review of the progress made in each of the priority areas relative to each indicator.

PRIORITY	INDICATOR	PROGRESS
PRIORITY 1 Implement new statewide Service Philosophy for consistent library service	By *June 1, 2021*, Successfully implement training of Service Philosophy.	• Staff are in the process of taking the physical training agenda and training and realigning into a virtual training. The Service Philosophy will be broken into units, and delivered over several weeks with opportunities for practice in between. • Target month to begin is February 2021.
PRIORITY 2 Develop a cohesive strategy for our virtual collections	By *June 1, 2021*, develop a strategy for efficiently and effectively acquiring and maintaining and evaluating virtual resources, with sufficient input from staff, for review and completion.	• Staff have reviewed and created an understanding of our ebook purchasing and processes. • A detailed report was requested and received regarding a peer analysis of usage and checkouts by subject based on purchases • Based on the data, staff are currently considering scenarios for managing ebook purchasing more effectively. • Staff have also begun to collect the various data provided by all of our virtual resource vendors to better understand usage. We have to wade through different reporting from each vendor.
PRIORITY 3 Innovate our services and management of our resources around the new normal	By *March 1, 2021*, develop a flexible methodology for efficiently and effectively training staff, delivering and managing all virtual programming to include synchronous and asynchronous.	• Staff have experimented with a few platforms for training staff. We are successfully using Niche Academy for delivery staff training virtually. • Staff that have attended national conferences now do webinars for the rest of the staff to share what they have learned. The webinars are recorded for those who cannot attend. • Staff have experimented with several platforms for delivering virtual programs and identified the ones that will work best for our content. Please visit https://www.librarieshawaii.org/virtual-programs-2/ to see what is currently available. We also post live virtual programming on our website under Spotlight. • We've purchased and just received the equipment for virtual programming kits for all 51 branches, and training for staff is currently being developed for January implementation.

PRIORITY	INDICATOR	PROGRESS
PRIORITY 3 cont. Innovate our services and management of our resources around the new normal	By *June 1, 2021*, evaluate all virtual programming with data and sufficient input from patrons and staff to improve virtual content.	• We need to develop the feedback loop for our virtual programs that are available on demand. • For live virtual programs, we do send a follow up email with a place to send comments or questions. • We still need to work on the overall structure for feedback on on demand and live virtual programs.
	By *January 31, 2021*, all 51 library branches will be installed with sensors to count the number of people in the building, whether people are wear masks, and if people are social distancing. Staff will be trained in using the data dashboards and evaluating the data.	• A librarian to manage the project was identified. • Oceanit pilot tested sensors at the Kaimuki Public Library. • Oceanit has installed the sensors at the Kaneohe Public Library. • The first version of the sensors supports counting the number of people in the building. Additional features will be added. • Oceanit will work on a training video for staff at our other locations. • We may not have full installation in all 51 branches by January 31, 2021. The timeline may extend in February due to challenges with staffing and hardware deployment.
	By June 1, 2021, a minimum of 12 libraries will have implemented Aloha AI learning opportunities for students in their community.	• The training for staff and development of these programs will happen after installation. The training has already been developed by Oceanit.

ADDITIONAL WORK

Due to the pandemic, much of the work on last year's priorities had not been completed and were not evaluated. In my presentation to the Board of Education of priorities for FY2020-21, I had left out a priority that had not been completed last year: Create and implement a more robust strategy to get patron input and feedback. It was suggested by Board Vice Chairperson Uemura, that I should continue this priority as well as the approved priorities. The following is an update on the indicators and progress.

PRIORITY	INDICATOR	PROGRESS
Create and implement a more robust strategy to get patron input and feedback	By April 30, 2020, create a new, effective, and user-friendly structure for online submission of patron input and feedback.	• The online feedback form has been restructured to help patrons identify if they want to ask a question of a librarian or send feedback into one form. This simple change has made it easier for patrons to get their question or feedback to the right staff.
	By May 30, 2020, design and implement a structure across all islands to effectively get in-person patron input from keiki to kupuna on library services and programs.	• As I stated in my evaluation, this was put on hold because we cannot be physically together right now. • Now that we have more virtual tools for programming, we are working on ideas to have virtual focus groups to get some level of feedback from our communities.
	For submission to the Board of Education by *June 30, 2020*, create a comprehensive report with a sufficient review of the in-person patron input and an adequate description of how the Hawaii State Public Library System will use the patron input to improve its services and programs.	• This indicator will be based on the input that we receive form the public.