

Agenda Item VI.B
Board Action on State Librarian's evaluation for the
2020-2021 Fiscal Year: State Librarian Priorities
General Business Meeting
July 23, 2020

The State Librarian Priorities are part of the State Librarian's evaluation. State Librarian Stacey Aldrich's proposed State Librarian Priorities for the 2020-2021 fiscal year are attached.

State Librarian’s Priorities FY 2021

INTRODUCTION

Hawaii State Public Library System is the only single public library system in the United States. There are 51 library branches on 6 islands. This structure has advantages in creating economies of scale and support for Hawaii communities across the state. The challenge is creating a flexible planning and guiding system for 51 communities on 6 islands; each with their own unique needs. To address this challenge, we have created a Hawaii State Public Library System Framework with areas of focus. This framework is used by leadership to set goals and priorities each year. It will also be used by the local branches to set goals and priorities for their library. We wrap all of the goals and priorities into the map and use as a way to measure our movement forward. Each year we evaluate all of the achievements and learnings. We also review the framework and determine what should remain, what should be let go, and what should be added. This format enables us to focus on what is important, but flexible enough to grow and change.

HAWAII STATE PUBLIC LIBRARY SYSTEM FRAMEWORK – AREAS OF FOCUS



This fiscal year, will be a challenge for everyone. We are focused on continuously adapting to the COVID-19 environment and finding ways to best serve our communities with the resources available. This year’s priorities for continuing to move the Hawaii State Public Library System forward are: 1) Implement the Statewide Service Philosophy for consistent library service 2) Develop a cohesive strategy for our virtual collections, and 3) Innovate our services and management of our resources around the new normal.

STATE LIBRARIAN'S PRIORITIES

People | Staff

The Hawaii State Public Library System is made up of 51 branches across 6 islands. Without common message or language for how we work together and serve the public, we don't support staff in providing consistent service statewide. Last year, we had our dates scheduled to begin our training when COVID-19 changed everything. This year we are designing and delivering a blended a training approach to all staff.

PRIORITY 1: Implement new statewide Service Philosophy for consistent library service **INDICATORS**

- I. By *June 1, 2020*, Successfully implement training of Service Philosophy for all staff.

Collections | Physical/Virtual

Managing a 21st Century public library is complicated. It requires navigation of physical and virtual collections, while managing a budget that is not designed for the additional costs of multiple formats to meet the needs of our communities. Added to this challenge is peeling the layers of our current practices to create more efficient methods of collection development.

This year, while we will focus on how we can better manage our collection as a whole, we are going to look specifically at our virtual resources. Due to COVID-19 and extended closures, the use of virtual content has increased. For example, pre-COVID, the average monthly check-outs of ebooks from Overdrive was about 76,000. In April, the number was 100,909 check-outs. With an increase in the use of our virtual content, we are going to review all virtual resources and develop our strategy for managing them. This work will inform how we look at all of our collections.

PRIORITY 2: Develop a cohesive strategy for our virtual collections **INDICATORS**

1. By *June 1, 2020*, develop a strategy for efficiently and effectively acquiring and maintaining and evaluating virtual resources, with sufficient input from staff, for review and completion.

Programs/Services | Library Basics and Learning

In times of change and building the new normal, we also have opportunities to rethink and innovate around the work that we do for our communities. We will work on the following projects this year.

1. Continuing to develop our virtual programming to meet the needs of our communities.
2. Find new ways to manage our spaces in safe and healthy ways that also create opportunities for learning in the community. The Aloha Artificial Intelligence (AI) project has two components:
 - a. Implementation of sensors and AI in all of our libraries to measure the number of people in our buildings, the wearing of masks and social distancing. There will be no facial recognition to protect the privacy of our communities. Staff will be trained in the use of the sensors and data produced.
 - b. A learning opportunity will be created for cohorts of students to develop skills around AI and the data produced by the sensors. Part of the learning will be tied to helping the libraries answer questions that we have about the use of our spaces. It's an opportunity to co-create around data with the community.

PRIORITY 3: Innovate our services and management of our resources around the new normal.

INDICATORS

- I. By *March 1, 2020*, develop a flexible methodology for efficiently and effectively training staff, delivering and managing all virtual programming to include synchronous and asynchronous.
- II. By *June 1, 2020*, evaluate of all virtual programming with data and sufficient input from patrons and staff to improve virtual content.
- III. By *January 31, 2020*, all 51 library branches will be installed with sensors to count the number of people in the building, whether people are wearing masks, and if people are social distancing. Staff will be trained in using the data dashboards and evaluating the data.
- IV. By *June 1, 2020*, a minimum of 12 libraries will have implemented Aloha AI learning opportunities for students in their community.