Agenda Item III.B
Board Action on State Librarian's evaluation for the
2019-2020 Fiscal Year: State Librarian Priorities
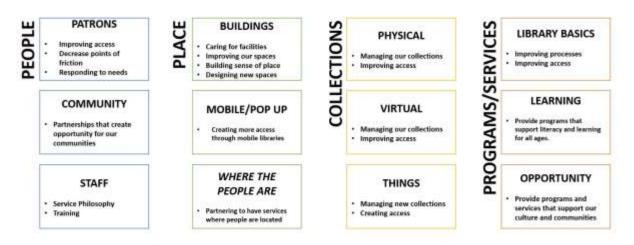Special Meeting
August 15, 2019

The State Librarian Priorities are part of the State Librarian's evaluation. State Librarian Stacey Aldrich's proposed State Librarian Priorities for the 2019-2020 fiscal year are attached.

State Librarian Priorities
Fiscal Year 2019-2020

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 will wrap all of the goals and priorities into the map and use as a way to measure our movement forward. Each year we will evaluate all of the achievements and learnings. We will 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

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

While the leadership team has identified 35 projects that touch people, place, collections and programs/services, I have identified the following priorities as suggestions to the Board of Education for discussion. The following three priorities are important for moving the Hawaii State Public Library System forward: 1) Robust feedback loop for patrons, 2) Statewide Service Philosophy for consistent library service and 3) Cohesive strategy for managing our physical and virtual collections.

STATE LIBRARIAN'S PRIORITIES

People | Patrons
In order to improve access to resources, decrease points of friction, and respond to patron's needs, we need to have a more robust structure for getting input and feedback from our patrons. We currently have online forms for input and feedback and some branches have paper forms regarding their branches. We also take direct phone calls from the public. Unfortunately, the current model does not always make sense to patrons and they confuse the online forms that are available with seeking help from Librarians. It is also not a good way to do a deep dive to get feedback.

PRIORITY 1:   Create and implement more robust strategy to get patron input and feedback.
INDICATORS
  I.   By *April 30, 2020,* create a new, effective, and user-friendly structure for online submission of patron input and feedback.
  II.   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.
  III.   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.

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 do not support staff in providing consistent service statewide. Last year, we worked with staff statewide to create a new statewide Service Philosophy, and this year we are going to implement.

PRIORITY 2: Implement new statewide Service Philosophy with training and coaching for all staff.
INDICATORS
  I.   By *May 15, 2020*, develop an effective statewide training model on the new Service Philosophy and a coaching model for managers and supervisors.
  II.   By *May 15, 2020*, successfully implement training of Service Philosophy for all staff.

Collections | Physical/Virtual

A long history of ups and downs with funding and changes in how we acquire materials has led to a widely distributed system of collection management that has no direction with no framework for managing as a whole collection. It means that patrons do not always have access to the collections they are interested in or it takes a long time to get people resources because they are located only on one island. We must develop a cohesive methodology for the purchase and distribution of materials from a local, island and system perspective. We also need a defined strategy for how we balance physical and virtual collections. This planning is crucial as we plan for the future of the collection.

PRIORITY 3: Create a cohesive methodology for acquiring and maintaining physical and electronic materials.

INDICATORS

  I.   By *May 15, 2020*, develop a draft for a cohesive methodology for efficiently and effectively acquiring and maintaining physical and electronic materials, with sufficient input from staff, for review and completion.