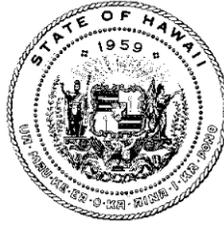


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January 20, 2022

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 2021-2022 Fiscal Year: mid-year review of progress on State Librarian's Priorities

The first six months of FY22 have continued to provide opportunities and challenges for our Hawaii State Public Library System. The following report includes an overview of the progress on the State Librarian's Priorities and updates on a several additional projects and programs that we are working on to support our communities.

I continue to be grateful to our amazing staff in our branches and operations for being back and providing important services to support our communities since May 2020.

All of the work that we do continues to be built on the Hawaii State Public Library System Framework and areas of focus.

**HAWAII STATE PUBLIC LIBRARY SYSTEM  
FRAMEWORK – AREAS OF FOCUS**



## 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.

I am about 1 month behind on Priority 1, but have been able to make progress on Priority 2 and 3.

PRIORITY	INDICATOR	PROGRESS
<b>PRIORITY 1</b> Refresh the Hawaii State Library System’s mission and vision and expand the Strategic Framework.	By <i>January 30, 2022</i> , consultant is selected to support the process.	<ul style="list-style-type: none"> <li>This is the one priority area that I am behind on. As you will see in the second part of the report, there have been a few projects that have taken priority. My target is to get the RFP for a consultant out by the end of January 2022 and have someone on board by early March 2022. If everything goes smoothly, we won’t be too far behind on the other targeted deadlines. My focus is to ensure we have a solid process, and if it takes more time then it will be important to building a successful expanded HSPLS Strategic Framework.</li> </ul>
	By <i>April 30, 2022</i> , stakeholder input process will be completed.	
	By <i>June 30, 2022</i> , new and/or update mission, vision and expanded HSPLS Strategic Framework completed for presentation to the Board of Education.	
<b>PRIORITY 2</b> Complete Library Services and Technology Act Evaluation for LSTA Five-Year Plan for FY18-FY22 and Update LSTA Plan for FY23-FY27	By <i>December 30, 2021</i> , consultant selected to complete evaluation of LSTA Plan for FY18-FY22.	<ul style="list-style-type: none"> <li>OhioNet was the winning bidder to work on our evaluation of the LSTA Five-Year Plan for FY18-FY22. They have already completed a survey of staff and the public and are analyzing the results. They have met with us and are reviewing our feedback, data, and the current LSTA Five-Year Plan. We are on schedule for a March 1 completion of the evaluation.</li> <li>I am excited to report that we received more than 12,000 responses from the public survey, which helps us understand if the public is using and/or aware of the resources provided with LSTA funding. It is also an opportunity to gather their thoughts about future priorities for library services. We think the number was so high because we sent out our first eNewsletter with an invitation to participate in our survey.</li> <li>We will use the input and the results of the evaluation to help write our LSTA Plan for FY23-FY27.</li> </ul>
	By <i>March 1, 2022</i> , consultant completes LSTA evaluation.	
	By <i>March 30, 2022</i> , LSTA evaluation is submitted to IMLS and presented to Board of Education.	
	By <i>May 1, 2022</i> , the LSTA Plan for FY23-FY27 is completed and presented to the Board of Education.	
	By <i>June 22, 2022</i> , the LSTA Plan for FY23-FY27 is submitted to IMLS.	

PRIORITY	INDICATOR	PROGRESS
<p><b>PRIORITY 3</b> Support Digital Equity in Hawaii through access to digital literacy skills learning opportunities and programs that support connections to digital health resources through HSPLS.</p>	<p>By <i>September 30, 2022</i>, Northstar will be accessible to the public.</p>	<ul style="list-style-type: none"> <li>• <a href="#">Northstar</a> was launched on October 1, 2021 on the Hawaii State Public Library website.</li> <li>• To date, we have had 217 unique users, 58 hours of learning, 482 assessments have been taken and 252 have passed. I think there are two things impacting our numbers. One is that we have not done a full on marketing campaign, so awareness is low. The second is that the numbers do not include the people who do not sign up for an account and decide to take the assessments as a stand-alone. I think there is concern about being tracked. We do not track individuals and encourage people to sign up so that they can have a personal dashboard of data and accomplishments.</li> <li>• The Workforce Development Council has been a partner in using Northstar with participants in Digital Literacy skills in-person sessions that have been held in libraries and community centers. They have a total of 601 unique users and there has been a total of 2,087 assessments taken.</li> <li>• We will be marketing Northstar more in 2022.</li> </ul>
	<p>By <i>March 30, 2022</i>, Digital Health Navigators will have begun to work in libraries to provide support.</p>	<ul style="list-style-type: none"> <li>• We continue to work with our partners on these projects.</li> <li>• We have just interviewed candidates to manage the projects.</li> <li>• A proposal is going out for hotspots.</li> <li>• We were able to acquire Emergency Connect Funding from the FCC for 300 Chromebooks to accompany the hotspots for check out.</li> <li>• The target dates will vary based on progress in each area.</li> </ul>
	<p>By <i>April 30, 2022</i>, telehealth hotspots will be available in our pilot public libraries for check out.</p>	
	<p>By <i>April 30, 2022</i>, the identified pilot libraries will be open locations for patrons to make appointments to connect to their health care providers.</p>	
	<p>By <i>June 30, 2022</i>, an evaluation of the programs will be provided to the Board of Education.</p>	

**ADDITIONAL UPDATES**

The following are additional updates on a few projects and programs that we have been working on. Our focus has been on keeping our libraries open, improving our spaces and technology and digital literacy. They are organized by our HSPLS Strategic Framework.

STRATEGIC AREA	PROJECT	UPDATE
<p><b>PEOPLE</b></p>	<p>Hiring Staff</p>	<ul style="list-style-type: none"> <li>Our staffing levels have been impacted by the budget, hiring freezes, retirements, loss of staff, RIFs, and the hiring process. We have had up to 170 vacancies. We have had multiple vacancies in branch manager positions. Hawaii had 5 of 12 branch managers open at one time. Currently, we also have 3 branch manager vacancies on Maui, 2 on Kauai and 1 on Oahu. The lack of branch managers and other staff creates a strain on a system that is understaffed on the neighbor islands. Due to distance, we aren't able to temporarily move staff to help keep our libraries open. We are doing the best we can to fill these positions as soon as possible.</li> </ul>
	<p>Reorganization for Focus</p>	<ul style="list-style-type: none"> <li>In the 1990s, the Hawaii State Public Library System lost 100 staff members. Decisions were made to cut support offices, which had supported all branches (50 at the time) with more than 500 staff, making it difficult to focus energy on our people and places. We have not been able to focus energy on our people and place. We are in the process of realigning and reorganizing parts of our organization, so that we can have a group dedicated to facilities and we can increase support for our neighbor island libraries.</li> </ul>
<p><b>PLACE</b></p>	<p>Completed Renovation</p>	<ul style="list-style-type: none"> <li>The Naalehu Public Library renovation is complete. This library is triple its original size, and has a restroom for staff and the public. We had a small opening ceremony on November 15, 2021. The community is excited and inspired to have such a beautiful new library. A mother reported that her daughter has really been impacted by the pandemic and has been facing depression. She coaxed her into coming to check out the library. Once they came in the building, her daughter went straight for the teen area and made herself at home, and her mother was thrilled. Her daughter said this place made her feel safe and welcome, and she wants to apply to be a student helper once we are able to hire again. Libraries are important spaces for our the well-being of our communities.</li> </ul>

	<p>Current Renovation Projects</p>	<p>HSPLS currently has several other renovation projects at various stages. The following are the projects that require closure at this time. Progress has been impacted by the pandemic, supply chain issues and loss of staffing at DAGS.</p> <ul style="list-style-type: none"> <li>• <b>Kailua-Kona</b> -- AC replacement and other interior improvements will start in 2022, depending on the arrival of the equipment. We are looking for a temporary location to provide services. The pre-construction meeting is the third week of January and will determine the timeline.</li> <li>• <b>Kahului</b> -- Completed an AC, ceiling and lighting project, and have been working to get contracts for interior renovations. The loss of the DAGS engineer has slowed this project down. We also have a grant from the Transit Oriented Development Office to do a feasibility study of co-locating this library with a new transit hub complex.</li> <li>• <b>Makawao</b> -- We have funding to do planning and construction to renovate the library. We want to add a meeting room, redesign the interior space, replace the AC and Make other interior improvements. We are currently working with consultants on the planning stages.</li> <li>• <b>McCully-Moilili</b> -- Completed the roofing, and PVC project and other necessary repairs, and now we are working on interior improvements. We hope to be completed by late Spring/Early Summer 2022.</li> <li>• <b>Waimea on Kauai</b> -- Project to update the public restrooms, meeting room and parking lot. A pop-up library has been established at the Kauai Science Center to provide some level of service for the community. The project should be completed by end of May 2022.</li> </ul>
	<p>New Libraries</p>	<p>We have five active projects that fall into this category:</p> <ul style="list-style-type: none"> <li>• <b>Kapaa</b> -- This library is in a tsunami zone and could potentially be underwater in future years with ocean level rises. We have funding for a planning study and are working with consultants now. We are also working with Rep. Nakamura to identify a possible location near the Samuel Mahelona Memorial Hospital.</li> <li>• <b>Keaau/Mt. View</b> -- We are currently working to acquire property to build a new library that would replace the existing Keaau and Mt. View Public Libraries. There is DOE property near the current Keaau Public and School Library that is perfect for a new library. There seems to be interest in allowing HSPLS to build a new library at this site; DOE is also interested in co-locating offices at the same location. We are currently working with Rep. Onishi and Randy Tanaka (DOE).</li> </ul>

		<ul style="list-style-type: none"> <li>• <b>Pahoa</b> --A planning study has been completed, but none of the identified sites is ideal. We are now looking at potentially co-locating at a new transit hub in Pahoa, and have joined their planning process to determine feasibility.</li> <li>• <b>Pearl City</b> --There is support from the Governor and local legislators to renovate the Pearl City Public Library and build a new Community Library Learning Center on the adjacent parcel. The goal would be to build a complex for innovation and space that could be used for early learning, day care, kupuna and other types of community engagement. We are requesting \$28M (\$3M for design and \$25M for construction) in FY23. We currently have planning money and are in the process of contracting a consulting firm.</li> <li>• <b>Waikoloa</b> --This project has been in motion for several years. The previously identified property is no longer being considered as the seller decided that he could not accept the State’s appraised value. We just met with the County of Hawaii and have identified a new property that is located within the growing community and in a perfect location. We are confident that we will be able to secure access to the property, and move forward on building a library in a growing community that currently drives more than 20 miles for library services.</li> </ul>
<b>SERVICES/PROGRAMS</b>	Ukuleles in all 51 branches	<ul style="list-style-type: none"> <li>• We are grateful to the Music for Life Foundation and all of their partners for ensuring that we have ukuleles in all 51 branches of our library system. We had a final launch of the remaining 13 libraries with Jake Shimabukuro and Leo Daquioag on December 22, 2021.</li> </ul>
	Launch of first eNewsletter	<ul style="list-style-type: none"> <li>• In December 2021, we launched our first eNewsletter to our patrons. We sent it to approximately 400,000 patrons and are excited to have a new way to communicate information about our programs, services and to invite input from our communities. We are targeting one newsletter a month, unless we have special information to share.</li> </ul>
	National Governor’s Association Workforce Innovation Grant	<ul style="list-style-type: none"> <li>• I was contacted by the Governor’s Office and Workforce Development to write and lead a Workforce Innovations grant from the National Governor’s Association (NGA). I wrote the grant with input from an identified Hawaii Team, and the Governor’s Office submitted it. The grant is focused on building a comprehensive plan to support digital literacy skill development for Hawaii’s workforce. We received \$100,000 to hire a consultant with the Friends of the</li> </ul>

		<p>Library of Hawaii, who are helping to manage the funding. I am the team lead, and am working with the NGA liaison and colleagues from the Office of Broadband and Digital Equity, Workforce Development, Hawaii Literacy Inc., and the Governor’s Office to implement the project. National level monthly NGA meetings for all grantees provide learning and support. We have until June 2022 to complete the plan, which will be presented to the Governor.</p>
	<p>Digital Literacy</p>	<p>We have been working on a variety of other projects that support digital literacy.</p> <ul style="list-style-type: none"> <li>• We recently partnered with AARP to do a one-day Digital Know How pilot event for Kupuna in four of our libraries. Kupuna signed up or showed up to get help with whatever digital challenges that faced (basic computer questions, internet, etc..). The project was very successful and we are looking for more ways to continue this event in the future.</li> <li>• We have signed an agreement with DBEDT to accept rehabilitated laptops to give to patrons who attend Digital Literacy 101 courses with our Workforce Development partners at the public library. It is a way to ensure that patrons not only learn digital literacy skills, but also have devices to connect to the library’s network or their network at home.</li> </ul>
	<p>1G or Burstable 1G in every library branch</p>	<ul style="list-style-type: none"> <li>• We are in the process of implementing our e-rate project to upgrade our entire library network, which includes deploying new network hardware across all 51 of our branches. We are working with Hawaiian Telcom to get the new 1G or burstable to 1G connections in all of our branches by April 2022.</li> </ul>
	<p>Upgraded technology in all branches</p>	<ul style="list-style-type: none"> <li>• We received an additional \$2.3M from the Institute of Museum and Library Services ARPA funds. We are using this funding to upgrade all of our computers and devices in our libraries, so that our patrons can take advantage of our new network and have up-to-date equipment. It will be a mix of computers, laptops and tablets to meet the needs of our communities.</li> </ul>

	Installation of an electric car charger at our Waikiki Public Library	<ul style="list-style-type: none"> <li>• We've just completed an agreement with HECO to build an electric car charging station at our Waikiki Public Library. It is a good experiment for potentially adding at other locations in the future.</li> </ul>
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**EXTRA | NATIONAL LEVEL ENGAGEMENT**

I continue to be involved at the national level so that Hawaii can be at the table for important decision making and take advantage of opportunities that can support our communities. I currently serve as:

- Past President of the Chief Officers of State Library Agencies (COSLA) and will continue to serve on the board through October 2022.
- One of four representatives from COSLA to the Institute for Museum and Library Services' Library Statistics Working Group. The focus is on the collection of national data.
- COSLA representative for the Public Library Data Alliance, which is the outgrowth of a national project to improve national library data collection and use.
- Member of American Library Association (ALA) President Patti Wong's Advisory Group. I am supporting programming and work on digital equity. I was recently honored to be asked to introduce Senator Mazie Hirono at the upcoming ALA LibLearnX Conference.