

June 16, 2022  
Special Meeting  
Testimony

### III. Action Items

#### A. Board Action on State Librarian's evaluation for 2021-2022 Fiscal Year: end of year evaluation

Stacey A. Aldrich and team: The Executive Team, The Special Assistant to the State Librarian, Mallory Fujitani and her assistant Dana Remigio, the New Data Librarian, Jessica Hogan, Staff Development Coordinator, Danielle Todd, Public Library Branch Director Stacie Kaneshige, the new IT Manager, Arthur Louie, and others mentioned in her report. I highlighted just a few.

I believe that if you set up your priorities to meet the standards, you create a pathway to success. This has been done. As I read through the standards, I realized that the priorities are a reflection of their success. Priorities tend to be a work in progress, with a timeline that has to be flexible due to continuous change. Time is the crucial component of the priorities. It is just as important to be continuously working on priorities as completing them. It's the difference between good and great! As the search for a new, permanent superintendent proved to be flexible with developing methods and execution. This is the nature of the beast.

#### **HIGHLY SUPPORT THIS REQUEST**

We are respectfully requesting \$28 million to support the design of the new Pearl City Public Library and Community Library Learning Center - \$3m for design and \$25m for construction. The funds will support an earlier budget appropriation to complete a building assessment and master plan of the Pearl City Public Library. The consultant has already been selected and DAGS is in the process of finalizing the scope of work and contract with the consultant.

This is the 2<sup>nd</sup> year I have provided testimony regarding the State Librarian. It gives me pleasure to support her and her team's achievements again this year.

First and foremost, is the recognition of the need for a reorganization that enhanced the system and provided the system with the ability to focus on the needs of the library system.

Acknowledging the need for quick and coherent information for the community was of equal importance due to the changing environment. The variety of ways to accommodate the public needs are astounding. It is that ability that makes this remarkable.

It's interesting how they start a process with the intent to look at it again to see if it is working. Then access any changes needed or find that the process is working. This is the continuous process improvement that is achievable, and results are exceptional.

Here is an example Standard 1.3:

Plan, do, check, act (PDSA)

1. "Our standard practice for launching new services statewide, beyond the addition of a new electronic resources, is to do a pilot project in one or a small handful of carefully selected

communities. It enables us to try new things, learn, share and determine if we should expand the service.”

2. “This year we piloted a modified “parklet” outside the Princeville Public Library to provide space for patrons to sit and safely gather outside. Upcoming pilots will include eSports and telehealth projects.”

“There are three new methods we are using to capture information that is important for our operations.”

1. Closures

We need to understand the when, where, and why our public libraries are closing, in order to do a quick identification of issues and potential solutions. We also need to be able to annually report the number of hours we are open to the public at the federal level. Accurate data can be used to articulate the needs of our system and the impacts on services to the public.

2. Programs

We need to have information about the programs that we are providing in our branches. This information not only helps us understand the amazing programs that our branches are offering, but also a way to share information across our system about what other library branches are doing, so that it can be replicated. This information is shared at the federal level each year.

3. Security Incidents

Instead of relying on a paper system that could not easily provide reporting on the security, property damage, denial of uses, and trespasses, we have found a simple and easy to use online database for collecting this information. It is called Incident Tracker.

Using Priority 3 as an example; [Support **Digital Equity** in Hawaii through access to digital literacy skills learning opportunities and programs that support connections to digital health resources through HSPLS.]

This is so exciting to see the forward thinking going on in our library system. An example of targets and flexibility: “The telehealth project is complex because there are so many partners. We have not reached any of these target dates because the Department of Health just hired our Project Librarian, Karen Kessing.”

As most of us know, establishing partnerships is intensive. In order for this telehealth project to be successful all the moving parts must synthesize to produce the outcome. Once this is completed, it will be a valuable resource to the community. The use of the library system to reach healthcare for our communities is huge. Telehealth is the new industry. Having the library being part of this is amazing.

The continuous reaching out for partners builds a dynamic system that encourages excellence. This excellence is shown through results data.

I realized that I am only on page 30 and this is breathtaking.

### Attachments:

Look at attachments 3 and 4, this is an overarching map. Looking at the system from 2,000 feet to get a clear idea of your direction.

Attachment 5 is an example of how to use a database to provide a clear snapshot of the present (real-time).

Attachment 6 is an example of how to engage in positive behaviors by staff modeling. This is an example of clear communication to your staff.

Attachment 7: “How do you know what you are doing?” You need meaningful data to make decisions or to understand your system. The data needs to be presented so others can understand, not just the person who put the report together.

Attachment 10: “Reimagining the Library” is a Disney concept. It is a quantum leap from how things are to how things could be, if we realize they are there.

### MY THOUGHTS:

Hawaii State Public Library System; Evaluation of the 2018-2022 LSTA Five-Year Plan completed by OhioNet, Inc. a Library Consortium. Attachment 16

### SURVEYS:

#### How to develop and use a survey.

1. The two survey instruments were created in consultation with State Library staff. One survey was designed to collect data from State Library staff. The questions were focused on collecting data related to staff specific outcomes. The other survey was designed to collect data from public library patrons. The questions on this survey were focused on collecting data related to public library user specific outcomes.
2. The consultants ensured that both survey’s questions, response scales, and format possessed validity by working with State Library staff to determine if the surveys would measure what they intended to measure. In addition, consultants piloted the survey with a small test group to avoid problems with internal validity. Testers provided feedback on the survey. We used the results of this pilot to change original survey language as necessary.
3. Both surveys used multiple choice on a 5 point scale and other methods to gather data. The result data of the two surveys was very informative. Maybe in the future the comments could be categorized to easily see groups of interest or need by category. Using an Affinity Diagram could assist with categorizing.
4. Color schemes/legend on page 5 does not match schemes used beginning on page 7 due to adding N/A as a selection. The legend should address this change on page 7.
5. Page 230/232 shows your demographic data is showing you the age range of high use. Look at ages 60-80, can provide you more insight into your customers. Even their response rate is evidence of your clientele. Finding out that demographic needs and experiences may lead you on to something.
6. The number of visits to certain libraries really doesn’t provide good data. The population base at each location varies and so the number of visits would be also dependent on the population. Demographics in each location, as in age, would provide a good insight also.

Hawaii State Public Library System Patron Survey (11/29/21-1/2/22)		SurveyMonkey
ANSWER CHOICES	RESPONSES	
14 and under	0.43%	54
15-19	0.49%	62
20-24	0.94%	118
25-29	1.92%	242
30-34	4.39%	552
35-39	6.17%	776
40-44	7.66%	963
45-49	7.21%	906
50-54	7.69%	967
55-59	7.43%	934
60-64	10.85%	1,364
65-69	14.74%	1,854
70-74	15.42%	1,939
75-79	9.61%	1,208
80 and older	5.05%	635
TOTAL		12,574

It is obvious that the evaluation report provided many learning opportunities and consults on measuring goals and outcomes. Something the Department of Education would be wise to consider. WASC accreditation provides many instances of learning opportunity recommendations!

Hawaii LSTA Five-Year Plan 2023-2027: Attachment 16

**Highly support this plan**

Pages 3-4

Hawaii LSTA Five-Year Plan Evaluation, 2018-2022 shows a lot of retrospect and use of the suggestions from the contractor for this new 5-year plan.

For example: We were thrilled to receive 14,000 responses to an online survey because we were able to send out our request via an online newsletter this year. **The majority of respondents were 60+** and provided us with good data.

The following are a few learnings from the evaluation that are important for us to consider as we build this plan. These are called “Pearls of Wisdom.”

1. While **online access to virtual resources** helps us provide equal access to resources across 6 islands, there is **not a clear awareness of what resources are available and how to use them.**
2. We also learned that **the language we use** to point people to the databases “research” is **not useful to people.** It has a specific connotation that relates to educational research and people don’t explore what is accessible. We need more simple pathways to what is available and we need to curate our resources differently.

Monitoring: see page 6 of Attachment 16

Highly supportive of this monitoring method “HSPLS will continuously track implementation of the Five-Year Plan and prepare annual State Program Reports as required. Commercial and in-house survey

instruments will be used to assess staff and patron satisfaction feedback about HSPLS initiatives and to elicit recommendations for further improvement.”

Without knowing your method for monitoring an example of periodic monitoring using percentages that may help:

Outcome 1: Conduct staff survey **at the end of the five-year period** to determine staff assessment of network capacity and speed regarding: 1) ILS operations and 2) accessing online database and other resources. **At least 85% of the staff** will report the network is reliable and supports with appropriate speed their access to library resources.

The way this reads is that in 2027 you will conduct a survey to find out if “**At least 85% of the staff** will report the network is reliable and supports with appropriate speed their access to library resources.”

Or could you use 2023-2026 and incremental increase of 5% (i.e. and a short survey 1-2 questions)

2023	2024	2025	2026	2027
65%	70%	75%	80%	85%

HSPLS continues to make improvements to increase network speed, capacity, and reliability to improve ILS operations and access to online library databases and other resources. I notice the improvements in speed, capacity and reliability. Yes\_\_\_ No\_\_\_

Comments: \_\_\_\_\_