VI.A Presentation on Hawaii State Public Library System's Strategic Framework and Areas of Focus

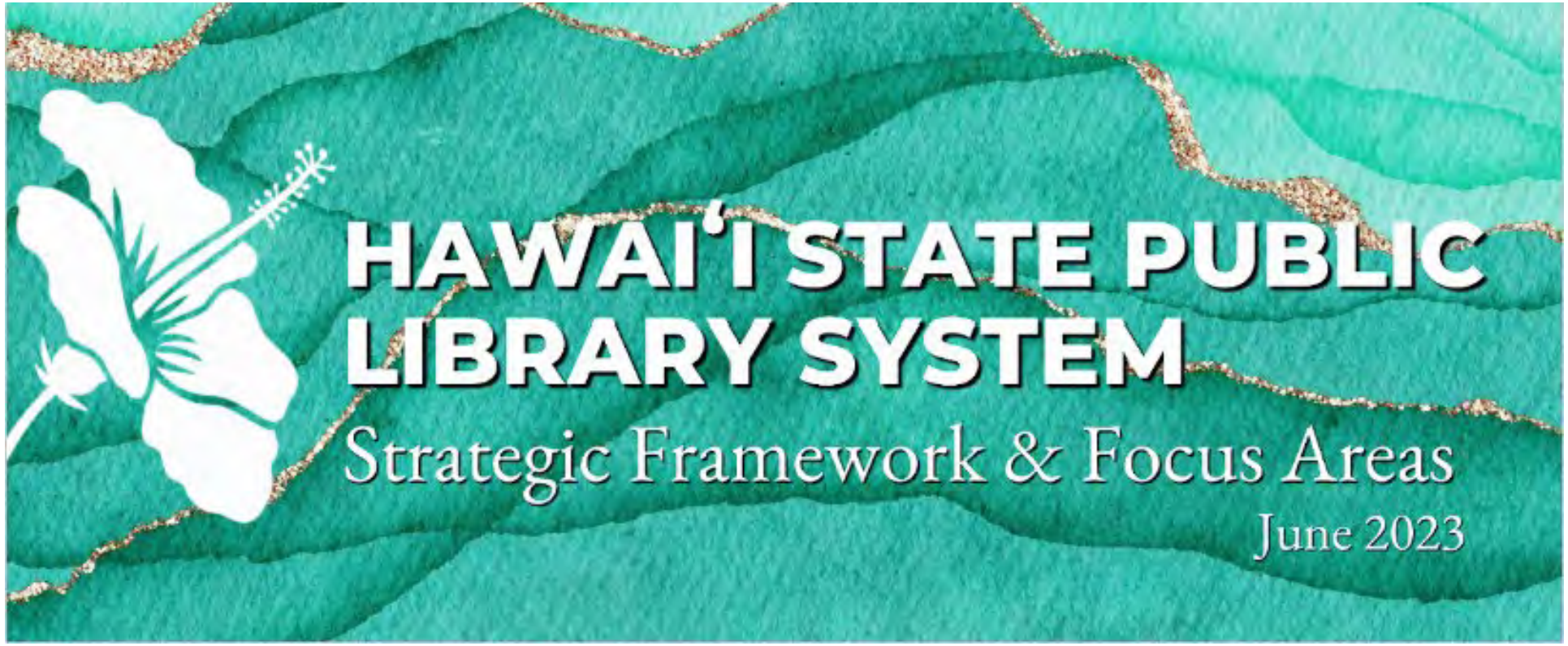
General Business Meeting

August 24, 2023

State Librarian Stacey Aldrich will present the Hawaiʻi State Public Library System's Strategic Framework and Areas of Focus. Presentation slides are attached as Exhibit A and the Strategic Framework and Focus Areas, June 2023 is attached as Exhibit B.

Exhibit A

Presentation Slides

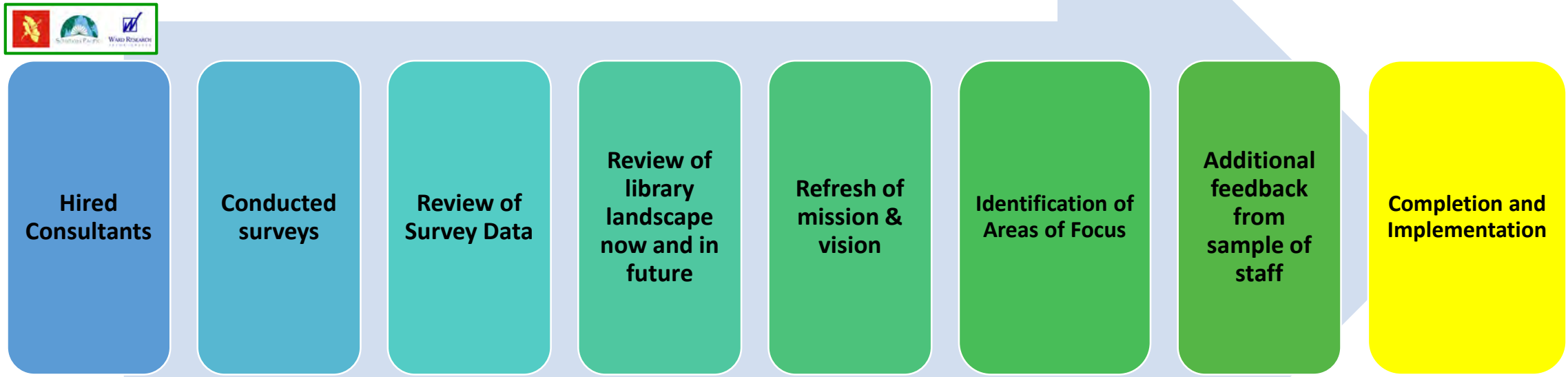


Stacey A. Aldrich | State Librarian
Board of Education | General Meeting
August 24, 2023

OUR TIME TOGETHER

- Process for building the Strategic Framework and Areas of Focus
- Patron and Employee Survey Findings
- The New Plan
  - Foundations: Mission, Vision, Service Philosophy
  - Strategic Framework
  - *Where HSPLS Supports the State of Hawaii Public Education 2023-2029 Strategic Plan*
  - Four Areas of Focus
- Implementation
- Next Steps

PROCESS



18,699 patrons
306 staff

Patron Survey Results

Profile of Respondents

GENDER	%
Male	25%
Female	71
Non-Binary	<1
I prefer not to answer	4
Base:	**15,246**

ISLAND	%
O‘ahu	61%
Maui County	12
Hawai‘i Island	19
Kaua‘i	7
Base:	**15,145**

EDUCATION	%
Less Than High School	<1%
Completed High School	4
Some College/ 2 Yr. College	21
Completed 4 Yr. College	33
Graduate/Professional Degree	38
I prefer not to answer	2
Base:	**15,128**

AGE	%
Under 18	<1%
18-29	2
30-39	9
40-49	15
50-59	15
60-69	24
70-79	25
80+	6
I prefer not to answer	4
Base:	**15,339**

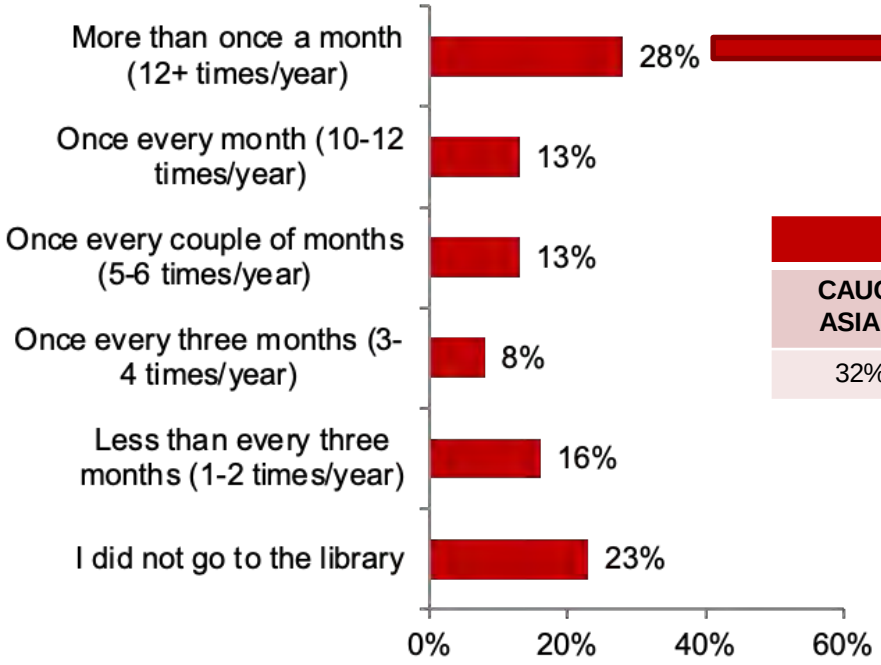
HOUSEHOLD INCOME	%
Under $25,000	6%
$25,000-$49,999	12
$50,000-$74,999	15
$75,000-$99,999	14
$100,000+	27
I prefer not to answer	26
Base:	**15,118**

ETHNICITY	%
Caucasian	40%
Japanese	16
Mixed	9
Hawaiian/Part-Hawaiian	8
Chinese	5
Filipino	4
Hispanic/Latino	2
Other Pacific Islander	1
African American	1
Korean	1
Other	13
Base:	**15,100**

Visiting the Library In-Person - continued

- Patrons who visited the library 12 or more times in the last 12 months were significantly more likely to be:
  - Kaua‘i (34%) or Hawai‘i Island (30%) residents than O‘ahu residents (28%);
  - Non-high school graduates (48%) than high school graduates and above;
  - Caucasian residents (32%) than all other ethnicity groups and;
  - Making <$25K-$49K annually (33-34%) than all other income groups tested.

Frequency of Visiting Public Library In-Person



AREA OF RESIDENCE			
O‘AHU	MAUI COUNTY	KAUA‘I	HAWAI‘I ISLAND
28%	29%	34%	30%

EDUCATION			
<LESS THAN H.S.	H.S./SOME COLLEGE	4 YR. COLLEGE	GRAD. DEGREE
48%	28%	28%	30%

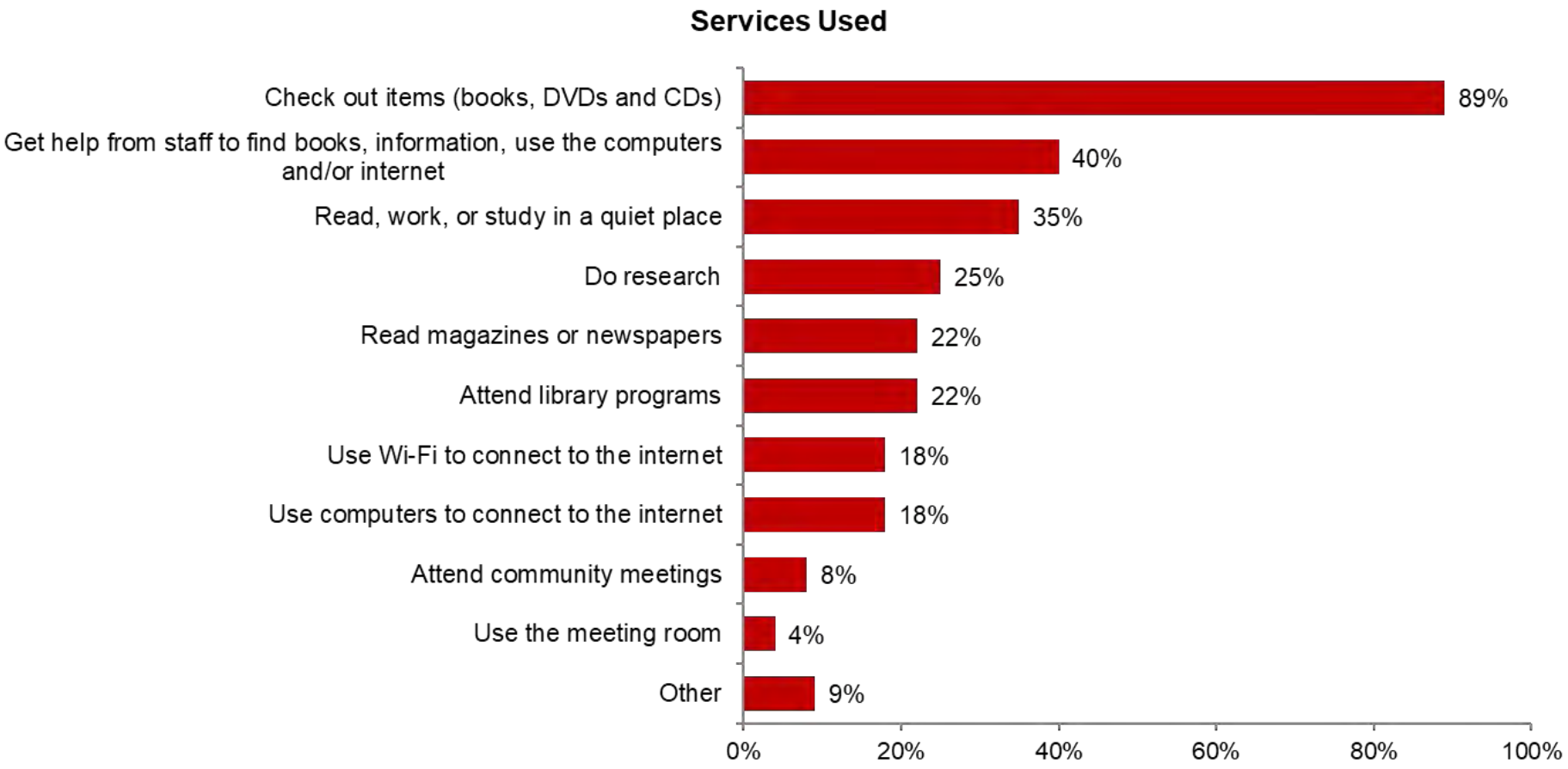
ETHNICITY					
CAUC-ASIAN	OTHER ASIAN	JAPANESE	HAWAIIAN	MIXED	OTHER
32%	28%	24%	24%	27%	30%

INCOME				
<$25K	$25K-$49K	$50K-$74K	$75K-$99K	$100K+
33%	34%	29%	29%	27%

Q1. In the last 12 months, how frequently did you visit a public library in-person? (Base: n=18,699)

In-Person Library Usage

- Not surprisingly, majority of patrons (89%) visited the library to check out items like books, DVDs, and CDs.
- Some patrons (40%) said they seek help from library staff and 35% said they visited the library in order to read, work, or study in a quiet place.



Q2. Which of the following services do you use? Please select all that apply.
(Base: n=14,105)

Important Library Services & Programs – 1 of 3

- When asked to rate the importance of each library service/program, the existing services/programs with the highest mean ratings were ones that supported learning and reading skills – boxed in red below. The tables (below and on the following slides) show the mean scores in descending order, from most important to least important.
- Note that none of the services tested were rated as "Not Important at All."

	MEAN Rating Total Library Patrons	Base
A place to find books and information	3.87	17,035
Access to books and other resources that support learning	3.77	15,705
A place for children to develop their reading skills	3.76	16,909
Early literacy programs for children	3.72	16,847
A place for students to improve their reading skills	3.69	16,868
Literacy programs for families	3.54	16,226
A place for adults to improve their reading skills	3.45	16,836
Literacy programs for adults	3.45	16,792
Access to devices (e.g., computers, laptops, etc.) to connect to the internet	3.41	16,306
Free Wi-Fi access to connect to my device	3.41	16,321
Free online resources for learning new skills for work and for fun	3.40	16,292
Access to free online courses to improve workforce skills to get a better job	3.39	15,624
Free online resources to improve use of technology	3.38	16,302

Q6. Thinking about you and your community's library needs in the next five years, please rate the importance of each feature that you see on the screen, using a 4-point scale with 1 b
Important at All" and 4 being "Extremely Important."

Important Library Services & Programs – 3 of 3

- New services that were rated with relatively lower mean ratings were:
  - A place to try new technology (e.g., virtual reality) (2.96);
  - Resources to support building a small business (2.96);
  - Access to coaches for people who want to run a small business (2.77);
  - In-library kitchens for community use for learning and connecting through food (2.48) and;
  - In-library industrial kitchens available for check-out for small businesses to make products (2.39).

	MEAN Rating Total Library Patrons	Base
A community space for collaboration	3.05	16,753
A place to check out technology and take home to use	3.05	16,255
A place to try new technology (e.g., virtual reality)	2.96	16,245
Resources to support building a small business	2.96	15,547
Access to library meeting rooms	2.83	16,709
Access to coaches for people who want to run a small business	2.77	15,563
E-sports programs that help people gain new skills for the future	2.64	16,185
Access to small spaces for 1:1 meetings	2.62	16,693
In library kitchens for community use for learning and connecting through food	2.48	15,560
In library industrial kitchens available for check-out for small-businesses to make products	2.39	15,547
A community space for watching movies	2.30	16,676

Q6. Thinking about you and your community's library needs in the next five years, please rate the importance of each feature that you see on the screen, using a 4-point scale with 1
Important at All" and 4 being "Extremely Important."

Staff Survey Results

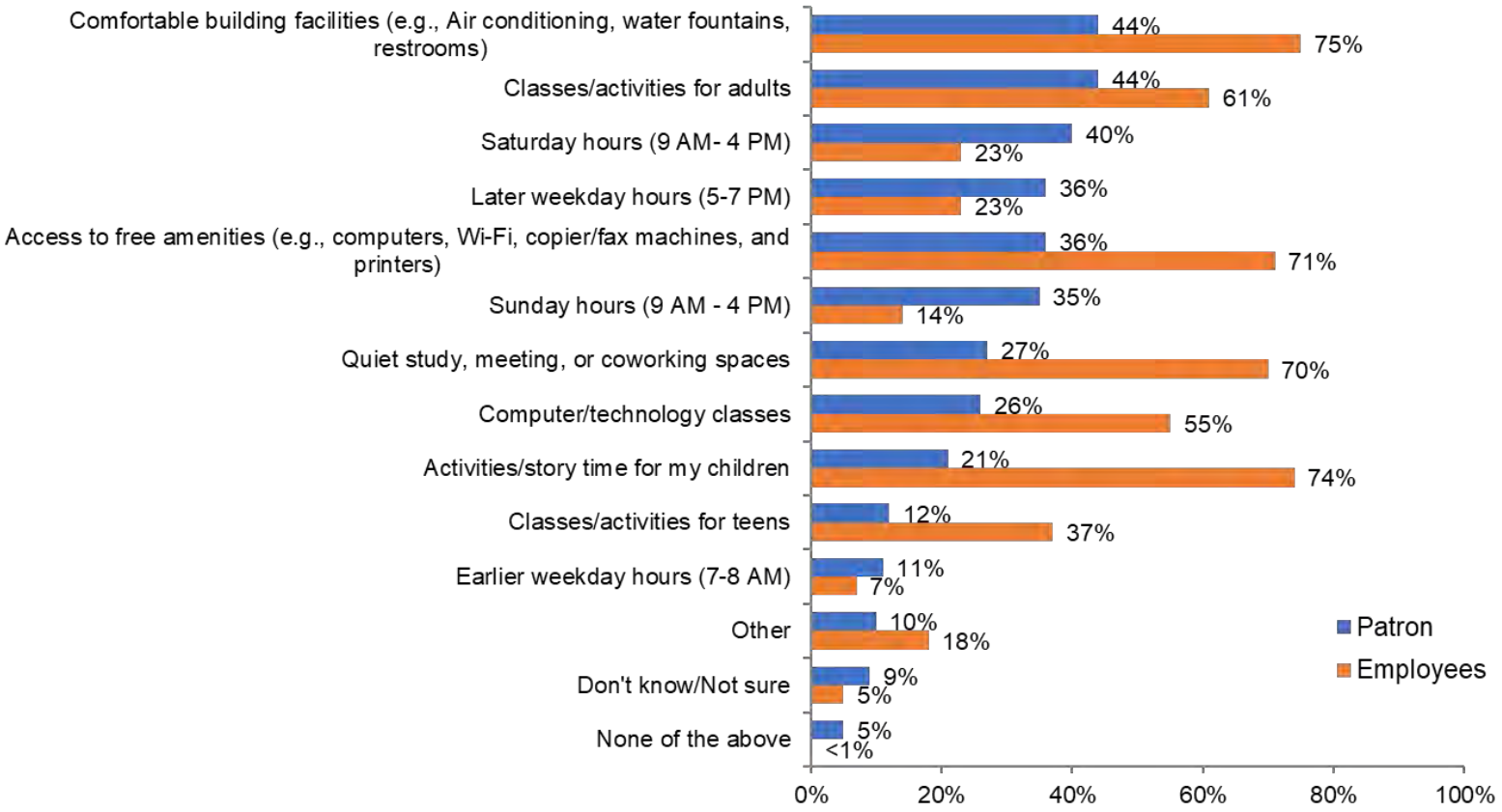
Importance of Library's Role in Community

- When asked to describe how their library is important to the community, nearly three-fifths (59%) of surveyed employees indicated the importance of providing information resources. Another 45% noted providing computers and internet access, while 35% specified the importance of providing a place for learning/studying/education.

Q2A. Please briefly describe how your library is important to the community (Extremely/Somewhat Important)	%
We provide information resources/books/eBooks/CDs	59
We provide computers, Wi-Fi, and internet access	45
We provide a place for learning/studying/education	35
We provide for children/supplement the schools/home schoolers	30
We are open to all/free/low income	24
We provide a place for the community to meet/meeting rooms	24
We provide programs/story time	22
We provide assistance/all sorts of help and assistance/forms/Kupuna/Social services/Information	16
We provide a safe place	13
We provide printers/copiers	12
We provide entertainment	8
We provide a place to do homework	7
We provide a space for people to be/restrooms	7
We provide a quiet space	6
We provide a cool place/air conditioning	6
Other	5
We provide space for the homeless	4
We provide charging for electronic devices	3
BASE:	**263**

Motivations to Visit the Library In-Person – Patrons vs. Employees

- When comparing with patron data, patrons and employees agreed that comfortable building facilities and classes/activities for adults would motivate people to visit the library in-person more often.
- However, some attributes appeared to be more motivating to employees rather than patrons. Activities/story time for children, quiet study/meeting/coworking spaces, and computer/tech classes, to name a few.
- As discussed in the patron report, Saturday hours, later weekday hours, and access to free amenities were most motivating library features to patrons.

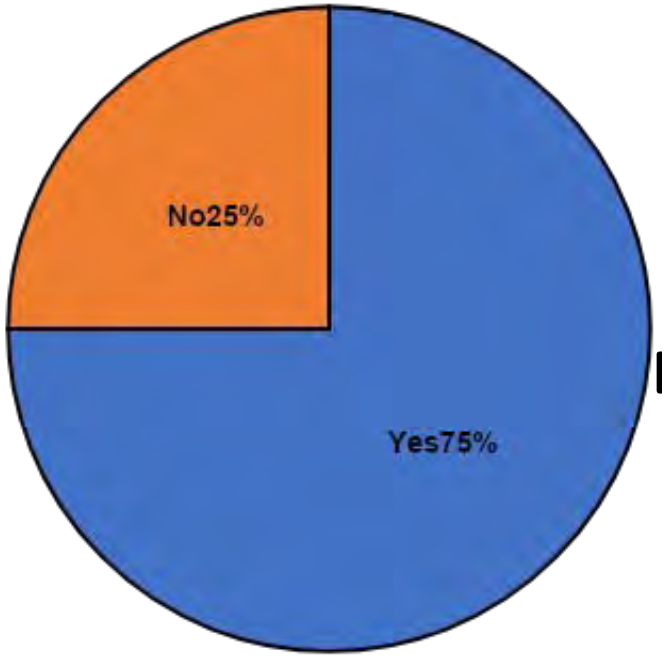


Q9. Which of the following would motivate you to visit your local library in-person more often?
(Base: n=15,538 patrons; n=256 employees)

HSPLS Services to Consider Re-Evaluating

- Seventy-five (75%) of employees surveyed said that there are services/programs that the libraries should be doing less of.
- Among those who said “yes,” 24% felt the libraries were doing too many things without the proper number of staff. Another 20% mentioned needing a social worker to effectively handle people in need of social services.
- Other services/things to re-evaluate included reading challenges (15%), streamlining processes/less paperwork (13%), and eliminating fines/fees (9%).

Is there anything the libraries should be doing less of?



Yes (specify):	%
Doing too much/Focus on the important things/Not enough staff	24
Less social work/Need a social worker/More effective handling of people in need of social services	20
Fewer reading challenges/Make them more enticing	15
Streamline processes/less paperwork/We are still using carbon paper	13
Eliminate fines/fees	9
Make employee mask wearing optional	4
Reduce signage/More polite signage	4
Improve facility maintenance	4
Other	16
BASE:	**85**

Q8. Is there anything the libraries should be doing less of?
(Base: n=244)

Changes to Provide Better Services to Patrons

Near the end of the survey, employees were asked to identify any changes they would make so that HSPLS could better serve the public.

- Staff related changes (i.e., hiring more staff, staff training, better pay/working conditions) were mentioned the most, with 45%.
- Another 13% said improving building maintenance/physical structure/more technology would allow HSPLS to provide better services.
- Eleven percent (11%) of surveyed employees said they would improve customer service or remove fines/modify forms of payments to better serve the public.
- Ten percent (10%) said they would make changes to streamline procedures.

Q13. If there was one thing you could change so that HSPLS could provide better services to the public, what would that be?	**%**
Hire more staff	28
Staff training/Better pay/working conditions	17
Improved building maintenance/More technology/Improved physical structure	13
Improve customer service/More focus on serving patrons	11
Remove fines/charges/Take debit cards/electronic payments	11
Streamline procedures/Communicate better/Better internal processes/More efficient	10
Improved security/Safety/Management of the homeless	7
Increased hours/Better hours	6
More community outreach/Advertise/Make people aware of what we offer/Work with stakeholders	5
Other	8
Don’t know/Refused/NA/None	8
BASE:	**238**

Library of the Future

In the next 10 years, HSPLS employees imagine offering the following services/programs/features:

- More technology/Computers/Virtual reality (38%);
- More digital resources/books (25%);
- Expanded services (24%);
- More meeting spaces to bring people together (20%) and;
- More programs/Classes/Learning (19%).

Q11. What do you imagine the library of the future will look like in 10 years? What might be some of the future kinds of collections, services, and programs?	**%**
More technology/Computers/Virtual reality	38
More holdings/more digital resources/books	25
More services will be provided/Expanded services	24
More meeting space/Bringing people together	20
Programs/Classes/Learning	19
No fines/No charges/Everything will be free	4
Can't think about the future/Dealing with present challenges	3
Other	22
BASE:	**241**

FOUNDATIONS

MISSION

The Hawai‘i State Public Library System inspires curiosity and creates opportunities for all to read, learn, and connect.

VISION

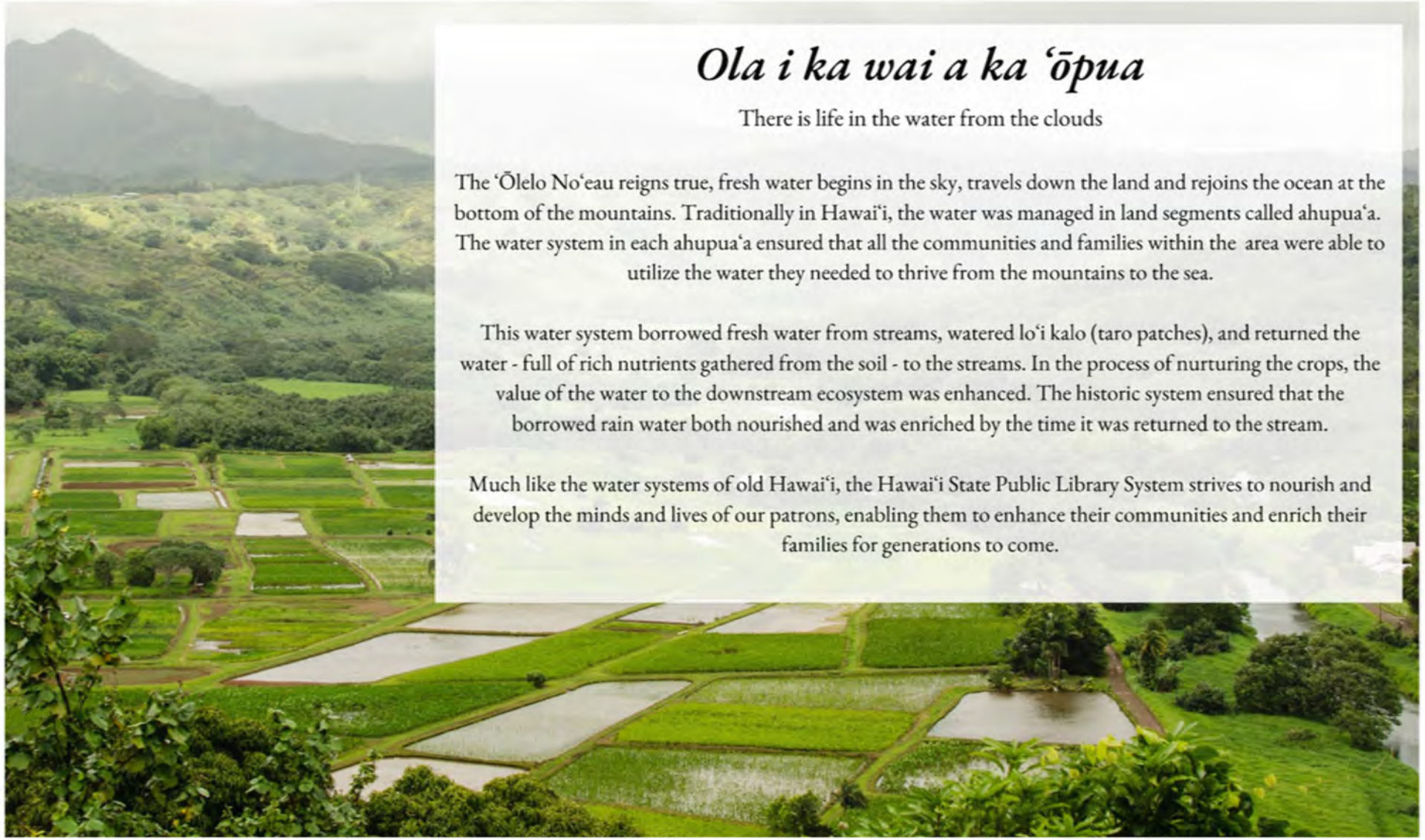
Nourished minds.
Thriving Hawai‘i communities.
Enriched generations.

REFRESHED

SERVICE PHILOSOPHY

The Hawai‘i State Public Library System provides service with aloha. We value and welcome all. We are courteous, helpful, knowledgeable, and dedicated to serving our communities.

NO CHANGE



Ola i ka wai a ka ʻōpua

There is life in the water from the clouds

The ʻŌlelo Noʻeau reigns true, fresh water begins in the sky, travels down the land and rejoins the ocean at the bottom of the mountains. Traditionally in Hawaiʻi, the water was managed in land segments called ahupuaʻa. The water system in each ahupuaʻa ensured that all the communities and families within the area were able to utilize the water they needed to thrive from the mountains to the sea.

This water system borrowed fresh water from streams, watered loʻi kalo (taro patches), and returned the water - full of rich nutrients gathered from the soil - to the streams. In the process of nurturing the crops, the value of the water to the downstream ecosystem was enhanced. The historic system ensured that the borrowed rain water both nourished and was enriched by the time it was returned to the stream.

Much like the water systems of old Hawaiʻi, the Hawaiʻi State Public Library System strives to nourish and develop the minds and lives of our patrons, enabling them to enhance their communities and enrich their families for generations to come.

STRATEGIC FRAMEWORK

The Strategic Framework provides a simple map for how we think about our organization in relation to the work we do to serve our communities. Our libraries are about people, places, collections and programs/services.

Where HSPLS Supports the State of Hawaii Public Education 2023-2029 Strategic Plan

PRIORITY I: HIGH-QUALITY LEARNING FOR ALL

Goal 1.1: All students experience rigorous, high-quality learning that results in equitable outcomes for all learners.

Desired Outcomes

1.1.1. All entering kindergarten students are assessed for social, emotional, and academic readiness and provided necessary and timely support to develop foundational skills for learning.

1.1.2. All students read proficiently by the end of third grade, and those who do not read proficiently receive necessary and timely support to become proficient.

1.1.3. All students are proficient in mathematics by the end of eighth grade, and those who are not proficient receive necessary and timely support to become proficient.

1.1.4. All student groups perform equally well academically and show continued academic growth, irrespective of background and circumstances.

1.1.5. All students transition successfully at critical points, from elementary to middle school and from middle to high school.

AREAS OF FOCUS

The Areas of Focus will help us to fine tune our yearly goals, prioritize our work, and allocate our resources to better meet the needs of our communities.

STRENGTHENING LITERACY

IGNITING OUR DIGITAL FUTURE

CREATING OPPORTUNITIES FOR LIFE ENRICHMENT

DEEPENING COMMUNITY RELATIONSHIPS

LAYOUT

STRENGTHENING LITERACY

"He aupuni palapala ko'u..."
Mine will be a kingdom of literacy.
-King Kamehameha III

Kauikeaouli, King Kamehameha III, believed literacy was important for the success of his kingdom. At his insistence, the literacy rate in Hawai'i grew to 98 percent by the late 1800's. We, too, recognize that reading and writing are essential to communicating and engaging successfully with others in our communities and the broader world. However, today, one in six adults struggle with reading and writing. To address this, as well as the literacy needs of children, our public libraries are dedicated to ensuring that resources and learning opportunities are accessible to our communities to improve their reading and writing skills.

The Hawai'i State Public Library System will do the following to strengthen literacy in Hawai'i:

- Provide emergent literacy opportunities for keiki and their families to support school readiness.
- Support students with resources and opportunities to improve their reading and writing skills.
- Partner with literacy organizations and supporters to provide tutoring, resources, and flexible spaces for individuals to improve their reading and writing skills.
- Continue to build collections that inspire people to read and write.

In the survey conducted, a majority of library patrons identified literacy building and literacy strengthening services for all communities as a top priority for today and for future generations.

PATRONS RANKED THEIR MOST IMPORTANT SERVICES TOP 5

1. A place to find books & information
2. Access to books & other resources that support learning
3. A place for children to develop their reading skills
4. Early literacy programs for children
5. A place for students to improve their reading skills

"I believe that the services the library provides for the blind are important because it helps to level the playing field in terms of general education and self-learning. ... I have come to the realization that without the early training and development of braille reading with the help of the Library for the Blind, I would not have been able to reach the level of success that I have acquired for myself as a blind individual."

- Art, library patron

Hawai'i State Public Library Strategic Framework and Areas of Focus 8

Relevant Quote

Why

What we will do to support area of focus

Data and Quotes that relate to area of focus

STRENGTHENING LITERACY

The Hawai‘i State Public Library System will do the following to strengthen literacy in Hawai‘i:

- Provide emergent literacy opportunities for keiki and their families to support school readiness.
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- Continue to build collections that inspire people to read and write.

IGNITING OUR DIGITAL FUTURE

The Hawai‘i State Public Library System will do the following to ignite our digital future in Hawai‘i:

- Provide access to technology and broadband connectivity that supports information, communication, education, work and creative pursuits.
- Continue to provide digital collections that are accessible for everyone.
- Create opportunities for the community to learn digital literacy skills in a variety of formats to meet different learning styles.
- Ensure that staff have the knowledge and skills to support access and skill building opportunities for the public.
- Provide opportunities for the community to experience new and innovative technologies.

CREATING OPPORTUNITIES FOR LIFE ENRICHMENT

The Hawai‘i State Public Library System will do the following to create opportunities for life enrichment in Hawai‘i:

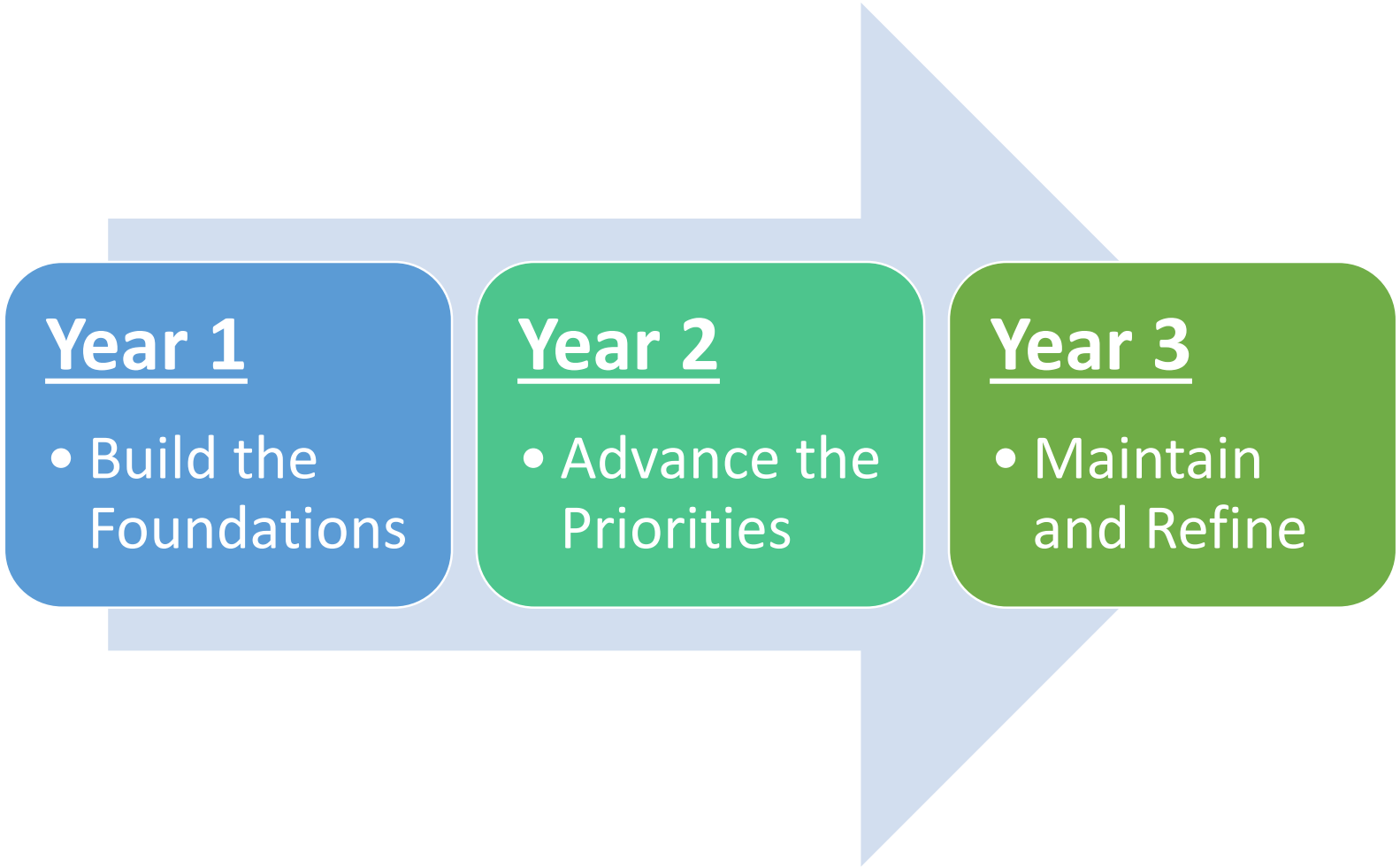
- Provide resources that support cultural education and enrichment such as language learning in ‘Ōlelo Hawai‘i and other languages.
- Support access to health care via telehealth opportunities.
- Provide community spaces with collections and services to assist job searches, career advancement, entrepreneurship, and the development of workforce skills.
- Provide in-person classes and other programs on a wide variety of topics to support learning and enrich lives.

DEEPENING COMMUNITY RELATIONSHIPS

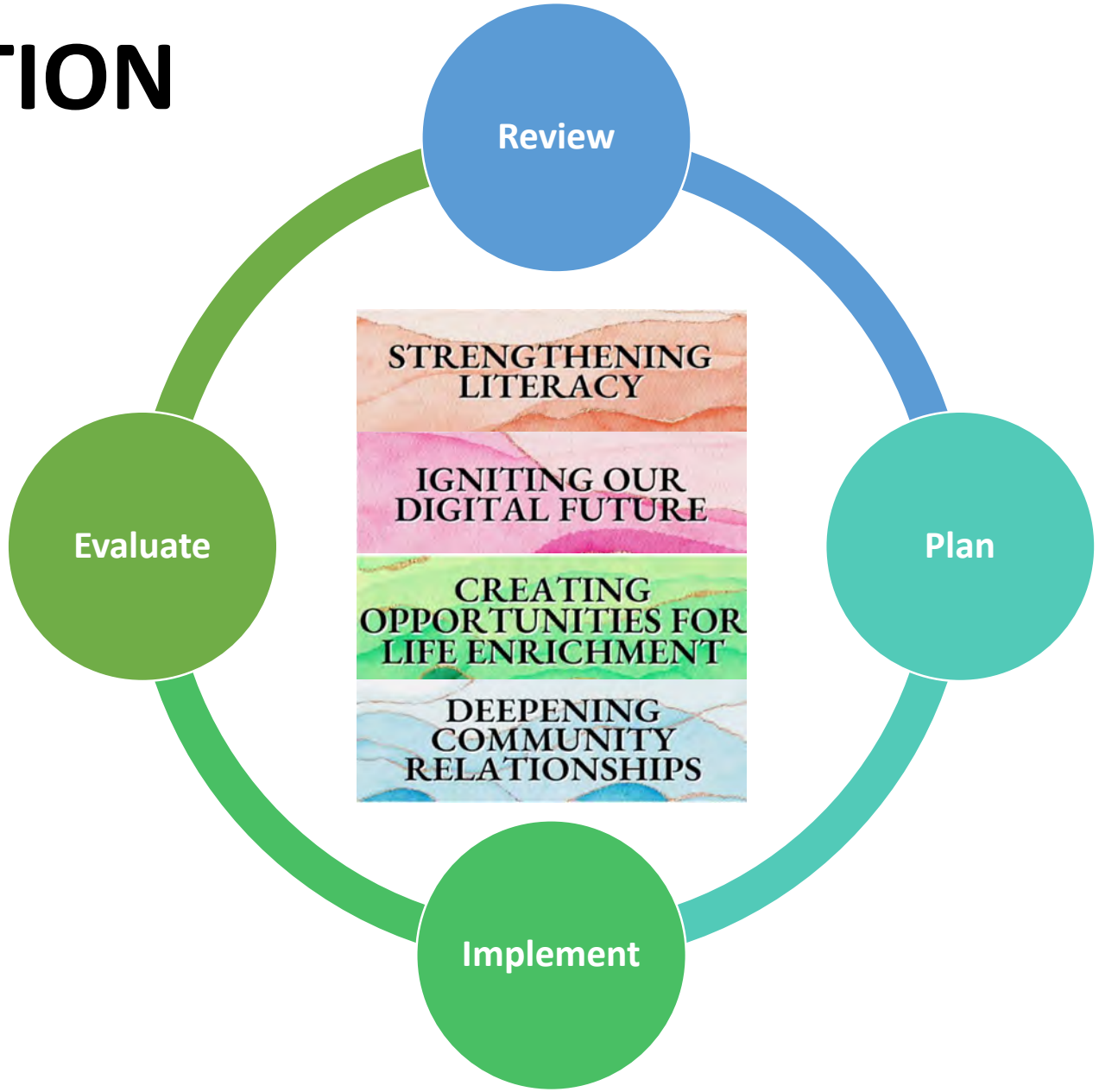
The Hawai‘i State Public Library System will do the following to deepen community relationships in Hawai‘i:

- Develop new communication channels to reach more people with library offerings that meet their needs.
- Work with partners to connect users to the information and resources they need to be successful.
- Forge new and strengthen existing partnerships with community groups to enhance programs and services.
- Connect communities to other governmental and organizational services and programs.

IMPLEMENTATION TIMELINE



IMPLEMENTATION



PLANNING

STATE
ISLAND
BRANCH

FOCUS AREA

STRENGTHENING LITERACY

IGNITING OUR DIGITAL FUTURE

DEEPENING COMMUNITY RELATIONSHIPS

CREATING OPPORTUNITIES FOR LIFE ENRICHMENT

IDENTIFY

ACTIVITIES

BUILD PLAN USING

STRATEGIC FRAMEWORK

PEOPLE
Patrons
Community
Staff

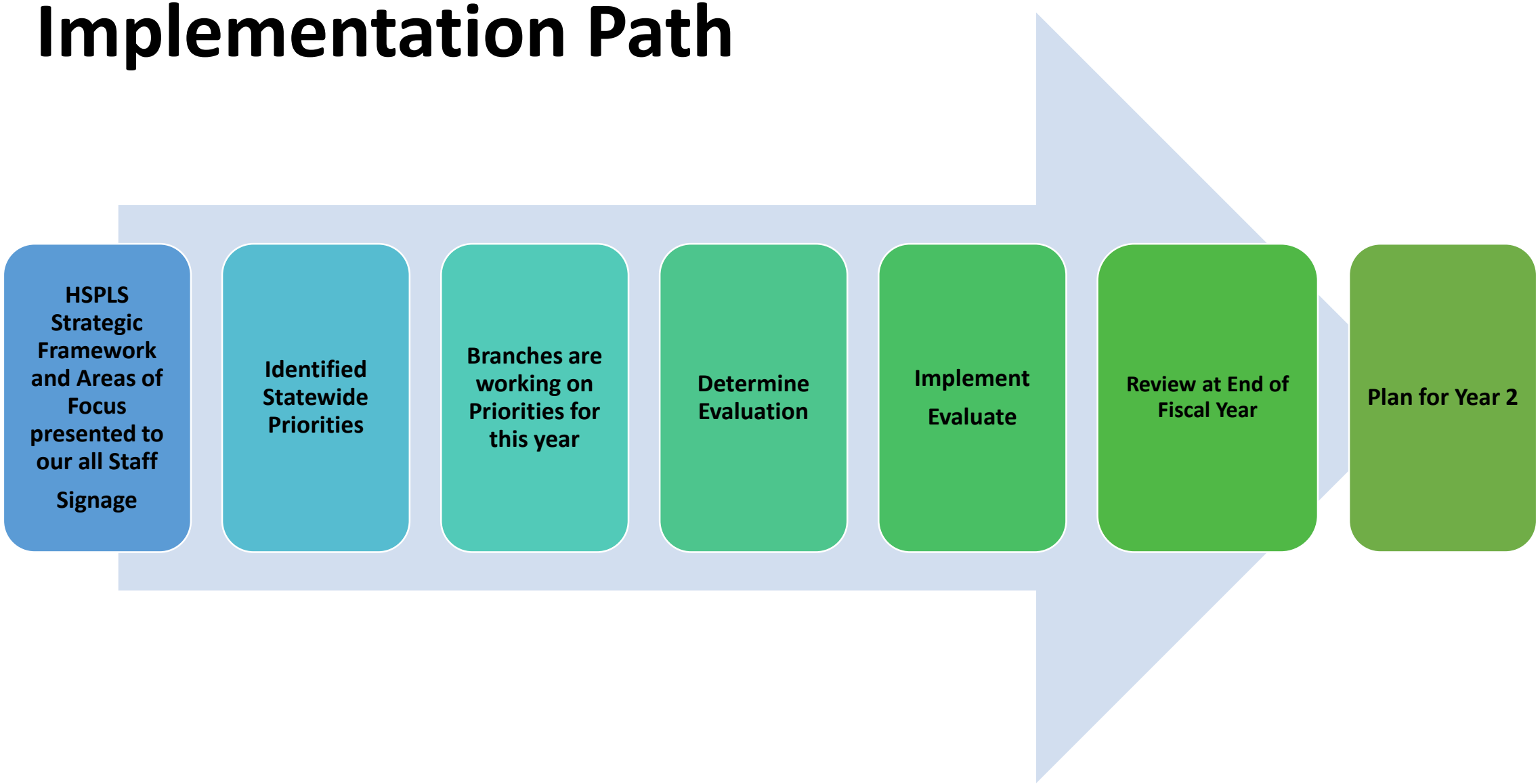
PLACES
Buildings
Mobile/Pop Up
Where the people are

COLLECTIONS
Physical
Virtual
Things

PROGRAMS & SERVICES
Library Basics
Learning
Opportunity

IMPLEMENT
EVALUATE

Implementation Path



MAHALO!

Exhibit B

Hawai‘i State Public Library System Strategic Framework and Focus Areas, June 2023

HAWAIʻI STATE PUBLIC LIBRARY SYSTEM

Strategic Framework & Focus Areas

June 2023

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Aloha mai kākou,

I am honored to serve as the State Librarian of the Hawai‘i State Public Library System, which is the only statewide public library system with 51 library branches on 6 islands in the Nation.

I believe our libraries are powerful spaces that enhance the life of the mind in each of our communities. Our team solicited the input of our communities and worked to create a framework and focus areas that will take the Hawai‘i State Public Library System into the next three years and beyond. This strategic document is designed to focus our work and resources with intentionality to support the success of our communities.

Our team is committed to providing diverse, accessible, and safe spaces for each person who enters our physical or virtual doors. It is our hope that this document allows us to communicate our goals, and co-create the realization of our mission and vision over the next three years. Each day we continue to learn, grow, and improve the services that we provide to our amazing communities across Hawai‘i, and I am honored to be a part of building the future with you all.

Mahalo,

Stacey A. Aldrich
Hawai‘i State Librarian

INTRODUCTION

E komo mai! Welcome to our Hawaiʻi State Public Library System (HSPLS) strategic framework, the path our team will follow for the next three years. Aspirational in its intention, the strategic framework establishes our priorities and seeks to guide the allocation of resources going forward, enabling us to meet our goals.

In developing this framework, our team spent hundreds of hours planning and visioning. More importantly, over 18,000 people responded to our community survey recently conducted in 2022, and we are humbled by the tremendous support they shared for our public libraries. As we follow this path, our hope is that:

- HSPLS Team members will see themselves contributing to and creating an exciting future for our communities.
- State Leadership will allocate human and capital resources toward fulfilling the shared mission, vision, and priorities.
- Our Communities will embrace and engage in efforts to achieve our goals.

FOUNDATION

The mission, vision, and service philosophy form the foundation of the Hawai‘i State Public Library System. We are dedicated to using these elements to provide collections, services and programs, and facilities that meet the diverse needs of everyone in our communities statewide.

MISSION

The Hawai‘i State Public Library System inspires curiosity and creates opportunities for all to read, learn, and connect.

VISION

Nourished minds.
Thriving Hawai‘i communities.
Enriched generations.

SERVICE PHILOSOPHY

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STRATEGIC FRAMEWORK & AREAS OF FOCUS

Two key components, our Strategic Framework and four Areas of Focus, will guide the work of the Hawai‘i State Public Library System over the next three years.

STRATEGIC FRAMEWORK

The Strategic Framework provides a simple map for how we think about our organization in relation to the work we do to serve our communities. Our libraries are about people, places, collections and programs/services.

AREAS OF FOCUS

The Areas of Focus will help us to fine tune our yearly goals, prioritize our work, and allocate our resources to better meet the needs of our communities. In considering survey results, four specific areas were identified:

Further details regarding why the Areas of Focus are important and what HSPLS will do to support them are included in the following pages.

STRENGTHENING LITERACY

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-King Kamehameha III

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- Partner with literacy organizations and supporters to provide tutoring, resources, and flexible spaces for individuals to improve their reading and writing skills.
- Continue to build collections that inspire people to read and write.

In the survey conducted, a majority of library patrons identified literacy building and literacy strengthening services for all communities as a top priority for today and for future generations.

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4. Early literacy programs for children
5. A place for students to improve their reading skills

I believe that the services the library provides for the blind are important because it helps to level the playing field in terms of general education and self-learning. ... I have come to the realization that without the early training and development of braille reading with the help of the Library for the Blind, I would not have been able to reach the level of success that I have acquired for myself as a blind individual.

- Art, library patron

IGNITING OUR DIGITAL FUTURE

"Computing is not about computers and more. It is about living."
- Nicholas Negroponte

In the 21st century, having access to information technology and possessing IT-related skills are essential for effective communication in education, work, government, health, community and everyday living. Yet, roughly 11% of the population throughout Hawai'i does not have internet at home, and about seven percent of households do not have a computer. We also know that approximately 17% of the population of Hawai'i is unprepared for engaging with technology and the internet, which means they struggle to get access to the resources they need. In many communities, the public library is the only place where residents have free access to the internet, technology and resources to improve digital literacy skills. Technology continues to advance, and our public libraries are vital to supporting access to new technologies and the skills needed to use them successfully. Act 232, SLH 2022 established a leading role for the Hawai'i State Public Library System in providing access to resources for the community to learn digital literacy skills.

The Hawai'i State Public Library System will do the following to ignite our digital future in Hawai'i:

- Provide access to technology and broadband connectivity that supports information, communication, education, work and creative pursuits.
- Continue to provide digital collections that are accessible for everyone.
- Create opportunities for the community to learn digital literacy skills in a variety of formats to meet different learning styles.
- Ensure that staff have the knowledge and skills to support access and skill building opportunities for the public.
- Provide opportunities for the community to experience new and innovative technologies.

In the patron survey conducted, many indicated the importance of having a place to learn about technology along with programs and services that contributed to their digital literacy in a multitude of ways. In addition to in-person technology classes and 1:1 coaching, patrons additionally highlighted their desire to have a place to check out and take-home electronic devices.

Library patrons, especially younger patrons, emphasized their need for FREE ACCESS TO WIFI and electronic devices

PATRONS RANKED THEIR TOP 5 MOST DESIRED NEW SERVICES

1. In-person technology classes
2. 1:1 coaching to help learn about technology and using the internet
3. A place to connect to other government services
4. A community space for connecting to local/state services
5. A place to check out technology and take home to use

CREATING OPPORTUNITIES FOR LIFE ENRICHMENT

'Ike aku, 'ike mai. Kōkua aku, kōkua mai. Pela iho la ka nohona 'ohana.

Recognize and be recognized, help and be helped; such is family.

[Family life requires an exchange of mutual help and recognition.]

Hawai'i's people bring with them a wealth of backgrounds, perspectives and interests, and with that comes a wide variety of informational and educational needs. The provision of wide-ranging information resources creates opportunities for all people to develop the knowledge and skills needed to enrich their lives.

The Hawai'i State Public Library System strives to make these growth opportunities relevant to the people who live and work in Hawai'i's communities by embracing the unique cultural and social makeup of the people our individual libraries serve.

The Hawai'i State Public Library System will do the following to create opportunities for life enrichment in Hawai'i:

- Provide resources that support cultural education and enrichment such as language learning in'Ōlelo Hawai'i and other languages.
- Support access to health care via telehealth opportunities.
- Provide community spaces with collections and services to assist job searches, career advancement, entrepreneurship, and the development of workforce skills.
- Provide in-person classes and other programs on a wide variety of topics to support learning and enrich lives.

In the survey conducted, patrons expressed a desire for community spaces at public libraries they can use to connect to other government services and where they can access small business resources and learn workforce skills. The prospect of accessing telehealth services at libraries, from private spaces to equipment and connectivity, was of particular interest to library patrons.

"

The library was critical to myself and family during the pandemic. Having access to the digital materials and audiobooks as well as movies helped us cope and bring joy during a very uncertain and stressful time. Access to research databases helped to sort through information as it was being generated. When the libraries opened for takeout times, having those safe opportunities to check out cds, dvds and physical books was key to our mental health and wellness. In times of crisis and curiosity I have always turned to the library. Thank you all for being front line workers during these times and always.

- Employee survey respondent

Of those likely to use telehealth services at the library, patrons reported needing the following in order to participate in the service:

78% need a quiet/private space

67% need high-speed internet

63% need compatible devices

DEEPENING COMMUNITY RELATIONSHIPS

"Alone, we can do so little - together, we can do so much."
- Helen Keller

With 51 branches on six islands, Hawai'i's public libraries have strong connections and partnerships across the State. This helps align library products, programs, services and facilities to meet community needs across all demographics and geographic areas.

Today, Hawai'i's public libraries seek to nurture and expand strategic partnerships to better inform community members about the library's extensive offerings. This will enable individuals to pursue their life goals and provide the tools for building a strong, vibrant civic network.

The Hawai'i State Public Library System will do the following to deepen community relationships in Hawai'i:

- Develop new communication channels to reach more people with library offerings that meet their needs.
- Work with partners to connect users to the information and resources they need to be successful.
- Forge new and strengthen existing partnerships with community groups to enhance programs and services.
- Connect communities to other governmental and organizational services and programs.

In a survey conducted in 2022, both patrons and library employees indicated support for expanding partnerships throughout the community and increasing the reach and capacity of the library system through community experts and partners. Employees in particular detailed the library's role and position in the community with an overwhelmingly positive perception.

Library patrons identified the importance of having a community space to CONNECT TO GOVERNMENT SERVICES

"

The library should continue being a safe and accessible gathering space for communities and a leader in education, providing access to technology, classes, and other learning opportunities. ... We attended read aloud children's book hours & storytime, 4-H club meetings, borrowed books from the book mobile ... and a number of other things.

- Patron survey respondent

Next Steps

This Strategic Framework and Areas of Focus allows the Hawai‘i State Public Library System to clearly communicate our goals, work together to achieve our mission, and realize our shared vision in the coming years. It ensures that Hawai‘i’s public libraries will continue to meet today’s needs and are ready to address those anticipated in the coming years.

The implementation of the Strategic Framework and Areas of Focus will be phased over the next three years:

- *Year One* - Build the Foundation
- *Year Two* - Advance the Priorities
- *Year Three* - Maintain and Refine

As we move forward, we are committed to providing diverse, accessible, and safe spaces where patrons are presented with a wealth of opportunities for learning 21st century skills, connecting to the world of information and ideas, and using library spaces for community engagement.

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