

Agenda Item III.A

Update on State Librarian's evaluation for the 2019-2020 School Year: mid-year review of progress on State Librarian's Priorities

Special Meeting

January 16, 2020

The Board of Education ("Board") adopted a new State Librarian evaluation process on August 15, 2019.¹ The State Librarian evaluation process mirrors the Superintendent evaluation process with a few key differences.² The professional standards in the evaluation process are specific to the State Librarian and are based on the American Library Association's description of required skills for library directors and multiple public library director evaluations from across the country. The State Librarian evaluation process also does not have a formal step for adjusting priorities based on student academic data. The final difference is that the timeline for the State Librarian evaluation process is purposefully staggered from the Superintendent evaluation process to allow the Board to focus on one evaluation at a time.³

State Librarian Stacey Aldrich's materials related to the mid-year review of progress on the State Librarian's priorities are attached as **Exhibit A**.

¹ For more information, see the August 15, 2019 Special Meeting minutes, available here:

<https://alala1.k12.hi.us/STATE/BOE/Minutes.nsf/a15fa9df11029fd70a2565cb0065b6b7/79c84d11038c80c80a25846600800e43?OpenDocument>

² More information on the Superintendent evaluation process is available here:

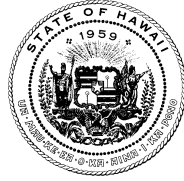
[http://boe.hawaii.gov/About/Pages/Superintendent-Evaluation-\(2018-2019\).aspx](http://boe.hawaii.gov/About/Pages/Superintendent-Evaluation-(2018-2019).aspx)

³ The memorandum on the revisions to the State Librarian's evaluation is available at:

http://boe.hawaii.gov/Meetings/Notices/Meeting%20Material%20Library/Special_20190815_Action%20on%20State%20Librarian%20evaluation%20recommendations.pdf

Exhibit A

DAVID Y. IGE
GOVERNOR




STACEY A. ALDRICH
STATE LIBRARIAN

STATE OF HAWAII
HAWAII STATE PUBLIC LIBRARY SYSTEM
OFFICE OF THE STATE LIBRARIAN
44 MERCHANT STREET
HONOLULU, HAWAII 96813

January 16, 2020

TO: The Honorable Catherine Payne
Chairperson
Board of Education

FROM: Stacey A. Aldrich 
State Librarian

SUBJECT: Update on State Librarian's evaluation for the 2019-2020 School Year: mid-year review of progress on State Librarian's Priorities

The first half of FY2019-2020 has been a very busy and productive time for the Hawaii State Public Library System. We continue to use our HSPLS Framework of People, Place, Collections and Programs/Services to drive how we look at the work that we are doing to support our ever changing communities.

Overall, for the State Librarian's Priorities, I can report that progress is being made on the three priorities that were identified for the 2019-2020 School Year. The progress has been greatly enhanced by the addition of a new Staff Development Coordinator and a new Technical Services Manager in August of 2019.

In terms of the timelines for completion, we are on track for all but potentially two indicators:

- Indicator: By *May 15, 2020*, successfully implement training of Service Philosophy for all staff.
Reason: We have added a patron survey component to set a baseline for measuring our future progress after training. This may impact the timeline of all staff being trained by *May 15, 2020*.
- Indicator: 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.
Reason: The more we analyze our current practices and methodologies, we realize that our current structure is very complex and will take some time to unpack and identify areas for streamlining and improving. An action group is being formed to work with the new Technical Services Manager on this process, and I will have a better sense of whether or not we can have a draft by *May 15, 2020* after they begin their work together.

The tables on pages two and three provide a brief overview of the progress that has been made and some of the next steps that we are beginning.

I am happy to answer any questions you may have regarding these priorities. Mahalo.

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.

PRIORITY	INDICATOR	PROGRESS
Create and implement a more robust strategy to get patron input and feedback	By April 30, 2020, create a new, effective, and user-friendly structure for online submission of patron input and feedback.	<ul style="list-style-type: none"> The current online feedback form structure has been reviewed. Due to the confusion of feedback and question forms, we are going to restructure the forms. Discussions have been had with the webmaster about changes in format. Next steps: restructure online feedback forms and identify potential quick methods for receiving feedback.
	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.	<ul style="list-style-type: none"> This is in the planning stages. We need to identify what we would like to know to be more supportive of our communities and then identify an effective model that can be used by our libraries to engage with each of our communities. <i>I would like to work with the Board of Education to identify any questions that you may have that we can incorporate into the process.</i>
	For submission to the Board of Education by <i>June 30, 2020</i> , 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.	<ul style="list-style-type: none"> This indicator will be based on the input that we receive from the public.
Implement new statewide Service Philosophy with training and coaching for all staff	By <i>May 15, 2020</i> , develop an effective statewide training model on the new Service Philosophy and a coaching model for managers and supervisors.	<ul style="list-style-type: none"> We hired a Staff Development Coordinator, who began work on August 12th. Danielle Todd is working with administration to develop the new Service Philosophy training model. Danielle has met with the executive team and all of the branch managers to get input on what behaviors are needed for us to recognize if we are living up to our new Service Philosophy. Danielle will be meeting with support staff to get input on the behaviors by the end of January. She will then work with staff to create the training to be delivered in May.

PRIORITY	INDICATOR	PROGRESS
Implement new statewide Service Philosophy with training and coaching for all staff	By <i>May 15, 2020</i> , successfully implement training of Service Philosophy for all staff.	<ul style="list-style-type: none"> As we have been reviewing the timeline, we believe it is important to set a baseline for the current level of service. Based on the behaviors that are identified as important for fulfilling our Service Philosophy, we will develop a survey for patrons to provide feedback. One year after training, we will run the survey again to measure our progress.
Create a cohesive methodology for acquiring and maintaining physical and electronic materials	By <i>May 15, 2020</i> , 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.	<ul style="list-style-type: none"> We hired a new Technical Services Manager, who began on August 19th. Christine Giannoni has been learning about our current systems, structures and methodologies for collection development of physical and electronic materials. Christine is continuing to visit libraries and talk with staff to have a full understanding of practice. She is forming an action group of staff to work with her to review all practices and possible tools that could be used to improve processes and create and new document to guide our collection development.