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QUARTERLY REPORT

May 17, 2016

The Hawaii State Public Library System (HSPLS) is dedicated to supporting each and every community we serve. Our energy is focused on: a literate Hawaii, 21st Century skills, information connections, cultural heritage, sustainability, community connections, learning opportunities, and spaces for people to gather. The following report is designed to provide highlights of HSPLS news, data, programs, partnerships, and what is on the horizon.

NEWS



50 BRANCH VISITS COMPLETED

The State Librarian, Special Assistant to the State Librarian, and Director of the Public Libraries Branch have completed focused visits to all 50 branches of the Hawaii State Public Library System. Each visit included a review of the building, collection, technology, and staffing. The goal of these visits was to gain a deeper understanding of the successes and challenges of each branch. It is clear that our public library branches are creating and delivering amazing programs, they are resourceful, and the staff truly care about the people

they serve each and every day. During the visits several patrons made a point to stop the State Librarian and tell her how important the library is to them, and how they appreciate everything the staff do for them. HSPLS are the places people connect in the community.

Opportunities to improve our buildings, collections, technology and staffing have been identified.

Buildings

HSPLS consists of 50 branches with nearly 50% that are over 50 years old. There are a variety of issues that range from minor to major that need to be addressed. In order to do this in the most effective way, HSPLS will create building profiles for each branch to prioritize projects. HSPLS is also looking at a new strategy of focusing energy and resources on revitalizing one branch at a time.

HSPLS will also work to improve signage in the branches. Each space has different signage and ways of providing information. HSPLS wants to help patrons to be smart in each branch space, so common signage is going to be created.

In order to more effectively plan for library buildings and programs to serve communities, HSPLS will update and design a new library building plan.

BUILDING PROJECTS

There are several building projects that have been in process for the past several years.

- **NANAKULI** – Construction has begun on the new Nanakuli Library. It should be completed by fall 2017
- **WAIKOLOA** – Continuing work to identify a location and partners to build a new library
- **PUNA** – Continuing to work to identifying potential locations
- **MAKIKI** – Planning stage

Collections

HSPLS provides a large variety of collections both physical and virtual for patrons. One of the great benefits of having a state wide library system, is that all of the resources are available to patrons no matter what branch they use most. A patron on Kauai who wants a book that is on Maui can order it and have it delivered to Kauai.



In order to continue to provide access to resources and have greater efficiencies, HSPLS will work to:

- 1) Create a plan and method to do collection development in a way that supports local, island, and system efficiencies.
- 2) Move to re-centralize the processing of materials. Each branch no matter how large or how many staff are expected to process materials, which takes time away from serving the public. HSPLS will create new processes to improve access and use of resources.

Technology

HSPLS has 759 public computers, Wi-Fi access, a mobile app that can be used as a patron's virtual card, and access to more than 92 online resources.

The following are upgrades that HSPLS is working on to improve access:

- 1) Improve the patron management system for the use of public computers, so that patrons can more easily use resources.
- 2) Continue to upgrade computers and technology so that the public has access to the best tools.
- 3) Implement scanning stations to enable patrons to scan materials and email or save files to a thumb drive.
- 4) Manage our networks and access with better use of data.
- 5) Update online catalog to improve access to collections.
- 6) Improve website to help patrons find all of the electronic resources that are available via HSPLS.
- 7) Create a technology sandbox to test and implement new technology and digital services.

Staffing

HSPLS has an amazing staff that is dedicated to the success of each person who walks through the physical or virtual door of the library.

There are a total of 555 FTE positions to serve 50 branches. Due to budget restrictions and ongoing turnover/retirement of staff, not all of the positions have been filled.

The size of staff in each of the branches varies. We have small branches that have between 1-4 staff and larger branches that have

18 or more. There currently is not a method for deciding how many staff are in each branch.

A Staffing Study is currently being done that will be completed by June 30, 2016. The study will include a review of appropriate data related to each branch and section of HSPLS to identify staffing challenges and opportunities. **The study will also recommend best practice model(s) to strategically determine staffing so that HSPLS can function efficiently and effectively now and into the future.**

There is also a need to develop a more robust training program for

new and current staff. HSPLS wants to make sure that all staff have the skills and tools they need to support patrons.

The State Librarian, Assistant to the State Librarian, and Director of the Public Libraries Branch are grateful for the generosity of staff during the visits in both time and sharing openly their successes and challenges. HSPLS will continue to build on our successes and improve our spaces, programs and services to better serve our communities.

LEARNING ONLINE

In order to ensure that staff have the training and information they need to better serve their patrons, HSPLS has begun to deliver training to staff via interactive webinars using Adobe Connect. All webinars are recorded and available for viewing by all staff that cannot participate during live sessions, or for staff who want to review again. This past quarter, staff learned the basics of OverDrive to better help patrons use eBooks and also about this year's Summer Reading Program. Feedback from staff has been positive.



HSPLS staff were also offered access to completing online learning sessions through Skillport, which is an online learning tool that offers a variety of opportunities. Branch managers worked with staff to take courses and have conversations about the content. Staff have begun to build new skills and common vocabulary in each branch. A total of 437 online courses were completed by 348 staff members since July 2015.

NATIONAL LIBRARY LEGISLATIVE DAY

The State Librarian attended National Library Legislative Day in Washington, DC in early May, and met with staffers from the offices of Senator Hirono, Senator Schatz, Congresswoman Gabbard, and Congressman Takai. She was able to discuss the impact of the Hawaii State Public Library System on the community and national initiatives that influence our libraries. She also had an opportunity to thank the entire delegation for signing a letter of support for the reauthorization of the Library Services and Technology Act. These federal dollars are crucial to the ability of HSPLS to provide equity of access to the internet and digital resources.

The American Library Association also presented the State Librarian of the 50th State with the official flag that was flown over the US Capitol building in honor of National Library Legislative Day 2016.



LIBRARY DATA

EBOOKS

Since 2005, the Hawaii State Public Library System has offered access to eBooks and audiobooks. Any patron with a valid library card can download eBooks and audio books to their favorite smart device. Today, there are almost 85,000 eBooks and audio books titles available to patrons. About 3,305 of the eBook titles are in Korean and supported by the Korean Library Foundation. The size of the collection continues to grow as HSPLS adds more titles.



OVERDRIVE EBOOK STATISTICS 2016

53,468

TOTAL NUMBER OF REGISTERED USERS SINCE 2005

2,578

TOTAL NUMBER OF NEW OVERDRIVE
EBOOK REGISTRATIONS IN 2016

8,320

AVERAGE NUMBER OF UNIQUE USERS/MONTH IN 2016

197,823

TOTAL NUMBER OF CHECKOUTS IN 2016

77,431

TOTAL NUMBER OF HOLDS IN 2016

PROGRAMS

WAIALUA LIONS – WAIALUA PUBLIC LIBRARY STORYTELLING CONTEST

In partnership with the Waialua Lions, the Waialua Public Library helps to judge a storytelling contest at the Waialua Elementary School each year. Students recite their favorite stories, told from memory in front of classmates, parents and teachers. Gold, silver, and bronze medals are awarded to the winners. The program encourages growth in reading, creativity, memorization, and presentation skills. This year's contest was held on April 8th. A total of 36 students in grades Kindergarten through 6th grade presented to over 550 students, teachers and parents.



KAHUKU COOL LAB

The Hawaii State Public Library System is piloting the makerspace concept in the Kahuku Public and School Library. The amazing team of Lea Domingo and Tamara Martinez spearheaded the concept, and worked with their local friends group to acquire additional funding to collect resources and create programming for the community.

The focus of the program is STEAM (*Science, Technology, Engineering, Art, and Math*). The goal is to provide the Ko'olauloa Community access to resources to be a maker or learner in one of the five areas. Patrons (with a valid library card) who pass orientations will be able to reserve access to the Kahuku Cool Lab and its equipment or check out Junior Engineer Kits to use at home or in school classrooms. Exciting maker programs will be held throughout the year and educational STEM camps will be offered during school breaks.

For those interested in craft arts, the library has a sewing machine and a electric die cut machine. The Library has completed two successful sewing classes, and will be offering two more sessions focused on using the die cutting machine.

This is an exciting program that builds on our role of collecting resources to share and programming that support the community.

We are grateful for the generous support of this program from: Friends of the Library Kahuku (FOLK) and grants through: The Hawaii Community Foundation Flex Grant, the Harold K.L. Castle Foundation STEM GRANT, and the Rotary Club of Honolulu & Weinberg Friends Grant.

What is a makerspace?

"Makerspaces, sometimes also referred to as hackerspaces, hackspaces, and fablabs are creative, DIY spaces where people can create, invent, and learn. In libraries they often have 3D printers, software, electronics, craft and hardware supplies and tools, and more."

<http://oedb.org/ilibrarian/a->



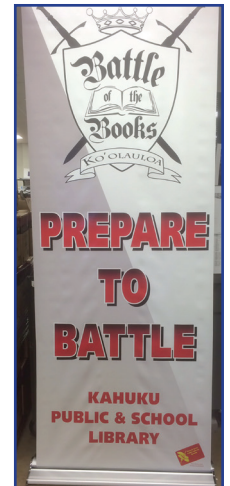
BATTLE OF THE BOOKS

On March 11, 2016, there was an epic Battle of the Books in Ko'olauloa. Teams of students from Hau'ula Elementary School, La'ie Elementary School, Kahuku Elementary School, and Home school students came together to compete against each other's reading and memory skills. Over 100 students, families, teachers and volunteers joined together for this evening of skill and fun.

Tamara Martinez, an awesome librarian, from the Kahuku Public and School Library coordinated this program with tremendous support from partners in the community. The primary object of the program was to encourage reading through friendly competitions and encourage a love of reading through a great social experience. Tamara worked with the schools, parents and volunteers for 6 months to prepare students for the March 11th event. Students were required to read and memorize 10 books for the competition. The top three teams that were able to answer the most questions about the books won.

The State Librarian attended and had the honor of presenting awards to winners, and had several parents stop and tell her that the program was amazing. They had never seen their kids so excited about reading, and they looked forward to next year. They even told her about the strategies they were going to use to be more prepared to compete. Tamara is already starting to build next year's program, and we are considering how to expand to other locations in the future.

The Battle of the Books was such an incredible program, HSPLS will be requesting time on a future BOE Agenda to share more information about the program.



PARTNERSHIPS

KAPIOLANI MEDICAL CENTER FOR WOMEN AND CHILDREN



HSPLS has received a grant for \$32,237 from the National Network of Library Medicine Pacific Southwest Region to support a project with the Kapiolani Medical Center for Women and Children. We are honored to partner with Dr. Gina French, an avid library supporter, and the clinic on this project. Our goal is to support the health of immigrant Micronesian families by creating a simple library card program that starts at the clinic and informs families of library resources and services. The project will be in progress from May 2016 through April 30, 2017. Ongoing evaluation will be done for future development of this service.

OFFICE OF THE GOVERNOR – HOMELESS TASKFORCE

We are grateful to Scott Morishige and staff members Julie Ford and Tamah-Lani Noh for taking time to meet with HSPLS to discuss ideas and connect us with community partners to better support the community. **HSPLS is building plans to do the following:** **1)** Work with Partners in Care to deliver training to staff related to strategies and resources for working with patrons more effectively, **2)** Create a position (initially for one year) that will focus on outreach and building relationships, programs, and services related to homelessness, **3)** Exploring new ideas like bringing in social workers and/or nurses to visit informally with patrons to provide support, and **4)** Continue to identify and create resources that are helpful for patrons.

OAHU WORKFORCE DEVELOPMENT BOARD

HSPLS is working with the Oahu Workforce Development board to identify areas where we can work together to support workforce development opportunities for the public. To begin, they have formed two advisory groups to support our efforts to build a small business center in the new Nanakuli Public Library and potential creation of an innovation makerspace in Manoa. Together we hope to help the community easily find the resources they need to be successful in their career and development.

MAUI FRIENDS

The Maui Friends of the Library (MFOL) is a passionate group of volunteers that manage three bookstores on Maui to raise funds to support Maui County libraries. This year they have purchased a new bookmobile for the island of Maui, which will be formally launched in late May/June 2016.



The MFOL is dedicated to working collaboratively with HSPLS on future support, and their board took time to meet with the Office of the State Librarian and branch managers to discuss next year's projects. The Board has decided to support implementing new book scanning stations and funding to upgrade children's spaces in each of the libraries located in Maui County. We are grateful for their dedication and support of our public libraries. Our communities are stronger because they support strong libraries.

ON THE HORIZON

NEW WEBSITE WITH INTEGRATED CALENDAR

HSPLS staff has been working with the Hawaii Information Consortium (HIC) on the design of the new Hawaii State Public Library System website. The entire site is being created with a user focus and navigation that will improve access to our resources. The new website will now include an integrated online calendar, which will be more cost effective and easier for the user. The new website will be launched in summer of 2016.

2016 SUMMER READING PROGRAM

The Hawaii State Public Library System is getting ready for an amazing 2016 Summer Reading Program. The theme this year is Health and Fitness: Mind, Body and Soul. Registration begins May 31st, and the program will run from June 5 – July 16, 2016.

Program Highlights

- Reading Guides for: Birth-Pre-K, K-5, Teens and Adults
- Encourages everyone to read a minimum 20 minutes a day for brain fitness, and to track in reading guides.
- Special programs and contests
- Great local branch programs and events
- Everyone who completes the program will receive a free book!



Summer Reading Kick-Off

The Summer Reading Program will officially kick-off with an event “READ.MOVE.GET FIT! on Saturday, June 4, 2016 at the Hawaii State Library. HSPLS encourages everyone who will be on Oahu on that day to stop by, sign up, and enjoy the activities.

This year's event includes very special reading guests! Don't miss an opportunity to be a part of Olympic gold medalist Kristi Yamaguchi's Reading Adventure! Joining Ms. Yamaguchi will be First Lady Ige, Auli'i Cravalho, Clyde Aikau, and more! There will also be a variety of body and mind health and fitness activities and refreshments for the whole family to enjoy. Of course, there will be opportunities to learn more about the Summer Reading Programs happening at all 50 public libraries statewide. We thank Kristi Yamaguchi's Always Dream Foundation, the Friends of the Library of Hawaii and the many sponsors for making this program possible.

LEARN MORE

An article was written in the Star Advertiser about the Hawaii State Public Library System's Library for the Blind and Physically Handicapped. It is a great overview of the program and volunteers.

The Library for the Blind and Physically Handicapped seeks volunteers

By Mindy Pennybacker

March 20, 2016

On a breezy March morning in Kapahulu, Joy Nakata Muranaka and her guide dog Laika dropped by the Regional Library of the National Service for the Blind and Physically Handicapped to talk about the role its resources play in her life. Born and raised on Kauai, Muranaka has been a patron of the library, a branch of the Hawaii State Library System, since she lost her sight to diabetic retinitis at age 19 and moved to Honolulu for rehabilitation at Ho'opono Services for the Blind.

"My life is listening to books," said Muranaka, 66. "Whenever I'm cleaning house, washing dishes, I'm listening to stories — suspense, mysteries and romance." The library, she said, mails audiobooks — return postage paid — to her Ala Moana apartment, where she listens to them on an audio player that the library loans its patrons. Although the library has a full collection of books in Braille, "I prefer audio because my Braille isn't that great," Muranaka said. On a special radio supplied by the library, she also listens to Hawaii news being read aloud by library volunteers in its Radio Reading programs, which are broadcast over a sub channel of Hawaii Public Radio accessible only to registered library patrons. The radio also provides regular HPR programming and daily readings from national publications, such as the Washington Post.



Joy Nakata Muranaka listens to an audio program at the library with her guide dog, Laika

KRYSTLE MARCELLUS / KMARCELLUS@STARADVERTISER.COM

"It wouldn't be too strong to say it's an absolute lifesaver," said Jim Becker, 89. A journalist, author and former columnist for the Honolulu Star-Bulletin, he became legally blind

VOLUNTEER

The Library for the Blind and Physically Handicapped

>> **Where:** 402 Kapahulu Ave. (behind the Waikiki Kapahulu Public Library)

>> **Hours:** Monday, Wednesday, Thursday and Friday, 8:30 a.m.-4:30 p.m.; Tuesdays, 10 a.m.-6 p.m. Closed weekends and holidays.

>> **Info:** 733-8444, olbcirc@librarieshawaii.org

>> **To help:** If you're interested in volunteering, the minimum time requirement is approximately two hours, one day a week, typically one hour of reading and one hour of editing recorded materials or up to two hours of live broadcasting. Visit or call the library to make an appointment for a reading test. Now in its 80th year, the library is seeking adult readers in its annual spring volunteer drive, in furtherance of its goal to provide patrons with audio materials that are relevant to local sensibilities and lives.

10 years ago due to macular degeneration. “When you’re someone who’s worked with words all his life and suddenly can’t read, it’s an appalling shock,” said Becker, a widower who lives alone. Grateful to have discovered “this wonderful service and these wonderful people,” he listens to an average of three to four books per week from the library. The library has 1,400 registered clients, 11 staff members, a volunteer outreach coordinator and 30 to 40 volunteers, not all of them active. Among these volunteers, there are “fewer than 20 constant readers who can pronounce just about anything,” said branch manager Sue Sugimura.

While the library provides access to the National Library System’s audiobook collection, Sugimura said, what’s missing is Hawaiiana, works by local authors and other topics of interest to local readers. “We need to produce these books ourselves with the help of read-aloud volunteers,” she said.

The Hawaii Library for the Blind and Physically Handicapped has produced 1,021 audiobooks; its overall collection consists of 94,478 audiobooks. Sugimura and her staff want to expand the local collection, which means increasing the number of volunteers. It’s not easy, she said. Not everyone can correctly pronounce Hawaiian, Asian and other names and terms from diverse ethnic groups. And few are fluent in pidgin.

“I was brought up speaking pidgin in Kalihi,” said volunteer Muriel Seo, 72, a retired teacher. “I almost feel it has to be a local reader because of the language, like in this book,” she said, holding up “Kau Kau,” by Arnold Hiura, which she was recording. One also has to be a stickler for precision and accuracy. The goal is to produce local audiobooks that meet National Library System standards, so “you have to read the text exactly, word for word,” with no ad-libbing, Sugimura said.



Kathi Ching, a volunteer, recorded a Don Quijote advertisement at the Library for the Blind and Physically Handicapped in Kapahulu on Monday.

KRYSTLE MARCELLUS / KMARCELLUS@STARADVERTISER.COM

Perhaps that’s why applicants with acting or broadcasting experience don’t necessarily do better than novices, said Sharon Fong, who works in transcription services. “Often, professionals aren’t the best readers,” she said.

IN READING for the radio, accuracy and clarity are even more crucial because patrons rely upon the material to shop and otherwise navigate through their daily lives, said Leilani Nihei, volunteer outreach coordinator. Muranaka said she listens to the weekly grocery ads mostly, as well as recipes and health articles. She types up recipes or ads that interest her, making lists of ingredients and products that she takes to stores, where customer service staff help her find things.

While Muranaka visited in the library’s reading room with Laika curled at her feet, a volunteer, Kathi Ching, was sitting in one of the library’s soundproof recording booths reading aloud the week’s new Walgreens, Longs, Don Quijote and other ads. This takes real skill, Nihei said. “To read the ads is super hard because the words are all over the place. You have to follow an exact format” to make sure that listeners get such crucial information as prices and weights, she said. Ching, 69, said she used to borrow audiobooks from the library for her parents when they were



Helen Lee records her 53rd audiobook for the blind in her 14 years as a volunteer at the Library for the Blind and Physically Handicapped.

KAT WADE / SPECIAL TO THE STAR ADVERTISER

ill. Seven years ago, after her three children were grown, the retired airline ticket agent began volunteering at the library.

A few weeks earlier, in February, Ching, Seo and three other volunteers had gathered for an interview in the library's bright, high-ceilinged, A-frame central space, where its recording studio is located. The women seemed happy to have a little social interaction. "We usually never see each other. We're always alone in our booths," said Seo, who started volunteering because of a friend with macular degeneration who depended on audiobooks. Each volunteer had her specialties and preferences.

Linda Andersen, 65, a retired teacher, was reading aloud a local book, "Filipinas," by Patricia Brown. Of Filipino descent herself, she had requested to record it after learning that two of her best friends were contributors. Like Seo, she also reads selected articles from the Honolulu Star-Advertiser and local magazines. Helen Noh Lee, 87, one of the library's longest-tenured volunteers, was reading her 53rd audio book: "Ancestral Reflections," by Douglas Dai Lunn Chong. The volunteers had fun discussing how they prepare for the reading sessions.

"It affects our reading, what we eat the night before," Ching said, explaining that on Sunday nights she loves to eat peanuts while watching TV. "But when I'm reading on Monday morning, my mouth gets very dry, even if it was salt-free peanuts and I drink lots of water." Before she comes into the library, Seo sings at home "to loosen up my cords, get warmed up," she said. "I put the Carpenters on and sing along with Karen."

ASPIRING read-aloud volunteers do have to take a voice audition that tests voice quality, reading skills and technical aptitude (one has to be able to use a microphone and computer).

To take the test, as this reporter did, you go into a clean, windowed soundproof recording booth and enter your name into the computer. After reading recording instructions and tips — "be yourself" — you start reading aloud: history; natural science; word pronunciations; cultural reportage filled with Japanese, Samoan and Hawaiian words; and a short story narrated in pidgin. You can start, stop and tape over. If you relax it's actually quite fun. You can take as much time as you want up until the library closes. As it happens, Muranaka volunteers as an

evaluator of the recorded tests. “When I evaluate, I listen for clarity of the voice,” she said. “I don’t like voices that are kind of gravelly.” In addition to good pronunciation, readers should have “expression in their voice, enthusiasm,” Muranaka said, as opposed to a “dead tone.”

Sugimura, Nihei and Fong were quick to emphasize that a successful reader doesn’t have to be a complete polyglot. “We also evaluate what the volunteers can or cannot do,” said Nihei.

For example, “You can specialize in one dialect or in materials with lots of Japanese names,” Fong said. Nor do volunteers have to be local. “We’ve had some of our best volunteers from as far away as Australia and Fire Island, N.Y.,” Nihei said.

Once accepted, however, volunteers have to commit to coming in at least one hour a week; most work from 1-1/2 to 2-1/2 hours, Nihei said. This includes editing: Volunteers have to play back, listen to and proof what they’ve read, and make corrections. “It’s so much easier now with digital recording,” Nihei said. Volunteers also have to promise not to quit in the middle of a book.

If you loved reading aloud to your children or your parents — and miss it — or you’ve always wanted to be on the radio and are looking for flexible but meaningful hours as a volunteer, the Library for the Blind and Physically Handicapped could be the perfect gig for you.