

Moving Public Libraries Forward

Strategic Plan 2013 - 2015

HAWAII STATE PUBLIC LIBRARY SYSTEM

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Introduction

This strategic plan was developed with input from front-line public service staff, Library Administration, various representatives of HSPLS support organizations and the Board of Education.

Library Administration will review progress annually and update the plan as needed and report to the Board of Education as needed and/or requested.



In developing this strategic plan several key concerns were addressed. This strategic plan works to meet the challenge of how to best align library services and resources with the needs of our patrons, Governor Abercrombie's New Day Plan and concerns of the Hawaii State Legislature.

Summary

Background and History

HSPLS is unique in its structure of one unified public library system across the entire state and encompassing six islands and fifty (50) locations. Within Hawaii's Public Library System a cardholder has access to nearly four million items, with facilities on the islands of Oahu, Hawaii, Maui, Kauai, Molokai and Lanai.

At its core, HSPLS is committed to providing all of Hawaii's population free access to the tools they need to improve their lives regardless of their race, age, sex or socio-economic status.

Direction and Results

The strategic direction and goals included in this plan explain how HSPLS, as a system, plans to optimize the use of state library facilities and is HSPLS's response to the request from the Legislature in Senate Concurrent Resolution No. 122 to address three primary concerns:

1. Examine the potential to use state public library facilities for entrepreneurial purposes and any other uses that can generate funds to support the Hawaii State Public Library System;
2. Examine the potential use of state library facilities by other state agencies and programs; and
3. Consider the feasibility of having all library branches be open to the public on Saturdays

The three-year period that this strategic plan will cover focuses on developing, implementing and evaluating activities that address the abovementioned concerns.

While HSPLS continues to move towards increasing access and valuable partnerships, the ongoing budgetary limitations and staffing concerns have made expansion and sustainability a challenge.

In order to best address the majority of the questions posed by the Legislature, this strategic plan will work towards the following results:

- Provide background information regarding ongoing activities in which the public library system is currently engaged
- Describe the goals and threats to the overall goal of optimization of our facilities and resources
- Create the framework for an implementation plan to revise and develop a procedure for library facility usage
- Develop and clarify guidelines for the staff and potential partners for activities to generate funding for the library
- Create a standardized method of reporting of enterprise activities occurring in public libraries and major partnerships formed with outside agencies and organizations to improve the system's transparency to the public

Goals

Recognizing the need to better convey the activities in which our libraries are currently engaged, the primary goals of this strategic plan are to ensure the best use of the library's resources within the mission of the organization, to identify our strengths and those of our support groups and to define and position ourselves for the future.

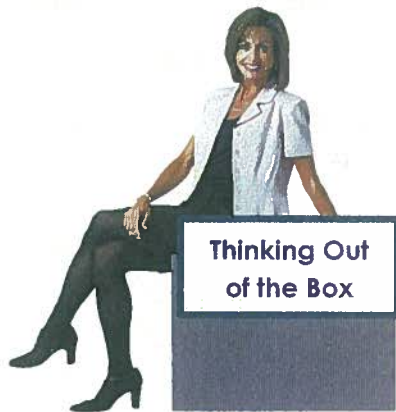
The challenge for our system is finding the right balance of open, free access to all the members of our community and meshing that core belief with innovative ways that create enterprise opportunities that do not deter from the mission and activities that make libraries essential anchor institutions in their communities.

Organization of the Strategic Plan

As stated above, this strategic plan is intended to provide the Legislature with a response to their inquiries to HSPLS on the abovementioned points. This three year plan contains information that will be incorporated into the library system's overall strategic plan however it is not meant to supplant that document but rather to provide information that would enhance and clarify the overall direction of the library system.

HSPLS Mission Statement

The mission of the Hawaii State Public Library System is to provide Hawaii's residents, in all walks of life, and at each state of their lives, with access to education, information, programs and services, and to teach and nurture the love of reading and the habit of life-long learning.



Entrepreneurial Activities and Other Fundraising Uses of Facilities

Background

As a non-profit governmental organization facing staffing and funding challenges, our traditional response to meet funding needs has been to seek corporate partnerships and philanthropic support through the assistance of our support groups such as the various Friends of the Library and 501-c-3 support organizations across the state.

In an effort to answer the questions regarding the optimization of our facilities and exploring possible entrepreneurial endeavors posed in SCR 122, HSPLS began a two-pronged process of information gathering. First a survey was sent to each branch asking for staff feedback on what fundraising activities they were currently engaged and what they would be open to trying. The second action HSPLS undertook was the creation of an Advisory Committee of our primary support groups to determine what ideas they could develop for potential uses of our facilities for commercial opportunities and what they felt they could sustain successfully.

This Advisory Group consisted of two HSPLS senior administrators, one representative from the Friends of the Library of Hawaii (FLH), two representatives from FLH affiliates, two representatives from 501(c)(3) support organizations and two neighbor island representatives, some of whom represented more than one constituency.

The results of meeting with our support groups and discussing with our staff possible activities they felt could be successfully sustained to generate funding were the traditional

activities that have supported the library system for decades, namely book sales as enhanced services.

With the increasing need for funding to maintain programming and services within our branches, these groups also recommended looking into expanding their book sales with potential online book sales, vending machines at select locations and the supplemental sale of logo-type products.

Possibilities

While our support groups work to find innovative ways to raise funds, the library system also reviewed how to use our resources to generate funds and the potential costs in staff time and logistical concerns.

One possibility discussed was increasing the number of libraries that provide passport services or other similar services, such as, notary services, if staff and the facility could accommodate these additional services. While passport services have been tried on a large scale in the past in a number of locations, the logistics and staffing demands made it impossible to sustain in most of the sites. Currently only two locations continue to provide passport processing, Hawaii State Library (Oahu) and Keaau Public and School Library (Big Island).

Taking into consideration the findings of this Advisory Committee, HSPLS will review the potential benefits and challenges these types of activities pose and we will work with our branches to identify potential locations where these types of services are needed and would generate the highest return with the lowest impact on staff providing core services.

Another resource that libraries have at their disposal is their actual physical structures in 50 strategic locations on 6 islands throughout the state.

The library system currently has facility use policies and procedures with nominal fees for usage, with the goal of providing community groups and organizations with access to low-cost meeting facilities. One potential revenue source would be to review and restructure those fees to allow commercial use at a fair-market rate for event rentals along with continuing to provide access to organizations following the traditional mission of the libraries at a reduced rate. A copy of our current rates is provided on the reverse of *Attachment A*.

In reviewing HSPLS's resources, an area that we will explore for potential revenue generation is our emerging digital presence and recent technology innovations. With the

changing needs of our patrons, HSPLS has strived to meet those needs with both virtual and physical resources.

With respect to technology, HSPLS has always identified the need to move ahead while at the same time, working hard to ground ourselves in the understanding of our critical role in our communities and the trust our patrons have placed in us.

Some of the new and emerging technological resources that we will explore include, but are not limited to:

- Creating potential testing centers for MS Tech Academy certification,
- Providing scanning/faxing services for a fee,
- As new and existing meeting rooms are equipped with updated presentation tools (e.g. digital projectors, internet access, etc.) the possibility to increase existing fees will be reviewed,
- Allowing non-cardholders to use our internet computers for an hourly fee,
- Fee-based digitization services for archival purposes to outside agencies,
- Developing a method to receive online donations and
- “Click to Purchase” type of agreements with online vendors via our integrated library system (ILS) to allow patrons the option to choose to purchase an item with a long request list or for which they need a copy sooner than HSPLS can provide it (e.g. research materials, class reading assignments, etc.),
- Increasing efficiency in collecting payments (incorporate electronic payments along with cash and checks).

Outcomes

Historically, the majority of our support groups worked to assist their individual branch in isolation with varying degrees of success. The Advisory Group recognized the level of isolation of each support group and that better efforts needed to be taken to improve the communication both between the groups themselves and with the library system as a whole.

A second point identified by the Advisory Group was that the reporting of activities among these groups needed to be increased so that a network of support for the library system could be created and standard procedures could be more successfully implemented.

- HSPLS will in year one identify our available resources (both physical and digital), and determine which locations and programs can sustain additional fundraising activities while still maintaining core library services to the public.
- During year one, HSPLS will update our Annual Fact Sheets and this information will be provided to the public via HSPLS's website to better identify the support groups in each branch, their activities in our libraries and create a method for the public to join and contribute to the various support organizations (*see Attachment B*).
- In year one and moving into year two HSPLS will create policies and procedures for innovative pilot programs by branches/sections for generating revenue, such as updating our Request for Facility Use Form, and update current policies and procedures to identify and work with outside organizations to increase funding (*see Attachment A*).

This will include beginning the process of updating our Administrative Rules and may also include requesting exemptions from any applicable Hawaii Revised Statutes regarding the consumption of alcoholic beverages on state property, with event-by-event and site-by-site approval for hosted events.

- In the third and final year, HSPLS will evaluate the activities undertaken in the pilot programs and ongoing activities to generate funds and focus our energies on the most successful of these endeavors to create frameworks and procedures that will allow successful duplication in other locations.

Challenges

Facility Usage

In marketing our facilities, the average age of our locations (50 years old) and the limitations on our ability to modify our physical structures complicate the possibilities for entrepreneurial opportunities. Concerns regarding the current electrical capacity, ADA accessible restrooms and parking availability, the practical feasibility of using many of our sites for commercial usage will necessarily be limited.

Added to these existing physical limitations is the fact that these buildings were designed to function as working libraries, the layout of space and the need for groups to assume a

high level of liability for library spaces, confidential materials and patron information, personal property and literally millions of dollars worth of library materials and equipment, make most groups interested in non-meeting room use balk at using our locations.

For these reasons, efforts to increase revenue and rental usage of library facilities will focus on locations with meeting rooms and/or large open spaces that can accommodate use by individuals and groups.

Support Organizations

As stated earlier, many of our support groups have a long-standing tradition of independence and their ability to provide assistance to their own branch location is a point of well-deserved pride.

Recognizing the independent nature of our supporters, creating a method that will work best with the majority of them to foster improved communication and cooperation will be an ongoing challenge. During the course of planning for the Advisory Group, one member reported that while acting as the liaison for the Friends groups for his island, he was struck by the diversity he found even within the groups for his one island. This Friends member noted that one of the goals he will have coming out of this experience is to find ways to better network and work together collaboratively with his fellow on-island Friends groups, as well as, with groups at the statewide level.

While still a challenge, having all of our support groups represented and working together on this project has been a benefit to HSPLS as well as the groups themselves. Having all of our support organizations recognize that they are all working towards the common goal of improving their libraries and starting the process of communicating with one another is in and of itself an important first step.

Marketing and Associated Business Costs

A large part of the success for our entrepreneurial ventures and offering library services to various outside groups and organizations will depend on adequate marketing to target audiences. Currently, the statewide marketing done for HSPLS is handled by a small support office, our Library Development Services Section. Additional program advertising is done on an even smaller scale by individual libraries for the various programs and services being hosted at individual branches. Should HSPLS move forward with various pilot programs to generate revenue, additional funding will be needed to develop, release and evaluate a coordinated advertising campaign.

If the library system moves forward with several of the proposals there would also be added business costs involved in processing contracts, handling billing and collections, as well as a potential position to coordinate and manage the business management of the revenue-generating activities of HSPLS, since all these new services could potentially cover the entire state at fifty different locations spanning six different islands.

In many of our locations, public service staff consists of 2-3 library staff members and the additional workloads that would be associated with the activities described would be challenging without adding the need to manage and market the services as well.



Use of Library Facilities by Other State Agencies and Programs

Background

The Hawaii State Public Library System has a long-standing tradition of successfully seeking out and establishing creative partnerships with organizations from all sectors, including non-profit, private and governmental.

As information providers, HSPLS has worked to reach out at the local, national and even international levels to identify and develop collaborative opportunities to share and disseminate resources to our patrons. These have included Federal, City and County and other State agencies as well as philanthropic, non-profits, corporate and numerous other groups.

Possibilities

As a system we have endeavored to provide an access point between governmental agencies and services and the community members they benefit. For example, we have recently embarked on a partnership to allow Legislative live, streaming webcasts to be viewed in all of our branches, expanding government to citizen communication and supporting participation in government to even the more remote locations across the state such as Lanai, Hana and Molokai.

As an example, during the September 2012 Branch Managers' meetings we invited a trainer from the Social Security Association (SSA) to provide basic training for our Big Island libraries' staff to provide assistance for patrons on that island, as budget cuts at the Federal level resulted in a reduction of SSA services and the closing of their Kona office.

On each of our islands across the state, libraries are reaching out to other governmental agencies to develop new ways to partner and share resources and we will continue to do so.

Outcomes

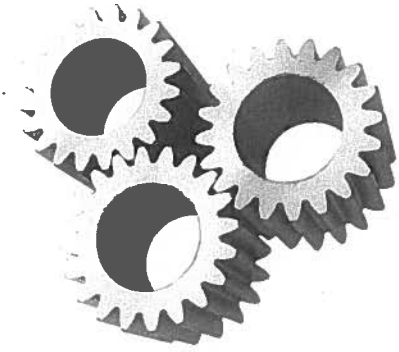
Recognizing that the library system needs to be more aggressive in publicizing our outreach activities, a listing of partnerships has been developed and will be provided to all of our branches to use as a resource. (*Attachment C*)

In the coming year we will also work to incorporate this information on the library's website to both educate our staff and the public, and to make other government agencies aware of the potential partnership opportunities that exist with HSPLS.

Challenges

As with the challenges previously mentioned, bringing in commercial activity to library branches designed to only be working libraries raises some difficult challenges for usage. Liability concerns with patron information, collection materials, securing "staff only" areas, limiting access to personal property and confidential materials, information and records make the use of many library spaces unattractive for outside agencies. In the past many of the organizations which have approached us are looking for free space with no liability concerns, and that have tables and chairs to host meetings, briefings and other events.

Due to these reasons, the use of facilities by outside organizations will focus on those libraries with space(s) designed to accommodate this type of usage or areas on library grounds where these concerns will not be an issue, such as the library lawn.



Feasibility of Having All Library Branches Open to the Public On Saturdays

Background

Understanding that the public libraries provide a unique role in creating places for education, information, self-improvement and lifelong learning for all members of our communities, we recognize the need to provide the highest level of access to our resources as possible.

Possibilities

HSPLS has continued to move towards increasing both our physical and our digital presence for our communities. In the 21st century the need for 24/7 accessibility continues to rise as the traditional methods of obtaining information evolve along with advancements in technology. Balancing both increasing access needs with reduced funding has been challenging. While we continue to work with staff to increase the hours of access to our physical locations we have also taken huge strides to meet the informational needs of our patrons through creative and appropriate technology innovations and enhancements.

Increased online database subscriptions allow patrons 24/7 access to information that in the past was only available only in the libraries through expensive reference books.

The same can be said for our new certification and learning programs via the Internet, such as our unique HI Tech Academy, that provide online educational learning and training opportunities beyond what our staff is able to provide in our branches.

Our expanding eBook and digital audiobook collections also contribute to meeting the needs of our patrons who are unable to visit our branch locations, by providing a digital alternative in addition to traditional print materials in our collections. We have dramatically increased funding for these resources in recent years, and additional funding is needed to develop robust, vibrant electronic collections.

For patrons that rely on the library system to provide Internet access, and in more than half our communities our libraries are the only places where free internet access is available, we are currently developing a laptop lending program with broadband capabilities. This exciting new program will allow patrons that currently do not have Internet access to borrow a device that will provide them access independent of Wi-Fi

networks. By having broadband provided with the device, the user will be able to access the Internet and all of the library's digital resources from any location, with the library providing the hardware, software and Internet connection.

We also recognize that for many of our patrons, physical access to our branch locations remains a top priority. Towards this end the library system has been working for years with our staff members to increase the number of weekend public service hours. In looking at *Attachment D.1* and *Attachment D.2* all of the public libraries are listed with their current hours of public service. The locations in green indicate those libraries that currently provide weekend hours.

HSPLS has found that attempting to increase public service hours with reduced staffing and funding has not allowed for a high level of success in the past. Collective bargaining agreements (CBA) are in effect with all permanent staff and the various CBA's need to be reviewed as we work with all parties involved in order to provide Saturday public service hours at all locations. One possibility is to increase the level of staffing and designate these additional positions for the support of Saturday hours.

As of December 2, extended public service hours and days were introduced at Kaimuki and Kalihi Public Libraries. We are very appreciative of the staff at these two libraries and congratulate them for making significant personal sacrifices in order to provide increased public services for HSPLS patrons.

Outcomes

In reviewing the current level of staffing at all of our branches across the state and determining the best mix of staffing to allow the majority of libraries to open and provide sustainable Saturday hours, we have provided a sample of necessary positions and the funding required that would allow HSPLS to increase public service hours beyond our current schedule (*see Attachment E*).

This cost estimate only accounts for the personnel costs associated with this action and does not include the fluctuating operational costs that occur with increasing public service hours, such as utilities and consumable supplies.

Our ability to move forward with this proposal will also rely heavily on our ability to work with our staff to adjust their work hours and days. Should HSPLS meet with resistance from staff, the result may lead to low morale, high turnover rate and union grievances. Addressing this in a three year strategic plan allows HSPLS to work with our

branches, recruit the additional staff needed and provide the training necessary for the new staff to ensure the facilities operate smoothly.

When funding is obtained, we will move incrementally to reorganize our facilities to add the additional staff and work to expand weekend public service hours. However, regardless of the ability to obtain funding for additional positions, as a point of operations we will continue to work towards providing the communities we serve with the best service hours possible.

Challenges

As mentioned above, the challenges are primarily finding the funding necessary to hire additional staff and working with staff on the sometimes long process of union negotiations.

In addition to these concerns several other areas need to be addressed. For the more remote locations such as Hana (Maui), North Kohala (Big Island), Pahala (Big Island) Molokai and Lanai there will be the added challenge of finding qualified applicants willing to accept the positions offered. For example, in the case of Naalehu Public Library in the Kau region of the Big Island, HSPLS has been actively recruiting for a new Librarian IV since March of this year. The lack of interested and qualified and interested applicants has led to intermittent closures of the library, as well as neighboring Pahala Public and School Library. Currently 1 public staff member with the assistance of a staff member from another branch are struggling to keep both libraries open.

Three locations on the island of Oahu do not currently have Saturday hours because they maintain Sunday hours to balance the services available in the various regions. These three are our larger libraries on the island and include Kaneohe, Pearl City and Kaimuki. The options for these three locations would be to adjust their hours to eliminate Sunday public service hours and change to Saturdays, or add more staff to allow additional Saturday hours and operate as seven day a week location. The loss of the Sunday hours would meet with strong opposition as they provide added value hours to the island, however adding staff to the larger libraries to pick up Saturday hours may not be the best allocation of resources as these locations do provide weekend access whereas other locations are currently running on Monday – Friday schedules.

There are locations where adding weekend hours is not feasible or will not benefit the community. For example, Naalehu Public Library does not have restrooms in their facility and relies on the State offices adjacent to the library's property. If we were to add

Saturday hours there would not be any restroom facilities for the public and potentially for staff as well.

In certain communities on the neighbor islands, weekends are the best time for residents to leave their more remote rural locations and head toward the more urban centers to do weekly errands such as banking, stopping at the Post Office and shopping. Opening on Saturday in the rural communities when most people are heading out of the area, and closing the library during the week when they are seeking the library's services for class visits, story times, afterschool access and use would be counter-productive and would not better serve these communities.

In each of these cases HSPLS will evaluate where the best allocation of staffing will provide the optimum utilization of resources. Having the flexibility and time to identify the correct sites and communities that would benefit most from additional staffing for public service hours will be a key factor to the successful implementation of this plan.

Conclusion

HSPLS would like to thank the Board of Education and the Legislature for their continued commitment to, and support of Hawaii's Public Libraries. We understand as an organization that the State as a whole is looking for ways to address funding needs while ensuring that the resources provided to each agency are used responsibly and efficiently.

The need for libraries has never been greater as information becomes available on a global scale and we find ourselves faced with the task of educating our workforce for a technologically advanced, international economy. As technology and information needs speed forward, HSPLS is working to keep pace with our patrons' expanding informational needs while maintaining our commitment to our core mission of providing free access to education, information, programs and services and to reinforce and support the love of reading and life-long learning in our communities.

REQUEST TO USE LIBRARY FACILITIES

Attachment A

Name of Organization _____

Address of Organization _____

Name of Authorized Representative _____

Date of Use _____ Time _____ Library _____

Describe type of program or use _____

Approximate number of people expected _____

(Consult library's list of available facilities and equipment and state requirements below.)

Facility Rental Charge:	\$ _____
Security Charge:	\$ _____
Custodial Charge:	\$ _____
Equipment Charge:	\$ _____
Other Charges:	\$ _____
TOTAL CHARGES	\$ _____

I hereby certify that the above information is accurate. I have read and understand the conditions for use which appear on the back of this form. I understand that the State of Hawaii is released from any responsibility or claim arising out of injuries or damages incurred during the use of the buildings, facilities and grounds. I understand that all state and county laws, ordinances and rules must be complied with, and that in the event any damage to the building, its appurtenances or grounds or any damage or loss of equipment occurs which is related to this use of the building, the authorized representative of the organization named above will be responsible for charges for such damage/loss. I further understand that if library personnel are required to return to the facility to secure it because of our failure to do so, or to reopen it at our request, the authorized representative shall be assessed the labor and material cost incurred by the library personnel. I understand that the authorized representative will within 30 days after being duly and properly notified, forward to the State of Hawaii such amounts as may be required. I understand that I shall secure all necessary performance licenses prior to use of the facilities and shall indemnify the library and/or system for any failure on my part to do so. I understand that the Hawaii State Public Library System is merely allowing the use of the facility and is not endorsing or affiliated with this use. I understand that we, (the authorized individual, representative, organization, or company using the library facilities) shall not deny to anyone admittance or access to library facilities on the basis of race, religion, color, national origin, sex, including gender identity or expression, sexual orientation, age, disability, ancestry, or marital status. I accept these conditions and will not deny use of the library facility on these bases.

_____ Date

_____ Signature of Authorized Representative

Received By _____
Library Manager

To be filled out if facility is to be used for fundraising activities to support the library:

I understand that if I am representing the Friends of the Library of Hawaii, an affiliate of the Friends of the Library or any tax-exempt nonprofit organization recognized by the Internal Revenue Service (IRS) under section 501(c)(3) of the Internal Revenue Code whose primary purpose is to support a state library branch to conduct a fundraising activity for the library that I will comply by all of the requirements stipulated by law for this type of activity.

Approved by: _____ <div style="text-align: center;">State Librarian</div>	_____ <div style="text-align: center;">Date</div>
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NOTICE: Failure to pick up facility key during library hours will cancel this agreement.

CONDITIONS FOR USE OF LIBRARY FACILITIES

Library facilities such as meeting rooms and courtyards may be available for public use at selected public libraries. Use of such facilities shall not disrupt the normal operations of the library. Priority use shall be given to library sponsored and co-sponsored events.

The charges for library facility use are as follows:

- No charge for library sponsored or co-sponsored events;
- \$20 per event/day/area for government agencies;
- \$25 per event/day/area for any nonprofit educational, civic or cultural organization for events at which no admission is made, collection taken, or donation received;
- \$100 per event/day/area for any organization for events at which an admission or registration fee is charged, collection taken, or donation received;
- \$100 per event/day/area for any for-profit organization.
- Audiovisual equipment may be available for a charge of \$10 per item for each event/day.

Reservations for each facility-including equipment, security, and custodial services-shall be made by an authorized representative no more than twelve calendar months in advance. The key shall be picked up by the authorized representative during normal library operating hours. Duplication of any key is strictly forbidden. Payment shall be made when the key is picked up, and may be made by cash, check or money order.

Refreshments may be served at meetings and kitchen facilities may be used where available. Smoking, consumption and use of alcoholic beverages and illegal substances are prohibited. Comply with all state and county laws, ordinances, and rules.

The State of Hawaii is released from any responsibility or claim arising out of injuries or damages or both incurred during the use of the buildings, facilities and grounds.

The authorized representative shall be responsible for the cost of repairs for damages incurred to buildings, grounds, and equipment whether accidental or otherwise at the time of use, and for the following after the event is concluded:

- equipment, lights and air conditioner(s) to be turned off;
- doors and windows to be locked;
- facilities to be left as found when entering;
- kitchen to be clean;
- trash to be removed from the premises;
- key to be returned by placing in the library's book drop.

If the library facility needs to be cleaned and trash removed after use, the authorized representative will be assessed custodial charges. If the facility is not properly secured and library personnel are required to return and secure the facility, or if library personnel are requested to return and re-open the facility after it has been secured, the authorized representative shall be assessed the cost of such return. Custodial and security charges and return costs shall be determined by the Hawaii State Public Library System.

The use of library facilities is also available to the Friends of the Library of Hawaii, Affiliates of the Friends of the Library of Hawaii or any tax-exempt nonprofit organization recognized by the Internal Revenue Service (IRS) under section 501(c)(3) of the Internal Revenue Code whose primary purpose is to support a state library branch.

The use of library facilities by these support organizations shall fall under all of the same conditions listed above. The State Librarian shall, upon ten days' notice, revoke any license, permit, concession, or right of entry issued if the Friends of the Library of Hawaii, any affiliate of the Friends of the Library of Hawaii, or any tax-exempt nonprofit organization recognized by the IRS whose primary purpose is to support a state library branch fails to comply with any provision required by law.

AIEA PUBLIC LIBRARY

Attachment B

99-143 Moanalua Rd., Aiea, HI 96701

Phone: 483-7333 / Fax: 483-7336

THIS YEAR'S HIGHLIGHTS:



STATISTICS:

Circulation	176,469
Patrons Served-In Branch	110,968
Patrons Served-Phone In	6,968
Reference Questions	8,372
Items Used In House	33,904
Internet Sessions	8,223
Requests Placed	24,073
Collection Size	82,718
Library Card Holders	23,053

LIBRARY SUPPORT GROUP ACTIVITIES:

	Number	Attendance
Programs	78	2,299
Visits	10	333
Outreach	21	1,797
Summer Reading Programs	785 Registrants	8,855 Books Read

STAFF:

Librarian IV	Arlene S. Ching
Librarian III	Diane K. Masaki
Librarian III	Blanche N. Kawagoe
Library Technician V	Diane C. Gomez
Library Assistant IV	Carol Ann M. Kaneshiro
Library Assistant III	Shanna K. Kappas
Library Assistant III	Jaclyn L. Ching
Library Assistant III	VACANT
Janitor II	Diane L. Suliven

FACILITY PROJECTS:

Completed Projects—Retrofit to Energy Efficient Light Fixtures

CIP Projects On-Going:

CIP Energy Efficient Improvements
Install Protective Window Tint
Install Photovoltaic Systems
Retro-commissioning

Providing Hawaii's residents access to education, information, programs and services.

HSPLS In Your Communities

All across the State HSPLS is joining in partnerships with organizations to enrich our communities and provide increased access to social services.



STATEWIDE Partnerships Include:

- **AARP & VITA**—Tax Assistant Programs;
- **Aloha United Way**—Distribute information and annual employee participation in program;
- **Attorney General's Office, Crime Prevention & Justice Assistance**—Distribute information;
- **Center for the Book**—Letters About Literature and distribute information about programs;
- **Department of Education**—Class visits, School Programs, Summer Reading Program; Student exhibits/displays, Community School for Adults Programs;
- **Department of Health**—Environmental Impact Statements, Teddy Bear Post, Parent Line, etc.
- **Department of Human Resource Development**—Job announcements and employee training using HI Tech Academy;
- **Department of Human Services**—Head Start Program;
- **Department of Taxation**—Distribution of Tax Forms;
- **Drug Free Hawaii**—Displays and distribute information;
- **Federal Student Aid**—Distribution of Financial Aid Applications;
- **Hawaii FoodBank**—Annual Collection for Food;
- **Hawaii Literacy**—Adult Literacy Program;
- **Hawaii State Civil Defense**—Host programs and distribute information;
- **Hawaii State Foundation on Culture and the Arts**—SFCA Program and Distribute Summer School Applications
- **Hawaiian Electric Company**—Distribute Handbook for Emergency Preparedness;
- **Hawaii Library Consortium**—Member working to provide digital resources statewide with various educational institutions
- **Historic Hawaii Foundation**—Distribute information;
- **Kamehameha Schools**—Distribute materials, applications for grants and programs;
- **Learning Disabilities Association of Hawaii**—Distribute information;
- **Legal Aid Society of Hawaii**—Distribute information and direct patrons to services;
- **Library of Congress**—Center of the Book, Letters About Literacy and participation in the National Book Festival in D.C.;
- **Lions Club & American Foundation for the Blind**—Eyeglass Recycling Program;
- **Office of Elections**—Wiki Wiki Voter Registration Forms and transcription of materials;
- **Office of Information Management Technology**—Partner in various projects & named a Center of Excellence;
- **Pacific Tsunami Warning Center**—Tsunami Awareness Programs;
- **Recycle Hawaii**—Ink and cartridge drop off sites;
- **State Civil Defense**—Disaster Preparedness Programs;
- **State Foundation on Culture and the Arts**—Art in Public Spaces Program;
- **State of Hawaii Legislature**—Stream Legislative Webcasts, Town Hall Meetings;
- **Social Security Administration**—Working to assist users with website and distribute information;
- **United States Census Bureau**—Census testing and distribute information;
- **United States Coast Guard Auxiliary**—Pamphlet Distribution;
- **United States Department of State**—Passport Processing;
- **University of Hawaii**—BTOP Access for All and Ke Ala Ike Broadband Grants, SCEP Program, SLIS Program;
- **Various Educational Institutions/Trade Organizations**—Proctoring of exams, participate in fairs & student projects;
- **Various Private Schools**—Provide class visits, story times and outreach events

In addition to all of the Statewide partnerships HSPLS is currently participating with, each island has unique connections with agencies within their communities.

In addition to **STATEWIDE** partnerships, **OAHU** partnerships include:

- **American Red Cross**—Emergency Preparedness Information distributed;
- **Bank of Hawaii, Book & Music Festival**—Outreach event;
- **Bishop Museum**—Programs and distribute information;
- **Beach Environmental Awareness Campaign Hawaii (BEACH)** - Distribute information;
- **Boys and Girls Club**—Programs and distribute information;
- **Children’s Literature Hawaii Conference**—Participation and distribute information;
- **City & County, The Bus**—Distribute bus schedules and route information;
- **City & County, Parks and Recreation**—Host Programs and distribute information;
- **City & County, Mayor’s Office of Culture & the Arts**—Distribute Monthly Calendar of Events Flyer
- **Department of Business, Economic Development & Tourism**—Filming on locations and distribute information;
- **Department of Commerce and Consumer Affairs**—Programs and participate in National Consumer Protection Week and Financial Literacy Fairs;
- **Department of Defense**—Department of the Navy Public Documents;
- **Department of Veteran Affairs**—Provide programs and services to disabled veterans and distribute information;
- **Department of Vocational Rehabilitation, Ho’oponopono Program**—Transcription and work cooperatively to provide services to eligible patrons;
- **Family Resource Center**—Distribute information;
- **Gilder Lehman Institute of American History**—Grants received to host Lincoln & Civil War displays and accompanying programs;
- **Hawaii College & Career Fair**—Outreach and distribute information;
- **Hawaii Speech and Hearing Association**—Outreach and distribute information;
- **Honolulu Theatre for Youth**—Host programs and distribute information;
- **Hospitals—Shriner’s and Kuakini**—Outreach programs to patients;
- **Town Festivals**—Outreach at the annual events, ex. I Love Liliha, I Love Kailua and the Haleiwa Art Festival;
- **KHON2 News Elderhood Project with Kirk Matthews, the Plaza Assisting Living and Humana**—Outreach at “Aging In Place” Workshop;
- **Neighborhood Boards**—Host meetings and distribute information;
- **Oahu Community Correctional Center**—Donate paperbacks for inmates;
- **Oahu Worklinks**—Provide access and distribute information;
- **People Attentive to Children**—Distribute information;
- **Smithsonian Institution, Museum on Mainstreet and the Hawaii Council for the Humanities**—National touring exhibits, Produce for Victory & Key Ingredients
- **Special Parent Information Network (SPIN)** - Participation in annual conference;
- **State of Hawaii Legislature, Children & Youth Day**—Outreach at event;
- **University of Hawaii, West Oahu**—Partnering on Gilder Lehman Grant and distribute information on programs
- **Various Branches of the Military**—Recruitment Information and informational brochures;
- **Various Retirement & Care Facilities**—Outreach programs and distribute information
- **Various Shopping Centers**—Provide outreach of services, such as, the Pearlridge Shopping Center Senior Fair and the Library for the Blind and Physically Handicapped collaborates with talent show sponsors featuring blind entertainers

In addition to **STATEWIDE** partnerships, **HAWAII** partnerships include:

- **Air National Guard**—Display rack of information
 - **Center for Substance Abuse Prevention**—Distribute information;
 - **Computer Assisted Learning Center**—(<http://www.literacynet.org/calchilo/index.html>) CALC hosted in library;
 - **County of Hawaii**—Hele On Bus Schedules;
 - **Department of Health, Abuse and Mental Health Services Administration**;
 - **First to Work Program**—Host workers and distribute information;
 - **Hawaii Office of Hawaiian Affairs**—Distribution of newspaper *Ka Wai Ola*;
 - **Hospice**— Places a “Light Up A Life” Christmas tree every year;
 - **Parenting for Fathers Program**—Hosted classes;
 - **PATCH Hawaii**—Distribute child care information and handouts;
 - **Tutu’s House Wellness Resource Center**—Monthly newsletter distribution
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In addition to **STATEWIDE** partnerships, **KAUAI** partnerships include:

- **AA, AL ANON and Narc Anon**—Distribute information;
 - **Agency on Elderly Affairs**—Distribute information;
 - **County of Kauai Recycling Program**—Distribute information;
 - **Department of Defense, PMRF (Pacific Missile Range Facility)**—Distribute information;
 - **Department of Labor, Veterans Career Center**—Distribute information;
 - **Hawaii Humpback Marine Sanctuary**—Distribute information;
 - **Kauai Community College**—Distribute Class Schedules;
 - **Kauai County Farm Bureau**—Distribute information and applications for Farm Fair;
 - **Kauai Economic Opportunity**—Distribute information;
 - **Kauai Island Utility Cooperative**—Host programs and distribute information;
 - **KPAC Theatre for Youth**—Distribute information;
 - **Loaves & Fishes Food Distribution**—Distribute information;
 - **Native Hawaiian Health Center**—Distribute information;
 - **NOAA Hawaiian Islands Whale Marine Sanctuary & Surfrider Foundation**—Hawaiian Marine Environment Monthly Lecture Series (including annual World Ocean’s Day Fair);
 - **Recycle Kauai Awareness Program**—Distribute information
 - **University of Hawaii, Cooperative Extension Service**—Host “Take Charge of Your Money” classes
 - **Women in Theatre**—Distribute information;
 - **Workwise Kauai**—Distribute information;
 - **YMCA**—Host Women and Family Issues Awareness program
-

In addition to **STATEWIDE** partnerships, **MAUI** Partnerships include:

- **Arc Of Maui**—Cell phone recycling program;
- **First to Work Program**—Host workers and distribute information;
- **Kaunoa Senior Center**—Retired Volunteer Service Program;
- **Maui Family Support Services**—Participation in Stand for Children Rally
- **Maui’s Native Forest Birds**—Displays and distribute information;
- **Molokai Youth Center & MEO Molokai Preschool Programs**—Host programs;
- **Planned Parenthood**—Distribute information;
- **UH Maui College**—Distribute information

HSPLS BRANCHES ON OAHU LIBRARY HOURS

O A H U	SUN	MON	TUES	WED	THURS	FRI	SAT	Public Service Staff	Service Hours	No Evening Hours (7 pm or later)
Aiea	CLOSED	10-5	10-5	10-5	1-8	CLOSED	10-5	8	35.0	
Aiea Haina	CLOSED	CLOSED	1-8	10-5	10-5	10-5	10-5	8	35.0	
Ewa Beach*	CLOSED	1-8	1-8	10-5	10-5	10-5	CLOSED	8	35.0	
Hawai Kai	CLOSED	12-7	9-5	9-5	9-5	CLOSED	9-5	8	39.0	
HSL	CLOSED	10-5	9-5	10-5	9-8	9-5	9-5	78	49.0	
Kahuku*	CLOSED	9-5	12-8	9-5	9-5	9-3	CLOSED	5	38.0	
Kailua	CLOSED	10-5	1-8	10-5	1-8	10-5	10-5	10.5	42.0	
Kaimuki	10-5	10-8	10-8	10-6	10-6	1-5	CLOSED	14.5	47.0	
Kalihi	CLOSED	1-8	10-5	1-8	10-5	10-5	10-5	7	42.0	
Kaneohe	10-5	10-8	10-5	10-8	10-5	1-5	CLOSED	13	45.0	
Kapolei	CLOSED	10-5	10-8	10-8	10-5	10-5	10-5	21	48.0	
LBPH	CLOSED	8:30-4:30	10-6	8:30-4:30	8:30-4:30	8:30-4:30	CLOSED	10	40.0	X
Liliha	CLOSED	10-5	1-8	10-5	1-8	CLOSED	10-5	9	35.0	
Manoa	CLOSED	10-5	10-5	12-8	12-8	1-5	10-5	8	41.0	
McCully	CLOSED	CLOSED	10-5	10-5	12-7	10-5	10-5	12	35.0	
Milliani	CLOSED	1-8	10-5	1-8	10-5	10-5	10-5	13	42.0	
Pearl City	10-5	12-8	12-8	9-5	9-5	1-5	CLOSED	15	43.0	
Salt Lake	CLOSED	9-5	12-7	12-7	12-7	9-5	CLOSED	10	37.0	
Wahiawa	CLOSED	9-5	12-8	9-5	12-8	9-3	CLOSED	5	38.0	
Waialua	CLOSED	CLOSED	9-6	9-6	9-6	9-5	9-2	4	40.0	X
Waianae	CLOSED	9-5	9-5	1-8	9-5	1-5	9-5	6	43.0	
Waikiki	CLOSED	CLOSED	10-5	10-5	12-7	10-5	10-5	8	35.0	
Waimanalo*	CLOSED	9-5	9-5	1-8	9-5	9-5	10-2	3.5	43.0	
Waipahu	CLOSED	10-5	10-5	1-8	10-5	10-5	CLOSED	8	35.0	

Weekend Hours

18 of 24 Libraries currently maintain weekend hours, 3 of the 18 are open on Sundays. * Indicates Public/School Library.

NEIGHBOR ISLANDS LIBRARY HOURS

MAUI	SUN	MON	TUES	WED	THURS	FRI	SAT	Public Service Staff	Service Hours	No Evening Hours (7 pm or later)
Hana*	CLOSED	8-4	9-4	11-7	11-7	8-4	CLOSED	2	39.0	
Kahului	CLOSED	CLOSED	12-8	9-5	9-5	9-5	9-5	9	40.0	
Kihei	CLOSED	CLOSED	12-8	10-5	10-5	10-5	10-5	5	36.0	
Lahaina	CLOSED	CLOSED	12-8	9-5	9-5	10:30-4:30	10:30-4:30	3	36.0	
Lanai*	CLOSED	9-5	9-5	9-5	1-8	9-5	CLOSED	3	39.0	
Makawao	CLOSED	12-8	9:30-5	12-8	9:30-5	CLOSED	9:30-5	5	38.5	
Molokai	CLOSED	9:30-5	9:30-5	12:30-8	9:30-5	9:30-5	CLOSED	3	37.5	
Wailuku	CLOSED	9-5	9-5	9-5	1-8	9-5	CLOSED	5	39.0	
KAUAI										
Hanapepe	CLOSED	CLOSED	9-5	9-5	12-8	9-5	8:30-4	3	39.5	
Kapaa	CLOSED	9-5	12-8	9-5	9-5	9-5	CLOSED	4	40.0	
Koloa*	CLOSED	8:30-5	8:30-5	12-8	9-5	8:30-5	CLOSED	4	41.5	
Lihue	CLOSED	11-7	9-4:30	11-7	9-4:30	9-4:30	CLOSED	9	38.5	
Princeville	CLOSED	CLOSED	10-5	1-8	10-5	10-5	10-5	4	35.0	
Waimea	CLOSED	12-8	9-5	12-8	9-5	10-5	CLOSED	2	39.0	
BIG ISLAND										
Hilo	CLOSED	CLOSED	11-7	11-7	9-5	10-5	9-5	15	39.0	
Honokaa	CLOSED	11-7	9-5	9-5	11-7	9-3	CLOSED	2	38.0	
Kailua-Kona	CLOSED	CLOSED	12-7	9-5	9-5	11-5	9-5	8	37.0	
Keaua*	CLOSED	9-4:30	1-8	10-4:30	1-8	8:30-4:30	CLOSED	3	36.0	
Kealahou	CLOSED	12-4	12-4	2-7	CLOSED	12-4	10-3	3	22.0	
Laupahoehoe*	CLOSED	12-8	9-5	9-5	9-5	9-4	CLOSED	2	39.0	
Mt. View*	CLOSED	12-8	9-5	9-5	9-5	9-1	CLOSED	2.5	36.0	
Naalehu	CLOSED	9-5	10-6	9-5	10-6	12-5	CLOSED	2	37.0	X
North Kohala	CLOSED	12-8	9-5	9-5	9-5	9-4	CLOSED	2	39.0	
Pahala*	CLOSED	11-4	CLOSED	CLOSED	11-4	11-4	CLOSED	1	15.0	
Pahoa*	CLOSED	1-8	9-5	9-5	9-5	9-5	CLOSED	4	39.0	
T. Parker*	CLOSED	CLOSED	9:30-4:30	12:30-7:30	9:30-4:30	9:30-4:30	9:30-4:30	4.5	35.0	

10 of 26 Libraries currently maintain weekend hours. Of the remaining 16 that do not have weekend hours, 9 are Public/School Libraries and 14 have three or less public service staff. * Indicates Public/School Lib.

Weekend Hours

Position Request and Staffing Cost Breakdown for Public Libraries to Open on Saturdays

						Attachment E
<p>With the additional staff positions, HSPLS would be able to stabilize branches currently faltering under increased workloads without adequate staffing and allow for potential expansion of hours to include Saturdays. While all negotiations would need to be done following collective bargaining unit agreements, the additional positions would place us in a much stronger position to distribute personnel to the various locations across the State to significantly increase weekend hours.</p>						
Current Weekend Hours Breakdown: Per Island						
Island	Yes	No	Sunday	No Weekend Hours	Special Conditions	
Oahu	14	10	3	7		
Big Island	4	8	0	8	Island has a high percentage of Public/School Libraries and Naalehu would not have restroom facilities on Saturday	
Maui	4	2	0	2		
Molokai*	0	1	0	1		
Lanai*	0	1	0	1		
Kauai	2	4	0	4		
TOTALS	24	26	3	23		
*Part of Maui District however for the purposes of this report each island will be considered due to staffing needs.						
Request for Additional Positions: Level I						
Librarian III	Library Tech V	Library Assistant IV	Library Assistant III	Janitor (50%)	TOTALS	
9	6	1	17	2	34 Full-Time Positions	
\$379,188	\$173,016	\$26,700	\$419,016	\$19,944	\$1,017,864 at current pay rates	
Anticipated Outcome:	Eleven (11) Libraries adding Saturday hours with potential for additional locations dependent on union negotiations.					

Position Request and Staffing Cost Breakdown for Public Libraries to Open on Saturdays

Request for Additional Positions: Level II					
Librarian III	Library Tech V	Library Assistant IV	Library Assistant III	Janitor (50%)	TOTALS
5	4	1	9	2	17 Full-Time Positions
\$210,660	\$115,344	\$26,700	\$221,832	\$19,944	\$594,480 at current pay rates
Anticipated Outcome:	Seven (7) Libraries adding Saturday hours with potential for additional locations dependent on union negotiations.				
Request for Additional Positions: Level III					
Librarian III	Library Tech V	Library Assistant IV	Library Assistant III	Janitor (50%)	TOTALS
4	3	1	7	1	15.5 Positions
\$168,528	\$86,508	\$26,700	\$172,536	\$9,972	\$464,244 at current pay rates
Anticipated Outcome:	Five (5) Libraries adding Saturday hours with potential for additional locations dependent on union negotiations.				
Challenges:	The abovementioned costs only include staffing, that while being the largest ticket cost, is not inclusive. Additional operational costs would occur such as utilities and consumable supplies with added hours of service to the public. There is also the possibility that if staff object to the change in work schedule, implementation would be delayed as management negotiates with the various unions. The last important challenge to consider is locating staff to fill these positions and the time to train them to their new positions to the level that they can operate the facility without the Manager/Supervisor on-site for all of their shifts.				