



HAWAI‘I STATE PUBLIC LIBRARY SYSTEM

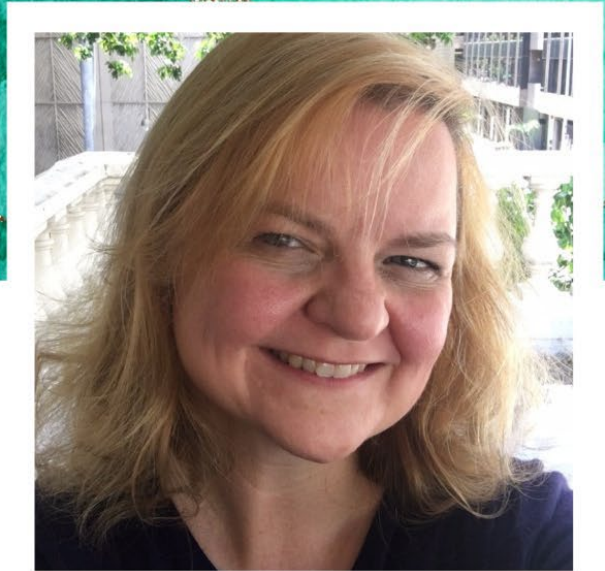
Strategic Framework & Focus Areas

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.

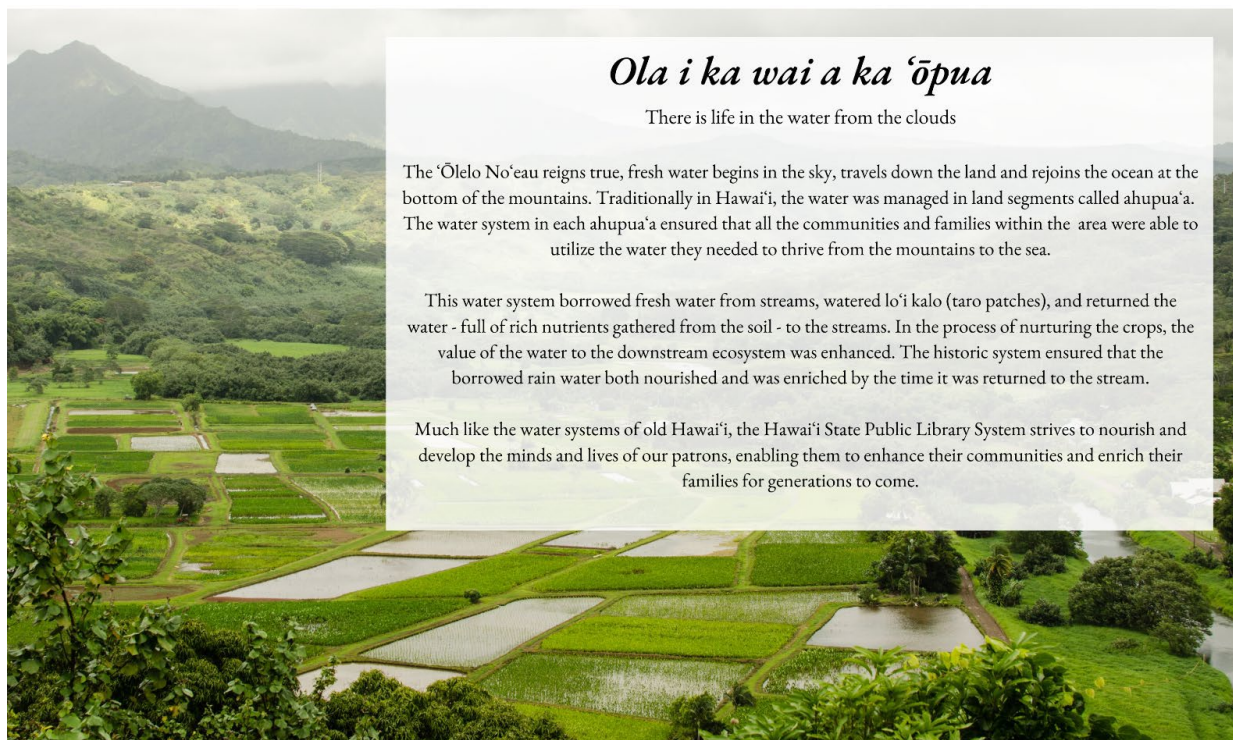
I believe our libraries are powerful spaces that enhance the life of the mind in each of our communities. Our team solicited the input of our communities and worked to create a framework and focus areas that will take the Hawai‘i State Public Library System into the next three years and beyond. This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

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.

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

" 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

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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
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.

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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



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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.

Acknowledgments

This process and document would not have been possible without the support and work of many people. We are grateful to Solutions Pacific and Ward Research for collecting and analyzing input from patrons, staff and stakeholders and helping us build our new HSPLS Strategic Framework and Areas of Focus plan. Specifically, we would like to thank Rebecca Soon, Kanoë Takitani-Puahi and Claire Magallanes.

We are also grateful to the HSPLS patrons and staff who responded to the 2022 HSPLS Public Library Survey and provided the input upon which this plan is based.

Mahalo nui loa to the HSPLS Executive Team: Baron Baroza, Matthew Brown, Mallory Fujitani, Stacie Kaneshige, Arthur Louie, Cindy McMillan, Susan Nakata, Kenwyn Sato and Christine Weis for their thoughtfulness, care and dedication to creating this new HSPLS Framework and Areas of Focus plan.