



HoloIMua

Hawaii State Public Library System

December 2007

HSPLS to Conduct Customer Satisfaction Survey

The Hawaii State Public Library System began conducting an online customer satisfaction survey last month to obtain feedback from library users about its collections and services.

Through the services of Counting Opinions (<http://www.countingopinions.com>), the library system will be able to evaluate performance historically and in comparison with peer library systems in the U.S and Canada.

In addition to standard questions, the customer satisfaction survey will include additional questions which the Hawaii State Public Library System needs to obtain data for the annual Federal Library Services and Technology Act (LSTA) report. The survey will be accessible continuously via links on the HSPLS website (www.librarieshawaii.org), enabling library administrators to review customer opinions continuously rather than only once or twice a year.

Customers will be able to complete the survey on computers in the libraries as well as from home by logging on to <http://www.countingopinions.com/>. In 2008, after an initial testing period, HSPLS plans to offer paper versions of the survey to customers who choose not to complete the survey online.

Mark Your Calendars

Dec. 24 – Christmas Eve, most libraries will close at 5 p.m.

Dec. 25 – Christmas Day holiday, all libraries closed.

Dec. 31 – New Year's Eve, most libraries will close at 5 p.m.

Jan. 1, '08 – New Year's Day holiday, all libraries closed.

Call your local library for public service hours or visit: www.librarieshawaii.org.

State Librarian Schindler to Retire Dec. 31

By Paul H. Mark

Jo Ann Schindler, who has served with distinction as the State Librarian of the Hawaii State Public Library System from January 2004 - December 2007, will retire on Dec. 31, 2007. She will be succeeded by Richard P. Burns, current Library Manager of Kapolei Public Library, in January 2008.

Born and raised in Hawaii, Schindler, the former Jo Ann Tanouye, served as Acting State Librarian following the retirement of former State Librarian Virginia Lowell in June 2003. Prior to that, Schindler served for a year as Hawaii State Library Director, and for more than 15 years as head of the flagship library's Business, Science, and Technology Section.

During her tenure, which has been characterized by stability and the rebuilding of infrastructure, "Schindler's List" of noteworthy accomplishments and awards include:

- Selected as the 2007 Librarian of the Year for the Hawaii Library Association.
- Honored and recognized by the State Senate in April 2006 for her outstanding leadership of the Hawaii State Public Library System.
- Opened the Kapolei Public Library in August 2004; the newest and 51st library in the HSPLS.
- Decreased staff vacancy count to 81 (as of Oct. 31, 2007) from a high of 135 vacancies in August 2004.
- In response to a staffing shortage, initiated a number of self-service options and expanded the number and variety of authoritative online resources with federal Library Services and Technology Act (LSTA) funding. Customers with valid library cards may use this wide variety of electronic databases 24/7 free of charge.
- Implemented a new daily request tracking program in FY06 for books and other library materials which yielded, for the first time, an incredible 80,000 requests in one month's time!
- Implemented a Special Needs program to provide grants to individual libraries which identified underserved target populations in their communities.



Schindler

See **Retirement**, back page



Florence Yee, Director of the Hawaii State Library since 2004, was honored last month by State Librarian **Jo Ann Schindler** (right), staff, and other guests at a Surprise Retirement Party. Yee, who has served for 40 years with the Hawaii State Public Library System, will retire in December 2007. She previously served as East Oahu Library District Administrator; Assistant Administrator of the Public Libraries Branch (temporary assignment), Kaimuki Public Library Manager, and in other managerial and staff positions.

Retirement, from front page

- Served on the steering committee of community partners for The Big Read in Hawaii, a statewide celebration of reading, discussion, and special events all centered around “The Joy Luck Club” by Amy Tan.
- Implemented an eBook and downloadable audiobook service, which allows customers with valid library cards to access materials 24/7 from their home computers, burn CDs, or transfer contents to MP3 players and other portable devices.
- Launched JAWS (speech synthesizer) and ZoomText (display magnifier) at six pilot public libraries: Hawaii State Library, Kaneohe, Manoa, Molokai, Pearl City, and Waianae. Both programs have enabled visually impaired users to access computer information within HSPLS libraries.
- Implemented self checkout units as pilot projects at Kapolei Public Library and at Hilo Public Library.
- Implemented SAM (Smart Access Manager), a web-based Internet scheduling and print management software product, in all 51 libraries statewide. SAM allows users to reserve and register for Internet sessions and provides maximum use of public Internet computers and maximum number of different Internet users.
- Initiated a reorganization proposal to create district administrative offices on the islands of Hawaii, Kauai, Maui, and Oahu to rebuild infrastructure which was lost in the mid-1990s.
- Initiated an Administrative Rules revision process to incorporate new

and emerging technologies which have become standard in our libraries and to provide clearer statements of library policy for both customers and staff.

- Expanded training opportunities in office automation, specialized technologies, Internet scheduling and print management, and emerging technologies for libraries using a 3-year Bill and Melinda Gates grant.
- Provided staff training and system-wide networking opportunities such as workshops on the Future of Public & School Libraries, Collection Development Trends, and Improving Customer Service.
- Initiated a Customer Satisfaction Survey program to obtain continuous feedback from library users to assess and improve collections, services, and facilities.

Schindler’s first HSPLS librarian position was library manager of Thelma Parker Memorial Public & School Library on the Big Island, and she has served in other libraries and headed the former Research & Evaluation Services Section. In addition, she has worked for the San Francisco Public and Los Angeles County Library Systems.

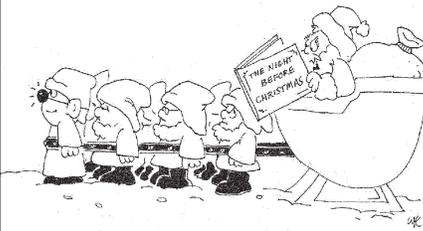
Schindler, who received her Masters degree in Library Studies at the University of California at Berkeley, also attended the University of Hawaii at Manoa, where she was enrolled in the Graduate School of Library Studies, and received her Bachelor of Arts degree in Psychology. In addition, Schindler briefly attended Reed College in Oregon, majoring in Sociology. While growing up in Honolulu, she attended St. Andrew’s Priory and graduated from Pu-

nahou High School. As a college student, she served as a library volunteer, student helper, and library assistant at the Hawaii State Library.

A member of the American Library Association and the Hawaii Library Association, Schindler was selected as the 1999 Hawaii State Public Library System Employee of the Year, and in 1998, she was chosen as MCI Cybrarian of the Year for the State of Hawaii.

A fond aloha and mahalo nui loa to State Librarian Jo Ann Schindler; enjoy your retirement!

LIBRARY TOONS!
By Wayne Kaneshiro, LBPH



“Hey wait a minute! It’s supposed to be Dasher, Dancer, Prancer, Vixen, Comet, Cupid, Donner and Blitzen.”



Holo I Mua (*move forward, advance*) is published monthly by the Hawaii State Public Library System Library Development Services 680 Iwilei Rd., Suite 528 Honolulu, Hawaii 96817 Tel. 587-8397 / Fax 587-8396 Website: www.librarieshawaii.org

Jo Ann Schindler, *State Librarian*

Paul H. Mark, *Editor*

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A staged readers theatre-style performance of “The Joy Luck Club” featuring local actors was hosted by five public libraries statewide from Oct. 16-Nov. 7, including the Hawaii State Library on Nov. 3. From left, **Yvonne Chang, Salli Morita, Dann Seki, Janice Terukina, and Nyla Fujii Babb** gather for a group shot, along with UH-Manoa professor **Frank Stewart**, who led a Q & A session following the performance.