

**Hawaii State Public Library System**  
**LSTA Five-Year Evaluation**  
**2003-2007**

**Submitted to the  
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## HSPLS' FIVE-YEAR EVALUATION REPORT

### I. Introductory Statement and Summary of Impact of IMLS funds to Support State Library Services

*Provide a general statement on the impact of LSTA funds on library services in your state. Discuss the overall progress in the delivery of library services and the importance of Federal support. (Not to exceed two pages.)*

While Federal LSTA funds do not pay for the Hawaii State Public Library System's (HSPLS) physical collections, staffing, operating expenses, and programs, they have funded much of the online infrastructure which allows our libraries to exist, survive, and occasionally thrive in an environment of stagnant budgets, high customer expectations, reduced physical service hours, very low unemployment, high staff vacancies and turnover, exploding popular technologies, and an aging workforce.

Without exaggeration, without LSTA funds administered by IMLS, our libraries would cease to function. Federal funds pay for computer-related hardware, software, network improvements, ILS maintenance and enhancements, subscription databases and other online resources. They also fund staff tools such as Ingram's iPage, Global Books in Print, and Ulrichsweb. LSTA funds support such essential library functions as selection, ordering, cataloging, collection inventory, digital reference resources, customer registration, circulation, and reserves. Our statewide public access catalog makes the resources of our entire system of 51 libraries searchable and reservable to all customers 24/7 regardless of physical location. Statistics generated from our ILS and other automated systems help staff to evaluate holdings and usage. Web promotion of library services and links to the public access catalog and online resources have become a standard way of interfacing with customers.

We had listed a multitude of HSPLS objectives in our 5 Year Plan under four State goals: 1) Access and Resource Sharing; 2) Staffing and Infrastructure; 3) Outreach; and 4) Digitization. We designated which objectives would be funded by State, Federal, Grant, or Donation revenues or a combination of sources.

There is an interplay and convergence of needs, objectives, and responses. Our primary challenges during this reporting period were revolving door vacancies, a reduced workforce, severely reduced service hours, limited physical access to our facilities, and the continuing negative impact of lost infrastructure from the mid-1990's.

Our goals were to restore some hours and services and to improve collections -- in an environment without additional revenue. We were very fortunate to be able to use LSTA funds to maintain our ILS system, to support our automation infrastructure, and to expand our offering of online resources to the public. While

online resources were not a substitute for lost access due to reduced service hours, they supplemented and enhanced our physical collections by providing 24/7 resources anywhere for anyone with an HSPLS library card. The virtual collections are self-service, privacy enhancing, and able to be maintained with a minimum of staff workload. The smallest libraries could offer their customers extensive resources which not even the State Library could afford or house previously.

Increased online resources, which one customer called “an embarrassment of riches,” did not magically eliminate all problems -- quite the contrary. Staff complained about slow network speed both for basic ILS functions and for database access. They found it difficult and frustrating to try to demonstrate these extensive resources when their computers sluggishly displayed search results. There was such an array of new reference tools that many staff felt overwhelmed, uneasy about their lack of familiarity with all of them, and unhappy that they had neither the time, equipment, nor training to gain greater expertise. Many requested centralized promotion, not always acknowledging that the best promotion is often one-on-one instruction at the reference desk.

The system speed issue is definitely real and vexing. Improving system speed with LSTA funds will be a top priority in FY07. This and other input from both staff and customers have been incorporated into ongoing automation planning, and we believe this feedback system is a valuable tool in strengthening our services to the public and improving staff operations.

In addition to providing IT infrastructure and expanding our digital resources, LSTA funds have benefited our customers in the following ways:

- Self checkout: A pilot project was initiated at the Kapolei Public Library on September 11, 2006. Success with this first installation led to the funding of a second unit at the Hilo Public Library by the Friends of the Library of Hawaii. Benefits: increased customer empowerment and privacy plus reduced staff workload.
- Internet Scheduling: The first two installations of a statewide program took place at the Salt Lake-Moanalua Public Library and the Kapolei Public Library in March 2007. Benefits: increased customer empowerment and privacy, maximization of Internet resources, and reduced staff workload.
- JAWS and Zoomtext: This software was installed in six public libraries in addition to the Library for the Blind and Physically Handicapped. We plan to implement this statewide. Benefits: increased access and empowerment for the visually impaired.
- Read 2 Your Baby Project: One departure from our technology-intensive LSTA projects was funding for Molokai Public Library’s community-oriented baby book bag project. Benefits: This project encouraged new parents to share the pleasures of reading with newborns and their siblings and to make library visits an on-going family activity.

**II. Overall Report of Results in Achieving Goals and Objectives Based on Five-Year Plan.**

*In this section, include each State goal and provide the information listed for each goal and the objectives/targets of each goal.*

*Goal #: Include the goal statement here*

- *State whether you surpassed your goal, met your goal, made progress toward your goal, or did not work toward this goal.*

*Objective/target#: Include objective statement here*

- *Describe the strategies, services, and activities used to address this objective/target.*
- *Describe the outputs and outcomes used to understand the extent to which this objective/target was met.*
- *Briefly describe the impact of this objective on the quality of library services and their use.*

**Information from Hawaii's Five-Year Plan  
Five-Year Evaluation  
2003 – 2007**

**HSPLS Goal 1: ACCESS AND RESOURCE SHARING**

- 1A. Improve customer awareness of, access to, and ease of access to the world's information resources, and
- 1B. Improve digital and physical resource sharing and delivery systems to customers
  - by investigating, implementing, and improving smart technologies, methodologies, and digital collections
  - by utilizing appropriate staffing and infrastructure support and/or contract services.

**Objective #1:** Provide self-service, privacy-enhancing, personalized systems to increase our public's ability to check on their individual accounts and to reserve, check out, and renew their materials without staff intervention. [LSTA]

**Progress towards goal:**

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal



- Met this goal
- Made progress towards this goal
- Did not work toward this goal

The Hawaii Library Foundation, which merged into the Friends of the Library of Hawaii, provided new copier service for all 51 public libraries in February 2005. HSPLS staff are evaluating cost figures to determine whether making copies on these public copiers for a per copy fee is more cost effective than purchasing staff copiers and paying for supplies and maintenance charges for individual libraries.

**Objective #3:** Maintain and improve resource sharing among all HSPLS libraries on all islands. HSPLS encourages customers to place online reserves and have items sent to their library of choice for pick up. Customers may borrow and return items at any public library, and HSPLS delivers the materials to pick up libraries and returns them to owning libraries. Costs include personnel, delivery vans, packing and mailing operations, postage, and supplies, and the use of U.S. mail and commercial carriers. [LSTA/State]

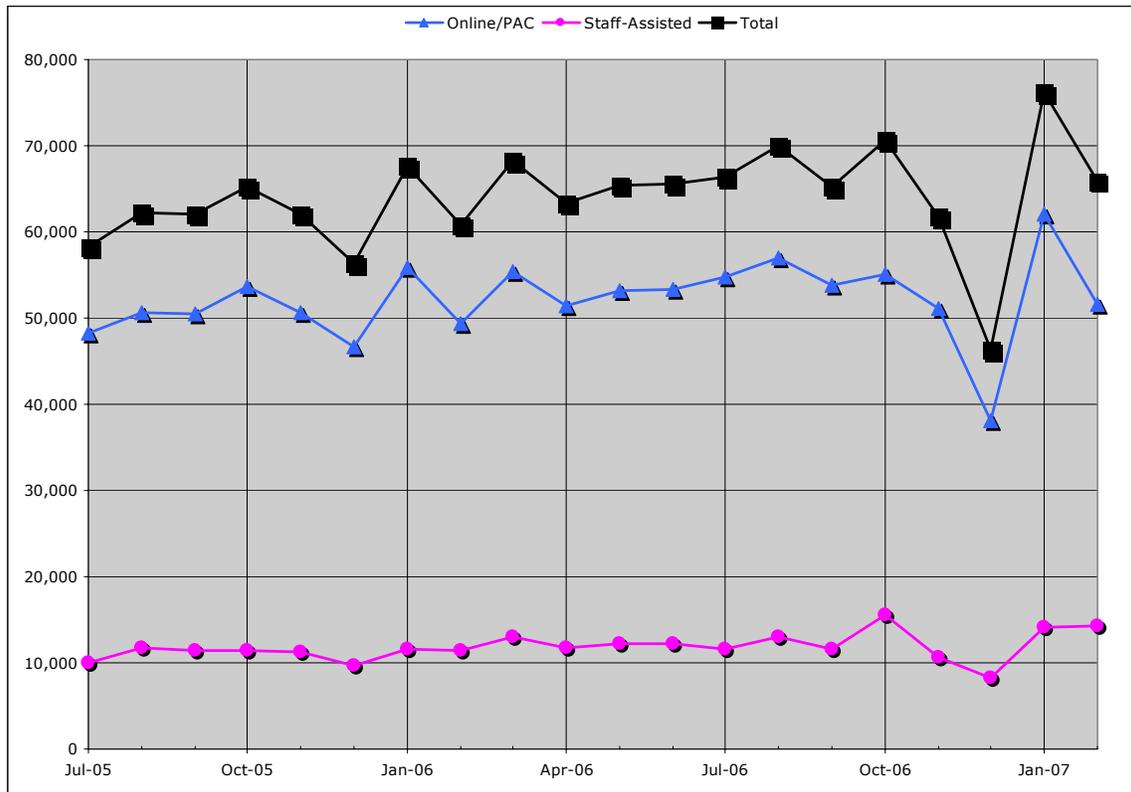
Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

New delivery vans were purchased with State funds.

HSPLS has experienced an increase in the number of reserves due to the ease and convenience of placing requests remotely through the online catalog. There is a significant difference in the number of requests which users place online or via PAC versus staff-assisted requests placed in libraries. The Online/PAC number includes remote access as well as any requests placed on PAC computers in the library.

	July - Dec 2005	Jan - Dec 2006	Jan - Feb 2007
Online/PAC	300,426	628,615	113,731
Staff-Assisted	65,738	142,724	28,352
Total	366,164	771,339	142,083
Monthly Average	61,027	64,278	71,042



We welcome this quantitative indicator of our customers' desire for library materials. Nevertheless, the increased workload has led to administrative discussion about a future major systemwide redesign of the delivery system, which will impact both delivery services and back room library operations.

**Objective #4:** Objective: Provide and enhance automation functions, especially remote access to library services 24/7: any place, any time. [LSTA]

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

HSPLS worked toward improving online library services by:

- Continuing to adopt enhancements to our ILS system by upgrading to the Windows-based Horizon system in January 2003 and upgrading to Horizon

- the long-awaited Horizon 8.0 upgrade and will be developing a new product which will incorporate the best features of existing SirsiDynix systems.
- Continuing to improve PAC services by upgrading to web-based PAC in January 2003.
  - Implementing Horizon Enriched Content, which offers attractive and informative book covers, reviews, table of contents, excerpts and other PAC features in FY04.
  - Creating a direct link on PAC to EBSCO and other databases, which was implemented in FY04.
  - Implementing PC-based, wireless computer labs on the Big Island of Hawaii in FY05 with Gates funds.
  - Restoring bookmobile service on Maui with the addition of a wireless connection to circulate materials and to provide public access catalog serve and reservation capability in FY05.
  - Continuing to Investigate the feasibility of wireless Internet access for customers and staff in cooperation with other State agencies.
  - Investigating the feasibility of webcasts for staff training, committee work, and to connect system staff in 51 libraries on six islands by initiating a pilot project for IT and administrative staff in FY07.
  - Continuing to evaluate and create the best mix of online resources, which are available 24/7 to anyone with an HSPLS library card. HSPLS pays for one half the cost of the Hawaii Library Consortium's statewide EBSCO database subscription, and HSPLS fiscal staff handle invoicing and billing responsibilities for Consortium members. HSPLS has supplemented the 20+ EBSCO databases with online resources which complement and extend these digital offerings for our customers and staff, such as American Indian History Online; Ancestry Plus; Auto Repair Reference Center; Biography Reference Center; CQ Researcher; CQ Weekly; CultureGrams; Testing and Education Reference Center; and World Book Online. HSPLS currently subscribes to over 60 databases with LSTA funds. We have conducted staff and customer surveys to determine user satisfaction and to determine an appropriate array of online resources.
  - Investigating user demand for and satisfaction with statewide e-Book and digital audiobook collections and adding new resources as appropriate in accordance with user demands and long-term funding opportunities, beginning in July 2005.
  - Maintaining the Hawaii News Index of Honolulu's two daily newspapers, continuing to monitor advances in computer-assisted indexing systems, and evaluating possible changes to our indexing methods in light of technological improvements, including quality issues and our staffing and funding realities
  - Continuing to enhance the HSPLS web site to provide users with information about the Hawaii State Public Library System's collections and services. [www.librarieshawaii.org](http://www.librarieshawaii.org) went live in June 2003.

**Objective #5:** Assess, improve, and enhance IT resources and our ability to plan for and execute major systemwide technological improvements by utilizing appropriate staffing and infrastructure support and/or contract services. [LSTA/State]

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

The Electronic Services Support Section (ESSS) hired a systems analyst in charge of networks on November 1, 2005 and an automation trainer on May 16, 2006.

**Objective #6:** Provide ASETS (automated systems equipment technician) support on each island. ASETS staff were located on Hawaii, Maui, and Oahu. [State]

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

The final ESSS-ASET position for Kauai was filled in FY04 with State funds.

**Objective #7:** Provide a computer lab on each island. [State/Grant]

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

constructing a final costly computer lab on the Big Island of Hawaii, HSPLS created mobile computer labs using laptops and wireless technology with Gates and State funds in FY05.

**Objective #8:** Expand efforts to familiarize our public with our holdings, both physical and digital, and demonstrate how to make best use of our resources via reference interviews, workshops, effective signage and handouts, online and/or video training modules, outreach efforts, etc. Continue and expand partnerships with government, education, community, business, and military organizations to inform stakeholders about our services and collections. [LSTA/State/Grant]

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

HSPLS undertook the following using State funds:

- The Office of the State Librarian complemented Library Development Services' (LDS) excellent promotional efforts with monthly mail-outs of publicity items to library stakeholders including State and County officials and departments. We have received many appreciative letters from legislators, county mayors, etc.
- LDS has produced an annual "Media Year in Review," an engaging annual wrap-up of HSPLS' many activities, services, successes, and challenges as reported in the local media, both print and TV. These "Media Year in Review" productions have been well received by legislators and guests at the Friends of the Library of Hawaii's annual Legislative Breakfasts, Board of Education meetings, and other stakeholder gatherings. They also serve as reminders to staff about how much they have accomplished.
- HSPLS has enjoyed excellent media coverage of new services, programs, and initiatives as well as our challenges such as staff vacancies. Some examples are found in this report. Recently, the Library for the Blind held a news conference at the Hawaii State Library about the availability of JAWS and Zoomtext software for the visually impaired.
- The State Librarian had an opportunity to attend the PLA Symposium's "Refresh, Recreate, Redesign, Remodel, Retail" session as well as tour six San Jose and Santa Clara libraries in March 2007. We hope to invite one or more of these presenters to share best practices about making our libraries visually appealing and inviting for both customers and staff.
- A number of HSPLS staff will attend the 2007 Computers in Libraries

more effectively via our web site, which may require redesign.

**Objective #9:** Explore the feasibility of “mass customization” to offer a unique interface to each user accessing his or her individual PAC personal account. This would display not only routine information such as items on loan and on hold, but also announcements of new titles of interest, book reviews, upcoming library programs, best seller lists, etc. [LSTA]

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

This capability was announced as part of the new version of PAC, but our ILS vendor advised HSPLS to hold off on implementation until the upgrades could be tested in other library sites. A new ILS system (code name “Rome”) is now under development.

**Objective #10:** Expand our efforts to solicit user and non-user input about our services and collections and engage them in helping us to design future public library services [State]

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

In November 2003, a library customer survey found that of approximately 4,700 survey participants, 81 percent gave Hawaii’s public libraries an “Excellent” or “Good” rating for overall quality of service, with 35% giving libraries an “A” and 46% a “B,” despite a decade of inadequate funding.

In April 2004, customers were asked to envision what libraries would be like in the year 2020 and describe desirable future library services. Respondents expressed a

fireplaces, artwork, coffee, and like-minded fellow readers to never-darken-our-doors library-as-home-office-dorm-room – wherever the ubiquitous Net connects. Many people paired books with coffee and refreshments, including children. We were especially interested in children's thoughts about future libraries: buildings (bigger!), books (more!), staff (younger!). Some children expressed gratitude for libraries as safe havens, quiet study areas away from noisy siblings, and a non-threatening place where a non-English speaking immigrant child could ease into a new culture and a new life. A young boy wrote that he wanted to be a character in a book in the future.

In February and March 2007, customers completed surveys about their use of and satisfaction with HSPLS' online resources. More detail is provided in Part IV below.

HSPLS is also investigating a commercial software system which captures customer satisfaction ratings and comments about a variety of library services.

**Objective #11:** Improve management, reporting, financial, and communications capabilities for better planning, decision making, and evaluation [LSTA/State]

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

HSPLS has made some progress in this area by:

- Utilizing available ILS report generators and system studies, creating statistical databases, and using the data, trends, and analyses to evaluate our performance and plan for future services and allocation of resources.
- Training of field staff by Electronic Services Support Section (ESSS) staff in the use of the ILS reporting software to analyze their collections and usage in FY05.
- Initiating preliminary investigation of resource allocation standards for libraries.

**Objective #12:** Review the HSPLS Technology Plan, the LSTA 5-Year Plan, and individual project plans to insure coordination and consistency. [State]

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

The Technology Plan aligns with the 5-Year LSTA Plan in terms of goals and strategies. Technology Plan priorities include:

1. Improving network capacity and speed
2. Implementing Internet Scheduling and Print Management systemwide
3. Continuing with disaster response planning and backup systems
4. Separating of staff and public networks to increase security and network performance
5. Using software to push out full clone images through the network and thus reducing time technical support staff must spend on the road implementing new clone versions.
6. Continuing investigation of wireless service for public users.
7. Establishing a computer equipment replacement cycle.
8. Upgrading Office software systemwide.
9. Installing more self-check out systems in libraries.
10. Phasing out and replacing five Consumer Health Information Services (CHIS) computers, which were given to HSPLS by the Hawaii Medical Library more than four years ago.
11. Phasing out and replacing Gates Foundation computers which have passed the three-year industry standard for computer life.
12. Investigating SAN (Storage Area Network) for (a) local back up of data due to fast I/O data speed available, and (b) system digitalization projects due to large storage capacity potential.
13. Investigating blade server technology to address our steadily increasing number of servers.
14. Virtualization is another area under investigation, as the technology allows the consolidation of many servers as virtualized servers on a single physical server. Implications for space saving and virtualized backup of both the system and critical data are immense.
15. Continuing to monitor, research, and evaluate MS Vista, primarily as to how it will work with our current or future ILS system. The present computer servers, routers, and switches may need to be upgraded and/or replaced before HSPLS can move to the new platform.

**Information from Hawaii's Five-Year Plan  
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**HSPLS Goal 2: STAFFING AND INFRASTRUCTURE**

- 2A. Improve staff work environments, skills, and expertise, and  
2B. Improve library system infrastructure and communications
- by investigating, implementing, and improving smart technologies, methodologies
  - by offering effective training opportunities
  - by utilizing appropriate staffing and infrastructure support and/or contract services.

**Objective #1:** Investigate and implement effective, labor-saving systems.

**Progress towards goal:**

- Surpassed the Goal  
 Met this goal  
 Made progress towards this goal  
 Did not work toward this goal

HSPLS acquired new technologies to improve staff workflow and operations, which will ultimately benefit customers:

- Continued to utilize OCLC services for centralized cataloging by our Technical Services Section (TSS) and for our interlibrary loan service. Catalog records are added to our online union catalog for all 51 libraries in the Hawaii State Public Library System. The public access catalog of our holdings is available worldwide to anyone with web access. HSPLS began a subscription to the LC Cataloger's Desktop for the Technical Services Section staff, upgraded the Ingram iPage subscription for selectors and other staff, and offered Global BIP to staff and the public in FY04. [LSTA]
- Continued to use the BCL FileShare program, while investigating an intranet system. [LSTA]
- Continued ASB's procurement card pilot project to improve financial expenditure and reporting processes and then came under the State's p-card system and requirements. [State]

- Implemented and upgraded an email system to address staff requirements. [LSTA]
- Implemented a self checkout system on September 11, 2006.
- Installed Internet scheduling and print management software in the first two libraries on March 19 and 27, 2007. This program will be implemented systemwide. [LSTA]
- Selected and installed CIPA filtering software [LSTA/State]
- Planned for the long-range expansion, replacement, and upgrades to HSPLS' hardware, software, and telecommunications capabilities [State]
- Investigated the feasibility of multi-use smart card technology in partnership with other state or county government agencies [LSTA/State]

**Objective #2:** Develop a staff training program with State, Federal, and grant funds to include:

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

HSPLS has undertaken the following continuing education programs by administrative and staff offices:

- Administrative Services Section [ASB]: Inventory workshop [State]
- Electronic Services Support Section [ESSS]: The automation trainer position has been filled. Internet Scheduling training has begun. Horizon and PAC training has been planned but has not begun. ESSS staff also provided training about the ILS reporting system and the care and maintenance of computer equipment. [State]
- Human Resources Office [HRO]: Workshops for front line staff on personnel procedures, recruitment and interviewing requirements and recommendations, etc. have not yet been conducted. [State]
- Hawaii State Library [HSL]: Subject specialists have done presentations and written articles about resources and services including online databases. Staff has also given presentations on intellectual freedom issues. [State]
- Library Development Services [LDS]: Volunteer, outreach, and marketing training. LDS has also coordinated staff training by guest presenters from other library systems and representatives from a variety of local educational and cultural organizations. LDS also coordinated a major program of staff training in Office applications for staff throughout the public library system. [State]

- Logistical Support Services [LSS]: Supply ordering and inventory workshop [State]
- Office of the State Librarian [OSL]: planned or funded a series of guest presenters on emerging library technologies, digitization, copyright, customer service, organizational change, and best practices. Special Assistant to the State Librarian Claire Ikehara coordinated and conducted Gates Rural Sustainability workshops for staff. [LSTA/State/Grant]
- Public Libraries Branch [PLB]: New Managers orientation including presentations by all administrative and support units. Problem Resolution workshop. [State]
- Technical Services Section [TSS]: Order, receipt, and processing procedures [State]

Major training opportunities included:

- Public and school libraries workshop for HSPLS staff at those 12 facilities on July 23, 2004.
- Gwen Fujie presented “Tongue Fu” training for Oahu staff (June 24, 2005) and for all Neighbor Island staff (October 11, 18, and 27, 2005) to improve communications and customer service skills. School library colleagues at N. I. public and school libraries were also invited to participate.
- Positive Customer Service Workshop (July 15, 2005)
  - “Helping a Customer Who Requests Reasonable Accommodation” by Debbie Jackson, Disability and Communication Access Board
  - “Helping Difficult and/or Abusive Customers” by Dr. Janiece Overland, DOH Adult Mental Health Division
  - “Strategies for Excellent Customer Service and Happier Work Environments” by Ilona Thompson, Kapiolani Community College, Business Education Unit
- Hawaii State Library subject specialists, Library Development Services staff, and others provide training to their system colleagues on subjects such as online resources and ALA’s Every Child Ready to Read program.

HSPLS also provided staff with external continuing education opportunities from our State’s Department of Human Resources and Development, the University of Hawaii and community college system, commercial training providers, OCLC, and other educational, government, and community agencies in the areas of new employee orientations, supervision, office automation, specialized technical training, first aid, workplace violence, dealing with difficult personalities, and emerging technologies. HSPLS administration encouraged attendance at both local and national ALA and PLA library conferences and other national library workshops. Training and travel expenses have been funded with State and LSTA funds, Friends of the Library of Hawaii and Hawaii Library Foundation grants, Gates Foundation grants, Western Council staff exchanges, a grant from ALA OIF, and personal funds. [LSTA/State/Grant]

seminars and web conferencing for staff training, committee and other meetings, interviews, and other sessions with participants located at different libraries or offices, separated on different islands, or located in and outside of the State. [LSTA]

**Objective #3:** Investigate the feasibility of a scholarship program for library school candidates as well as training programs for current employees to be provided by the University of Hawaii at Manoa's Library and Information Science (LIS) program. The Friends of the Library of Hawaii provide several library school scholarships as well. [LSTA/State/Grant]

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

This possibility was discussed by HSPLS administrators and human resources staff, and national and regional trends are being monitored.

**Objective #4:** Provide appropriate staffing and infrastructure support and/or contract services for the administration of our LSTA program [LSTA/State]

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

LSTA-related oversight and reporting continue to be done by the Hawaii Office of the State Librarian.

**Information from Hawaii's Five-Year Plan  
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**HSPLS Goal 3: OUTREACH**

Improve outreach services to underserved populations within our State

- by investigating, implementing, and improving smart technologies and methodologies
- by partnering with other community agencies and organizations to provide library services and collections
- by utilizing appropriate staffing and infrastructure support and/or contract services.

**Objective #1:** Investigate outreach efforts and implement as appropriate:  
[LSTA/State/Grant]

**Progress towards goal:**

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

HSPLS undertook the following outreach efforts:

- At the beginning of this five year period, all bookmobile service, except for Molokai, had been discontinued due to budget cuts and a hiring freeze. Maui bookmobile service was restored on May 10, 2005. Services were enhanced with the addition of a wireless laptop to connect to the ILS system for circulation and other automation functions and a second laptop for public PAC search and reservation capability, funded by LSTA. A bill for the restoration of statewide bookmobile services was introduced during the FY05 and FY07 Legislative sessions.
- The small Molokai bookmobile became unusable and was replaced with a cargo van with State funds.
- Staff of the Office of the State Librarian served as resource consultants for library school students who were working on outreach services. We encouraged them to investigate new outreach delivery methods, but they focused on bookmobile services – but with an interesting energy-efficiency component.
- The non-operating Kaneohe bookmobile was withdrawn from inventory and transferred to the Friends of the Library. It was towed to our Pohukaina location, refurbished with Friends funds and personal donations, and opened for business on January 13, 2007 as a year round, stationary book sale outlet. This complements the Friends' major annual book sale, which draws book lovers from Hawaii and elsewhere. The 60<sup>th</sup> annual book sale will take place this summer. A great article appeared in the March 29, 2007 Honolulu Advertiser: "A READER'S DREAM COME TRUE"

<http://www.honoluluadvertiser.com/apps/pbcs.dll/article?AID=/20070329/NEWS01/703290325/1001/NEWS>

- Administrators explored an outreach van option with either a regular series of stops or for special target populations such as senior centers, preschools, charter schools, etc. Chronic system staff shortage and no outreach staff prevented progress in this area.
- Administrators explored storefront options in underserved areas with high demand. Chronic system staff shortage and no outreach staff prevented progress in this area.
- Administrators explored a materials-by-mail option in unserved areas with moderate or low demand. Chronic system staff shortage and no outreach staff prevented progress in this area.
- The Kaneohe Public Library initiated a Seniors Outreach Project in 2004. The Friends of Kaneohe Library and the Friends of the Library of Hawaii co-funded the project (matching). Project goals were to purchase a laptop and demonstrate the public access catalog, subscription databases, and web site at community events, to target populations, and at library workshops for the public. Staff reported that the Project started slowly, and the response from institutions (retirement homes) was a little disappointing. Three institutions did respond enthusiastically – Senior Residence at Kaneohe, Kinaole Estates, and Pohai Nani Good Samaritan Retirement Community. Library manager Tom Churma stated: “This type of outreach, if done properly, is very labor intensive. Our one-on-one classes have proved to be popular, effective, and rewarding.” The Kaneohe staff joined the LDS and LBPH staffs in volunteering at the Seniors Fair at Blaisdell Exhibition Hall. This was an opportunity to provide handouts to, and interact with, hundreds of senior citizens. A highlight of the project was “attending the Library Renovation Blessing at Pohai Nani (and knowing that some of our suggestions helped). Everyone in attendance was so pleased that the library was again accessible – and more attractive.)”
- Administrators explored the cost and feasibility of one or more outreach demonstration projects involving partnering with community organizations and facilities such as senior centers, preschools, etc. These would serve as “library access express” stations, containing a PAC computer, deposit collections, and self-check out and self-check-in equipment. Train-the-trainer workshops would be held for resident staff. Costs would include computer equipment, Internet installation and access, deposit collections and processing supplies, and shelving and computer furniture. Required library staff support would be needed to select, order, and process collections; set up and maintain equipment; train staff; deliver and retrieve holds and refresh collections, provide storyhours and other programs; and oversee and evaluate the stations. Memoranda of agreement would be needed to document shared costs, responsibilities, and services. Chronic system staff shortage and no outreach staff prevented progress in this area.
- The Molokai Public Library implemented a family literacy program with its “Read 2 Your Baby” baby book bag project for newborns, their parents, and older siblings. This was a very well-received community-based project which

ALA's Every Child Ready to Read workshops for parents were an important component as was word of mouth promotion and feedback. Friends of parents, who had received the extremely attractive locally-designed baby tee shirts, book bags, and books, asked library staff if they could participate!

- Administrators investigated a commercial homework tutoring system to tie in with possible pilot homework resource centers utilizing traditional and online resources, such as World Book, CQ Researcher, and the Biography Resource Center. Because of Hawaii's location, the commercial tutoring services would only have been available until 7:00 or 8:00 pm each evening, which was unacceptable and not cost-effective.
- HSPLS' State-funded Special Needs grant monies refreshed physical collections appropriate for the target audience of our aging, active, and engaged boomer population.

**Objective #2:** Continue the testing and evaluation of digital audio book programs and playback devices by LBPH and other HSPLS staff in cooperation with the National Library Service's digitization project.

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

The Hawaii LBPH belongs to a consortium of six libraries, which are testing digital players and books. LBPH manager Fusako Miyashiro reported: "For our patrons, an audio cassette tape was sent with each machine, describing the machine, functions of the keys and generally how it worked. Although patrons had to learn each type of machine, there were no complaints, as far as I know, because those who participate want this format. Two patrons at the beginning of the project said they wanted to try new digital machines and one also said she wanted to know what they were like to help her decide what to buy herself. I feel this is a good precursor to the NLS digital machines because participants get the idea of how a digital machine works and will adjust easily when NLS rolls their machine out next year."

Ms. Miyashiro also noted: "We are waiting for NLS to send us the requirements for equipment to 1) do our local recording to make it compatible to NLS machines and 2) to be able to make copies of NLS books, if needed. Since NLS is encrypting the flashcards for copyright purposes, we need info on where to obtain these flashcards for our local recordings and for duplication of their books."

adopters of the new downloadable HSPLS digital audio book technology. While we had concerns about user reaction to the somewhat cumbersome process for downloading the required Digital Media Player software, LBPH staff and customers reported no problems and were enthusiastic about a new source of recreational and informational titles.

**Information from Hawaii's Five-Year Plan  
Five-Year Evaluation  
2003 – 2007**

**HSPLS Goal 4: DIGITIZATION**

Preserve and celebrate the culture and social history of Hawaii

- by partnering with agencies and organizations within our State and external to it to digitize and disseminate unique local records, images, and audiovisual materials
- by seeking legal advice and expertise in resolving copyright and intellectual property rights issues
- by investigating, implementing, and improving smart technologies and methodologies
- by utilizing appropriate staffing and infrastructure support and/or contract services.

**Objective #1:** Host a Digitization and Dissemination of Hawaii Resources Conference to be presented by a partnership of public, academic, school, and special libraries, museums, and archives [LSTA/State/Grant]

**Progress towards goal:**

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

Using LSTA funds, HSPLS invited OCLC staff and guest presenters to provide the following series of workshops for staff in academic, special, public, and school libraries as well as museums and archives in Hawaii. This was an excellent networking opportunity for participants with related and overlapping interests in preserving, indexing, digitizing, and making available significant documents, photographs, and other materials which preserve and celebrate our local history and culture.

- OCLC "Copyright in a Digital Age" workshop (September 27, 2004)

- OCLC Digitization Conference (May 23, 2005)

**Objective #2:** Plan for and implement small demonstration digitization projects of significant local interest [LSTA/State/Grant]

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

As a follow-up to the digitization workshops, a small core group of academic, public, and archival staff formed and proposed a demonstration project featuring outstanding virtual collections about Hawaii under the University's leadership. Although the group has continued to meet, the focus of the meetings has shifted from digitization per se to metadata standards for public records, disaster planning for State records and computer operations, and designing an interface to access and utilize data from multiple governmental agencies. A couple of HSPLS staff had an opportunity to attend additional digitization training. One attendee resigned shortly thereafter, and staff shortages and other system priorities have limited our ability to pursue this objective.

**Objective #3:** Partner with Alu Like's Native Hawaiian Library to provide additional resources about Hawaii and the Pacific to our residents [State]

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

at our public library staff meetings to promote the use of their impressive and well-designed web-based resources. <http://www.alulike.org/services/library.html>

**Objective #4:** Partner with the Hawaii Book Publishers Association's members to acquire, catalog, make available, and promote important works of local interest at both the popular and scholarly levels [State]

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

HSPLS, and especially the State Library's Hawaii and Pacific Section, have participated in judging and promoting the organization's annual Ka Palapala Po`okela Awards, which celebrates the best in local publishing.

HSPLS has invited HBPA members to send catalogs and other materials to the Hawaii Center for the Book table at the National Book Festival in Washington, DC to provide some of the 100,000 participants a chance to see publications from Hawaii publishers.

The State Librarian also took part in initial discussions for the Association's first and hopefully annual Book and Music festival, a wonderful community gathering of authors, musicians, storytellers, chefs, historians, artists, journalists, playwrights, canoe builders and navigators, who each shared their portion of Hawaii's story.

**Objective #5:** Partner with education, community, government, and military organizations and individuals to encourage research and the on-going production of scholarly and popular works about Hawaii [State]

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

Although HSPLS did not pursue this objective formally, we believe that our libraries are gathering places of the mind and imagination where ideas and stories challenge, inspire, stimulate, and engage individuals across time and space. At the Ka Palapala Po`okela awards ceremony, we see familiar faces who derive inspiration and information from our library collections.

**Objective #6:** Plan for and design the infrastructure to create an online "encyclopedia of Hawaii" in cooperation with a consortium of libraries, museums, archives, scholars, and other interested supporters. [LSTA/State/Grant]

Progress towards goal:

- Surpassed the Goal
- Met this goal
- Made progress towards this goal
- Did not work toward this goal

The State Librarian announced this goal after the digitization workshop as her vision of what we could do collectively as a State. Unfortunately, staffing and budgetary challenges took precedence, but this remains a goal and a vision.

### **III. Results of In-Depth Evaluations**

*Describe methods and findings of an in-depth evaluation of at least one goal/objective/program/project that used IMLS funds. If possible, this initiative should be one that produced a significant advance in library service in the state.*

A major initiative for HSPLS was the introduction of downloadable eBooks and digital audio books using a combination of LSTA, State, and private donation funds. This service launched in July 2005. There are no fines, no re-shelving, no lost or damaged materials, and no waiting for delivery of materials from one library to another. Subject selectors at the Hawaii State Library have built a collection of 8,978 items, which had a total circulation of 35,264 by March 27, 2007. 6,322 users had registered by that date. The item turnover (circulation count divided by items owned) was 3.93. The average use per person (item count divided by registered borrowers) was 5.58 items. The average wait time for reserved material was 14.62 days.

One of the best features of the OverDrive system is staff's ability to generate immediate usage statistics. Reports can be generated about the subjects and titles which circulate the most or least, as well as those which have the greatest number of

requests. Staff can decide whether to order additional copies to meet demand and, being digital, new copies appear in our inventory almost instantaneously as soon as the “submit PO” button is pressed.

	Items Purchased	Total Collection	New User Registration	Checkouts	Total Checkouts	Turn-over
<b>Pre-Launch</b>	1,864	1,864	0	0	0	
<b>July 2005</b>	0	1,864	299	497	497	0.27
<b>August 2005</b>	574	2,438	587	1,194	1,691	0.69
<b>September 2005</b>	587	3,025	323	1,137	2,828	0.93
<b>October 2005</b>	176	3,201	370	1,264	4,092	1.28
<b>November 2005</b>	996	4,197	352	1,346	5,438	1.30
<b>December 2005</b>	1,058	5,255	302	1,433	6,871	1.31
<b>January 2006</b>	0	5,255	338	1,702	8,573	1.63
<b>February 2006</b>	253	5,508	319	1,560	10,133	1.84
<b>March 2006</b>	74	5,582	364	1,897	12,030	2.16
<b>April 2006</b>	297	5,879	246	1,736	13,766	2.34
<b>May 2006</b>	592	6,471	315	2,112	15,878	2.45
<b>June 2006</b>	1,280	7,751	277	1,884	17,762	2.29
<b>July 2006</b>	0	7,751	254	2,001	19,763	2.55
<b>August 2006</b>	0	7,751	293	1,948	21,711	2.80
<b>September 2006</b>	97	7,848	254	1,887	23,598	3.01
<b>October 2006</b>	111	7,959	237	1,853	25,451	3.20
<b>November 2006</b>	43	8,002	209	1,810	27,261	3.41
<b>December 2006</b>	628	8,630	208	1,861	29,122	3.37
<b>January 2007</b>	0	8,630	291	2,156	31,278	3.62
<b>February 2007</b>	204	8,834	246	2,013	33,291	3.77
<b>March 2007 (incomplete)</b>	144	8,978	238	1,973	35,264	3.93
<b>TOTAL</b>	8,978		6,322	35,264		
<b>Item Turnover (Checkouts / Collection)</b>					3.93	
<b>Use per borrower (Checkouts / No. of Users)</b>					5.58	
Patrons on waiting list for OverDrive Audio Books					321	
Patrons on waiting list for Adobe eBooks					94	
Total patrons on waiting list					416	
Average wait period (in days)					14.62	
As of 3-27-07						

One of the interesting new OverDrive reports is the “Traffic” report, which among other things indicates how customers are being referred to our eBook service:

- 1) [www.librarieshawaii.org](http://www.librarieshawaii.org): 5184

2) ipac.librarieshawaii.org:	813
3) www.google.com:	427
4) librarieshawaii.org:	196
5) images.google.com:	116

As one would expect, most customers are being directed from our HSPLS web site and from our PAC. It is interesting to note that for the period, December 1, 2006 – February 28, 2007, over 500 users are being referred from [www.google.com](http://www.google.com) and [images.google.com](http://images.google.com).

Prior to initiating the service, we received only a couple of inquiries about eBooks from customers. HSPLS began with a demonstration project to see what kind of user interest there might actually be. As the data above indicates, there is a steady increase in the number of new patron registrations and a constant and slightly increasing monthly circulation. While we do not seek personal information about these digital users, here are some intriguing characteristics: Of the top 25 most requested titles, 22 are digital audio books and only 3 are eBooks. “The Audacity of Hope” by Barack Obama has been in the #1 spot for many weeks. We thought that the best sellers would be travel guides, computer manuals, and quick reference. Instead, the top 10 circulating categories have been: Nonfiction, Fiction, Romance, Business, Self-Improvement, Mystery, Juvenile Fiction, Suspense, Computer Technology, and Historical Fiction.

On Day 1 of our soft launch, we received a complaint from a mainland law librarian about our subscribing to a system which did not support iPods. This has been an ongoing issue, which will not be resolved by HSPLS or other libraries. We believe however that if OverDrive digital audio titles could be downloaded to iPods, there would be a significant increase in usage. We hope that legal licensing issues will be resolved in the marketplace and that we will have a system some day which will support a variety of platforms and devices.

Other interesting feedback comes from mainland residents who want to borrow HSPLS’ eBooks and from Hawaii residents who want to do the same for mainland libraries’ e-holdings.

OverDrive is moving into the downloadable video arena, but our subject specialists are waiting for a larger selection of full length feature films. Network speed is definitely an issue, and we have not allowed downloading in our libraries from the start of the service. With staff assistance, users seem to be able to download system software as well as “borrow” and download the actual titles relatively easily from their homes.

While not for everyone, the availability of eBooks and especially digital audio provides a different and valuable delivery method with a minimum of staff workload except for collection development responsibilities.

<http://www.librarieshawaii.org/services/ebooks.htm>

#### **IV. Progress in Showing Results of Library Initiatives or Services**

*Many states have begun to measure outcomes of appropriate initiatives or to develop resources for outcome-based planning and evaluation for their constituents. If you have measured outcomes or developed other objective tools or strategies for assessing the value of library services, please describe your progress here. (Please do not use the same project that you reported in Part III above.)*

##### **Hawaii Virtual Library Collections**

Because of static budgets, staff vacancies and turnover, and the high cost of building, maintaining, operating, and supporting 51+ physical facilities, we are developing a collection of virtual library resources which can enhance and complement the best features and strengths of traditional public library services and collections.

A list of HSPLS' online resources can be found at <http://www.state.hi.us/libraries/hsl/databases.html> and a listing by subject at <http://www.state.hi.us/libraries/hsl/databases2.html>. One of our children's librarians created a very useful list of student-oriented resources: <http://www.state.hi.us/libraries/hsl/databasesforjya.html>

During this FY03–07 LSTA period, HSPLS used customer and staff input to develop a collection of appropriate virtual resources which complement our traditional, physical collections. HSPLS undertook training, promotion, technical improvements to software, hardware, and access, and adjustments to the database mix based on staff feedback.

Hawaii State Library subject specialists provided training to their colleagues and wrote articles featuring a specific database in our library newsletter. A collection of these articles on online resources are posted in our BCL fileshare collection for library staff use. Carah Smith, the former head of the Kahuku Public & School Library provided her community with a genealogy workshop, promoting our two databases on the subject as well as more traditional resources. Vendors' representatives have provided training in person and via webcast. World Book and NoveList representatives did public as well as staff presentations. Vendors have provided us with promotional handouts and posters, and LDS developed a very attractive business card-sized promo piece for the OverDrive collection, which customers could slip into their wallets. Sheryl Lynch, young adult librarian at Liliha Public Library, was interviewed for a TV story about the OverDrive service and was a wonderful and effective spokesperson. The State Librarian

has encourage young adult staff to develop a program of publicizing online resources, and especially those suitable for student research, to teachers, students, and parents in their communities. We will also be investigating more effective ways to promote our databases via our web site.

Although our OBE goals focus on the customer, we believe that customers' knowledge of and satisfaction with new virtual resources are highly dependent on staff's familiarity, enthusiasm for, and promotion of the resources. We concentrated on involving staff in reviewing the resources and becoming more knowledgeable about these databases through training and use. Annual survey results for 2004, 2005, and 2006 and discussion were reported in the annual State Program Reports.

**OUTCOMES BASED EVALUATION GOALS:**

These outcomes were developed for the "Hawaii Virtual Library Collections," and customer and reference staff surveys were conducted in February and March 2007:

**Outcome 1:** At the end of this 5-Year LSTA period, 100% of our reference service staff will know how to access our collection of online resources, can easily identify appropriate resources for subject searches, and can instruct a customer to use these databases.

**Do you know how to access our collection of online resources?**

Reference Staff Survey	Hard Copy	Online	Total	%
1 YES	16	107	123	98.4%
1 NO	0	2	2	1.6%
			125	100.0%

**Are you able to easily identify appropriate online resources for subject searches?**

Reference Staff Survey	Hard Copy	Online	Total	%
2 YES	15	97	112	88.9%
2 NO	1	13	14	11.1%
			126	100.0%

**Have you instructed customers to use these databases?**

Reference Staff Survey	Hard Copy	Online	Total	%
3 YES	17	103	120	94.5%
3 NO	0	7	7	5.5%
			127	100.0%

This outcome was not met in this reporting period. It was surprising and disappointing that 100% of our staff did not state that they knew how to access the online resources since these are among the first links on the HSPLS web site and are part of the PAC. It is possible that these reference staff may have just come on board on the day of the survey. Some may have been cautious about the word “easily” in the second question. It is good to see that 94% reported that they provided instructions about how to use the online resources to library users.

**Outcome 2:** At the end of this 5-Year LSTA period, 70% of our reference service staff will report high satisfaction with the collection of online resources in terms of ease of use, authoritativeness, and ability to complement physical collections in meeting their customers’ reference and reading needs.

**How satisfied are you with HSPLS’ collection of online resources in terms of ease of use?**

Reference Staff Survey	Hard Copy	Online	Total	%
4 Very Satisfied	4	28	32	25.2%
4 Somewhat Satisfied	12	58	70	55.1%
4 Somewhat Dissatisfied	1	18	19	15.0%
4 Very Dissatisfied	0	3	3	2.4%
4 Don't Use Them	0	3	3	2.4%
4 Don't Know How	0	0	0	0.0%
			127	100.0%

**How satisfied are you with HSPLS’ collection of online resources in terms of authoritativeness?**

Reference Staff Survey	Hard Copy	Online	Total	%
5 Very Satisfied	7	61	68	54.0%
5 Somewhat Satisfied	8	41	49	38.9%
5 Somewhat Dissatisfied	1	1	2	1.6%
5 Very Dissatisfied	0	1	1	0.8%
5 Don't Use Them	0	3	3	2.4%
5 Don't Know How	0	3	3	2.4%
			126	100.0%

**How appropriate is the HSPLS’ collection of online resources in terms of their ability to complement physical collections in meeting customers' reference and reading needs?**

Reference Staff Survey	Hard Copy	Online	Total	%
6 Very Appropriate	5	63	68	55.3%
6 Somewhat Appropriate	8	34	42	34.1%
6 Somewhat Inappropriate	2	7	9	7.3%

6 Very Inappropriate	0	1	1	0.8%
6 Don't Use Them	0	3	3	2.4%
6 Don't Know How	0	0	0	0.0%
			123	100.0%

This outcome was not met in this reporting period at the level of “high” satisfaction or appropriateness at the 70% level. However, over 70% of reference staff reported either “Somewhat Satisfied” or “Very Satisfied” for the online resources’ ease of use, authoritativeness, and ability to complement physical collections

**Outcome 3:** At the end of this 5-Year LSTA period, 25% of registered library users will be familiar with one or more of our online resources, will be able to locate and access the resources, and will be able to search and obtain information of interest to them.

**Are you familiar with one or more of our online resources?**

Library User Survey	Hard Copy	Online	Total	%
1 YES	471	687	1,158	85.5%
1 NO	107	90	197	14.5%
			1,355	100.0%

**Are you able to locate and access these online resources?**

Library User Survey	Hard Copy	Online	Total	%
2 YES	464	682	1,146	86.4%
2 NO	90	90	180	13.6%
			1,326	100.0%

**Are you able to search for and obtain information using these online resources?**

Library User Survey	Hard Copy	Online	Total	%
3 YES	456	680	1,136	87.0%
3 NO	88	81	169	13.0%
			1,305	100.0%

Despite not meeting our outcome goals for reference staff usage and satisfaction, these related outcome goals for customers surpassed expectations. Respondents did self-select themselves and those who completed the surveys were interested enough to do so.

**Outcome 4:** At the end of this 5-Year LSTA period, 25% of registered library users will report high satisfaction with the collection of online resources in terms of ease of use, convenience, and appropriateness for their information and reading interests.

**How satisfied are you with HSPLS’ collection of online resources in terms of ease of use?**

Library User Survey	Hard Copy	Online	Total	%
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4 Very Satisfied	253	267	520	38.0%
4 Somewhat Satisfied	163	340	503	36.8%
4 Somewhat Dissatisfied	27	79	106	7.8%
4 Very Dissatisfied	5	41	46	3.4%
4 Don't Use Them	75	41	116	8.5%
4 Don't Know How	42	34	76	5.6%
			1,367	100.0%

**How satisfied are you with HSPLS' collection of online resources in terms of convenience?**

Library User Survey	Hard Copy	Online	Total	%
5 Very Satisfied	248	297	545	40.4%
5 Somewhat Satisfied	162	311	473	35.0%
5 Somewhat Dissatisfied	20	70	90	6.7%
5 Very Dissatisfied	7	41	48	3.6%
5 Don't Use Them	80	35	115	8.5%
5 Don't Know How	40	39	79	5.9%
			1,350	100.0%

**How appropriate is the HSPLS' collection of online resources for your information and reading interests?**

Library User Survey	Hard Copy	Online	Total	%
6 Very Appropriate	282	320	602	44.1%
6 Somewhat Appropriate	148	326	474	34.8%
6 Somewhat Inappropriate	12	47	59	4.3%
6 Very Inappropriate	4	31	35	2.6%
6 Don't Use Them	76	40	116	8.5%
6 Don't Know How	37	41	78	5.7%
			1,364	100.0%

Similarly, HSPLS exceeded the library user outcome goals of 25% high satisfaction in terms of ease of use, convenience, and appropriateness for the individual's information and reading interests.

We did ask reference staff for comments and these were very helpful. Due to a lack of space and what we thought would be our inability to capture and process them appropriately, we did not ask for comments from the public. Some who completed the paper copies took the opportunity to respond nevertheless. In the future, we plan to ask for free text comments since these have the greatest potential of helping us to improve our services. Unfortunately, there was a 256 character limit for comments, and we were not able to capture longer input – another lesson learned.

**REFERENCE STAFF COMMENTS:**

Staff identified barriers to usage and satisfaction. The most often mentioned was network speed:

- “Although the databases are easy to use and authoritative the time required to access them in the library can be painfully and embarrassingly slow, when demonstrating them to a patron.”
- “Too slow, too many clicks to get desired articles.”
- “The on line data bases are often difficult to use because the system is so slow during the busiest times of day. It is difficult to get students to use the data bases when google is so much faster.”
- “I think that LSTA is wasting money on HSPLS because the library system's administration of the online databases is very poor. Administration continues to purchase and promote online databases although the majority of reference staff cannot demonstrate...”

Staff reported positive features, especially the acquisition of the WebFeat federated search utility:

- “Webfeat makes it work! I was much less satisfied and found the databases harder to use before Webfeat was introduced.”
- “I especially like WebFeat for its speed, obtaining its results from a variety of databases, even the library catalog. It introduces the Marcive collection for government documents and/or federal websites. WebFeat needs publicity...”
- “I love WebFeat for its speed mainly, in addition to its authoritativeness and comprehensiveness. I dislike the duplicate entries though. I think WebFeat is a terrific authoritative resource for students.”
- “The databases are great when we can access them. I especially find World Book Online (it has entries not in the print version), Academic Search Premier, Biography Resource Center and the new WebFeat interface handy.”
- “Very comprehensive & thorough.”
- “Most patrons are very pleased to be shown the databases -- especially parents.”
- “Patrons happy and amazed to learn of availability of online resource.”
- “These on-line databases have greatly improved how we do business in libraries as far as complementing our physical collections, esp. for smaller libraries. It also gives us the ability to empower our customers to do searching from home which is a big asset.”
- “Online resources are wonderful for small branches that have little money to spend on expensive reference materials. We are able to get at the same information as larger branches in terms of access to full-text magazine articles...”
- “Every time I am staffing the reference desk, I educate patrons on the various online resources that they have access to, and every day, many of

these patrons (the same ones that frequent this branch) have no idea that they even have access to such resources....”

Some staff identified gaps in the online collections. Others mentioned an overwhelming number of databases. It is possible that some of the concern about too many databases may be the result of the EBSCO package purchased by the Hawaii Library Consortium of academic, public, school, and special libraries. HSPLS staff have had the opportunity to review, attend webcasts, and provide input on databases to which HSPLS subscribes individually.:

- “I think there is a lack in arts and consumer info.”
- “Facts on File would be nice.” [*We currently subscribe to four Facts on File databases.*]
- “It would be nice to have an online language learning database.”
- “The medical reference journal online sometimes seems too scholarly for public patrons - better suited to academic libraries.”
- “There are too many database choices for most people to handle (even I mostly just use 2 of them). Although students are supposedly taught how to use the EBSCO databases in their schools, they often don't seem to be interested, or are too lazy...”
- “I find the EBSCO databases not as user friendly as the Gale databases.”
- “Offer fewer, high-quality databases that meet most customers' needs. The plethora available on the database screen is overwhelming and makes it difficult for the patron to select the most appropriate database”
- “IMHO, most of the databases are too academic for 95% of our customers -- so most of them would rather just search the WWW.”
- “The selection of databases is varied and extremely helpful when helping patrons with their research projects.”
- “There is a need to streamline the databases that we have available for the public. There are many useful resources but also many that are not used or useful in a public library setting.”

Staff identified areas for improvement:

- “The databases are good, but not user-friendly. Patrons generally say "I already used it at school" or prefer to get on the Internet and use Google. Speed has improved with the new T1 line at this library, but the database search functions still seem to r....”
- “More up-to-date and thoughtful layout of the online collection, for example, bring the online collection to a more prominent position on the homepage, instead of naming it "other databases" under catalog and HNI; lay out all databases on the same screen....”
- “simplify the interface from the HSPLS end. the HSPLS database list with the icons is unattractive and confusing. minimize the clicks needed to get to databases.”
- “It would be nice if there were more information for each of the on-line resources so that the customer can easily identify which source to use

(i.e.: how technical, professional journals..." [Note: brief but valuable annotations created by State Library subject selectors can be found at <http://www.state.hi.us/libraries/hsl/databases1.html>. Since other staff complained about overly wordy entries, Serials manager Charles King has created multiple interfaces, of which this is one.]

- "We have some great databases available. We don't market them enough to the public (widely market in-terms of outside of the library publicity - TV PSA's, outreach to high school students, etc.)"
- "Is it possible to make 30 sec PAS for radio and t.v. spots to alert the public about the online sources that we have? We have to reach more students and patrons generally. We have a great wealth of knowledge just waiting for people to tap into it." [We had previously invited staff to provide layouts and specific text for the types of effective promotion which they had recommended. We have not received specific proposals, i.e., how exactly should we publicize databases in a 30-second PSA or a bus sign?]

A number of HSPLS staff will be attending the Computers in Libraries conference in April 2007. We hope to get some good ideas about web site promotion of our online resources and other services.

#### **LIBRARY USER COMMENTS:**

There definitely was confusion about what constituted "online resources," which we did not make clear enough. Several participants thought this included the ILS system and/or PAC. Sometimes, it was not clear which online system was being addressed:

- "Please include a way to renew books online. Also would like to be able to request books that are not yet in the system – (a place to make requests for librarian to order new books. And a place to see "what's new" in the database."
- "Horizon portal is slow & only displays 10 items/page"
- "Not very user friendly, and not easy to navigate through."
- "When are you going to send emails for ordered items?? Been waiting for 10 years"
- "Hard to access; need user guide online"
- "Very poor searching logic: non-SQL; illogical; requires much esoteric experience"

Customer feedback and recommendations included:

- "Prefer books"
- "Look up books only"
- "Want more resources." [Unfortunately no specific suggestions were made, a phenomenon which was also characteristic of our staff surveys..]

- “I am computer illiterate! I basically use websites that I obtain while reading articles, newspapers, magazines. No time to search! I don’t know how to print etc.. download! I am aware of the many online resources.”
- “I am not sure what feedback you are seeking in your survey. I am guessing you mean the overall system that says Hawaii State Public Library System (Horizon Information Portal). I seldom use “other databases”, “Hawaii Newspaper” etc. So, I don’t have comments on those.”

Customers sometimes requested information which is not part of our commercial online collection. The staff could assist if they were aware of the questions. Some of this information may not be available online at this time.

- “However, it could help a LOT if you had the LEGAL resources of the Supreme Court Law Library.” *[We forwarded this suggestion to the subject specialists in the Hawaii & the Pacific and the Social Science & Philosophy Sections of the Hawaii State Library. Although we didn’t know the customer who provided this comment, both sections compiled an annotated list of local legal resources and distributed them to all of our public libraries.]*
- “But need to be more data, concerning high schools in Hawaii; yearbooks...etc.”
- “Good idea, and the auto repair section was great. However, I guess, I’ve looked at the rest and haven’t seen anything else, yet that reflects my interests. They are probably not the interests of the majority of HPLS patrons, but here goes in case anyone might be interested:
  - metasearches of your own catalog – that recommend similar, or upcoming newly-ordered titles based on the readers previous choices
  - open information on local φ county φ what – all spending of taxed. Example: there is a flyer at the property Tax dept. with a nice pie chart that tells you where your money goes to – this year. As this information changes monthly, quarterly, yearly, and overlaps in weird ways with different . I’m guessing, at different levels of gov’t. it is in need of an online resource. I’m in the dark about what a pie chart for the auto registration tax would look like. It costs nearly the same as property tax – (thank god)
  - search engine for possible life insurance beneficiaries. Currently, there’s none I know of. So, if your long lost, um, dad, put you on his company’s policy, but you don’t know which of the 100ish major companies you need to contact, or an obscure of non-American one, you have help.”

Customers’ positive comments included:

- “Enthusiastic”
- “(Don’t Use Them) very often But when I do – Its fine”
- “I love your site. Use it everyday! Thanks again.”

- “Thanks for the great learning site. The best site on the internet.”
- “Love it, use it all the time”
- “How satisfied am I with HSPLS’ stuff overall √ super satisfied. Thank you”

Some library users found this survey a good vehicle to provide kudos and other comments about library staff and services in general:

- “Local Librarians are responsive to new stuff”
- “We need more computers here. There’s always a back up waiting to use them & lessons in how to.”
- “I always request books aided by staff.”
- “Very courteous, very helpful, very knowledgeable, can’t manage without them.”
- “Any suggestions? Better hours. You are closed too often.”
- “P.S. Your staff in Kailua, Waimanalo & Kaneohe libraries are all outstanding.”
- “It is not easy to locate books on shelf after finding them at the data base.”
- “Survey not good”

At the bottom of the library user survey, we added this promotion:

“Want to learn more about these online resources? Over 60 authoritative sources about health, business, legal forms, biographies, history, science, auto repair, genealogy, and more are available at <http://www.state.hi.us/libraries/hsl/databases.html>. You can use them 24/7 with an HSPLS library card, computer, and an Internet connection. Please ask library staff for assistance. Mahalo for your interest!”

Several customers expressed interest:

- “Yes!!! [in response to wording on the bottom of the survey: “Want to learn more about these online resources?”]”
- “I would really like to know how to use the online database”

Staff survey responses and other kinds of input requests have resulted in very productive systemwide collection development discussion and decision making, which is helping to shape and improve our online resources over time. Hawaii State Library subject selectors did presentations for their colleagues and wrote promotional articles for our monthly library newsletters for both staff and customers. Surveys have also served as vehicles for staff suggestions about subject needs, promotion, web site design, etc.

## **V. Lessons Learned**

*What lessons have you learned that other States could benefit from knowing? Include what worked and what should be changed. Include assessments that compared the level of investment of time, money and other resources to the value of the result achieved.*

It's clear that some customers were confused about what we meant by "online resources" and answered accordingly. This will require improvement and testing in the future. It is however difficult to go into too much explanation on the survey form when one of the primary things we wanted to know was whether library users were familiar with these resources. The comments made about our ILS and PAC were valuable insights about what features our public would like to have. Library staff have been working on almost all of these, but short of creating one's own ILS, bringing these to reality is easier said than done.

Another technical problem was our failure to tell our technical staff that we wanted radio buttons for the online surveys. Some customers selected multiple answers for individual questions.

The most valuable information obtained about our LSTA-funded projects were the evaluation statistics and especially the actual comments from library staff and customers. In FY07, we conducted simultaneous surveys about use and satisfaction with online resources by customers and reference staff. Both paper copies and an online template were used for both target audiences. We did not give customers an opportunity to provide free text comments. Nevertheless, some customers took this opportunity to provide comments on the hard copy forms. We will include this feature in the future. We learned that our IT staff could capture these comments for the online forms, although there was a 256 character limit.

The State Librarian arranged a webcast in March 2007 of a commercial product which easily captures customer service assessment scores and free text comments. The software allows the comments to be categorized by type of service (collections, reference service, circulation procedures, facilities, etc.) and rated as positive, negative, or neutral. The system allows the data to be reviewed and presented numerically or graphically and appears to be a useful tool for administrative decision-making.

## **VI. Brief Description of Evaluation Process**

*Who was involved? Include stakeholders who contributed evaluation data, e.g., users of services, advisory board members, funders, policy makers, library staff, etc.*

- *How was the evaluation conducted? Include evaluator (e.g., contracted organization or individual or internal staff), methods, timetable, etc.*
- *What was the cost of the evaluation? Include contract amount, value of staff time, communications, supplies, or other resources dedicated.*

Both HSPLS reference staff and library customers were surveyed about familiarity, usage, and satisfaction levels about HSPLS' online resources, including subscription databases, eBooks, and digital audio books.

On February 14, 2007, the State Librarian issued a memo with digital copies of the survey templates to all staff detailing the survey process. One survey form was developed by administrators and support managers for reference staff and the other for library users. The survey was designed to be completed in just a few minutes to try to obtain as many responses as possible.

Susan Nakata and her LDS crew did a great job of formatting both surveys. LDS printed and distributed 50 copies each of the library user survey to all 51 libraries. We knew that not all customers would complete and turn in the survey form and hoped for an average of 20 completed forms per library.

Paola Saibene (Electronic Services Support Section) and Charles King (Hawaii State Library – Serials Section Manager) added links to the library user survey form from our HSPLS web site, the online catalog, and Mr. King's online resources pages. They included invitations to participate such as: "Please assist us with this survey about your use of and satisfaction with the Hawaii State Public Library System's (HSPLS) online resources. We need survey results to complete a report about the Federal grant which funded these online subscriptions. It should be fairly easy to complete and just take a few minutes. Thanks for your help!" The survey page was found at: [http://librarieshawaii.org/information/library\\_user\\_survey.asp](http://librarieshawaii.org/information/library_user_survey.asp) and customers could complete it online.

Reference staff could submit their staff surveys by email or online. Ms. Saibene set this up so that the URL was "hidden" from public view, but it could be accessed by staff. Staff and customers could submit the surveys anonymously.

The statistics for both online surveys were automatically compiled and the free text comments captured thanks to Ms. Saibene's wizardry!! We asked staff to encourage the public and reference staff to fill out their surveys online if possible.

LDS staff also reprinted copies of promotional brochures about the online resources. We asked libraries to hand these out with the survey form – another example of publicizing our services and collections.

Staff were instructed to code the completed surveys with the library name and an internal number and fax the forms back to the Office of the State Librarian because of the short deadline. They were also instructed to send the actual hard copies to OSL via mail or delivery in case the faxed information was difficult to read. OSL staff compiled statistics and recorded free text comments.

In addition to the instructional memo and the web site links, we also provided copies of the forms and the memo in BCL fileshare for staff.

In summary, administrators and support managers developed the survey forms, which were reproduced and distributed by Library Development Services staff to all 51 libraries. Ms. Saibene of the Electronic Services Support Section staff added the staff and customer survey templates to our web site and compiled and emailed results to OSL. Front line library staff distributed the customer surveys to customers

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and faxed the complete forms to OSL, where the results were tabulated. Reference staff had the opportunity to complete their surveys and submit them to OSL by email or via the online template.

State funds covered all costs of developing, printing, distributing, compiling, and promoting the survey instruments.