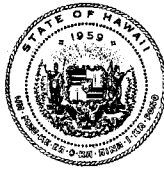


LINDA LINGLE  
GOVERNOR



RICHARD BURNS  
STATE LIBRARIAN

STATE OF HAWAII  
**HAWAII STATE PUBLIC LIBRARY SYSTEM**  
OFFICE OF THE STATE LIBRARIAN  
44 MERCHANT STREET  
HONOLULU, HAWAII 96813

TESTIMONY  
OF  
RICHARD BURNS  
STATE LIBRARIAN  
HAWAII STATE PUBLIC LIBRARY SYSTEM

TO THE  
SENATE COMMITTEE ON EDUCATION  
SENATE COMMITTEE ON JUDICIARY AND LABOR  
SENATE COMMITTEE ON HUMAN SERVICES AND PUBLIC HOUSING  
March 17, 2008

**SCR 112 – REQUESTING THE DEPARTMENT OF EDUCATION TO CONVENE  
THE LIBRARY TASK FORCE TO EXAMINE ISSUES RELATING TO THE  
PROVISION OF LIBRARY SERVICES THROUGHOUT THE STATE**

We are very appreciative of the support the Hawaii State Public Library System (HSPLS) has always received from Chair Sakamoto, as well as the members of this committee, both individually and as a group. Hawaii's public libraries are stronger as a result of your efforts.

It is important to remember that the Board of Education, as the governing body for the HSPLS, establishes directions, goals, policies and standards, and their role should probably be noted in this resolution.

We are happy that you recognize the vital role HSPLS plays in our communities and we support the goals this resolution emphasizes, namely an analysis of library services presently provided, the geographic distribution of these services and where additional outreach activities are needed, grappling with continuing staff vacancies and certified professional competencies. While we join with you in pursuing these goals, we do not support this resolution at this time.

We are proud of the fact that public libraries are uniquely charged with providing services to all our residents including the full spectrum of ages, income levels, educational levels, reading and technological competencies, geographical locations and familiarity with library services. Many of our users still want traditional collections, more or expanded facilities, and more public service hours while others prefer remote access to electronic resources 24/7. Our on-going

challenge is trying to serve the needs this wide variety of users which requires striking a balance between traditional services and collections, while at the same time increasing virtual resources, which have the potential of being more cost effective.

We are committed to providing library services to all our patrons throughout the state of Hawaii. Our 51 libraries are situated on all six major islands. Our staff across the state works very hard to reach underserved areas, and outreach efforts have always been an important aspect of our mission.

A Master's Degree is the entry-level degree required for librarians in most states, and we recognize and appreciate its importance in our profession. Although we would like all applicants for librarian positions hold a degree from an institution accredited by the American Library Association (ALA), the Department of Human Resources Development has no absolute requirement that they do so.

Very recently we have researched these very personnel and outreach issues, and our subsequent presentations to the Board of Education are included as attachments.

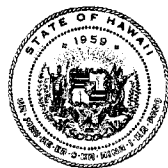
Since the beginning of the year, we have moved to consolidate and reinforce our staff and are beginning several very important, long range projects:

- we have recently posted an announcement for a network consultant to examine, analyze and make both short- and long-term recommendations for improving our network speed and capacity, thereby providing improved access for our patrons;
- we are beginning a multi-year process to locate, analyze, select, contract for and implement an Integrated Library System which will provide for control of essentially all aspects of our operation;
- we are taking the first steps towards re-instituting district offices in all counties in order to redistribute the unreasonable span of control of our single district administrator and to be able to provide more immediate responses for staff and patrons statewide.

These three major initiatives will help us to provide improved services to all our patrons, and we look forward to pursuing them. They will require massive amounts of staff and administrative time, energy and other resources, and will require as much attention as we are able to give them. Diverting our already scarce resources from these projects will certainly have a negative impact on our ability to improve public library services for our patrons throughout Hawaii.

Thank you for the opportunity to provide testimony today.

Attachments



STATE OF HAWAII  
HAWAII STATE PUBLIC LIBRARY SYSTEM  
HUMAN RESOURCES OFFICE  
333 QUEEN STREET, SUITE 404  
HONOLULU, HAWAII 96813

December 12, 2007

TO: The Honorable Breene Harimoto, Chair  
and Members  
Committee on Public Libraries  
Board of Education

FROM: Wayne Y. Tanaka, Departmental Personnel Officer  
Hawaii State Public Library System

SUBJECT: Staffing, Vacancies and Recruitment

The Human Resources Office of the Hawaii State Public Library System appreciates this opportunity to submit this preliminary report to the Committee. We welcome your input on this matter and any questions that you may have can certainly be addressed in a follow up report to the Committee.

As the State Librarian has reported to you on a monthly basis, the HSPLS continues to have a significant number of vacant positions. At present, we have 584 civil service positions. In August 2004, we had 135 vacant positions – over 23% of our workforce. Through cooperative efforts with the University of Hawaii's Library and Information Science (LIS) program and the Department of Human Resources Development (DHRD), we were able to reduce that number to 67 vacancies in August 2006. Unfortunately, that figure has slowly increased over the last 15 months, and our current vacancy count stands at 81.

Before we explore the reasons why HSPLS has been unable to fill all of its vacant positions, let us first present a brief overview of the recruitment process. One of the most frequent questions that people have asked is why does it take so long to fill a civil service vacancy?

***Please refer to Exhibit I – A Flowchart of the Recruitment Process***

As you can see, filling a civil service position will typically take at least 3 months, and could possibly take considerably longer. It is an arguable point as to whether three months is "too long." I do not believe that the civil service recruitment process, in and of itself, is a significant part of the problem. Every department in the state and all of the

counties must to go through the same or similar process that is illustrated in the flowchart.

Our open competitive recruitments are conducted by DHRD because HSPLS is considered part of the executive branch of government. We could not even come close to duplicating the efforts that they make on our behalf. As the central personnel agency for the State, DHRD has the staffing and the resources to support our recruitment efforts as no other department or agency possibly could. However, having said that, DHRD does recognize that the civil service recruitment process can be improved. They are continually looking into ways to streamline the process and make it more efficient. What needs to be understood is that HSPLS is required to follow the policies and procedures set forth by DHRD and that we do not have the ability to change the process just to suit our particular needs. As noted above, DHRD has been very supportive of HSPLS' needs and has made great efforts to assist us with our ongoing recruitment difficulties.

HSPLS has filled 344 vacant positions since April 2003. That is an average of more than six positions per month. In April 2003, we had 70 vacant positions. Why then, do we now have 81 vacant positions? The majority of those 344 recruitments, 185 in all, involved internal transfers – employees moving from one position to another within HSPLS. Such movements do not have any effect on our vacancy count. We have recruited 159 new employees from outside HSPLS. Therefore, the primary reason why we still have any number of vacant positions is that there are more employees leaving the system than there are entering the system.

It is our opinion that the biggest problem that we face is a lack of qualified applicants. The applicant pool is very small and the competition for those applicants is very strong. Let us take, for example, the librarian class of work. We have 173 Librarian positions and 13 of them are vacant. The University of Hawaii granted the Master of Library Science degree to only 52 students in 2006. The Library and Information Science program also informs us that the majority of their graduates end up working for the Department of Education (DOE). In other words, they become school librarians rather than public librarians. Less than one fourth of the graduates seek employment with HSPLS.

Why do so many graduates go to employers other than HSPLS? There can be many reasons for any individual to choose one employer over another. However, the most obvious answer is pay and benefits.

***Please refer to Exhibit II – A Comparison of Pay and Benefits Between HSPLS and Our Main “Competitors” – the DOE, UH and the Federal Government***

While we do employ more librarians than any other organization in Hawaii, we simply cannot compete with the pay and benefits offered by the other agencies that

actively recruit graduates from the UH LIS program. The question has often been raised as to how we can increase our employees' salaries. The simple answer is that we cannot do that. A more detailed explanation first requires a basic understanding of collective bargaining in the public sector.

***Please refer to Exhibit III – Chapter 89, Hawaii Revised Statutes – Collective Bargaining in Public Employment (Only the most relevant sections are shown.)***

The first thing you will see, in Sec. 89-2, is the definition of "employer" as it is used in the context of collective bargaining. It is actually a group of employers. The Board of Education (Board) is specified as a part of that group, but only with respect to some of the employees in the DOE.

Next, in Sec. 89-6, you will see all of the bargaining units (BUs) in the state. In collective bargaining, every BU has an exclusive representative - a union. There are six public sector unions. BUs 1 and 10 are represented by the United Public Workers. BUs 2, 3, 4, 6, 8, 9 and 13 are represented by the Hawaii Government Employees Association (HGEA). BU 5 is represented by the Hawaii State Teachers Association (HSTA). BU 7 is represented by the University of Hawaii Professional Assembly. BU 11 is represented by the Hawaii Fire Fighters Association. BU 12 is represented by the State of Hawaii Organization of Police Officers.

You will note that the composition of the "employer group" that sits across the bargaining table from the union is not always the same. The composition of the group depends upon the BU in question. There are two things in particular that I would like to point out. First, regardless of which BU it is and regardless of what the composition of the employer group is, the Governor has half of the votes. This even applies to BU 12, even though the State jurisdiction does not employ any police officers.

The second thing I would point out is the fact that the Board and the Superintendent of Education are allowed to vote only in matters exclusive to BU 5 (HSTA) and BU 6 (HGEA). That is based on the simple fact that no other employer has employees in those two BUs. If more than one state department has employees in a particular BU, then the Governor represents all of the State, including the DOE (and HSPLS). That is why the Board is not a part of the employer group for any other BU except 5 and 6. Almost all HSPLS employees are in BUs 1, 2, 3, 4 or 13. That is why the Board has no vote when it comes to contract negotiations for any of the employees in HSPLS.

If you refer back to our Exhibit II, the reason why librarians at the UH are paid more than the librarians in HSPLS is because the UH is a separate employer and are able to negotiate contracts that are different from ours. The reason why school librarians in the DOE are paid more than librarians in HSPLS is because school

librarians are certified as teachers. Therefore, they are included in BU 5 – again, different BU and different contract.

Another question that has been raised in relation to increasing our employees' salaries is that of **repricing**. Pricing is defined as the assignment of a particular class to a particular salary range. For example, a Librarian III is **priced** or assigned to salary range SR20. The salary itself is, of course, determined by collective bargaining. Repricing is a procedure by which a party can file an appeal to have the pricing of a particular class changed to a different salary range. Typically, an employee who believed that he or she was being under compensated for the work being done could ask that his or her class be reassigned to a higher salary range.

Apparently, a number of people still believe that there is an appeals board that will hear and decide on repricing appeals. Unfortunately, this is simply not true. In the past, there **was** a Chapter 77, the Compensation Law for public officers and employees, in the Hawaii Revised Statutes. Section 77-4 established an appeals board that would meet every two years and schedule hearings for pricing appeals. Members of the board represented the State, the four counties, and the Judiciary. It was referred to as the Public Employees Compensation Appeals Board (PECAB).

In the year 2000, as a prelude to civil service reform, Chapter 77 was repealed in its entirety. From that point on, PECAB no longer existed. In 2002, a new provision was added to Chapter 89. Refer to Exhibit III, Sec. 89-9 and Sec. 89-10.

What Sec. 89-9(f)(1) means is that repricing is now a negotiable issue. It is the **union's** option to ask the employer to negotiate the repricing of classes belonging to one of its bargaining units. Again, in the case of HSPLS, we are referring to HGEA and UPW. Our employer, as defined in Chapter 89, is the Governor. If repricing occurs as a result of such negotiations between the union and the employer, it shall be subject to ratification by the employees and any resulting cost items shall be subject to approval by the legislature, just as it is with negotiated pay raises.

What Sec. 89-9(f)(2) means is that if the union decides not to negotiate repricing, then the employer must establish procedures to review the issue of repricing at least once every five years. Any repricing actions that result from such a review shall be at the employer's discretion and shall not be considered as cost items.

To the best of our knowledge, no union has requested to negotiate repricing since this law became effective five years ago. Therefore, the employer (in our case, the employer's designee – DHRD) was required to review the compensation plan by June 30, 2007, at the latest. We have been informed by DHRD that such a review did take place and that no changes were made to any classification.

We are now at the beginning of a new "5-year cycle." It is possible that the employer may consider repricing requests within the next five years. It is possible that the unions may request to negotiate the repricing of certain classes within the next five years. Our opinion is that neither is likely to happen.

The basis for our opinion is simple. Let us use librarians as an example. Librarians are in BU 13 and are represented by HGEA. The HGEA negotiates salary increases for all employees in BU 13. While we certainly cannot speak for the union, we believe that the HGEA is not likely to take the position that one particular class within a BU is more deserving of a raise than all the other classes in that same BU. That would seem to be contrary to the fundamental purpose of unionism.

Let us say then, that HSPLS pursues repricing by making an appeal to the Governor through DHRD. First of all, based on Sec. 89-9, the employer has no obligation to review repricing for another five years. Secondly, we would anticipate that DHRD will place the burden on us to justify why our employees deserve to be repriced while the other classes do not. Again, let us use librarians as an example. A Librarian V is classified as an SR 24. The same is true for a Social Worker V, a Clinical Psychologist V, and a Special Education Teacher V, among many others. We would be hard-pressed to justify that the librarian class is more deserving of repricing than all the other "equivalent" classes.

Some people have asked if there might be a **legislative** solution to the problem of increasing pay and benefits for our employees. As you can see from our Exhibit III, Sec. 89-10, the legislature plays no part in collective bargaining per se. The legislature and the county councils must approve any cost items that have been negotiated, but they are not involved in the negotiations. For the legislature to have a direct impact on how much our employees get paid would require, in our opinion, an unimaginable change in the collective bargaining law.

The last subject we would like to address is the so-called "baby boomer crisis." You have undoubtedly seen the several recent news reports with attention-grabbing headlines. What disturbs us most about these reports is that they make it seem like people are just beginning to realize that there is a problem. There most definitely is a problem, but it certainly is not new.

According to the U.S. Census Bureau, baby boomers were born from 1946 to 1964, making their current ages 43 to 61. Since the late 1940's, it was well recognized that this country, as well as the rest of North America, Europe, Asia and Australia was in the midst of a baby boom. In the late 1960's, after the baby boomer generation had been defined, economic forecasters began to realize that this international phenomenon would have far-reaching effects on the state of future employment. Therefore, this current "crisis" has been talked about for decades now.

It is finally starting to sink in for many people because we are mere weeks away from the first baby boomers turning age 62. Sixty two is a benchmark age because that is the earliest age at which a person can receive partial social security benefits. In fact, the nation's first baby boomer is generally recognized as a woman named Kathleen Casey-Kirschling who lives in Maryland. She was born on January 1, 1946, at 12:00:01 AM, and she has already filed for an early retirement with the Social Security Administration on January 1, 2008. She will be followed by tens of millions of other baby boomers across the country.

In our civil service system, we have an even earlier benchmark of age 55. At age 55, civil service employees are eligible to retire with full benefits if they have the required minimum years of service. The number of years depends on which retirement plan they are in. A very simplified illustration looks like this:

<b><u>Retirement Plan</u></b>	<b><u>Min. Age and Yrs of Svc to Qualify for Full Benefits</u></b>
Contributory	Age 55 and 5 years of service
Non-Contributory	Age 55 and 30 years of service <b><u>OR</u></b> Age 62 and 10 years of service
Hybrid	Age 55 and 30 years of service <b><u>OR</u></b> Age 62 and 5 years of service

Another benchmark age is 65. At that age a person is eligible for Medicare benefits. It is also the earliest that one can receive full Social Security benefits.

The problem with all these numbers is that while they may reflect when our employees are eligible to retire, they certainly do not reflect when they will retire. Take a look at the following demographic:

<b><u>Age</u></b>	<b><u>Number of HSPLS Employees</u></b>
80 to 84	1
75 to 79	5
70 to 74	9
<b>65 to 69</b>	<b>24</b>
<b>62 to 64</b>	<b>39</b>
<b>55 to 61</b>	<b>126</b>
<b>Total</b>	<b>204</b>

These 204 "senior citizens" represent **35%** of our workforce.



Here is another way to look at it:

<u>Years of Service</u>	<u>Number of HSPLS Employees</u>
45 to 49	1
40 to 44	4
35 to 39	11
30 to 34	27
25 to 29	43
<b>Total</b>	<b>86</b>

Most of these 86 employees are already eligible for retirement. The rest will be eligible within the next 5 years.

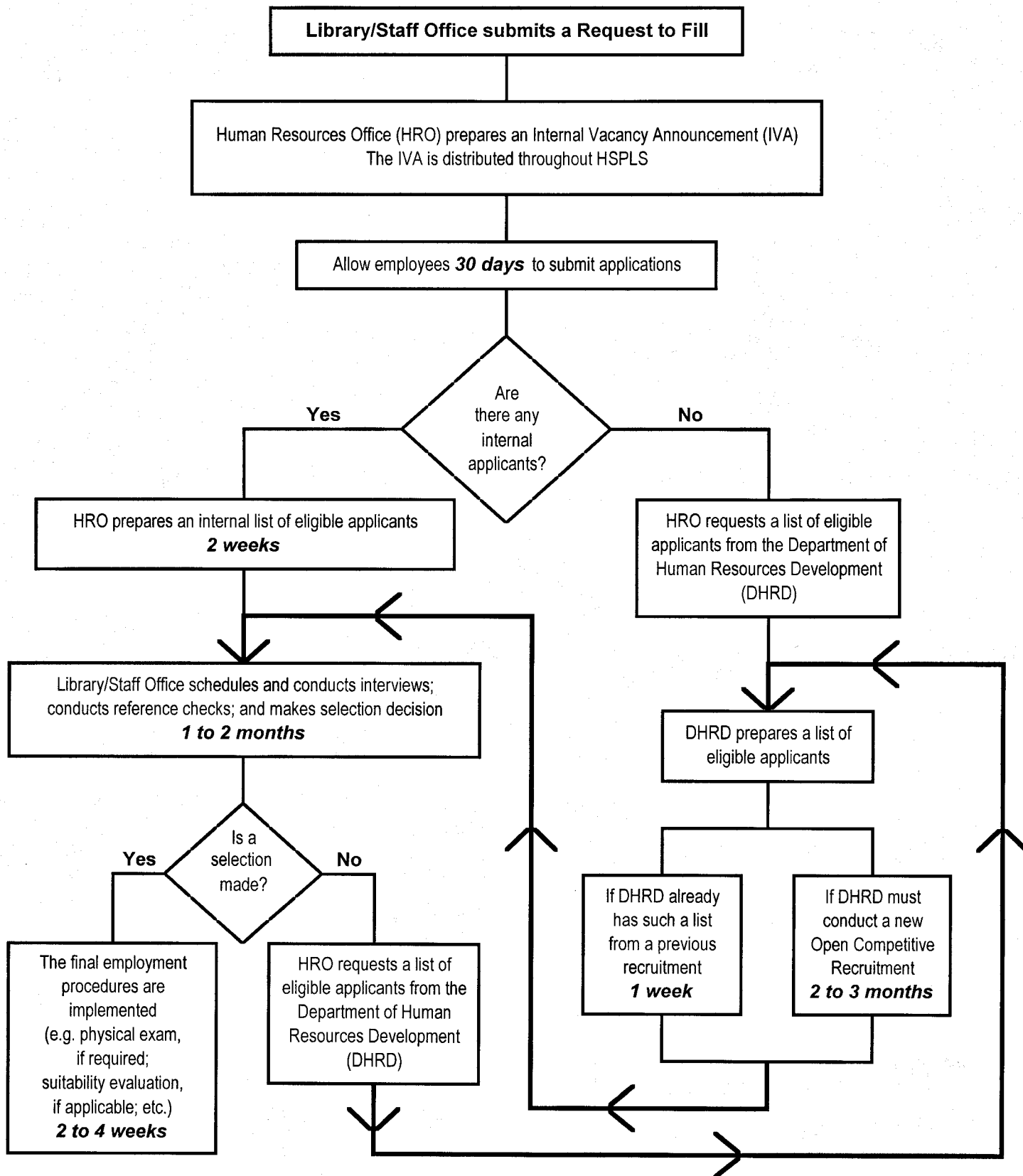
The fact that the next generation, aged 42 and younger, is much smaller than the baby boomer generation is the heart of the problem. Unfortunately, it is not a problem with any practical solutions. We cannot create another baby boom to make up for the impending loss of employees. Even if we could, it would be too late to change what is going to happen over the next twenty years or so. We cannot stop the baby boomers from aging and retiring. It is an inevitable part of life.

Will the baby boomer crisis exacerbate our current recruitment difficulties? Most likely, yes. However, we must accept the fact that it will affect almost every employer in every sector of business in every industrialized country in the world. We all simply have to do the best we can to deal with it.

Overall, it does paint a rather gloomy picture. However, there is obviously a bright side. We have more than 40 employees who choose to continue to work even after 30 or more years of service. We have almost 40 employees who choose to continue to work even though they are age 65 or older. In that sense, it speaks well of our ability to retain those individuals with the greatest experience and institutional memory. Their knowledge, work ethic, loyalty and reliability characterize the kinds of individuals needed to mentor the next generation.

**The Recruitment Process for Filling Vacant Civil Service Positions**

Presented to the Board of Education, Committee of the Whole on Public Libraries, December 12, 2007



**The entire process can take anywhere from about 3 to 10 months or more.**

Exhibit II

**Comparison of Employee Pay and Benefits  
(HSPLS vs. DOE, UH, and Federal Government)  
Presented to the BOE, Committee of the Whole on Public Libraries, December 12, 2007**

	Classification	Starting Salary (Annual)	Benefits	Working Conditions
<b>HSPLS</b>	Librarian III	\$40,512 (with Master's degree)		Full-time hours: 8 hours per day and 40 hours per week  Must work weekends and evenings depending on the location
<b>DOE</b>	School Librarian	\$44,817 (with Master's degree)  Additional \$1,295 differential pay for working during summer break to prepare for the next school year  Additional \$3,000 per year for up to 3 years for working in a hard-to-fill geographic area	Paid for winter, spring and summer breaks  Paid lunches (lunches are part of their workday)	Full-time hours: 7 hours per day and 35 hours per week  Work day starts when school begins, and ends by 3:00 PM (no weekends or evenings)
<b>UH</b>	Librarian II	\$42,026 (with Master's degree)		Full-time hours: 7 hours per day and 35 hours per week
<b>Federal</b>	Librarian (GS-9)	\$38,824 (with Master's degree)  Paid additional amount for cost-of-living allowance (COLA) Ranges from 17% (\$6,600) to 25% (\$9,706), depending on the geographic area		

**CHAPTER 89**  
**COLLECTIVE BARGAINING IN PUBLIC EMPLOYMENT**

**§89-2 Definitions.** As used in this chapter:

"Employer" or "public employer" means the governor in the case of the State, the respective mayors in the case of the counties, the chief justice of the supreme court in the case of the judiciary, the board of education in the case of the department of education, the board of regents in the case of the University of Hawaii, the Hawaii health systems corporation board in the case of the Hawaii health systems corporation, and any individual who represents one of these employers or acts in their interest in dealing with public employees. In the case of the judiciary, the administrative director of the courts shall be the employer in lieu of the chief justice for purposes which the chief justice determines would be prudent or necessary to avoid conflict.

**§89-6 Appropriate bargaining units.** (a) All employees throughout the State within any of the following categories shall constitute an appropriate bargaining unit:

- (1) Nonsupervisory employees in blue collar positions;
- (2) Supervisory employees in blue collar positions;
- (3) Nonsupervisory employees in white collar positions;
- (4) Supervisory employees in white collar positions;
- (5) Teachers and other personnel of the department of education under the same pay schedule, including part-time employees working less than twenty hours a week who are equal to one-half of a full-time equivalent;
- (6) Educational officers and other personnel of the department of education under the same pay schedule;
- (7) Faculty of the University of Hawaii and the community college system;
- (8) Personnel of the University of Hawaii and the community college system, other than faculty;
- (9) Registered professional nurses;
- (10) Institutional, health, and correctional workers;
- (11) Firefighters;
- (12) Police officers; and
- (13) Professional and scientific employees, who cannot be included in any of the other bargaining units.

(d) For the purpose of negotiating a collective bargaining agreement, the public employer of an appropriate bargaining unit shall mean the governor together with the following employers:

- (1) For bargaining units (1), (2), (3), (4), (9), (10), and (13), the governor shall have six votes and the

- mayors, the chief justice, and the Hawaii health systems corporation board shall each have one vote if they have employees in the particular bargaining unit;
- (2) For bargaining units (11) and (12), the governor shall have four votes and the mayors shall each have one vote;
  - (3) For bargaining units (5) and (6), the governor shall have three votes, the board of education shall have two votes, and the superintendent of education shall have one vote;
  - (4) For bargaining units (7) and (8), the governor shall have three votes, the board of regents of the University of Hawaii shall have two votes, and the president of the University of Hawaii shall have one vote.

Any decision to be reached by the applicable employer group shall be on the basis of simple majority, except when a bargaining unit includes county employees from more than one county. In such case, the simple majority shall include at least one county.

**§89-9 Scope of negotiations; consultation**

(f) The repricing of classes within an appropriate bargaining unit may be negotiated as follows:

- (1) At the request of the exclusive representative and at times allowed under the collective bargaining agreement, the employer shall negotiate the repricing of classes within the bargaining unit. The negotiated repricing actions that constitute cost items shall be subject to the requirements in section 89-10.
- (2) If repricing has not been negotiated under paragraph (1), the employer of each jurisdiction shall ensure establishment of procedures to periodically review, at least once in five years, unless otherwise agreed to by the parties, the repricing of classes within the bargaining unit. The repricing of classes based on the results of the periodic review shall be at the discretion of the employer. Any appropriations required to implement the repricing actions that are made at the employer's discretion shall not be construed as cost items.

**§89-10 Written agreements; enforceability; cost items.**

(b) All cost items shall be subject to appropriations by the appropriate legislative bodies. The employer shall submit within ten days of the date on which the agreement is ratified by the employees concerned all cost items contained therein to

### EXHIBIT III

the appropriate legislative bodies, except that if any cost items require appropriation by the state legislature and it is not in session at the time, the cost items shall be submitted for inclusion in the governor's next operating budget within ten days after the date on which the agreement is ratified. The state legislature or the legislative bodies of the counties acting in concert, as the case may be, may approve or reject the cost items submitted to them, as a whole. If the state legislature or the legislative body of any county rejects any of the cost items submitted to them, all cost items submitted shall be returned to the parties for further bargaining.

**Library Outreach Trends**  
**by Sheryl Ing, Acting Administrative Assistant to the State Librarian**  
**October 3, 2007**

In researching library outreach trends for rural communities, I found that the most popular current trends are technological: online databases, digital ebooks, digital audiobooks and eReference accessed through the library's website. Other traditional outreach services include bookmobiles and Books-By-Mail. Some libraries have deposit collections, also called satellite libraries. Located in a community center, these deposit collections usually contain donated books and materials and are run by volunteers.

The Hawaii State Public Library System provides many of these services. We have online databases, Overdrive digital ebooks, audiobooks and music which customers can access 24 hours a day via our website with their library card. HSPLS has bookmobiles on the road on Molokai and Maui. A few years ago, Pahala Public and School Library started a successful deposit collection at the Ocean View Community Center to reach rural residents. The Library for the Blind and Physically Handicapped provides talking books players and mails recorded material to registered medically qualified individuals at no charge. HSPLS is also looking into offering online reference help in the future.

However, many outreach efforts are costly and labor intensive. The staff of the Kaneohe Public Library has visited nursing homes with a laptop. Staff coverage for their public service hours has nevertheless been a priority. Most of HSPLS' bookmobiles are not operable. Books-By-Mail is available at each library to all HSPLS customers. The customer pays for postage and a \$3 handling fee.

**Library Outreach Alternatives:**

**Delivery Alternatives:**

- Bookmobiles
- Internet/Technology/Computer Mobiles
- Bookboats (libraries with river communities)
- Books-by-Mail
- Library for the Blind and Physically Handicapped (LBPH) talking books program: Services are available to medically qualified individuals and provided by LBPH as part of the National Library Service for the Blind & Physically Handicapped.
- Visit nursing homes with laptops and teach residents to search the public access catalog and library databases
- Meals on Wheels to deliver books to the homebound: This service would require a lot of staff coordination with Meals on Wheels. Donated, non-linked books might be the better option, but would still require staff time to choose and select books, making sure that customers don't receive the same titles. Meals on Wheels relies heavily on volunteers, and program

success would depend on availability of the volunteers. We understand that Meals on Wheels is having a hard time recruiting volunteers.

#### **Physical Alternatives:**

- Storefront libraries, such as the Salt Lake storefront in a shopping center.
- Specially designed interim library facilities such as Porta-Structures. These were pre-designed library structures, complete with furniture designed for them. The company is no longer in business, but some of the facilities are still in operation. For a photo, see: (<http://www.sttammany.lib.la.us/lacombe.html>)
- Deposit Collections or satellite libraries in senior citizen centers, nursing homes, senior day cares, senior citizen communities (health care, independent living), Boys and Girls clubs, YMCA centers, Juvenile Detention Center, or half-way houses
- Some library systems have remote bookdrops in a store (e.g. a pharmacy like Longs') or in a shopping center. This service requires regular pick-ups, vehicles, and the staff to carry out the program. HSPLS' current delivery operations are already stretched to their limits. HSPLS had previously considered this idea and rejected it due to inadequate staffing. This was prior to the escalation of fuel prices.
- A related technology is "mail-box" style locked storage units which can be used as a independent pick up location for books and other reserved material in non-library locations, such as community centers, etc. Regular delivery service is essential.

#### **Technological Alternatives:**

- Online databases
- Downloadable digital ebooks, audiobooks, music, and video
- eReference
- Live homework help or online tutoring
- Distance learning or cable TV (storytimes, children's and adult programs)
- Kiosks, which provide information interactively, can be located in shopping centers and other high traffic public spaces. While possibly useful for directions, maps, fast facts, or even database searching, etc., they do not work well as book collections. These units have to be well constructed, heavy duty, and tamper-proof, and the units can be very expensive. ([http://www.livewirekiosk.com/about\\_us/success\\_stories/public information\\_kiosk\\_inc.aspx](http://www.livewirekiosk.com/about_us/success_stories/public_information_kiosk_inc.aspx))

Iowa City Public Library offers some of these services:

[www.icpl.org/services/outreach](http://www.icpl.org/services/outreach)

- They have 20 satellite libraries with donated and loaned books located in a community site area.
- Cable T.V. Called the Library Channel (storytimes, children's specials, variety of adult programs).
- Live homework help.



**LATE**

March 17, 2008

Senator Sakamoto  
Education Committee  
SCR 112

Senator Sakamoto and members of the Committee:

I am Marcia Linville, a librarian with over forty years of professional experience. I have worked as city, state, federal and special librarian. I have served as president of the Librarians of Hawaii, Section head of Hawaii Library Association, Legislative Liaison for both professional organizations, legislative liaison for Education for both Oahu County and the State Democratic Party, and as Agency Council Head for DOE Unit 13, HGEA, serving librarians and other classified workers within the DOE for twenty years, and have accrued a number of other honors and titles in the field of libraries and literacy with which I won't bore you. All of this has given me a great deal of experience and education in the field. It has been interesting.

I deeply appreciate the time and interest the Legislature has given to the Library System over the last thirty years. Without your help, HSLPS would never have gotten out from its crippling position of subordination to the school Superintendent, or reversed the unfortunate Baker and Taylor book buying situation, or even managed to build Kapolei Library after twenty years of being blocked. Makiki Community Library was supported for twenty years and only closed when the Governor refused to release funding approved and allocated by the Legislature for its support. For all of this and much more we are very grateful.

So we do not approach you unless all other avenues to address the problem have been blocked.

The genesis for this resolution was a meeting with DOE Board Members and LAH regarding the necessity for requiring a Masters in Library Science degree for employment as a librarian in HSLPS. This is recognized in practice, but not by the DHRD. For a full understanding of the problem please refer to the State Librarians testimony. We fully support the State Librarian and his efforts to resolve the problem, in-house, and ask you to defer this matter. The genesis for the major matter of SCR 112 is a report issued by the last State Librarian regarding the difficulties of providing library service to underserved populations. State Librarian Burns also addresses this matter in his testimony. Plainly put, the library critically needs additional funding, staff and resources if it is to function as mandated. We are facing an anticipated 3% reduction in budget. As you may remember, the library system was badly gutted by State Librarian Kane of personnel and offices, and, as a result, funding, for reasons which I won't go into here. State Librarian Schindler worked under great difficulties to redress the situation. State Librarian Burns has inherited the problems of lack of resources, complicated by a rapidly expanding population base in underserved areas, and the need to update the

technology base. Please see his testimony. Therefore, at this time he has not the funding, time, or staff to address the systemic problems of the system which have accumulated over time and which prevent providing the people of the state with 21<sup>st</sup> century library service. As they say "When the alligators are biting your ankles, it's hard to remember your original objective was to drain the swamp". We have been fighting alligators for a long time. So I am requesting that we defer this matter until additional resources are available. In addition I would ask for an amendment that the Taskforce not be a DOE taskforce, since this is a community and public service, and public and community, private and philanthropic parties should be involved.

Again, thank you for your recognition of the problem, your support for libraries and for the opportunity to testify on this matter.

*Marcia Sewell*

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