

**Legislative Oversight Committee**  
South Carolina House of Representatives  
Post Office Box 11867  
Columbia, South Carolina 29211  
Telephone: (803) 212-6810 • Fax: (803) 212-6811



# **Restructuring & Seven-Year Plan Report Guidelines**

February 27, 2015

# COMMITTEE INFORMATION

## *Committee Information*

### **House Legislative Oversight Committee**

Post Office Box 11867

Columbia, South Carolina 29211

**Telephone**            803-212-6810

**Fax**                    803-212-6811

Also, the agency may visit the South Carolina General Assembly Home Page (<http://www.scstatehouse.gov>) and click on "*Citizens' Interest*" then click on "*House Legislative Oversight Committee Postings and Reports*". This will list the information posted online for the Committee; click on the information the agency would like to review.

<http://www.scstatehouse.gov/citizens.php> (Click on the link for "*House Legislative Oversight Committee Postings and Reports*.")

# OVERVIEW: RESTRUCTURING & SEVEN-YEAR PLAN

## *Background*

Pursuant to Section 1-30-10(G)(1), state department and agency governing authorities must submit the following to the Governor and General Assembly:

- “reports giving detailed and comprehensive recommendations for the purposes of merging or eliminating duplicative or unnecessary divisions, programs, or personnel within each department to provide a more efficient administration of government services.” (Annual Restructuring Report, Restructuring Report or ARR)

Pursuant to Section 1-30-10(G)(2), state department and agency governing authorities must submit the following to the Governor and General Assembly:

- “a seven-year plan that provides initiatives and/or planned actions that implement cost savings and increased efficiencies of services and responsibilities within the projected seven-year period.” (Seven-Year Plan)

These questions and instructions are provided for the purposes of fulfilling the agency’s requirement to the House Legislative Oversight Committee under these statutes. **Please note the agency’s response will be published on the General Assembly’s website.**

In completing these documents, having a copy of the Fiscal Year 2012-13 Accountability Report and Fiscal Year 2013-14 Accountability Report the agency submitted to the Executive Budget Office will be helpful.

## *Submission Process*

Please complete the information and answer the questions included on the following pages. Please note at the end there is a request to complete an Excel document with the name of all personnel at the agency who were consulted or performed work to obtain the information utilized when answering the questions in these reports, their title and their specific role in answering the question (i.e., searched the agency documents, asked for information because they are in charge of the department, etc.). Therefore, for efficiency purposes, the agency may want to keep track of this information while answering the questions instead of waiting until the end.

All forms should be submitted electronically by **March 31, 2015**, to the House Legislative Oversight Committee ([HCommLegOv@schouse.gov](mailto:HCommLegOv@schouse.gov)) in both the original format (Word and Excel) and saved as a PDF for online reporting. The signed copy of the Submission Form with a hard copy of the forms and attachments should be mailed to: House Legislative Oversight Committee, Post Office Box 11867, Columbia, South Carolina 29211. Please direct any questions about this process to Jennifer Dobson ([jenniferdobson@schouse.gov](mailto:jenniferdobson@schouse.gov)) or Charles Appleby ([charlesappleby@schouse.gov](mailto:charlesappleby@schouse.gov)).

# OVERVIEW: RESTRUCTURING & SEVEN-YEAR PLAN

## *Efforts to Avoid Duplication*

Please note at the end of each page in this report, the Committee includes the following:

Does the agency already provide the information requested on this page, or similar information, in a report required by a legislative entity? If yes, add the appropriate information to the Similar Information Requested Chart. If the agency look in the Excel document attached, there is a template for the agency to complete for any questions which ask for the same information under the tab labeled, "Similar Info Requested."

In the Excel document attached, there is a template to complete any questions which ask for the same information under the tab labeled, "Similar Information Requested." The Committee asks this at the end of every page because if the questions on that page seek information similar to information sought in another report to a legislative entity, we want to know so we may communicate with the legislative entity who requires the other report and determine the most efficient way to avoid duplication in the future.

In addition, notice that one section of this report requests the agency list all other reports it has to submit. The Committee is seeking this information to analyze and determine whether there are any recommendations the Committee may make, in collaboration with the other entities which require reports, in an effort to minimize the burden of all the reporting requirements on the agency while still ensuring all appropriate information is provided.

## *Looking Ahead*

The Restructuring Report, Seven-Year Plan and Oversight Study process are new for 2015. Each year the Committee will review information sought from agencies, the methods through which it is sought and any feedback received from agencies. Through this review, it is the Committee's goal to continually improve its processes and obtain greater effectiveness and efficiency for agencies and the Committee through revisions and updates both in the information it receives and way in which it is collected. The Committee looks forward to working with agencies to provide the most effective and efficient state government for the people of South Carolina.

# RESTRUCTURING & SEVEN-YEAR PLAN

## SC State Library

Date of Submission: 03/27/15 and resubmitted 06/19/15

Please provide the following for this year's Restructuring and Seven-Year Plan Report.

	Name	Date of Hire	Email
Agency Director	Leesa Benggio	09/17/2007	lbenggio@statelibrary.sc.gov
Previous Agency Director	Hulen Bivins	10/1/2013	n/a

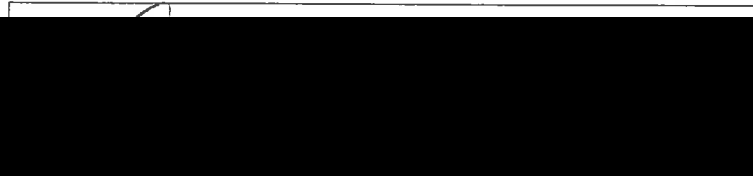
	Name	Phone	Email
Primary Contact:	Leesa Benggio	734-8668	lbenggio@statelibrary.sc.gov
Secondary Contact:	Paula James	734-8917	pjames@statelibrary.sc.gov

Is the agency vested with revenue bonding authority? (re: Section 2-2-60(E))	NO
------------------------------------------------------------------------------	----

I have reviewed and approved the enclosed 2015 Restructuring and Seven-Year Plan Report, which are complete and accurate to the extent of my knowledge.

Current Agency  
Director  
(Sign/Date):

(Type/Print Name):


Leesa M. Benggio, Acting Agency Director

If applicable,  
Board/Commission  
Chair  
(Sign/Date):

(Type/Print Name):


# TABLE OF CONTENTS

*Insert the appropriate page numbers once the agency has completed the report.*

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# EXECUTIVE SUMMARY

## *I. Executive Summary*

### A. Historical Perspective

1. Please complete the Historical Perspective Chart. In the Excel document attached, there is a template to complete under the tab labeled, "Historical Perspective." In this chart the Committee is asking the agency to provide a bullet style list of any major changes in the agency's purpose or mission and any restructuring that occurred (i.e., combining with or taking on other agency responsibilities, etc.) during the last ten years.

### B. Purpose, Mission and Vision

1. Please complete the Purpose/Mission/Vision Chart. In the Excel document attached, there is a template to complete under the tab labeled, "Purpose, Mission." The other specifics are included in the template.

### C. Key Performance Measure Results

1. After completing the Key Performance Measurement Processes Section of this Report, please come back to this question and provide a summary of the results (bullet style results only, explanations should be included in the Key Performance Measurement Processes Section).
  - Increased communication and collaboration.
  - Strengthen relationships and communication among libraries.
  - Facilitate informed governance.
  - Negotiate collaborative purchases for statewide access to resources.
  - Value of collaborative approach to provision of online access to library materials is demonstrated- increased number of registered cardholders in SCLends to 871,761.
  - Library use and reading are encouraged through library programs. Increased number of summer reading program grants to 40.
  - Supported training and technical guidance of staff and citizens.

# ORGANIZATIONAL PROFILE

## *II. Organizational Profile*

This section asks for a fact based description of the agency. Please provide information in the stated Excel template. If an Excel template is not referenced, provide the information in bullet style.

1. The agency's main deliverables (i.e., products or services) and the primary methods by which these are provided;
  - a. Complete the Key Deliverables Chart. In the Excel document attached, there is a template to complete under the tab labeled, "Key Deliverables."
2. The agency's key customers and their requirements and expectations;
  - a. Complete the Key Customers Chart. In the Excel document attached, there is a template to complete under the tab labeled, "Key Customers;"
3. The agency's key stakeholders (other than customers);
  - a. Complete the Key Stakeholders Chart. In the Excel document attached, there is a template to complete under the tab labeled, "Key Stakeholders;"
4. Other state agencies which have the biggest impact on the agency's mission success;
  - a. Complete the Key Partner Agency Chart. In the Excel document attached, there is a template to complete under the tab labeled, "Key Partner Agencies."
5. The agency's performance improvement system(s);

The South Carolina State Library has three types of performance improvement systems in place to measure performance. The first is the Employee Performance Measurement System which measures the performance of the employees of the Agency. The second performance improvement system is the Accountability Report which is required by the Governor's Office, each September. The State Library thoughtfully reviews and completes the goals and objectives identified as part of the Accountability Report and measures progress towards identified goals. Thirdly, as a recipient of a federal grant from the Institute for Museum and Library Services, the State Library is required to complete an annual accountability report at the end of each federal fiscal year, and a complete program audit every five years. Measuring performance is an important and vital part of our organization. It is imperative that we meet our performance measures or determine why we haven't and develop an improvement plan so that we can meet the needs of our customers.



6. The agency's organizational structure in flow chart format;

The organizational chart for the South Carolina State Library is attached as an addendum.

7. Details about the body to whom the Agency Head reports;

- a. Complete the Overseeing Body Chart. In the Excel document attached, there is a template to complete under the tab labeled, "Overseeing Body-General" and "Overseeing Body-Individual Member."

8. Please complete the Major Program Areas Chart. In the Excel document attached, there is a template to complete under the tab labeled, "Major Program Areas."

9. Please identify any emerging issues the agency anticipates may have an impact on its operations in the upcoming five years.

- Growing need for technology resources which include but are not limited to expertise, personnel, and infrastructure.
- In 2012, the State Library consolidated from two buildings to one voluntarily, saving the State approximately \$400,000 in private rental rates for other State Agencies. The current building was built in 1968 and has had very few updates; the building is in desperate need of updates and upgrades. Increased staff and the growing need for training space have precariously places the Agency close to reaching the maximum space occupancy of the building.
- Additional training space is needed in the physical space of the State Library.
- Parking remains an ongoing for the South Carolina State Library during onsite training classes.
- Authorization and funding for personnel is needed in order for the State Library to continue to meet the needs of South Carolina citizens.
- Competitive salaries to recruit and retain valuable employees with needed expertise.

# ORGANIZATIONAL PROFILE

## ***III. Laws (Statutes, Regulations, Provisos)***

This section asks for state and federal statutes, regulations and provisos ("Laws") which apply to the agency.

1. Please complete the Legal Standards Chart. In the Excel document attached, there is a template to complete under the tab labeled, "Legal Standards." In this Chart, please list all state and federal statutes, regulations and provisos that apply to the agency ("Laws"). The other specifics are included in the template.

## ***IV. Reports and Reviews***

This section asks for information about reports the agency is required to submit to a legislative entity and the agency's internal review process.

1. Please complete the Agency Reporting Requirements Chart. In the Excel document attached, there is a template to complete under the tab labeled, "Agency Reporting Requirements." In this Chart, please list all reports, if any, the agency is required to make to a legislative entity. The specifics as to each report are included in the template.
2. Please complete the Internal Audit Chart. In the Excel document attached, there is a template to complete under the tab labeled, "Internal Audits."

# RESTRUCTURING REPORT

## *V. Key Performance Measurement Processes*

This category examines the agency's performance and improvement in key areas. Performance levels are examined relative to those of competitors and other organizations providing similar programs and services. Information is typically displayed by the use of performance measures. Quantitative measures may be supplemented by a discussion of qualitative measures where appropriate; however, every effort should be made to use appropriate quantitative measures that can be charted to show trends and comparisons to benchmarks.

Address only top-level results showing aggregate measures of agency-wide performance that are reflective of the value added to customers. Please include comparative data as applicable. These results are typically captured in performance goals and planning documents. When determining which processes are "key processes" consider the business impacts, and select those processes that are most important to the customer (both internal and external) to satisfy their requirements and/or those processes with problem areas identified by management.

Note: Results information (i.e., each chart, graph, table) reported for this category should be referenced to the specific question number (Ex. Chart 5.1-1, Graph 5.1-2, Table 5.1-3). The third digit identifies the sequential position of the specific chart, graph or table included in the agency's responses to each questions.

**For each performance measurement included in response to the questions on the next page under Subsection A, please provide the following information:**

- a. The performance goal(s)/benchmark(s) for the overall process output, and/or critical activities that produce the output.
  - i. Three agency/government entities in other states or non-government entities the agency considers the best in the country in this process or similar process and why.
  - ii. If the agency did not use results from an entity the agency listed in response to "i" as a performance goal/benchmark, why not and why did the agency choose the goal/benchmark it did?
  - iii. Individual(s) who are not employed by the agency (government or non-government, located anywhere in the country) whom the agency considers an expert in the process or similar process and their contact information, or if deceased, name of books authored.
- b. List the senior leaders who review the performance measure, their title and frequency with which they monitor it.
- c. Trends the agency has seen and the method by which it analyzes trends in these results.
- d. Whether the agency has reasonable control over this result (i.e., more than 50% or enough to be able to influence and accurately measure the result).
  - i. If the agency does not have reasonable control over this result, the other one or more agencies, who when combined with the agency, together have reasonable control over the result and names of those other agencies.

# RESTRUCTURING REPORT

## V. Key Performance Measurement Processes (cont.)

### A. Results of Agency's Key Performance Measurements

#### Mission Effectiveness

1. What are the agency's actual performance levels for two to four of the agency's key performance measurements for mission effectiveness (i.e., a process characteristic indicating the degree to which the process output (work product) conforms to statutory requirements (i.e., is the agency doing the right things?))?

#### **Performance Goal 1.:**

**60-1-80:** State Library to provide assistance to public libraries and county governments. The South Carolina State Library shall provide advice and assistance to public libraries, library boards, and county governments in matters concerning the establishment, support, operation, improvement, and coordination of library services.

#### **Description:**

The Statewide Development Division is charged with providing library services to libraries.

#### **Performance Measure:**

Management and operation of public libraries are improved—number of consultations with library development staff—402

#### **Comparable Entities:**

State Libraries across the Nation are as varied as their states in structure, resources and program development and delivery. The Staff of the State Library regularly participates in National discussion to ensure the services and programs we are providing are comparable. Additionally, staff keep up to date with relevant training and library trending.

#### **Comparable Results:**

Results vary from State to State and it is difficult to compare results between States.

#### **Expert Agencies:**

The industry expert is the Institute of Museum and Library Services. Contact information: Robin Dale, Associate Deputy Director, 1800 M Street NW, 9<sup>th</sup> Floor, Washington, DC 20036-5802, 202-653-4657 phone, 202-653-4625 fax, [www.ims.gov](http://www.ims.gov).

**Senior Leaders:**

Denise Lyons, Deputy Director of Statewide Programs, monthly monitoring.  
Leesa Benggio, Acting Agency Director, monthly monitoring.

**Trends:**

Senior library leaders are retiring and leaving a knowledge gap in the field. Our services have become the lifeline for many communities in South Carolina as they are not able to recruit or afford the level of experience needed to effectively run a library. We are able to help bridge that knowledge gap and offer training for employees to bring skills up to the level needed.

**Control Over Result:**

The State Library is in control of the number of training events or consultations that occur, however this is limited by the amount of funding from the legislature that can be used for staffing and travel.

**Performance Goal 2.:**

**60-1-80:** State Library to provide assistance to public libraries and county governments. The South Carolina State Library shall provide advice and assistance to public libraries, library boards, and county governments in matters concerning the establishment, support, operation, improvement, and coordination of library services.

**Description:**

The Statewide Development Division is charged with coordinating the Discus program.

**Performance Measure:**

Usage of online Discus resources increased in 2014, for a total usage of 28,743,632 hits.

**Comparable Entities:**

State Libraries across the Nation are as varied as their states in structure, resources and program development and delivery. The Staff of the State Library regularly participates in National discussion to ensure the services and programs we are providing are comparable. Additionally, staff keep up to date with relevant training and library trending. Discus is a program that is specific and unique to South Carolina.

**Comparable Results:**

Discus is a program that is specific and unique to South Carolina.

**Expert Agencies:**

The industry expert is the Institute of Museum and Library Services. Contact information: Robin Dale, Associate Deputy Director, 1800 M Street NW, 9<sup>th</sup> Floor, Washington, DC 20036-5802, 202-653-4657 phone, 202-653-4625 fax, [www.ims.gov](http://www.ims.gov).

**Senior Leaders:**

Denise Lyons, Deputy Director of Statewide Programs, monthly monitoring.

Leesa Benggio, Acting Agency Director, monthly monitoring.

**Trends:**

Seeking vetted, academically reputable and reliable resources is an ongoing struggle for the education field. Through State appropriated funding, the State Library provides access to reliable resources for South Carolina students, teachers, and citizens.

**Control Over Result:**

The State Library has some control over the number of training events held in local school districts to highlight Discus resources.

**Performance Goal 3:**

**60-1-120:** Library services to be rendered to blind and physically handicapped readers

**Description:**

The Talking Book Services Department provides resources and services to the citizens of South Carolina who are blind, visually impaired, or physically handicapped and unable to hold a book in traditional format.

**Performance Measure:**

Usage of Talking Book Services has increased the number of registered patrons to 6679 active users.

**Comparable Entities:**

State Libraries across the Nation are as varied as their states in structure, resources and program development and delivery. The Staff of the State Library regularly participates in National discussion to ensure the services and programs we are providing are comparable. Additionally, staff keep up to date with relevant training and library trending.

**Comparable Results:**

Results vary from State to State depending on the program structure, and it is difficult to compare results between States.

**Expert Agencies:**

The industry expert is the National Federation of the Blind. Contact Information: 200 East Wells Street at Jernigan Place, Baltimore, MD 21230, 410-659-9314 phone, 410-685-5653 fax, [www.nfb.org](http://www.nfb.org).

**Senior Leaders:**

Chris Yates, Deputy Director of Library Resources and Services, monthly monitoring.  
Leesa Benggio, Acting Agency Director, monthly monitoring.

**Trends:**

Keeping current with technology for our patrons who are blind, visually or physically impaired is key to the success of the Talking Book Services program. We participate in discussions with our peers and research the most current technology so that we can meet the needs of our patrons.

**Control Over Result:**

The State Library is in control of the number of books that we record and make available to our patrons. We are not in control of the number of patrons participating in the program, however we frequently offer training across the State to reach qualified individuals.

**Mission Efficiency**

2. What are the agency's actual performance levels for two to four of the agency's key performance measurements for mission efficiency (i.e., a process characteristic indicating the degree to which the process produces the required output at minimum resource cost (i.e., is the agency doing things right?)) including measures of cost containment, as appropriate?

**Performance Measure:**

(4) Cost savings are realized in implementing collaborative/consortia purchases—savings on cost of Discus online resources purchased by the State Library over individual purchases by schools and libraries. An increased ration of savings to libraries through centralized purchasing power of \$57 million.

(8) Available TBS resources are used-number of items used by patrons; increased to 253,909.

**Quality (Customer Satisfaction)**

3. What are the agency's actual performance levels for two to four of the agency's key performance measurements for quality (i.e., degree to which a deliverable (product or service) meets customer requirements and expectations (a customer is defined as an actual or potential user of the agency's products or services)) for the agency as a whole and for each program listed in the agency's Major Program Areas Chart?

1. Increased communication and collaboration.

- Strengthen relationships and communication among libraries.
- Facilitate informed governance.
- Negotiate collaborative purchases for statewide access to resources.

(30) Value of collaborative approach to provision of online access to library materials is demonstrated- increased number of registered cardholders in SCLends to 871,761.

(27) Library use and reading are encouraged through library programs. Increased number of summer reading program grants to 40.

## 2. Supported training and technical guidance of staff and citizens.

- Offer technical training and development opportunities.
- Expand electronic resources in response to changing information needs.
- Coordinate programs that address the needs of the underserved.

(3) Skills are improved in the use of Discus online resources for school and library personnel. Increased number trained in skill development workshop increased to 1628.

(9) The demand for personal assistance provided by Talking Books Services staff is met: serve average of 50 patrons daily.

## Workforce Engagement

4. What are the agency's actual performance levels for two to four of the agency's key performance measurements for workforce engagement, satisfaction, retention and development of the agency's workforce, including leaders, for the agency as a whole and for each program listed in the agency's Major Program Areas Chart?

- Each program area provides an opportunity for their staff, based on responsibility and professional development, the opportunity to further professional knowledge through participation in trainings, conferences, coursework, certification and leadership development. The agency is extremely supportive of professional development and personal growth.
- Each program area provides the opportunity for departments to work collaboratively on professional efforts as well as formal and informal opportunities for discussion and information sharing.

## Operational/Work System Performance

5. What are the agency's actual performance levels for two to four of the agency's key performance measurements for operational efficiency and work system performance (includes measures related to the following: innovation and



improvement results; improvements to cycle or wait times; supplier and partner performance; and results related to emergency drills or exercises) for the agency as a whole and for each program listed in the agency's Major Program Areas Chart?

- Administration: Realignment of duties to reduce inefficiencies, increased access to online tools for financial productivity
- Talking Books Services: Increased usage, increased patronage, increased access to materials
- Library Resources and Services: Increased bandwidth and infrastructure, increased offerings in Discus databases
- Statewide Development: Increased consultant support, increased training offerings, increased access to statewide resources at no cost directly to libraries

Does the agency already provide the information requested on this page, or similar information, in a report required by another entity? If yes, add the appropriate information to the Similar Information Requested Chart. If the agency looks in the Excel document attached, there is a template for the agency to complete for any questions which ask for the same information under the tab labeled, "Similar Info Requested."

# RESTRUCTURING REPORT

## V. Key Performance Measurement Processes (cont.)

### B. Most Critical Performance Measures

1. Of the key performance measurement processes listed in Subsection A., which are the three most critical to achieving the overall mission of the agency?
  - Continued increase in the usage of Discus resources.
  - Management and operation of public libraries are improved (i.e. number of consultations with library development staff increased).
  - Continued increase in usage of Talking Books Services' resources.

### C. Databases/Document Management

1. List all electronic databases/document management/business intelligence systems or programs utilized by the agency, including, but not limited to all relational database management systems.
  - SCEIS
  - CMS
  - SCLends
  - Discus

### D. Recommended Restructuring

Consider the process taken to review the agency's divisions, programs and personnel to obtain the information contained in response to all the previous questions in the Restructuring Report ("Process").

1. Yes or No, based on the information obtained and analysis performed during the Process, does the agency have any recommendations for restructuring (either that it could do internally or that would need the assistance of revised or new legislation) that would merge or eliminate duplicative or unnecessary divisions, programs, or personnel within each department of the agency to provide a more efficient administration of government services?

No – The Agency runs as lean as possible, with multiple staff doing several jobs.

- a. If yes, please provide the agency's suggestions.

# SEVEN-YEAR PLAN

## VI. Seven-Year Plan

### A. General

1. Yes or No, does the agency have a plan that provides initiatives and/or planned actions the agency will take during the next seven fiscal years that implement cost savings and increased efficiencies of services and responsibilities in order to continually improve its ability to respond to the needs of the state's citizens?

If yes, go to Current/Recommended Actions Section.

If no, skip Current/Recommended Actions Section and go to Additional Questions.

- No

### B. Current/Recommended Actions

1. Describe all of the actions the agency is currently taking and plans it has for initiatives and actions during the next seven fiscal years to work to achieve greater efficiency in its operations in order to continually improve its ability to respond to the needs of the state's citizens? In this description, provide the names of all personnel who are responsible for overseeing the actions and plans.
2. What are the anticipated cost savings and/or efficiencies that would be achieved by each action?
3. Is legislative action required to allow the department/agency to implement the current or recommended actions?
4. If legislative action is required, please explain the constitutional, statutory or regulatory changes needed.
5. Describe the agency actions that will be implemented to generate the desired outcomes for each recommendation.
6. What is the timeline for implementation of the change and realization of the anticipated benefits for each recommended action/change?

Now go to Additional Questions.

# SEVEN-YEAR PLAN

## VI. Seven-Year Plan (cont.)

### C. Additional Questions

1. What top three strategic objectives of the agency will have the biggest impact on the agency's effectiveness in accomplishing its mission?

- The South Carolina State Library provides equitable access to information.
- The South Carolina State Library implements and promotes a strong technological environment statewide.
- The South Carolina State Library creates standards and provides guidance for excellence in library services.

2. What are the fundamentals required to accomplish the objectives?

- Strong technological support and infrastructure.
- Enhanced opportunities for communication and training both in-person and virtually statewide.
- Increased funding and authorization for staffing in order to maintain the high caliber of professional staff needed for a sophisticated, contemporary information setting.

3. What links on the agency website, if any, would the agency like listed in the report so the public can find more information about the agency?

[www.statelibrary.sc.gov](http://www.statelibrary.sc.gov)

4. Is there any additional information the agency would like to provide the Committee or public?

The State Library provides services across our State for diverse groups, using a variety of resources to include direct programming, electronic resources, and collaborative partnerships. We are committed to South Carolina and helping our citizens achieve through equal access to information.

5. Consider the process taken to review the agency's divisions, programs and personnel to obtain the information contained in response to all the previous questions in the Restructuring Report and Seven-Year Plan ("Process"). State the total amount of time taken to do the following:

- a. Complete the Process – 82.5 hours
  - b. Complete this Report - 22.5 hours
6. Please complete the Personnel Involved Chart. In the Excel document attached, there is a template to complete under the tab labeled, "Personnel Involved." Please list the name of all personnel at the agency who were consulted or performed work to obtain the information utilized when answering the questions in the Restructuring and Seven-Year Plan Report and their title and their specific role in answering the question (i.e., searched the agency documents, asked for information because they are in charge of the department, etc.).

Does the agency already provide the information requested on this page, or similar information, in a report required by another entity? If yes, add the appropriate information to the Similar Information Requested Chart. If the agency looks in the Excel document attached, there is a template for the agency to complete for any questions which ask for the same information under the tab labeled, "Similar Info Requested."

# CHARTS APPENDIX

## VII. Excel Charts

Please send an electronic copy of the entire Excel Workbook and print hard copies of each of the Charts to attach here. Please print the charts in a format so that all the columns fit on one page. Please insert the page number each chart begins on below.

Similar Information Requested Chart _____	17
Historical Perspective Chart _____	18
Purpose, Mission Chart _____	19
Key Products Chart _____	20-21
Key Customers Chart _____	22
Key Stakeholders Chart _____	23
Key Partner Agency Chart _____	24
Overseeing Body Chart (General and Individual Member) _____	25-26
Major Program Areas Chart _____	27
Legal Standards Chart _____	28
Agency Reporting Requirements Chart _____	29
Internal Audits Chart _____	30
Personnel Involved Chart _____	31

Does the agency already provide the information requested on this page, or similar information, in a report required by another entity? If yes, add the appropriate information to the Similar Information Requested Chart. If the agency looks in the Excel document attached, there is a template for the agency to complete for any questions which ask for the same information under the tab labeled, "Similar Info Requested."

## Similar Information Requested Chart

**INSTRUCTIONS:** Please provide details about other reports which investigate the information requested in the Restructuring Report. This information is sought in an effort to avoid duplication in the future. In the columns below, please list the question number in this report, name of the other report in which the same or similar information is requested, section of the other report in which the information is requested, name of the entity that requests the other report and frequency the other report is required. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Restructuring Report Question #	Name of Other Report	Section of Other Report	Entity Requesting Report	Freq. Other Report is Required
South Carolina State Library	Purpose, Mission tab	Accountability report	Throughout report	State of SC	Annually
South Carolina State Library	Key Partner Agency tab	Accountability report	Throughout report	State of SC	Annually
South Carolina State Library	Key Deliverables tab	Accountability report	Throughout report	State of SC	Annually
South Carolina State Library	Major Program Areas tab	Accountability report	Throughout report	State of SC	Annually
South Carolina State Library	Major Program Areas tab	SC Senate Oversight Report	Restructuring Section	State of SC	Annually
South Carolina State Library	Legal Standards tab	Accountability report	Throughout report	State of SC	Annually
South Carolina State Library	Legal Standards tab	SC Senate Oversight Report	Restructuring Section	State of SC	Annually

## Historical Perspective Chart

**INSTRUCTIONS:** Please provide information about any restructuring or major changes in the agency's purpose or mission during the last ten years. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Year	Description of Restructuring that Occurred	Description of Major Change in Agency's Purpose or Mission
South Carolina State Library	2007	Revision of Mission and Vision Statements	Senior Leadership focused on most critical functions that the State Library performs. We then created streamlined goals on how to better the agency and how to serve South Carolina in the most efficient way both financially and programmatically.
South Carolina State Library	2008	Agency restructured to include three Division Directors positions instead of one Deputy Director positions.	
South Carolina State Library	2010	Agency restructured to include two Division Directors positions instead of three Division Director positions.	
South Carolina State Library	2012	The State Library Board named Leesa Benggio Interim Agency Director.	
South Carolina State Library	2013	The State Library Board hired Hulen Bivins as the Agency Director.	
South Carolina State Library	2014	The State Library Board named Leesa Benggio Acting Agency Director. Benggio then reorganized the Agency to streamline functions and named two Deputy Directors. The Agency also created a new strategic direction, mission, vision, values and goals.	Senior Leadership focused on most critical functions that the State Library performs. We then created streamlined goals on how to better the agency and how to serve South Carolina in the most efficient way both financially and programmatically.



INSTRUCTIONS: Provide information about the date the agency, in its current form, was initially created and the present purpose, mission and vision of the agency, with the date each were established in parenthesis. The Legal Standards Cross Reference column should link the purpose, mission and vision to the statutes, regulations and provisos listed in the Legal Standards Chart, which they satisfy.

Agency Submitting Report	Date Agency created	Purpose	Mission	Vision	Legal Standards Cross References
South Carolina State Library	1946	The South Carolina State Library is the primary administrator of federal and state support for the state's libraries. In 1969, as the result of action by the General Assembly, the State Library Board was redesignated as the South Carolina State Library and assumed responsibility for public library development, library service for state institutions, service for the blind and physically handicapped, and library service to state government agencies. Headquartered in Columbia, S.C., the Library is funded by the state of South Carolina, by the federal government through the Institute of Museum and Library Services, and donations.	We serve the people of South Carolina by supporting state government and libraries, to provide opportunities for learning in a changing environment.	The South Carolina State Library develops, supports, and sustains a thriving statewide community of learners committed to making South Carolina stronger.	<b>Purpose:</b> 60-1-10, 60-1-20, 60-1-30, 60-1-40, 60-1-50, 60-1-60, 60-1-170, 60-2-20, 60-2-30, Proviso 27.1, 27.2, 27.3, 27.4, 27.5, 27.6 <b>Mission:</b> 60-1-70, 60-1-80, 60-1-90, 60-1-110, 60-1-120, 60-1-130, 60-1-140, 60-1-150, 60-1-160 <b>Vision:</b> 60-1-70, 60-1-80, 60-1-90, 60-1-110, 60-1-120, 60-1-130, 60-1-140, 60-1-150, 60-1-160

INSTRUCTIONS: Provide information about the agency's key deliverables (i.e. products or services), primary methods by which these are delivered; and, as applicable, actions that may reduce the general public and/or other agencies initial or repetitive need for the deliverable. List each deliverable on a separate line. If there are multiple ways in which the deliverable is provided, list the deliverable multiple times with each delivery method on a separate line. In the "Three Greatest" column, indicate and rank the three most significant deliverables the agency brings to the people of South Carolina with #1 being the most significant. For the deliverables which are not one of three most significant, do not put anything in this column. The Major Program Areas Cross References Column should link the deliverable to the major program area, in the Major Program Areas Chart, within which that product or service is provided. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Item #	Deliverable (i.e. product or service)	Three Most Significant (#1, #2, #3)	Primary Method of Delivery	What can be done to reduce the general public and/or other agencies initial need for this deliverable? (i.e. preventive measures before the citizen or agency needs to come to the agency)	What can be done to reduce the general public and/or other agencies need to return for this deliverable? (i.e. preventive measures to ensure they do not need to come back to the agency for this service or product after already receiving it once)	If deliverable is identified as one of the three most significant, what would allow the agency to focus on it more?	Major Program Areas Cross Reference
South Carolina State Library	1	Direct programming	1	Staff provided trainings, workshops, webinars, and hard copy instructional materials for direct use by citizens or through their public library.	See Column F, Row 7	n/a	Increase state appropriations.	II. Talking Book Services, III. Library Resources and Services, Statewide Development
South Carolina State Library	2	Access to electronic resources for research, test taking resources, and knowledge building. (ex. DISCUS)	2	Electronically	The South Carolina State Library is focused on serving the Citizens of South Carolina. Our goal is to have citizens seek our services and use the regularly.	n/a	Increase state appropriations.	III. Library Resources and Services
South Carolina State Library	3	Access to materials in print, electronic, and specialized formats	3	Electronically	See Column F, Row 7	n/a	Increase state appropriations.	II. Talking Book Services, III. Library Resources and Services
South Carolina State Library	4	Training and mentoring		Staff provided trainings, workshops, webinars, hard copy instructional materials, and one on one on-site meetings.	See Column F, Row 7	n/a		IV. Statewide Development
South Carolina State Library	5	Collaboration with State Agencies		The State Library collaborates with other State Agencies to provide trainings, workshops, webinars, and hard copy instructional materials. We also collaborate with State Agencies to provide programs to the State.	See Column F, Row 7	n/a		I. Administration, II. Talking Book Services, III. Library Resources and Services, Statewide Development
South Carolina State Library	6	Community Support & Service		Direct staff assistance, electronic assistance through email, webinars or other online resources.	See Column F, Row 7	n/a		I. Administration, II. Talking Book Services, III. Library Resources and Services, Statewide Development
South Carolina State Library	7	Consonda Purchasing Negotiations		The State Library seeks partnerships with State Agencies so that we can lower the costs collectively for South Carolina for needed products/programs whenever possible.	See Column F, Row 7	n/a		I. Administration
South Carolina State Library	8	Consultation		Staff provide training, workshops, webinars, hard copy instructional materials, and one on one instruction to State Agency employees, public library employees and others.	See Column F, Row 7	n/a		I. Administration, II. Talking Book Services, III. Library Resources and Services, Statewide Development
South Carolina State Library	9	Digitization		Electronically	See Column F, Row 7	n/a		III. Library Resources and Services
South Carolina State Library	10	Federal & State depository		Hard copy in agency collection, some information is available online through our digitization program.	See Column F, Row 7	n/a		III. Library Resources and Services
South Carolina State Library	11	Financial sub grant awards		Letters of award are made to the grantees. However, the State Library also offers direct programs which are funded by the grantees ready to use with their customers.	See Column F, Row 7	n/a		V. Pass through
South Carolina State Library	12	Workforce Development		Direct training, workshops, webinars and through electronic access to resources.	See Column F, Row 7	n/a		IV. Statewide Development

South Carolina State Library	13	Partnerships - Statewide	Contract Agreements and Memorandum of Understandings are used to formalize statewide partnerships when necessary.	See Column F, Row 7	n/a	I. Administration, II. Talking Book Library Services, III. Library Resources and Services, Statewide Development
South Carolina State Library	14	Research Assistance	Staff assist primarily State employees through in person consultation, or by electronic assistance.	See Column F, Row 7	n/a	III. Library Resources and Services
South Carolina State Library	15	Training and Continuing Education	Training and workshops are provided on-site at the State Library or at other locations around the State.	See Column F, Row 7	n/a	I. Administration, II. Talking Book Library Services, III. Library Resources and Services, Statewide Development

Agency Name:  
Agency Section:  
Agency Code:

South Carolina State Library  
Key Customers Chart  
H87

Key Customers Chart

INSTRUCTIONS: Provide information about the key customer segments identified by the agency and each segment's key requirements/expectations. A customer is defined as an actual or potential user of the agency's deliverables. Please be as specific as possible in describing the separate customer segments (i.e. do not simply put "public.") The Deliverables Cross References column should link customer groups to the deliverable listed in the Key Deliverables Chart, which they utilize. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Item #	Customer Segments	Requirements/Expectations	Deliverables Cross References
South Carolina State Library	1	Adults	The South Carolina State Library is collaborative agency that creates programs and purchases products, shares resources and enters into collaborative agreements so that all citizens of South Carolina have equal access to information. Our customers expect for us to provide leadership, services, and products that meet their needs in a variety of formats, necessary for them to utilize the resources.	Item 1,2,5,8,9,10,12,14,15
South Carolina State Library	2	Children	See Column D, Row 7	Item 1,2,5,8,9,14
South Carolina State Library	3	Childcare centers	See Column D, Row 7	Item 1,2,3,4,5,6,7,8,9,11,13, 14,15
South Carolina State Library	4	Early literacy groups	See Column D, Row 7	Item 1,2,3,4,5,6,7,8,9,11,13, 14,15
South Carolina State Library	5	Educators	See Column D, Row 7	Item 1,2,3,4,5,6,7,8,9,11,13, 14,15
South Carolina State Library	6	Grandparents	See Column D, Row 7	Item 1,2,5,8,9,10,12,14,15
South Carolina State Library	7	Legislature	See Column D, Row 7	Item 1,2,4,6,8,10,14,15
South Carolina State Library	8	Pre K-16 community	See Column D, Row 7	Item 1,2,3,4,5,6,7,8,9,11,13, 14,15
South Carolina State Library	9	Parents	See Column D, Row 7	Item 1,2,5,8,9,10,12,14,15
South Carolina State Library	10	Patrons with visual and physical differences	See Column D, Row 7	Item 1,2,4,5,14,15
South Carolina State Library	11	Public libraries	See Column D, Row 7	Item 1,2,3,4,5,6,7,8,9,10,11, 12,13,14,15
South Carolina State Library	12	State employees	See Column D, Row 7	Item 1,2,4,5,6,7,9,10,11,13, 14,15
South Carolina State Library	13	State agencies	See Column D, Row 7	Item 1,2,4,5,6,7,9,10,11,13, 14,15
South Carolina State Library	14	Teens	See Column D, Row 7	Item 1,2,5,9,14
South Carolina State Library	15	Unemployed and underemployed	See Column D, Row 7	Item 1,2,3,4,5,9,12,13,15

## Key Stakeholder Chart

**INSTRUCTIONS:** Provide information about the agency's key stakeholder groups and their key requirements and expectations. A stakeholder is defined as a person, group or organization that has interest or concern in an agency. Stakeholders can affect or be affected by the agency's actions, objectives and policies. Please be as specific as possible in describing the separate stakeholder groups (i.e. please do not simply put "the public.") The Deliverables Cross References column should link stakeholder groups to the deliverable, listed in the Key Deliverables Chart, for which they group has the most interest or concern. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Item #	Stakeholder Group	Requirements/Expectations	Deliverables Cross References
South Carolina State Library	1	South Carolina Citizens	The South Carolina State Library is collaborative agency that creates programs and purchases products, shares resources and enters into collaborative agreements so that all citizens of South Carolina have equal access to information. Our customers expect for us to provide leadership, services, and products that meet their needs in a variety of formats, necessary for them to utilize the resources.	Item 1,2,5,8,9,12,14,15
South Carolina State Library	2	Educators	See Column D, Row 8	Item 1,2,4,6,7,8,9,13,14,15
South Carolina State Library	3	People with visual and physical differences	See Column D, Row 8	Item 1,2,4,5,9,12,14,15
South Carolina State Library	4	Public libraries	See Column D, Row 8	Item 1,2,3,4,5,6,7,8,9,10,11,12,13,14,15
South Carolina State Library	5	State Employees	See Column D, Row 8	Item 1,2,4,5,6,7,9,10,11,13,14,15
South Carolina State Library	6	State Agencies	See Column D, Row 8	Item 1,2,4,5,6,7,9,10,11,13,14,15

## Key Partner Agencies Chart

**INSTRUCTIONS:** List the names of the other state agencies which have the biggest impact on the agency's mission success (list a minimum of three); partnership arrangements established and performance measures routinely reviewed with the other entity. The Major Program Areas Cross References Column should link the Partner Agency to the major program area, in the Major Program Areas Chart, on which it has the biggest impact. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable and a minimum of three.

Agency Submitting Report	Agency w/ Impact on Mission Success	Partnership Arrangement Established	Performance Measures Routinely Reviewed Together	Major Program Areas Cross Reference
South Carolina State Library	<u>Assistive Technology Advisory Committee (ATAC)</u>	The South Carolina State Library has developed partnerships with agencies and organizations that have similar goals, customers and who are working towards the same objectives and outcomes. Strong partnerships are an important part of our success with the limited resources that we use to deliver our varied objectives. Collaboration and partnerships are a necessity to meeting the needs of South Carolina citizens. Our partnership arrangements include formalized Memorandum of Understanding agreements, collaborative contracts, and shared training and/or programs.	The South Carolina State Library aggressively seeks partnerships with various groups to include State Agencies, libraries, or community partners. Performance measures vary according to the type of partnerships and program; some partnerships are time-limited, one-time, or ongoing partnerships. Performance measures include: participation numbers for programs, quality of programs afforded to our combined customers, and other measures defined by each partnership or program.	II. Talking Book Services
South Carolina State Library	<u>Archives &amp; History, South Carolina Department of *</u>	See Column C, Row 7	See Column D, Row 7	III. Library Services, IV. Statewide Development
South Carolina State Library	<u>Arts Commission, South Carolina</u>	See Column C, Row 7	See Column D, Row 7	IV. Statewide Development
South Carolina State Library	<u>South Carolina Center for Children's Books and Literacy (Books, Evaluation, Selection, Training)</u>	See Column C, Row 7	See Column D, Row 7	IV. Statewide Development
South Carolina State Library	<u>Education, South Carolina Department of</u>	See Column C, Row 7	See Column D, Row 7	I. Administration, III. Library Services, IV. Statewide Development
South Carolina State Library	<u>Educational Television, South Carolina (SCETV)</u>	See Column C, Row 7	See Column D, Row 7	I. Administration, III. Library Services, IV. Statewide Development
South Carolina State Library	<u>First Steps to School Readiness</u>	See Column C, Row 7	See Column D, Row 7	III. Library Services, IV. Statewide Development
South Carolina State Library	<u>Humanities Council, South Carolina</u>	See Column C, Row 7	See Column D, Row 7	V. Pass through, IV. Statewide Development
South Carolina State Library	<u>K-12 Technology Committee</u>	See Column C, Row 7	See Column D, Row 7	III. Library Services, IV. Statewide Development
South Carolina State Library	<u>Partnership Among South Carolina Academic Libraries (PASCAL)</u>	See Column C, Row 7	See Column D, Row 7	III. Library Services, IV. Statewide Development
South Carolina State Library	<u>South Carolina Business One Stop</u>	See Column C, Row 7	See Column D, Row 7	IV. Statewide Development
South Carolina State Library	<u>South Carolina School for the Deaf and the Blind</u>	See Column C, Row 7	See Column D, Row 7	II. Talking Book Services
South Carolina State Library	<u>South Carolina Department of Employment and Workforce</u>	See Column C, Row 7	See Column D, Row 7	IV. Statewide Development
South Carolina State Library	<u>South Carolina Commission on Higher Education</u>	See Column C, Row 7	See Column D, Row 7	III. Library Services, IV. Statewide Development
South Carolina State Library	<u>University of South Carolina - Center for Children's Books and Literacy</u>	See Column C, Row 7	See Column D, Row 7	III. Library Services, IV. Statewide Development

INSTRUCTIONS: Provide information about the body that oversees the agency and to whom the agency head reports including what the overseeing body is (i.e. board, commission, etc.); total number of individuals on the body; whether the individuals are elected or appointed; who elects or appoints the individuals; the length of term for each individual; whether there are any limitations on the total number of terms an individual can serve; whether there are any limitations on the number of consecutive terms an individual can serve; and any other requirements or nulsances about the body which the agency believes is relevant to understanding how the agency performs and its results.

Agency Submitting Report	Type of Body (i.e. Board, Commission, etc.)	# of Times per Year Body Meets	Total # of Individuals on the Body	Are Individuals Elected or Appointed?	Who Elects or Appoints?	Length of Term	Limitations on Total Number of Terms	Limitations on Consecutive Number of Terms	Challenges imposed or that Agency staff and the Body have faced based on the structure of the overseeing body	Other Pertinent Information
South Carolina State Library	Board	6	7	Appointed	Governor	4 years	2 terms	2 terms	none	Appointments made from each of the seven Congressional Districts

## Overseeing Body - Individual Members Chart

**INSTRUCTIONS:** Provide information about the individual members on the body that oversees the agency including their name, contact information, length of time on the body, profession and whether they are a Senator or House Member. The Major Program Areas Cross References Column should link the individual to the major program area, in the Major Program Areas Chart, in which the individual has a particular influence, if any, by way of serving on a subcommittee within the body, task force, etc. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Name of Individual on Body	Contact Information	Profession	Date First Started Serving on the Body	Last Date Served on the Body	Length of Time on the Body (in years)	Senator or House Member? (put Senate or House)	Major Program Areas Cross Reference
South Carolina State Library	Loretta K. Green	130 Pearl Lane Reevesville SC 29471 (843) 276-9649 l.k.green66@gmail.com	Retired, Wells Fargo	10/24/2012	current	2 years 5 months	no	n/a
South Carolina State Library	Suzanne W. Rast	503 Timberlake Drive Chapin SC 29036 (803) 479-9608 scindyfan4ev@gmail.com	Retired State Employee, South Carolina Budget Division	10/24/2012	current	2 years 5 months	no	n/a
South Carolina State Library	Martha Murtiashaw	101 West Wesley Street Walhalla SC 29691 (864) 638-9923 murtiashawm@bellsouth.net	Manuscript Editor	9/5/2012	current	2 years 6 months	no	n/a
South Carolina State Library	Alanna I. Wildman	9 Woodburn Ridge Road Spartanburg SC 29302 (864) 590-8793 alannawildman@att.net	Appraiser	11/2/2012	current	2 years 4 months	no	n/a
South Carolina State Library	Michael Simmons	2528 Cellanese Road Apt#G Rock Hill SC 29732 (803) 366-6260 mgsimmons@comporium.net	Retired, Springs Industries	9/5/2012	current	2 years 6 months	no	n/a
South Carolina State Library	Marty R. McKenzie	1516 Lucky Road Lake City SC 29560 (843) 373-3533 mmckenzie@scsdb.org	Principal, Division of Outreach Services, School for the Deaf and Blind	10/24/2012	current	2 years 5 months	no	n/a
South Carolina State Library	Deborah Hyler	527 Rosewood Drive Florence SC 29501 (843) 662-1796 dhyler@theschoolfoundation.org	Executive Director of the School Foundation, Chief Officer of the PD Hockey Team	9/25/2012	current	2 years 6 months	no	n/a





INSTRUCTIONS: List all state and federal statutes, regulations and provisos that apply to the agency ("Laws") and a summary of the statutory requirement and/or authority granted in the particular Law listed. Included below is an example, with a partial list of Laws which apply to the Department of Juvenile Justice and Department of Transportation. The agency will see that a statute should be listed again on a separate line for each year there was an amendment to it. Please delete the example information before submitting this chart in final form. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Item #	Statute/Regulation/Provisos	State or Federal	Summary of Statutory Requirement and/or Authority Granted
South Carolina State Library	1	Code of Laws	State	SECTION 60-1-10. Establishment of South Carolina State Library State Library Board; appointment and terms of office of board members; vacancies.
South Carolina State Library	2	Code of Laws	State	SECTION 60-1-20. Chairman and vice-chairman of board; other officers; board meetings; compensation of board members.
South Carolina State Library	3	Code of Laws	State	SECTION 60-1-30. Director of State Library; qualifications; evaluation and term of office.
South Carolina State Library	4	Code of Laws	State	SECTION 60-1-40. Duties and authority of board.
South Carolina State Library	5	Code of Laws	State	SECTION 60-1-50. Duties of director.
South Carolina State Library	6	Code of Laws	State	SECTION 60-1-60. Duties of State Library in executing library policy
South Carolina State Library	7	Code of Laws	State	SECTION 60-1-70. State Library to provide research services to General Assembly and others.
South Carolina State Library	8	Code of Laws	State	SECTION 60-1-80. State Library to provide assistance to public libraries and county governments.
South Carolina State Library	9	Code of Laws	State	SECTION 60-1-90. Administration of state and federal grants to public libraries; eligibility for grants.
South Carolina State Library	10	Code of Laws	State	SECTION 60-1-110. State Library to assist libraries of state institutions.
South Carolina State Library	11	Code of Laws	State	SECTION 60-1-120. Library services to be rendered to blind and physically handicapped readers.
South Carolina State Library	12	Code of Laws	State	SECTION 60-1-130. State Library to promote cooperation among governmental bodies and libraries for the sharing of resources.
South Carolina State Library	13	Code of Laws	State	SECTION 60-1-140. State Library to establish statewide library network.
South Carolina State Library	14	Code of Laws	State	SECTION 60-1-150. Authority of public libraries to participate in statewide library network; authority of director to allow participation.
South Carolina State Library	15	Code of Laws	State	SECTION 60-1-160. State Library to receive statistical reports from libraries.
South Carolina State Library	16	Code of Laws	State	SECTION 60-1-170. Authority of director to cooperate with United States Department of Education and other agencies in the administration of funds.
South Carolina State Library	17	Code of Laws	State	SECTION 60-2-20. State library as official state depository of all state publications.
South Carolina State Library	18	Code of Laws	State	SECTION 60-2-30. State agencies, departments and state-supported institutions to provide copies of state publications; exceptions.
South Carolina State Library	19	Proviso	State	27.1. (LIB: Aid to Counties Libraries Allotment) The amount appropriated in this section for "Aid to County Libraries" shall be allotted to each county on a per capita basis according to the official United States Census For 2010, as aid to the County Library. No county shall be allocated less than \$75,000 under this provision. To receive this aid, local library support shall not be less than the amount actually expended for library operations from local sources in the second preceding year.
South Carolina State Library	20	Proviso	State	27.2. (LIB: Information Service Fees) The State Library may charge a fee for costs associated with information delivery and retain such funds to offset the costs of maintaining, promoting and improving information delivery services.
South Carolina State Library	21	Proviso	State	27.3. (LIB: Continuing Education Fees) The State Library may charge a fee for costs associated with continuing education and retain such funds to offset the costs of providing continuing education opportunities.
South Carolina State Library	22	Proviso	State	27.4. (LIB: Books and Materials Disposal) The State Library may sell or otherwise dispose of books and other library materials that are deemed by the State Library as no longer of value to the State of South Carolina and the State Library's collection. Funds received from the sale of books and materials shall be retained and expended to purchase new materials for the collection. Unexpended funds may be carried forward from the prior fiscal year into the current fiscal year and be used for the same purpose.
South Carolina State Library	23	Proviso	State	27.5. (LIB: SCLENDS) The State Library may accept money for the South Carolina Library Evergreen Network Delivery System (SCLENDS), a consortium providing patrons access to more library materials. The consortium shall allow South Carolina libraries the ability to share resources and provide a forum for sharing expertise in technical areas such as systems administration and cataloging. Funds received by the State Library for SCLENDS shall be placed in a special account and shall only be utilized to pay for items related to SCLENDS. Unexpended funds may be carried forward from the prior fiscal year into the current fiscal year and be used for the same purpose.
South Carolina State Library	24	Proviso	State	27.6. (LIB: Donations) The State Library may accept donation funds to be used for administration, operation, and programs from any donor source. Unexpended funds shall be carried forward from the prior fiscal year into the current fiscal year.
South Carolina State Library	25	Proviso	State	27.7. (LIB: Sale of Promotional Items) The State Library shall be allowed to sell promotional items with the South Carolina State Library brand and logo for the purpose of generating funds for the State Library. Unexpended funds shall be carried forward from the prior fiscal year into the current fiscal year.
South Carolina State Library	26	Proviso	State	27.8. (LIB: Consortium Purchasing) The State Library shall be authorized to accept funds to be used for consortium purchasing between libraries (public, academic, special) that serve South Carolina residents. Funds received by the State Library for consortium purchasing agreements shall be placed in a designated account and shall only be used to pay for items related to specific consortium purchasing agreements. These funds may be retained, expended, and carried forward from the prior fiscal year into the current fiscal year and used for the same purpose.

**INSTRUCTIONS:** List all reports, if any, the agency is required to submit to a legislative entity. Beside each include the following under the appropriate column: a) Name of the report; b) Legislative entity that requires the report; c) Laws that require the agency to provide the report; d) Stated legislative intent (from legislative entity, statute, regulation or other source) in providing the report; e) Frequency with which the report is required (i.e. annually, monthly, etc.); f) Approximate cost to complete the report and any positive results from completing and submitting the report; and h) Method by which the agency receives, completes and submits the report (i.e. typed, printed, log and submit, etc.). Included below are examples of reports the agency may have to submit. The example does not include information in the columns under # of staff needed to complete the report, approx. total amount of time to complete this report and approx. total cost to complete the report, however the agency must complete these columns when submitting the chart in final form. Please delete the example figures before submitting the chart in final form, unless it applies to the agency, in which case ensure the information about those reports is complete. NOTE: Responses are not limited to the number of rows below that have borders around them; please list all that are applicable.

Agency Submitting Report	Item #	Report Name	Legislative Entity Requesting Report	Law Requiring Report	Stated Intent of Report	Year First Required to Complete Report	Reporting Freq.	# of Days In which to Complete Report	Month Report Template is Received by Agency	Month Agency is Required to Submit the Report	# of Staff Members Needed to Complete Report	Approx. Total Amount of time to Complete Report	Approx. total Cost to Agency to Complete Report (Consider in grant time, if applicable)	Positive Results of Reporting	Method in which Report Template is Sent to Agency (i.e. via email, etc.)	Format in which Report Template is Sent to Agency	Method in which Agency Submits Completed Report (i.e. email; mail; click; submit on web based form; etc.)	Format in which Agency Submits Completed Report (i.e. Word, excel, etc.)
South Carolina State Library	1	Agency Oversight Report	South Carolina Senate	S.C. Code 1-30-110(5)	Oversight review process required by the South Carolina Restructuring Act of 2014	2015	Annually	60 days	November	January	4	14 days	\$2,835.00	Opportunity to review the Agency's programs, products, and operations	Email	Word document	Email	Word document
South Carolina State Library	2	Accountability Report	South Carolina Governor's Office		Summary of the State Library's performance as required by the Governor and the General Assembly	2005	Annually	60 days	July	September	4	14 days	\$2,835.00	The accountability report is a quality self-assessment tool and is an aid towards continuous improvement in programs, products, and operations	Email	Word & excel document	Email and mail	PDF document
South Carolina State Library	2	State Program Report	Institute of Museum and Library Services		Summary of the State Library's performance for review by the Institute of Museum and Library Services		Annually	60 days	October	December	4	14 days	\$2,835.00	The State Program Report is a report to showcase use of federal funds on projects and the programs and the positive impact that they have had in South Carolina.	Email	Word document and PDF	Input into Federal system	PDF document

**INSTRUCTIONS:** Identify the agency's internal audit system and policies during the past five fiscal years including the date the agency first started performing audits; individuals responsible for hiring the internal auditors; individuals to whom internal auditors report; the head internal auditor; general subject matters audited; the individual or body that makes decision of when internal audits are conducted; information considered when determining whether to conduct an internal audit; total number of audits performed in the last five fiscal years; # of months it took for annual audit; # of months for longest audit; average number of months to complete an internal audit; and date of the most recent Peer Review of Self-Assessment by SC State Internal Auditors Association or other entity (if other entity, name of that entity).

**Note:** All audits are not the result of suspicious activity or alleged improper actions. Often times regular audits are required by statute regulation or an agency's standard operating procedure simply as a method of ensuring operations are staying on track.

Agency Submitting Report	Does agency have internal auditors? Y/N	Date Internal Audits Began	Individuals responsible for hiring internal auditors	Individuals to whom internal auditors report	Name and contact information for head internal auditor	General subject matters audited	Who makes decision when an internal audit is conducted	Information considered when determining whether to conduct an internal audit	Do internal auditors routinely evaluate the agency's performance assessment and improvement systems? Y/N	Total Number of Audits performed in last five fiscal years	# of months for shortest audit	# of months for longest audit	# of months for longest audit to conduct audit	Date of most recent Peer Review of Self-Assessment by SCIAA or other entity (if other entity, name of that entity)
South Carolina State Library	no													

\*Audits are conducted each year by the State Auditor's office, Materials Management Office, the South Carolina Budget and Control Board's Human Resources Division. In addition the State Library consulted with the Budget and Control Board's Division of Information and Technology to perform an audit on the Library's Information Technology Department.

Personnel Involved Chart

INSTRUCTIONS: List the name of all personnel at the agency who were consulted or performed work to obtain the information utilized when answering the questions in these reports, their title and their specific role in answering the question (i.e. searched the agency documents, asked for information because they are in charge of the department, etc.) Please delete the example information and instructions row before submitting this chart in final form. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Agency Submitting Report	Name	Phone	Email	Department/Division	Title	Question	Role in Answering Question
South Carolina State Library	Paula M. James	803 734-8917	<a href="mailto:Pjames@statelibrary.sc.gov">Pjames@statelibrary.sc.gov</a>	Finance and Administration	Director of Finance and Administration	All	Collaborated with Senior Leadership to answer questions.
South Carolina State Library	Denise Lyons	803-734-6061	<a href="mailto:dlyons@statelibrary.sc.gov">dlyons@statelibrary.sc.gov</a>	Statewide Programs	Deputy Director of Statewide Programs	All	Answered questions throughout the report and reviewed answers given by Ms. James.
South Carolina State Library	Leesa M. Benggio	803 734-8668	<a href="mailto:Lbenggio@statelibrary.sc.gov">Lbenggio@statelibrary.sc.gov</a>	Acting Agency Director	Acting Agency Director	All	Answered questions throughout the report and reviewed answers given by Ms. James and Ms. Lyons.

