July 18, 2022

<u>VIA EMAIL</u>
Leesa Aiken
1500 Senate Street
Columbia, S.C. 29201
laiken@statelibrary.sc.gov

RE: Follow-up from the Subcommittee meetings with the agency

Dear Director Aiken:

The Education and Cultural Subcommittee appreciates the State Library's continued partnership in the oversight process.

The Subcommittee requests the agency provide written responses to questions or provide additional data to further clarify information provided during the study process. Please provide this information by Monday, August 1, 2022.

Please note the Subcommittee cannot accept any confidential information that cannot be placed online and that all correspondence received from agencies who have been or are currently under study is sworn testimony.

State Library Board

1. Is initial training (e.g., onboarding orientation) offered to new board members?

    - If yes,
        o   Who provides the training?
        o   What is covered in the training (e.g., statutory duties as provided in S. C. Code of Laws Section 60-1-40, policies, etc.,)?
        o   How is the training conducted (e.g., reference materials provided, in-person, videos, etc.)?
        o   Is the training mandatory or optional?

2. Do board members complete annual training?

    - If yes,
        - Who provides the training?
        - What is covered in the training (e.g., statutory duties as provided in S. C. Code of Laws Section 60-1-40, policies, etc.,)?
        - How is the training conducted (e.g., reference materials provided, in-person, videos, etc.)?
        - Is the training mandatory or optional?

3. What, if any, other training opportunities are available to board members and how often do board members avail themselves of these training opportunities?

4. In the event of a board vacancy, what actions, if any, does the board or agency head take?

5. Has the board expressed an official position on LGBTQIA+ issues (e.g., programming and services for children/teens/adults, transgender inclusion for agency personnel, preferred pronouns for agency personnel, etc.)?

Internal Agency Operations

6. Provide copies of approved Professional Development Request Forms submitted in FY2016-20.

7. Please list any associations or memberships personnel of the State Library are required to have for their job (e.g., attorneys are required to be licensed in South Carolina and, thus, a member of the South Carolina Bar Association).

8. Please list any national and/or international library membership associations, if any, for which the State Library pays dues for agency personnel.

    - If there are any, for each
        - List the amounts paid during the current fiscal year and source of funding (e.g., state, federal, other).
        - List the number of agency personnel that are members.

9. Please list any subscriptions for databases the State Library currently has and note for each the amount paid/or due in the current fiscal year and source of funding (e.g., state, federal, other).

10. Please work with Committee staff to develop graphics (e.g., process flow charts, side-by-side charts, etc.) illustrating the following agency processes:

    - How are decisions made about which programs and resources to *procure and who has access to them*?
    - How are decisions made about which programs and resources to *highlight on the State Library's website?*
    - How are decisions made about agency personnel travel, and how is information learned by agency personnel during conferences shared and utilized?
    - How are *employee* concerns about State Library operations, including but not limited to any concerns about the agency head addressed?
    - How are *constituent* concerns about State Library operations, including but not limited to concerns about resources posted on the agency's website addressed?
    - List, in a side-by-side chart, the genealogy resources available at the State Library and at the South Carolina Department of Archives and History and explain communication that occurs, if any, between the two agencies.

- For each of the agency's organizational units, please note what programs and services are offered, who has access to them and how, and the source of funding (i.e., state, federal, or other funds).
- Explain the process of how library personnel provide consulting services to various entities (e.g. county libraries, K-12 libraries, higher education institution libraries, other entities) and note which issues are common topics for which entities.

Agency Staffing

11. Please provide the following information (Reference Attorney General's Office presentation PowerPoint Presentation [scstatehouse.gov] for examples) both office-wide and by division:

- Demographics (gender);
- Demographics (race);
- Employees by generation;
- Retiree workforce rate; and
- Separations (race/gender).

12. Are leadership development opportunities (e.g., LeadSC for newer state employees, Certified Public Manger, in-house programs, etc.) available for employees? If yes, please explain.

Agency Services

13. Agency staff described the State Library as the public library for the blind and visually impaired. What strategy has been employed by the agency to create "brand awareness" for blind and visually impaired residence and organizations supporting this population (e.g., Commission for the Blind, School for the Deaf and the Blind, non-profit organizations, etc.).

14. Please identify public libraries receiving assistance from the State Library IT department, the type of assistance provided, associated costs, and the amount of time dedicated to the specific project.

15. Besides fielding phone calls for Talking Book Services, what other duties are assigned to reader advisors?

Submission of Required Documents

16. Do agency personnel recommend any changes to S.C. Code of Laws Section 60-2-30, which requires state entities to provide at least 15 copies of every state publication to the State Library within 15 days after printing? If so, submit a law change recommendation for inclusion in the agency's Program Evaluation Report.

Employee Surveys

17. Please explain why employee satisfaction surveys are not conducted at the agency.

Utilization of Library Resources

18. Please provide number of unique users of each online resource.

19. Please provide total retrieval of online resources data (e.g., books, academic journals, etc.) for FY2016-21 (provide by fiscal year).

20. How many in-person and online trainings, and other library programs designed for public participation or registration, were offered, and staffed by agency personnel, from FY16-21? Please identify the trainings and programs, and the total participants for each.

State Aid to Libraries

21. Provide data to illustrate how much of the Statewide Aid to Libraries allocation goes towards technology, salaries, collections, and operating expense.

Volunteering

22. How many volunteers are currently approved to record audio materials (e.g., books, etc.) for the agency?

23. How many people completed a Talking Books Services volunteer application from FY16-21? Please include data regarding the type of volunteer service selected by each applicant (e.g., narrator, monitor, patron assistant, etc.)

County Libraries

24. All South Carolina public libraries must have a current technology plan on file with the State Library.

   - Are there any public libraries that do not have a current technology plan on file with the State Library?
   - What is the penalty for failing to submit a technology plan?
   - Does the agency post technology plans on its website? Please explain why or why not.

25. What efforts have been employed to encourage county libraries, not currently involved in the SCLENDS collaborative consortium, to become active participants? Please identify the non-participating counties.

26. According to the Federal Communications Commission, E-rate funding recipients receive discounts ranging from 20 percent to 90 percent of the costs of eligible services.

   - Why would a county library system not apply for this funding?
   - Has there been an effort, by the State Library, to inquire as to why a county library system fails to request E-rate funding?
   - Please list the county library systems that have not requested E-rate funding.

Sincerely,

Jeffrey E. "Jeff" Johnson

cc: Education and Cultural Subcommittee