

<b>AGENCY NAME:</b>	South Carolina State Library		
<b>AGENCY CODE:</b>	H87	<b>SECTION:</b>	027

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## Fiscal Year 2016-2017 Accountability Report

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### SUBMISSION FORM

<b>AGENCY MISSION</b>	We serve the people of South Carolina by supporting state government and libraries to provide opportunities for learning in a changing environment.
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<b>AGENCY VISION</b>	The South Carolina State Library develops, supports, and sustains a thriving statewide community of learners committed to making South Carolina stronger.
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Please select yes or no if the agency has any major or minor (internal or external) recommendations that would allow the agency to operate more effectively and efficiently.

<b>RESTRUCTURING RECOMMENDATIONS:</b>	<b>Yes</b>	<b>No</b>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please identify your agency's preferred contacts for this year's accountability report.

	<i><b>Name</b></i>	<i><b>Phone</b></i>	<i><b>Email</b></i>
<b>PRIMARY CONTACT:</b>	Leesa Aiken, Director	803-734-8668	laiken@statelibrary.sc.gov
<b>SECONDARY CONTACT:</b>	Denise Lyons, Deputy Director	803-734-6061	dlyons@statelibrary.sc.gov

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I have reviewed and approved the enclosed FY 2016-2017 Accountability Report, which is complete and accurate to the extent of my knowledge.

**AGENCY DIRECTOR****(SIGN AND DATE):****(TYPE OR PRINT  
NAME):**

*Leesa Aiken* 9/15/2017  
Leesa Aiken, Director

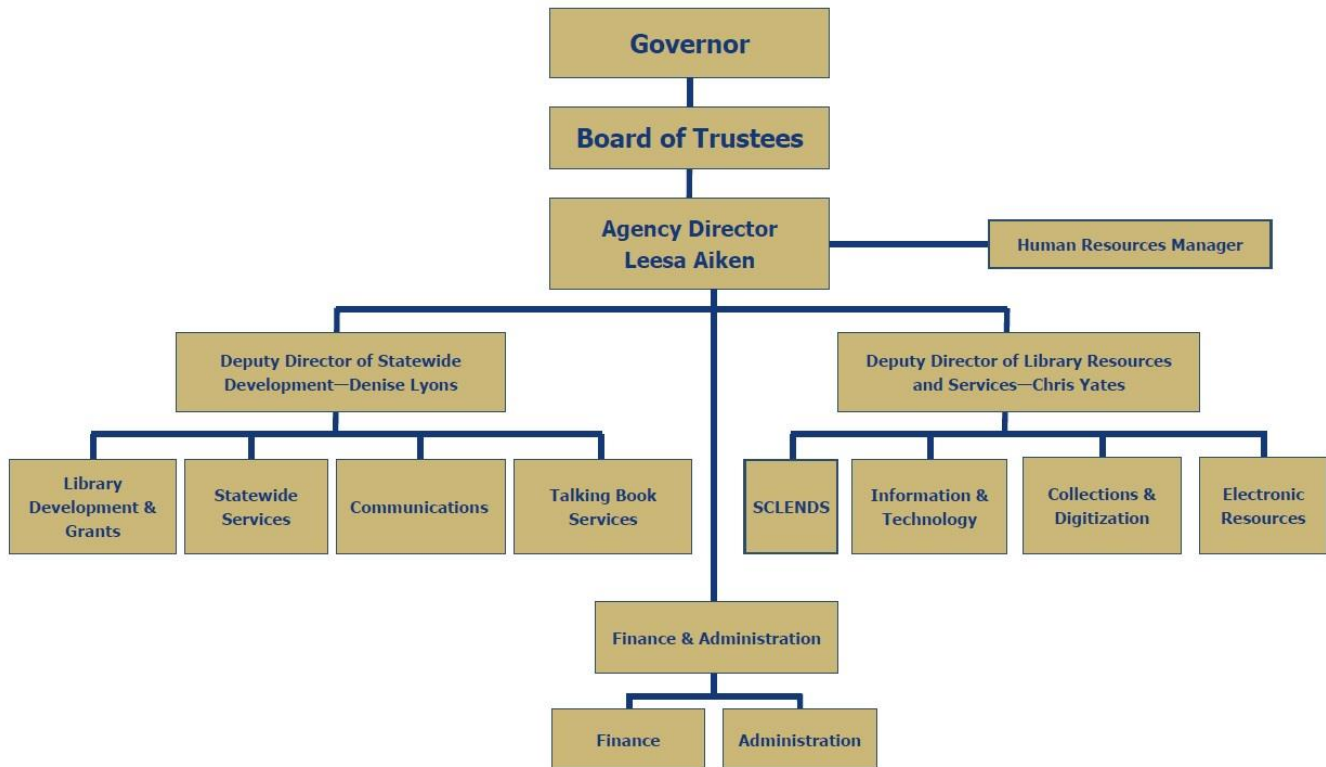
**BOARD/CMSN. CHAIR****(SIGN AND DATE):****(TYPE OR PRINT  
NAME):**

*Deborah W. Hyler* 9-15-17  
Deborah Hyler, Board Chair

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## AGENCY'S DISCUSSION AND ANALYSIS

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 re-designated 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, and a federal grant through the Institute of Museum and Library Services, and other sources.



**Good Governance** - South Carolina State Library staff collects, organizes, and disseminates state government information through multiple channels. We capture and digitize the work of government and make it available through a user-friendly portal - the SC State Documents Depository ([dc.statelibrary.sc.gov](http://dc.statelibrary.sc.gov)). The Depository now provides access to 21,755 state document items, an increase of 3,255 items from the previous year. Examples include higher education annual reports, the official roster of South Carolina soldiers, sailors and marines in WWI, and USC Bulletins. We publish a monthly *New South Carolina state documents* publication with a list of state documents published by state agencies that have been cataloged and added to the State Documents Depository.

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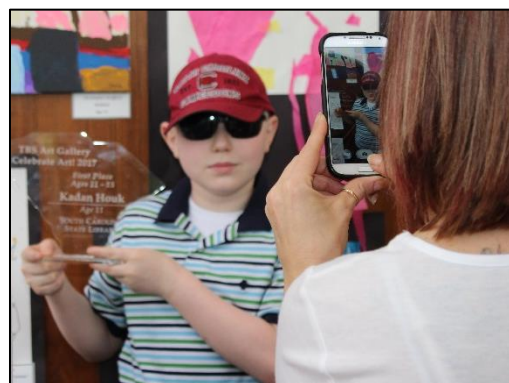
**Technology Solutions** - The Director of Information Technology provides onsite technology infrastructure assistance to public libraries in South Carolina. During the last fiscal year, assistance ranged from consultation to onsite technology implementation.

- Technology Assessments and Recommendations (ex. PCs, mobile devices, wireless, etc.)
- Technology Procurement
- Hands-on Infrastructure implementation (ex. network switching, firewall, etc.)
- K12 Internet Service Migration to Spirit Communications

The SCSL IT Director has also been collaborating with the Division of Information Security to validate the CyberSentry Sensors in the public libraries. Technology assistance was provided to 22 different public library systems.

**Talking Book Services** - Universal access is the goal of libraries striving to reach all community members regardless of physical or developmental challenges. The State Library's Talking Book Services brings print and digital books to South Carolinians with vision impairments or who are unable to hold a book in a traditional manner. Our recording booth captures audio versions of a variety of South Carolina materials read by talented local volunteers. We are proud to note that some of these recordings can be downloaded from the National Library Service website. Personally-tailored services provide telephone consultation and referral as well as delivering materials directly to customers. Seventy-five of our locally recorded books are now available nationwide for download. During the fiscal year, Talking Book Services:

- Added 773 new patrons for an active membership of 5707
- Provided telephone assistance to an average of 60 users each day
- Provided 223,702 items (digital books, large print books, DVDs)
- Hosted the 6th annual art competition for blind or visually impaired K-12 students
- Maintained a collection of 192,606 items. This represents an increase of 22,400 items from the previous year
- Hosted a successful summer reading program for children with vision impairments
- Averaged 14 new applications or transfers per week



*One of the student winners at the annual student art contest.*

**Discus Resources for Citizens** - Discus – South Carolina's Virtual Library continued providing South Carolina citizens with an outstanding collection of electronic, subscription databases available 24/7. Discus is used extensively by schools, including homeschools and virtual schools as well as public and academic libraries. Accessible from home, school, public library, or on a mobile device, students and adults have scholarly information at their fingertips as they progress through school or search for a new career. The diverse collection of online resources is often utilized by the public when researching topics of personal interest such as car repair in the Auto Repair Reference Center database or health questions in Consumer Health Complete.

In FY 2016-17 the State Library completed the implementation of EZproxy for authentication purposes. This enhancement verifies the resident's location and removes barriers to access for South Carolina citizens and provides seamless access to the information. During FY 2016-17 the Discus collection had over 40 million retrievals of online books, academic journals, primary sources, videos, and more. The Discus program continued to garner rave reviews from educators from the K-12 community as well as academic institutions throughout South Carolina, particularly the technical schools, which are very dependent on Discus for their students and faculty. New South Carolina residents are excited to learn that Discus is free due to the state legislature's continued funding.



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BrainPOP Jr. continued to be extremely popular for elementary and middle schools, child development centers, and college education majors use in lesson plans and student teaching preparation. BrainPOP Jr. provides an introduction to a variety of learning and social topics relevant to younger grade levels and is seen as an essential asset to educators and students.

**Digital Collections** - The State Library provides access to historic documents, books, maps, and images from the collection as well as working with partner institutions to make historic and cultural materials easily available online. The SC State Documents Depository ([dc.statelibrary.sc.gov](http://dc.statelibrary.sc.gov)) provides access to 21,755 state document items, an increase of 3,255 items from last year. This year these collections had 162,142 page views. We work closely with the SC Digital Library ([scmemory.org](http://scmemory.org)) to provide an environment for helping public libraries and other SC institutions present their local collections to a wider audience.

The State Library also collaborated with multiple organizations in the state to make important historical scholarship more available. Projects of importance include the *Proceedings of the South Carolina Historical Association*, Horry-Georgetown Technical College yearbook, and the South Carolina Library Association digital collections.



SC Adjutant General's office is presented with a Notable Document award for the SC National Guard website.

We also formed a partnership with the Confederate Relic Room and Military Museum to digitize the Colin J. McRae Papers, an important research collection on Confederate trade with England.

Annually the South Carolina State Depository System selects the most notable publications that were released in the past calendar year. Librarians representing selected depository collections and South Carolina State Library staff members serve as judges. The awards are announced in honor of Freedom of Information Day, on or around March 16 at a ceremony at the South Carolina State Library.

**Resource Sharing** - SCLENDS (South Carolina Library Evergreen Network Delivery System) is a shared catalog of books, audio, and video materials provided to nearly one-third of the state's population through the collaboration of 19 county libraries and the State Library. Any South Carolina citizen can request a State Library borrowers' card for access to 2,803,084 items. The State Library maintains the integrity of the catalog and provides technical support for member libraries. The number of SCLENDS cardholders in the consortium is 276,040.

The SCLENDS online catalog is open 24/7 for searching and requesting books, audio materials, DVDs, and digital items, using any browser, from any electronic device. Last year, 4,344,000 SCLENDS items were borrowed through this cost-effective inter-county delivery service, which represents an 8% increase over last year's borrowing statistics. Member libraries save the costs of purchasing and processing shared library materials. SCLENDS serves roughly 1.5 million residents. Of the 46 counties in South Carolina, 20 total systems (including the State Library) participate in SCLENDS. During the next fiscal year, Cherokee County will join the consortium to become the 20<sup>th</sup> county to officially join the consortium.

**Public Libraries** - The Library Development division of the South Carolina State Library provides consulting services, as well as information of interest to librarians, trustees, and others on all aspects of library development,

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library programming and library operations. Consultants provide support and training for library staff, leadership and trustees, library standards and statistics, federal grants for libraries, projects and programs to meet defined needs. During the year, staff provided 257 training opportunities for 478 attendees and implemented a new online training program for library staff members called PCI Webinars.

The certification given to South Carolina librarians aids in selecting competent personnel and gives the taxing bodies assurance that public funds are spent for quality library service. The Certification Program for South Carolina Public Librarians was formalized in 1962 and is governed by State Law (Code of Laws of South Carolina, 1976, Vol. 26, Rules and Regulations R75-2). Certification ensures upgrading of the public library profession in South Carolina over time. The certification program applies only to persons currently employed in full time positions in South Carolina public libraries. During 2016, 37 Professional Librarians, 35 Provisional Librarians, and 1 Pre-Professional (73 total) were certified.

Public libraries are gathering places, information superstores, entertainment hubs, and lifelong learning advocates for their communities. Libraries provide access to the world's information in shared public spaces and online, at no cost to citizens. State and federal funding administered by the State Library reinforce staffing, collections, and Internet resources, ensuring libraries maintain the institutional capacity to meet residents' needs. State Library consultants prepare library staff members for the courteous and skilled service expected by the public. State Library personnel are seasoned experts in public library operations, and are on call to assist public library workers with daily operations, from management to direct public service. Consultants assist library trustees in understanding the roles and responsibilities of the library boards to which they have been appointed, to ensure proper relationships, procedures, and operations.

Libraries are also about access for all. New information on learning styles and preferences as well as personal abilities has led to an explosion of resources in different formats, devices, and service styles to meet the needs of diverse library users, from the youngest pre-reader to the oldest senior citizen. People with vision and hearing difficulties, mobility challenges, and other differences find a welcoming and inclusive environment in South Carolina libraries. The State Library has supported assistive technologies, staff training, and special programs to enable library staff to extend services and materials wherever they are needed.

The cause-effect relationship between early reading, technology literacy, and life success is well established. With increasing mobile access to literature and the Internet, family literacy and STEM-related programming have expanded to handheld devices and multilingual collections. Individual grants to libraries in FY2017 funded enhancements to websites to attract more Millennial users, MiFi's that can be checked out by students in rural areas for homework use, and an "eco-literacy" project for teens offering critical thinking development in a creative, collaborative environment. The State Library continued its grants support for incarcerated youth seeking the GED, and assisted all libraries in core reading encouragement efforts such as the statewide Summer Reading Program.

**Workforce Development** - In 2017 the State Library continued support for the WorkSC.org website. Public libraries have been trained in awareness and use of tools and resources available on the website, and are able to assist job seekers in setting up accounts and making job applications. The State Library continues to work with agencies and programs such as DEW and SCBOS to promote worker assistance services.

**Children and Families** - Family literacy has long been a staple of the services that public libraries provide. Families that play, read, and learn together are simultaneously developing as individual learners at all levels as well as strengthening the social and emotional skills which often lead to a child's greater success in school. For many communities, the local public library is the only place parents can find early learning opportunities before their children begin kindergarten. Library staff who serve children and families work hard to provide programming that develops cognitive abilities and social skills for school readiness. They demonstrate the best way parents can help their preschool children learn to read by modeling techniques that are used at home to boost a child's literacy success. Our libraries are better equipped than ever before to combat low literacy with face-to-face personally

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delivered services that are designed to meet the developmental needs of each child, as well as with sophisticated technology tools. Targeted training on the Every Child Ready to Read program, libraries are providing more early literacy offerings than ever – continuously promoting the parent/caregiver as the child’s first and best teacher. The State Library has partnered with the University of South Carolina’s Assistive Technology Department to support special needs families through creative and unique programs, and with the International Dyslexia Association to reach out to the estimated 20% of children who have dyslexia and other reading disabilities. Services are expanding across the state and include: special areas for teens, developmentally designed play spaces for ages 0-5, and homework assistance centers.

The State Library is a key partner with local libraries and alliances such as TransformSC, an education initiative of the SC Council on Competitiveness (a subcommittee of the Early Childhood Education Task Force), the Institute for Child Success, and South Carolina First Steps. We also encourage local libraries to collaborate with the South Carolina organization PASOs for outreach to Spanish-speaking residents. Through these partnerships the State Library is developing a healthier infrastructure for learning, and is highlighting ways that parents, community leaders, and educators can make a difference in outcomes using best practices in the early years of life.

The “summer slide” is the propensity for students, especially those from low-income families, to lose some of the achievement gains they made during the previous school year. The State Library vigorously supports programs that combat summer slide and encourages families to continue reading and learning together all summer long. Public libraries receive grants to provide educational programs that are fun and attract people to libraries. READsquared, an online program is used to track summer reading participation in each library across the state. With READsquared, libraries can promote library events and community sponsors, and teach 21<sup>st</sup> Century skills as children navigate the webpages to earn digital badges and track reading activity. All public libraries participate in the statewide Summer Reading Program, which is supported by school libraries as well. Last year the State Library helped coordinate summer reading programs around the state that reached 120,267 people of all ages, who read a combined 32.6 million minutes during the months of June and July.

Other Summer Reading offerings from the State Library include the annual StoryFestSC Summer Reading Program kickoff. Using over a hundred volunteers, StoryFestSC 2017 welcomed 2160 attendees from 33 counties



*Award-winning author Rita Williams-Garcia discusses her books at the annual StoryFestSC Summer Reading kick-off celebration at the State Museum*

to the SC State Museum for a celebration of reading and stories. To spark learning efforts in off-school months, children received free books to support their summer reading efforts, families enjoyed storytelling and presentations by award-winning children’s authors, and were provided opportunities to learn about library and community summer programs. Families also received information about the USDA Summer Food Program in which many of our public libraries participate. This free program helps ensure that children do not go hungry through the summer months when they are away from school.

In addition to StoryFestSC, the State Library maintains popular services and programs which educate, support, train, and inspire library staff to become the

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center of their communities. The Library Development department hosts learning opportunities on a variety of topics like Emerging Readers, Storytime Basics, Visual Literacy, and many others. In May, we were pleased to partner with SCThrive to offer Mental Health First Aid training, so that library staff can be better prepared to assist patrons who may be struggling with mental illnesses. The State Library also provides literacy materials to public libraries, schools, and daycare centers, which emphasizes the state's curriculum standards. We provide access to Tumblebooks, an online database of read-aloud/read-along children's stories.

**Support for Students** - StudySC (studysc.org) is a website that provides online content to support South Carolina specific curriculum standards. StudySC makes available a student-friendly environment arranged by grade level and by subject area, with web and Discus resources for K-12 classroom support, homework help, and projects. The site also now provides teachers with lesson plans and other content to support classroom activities. The top three cities using StudySC were Bluffton, Monck's Corner, and Charleston.

**Services to Teens** - The State Library's efforts to draw teens and tweens (ages 11-18) into the library community continued steadily in FY2017. Libraries aim to encourage civic engagement, improve college readiness and career skills, and instill the habit of using the library through fun and educational programming. At their local public libraries, youth have the opportunity to learn life skills such as budgeting and practice job interviewing, to express their creativity through art, and to give back through volunteering on a Teen Advisory Board. Libraries are even offering teen job fairs. Discus, South Carolina's virtual library supports efforts with the LearningExpress Library database.

Reading continues to be of great importance to this demographic, as national surveys report that teens and young adults are among the most prolific readers and library users. The State Library encourages public libraries to provide teen-centric spaces and collections in as many locations as possible, and supports this with site visits and personal consulting. Youth are interested in exploring emerging technologies like robotics, coding, and virtual reality, and the State Library circulates a variety of educational kits filled with items to support 21<sup>st</sup> century learning skills. The State Library's Youth Services Consultant, visited many public and school libraries over the summer to share the virtual reality technology and to talk about the practical ways to incorporate it into year-round programs.

**Administration** - The State Library completed needed physical upgrades and renovations in FY2017 to the first floor of our facility. The changing nature of our service population and some realignment of priorities are reflected in the current services and programs we deliver, resulting in a more functional workspace, both in the physical space and in our online offerings. The Library's streamlined collection and our flexible facilities design are more responsive than ever to the needs of library and government workers, citizens wishing to update their skills and knowledge, educators, and families. We offer meeting spaces and up-to-date presentation technology.

In December of 2016 a new automated People Counting System (TRAF-SYS) was implemented to measure the number of library visitors. The total number of visitors to the Library, July 2016 to June 2017 was 9,564. This may explain any discrepancies in the notable variations in the months prior to implementing this system, July 2016 to November 2016.

<u>Month</u>	<u>Visitors per month</u>		
July 2016	1,402	January 2017	533
August 2016	1,335	February 2017	458
September 2016	1,466	March 2017	562
October 2016	1,013	April 2017	606
November 2016	984	May 2017	482
December 2016	255	<u>June 2017</u>	<u>468</u>
		Total Library Visitors	9,564



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The State Library also provided literacy materials to daycare centers, libraries, and schools during the year. Distribution in FY2017 included:

Day by Day Family Literacy Calendars (English):	6,004
Day by Day Family Literacy Calendars (Spanish):	1,195
100 Picture Books for Preschool Children Brochure:	3,542
Chapter Books: Books for Children in Elementary Grades Brochure:	2,290
Born to Read: Early Literacy Choices for Babies and Toddlers Brochure:	3,721
Books for Spanish Speaking Families Brochure:	2,100
Children's Growth Charts:	650
Literacy on the Go Booklets:	3,016
Math and Science Stem Booklets (Elementary):	2,730
Math and Science Stem Booklets (Pre-K):	3,550

**Statewide Services** - The Statewide Services staff assists the public, state legislators, and SC state agencies with library research, information, services, and programs. Resources include an extensive and diverse collection of print and electronic books, journals, magazines, newspapers, state and federal government publications, Foundation Directory of grants, and a wide variety of electronic databases. Services offered are research assistance, library card applications, interlibrary loans, free Wi-Fi, free notary services, grants workshops, services and resources orientations, educational and technical trainings, and Certified Public Manager assistance.



*Young Minds Dreaming poetry contest winners meeting award-winning author and poet, Jacqueline Woodson*

Programs include statewide literacy initiatives and promotional materials, literary and cultural events, and community outreach promoting reading and libraries. The State Library hosted 3375 citizens in 25 events, workshops, and presentations in FY2017 that were geared to the general public. One such event, Young Minds Dreaming poetry contest, was as a part of this year's National Arbuthnot Lecture featuring award-winning author Jacqueline Woodson. The awards ceremony and lecture were well attended and covered by SCETV. A video of the poetry contest can be viewed at SCETV's Knowitall.org website:

<https://www.knowitall.org/series/young-minds-dreaming>.

### **Risk Assessment and Mitigation Strategies**

1. Talking Book Services: This department represents one of our largest financial commitments and is enormously popular, yet receives no State support. The State's total reliance on Federal funding for this vital program is a precarious situation and uses dollars that could be spent on other needed services. Currently, the program is operating below the required minimum recommended staffing level. Adding more staff to this department would assist in providing better and more responsive services to this special population; however, a plan to provide state funding needs to be developed to balance federal funds used for this program.

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a. Potential most negative impact: With the loss of federal grant funding from the Institute of Museum and Library Services projected for 2018 and beyond, the most negative impact will be the shifting of the department to other funding sources. If state funds do not make up the difference, the services may see significant cuts which is a terrible loss for blind and handicapped patrons across the state.

b. Outside help to mitigate impact: Providing reoccurring state funding is the only way to ensure that the TBS program remains intact.

2. Discuss – South Carolina’s Virtual Library: The price of providing Discus online information resources continues to rise, and the proportion of federal funds used to cover these costs grows every year. State funding, not federal, is the appropriate revenue source for these expenditures, as Discus is the primary learning tool for students statewide. We regularly identify additional tools that would be valuable for the K-12 community and observe that usage of our newest additions continue to rise. However, funding limitations prevent us from being able to provide all of these necessary resources for the long term.

a. Potential most negative impact: With the loss of federal grant funding from the Institute of Museum and Library Services projected for 2018 and beyond, and the need to allocate additional funding for Talking Books Services, Discus may see a significant reduction in the resources offered to the K-12 community.

b. Outside help to mitigate impact: Providing reoccurring state funding is the only way to ensure that the Discus program remains robust in offerings.

3. Staffing and Salaries: The State Library is increasing its efforts to take services directly to points of need around the state, as the most effective way to assess problems and provide solutions. Our State funds are almost entirely passed through in the form of State Aid to public libraries. Additional positions and accompanying salaries are needed to address the growing needs in public libraries, especially in our small and rural communities. Advice on core services such as outreach to early literacy and elderly populations, youth, and families especially those with special needs, teen and tween services, and technology assistance at all levels are needed. A Salary Study is necessary to determine appropriate funding levels for State and Public Library staff members statewide.

a. Potential most negative impact: A salary study may indicate that the State of South Carolina does not provide enough categories for the librarian profession and that the few categories and bands listed are inadequate for the many types of jobs and responsibilities. In addition, such a study will likely reveal the significant amount that library staff and professions are underpaid versus their counterparts in other state agencies and libraries and the resulting salary compaction between bands in the reporting structure of the agency.

b. Outside help to mitigate impact: Being able to offer cost of living adjustments can help to mitigate the increased divide of State Library employees and other librarians. Adding more positions to the band(s) may also help differentiate and offer opportunities to those in different kinds of management and thereby attracting more highly skilled and experienced workers.

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Strategic Planning Template

Type	Goal	Item # Strat	Object	Associated Enterprise Objective	Description
G	1			Education, Training, and Human Development	Libraries serve as educational institutions for an informed populace.
S		1.1			Maintained a network of key constituents to continue the work of libraries as educational institutions indispensable to South Carolina’s intellectual landscape.
O			1.1.1		To contribute to the development of an educated, engaged, informed South Carolina citizenry
S		1.2			Provided Discus online resources statewide.
O			1.2.1		To ensure that accessible information is available 24/7 to all citizens
S		1.3			Pursued collaborative efforts with K-12 and other institutional partners.
O			1.3.1		To achieve cost savings and keep priorities aligned.
S		1.4			Within active partnerships (such as the SCLENDS consortium and the online documents depository) continue to seek ways of improving functionality and use of resources.
O			1.4.1		Realize cost savings and cost avoidance.
O			1.4.2		Make information resources freely available and electronically accessible to a growing audience.
S		1.5		Public Infrastructure and Economic Development	Disburse funds to meet agency objectives for public libraries.
O			1.5.1		Administer State Aid to public libraries to ensure maintenance of library personnel and operations
O			1.5.2		Award federal LSTA funds on a competitive basis to support programs and services in public libraries statewide.
G	2			Healthy and Safe Families	Library services respond to focused needs of South Carolina citizens.
S		2.1			Provided Talking Book Services statewide, improving outreach to local/rural communities to draw more users to the TBS program statewide.
O			2.1.1		To ensure that all citizens with disabilities are aware of the free services available to them.
O			2.1.2		To ensure that citizens with disabilities utilize the free services available to them to the extent possible.
S		2.2			A skills-based development program for library workers is being implemented based on assessment of skill levels and needs.
O			2.2.1		To ensure that all library tasks, and the corresponding skills of library workers, are aligned with the 21st Century skill set recommended by the U.S. Institute of Museum and Library Srv.
G	3			Public Infrastructure and Economic Development	State employees engage in excellent government practice.
S		3.1			Expanded and promoted online services to government workers.
O			3.1.1		High quality, on-point skills training for workers results in improved government operations.
S		3.2			Provided ebooks on management, technology and other pertinent topics to government workers.
O			3.2.1		Easy, convenient access to information resources increases use of up-to-date information.
S		3.3			Continued the collection of born digital State Agency documents and expanded the digitization of print documents of retrospective importance.
O			3.3.1		Allows citizens immediate online access to the work of state government.
S		3.4			Developed additional social media connectivity for sharing news and information.
O			3.4.1		Enabled promotion and highlighting of important news and information through multiple communication channels.
G	4			Education, Training, and Human Development	Young children will be better prepared for school, with pre-reading skills and reading motivation in place, and their families will be supportive and engaged in the child's reading progress.
S		4.1			Family literacy programs were implemented in SC libraries.
O			4.1.1		To fill a service gap in remote and rural area in the provision of reading skills and reading encouragement especially for very young children.
S		4.2			Partnerships and collaborations were developed and maintained
O			4.2.1		To enhance and multiply the effectiveness of all literacy efforts and avoid duplication of effort.
S		4.3			Resources and materials such as the Day by Day early literacy calendar were made available to citizens.
O			4.3.1		To provide cost-free, engaging literacy resources for families, introducing and reinforcing emerging reader skills.
S		4.4			Reading encouragement programs and services incorporating STEM elements were expanded.
O			4.4.1		To provide additional opportunities for local communities to engage in activities to support reading and incorporate STEM concepts.
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## Strategic Planning Template

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Agency Name: South Carolina State Library

Fiscal Year 2016-2017  
Accountability Report

Agency Code: H87      Section: 27

Performance Measurement Template

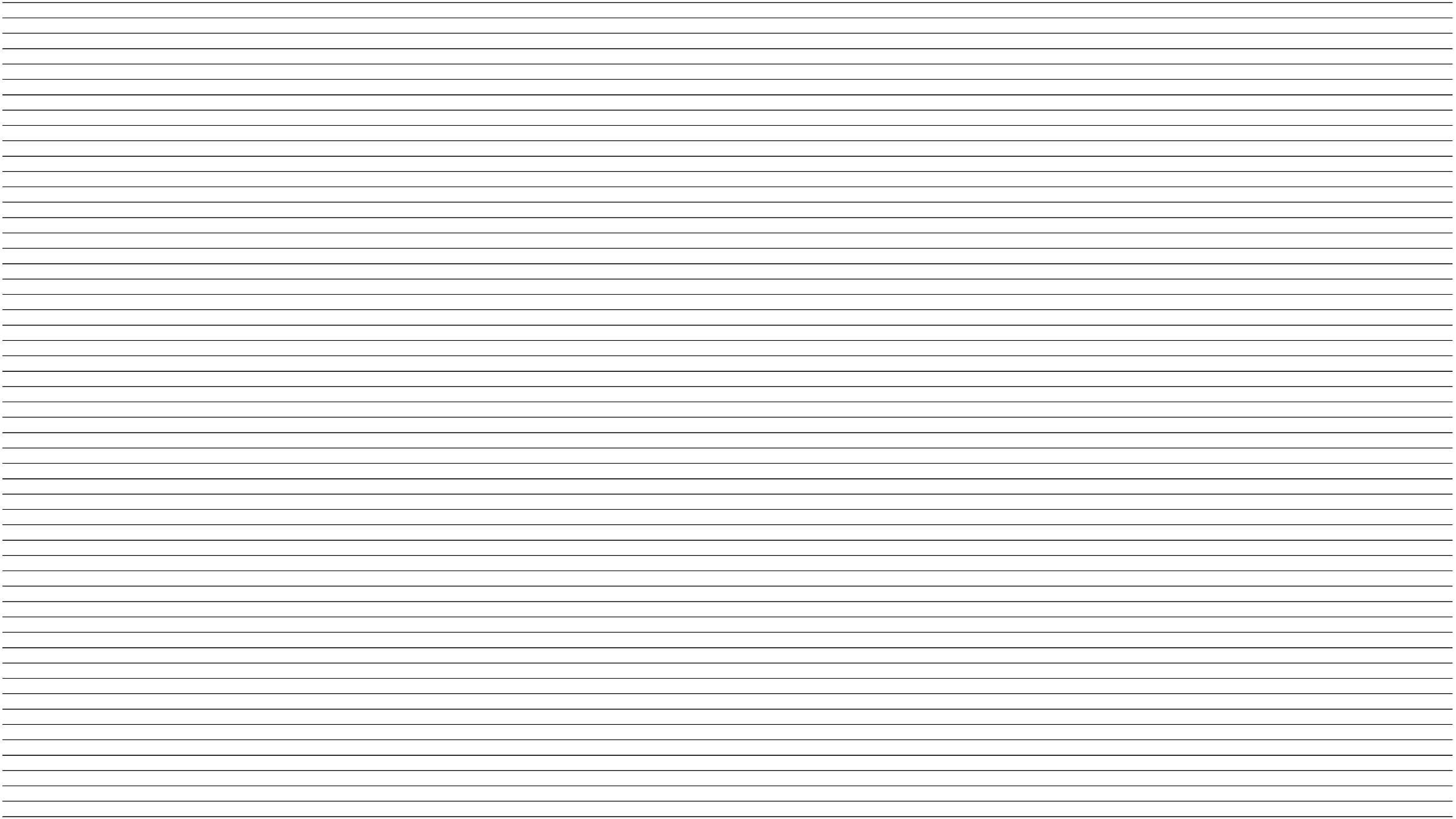
Item	Performance Measure	Last Value	Current Target Value	Current Value	Future Target Value	Time Applicable	Data Source and Availability	Calculation Method	Associated Objective(s)	Meaningful Use of Measure
1	Usage of Discus online resources is increased (SC total usage)	40,910,556	44,853,229	31,000,000	34,100,000	7/1/16-6/30/17	Calculated by Agency's Director of Information Services	Comparison of annual totals	1.2.1	Provides access to information by citizens 24/7. Determines promotion needs.
2	Skills are improved in the use of Discus online resources - Trainings are provided for Discus users	81	102	69	75	7/1/16-6/30/17	Reported by Discus staff	Report for time period specified	1.2.1	Skills improvement for use of Discus products. Determines types of training offered: onsite, remote/web-based, etc.
3	Skills are improved in the use of Discus online resources for school and library personnel - Number trained in skills development workshops	2,220	2,978	3,432	3,775	7/1/16-6/30/17	Reported by Discus staff	Report for time period specified	1.2.1	Skills improvement for use of Discus products. Determines types of training offered: onsite, remote/web-based, etc.
4	Interest in Talking Book Services - Number of volunteer hours committed to recording for the blind.	1,875	1,470	1,485	1,633	7/1/16-6/30/17	Reported by Director of Talking Books Services	Report for time period specified	2.1.1	Volunteers assist in making resources available to patrons. Department is understaffed and volunteers are needed.
5	Usage of Talking Books Services is increased - Number of registered patrons	5,898	5,937	5,707	6,277	7/1/16-6/30/17	TBS Members, Reported by Director of Talking Books Services	Documentation of registered TBS patrons.	2.1.2	Promotion of this service continues to reach those serving this population.
6	The demand for personal assistance provided by Talking Books Services staff is met - Average number served daily	60	63	60	63	7/1/16-6/30/17	Reported by Director of Talking Books Services	Simple tally	2.1.2	Determines patron's communications need vs. online/self-assist.
7	Available TBS resources are used - Number of items used by patrons	221,338	277,219	223,702	246,072	7/1/16-6/30/17	Reported by Director of Talking Books Services	Report for time period specified	2.1.2	Assists in collection development based on patron requests.
8	Government workers and citizens including educators, library audiences, and agency/organization staff gain knowledge and skills on a variety of topics including technology, cybersafety, and searching skills - Number of SCSL workshops and webinars offered	129	180	430	473	7/1/16-6/30/17	Reported by agency staff engaged in outreach activities	Simple tally	3.1.1	Assists in determining training needs by patrons, library staff, and educators.
9	Knowledge and skills of government workers and citizens are improved, as demonstrated by participation in SCSL workshops and webinars	5,074	5,670	7,285	8,013	7/1/16-6/30/17	Reported by agency staff engaged in outreach activities	Tally of attendance	3.1.1	Assists in determining training needs by patrons, library staff, and educators.
10	Professional materials and information are made accessible for South Carolina workers free of charge - Size of electronic collection	169,013	160,614	162,142	178,356	7/1/16-6/30/17	Agency's Director of Information Services	Snapshot report	3.2.1	Assists in determining access to collection needs by patrons.
11	Professional materials and information used by South Carolina workers - Use of electronic collection (number of retrievals)	56,990	80,566	43,975	48,372	7/1/16-6/30/17	Online vendor report	Report for time period specified	3.2.1	Assists in determining access to collection needs by patrons.



12	Cost savings realized by making downloadable E-books available	25,651,103	NA	350,128	NA	7/1/16-6/30/17	Calculated by Agency's Director of Information Services	Change represents new method: Calculated by Average cost of nonfiction book \$92.70 (from Library of Congress New Title Report July 1, 2016 thru June 30, 2017) x Number of ebook titles viewed during last fiscal year 3,777.	3.2.1	Assists in determining collection budget.
13	Young children and families have free access to early literacy opportunities and materials - Number of Day by Day Early Literacy calendars to childcare facilities and families (English language version)	7,742	-	6,004	-	7/1/16-6/30/17	Count of statewide distribution	Simple tally	4.1.1	Assists in determining program/project continuation and demand.
14	Young children and families have free access to early literacy opportunities and materials - Spanish language version of Day by Day Early Literacy calendars distributed	938	520	1,195	-	7/1/16-6/30/17	Count of statewide distribution	Simple tally	4.1.1	Assists in determining program/project continuation and demand for service population.
15	Reading skills are improved statewide by participation in the annual Summer Reading Program - Number of people of all ages registered for SRP	116,323	119,141	130,834	143,917	7/1/16-6/30/17	Count of SRP program registrants in all public libraries	Documented by registrations entered in Evanced data collection system	4.2.1	Assists in determining program/project continuation and demand for service population.
16	Promote and increase participation in public library Summer Reading Programs - Documented attendance at StoryfestSC, the annual SRP Kickoff event	2,127	2,377	2,160	2,268	7/1/16-6/30/17	Registration at the event	Online registration tally	4.2.1	Assists in determining program/project continuation and demand for service population.
17	Student skills in use of standards-based online resources are improved - Number of visits to the StudySC website	34,831	37,930	51,973	57,170	7/1/16-6/30/17	Tracked and reported by Google Analytics	Report for time period specified	4.4.1	Assists in determining program/project continuation and demand for service population.
18	Library use and reading are encouraged through library programs - Number of library systems receiving Summer Reading Program Grants	40	42	42	42	7/1/16-6/30/17	Documentation of awards	Simple tally	4.4.1	Assists in determining program/project continuation and demand for service population.
19	Management and operation of public libraries, and service capacity of agencies and organizations, are improved - Number of consultations with State Library staff	1,166	490	286	780	7/1/16-6/30/17	Selected State Library staff records of individual telephone, email and on-site counseling with library directors and agency and organization staff statewide	Consultant's tallies	2.2.1	Assists in determining staffing needs to meet requests demand.
20	Public library community is supported through certification and documenting attainment of professional training - Librarian certifications issued	26	26	37	37	7/1/16-6/30/17	Recorded by staff	Report for time period specified	2.2.1	Assists in maintaining a high standard of professionalism in the field.
21	Value of collaborative approach to provision of online access to library materials is demonstrated - Number of registered cardholders in SCLENDS	808,893	537,139	276,040	303,644	7/1/16-6/30/17	Agency's Director of Information Services	Report for time period specified.	1.4.2	Assists in determininig promotional needs.
22	Improved access to more materials through a collaborative approach - Number of materials available through the SCLENDS catalog	3,578,227	2,900,000	2,803,084	3,083,392	7/1/16-6/30/17	Agency's Director of Information Services	Snapshot report	1.4.1	Assists in determininig budgetary and collection needs.

23	Improved access to more materials through a collaborative approach - Number of materials circulated through the SCLENDS catalog	4,015,807	4,441,645	4,344,000	4,778,400	7/1/16-6/30/17	Agency's Director of Information Services	Report for time period specified	1.4.2	Assists in determinig budgetary and collection needs.
24	Access to government publications and information is improved by collecting documents from State Agencies - Number of items in the State Documents Digital Depository	18,500	16,800	21,755	23,930	7/1/16-6/30/17	Reported by Agency Information Services staff	Snapshot report	3.3.1	Assists in determining staffing needs to meet requests demand.
25	Access to government publications and information demonstrated by use of the State Documents Digital Depository - Number of visits to the Depository	38,495	37,611	162,142	178,356	7/1/16-6/30/17	Google Analytics report	Report for time period specified	3.3.1	Assists in determinig budgetary and collection needs.
26	Support for public library activities and operations demonstrated through dispersal of federal dollars to libraries - Number of subgrants to fund local projects designed to meet needs of citizens	140	42	92	42	7/1/16-6/30/17	LSTA subgrants awarded to public and academic libraries - LSTA Coordinator	Report for time period specified	1.5.2	Assists in determining promotional and funding needs of libraries.
27	Support for public library activities and operations demonstrated through dispersal of state dollars to libraries - State funds for core library services	10,910,221	10,910,221	12,361,603	12,361,603	7/1/16-6/30/17	State Aid and Lottery funds	Per capita allocation and agency funding per annual State legislation	1.5.1	Assists in determining promotional and funding needs of libraries.

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Agency Code:		H87	Section: 027	

Partner Template			
Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Objective(s)
Assistive Technology Advisory Committee (ATAC)	State Government	Serve on advisory committee and cross promotes assistive technology to special populations	2.1.1
South Carolina Center for Children's Books and Literacy	Higher Education Institute	Work collaboratively on literacy initiatives for children and adults including the annual Read-In Annual Literacy Leaders awards	4.2
K-12 Technology Committee	K-12 Education Institute	Attend meetings, make decisions related to technology/connectivity and statewide access in libraries and schools	4.2
South Carolina Commission for the Blind	State Government	Cross promotion of services available via Talking Book Services and assistive technology	2.1.1
South Carolina School for the Deaf and the Blind	K-12 Education Institute	Talking Book Services sponsors annual art contest for students and promotes reading/literary services	2.1.1
Humanities Council, South Carolina	Non-Governmental Organization	Cross promotes literary events/programs such as LTAI (Let's Talk About) Book discussion program to libraries statewide, author talks	1.1
Association of Public Library Administrators	Professional Association	Works with library development and statewide services to host workshops and other educational opportunities to the state's public library administrators; Cross promotes events and programs	1.3
Palmetto Archives, Libraries, and Museums Council on Preservation (PALMCOP)	Non-Governmental Organization	Staff members serve on board and provide guidance and advice on issues related to preservation of materials	1.3
SC Library Evergreen Delivery System (SC LENDS)	Local Government	Serves as coordinating agency for 19 county consortium. SC LENDS libraries share a single catalog, which means that patrons can search for items at any of the libraries as easily as they search for items at their home library. Items are delivered to requesting partner library	1.4
SC Library Association	Professional Association	Staff members serve on board and provide guidance and advice on issues related to all types of libraries	1.3
SC Association of School Librarians	Professional Association	Staff members provide guidance and advice on issues related to school libraries. Partners to provide annual Read-In at the State House	1.3

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## Fiscal Year 2016-2017 Accountability Report

<b>Agency Code:</b>	<b>H87</b>	<b>Section:</b>	<b>027</b>
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## External Review Template

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