HOUSE LEGISLATIVE OVERSIGHT COMMITTEE

PROGRAM EVALUATION REPORT

Agency Overview

FY2017-FY2020

South Carolina State Library Purpose

VISION

We develop, support, and sustain a thriving statewide community of learners committed to making South Carolina stronger.

South Carolina State Library Purpose

MISSION

We serve the people of South Carolina by supporting state government and libraries to provide opportunities for learning in a changing environment.

South Carolina State Library Purpose

VALUES

Communication

- We believe communication in every direction and through multiple methods is essential to doing our work at the highest level.

Flexibility

- An agile organization is one that can change course to provide better services.

South Carolina State Library Purpose

VALUES

Community driven

- We believe that by remaining open to our community's needs, we can personalize experiences for individuals and groups.

Inclusivity

- We strive to expand opportunities to better connect with others and break down barriers.

Professionalism

- A well-trained and knowledgeable staff is our greatest asset.

Strategic Direction I: Innovation

The South Carolina State Library provides guidance for excellence in library services.

GOALS:

1. Support training for delivery of excellence in 21st century library service.

2. Help address the disparities in the library profession.

3. Identify new projects and programs to address the needs of the underserved.

Goal 1 of Strategic Direction I: Innovation
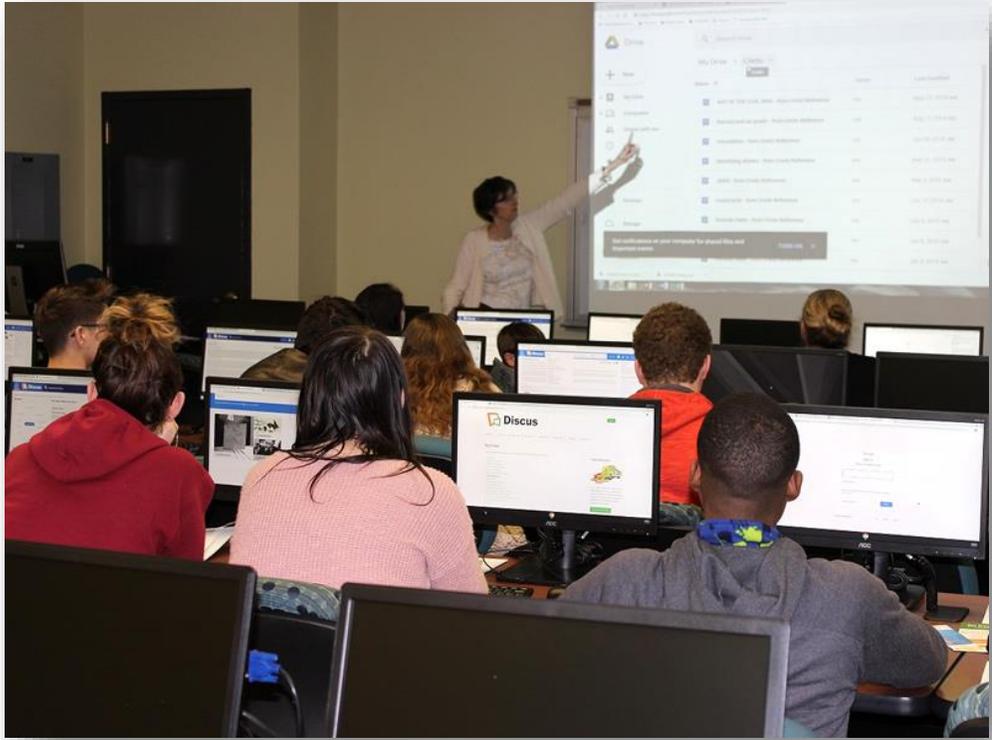
Goal 1: Support training for delivery of excellence in 21st century library service.

We commit to:

- Provide clear, consistent, and reliable communication.

- Identify gaps in needs and competencies through regular assessment.

- Employ new technology to help align training strategies with changes in the profession.

- Offer training tools that support the needs of all levels of staff and stakeholders.

Goal 2 of Strategic Direction I: Innovation

Goal 2: Help address the disparities in the library profession.

We commit to:

- Use personal contacts, especially with stakeholder groups, to build capacity for diversity throughout the library profession.

- Conduct outreach activities and training to promote interest in the profession for all levels of staff.

- Review our ability to leverage agency mandates for funding and the legislation for additional sustainability.

- Strongly support opportunities to build leadership skills.

Goal 3 of Strategic Direction I: Innovation

Goal 3: Identify new projects and programs to address the needs of the underserved.

We commit to:

- Identify new opportunities for cultural programming, including special age groups and populations, using data to make decisions.

- Undertake additional community assessment and field work to highlight needs across the state.

- Utilize our collection and programming resources to support the changing needs of our libraries.

- Strive to make secure and lasting partnerships across all sectors.

Strategic Direction II: Collaboration

The South Carolina State Library sustains and enhances its relationships with partners and those we serve.

GOALS:

1. Strengthen relationships and communication among libraries.

2. Demonstrate how libraries are essential to educational and economic well-being.

3. Facilitate informed governance and civic responsibility.

Goal 1 of Strategic Direction II: Collaboration

Goal 1: Strengthen relationships and communication among libraries.

We commit to:

- Work together across departments to engage and connect projects in the field to those in the office.

- Build on our investment in current technology and communication tools that we can share with our partners.

- Thoughtfully seek to target new partnerships that meet our mandates and mission.

- Create a comprehensive campaign to promote our varied services.

Goal 2 of Strategic Direction II: Collaboration

Goal 2: Demonstrate how libraries are essential to educational and economic well-being.

We commit to:

- Develop a public relations plan to support library advocacy, highlighting the work of staff and partnerships.

- Offer ongoing and comprehensive training for staff, partners, and patrons.

- Create strategic communication pieces that showcase our library and partners' shared value.

- Support agency outreach that helps libraries demonstrate their significance in their communities.

Goal 3 of Strategic Direction II: Collaboration

Goal 3: Facilitate informed governance and civic responsibility.

We commit to:

- Stand as a model of good governance, communicating accurate information regularly.

- Proactively partner with state agencies to find crossover opportunities for an informed citizenry.

- Utilize the latest technology to preserve what we have and share best practices.

- Consistently seek opportunities to increase diversity across our libraries and boards.

Strategic Direction III: Participation

The South Carolina State Library provides equitable access to information.

GOALS:

1. Monitoring electronic resource offerings in response to changing information needs.

2. Regularly review and negotiate collaborative purchases for statewide access to resources.

3. Develop and deliver programs that support literacy for at-risk groups, children, and patrons who need alternative formats.

Goal 1 of Strategic Direction III: Participation

Goal 1: Monitoring electronic resource offerings in response to changing information needs.

We commit to:

- Regularly review our resources using data analysis, group discussion, and assessments.

- Provide easier access to interactive resources, including platforms for different learning styles and accessible kits.

- Expand internal electronic resources and technology tools that promote increased agency efficiency.

- Provide regular communication to our stakeholders and encourage regular feedback through surveys.

Goal 2 of Strategic Direction III: Participation

Goal 2: Regularly review and negotiate collaborative purchases for statewide access to resources.

We commit to:

- Proactively seek opportunities for collaborative and cost-saving purchases and pass on to partners as we are able.

- Utilize pilot programs to determine quality and utility.

- Conduct site visits, produce ongoing communication collateral materials, and research common needs to increase usage from all user groups.

- Specifically look for opportunities to support the needs of small libraries.

Goal 3: Develop and deliver programs that support literacy for at-risk groups, children, and patrons who need alternative formats.

We commit to:

- Continue to develop programs across departments to focus on at-risk groups statewide, keeping abreast of needs in the field through our partners.

- Highlight models and pilot programs to support these patron groups.

- Conduct outreach to identify special populations and opportunities for positive impact in the community.

- Provide our resources in inclusive language, as well as other languages and alternative formats.

Strategic Direction IV: Preservation

The South Carolina State Library protects and promotes cultural heritage in the state.

GOALS:

1. Showcase programs and resources in collaboration with other organizations to demonstrate the state's vibrant cultural assets.

2. Lead a statewide digitization initiative to protect the past and build on the present.

3. Curate, preserve, and highlight a collection of South Carolina-related published materials.

Goal 1 of Strategic Direction IV: Preservation

Goal 1: Showcase programs and resources in collaboration with other organizations to demonstrate the state's vibrant cultural assets.

We commit to:

- Bring partners together for joint project efforts and shared resources.

- Lead the state on identifying special projects and populations to support South Carolina culture.

- Regularly promote State Library and partnership projects to raise visibility for all cultural assets.

- Showcase collections and displays at the library weaving in oral history, storytelling, electronic resources, and special items.
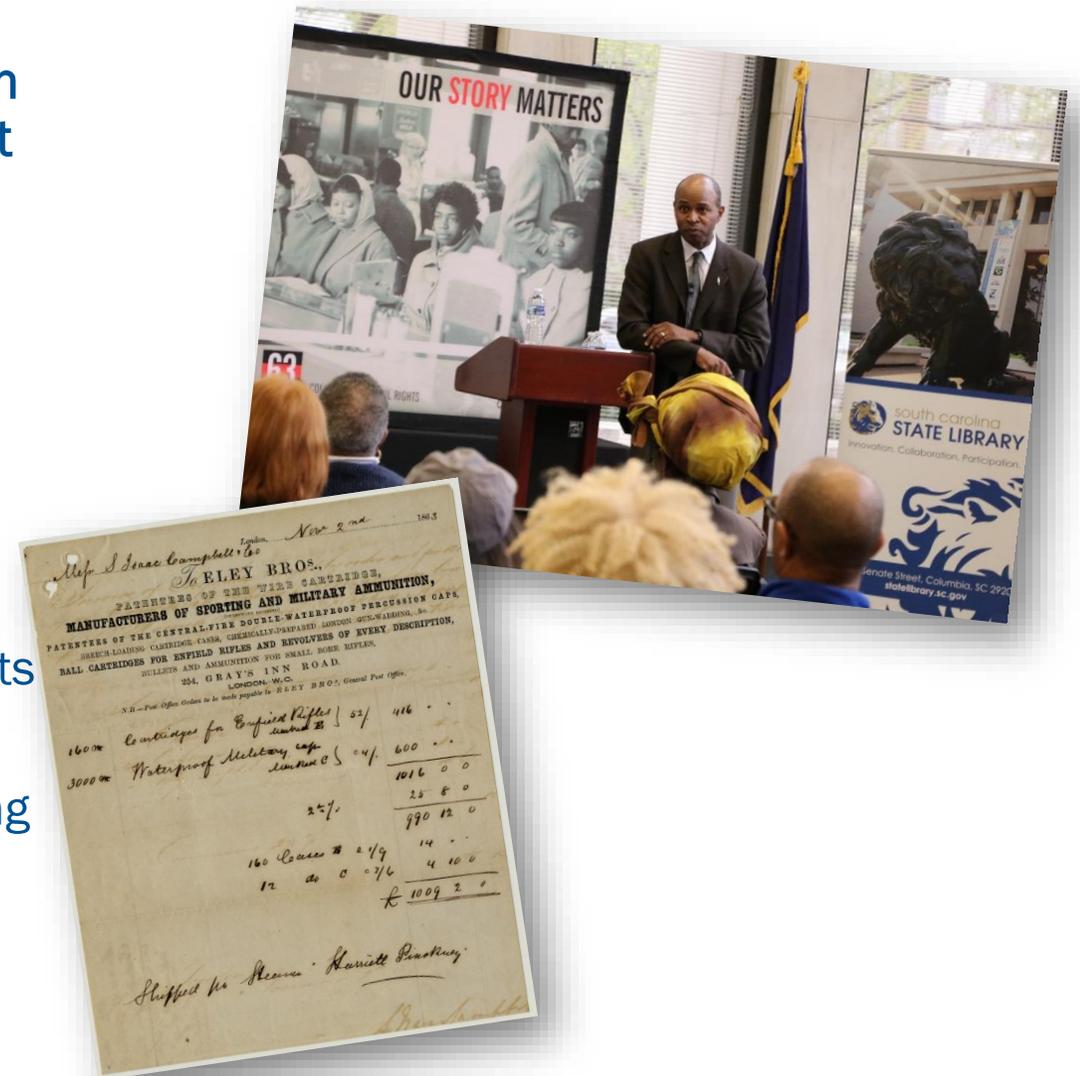
Goal 2: Lead a statewide digitization initiative to protect the past and build on the present.

We commit to:

- Become a resource for equipment and resources to assist libraries and other patron groups.

- Make technology accessible for outreach projects.

- Serve as a clearinghouse for files from other agencies that could be shared in a digital format.

- Support state and national digitization partnerships.
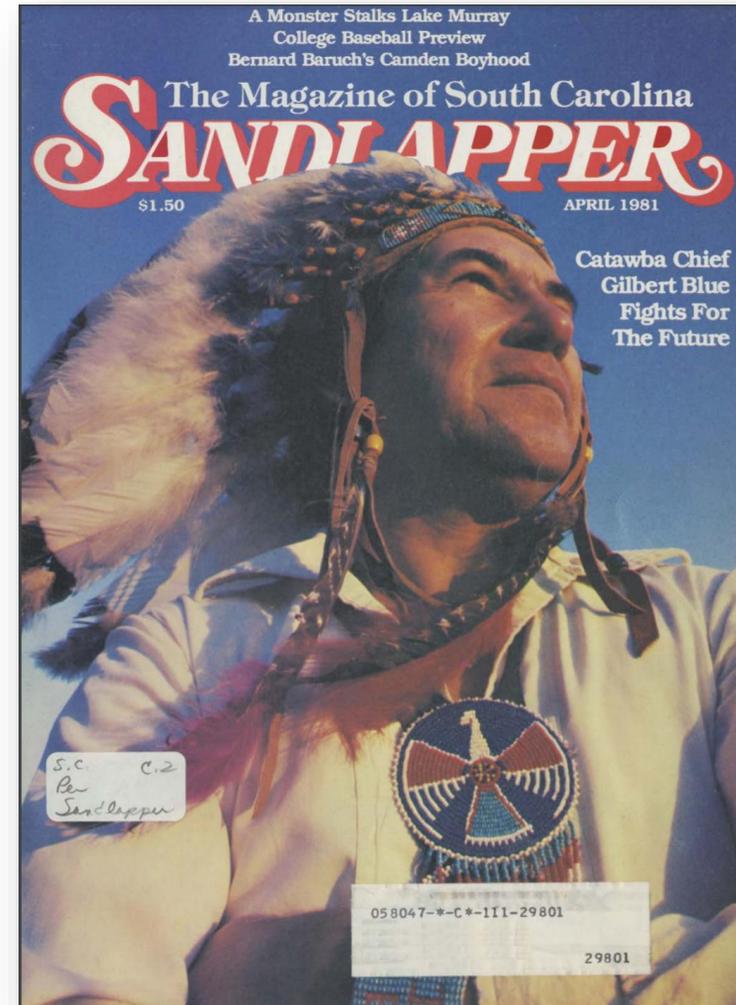
Goal 3: Curate, preserve, and highlight a collection of South Carolina-related published materials.

We commit to:

- Promote the important work of preservationists in the state, hosting and supporting workshops that share everyone's experience and knowledge.

- Build, maintain, and share the special collections, particularly the South Carolina collection, of the State Library.

- Utilize all the resources of the State Library to celebrate inclusivity, diversity, and partnerships among internal and external teams.

- Promote the history and resources of our collections with a special emphasis on audio, recordings, storytelling, and unique South Carolina items.

Deep Roots: Generational Connections to the Past
June 24, 2021 at 12:30 p.m. via Zoom

Derek Berry
Buggery

Jaki Shelton Green
The River Speaks of Thirst

Len Lawson
Chime

Ayla Samli
Altered

Hannah VanderHart
What Pecan Light

North Carolina humanities   LIBRARY OF CONGRESS CENTER FOR THE BOOK   ReadSC   south carolina STATE LIBRARY

SECTION 60-1-10.

The South Carolina State Library is governed by the State Library Board.

- Seven members, one from each congressional district

- Appointed by the Governor for terms of five years and until their successors are appointed and qualify

- Board meets bi-monthly

State Library Board

Loretta K. Green
District 1

Walter Caudle
District 2

Martha Murtiashaw
Chair, District 3

Alanna I. Wildman
District 4

Marty McKenzie
District 4

Deborah Hyler
District 7

Duties of the Board

SECTION 60-1-40. DUTIES AND AUTHORITY OF BOARD.

The State Library Board has several duties including:

- Determining policy for providing library and information services

- Developing and adopting long range plans for the continued improvement of library services

- Prescribing standards of service for South Carolina libraries

- Administering and distributing state and federal funds and grants

- promulgating regulations

- entering into contracts with any person or governmental entity

Duties of the Board

SECTION 60-1-40. DUTIES AND AUTHORITY OF BOARD.

The State Library Board has several duties including:

- entering into interstate library compacts on behalf of the State

- recommending legislation

- representing library interests and needs before state and local officials and the legislature

- fostering public awareness of the conditions of libraries in South Carolina

Who We Serve

- 4.6 Million South Carolina Citizens

- 2.4 Million Library Cardholders

- 46 Counties

- 195 Public Library Locations

- 36 Bookmobiles

- Last year there were 13.9 million visits to the public library.
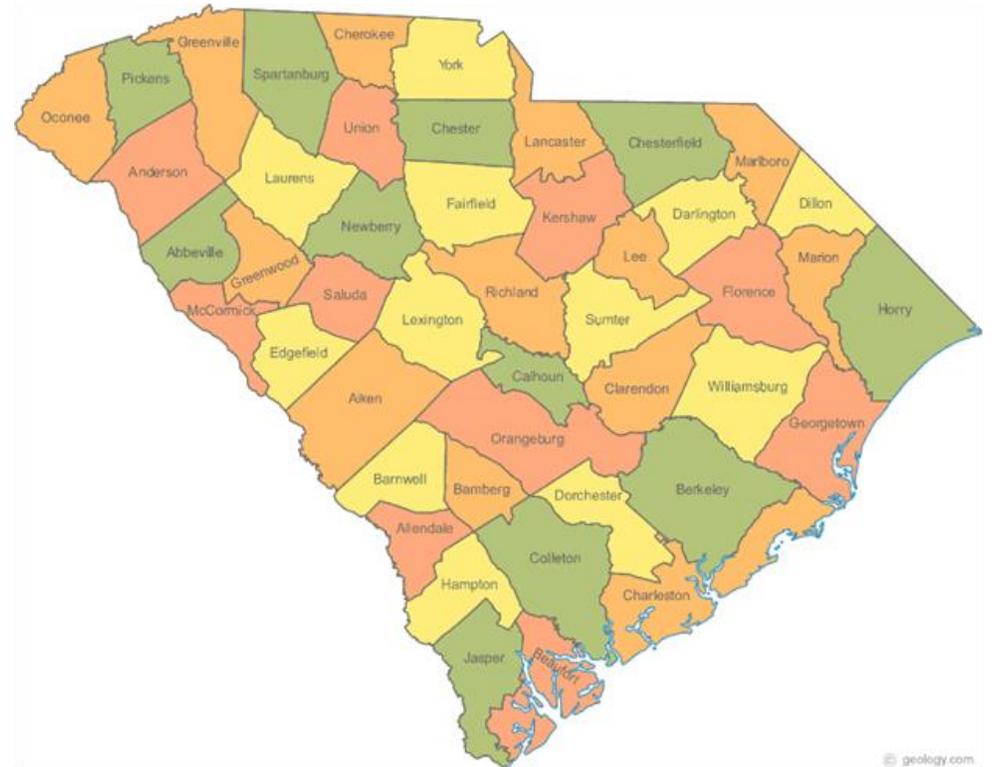
Who We Serve

- Teachers

- Students

- Children & Teens

- Pre-K Community

- South Carolinians who are differently-able

- Families

- Working adults

Who We Serve

- Libraries & Librarians

- Universities & Tech Schools

- Childcare Centers

- Early Literacy Groups

- State Employees

- State Agencies

- Local Government & Boards

- Members of the General Assembly

SECTION 60-1-60. DUTIES OF STATE LIBRARY IN EXECUTING LIBRARY POLICY.

The State Library is responsible for executing the library policy for the State and shall:

- maintain appropriate collections of library materials

- provide leadership and guidance to public libraries

- meet the research and informational needs of the General Assembly, state officers and agencies, and state government employees

- increase the proficiency of library personnel through provision of in-service and continuing education programs

- provide specialized library services and materials

SECTION 60-1-60. DUTIES OF STATE LIBRARY IN EXECUTING LIBRARY POLICY.

The State Library is responsible for executing the library policy for the State and shall:

- organize a system of depository libraries for state publications

- serve as a depository for federal publications and coordinate a state plan for federal documents depository libraries

- collect, compile, and publish statistics and information concerning the operation of libraries in the State

- coordinate library services of the State with other educational agencies and services
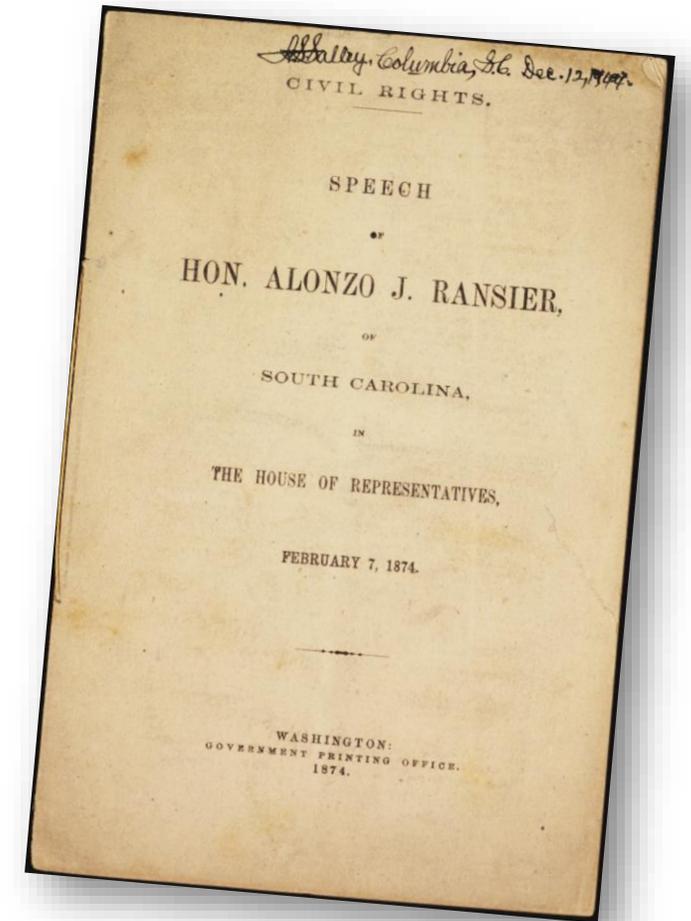
Statutory Purpose

SECTION 60-1-70. STATE LIBRARY TO PROVIDE RESEARCH SERVICES TO GENERAL ASSEMBLY AND OTHERS.

The South Carolina State Library shall provide library and library research services to the General Assembly, state officers and agencies, and state government employees.

Statutory Purpose

SECTION 60-1-80. STATE LIBRARY TO PROVIDE ASSISTANCE TO PUBLIC LIBRARIES AND COUNTY GOVERNMENTS.

The South Carolina State Library provides:

- a staff of consultants qualified to give advisory and technical assistance to library directors and library boards

- State aid and other grants-in-aid to supplement and improve public library services

- a certification program for public libraries and librarians

- statewide programs and services

- library services to groups with special needs

Statutory Purpose

SECTION 60-1-90. ADMINISTRATION OF STATE AND FEDERAL GRANTS TO PUBLIC LIBRARIES; ELIGIBILITY FOR GRANTS.

Any public library which accepts state and federal grants administered by the South Carolina State Library may not use the grants to replace local funding for the library. In order to qualify for grants, libraries shall meet maintenance of effort requirements set by the State Library Board in accord with state and federal regulations.

SECTION 60-1-130. STATE LIBRARY TO PROMOTE COOPERATION AMONG GOVERNMENTAL BODIES AND LIBRARIES FOR THE SHARING OF RESOURCES.

The South Carolina State Library shall promote cooperation among governmental bodies, including but not limited to, departments, agencies, institutions, boards, committees, and commissions of the State and political subdivisions of the State, including school districts, and among libraries of all types and shall encourage the sharing of resources among libraries at all service levels.

Statutory Purpose

SECTION 60-1-140. STATE LIBRARY TO ESTABLISH STATEWIDE LIBRARY NETWORK.

The South Carolina State Library shall plan, develop, and operate a statewide library network to facilitate the sharing of resources. This includes:

- recommend statewide priorities for interlibrary cooperation and resource sharing

- publish a state plan for library network activities

- promulgate policies, regulations, and guidelines

- establish and operate a network computer system and telecommunication systems which will expedite interlibrary loan, reference, and referral

- acquire or create computer programs and databases

- provide grants for networking activities

Statutory Purpose

SECTION 60-1-140. STATE LIBRARY TO ESTABLISH STATEWIDE LIBRARY NETWORK.

The South Carolina State Library shall plan, develop, and operate a statewide library network to facilitate the sharing of resources. This includes:

- establish standards under which libraries may be eligible for grants

- encourage public awareness of the need for interlibrary cooperation and resource sharing

- provide for state participation in and compatibility with regional, national, or international library networks and systems

- encourage and assist the efforts of libraries and local governments

- establish a network advisory body

Statutory Purpose

SECTION 60-1-150. AUTHORITY OF PUBLIC LIBRARIES TO PARTICIPATE IN STATEWIDE LIBRARY NETWORK; AUTHORITY OF DIRECTOR TO ALLOW PARTICIPATION.

The governing body of any library supported by state, county, or municipal governments or by public school districts is authorized to enter into agreements with the South Carolina State Library for the library's participation in the statewide library network and to enter into cooperative agreements with other libraries for collection development, resource sharing, and library services.

The director of the State Library, subject to the approval of the State Library Board, has the power to enter into agreements with any library located in the State, including private and federal libraries, to allow participation in the state resource sharing network and for coordination of the state library program with any library.

Statutory Purpose

SECTION 60-1-160. STATE LIBRARY TO RECEIVE STATISTICAL REPORTS FROM LIBRARIES.

Every public, college, university, technical college, and state institutional library shall make an annual statistical report to the South Carolina State Library in a form as may be prescribed by the State Library.

SC Public Libraries 2021
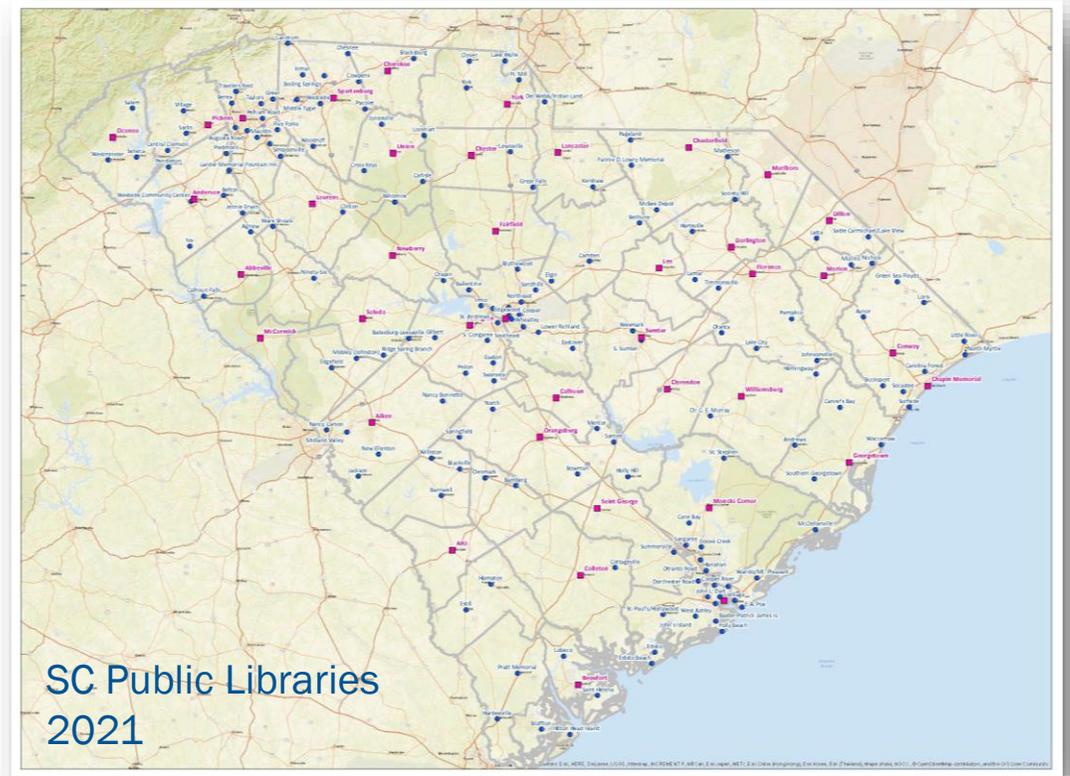
Statutory Purpose

SECTION 60-1-170. AUTHORITY OF DIRECTOR TO COOPERATE WITH UNITED STATES DEPARTMENT OF EDUCATION AND OTHER AGENCIES IN THE ADMINISTRATION OF FUNDS.

The director of the South Carolina State Library is authorized to do all things necessary and proper to fully cooperate with the United States Department of Education or any other federal agency in the administering of any funds appropriated for the payment of salaries, books, periodicals, library supplies, or equipment, for the construction of library buildings, for the maintenance of the expense of public library services, for interlibrary cooperation, for library services to state institutions, and for library services to the blind and physically handicapped.

Agency Head

SECTION 60-1-30. DIRECTOR OF STATE LIBRARY; QUALIFICATIONS; EVALUATION AND TERM OF OFFICE.

The State Library Board shall appoint the director of the South Carolina State Library to serve as the administrative head of the State Library.

Director requirements:

- Degree from a graduate library school accredited by the American Library Association

- Eligible for a South Carolina professional librarian's certificate

- Ten years of library experience in increasingly responsible professional positions

Agency Head

SECTION 60-1-50. DUTIES OF DIRECTOR.

The director is responsible for the management of the State Library and for the development and coordination of a statewide program of library and information services.

The director shall:

- organize, staff, and administer the State Library

- recommend to the State Library Board policies and regulations

- prepare a budget for the approval of the board and administer funds made available

- provide advice and technical assistance to public and other libraries, agencies of the State, political subdivisions, and planning groups

Agency Head

SECTION 60-1-50. DUTIES OF DIRECTOR.

The director is responsible for the management of the State Library and for the development and coordination of a statewide program of library and information services.

The director shall:

- carry out continuing studies of the information needs of the citizens of the State

- encourage broad professional and community participation in library planning and development

- encourage and assist the efforts of libraries and local governments to develop mutual and cooperative solutions to library and information service problems

- encourage every citizen of the State to fully utilize the state's library resources

Previous Agency Heads

Estellene P. Walker
1946-1978

Betty Callaham
1979-1990

James B. Johnson
1990-2005

Patti Butcher
2005-2006

David S. Goble
2007-2013

Hulen Bivens
2013-2014

Current Agency Head

LEESA M. AIKEN

South Carolina State Library Director (2014-Present)

Aiken's fundamental goal is to provide equal and inclusive access to information, which meets the needs of the diverse population in South Carolina.

Current Agency Head

"There is no place in a community that has the return on investment that libraries do. Supporting libraries is essential to a healthy, vibrant, functioning community."

- Leesa Aiken

Current Agency Head

- Employed by the South Carolina State Library since 2007.

- Aiken has worked at the State Library in other capacities, including:

  - Deputy Director responsible for Human Resources, Finance, Administration, Library Development, and Talking Book Services.

  - Division Director

  - Interim Agency Director

Current Agency Head

EDUCATION:

- Master of Library and Information Science from the University of South Carolina

- Master of Arts in Organizational Change and Leadership from Columbia College

- Bachelor of Arts degree in Child and Family Studies with an emphasis on Early Care and Education from Columbia College

- Certified Public Manager

- Master Project Manager

- Senior Professional in Human Resources

Current Agency Head

ORGANIZATIONS:

- Chief Officers of State Library Agencies

- International Federation of Library Associations and Institutions

- Society for Human Resource Management

- Greater Columbia Chamber of Commerce

Aiken with former State Library Director, Jim Johnson

Current Agency Head

BOARDS:

- South Carolina State Employee Grievance Committee

- South Carolina First Steps

- Rolling Readers

- International Public Management Association

- South Carolina State Employee Association

- Partnership among South Carolina Academic Libraries

- South Carolina K-12 Technology Board

Current Agency Head

Students from Baron Dekalb Elementary School were introduced in the balcony to represent the more than 2,500 students from across SC who attended the annual Read In at the State House.

Aiken and civil rights photographer, Cecil J. Williams.

Aiken presenting a Notable State Document Award to the South Carolina Forestry Commission.

Organizational Chart

Henry McMaster
Governor

SCSL Board
of Trustees

Leesa Aiken
Agency Director

Denise Lyons
Deputy Director
of Statewide
Development

Chris Yates
Deputy Director
of Library
Resources &
Services

Deborah Pack
Human Resources
Director

Celina Fields
Director of
Finance

Vacant
Director of Library
Development

Denise Lyons
Director of
Statewide
Development

Breanne Smith
Administrative
Coordinator

Patricia Sinclair
Electronic
Resources
Director

Curtis Rogers
Director of
Communications

Kristin White
Director of Talking
Book Services

Paul Harmon
Information
Technology
Director

Vacant
Library Collections
& Services Director

Administration

The Administration Division consists of the Finance, Procurement, Accounting, Human Resources, and Agency Administration.

Agency Director
Leesa Aiken

Deborah Pack
Human Resources Director

Breanne Smith
Administrative Coordinator

Celina Fields
Director of Finance

Katie Ruffner
Procurement Officer

Chrystal Wiley
Senior Accountant
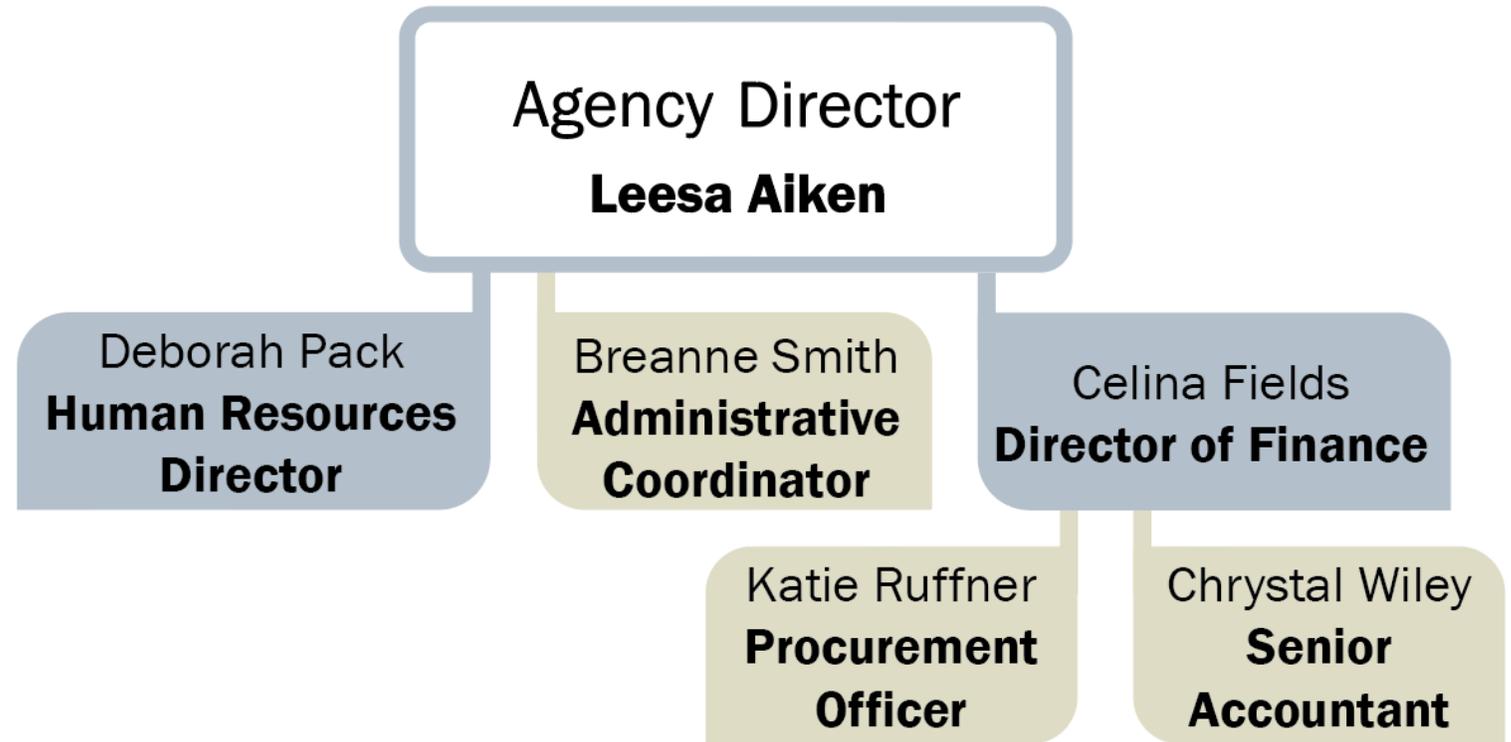
Administration

The South Carolina State Library is the primary administrator of federal and state support for the state's libraries. Our persistent goal is to strategically plan, collaboratively approach, and cost-effectively implement state government solutions that result in outstanding library services for every South Carolinian; it is imperative that we have a strong Administration Division.

Administration

This unit consists of the following positions:

- Agency Director
- Administrative Coordinator
- Human Resources Director
- Finance Director
- Senior Accountant
- Procurement Officer

Agency Director
Leesa Aiken

Deborah Pack
Human Resources Director

Breanne Smith
Administrative Coordinator

Celina Fields
Director of Finance

Katie Ruffner
Procurement Officer

Chrystal Wiley
Senior Accountant
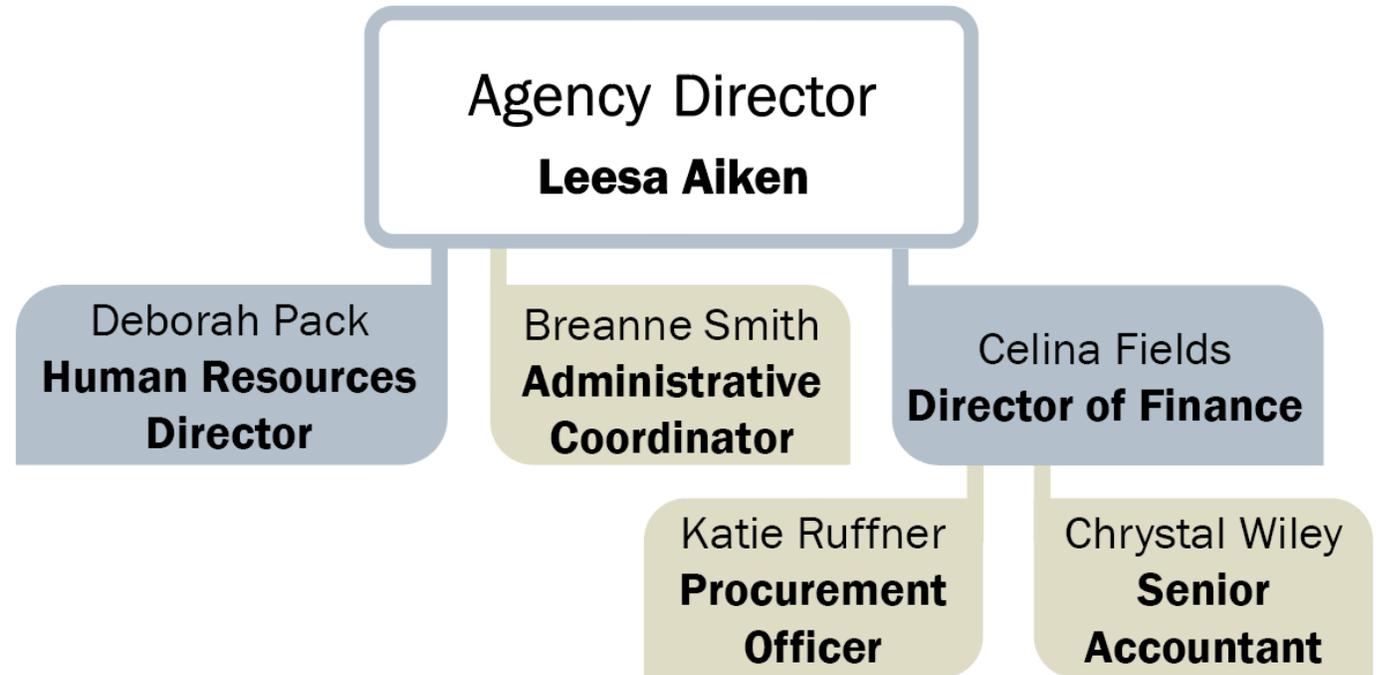
Administration

The Finance Department oversees the day-to-day operations for the State Library.

- The department manages the agency's funds and property.

- Staff members continuously review the agency's fiscal processes and procedures to ensure that the State Library acts in the most responsible way possible to leverage all funds.

- Staff members assist various departments through special projects, state aid tracking, and lottery documentation tracking.

Administration

The Human Resources Department is responsible for:

- recruiting

- hiring

- employee benefits

- disciplinary action

- employee relations

Administration

We value providing continuing education and career development opportunities to our staff to foster expertise that meets the needs of our target audiences.

A key factor to our success is the culture of the State Library, which encourages cross-department work to maximize our resources and grow our staff.

SCSL > Statewide Development Division

This division is responsible for library consulting and a multitude of statewide projects. It is managed by the **Deputy Director of Statewide Development,** and includes:
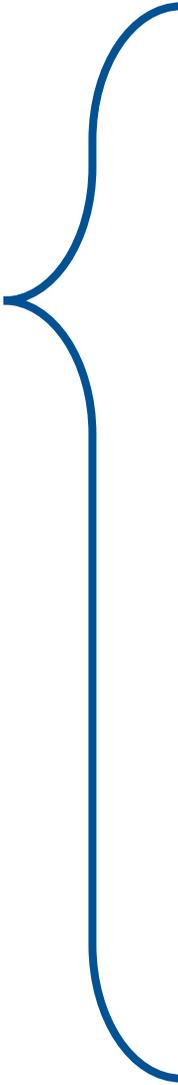
STATEWIDE DEVELOPMENT

LIBRARY DEVELOPMENT

TALKING BOOK SERVICES

COMMUNICATIONS

This division is responsible for library consulting and a multitude of statewide projects. It is managed by the **Deputy Director of Statewide Development,** and includes:

STATEWIDE DEVELOPMENT

- Statewide Initiatives Coordinator
- Statewide Programs Coordinator (2)

LIBRARY DEVELOPMENT

TALKING BOOK SERVICES

COMMUNICATIONS

SCSL > Statewide Development Division

This division is responsible for library consulting and a multitude of statewide projects. It is managed by the **Deputy Director of Statewide Development,** and includes:

STATEWIDE DEVELOPMENT

LIBRARY DEVELOPMENT

- Director of Library Development
  - Grants Administrator
  - General Library Consultant
  - Youth Services Consultant
  - Inclusive Services Consultant
  - Continuing Education Consultant
  - State Data Coordinator

TALKING BOOK SERVICES

COMMUNICATIONS

SCSL > Statewide Development Division

This division is responsible for library consulting and a multitude of statewide projects. It is managed by the **Deputy Director of Statewide Development,** and includes:

STATEWIDE DEVELOPMENT

LIBRARY DEVELOPMENT

TALKING BOOK SERVICES

- Director of Talking Book Services
  - Studio Manager
  - Digital Duplication and Studio Assistant
  - Library Technical Assistant (2)
  - Reader Advisors (4)
  - Reader Advisory Assistant

COMMUNICATIONS

SCSL > Statewide Development Division

This division is responsible for library consulting and a multitude of statewide projects. It is managed by the **Deputy Director of Statewide Development,** and includes:
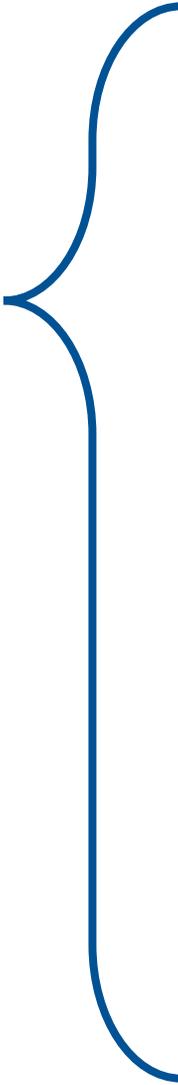
STATEWIDE DEVELOPMENT

LIBRARY DEVELOPMENT

TALKING BOOK SERVICES

COMMUNICATIONS

- Director of Communications
  - Graphic Designer
  - Public Information Coordinator
  - Web Developer

SCSL > Statewide Development

The Statewide Development Department focuses on statewide programming that supports the literary arts and literacy projects.

SCSL > Statewide Development

The Statewide Initiatives Coordinator:

- Hosts South Carolina author talks

- Identifies sites for literary landmark recognition

- Circulates themed kits for book clubs

- Coordinates thousands of children each year at the State House for the Read-In

- Oversees the READSC/South Carolina Center for the Book, an affiliate of the Library of Congress Center for the Book

SCSL > Statewide Development

Statewide Program Coordinators focus on:

- Supporting literacy initiatives to expand services to the underserved, such as low-literate adults, families with young children, and the incarcerated

- Work with outreach grants for the Read Eat Grow project

- AccessSC Project

  - 37 Counties participating

  - 745 MiFi hot spot devices to connect learners to the internet

- The Homework Help Center Pilot Program

- Support educational efforts for families and adult learners across the state

The Library Development department offers assistance to librarians, library staff, and trustees, regarding all aspects of:

- Library development
- Library programming
- Federal grants management
- Library operations and management
- Board development

SCSL > Statewide Development > Library Development

Consultants have expertise in:

- Services to children and young adults

- Library management and administration

- Advocacy

- Public relations and marketing

- Facilities and planning

- Equity, diversity, inclusion, and outreach services best practices

- Developing and presenting workshops and webinars on a variety of topics designed to build skills and inform library staff

The State Library helps local libraries become better equipped to encourage family literacy engagement and to combat low literacy with face-to-face services, print materials, and technology tools designed to meet developmental needs at every level.

The State Library oversees the certification of professional librarians.

The State Library offers circulating STEM programming kits on robotics and virtual reality to facilitate the growth of 21st-century skills.

The South Carolina Read Eat Grow project takes cooking demonstrations to public libraries and provides the Charlie Cart mobile kitchen to facilitate public programs that teach nutritional literacy. This initiative is designed to instruct and inform the public about the importance of nutrition, food choice, and food preparation.

The State Library made funds available for developing play/learning spaces for children aged 0-5 and their caregivers.

The State Library also provides READsquared, an online tracking program for libraries to use to monitor local summer reading.
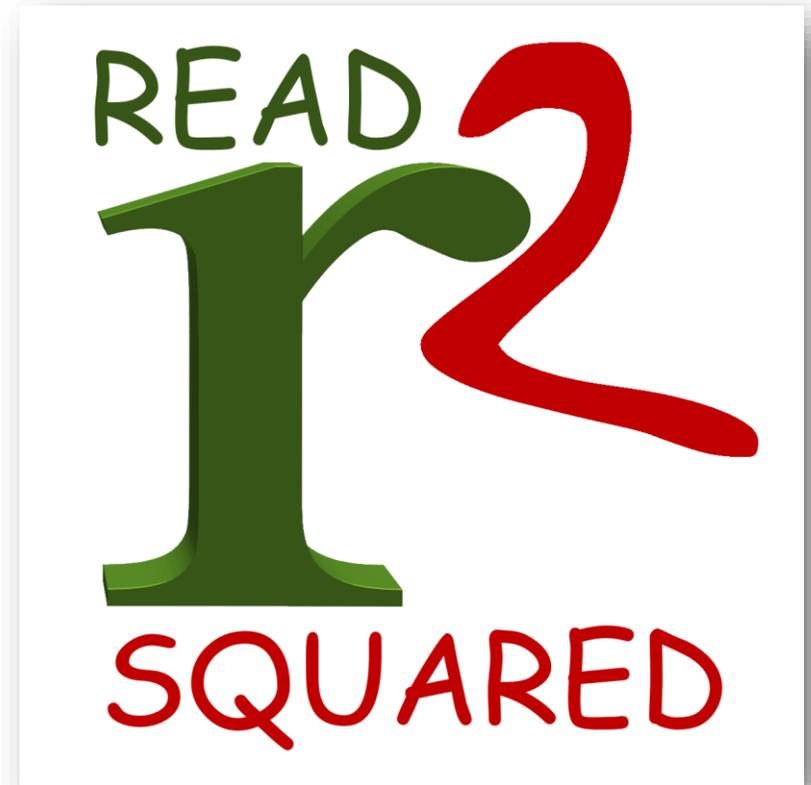
South Carolina Talking Book Services

The State Library's Talking Book Services (TBS) program is a staple service that serves patrons who are unable to read a book in a traditional manner due to blindness, a visual difference, or a physical limitation.

This program brings reading materials in digital, audio and Braille formats straight to the homes of patrons ranging from preschoolers to centenarians.

SCSL > Statewide Development > Talking Book Services

Items are sent to patrons via the U.S.P.S. at no cost to users. People who enroll in the program also have the option of downloading books and magazines over the Internet through the BARD online system in audio and/or Braille format.

TBS Stats and Facts:

- Our four reader advisors take on average 1,200 calls a month, providing individual reader advisory assistance to patrons.

- We have nearly 6,000 TBS patrons.

- In FY20 we circulated 150,582 items including digital books, large print books and descriptive DVDs. Our patrons downloaded an additional 60,000 items from our system.

TBS Hosts:

- Monthly book club

- Summer and Winter Reading Programs

- Annual Art Competition

Telephone Tales

- We created the Telephone Tales storyline which brings stories to families with children. It encourages reading even when we can't visit in person.

- Katie, our reading ambassador and therapy dog, assists with promotion of reading in a safe and accessible way. The storyline instantly connects callers to narrated readings of children's books.

- Each recording is approximately ten minutes long.
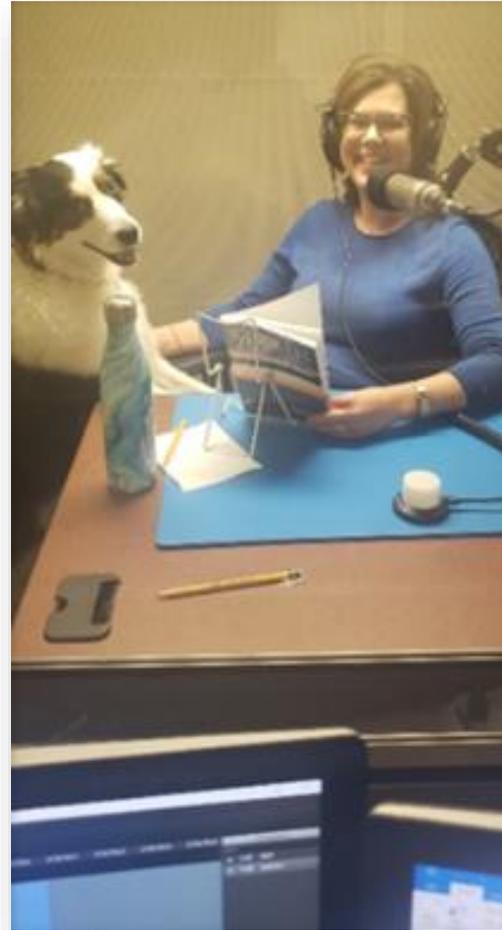
SCSL > Statewide Development > Talking Book Services

Recording Booth

- We are one of a small number of state libraries that possess a recording booth to record books onsite.

- Our recording booth captures audio versions of a variety of South Carolina materials read by talented local volunteers.

- The National Library Service offers 121 of our locally recorded books for download.

Mobile Recording Studio Kit

- We created a mobile recording studio kit which allows our volunteer narrators to record offsite.

SCSL > Statewide Development > Talking Book Services

Volunteers

- We have a reliable group of volunteers who worked 2,050 hours on average each year.
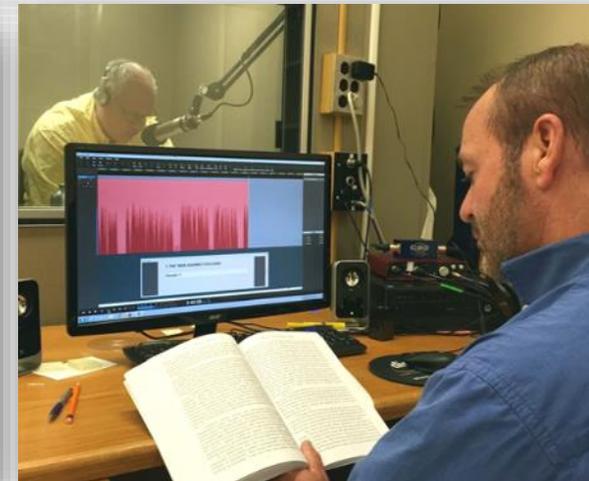
Donations

- Our generous patrons and their families donated $26,220 last year to the TBS program.

Dear Talking Books,

For a number of years I have enjoyed listening to the talking books. On the occasion of my birthday it is my pleasure to send the enclosed check to help others enjoy this wonderful program.
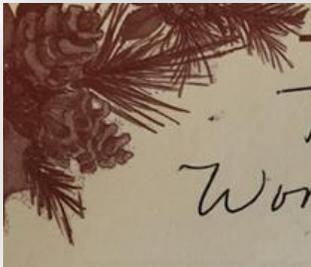
Thank You For Your Wonderful Service!

Merry Christmas to all you good folks. Thank you so much for your service.

Bill

Communications Department

- manages editing documents and reports for the agency

- coordinates social media (including Facebook, Twitter, Instagram, YouTube, and LinkedIn)

- assists with advertising and marketing.

SCSL > Statewide Development > Communications
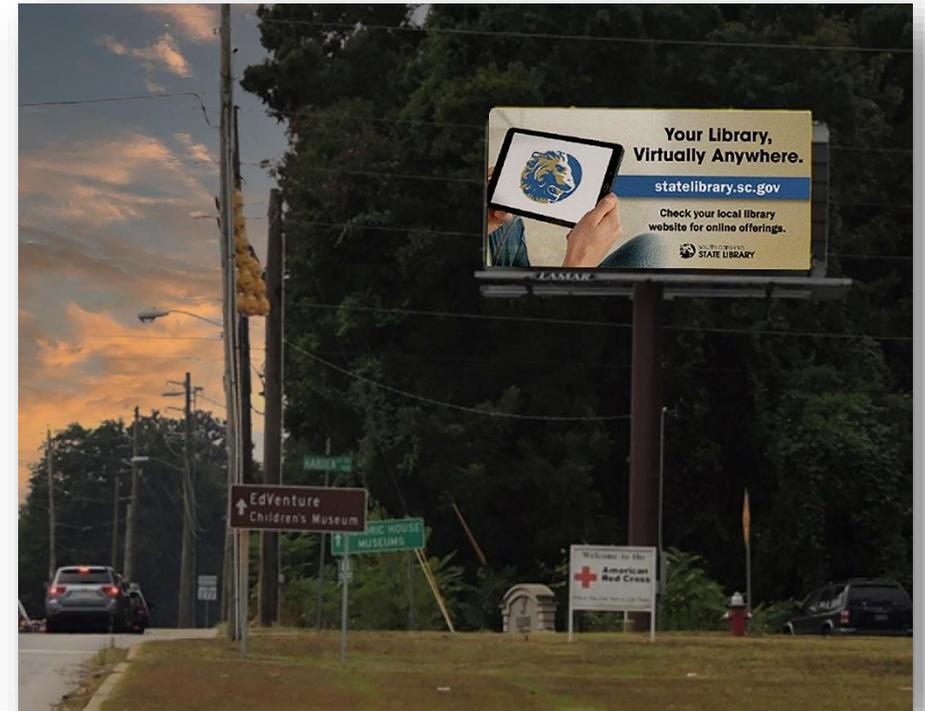
Communications Staff

- Produce the library's podcast (LibraryVoicesSC)

- Provide signage audits to public and academic libraries statewide

- Write press releases

- Provide weekly and monthly email marketing

- Manage nine statewide websites and an intranet

- Provide graphic design for all departments

- Support reading literacy programs through the Tail Waggin' Tutors project.

This division is responsible for providing resources, materials, and research assistance in both print and digital formats. It is managed by the Deputy Director of Library Resources and Services, and includes:

LIBRARY COLLECTIONS & SERVICES

INFORMATION & TECHNOLOGY

ELECTRONIC RESOURCES

SCLENDS
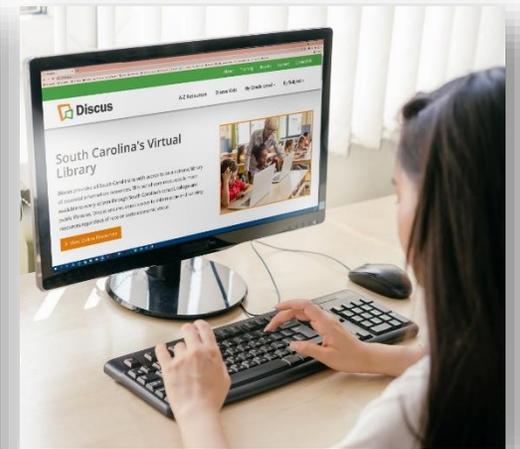
SCSL > Library Resources and Services Division

This division is responsible for providing resources, materials, and research assistance in both print and digital formats.
It is managed by the **Deputy Director of Library Resources and Services,** and includes:

LIBRARY COLLECTIONS & SERVICES

- Director of Library Collections & Services
  - Digital Projects Coordinator
  - Government Documents Librarian
  - Cataloging and Metadata Librarian
  - Technical Services Librarian-Cataloging
  - Public Services Librarians (3)
  - Reference Librarian

INFORMATION & TECHNOLOGY

ELECTRONIC RESOURCES

SCLENDS

This division is responsible for providing resources, materials, and research assistance in both print and digital formats. It is managed by the **Deputy Director of Library Resources and Services,** and includes:

LIBRARY COLLECTIONS & SERVICES

INFORMATION & TECHNOLOGY

- Information Technology Director
  - Help Desk Coordinator
  - Information Systems Administrator

ELECTRONIC RESOURCES

SCLENDS

This division is responsible for providing resources, materials, and research assistance in both print and digital formats. It is managed by the **Deputy Director of Library Resources and Services,** and includes:

LIBRARY COLLECTIONS & SERVICES

INFORMATION & TECHNOLOGY

ELECTRONIC RESOURCES

- Electronic Resources Director
  - Electronic Resources Training & Outreach Coordinator
  - Electronic Resources Customer Support Specialist

SCLENDS

The Library Collections and Services department is responsible for:

- Cataloging items

- Digitization

- Collection management

- Public services including reference and circulation, Interlibrary Loans, and government documents.

- All state publications and the Federal depository collection.
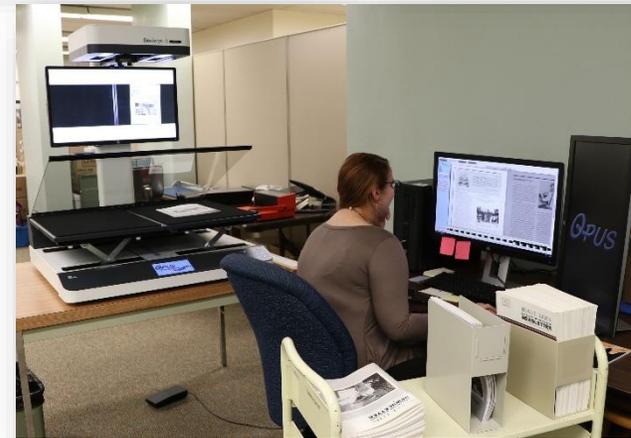
Services include:

- Reference

- Research

- Programming

- Training

- Outreach

- Accessing print and electronic collections
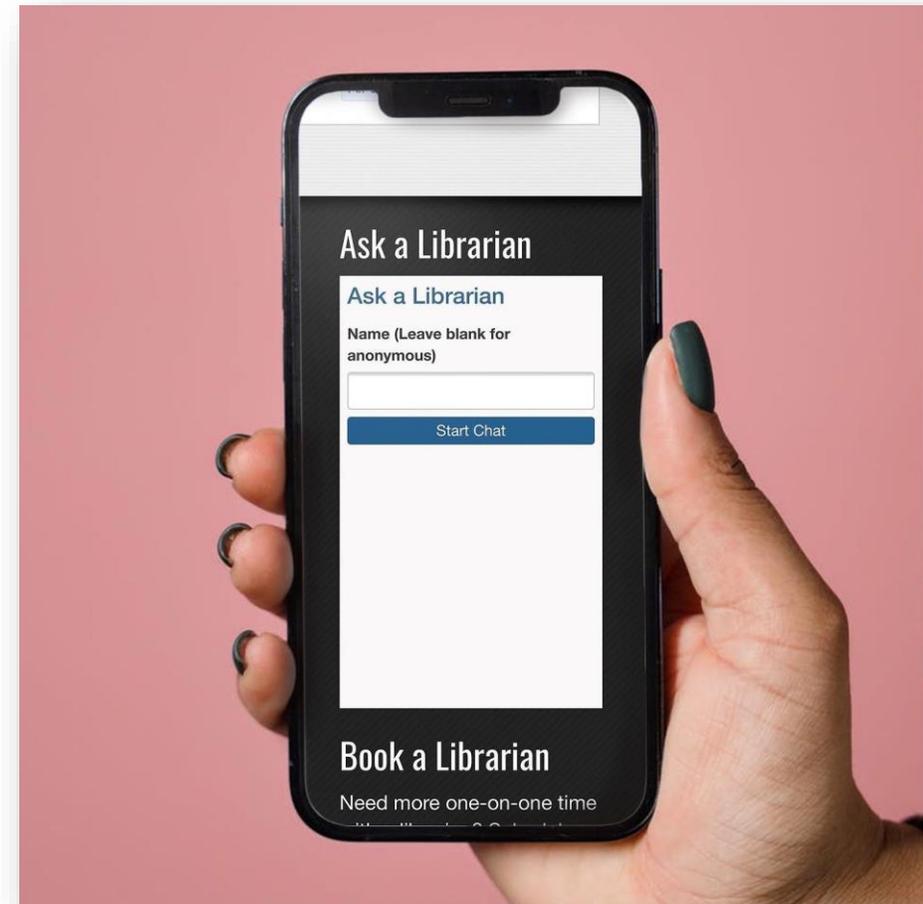
This department directly serves:

- State employees

- Elected officials

- Public libraries

- All South Carolina citizens

The department provides online access to historic documents, books, and images, and cultivates partnerships to make historical and cultural materials easily available online.
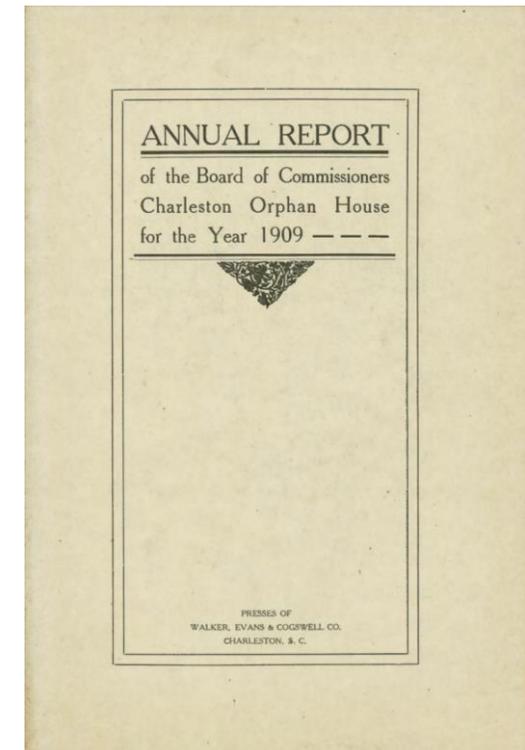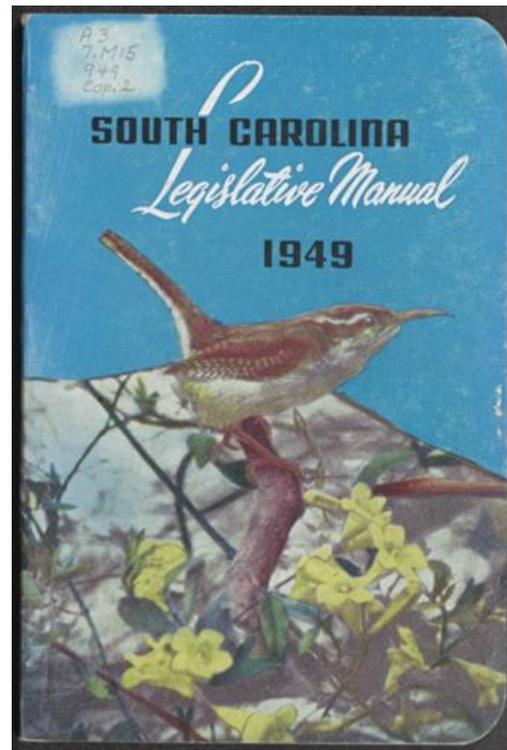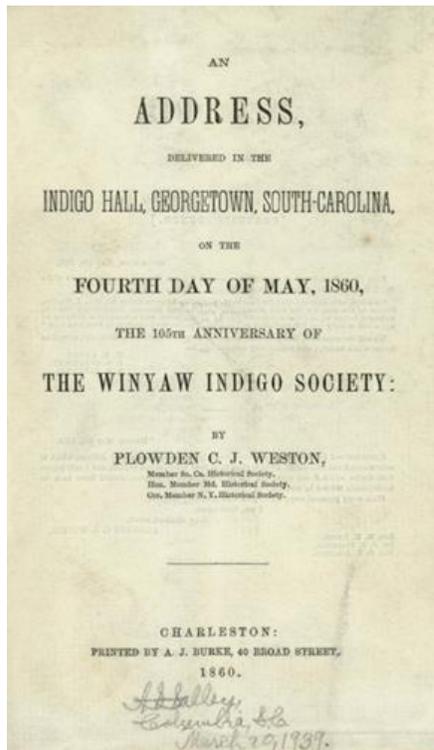
The South Carolina State Library provides in-person and online trainings developed for state employees on topics such as:

- Grant research

- Legislation

- Employment and commerce

- Social media use

- Safety and emergency preparation

Our most successful ongoing workshops are **Grants Research: Finding a Funder for Your Nonprofit Organization** and **Proposal Writing Basics.**
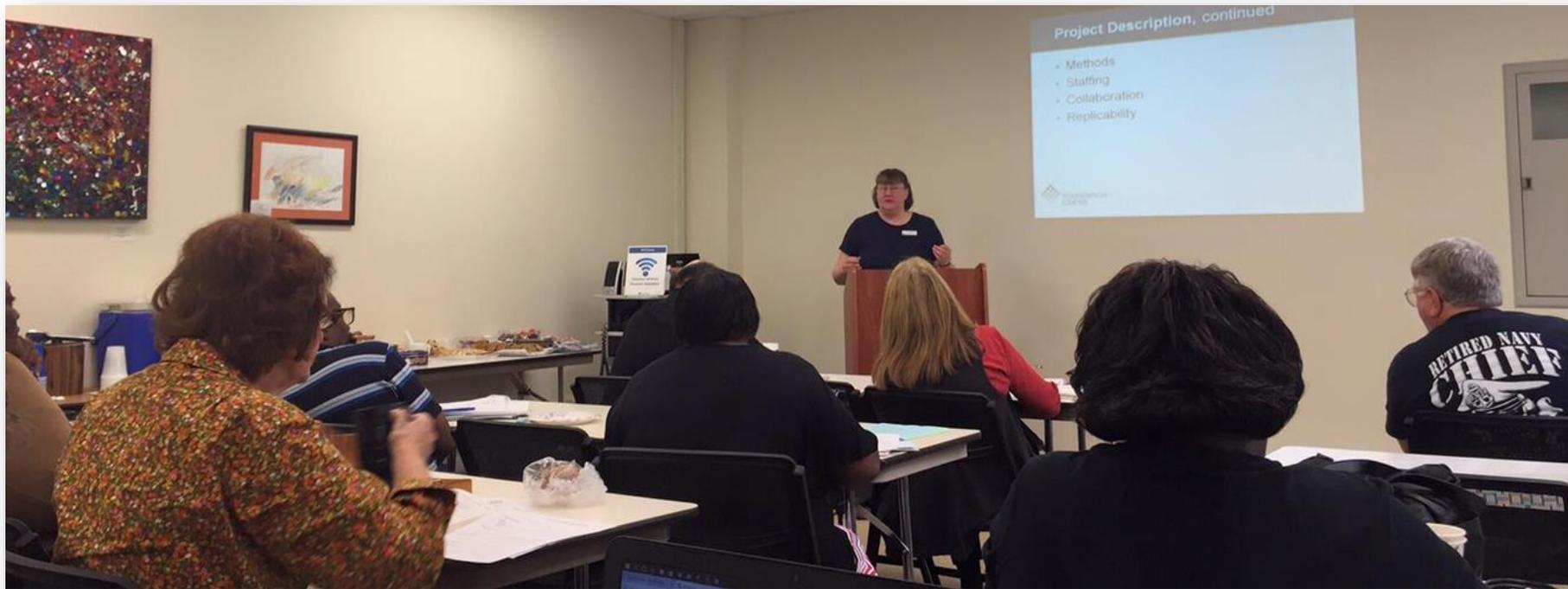
UNFORGETTABLE: CELEBRATING A TIME OF LIFE, HOPE, AND BRAVERY

This traveling exhibition has been on loan to seven SC public libraries since the premiere. It is made possible by Orangeburg's legendary civil rights photographer, Cecil Williams.

It shares the important stories and events of South Carolina's Civil Rights Movement with over 40 framed photographs. The traveling exhibit is free for SC public libraries to host.

UNFORGETTABLE
FEATURING CECIL J. WILLIAMS

NOTABLE STATE DOCUMENTS AWARDS

Each year the State Library selects ten notable publications created by state agencies for the South Carolina State Documents Depository: Notable State Documents Awards Program. This program acknowledges quality publications that are useful and represent South Carolina state government well.

In addition to managing the agency's information and technology needs, the Information Technology Department provides technical assistance to public libraries in South Carolina.

Assistance provided to public libraries ranges from technology infrastructure assessments to onsite implementation.

The IT department provided hands-on assistance to the following library systems:

- AHJ
- Cherokee
- Chesterfield
- Colleton
- Darlington
- Dillon
- Georgetown
- Greenwood
- Marion
- Newberry
- Orangeburg
- Saluda
- Spartanburg
- Sumter
- Williamsburg
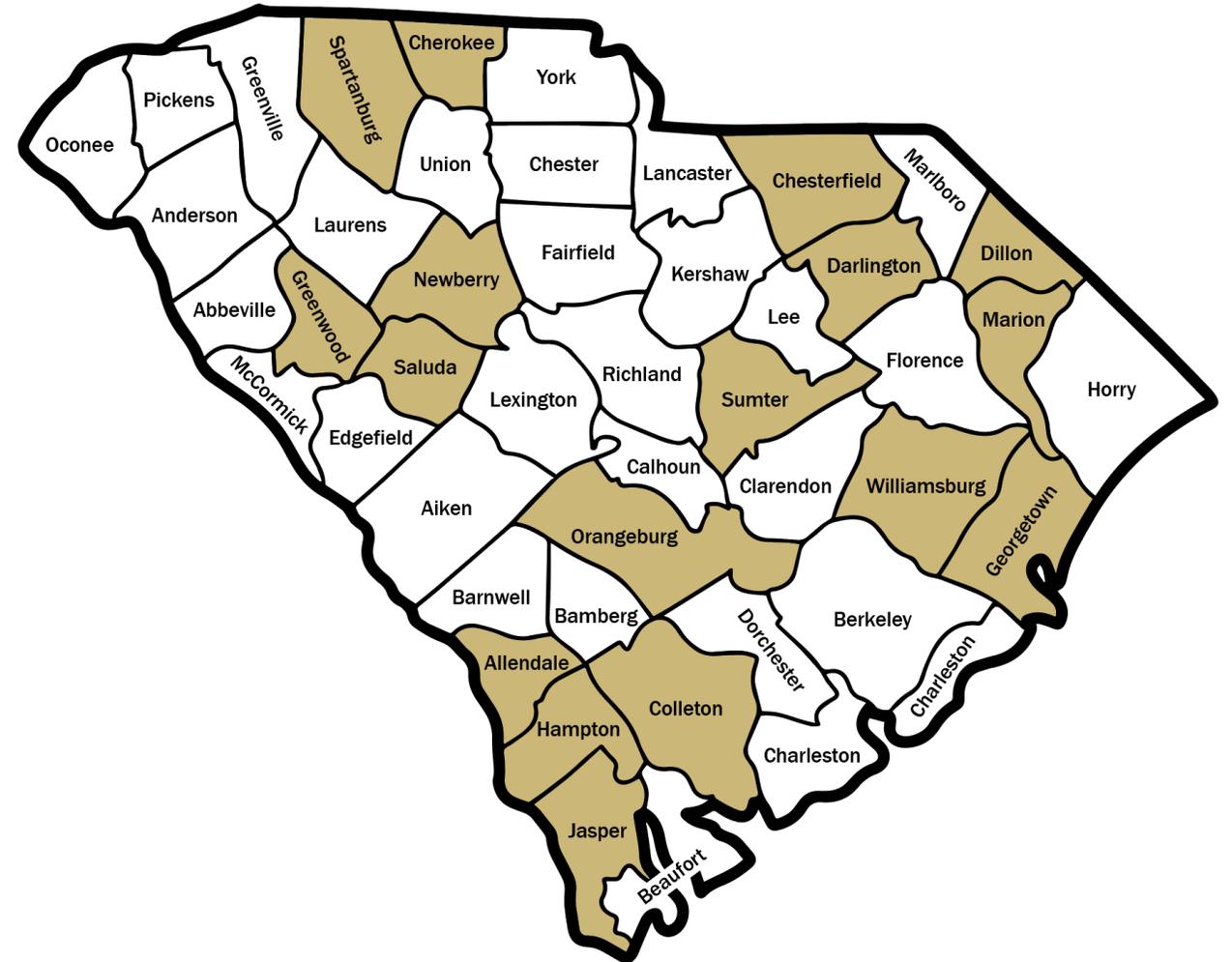
NETWORK INFRASTRUCTURE PROJECTS

A major point of focus has been assisting public libraries with implementing network infrastructure projects funded through the Federal E-Rate Program, in an effort to increase the broadband connection.

- The implementation of this infrastructure totaled over $1M.
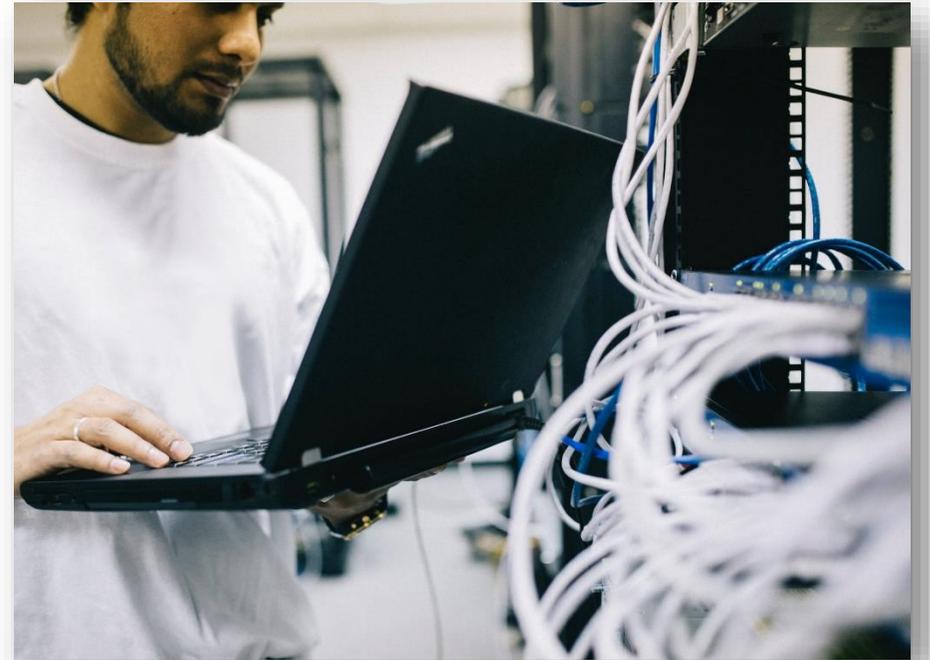
NETWORK INFRASTRUCTURE PROJECTS

In the last two years, we have successfully assisted 30 county public libraries by physically rewiring, reconstructing, and creating, in many instances, infrastructure to support broadband.

- Projects for the last two years totaled over $2M.

PUBLIC LIBRARY BANDWIDTH UPGRADES

Additionally, the department collaborated with the South Carolina E-Rate Consortium to upgrade the minimum bandwidth at 87 public library branch locations statewide.

- We met our goal to have every library functioning at 100Mbps for broadband internet speed.

- We partnered with the Department of Administration, local economic development offices, Segra, and AT&T to achieve this ambitious goal.

We invested resources into these efforts because we believe equal access creates opportunity.

Without internet access, children cannot access reliable resources to do research, homework, or classwork.

INTERNAL SECURITY

Our internal security is second to none – with zero data or security incidents.
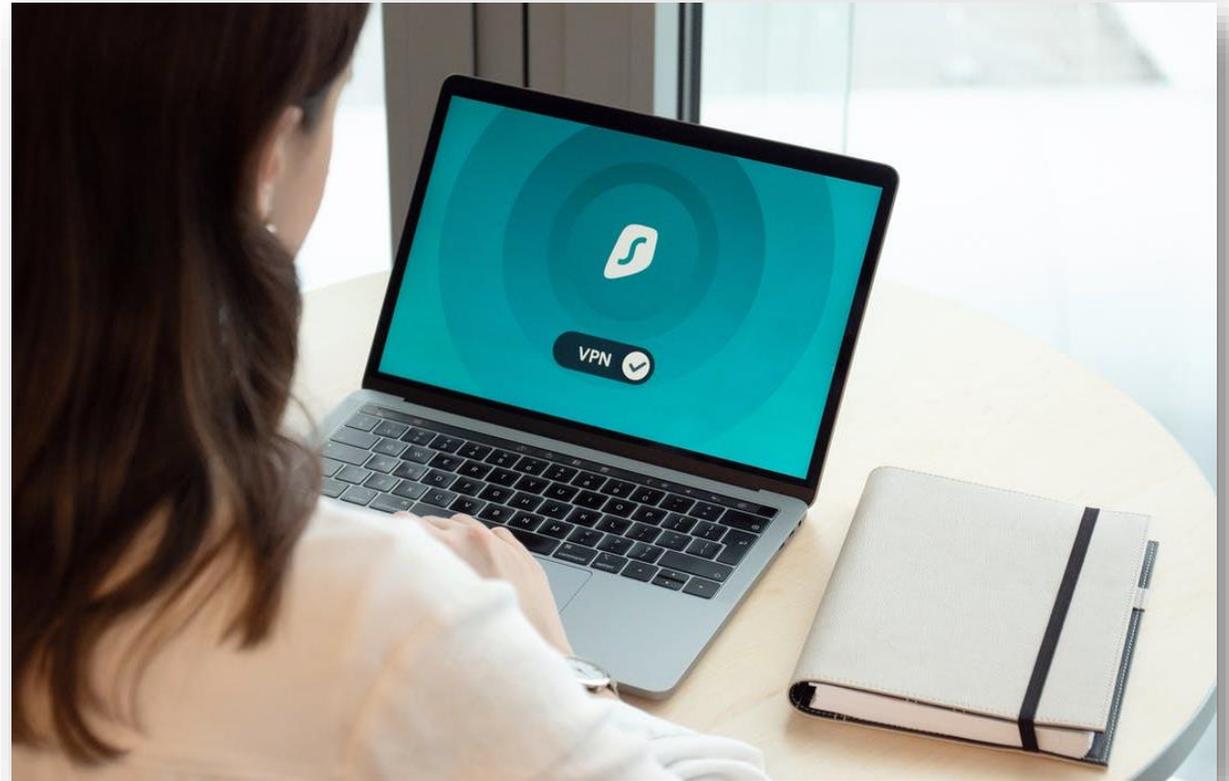
The Electronic Resources Department administers Discus – South Carolina's Virtual Library, as well as select online resources for State Library cardholders.

The Discus collection of more than 50 subscription databases supports K-12 schools, public libraries, and academic institutions.

Discus is available 24/7 from home, school, the public library, or on a mobile device.

All K-12 schools use Discus extensively for research, learning, and programming. This includes:

- Charter schools

- Virtual schooling

- Public schools

- Home schooling

- Private schools

- Discus has over 50 subscription databases, all accurate and appropriately vetted.

- Discus is advertisement free.

- Discus materials can be integrated into individual teacher Learning Management Systems.

- During 2020, the Discus collection had 14,602,661 retrievals of online books, academic journals, primary sources, and videos.

- Access is seamless for South Carolinians, with an authentication rate of 99%.

MAGIC SCHOOL BUS

- We added Magic School Bus to the Discus collection two years ago.

- Over 238,529 videos were watched during FY20.

- Prior to adding Magic School Bus to the Discus platform, it had approximately 2,000 views annually.

DISCUS RESOURCES ADDED OVER THE LAST 2 YEARS INCLUDE:

- Tutor.com

- TumbleMath

- World Almanac for Kids Elementary

- World Almanac for Kids Intermediate

- Writer's Reference Center

ELEARNING PILOT PROGRAM

- Discus staff assisted with the Year 2 eLearning Pilot program in partnership with the Department of Education.
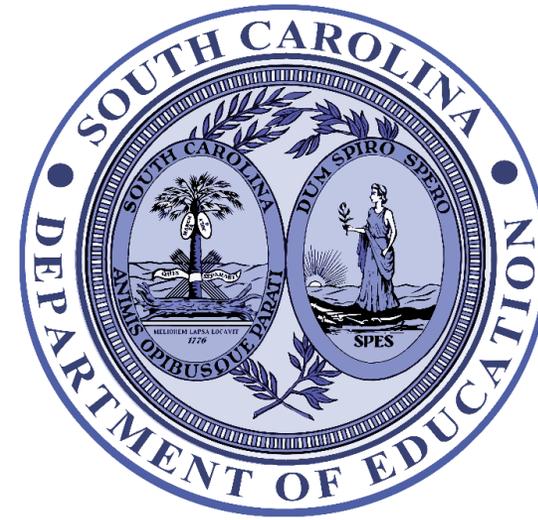
Back to school, virtually or in person, think Discus — South Carolina's Virtual Library.

The South Carolina State Library saves the State over $32M in cost avoidance each year by negotiating and purchasing the electronic resources available in Discus and making them available to all South Carolinians.

- This conservative estimate assumes library systems and school districts have the technical infrastructure such as hardware, software, and digital bandwidth for videos, animated books, and download features.

- SCLENDS - South Carolina Library Evergreen Network Delivery System is a collaborative consortium of 20 county libraries and the State Library.

- Consortium members share a catalog of books, audio, and video materials, and membership remains open to interested libraries.

SCSL > Library Resources & Services > SCLENDS

- SCLENDS currently serves almost one-half of the state's population.

- The State Library maintains the integrity of the catalog and provides technical support for member libraries.


755,131
active SCLENDS card holders

access to
2,632,485
SCLENDS items

- The SCLENDS online catalog is available 24/7 to search and request books, audio materials, and DVDs, using any browser, from any electronic device.

- Member libraries save the costs of purchasing and processing shared library materials.

- Approximately 73% of the residents in member counties have a SCLENDS library card.

2,840,454 SCLENDS items borrowed
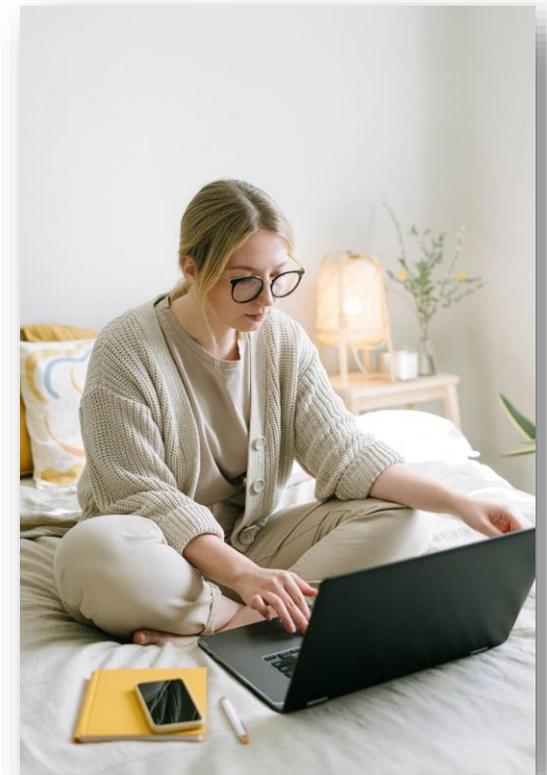
Employee Retention Strategies

The South Carolina State Library strives to recruit, retain, and develop a diverse workforce that reflects our citizens and promotes collaboration and innovative ideas from all corners.

Employee Retention Strategies

To encourage employee retention, our work culture includes:

- Value and support all employees

- Include employees in decision-making

- Offer professional development

- Provide tuition assistance

- Professional memberships

SC State Library
@scstatelibrary
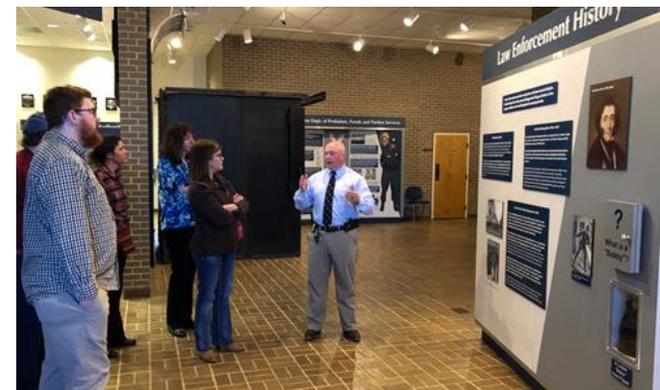
Congratulations to Desire'e Thomas as a recipient of the prestigious South Carolina Library Association's annual Scholarship for Diversity in Librarianship. @sclanews

12:20 PM · Jun 23, 2020 · Twitter Web App

Employee Retention Strategies

To encourage employee retention, our work culture includes:

- Award Employee of the Quarter

- Acknowledge performance; PAWS on the Back

- Hold monthly staff meetings and department meetings

- Welcome feedback from employees - internal concept paper

- Cross-departmental internal committees and teams

- Cross-train staff in areas of interest

Workforce

South Carolina State Library					
Position Distribution					
DEPARTMENTS	Federal Current	Federal Vacant	State Current	State Vacant	Total
Administration	0	0	6	0	6
Talking Book Services	0	0	10	0	10
Library Resources	9	0	6	3	18
Statewide Development	8	3	4	0	15
TOTALS	17	3	26	3	49

Appropriations

SOUTH CAROLINA STATE LIBRARY APPROPRIATIONS

- 2016-2017, $12,361,794
- 2016-2017, $15,318,500
- 2017-2018, $13,188,635
- 2017-2018, $15,712,360
- 2018-2019, $13,840,961
- 2018-2019, $16,231,167

Legend: General Funds, Federal Funds, Total
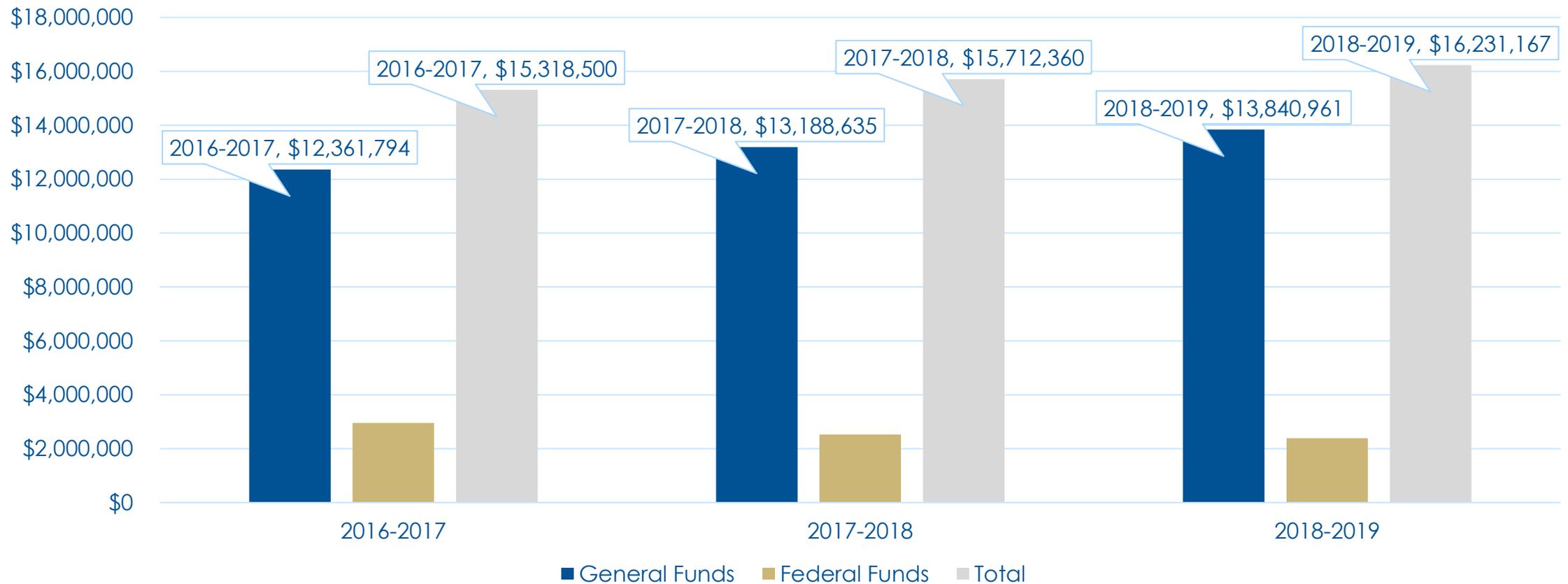
Records Management

POLICY

The South Carolina State Library follows the records management and retention policy set forth by the South Carolina Department for Archives and History for state records and the policy set forth by the National Archives and Records Administration.

Records Management

RECORDS RETENTION OFFICER

The designated Records Officer for the
South Carolina State Library is the Deputy
Director of Library Services and Resources.

Chris Yates,
Deputy Director of Library
Resources and Services

Records Management

COMPLIANCE

The South Carolina State Library is actively compliant and regularly submits destruction forms and transfers records both in print and electronically to State Archives for permanent retention.

Audit and Risk Mitigation Practices

The South Carolina State Library is routinely audited by the following agencies:

- Division of State Human Resources

- Office of State Auditor

- Division of Information Technology

- Institute of Museum and Library Services

Audit and Risk Mitigation Practices

Mitigation strategies and separation of duties processes have been established for human resources and finance based on guidance from the Division of State Human Resources, South Carolina Budget Office, South Carolina Comptroller General's Office, and SCEIS Team.

BROADBAND

- The South Carolina State Library has been working on broadband access for almost four years.

- State Library staff visited 30 of our 46 counties to assist with technology needs and infrastructure.

- We increased all Wi-Fi access to 100 Mbps in every county. Dillon and Greenville Counties were both operating at 20 Mbps and Darlington was operating at 10 Mbps, which is equivalent to dial-up.
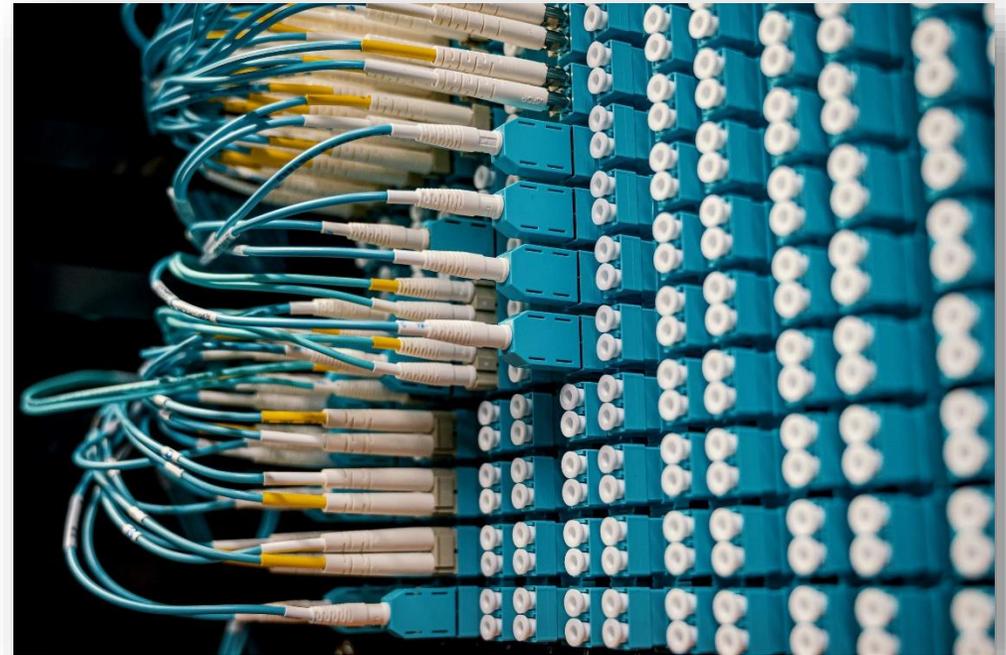
Agency Successes

BROADBAND

- We also helped libraries apply for federal e-Rate funds so that they could recoup $2M spent.

- In FY20, we received $46,000 in CARES Act funds – We purchased 500 homework hotspots and service, laptops, Chromebooks, and 22 smart bus devices to be used in rural, underprivileged areas.

Agency Successes

NATIONAL OUTREACH

- The South Carolina State Library has contributed in many areas on a National scale.

- We frequently consult with other State Libraries and share our plans or projects for implementation in other states.

- Our Day by Day literacy calendar has been replicated in ten other states.

De Gezichten van Margraten @dgvmargraten · Feb 6
Thanks to the staff of @scstatelibrary, about a dozen of soldiers from South Carolina remembered in #Margraten now finally have a face. Among them is James C. Finley, who left behind his two-year-old son Johnny

Maryland Day by Day
Family Literacy Activity Forever Calendar
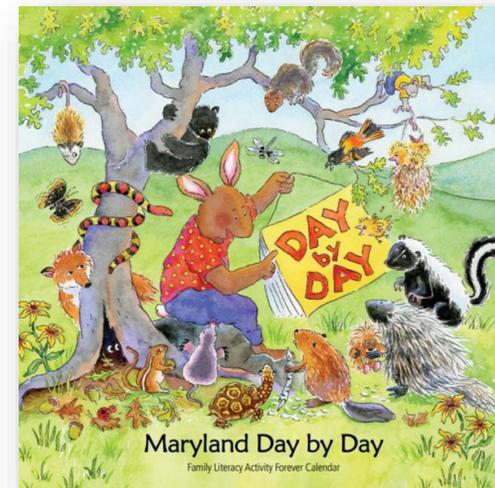
Agency Successes

STATE DOCUMENTS DEPOSITORY

- We have worked diligently to digitize state documents. The South Carolina State Documents Depository currently provides access to over 32,000 items available online.

- During the FY19, these collections had 284,111 page views, a 45% increase from FY18.

- The State Library collaborates with many state agencies to digitize items of interest or request.
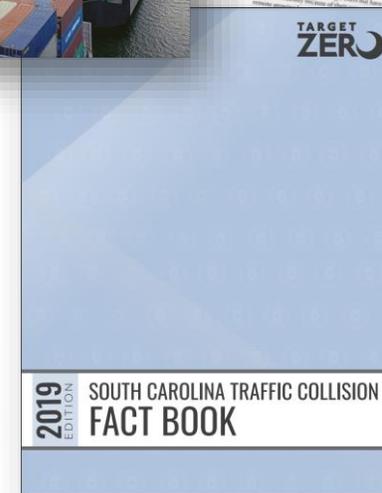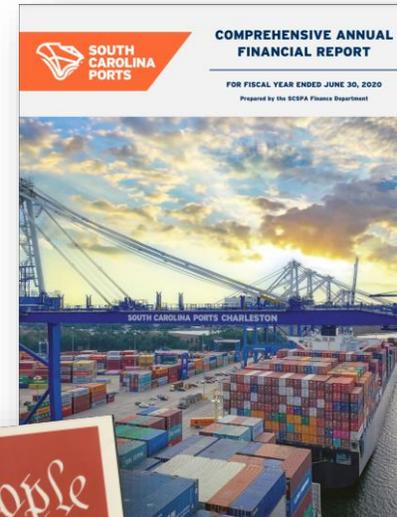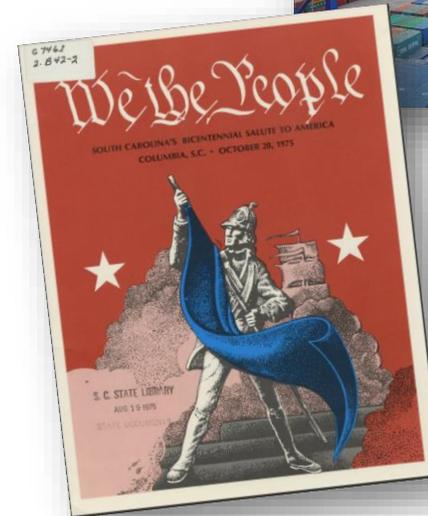
COMPLIANCE

- The South Carolina State Library's mission, vision, strategic directions, and goals are in alignment with our financial budget structure, planned projects, and agency objectives.

PERSONNEL COSTS

- We are finding it increasingly difficult to compete and retain qualified staff, due in large part to the increasing costs associated with employee benefits and retirement contribution and the lack of funding available for increases to salary. This has left us with an inability to hire and retain qualified personnel.

Agency Challenges

STATEWIDE CONSORTIA PURCHASES

- Funding limitations prevent us from procuring and sustaining the necessary resources.

- This leads to disparate resources in the state and will continue to leave the most vulnerable and in-need South Carolinians without the essential resources to be successful in school and the work environment.

Agency Challenges

PARKING

- The State Library has limited parking and there are limited options for parking in the surrounding capital complex area.

- Research and procurement by the Department of Administration should be considered to address this issue.
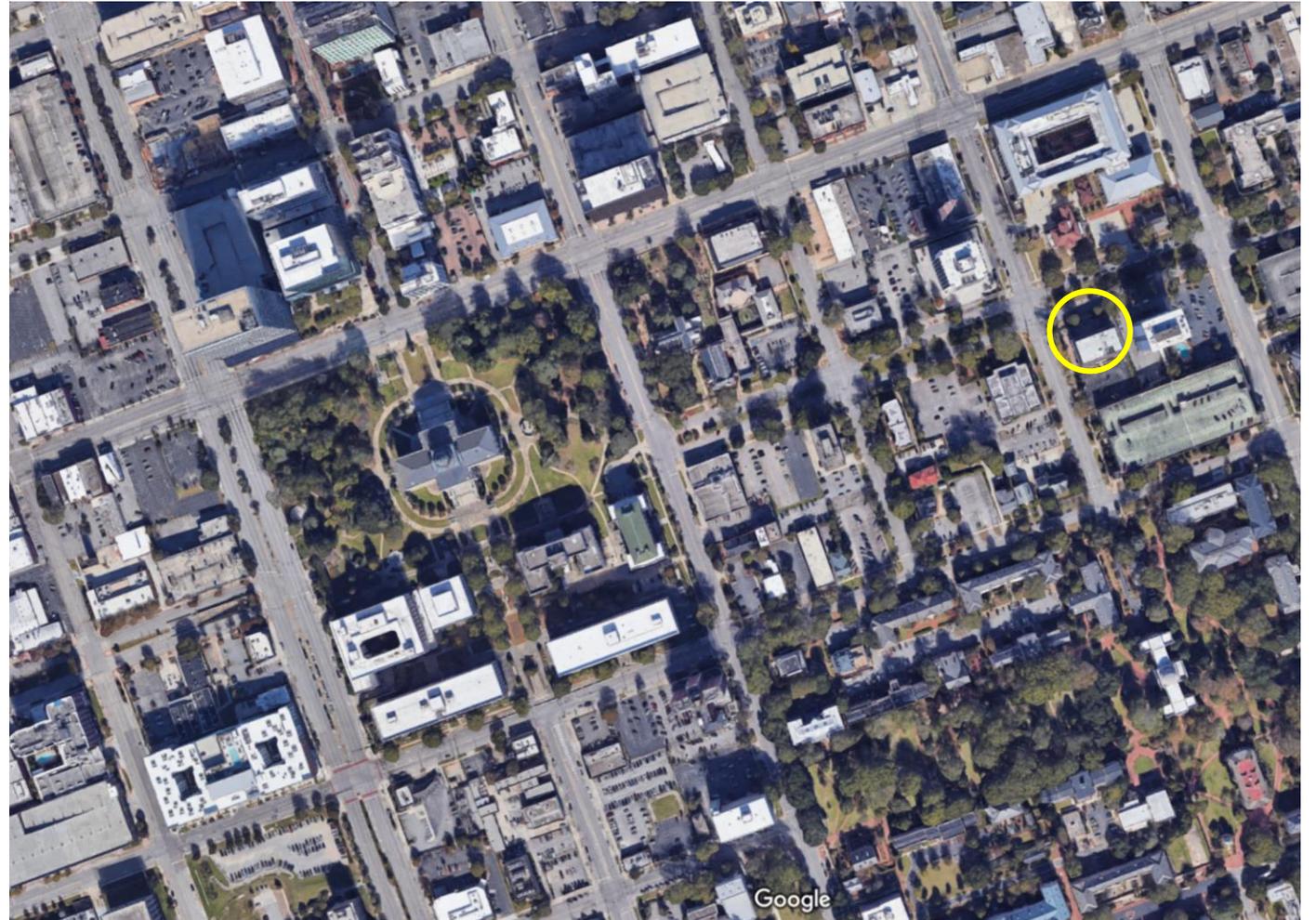
Partnerships

LIBRARY ORGANIZATIONS

- Association of Public Library Administrators (South Carolina)

- Carolina Cooperative Library Services

- Friends of South Carolina Libraries

- National Network of Libraries of Medicine (NNLM)

- Palmetto Archives, Libraries, and Museums Council on Preservation (PALMCOP)

- Partnership Among South Carolina Academic Libraries (PASCAL)

Partnerships

LIBRARY ORGANIZATIONS

- Reach Out and Read South Carolina
- South Carolina Center for Community Literacy
- South Carolina Library Evergreen Delivery System (SCLENDS)
- South Carolina Library Association
- South Carolina Association of School Librarians
- Special Libraries Association/South Carolina Chapter
- United for Libraries
- University of South Carolina School of Library and Information Science

Partnerships

EDUCATIONAL PARTNERSHIPS

- SC Center for the Book

- South Carolina Department of Education

- South Carolina Educational Television (SCETV)

- First Steps to School Readiness

- South Carolina Humanities Council

- Reach Out and Read South Carolina

- South Carolina Center for Community Literacy

Partnerships

COMMUNITY PARTNERSHIPS

- South Carolina Center for Community Literacy

- South Carolina Center for Fathers & Families

- South Carolina Child Care Resource & Referral Network

- Parenting Center (Lexington School District 1)

- Carolina Family Engagement Center

- PASOs

- Able South Carolina

Partnerships

TECHNOLOGY PARTNERSHIPS

- Access South Carolina IT (ASCIT)

- K-12 Technology Committee

DIGITIZATION PARTNERSHIPS

- South Carolina Digital Library

- Palmetto Archives, Libraries, and Museums Council on Preservation (PALMCOP)

- USC School of Library and Information Science

- South Carolina Department of Archives & History

- Partnership Among South Carolina Academic Libraries (PASCAL)

TBS PARTNERSHIPS

- South Carolina School for the Deaf and the Blind

- Vision Institute of South Carolina

- South Carolina Commission for the Blind

- South Carolina Assistive Technology Exchange Program (SCATP)

Partnerships

WORKSC PARTNERSHIPS

- Internal Revenue Service, Small Business/Self-Employed Division

- South Carolina Business One Stop

- South Carolina Department of Education – Adult Education

- South Carolina Council on Competitiveness

Questions?