PROGRAM EVALUATION REPORT

South Carolina State Library

Date of Submission: *Insert Date*

The contents of this report are considered sworn testimony from the agency director.

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Agency Online Resources
Website address: http://www.statelibrary.sc.gov

Online Quick Links:

Please provide any links to the agency website agency representatives would like listed in the report for the benefit of the public.

http://www.statelibrary.sc.gov/
https://www.scdiscus.org/
https://www.sctalkingbook.org/
https://sclends.lib.sc.us/eg/opac/home
https://www.daybydaysc.org/
https://www.literacy2030.org/
https://www.readsc.org/
https://www.studysc.org/

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I. Agency Snapshot

A. Glossary of Terms

1. Glossary of agency terms.

Term, Phrase or Acronym	Meaning of the Term, Phrase or Acronym
SCSL	South Carolina State Library
DayByDaySC	The South Carolina Day by Day Family Literacy Calendar is designed to be a tool that families, caregivers, educators, and librarians can use at home and in the classroom to further develop early literacy skills that help young children become prepared for, and to do better in, school. The Calendar is a project of the South Carolina State Library, working in partnership with many agencies and organizations, and primarily funded by a Library Services and Technology Act grant from the U.S. Institute of Museum and Library Services (IMLS).
DISCUS	South Carolina's Virtual Library is the "information place" for all South Carolinians. Discus, which stands for Digital Information for South Carolina Users, provides free access to an electronic library that is available 24/7. Discus is a collection of subscription databases with an array of resources ranging from books and magazines to maps and videos. This collection of databases provides high-quality publications in an easy to navigate format for students and teachers alike. Discus allows students to safely search for up-to-date information without sifting through advertisements and non-educational results found in search engines such as Google. Among the top reasons to use subscription databases is it prepares young students to find credible sources for later academic achievement.
TBS	Talking Book Services
ILL	Interlibrary Loan
IMLS	U.S. Institute of Museum and Library Services
Literacy 2030	Literacy 2030 addresses South Carolina's literacy efforts through improved community collaboration. The South Carolina State Library leads the Literacy 2030 initiative with many allies who develop community partnerships, align services, advocate for increased literacy, and build capacity to move the literacy rate in South Carolina towards 100 percent. This partnership is designed to support libraries in becoming a convening voice in the state around literacy, uniting stakeholders under an admittedly challenging, yet important goal. We believe in the power of collaboration to change lives. We believe that by 2030, we will see our state transformed.
Read-In	The Read-In is SC's Premier Children's Reading Event, sponsored by the South Carolina State Library and the South Carolina Association of School Librarians, that lets students

	show why kids who read succeed. Students parade from the State Library to the Statehouse. This year the Read-In will take place Thursday, April 2, 2020.
ReadSC	Also known as the South Carolina Center for the Book. Starting in 1984, the Center for the Book in the Library began to establish affiliate centers in the 50 states. Today, there is a State Center for the Book in all 50 states, as well as the District of Columbia and the U.S. Virgin Islands. These Center for the Book affiliates carry out the national Center's mission in their local areas, sponsor programs that highlight their area's literary heritage and call attention to the importance of books, reading, literacy and libraries. Affiliates must submit an application to become part of -- and retain -- their Center for the Book status, which is renewable for a three-year period. The Center for the Book has established guidelines for creating affiliates and for programming activities.
REG	Read Eat Grow - SC Read Eat Grow is an initiative started by the South Carolina State Library in an effort to increase information regarding and access to healthy food. Over the last year, we have been gathering information to combine cross-disciplinary resources from health, wellness, safety, family literacy, learning, reading exercise, cooking and community outreach to build a comprehensive Food Literacy Program for the state of South Carolina. An initial pilot program called SC Plants the Seed combined food education and family wellness services through a partnership with state agencies and a farmer at the public library. "Read Eat Grow" is a new initiative under the umbrella of food literacy to include training and outreach all year long.
SC Plants the Seed	The goals of SC Plants the Seed are to promote early literacy and lifelong learning, to increase awareness about locally farmed produce, to provide lower income and rural populations the chance to buy healthier foods, and to educate residents about safe food preparation and storage.
SCLENDS	South Carolina Library Evergreen Network Delivery System
South Carolina State Documents Depository	The South Carolina State Documents Depository provides access to publications produced by state agencies and state-supported academic institutions. These publications provide citizens with crucial information about state government, including statistics, annual accountability reports, and data on a wide variety of topics related to the state. Items in the State Documents Depository include both print publications and “born digital” documents often originally published on agency websites.
StudySC	This website is loaded with web resources for K-12 homework help, projects, and more. It also provides teachers with lesson plans and other content to support classroom activities. Created by the South Carolina State Library, StudySC is arranged by grade level and subject area

	and it meets South Carolina-specific curriculum standards. Whether students are looking for artist biographies or Native American tribes and Civil War timelines, they can find the information they need quickly.

B. History

2. **History of significant events related to the agency, from agency's origin to the present.** When reference is made to a significant legislative action, please cite to the applicable act, if known.	• 1929
	  ○ South Carolina state library board was created.
	• 1930
	  ○ State Library Board created *Library Leaves*. Library Leaves was a publication by the State Library Board that shared news about libraries and library development to librarians and other interested parties across the state of South Carolina. *Library Leaves*' publication ran from 1930 to 1932.
	• 1930
	  ○ The State Library Board exhibited for the first time at the State Fair, October 20 to 26, 1930
	• 1935
	  ○ The first statewide library program was carried out under the Works Project Administration (WPA), 1935 to 1943.
	• 1943
	  ○ General Assembly began funding the South Carolina State Library Board
	• 1945
	  ○ The State Library Board was located at 1137 Washington Street. Before the official South Carolina State Library building was constructed in 1969 at 1500 Senate Street, the State Library Board moved locations several times around Columbia in the decades prior. 1137 Washington Street was one of those locations.
	• 1946
	  ○ Estellene P. Walker becomes the Director of the South Carolina State Library Board.
	  ○ The State Library Board moves to 1207 Calhoun Street.
	• 1948
	  ○ The South Carolina State Library Board begins to provide funding for African American library services and collections.
	• 1950
	  ○ Librarians from Germany and Thailand visit the South Carolina State Library Board to learn about the state's county library program. From November 6 to 13, 1951, librarians from Germany came to South Carolina to meet with the State Library Board. From the U.S. Information Libraries in Germany, these German librarians came to study the state library extension program. Later in 1963, librarians from Thailand were sent by the Rockefeller Foundation to visit the State Library Board in South Carolina. The purpose of their trip was to learn more about the state's county library program and bring any techniques learned back to their library systems.
	• 1952
	  ○ State Library Board moves to new offices at the corner of Pendelton and Main Street in Columbia, South Carolina.

- 1953
  - The South Carolina State Library Board wins an ALA Field Citation for staff recruitment.
- 1956
  - The Federal Library Services Act provided federal funds in South Carolina to aid in the consolidation of nine county library systems and two regional systems.
- 1962
  - The first Library Service to the Blind in South Carolina was established in Raleigh, North Carolina. From 1961 to 1973, the North Carolina Library for the Blind and Physically Handicapped contracted with South Carolina to provide talking book service for the Palmetto State. During this time the library was known as the North Carolina - South Carolina Regional Library for the Blind.
- 1963
  - In February, 1963, thirty-three South Carolina public librarians received professional certificates under the Certification Program of the State Library Board by order of the Code of Laws of South Carolina, 1976, Vol. 26, Rules and Regulations R75 2. To receive the State Library Board Professional Certificate, the librarian "must hold a degree from a college or university of recognized standing and in addition must have completed at least a fifth year of study in Library Science at the graduate level in a library school accredited by the ALA. Certification is limited to librarians in libraries serving a population group of over 10,000."
- 1964
  - The Library Services Act officially became the Library Services and Construction Act to include funding for underserved library development across the U.S.
  - Betty Callaham of the South Carolina State Library Board presented at the New York World's Fair representing South Carolina with the American Library Association.
- 1965
  - Governor Robert E. McNair held the first annual South Carolina Governor's Conference on Public Libraries held in Columbia.
- 1967
  - The new South Carolina State Library building on Senate Street began construction.
- 1969
  - By order of the General Assembly, the South Carolina State Library Board was officially reorganized and became the South Carolina State Library. The new responsibility of providing information service to State Government meant that the State began providing funds to build the reference and interlibrary loan collection. With the organization re-designated, a new building was necessary to be the central headquarters to the South Carolina State Library. A new building was constructed at the corner of Bull Street and Senate Street near the South Carolina State House in Columbia. Construction began in 1967 and was finished in 1969. The new building at 1500 Senate Street held its opening ceremony on February 18, 1970 where crowds flocked to see the interior of the

new South Carolina State Library. From the State Library Board Annual Report 1968 to 1969: “All of you are aware of the magnificent State Library building which now stands at the corner of Senate and Bull Streets. It is perhaps the most beautiful and functional of all the buildings owned by the State.” – H. Carlisle Bean, Chairman

- 1970
  - The South Carolina State Library celebrated its new building dedication at 1500 Senate Street in Columbia, South Carolina.
  - The State Library created a classification system for South Carolina State Documents.
  - The State Library funded collections of talking books to be placed in the Charleston, Greenville and Spartanburg County libraries.
- 1971
  - The first checklist of South Carolina State publications was compiled and published.
- 1973
  - The State Library becomes a regional library for the Blind and Physically Handicapped.
- 1975
  - The South Carolina State Library is awarded the John Cotton Dana Award for outstanding public relations for the United States' Bicentennial celebration.
- 1976
  - South Carolina achieved statewide public library service when all 46 counties in the state developed a public library system.
- 1979
  - The Division for the Blind and Physically Handicapped (now known as Talking Book Services) moved to 700 Knox Abbott Drive, Cayce, South Carolina.
  - From March 16 to 18, 1979, the South Carolina Governor's Conference took place regarding library and information services.
  - Betty Callaham becomes the Director of the South Carolina State Library.
- 1982
  - Ten South Carolina libraries become state government publication depositories.
- 1985
  - State Library signed a contract with Data Research Associates to automate the library catalog.
- 1989
  - The South Carolina State Library kicked off its 1989 awareness campaign, "L+I+B+R+A+R+Y: The Formula for Lifelong Education," April 9 to 15 during National Library Week.
- 1990
  - James B. Johnson, Jr. becomes director of the South Carolina State Library.
  - Governor Carroll Campbell signs the Proclamation on the South Carolina Pre-White House Conference on Library and Information Services.

- 1991
  - The Notable State Documents Award was founded to give recognition to South Carolina state agencies for outstanding work during the previous fiscal year.
  - On April 17th, 1991, Young Readers Day, now known as the Read-In, occurred on the State House steps to promote childhood literacy and library support.
- 1996
  - ReadSC, the South Carolina affiliate Center for the Book, a program of the Library of Congress, was established.
- 1997
  - The South Carolina State Library's first website goes live on the World Wide Web.
- 1998
  - The South Carolina State Library began a pilot program to test the use of DISCUS, South Carolina's Virtual Library.
  - By the end of 1998, all of South Carolina's public libraries and branches were connected to the Internet.
- 2004
  - DISCUS launched a billboard campaign across South Carolina to promote its databases available for students.
- 2005
  - Patti Butcher becomes Director of the South Carolina State Library.
- 2006
  - Talking Book Services acquired a new library system that migrated in-house analog recording to a new digital recording system.
  - Dr. Curtis Rogers becomes Interim Director of the South Carolina State Library.
- 2007
  - David S. Goble becomes the Director of the South Carolina State Library.
- 2008
  - Digital Talking Books began to replace the analog tapes in Talking Book Services.
  - Talking Book Services opened the Student Art Gallery to display art made by blind and visually impaired patrons.
- 2009
  - SCLENDS, a resource-sharing consortium powered by the Evergreen ILS, was launched.
- 2011
  - The first StoryFest SC officially kicked off summer reading programs across the state of South Carolina.
- 2013
  - Hulen Bivins becomes Director of the South Carolina State Library.
- 2014
  - Leesa Aiken becomes the Director of the South Carolina State Library.

- 2017
  - The Inclusive Services Center was designated for the public to provide assistive technology, accessibility tools, and materials relating to diversity and inclusion in library services.
  - The South Carolina State Library celebrated the winners of the first Young Minds Dreaming Poetry Contest.
- 2019
  - The Library celebrated its 50th anniversary of its building located at 1500 Senate Street with former directors' presentations hosting over 100 attendees.

3. Agency directors and time of service.

Name of Director	Time of Service
Estellene P. Walker	1946-1978
Betty E. Callaham	1979-1990
James B. Johnson, Jr.	1990-2005
Patti Butcher	2005-2006
Dr. Curtis R. Rogers (Interim)	2006-2007
David S. Goble	2007-2012
Hulen Bivens	2013-2014
Leesa M. Aiken	2014-Present

C. Governing Body, Organizational Chart, and Related Entities

4. Agency's governing body, as outlined in the enabling statute.	Pursuant to South Carolina statute SECTION 60-1-10**,** the South Carolina State Library is governed by the State Library Board. The board consists of seven members, one from each congressional district. The members must be appointed by the Governor for terms of five years and until their successors are appointed and qualify. All vacancies must be filled in the manner of the original appointment for the unexpired term. No person is eligible to serve as a member of the board for more than two successive terms, except that a person appointed to fill an unexpired term may be reappointed for two full terms. The Board meets bi-monthly. Members of the board elect a board chair annually. Current members of the South Carolina State Library Board are: **Walter Caudle, 2nd term, Term Commencing: 6/30/2014, Term Expiring: 6/30/2019** Mr. Caudle is completing former board members Suzie Rast's appointment and he is eligible for a full appointment after this partial appointment. Information has been submitted to the Governor's office to have Mr. Caudle reappointed. **Loretta K. Green, 2nd term, Term Commencing: 6/30/2011 Term Expiring: 6/30/2021** **Deborah Hyler, Term Commencing: 6/30/2009 Term Expiring: 6/30/2019** A replacement has been nominated to fill Ms. Hyler's seat and is pending approval with the Governor's office. **Marty R. McKenzie, 2nd term, Term Commencing: 6/30/2009, Term Expiring: 6/30/2019** A replacement has been nominated to fill Mr. McKenzie's seat and is pending approval with the Governor's office. **Martha Murtiashaw, 2nd term, Chair, Term Commencing: 6/30/2012, Term Expiring: 6/30/2022** **Michael G. Simmons (deceased), 2nd term, Term Commencing: 6/30/2011, Term Expiring: 6/30/2020** A replacement has been nominated to fill Mr. Simmons' seat and is pending approval with the Governor's office. **Alanna Wildman,2nd term, Term Commencing: 6/30/2011, Term Expiring: 6/30/2021**
5. Qualifications and duties of the agency director and governing body, as specified in law.	Pursuant to South Carolina statutes SECTION 60-1-50, The State Library Board shall appoint the director of the South Carolina State Library to serve as the administrative head of the State Library. The director: (a) shall hold a degree from a graduate library school accredited by the American Library Association and must be eligible for a South Carolina professional librarian's certificate; and

(b) shall have at least ten years of library experience in increasingly responsible professional positions, including at least four years in library administration with demonstrated success in this area.

The board shall annually evaluate the performance of the director who shall serve until terminated by the board for good cause.

Pursuant to South Carolina statutes SECTION 60-1-30 , the director shall:

(a) organize, staff, and administer the State Library in accordance with the law and good library practice;

(b) recommend to the State Library Board policies and regulations necessary for carrying out the provisions of this chapter and execute those adopted by the board;

(c) prepare a budget for the approval of the board and administer funds made available from any source for improvement of library services, interlibrary cooperation, or resource sharing;

(d) provide advice and technical assistance to public and other libraries, agencies of the State, political subdivisions, and planning groups concerning library services and operations;

(e) carry out continuing studies of the information needs of the citizens of the State and recommend services and programs to meet those needs;

(f) encourage broad professional and community participation in library planning and development;

(g) encourage and assist the efforts of libraries and local governments to develop mutual and cooperative solutions to library and information service problems;

(h) encourage every citizen of the State to fully utilize the state's library resources and maintain the individual's right of access to those resources.

Pursuant to South Carolina statute SECTION 60-1-40 , the State Library Board:

(a) shall determine policy for providing library and information services to state government, South Carolina libraries, and the citizens of the State;

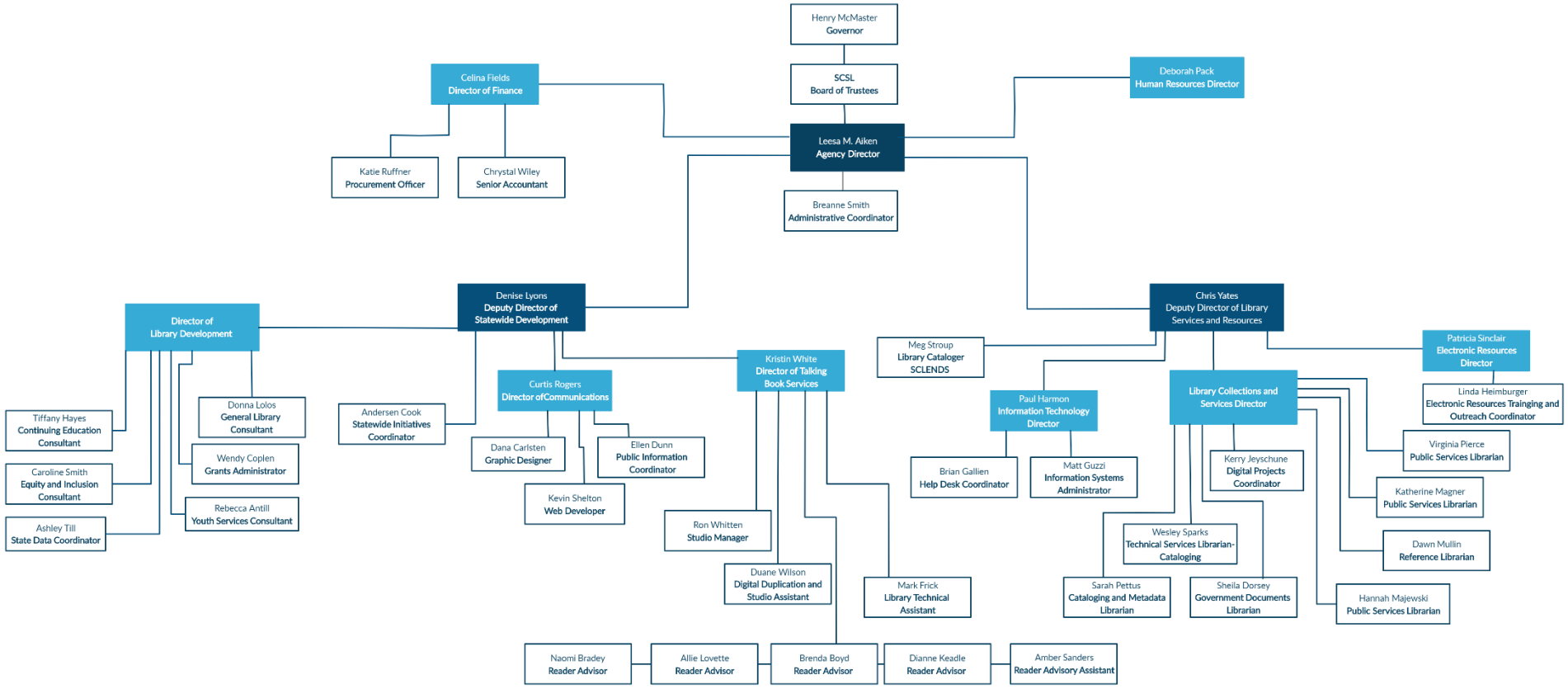
(b) shall develop and adopt long range plans for the continued improvement of library services in the State;

(c) shall prescribe standards of service for South Carolina libraries as may be necessary to carry out the provisions of this chapter;

		(d) shall administer and distribute state and federal funds or grants from public and private sources in accordance with law and board regulations to county, state institutional, and other libraries in the State; (e) shall promulgate regulations necessary for carrying out the provisions of this chapter; (f) is authorized to enter into contracts with any person or governmental entity to provide, extend, improve, or coordinate library services or to demonstrate appropriate programs of library services; (g) is authorized to enter into interstate library compacts on behalf of the State for the purpose of improving library services to the citizens of the State; (h) shall recommend legislation to the members of the General Assembly to achieve effective statewide library development; (i) shall represent library interests and needs before state and local officials and the legislature in order to obtain the financial support necessary to provide quality library service; (j) shall foster public awareness of the conditions of libraries in South Carolina and of methods to improve library services to the citizens of the State.
6.	(A) Organizational Units Details Chart.	See attached Excel chart.
	(B) Has the agency ever conducted an employee engagement, climate, or similar survey? If yes, when was the last one and who conducted it?	No
	(C) Does the agency conduct employee engagement, climate, or similar surveys on a regular basis? If yes, what is the frequency?	No
7.	Role and responsibilities of the agency compared to its counterpart entities, if any, at the federal and local levels.	Federal counterparts Institute of Museum and Library Services The mission of IMLS is to advance, support, and empower America's museums, libraries, and related organizations through grantmaking, research, and policy development. IMLS Strategic Goals: 1. Promote Lifelong Learning: IMLS supports learning and literacy for people of all ages through museums and libraries. 2. Build Capacity: IMLS strengthens the capacity of museums and libraries to improve the well-being of their communities. 3. Increase Public

	Access: IMLS makes strategic investments that increase access to information, ideas, and networks through libraries and museums. 4. Achieve Excellence: IMLS strategically aligns its resources and relationships to support libraries and museums nationwide. Local counterparts None

8. Organizational Chart.



D. Successes and Issues

9. **3-4 agency successes.** Briefly describe 3-4 agency successes.	<u>Broadband</u> The South Carolina State Library has been a leader in the broadband issue. We have been extremely focused on addressing the equity issues related to connectivity in our state and broadband extension intensely for the last three years. Our Information Technology Department has assisted thirty county libraries with issues ranging from technology infrastructure assessments to onsite implementation. We have physically rewired, reconstructed, and created in many instances, infrastructure to support broadband. We because that equal access creates opportunity. Without internet access children across our state cannot access reliable resources to do research, homework, or classwork. Equal access to information provides people with the ability to compete – compete for college admittance, compete for jobs, etc. Our goal was to have every library at 100Mbps and we reached this goal when we brought Hardeeville, Cheraw, Newberry and Whitmire up to 100Mbps. We worked with economic development offices, and vendors – some of whom we had to convince to go into areas like Darlington County where a railroad line was a barrier to access, but we got it done. Every library in South Carolina now functions at 100Mbps. Libraries are community hubs. They are the spaces where people can go to look for jobs, apply for jobs, do homework, research items of interest, and engage in their community. Many libraries are even hubs for SCDEW. A major point of focus has been on assisting public libraries with taking advantage of Federal E-Rate funds for network infrastructure improvements. We assisted Chesterfield, Dillon, Newberry, Saluda, Marion, Cherokee, Sumter, Greenwood, Allendale-Hampton-Jasper, Georgetown, Darlington, Orangeburg, Williamsburg, Colleton, Horry, and Spartanburg library systems with filing for Category 2 E-Rate funds for the first time. Funding applications totaled $1,271,159.42. We provided technical lead assistance for the Aiken, Bamberg, Barnwell, and Edgefield (ABBE) Regional Library System during the AT&T ASE migration. Staff worked with AT&T and SEGRA to migrate 14 branch locations to AT&T's ASE Network. Assistance included hands-on reconfiguration of network infrastructure that saved the library system thousands of dollars. Our staff members acted as the technical lead for the Chesterfield Library System to address poor network performance between branch locations, which greatly hindered the library system efforts to serve their communities. Working with network service providers, SEGRA and Sandhills Telephone Co-op, staff helped solve issues that had plagued the library system for years. We provided technical assistance to the Marion Library System to work with their vendor to identify and implement the best solutions to address the library system's troubled phone and network infrastructure. Staff provided guidance, recommendations, and product specifications. We also collaborated with a vendor to provide a Security Awareness pilot training program to the Charleston, Kershaw, and York County Public Library systems.

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.

a. We were the first State Library to have a Library Development Consultant who focused on equity, diversity, and inclusion in library services. We also have an Inclusive Services Center. The center features a variety of assistive technology and accessibility tools, as well as a circulating collection of materials related to equity, diversity, and inclusion in library services. The collection includes fiction for children and youth from diverse backgrounds, professional resources for library staff working with all ages, and materials in accessible formats, such as braille and sensory books.

b. Our Day-by-Day literacy calendar has been replicated in 12 states across the nation. The Day-by-Day Literacy calendar has a direct impact on literacy comprehension, family engagement, and child readiness for school and achievement.

c. Our Homework Help Center project expanded internet connectivity for the purpose of providing students with devices that allowed them to access online resources, providing them with the ability to complete school assignments and access afterschool homework assistance. Devices were deployed to students who had been identified by their school as in critical need either because of access or academic issues. No student should be placed at a disadvantage due to their circumstances and investing in after-school internet connectivity is vital to the success of children in South Carolina.

State's Document Depository

The South Carolina State Library's is the state's document depository. We have worked diligently to digitize state documents. The South Carolina State Documents Depository currently provides access to 27, 742 State document items. 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. During FY19, we scanned and created metadata for the Colin J. McRae Papers collection for the South Carolina Confederate Relic Room and Military Museum; 100 documents are now online and available. Other projects include:

a. *Sandlapper Magazine*, *Images* magazines from the South Carolina State Museum;
b. South Carolina State Board of Health annual reports;
c. Record of the Minutes of the Paul Hayne Circle in Oconee County;
d. State Parks newsletters, as part of a collaboration with Clemson University Libraries;
e. Transcription work for the Abstract of Voter Registrations to the Military Government, 1868, which provided assistance to Barnwell and Williamsburg Counties.

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. All goals and objectives have been met, all external

	audits have been successful and the agency is considered in compliance with all best practices.
10. 3-4 agency challenges. Briefly describe 3-4 agency challenges and preparations, if any, to address these issues.	**Personnel Costs** The staff of the State Library are experts in their field. Their commitment drives our ability to provide quality resources for our patrons. 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, resulting in an inability to provide quality programs and resources. It would be helpful to place a cap on the costs associated with employee benefits and retirement contribution will attract potential applicants to the State of South Carolina. Additionally, the ability to compensate staff at a higher rate will allow the State to recruit and retain the most qualified employees. **Statewide Consortia Purchases** The State Library is fiscally responsible: we diligently negotiate multi-year purchases that will provide the largest statewide impact. While Discus is the primary learning tool for students statewide, we regularly identify additional resources that could be of value to teachers and the K-12 community. However, 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. Encouragement of partnerships with other state agencies with similar missions could reduce the cost burden of electronic resources through negotiation of consortia purchases. By pooling our resources, we could provide equal access to additional shared resources for the entire state, not just certain areas of the state that are well funded. **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 done to address this issue.
11. 3-4 emerging issues. Briefly describe 3-4 emerging issues anticipated to have an impact on agency operations in the upcoming five years and preparations, if any, to address these issues.	**Authorization** Lack of appropriate authorization to hire additional staff to handle growing business. **Parking** Lack of appropriate parking.

II. Agency Records, Policies, and Risk Mitigation Practices

A. Records and Policies Management

12. (A) Agency's records management policy and the position or division responsible for managing this 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. The designated Records Officer for the South Carolina State Library is the Deputy director of Library Resources and Services.
(B) Agency's status in regards to compliance with the records management policy and explanation for non-compliance, if the agency is non-compliant.	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.
13. Agency's schedule for regularly reviewing and updating, as necessary, all agency policies and explanation for lack of a schedule, if the agency does not have a schedule.	The agency specific schedule for the South Carolina State Library was created in conjunction with the South Carolina Department of Archives and History in 1982. Although remaining in compliance, the State Library has not formally reviewed the schedule for updating. Once the Deputy Director of Library Resources and Services assumed the duties of Records Retention Officer after the retirement of the previous officer, the Deputy Director is in the process of reviewing the agency specific schedule in coordination with a Records Officer from Department of Archives and History to revise and bring the schedule up to date. Once that process is completed, a regular annual review of the records policy and schedule will take place.

14.	(A) Agency's status in regards to compliance with S.C. Code Ann. §1-23-120(J) that requires agencies to conduct a formal review of its regulations every five years.	This is done nearly every year with the staff from both the House and the Senate.
	(B) Last time the agency conducted a formal review of its regulations.	2019
	(C) Last time the agency submitted new or revised regulations to the General Assembly.	2015
15.	How the agency collaborates with other agencies to seek funding (e.g. grant and federal funding).	The South Carolina State Library understands and values collaboration and the power of consortia purchasing. We are fully committed to working with other entities to include state agencies, universities, and non-profits to deliver services to South Carolinians at the lowest price possible. The State Library is a founding member of the SCLENDS (South Carolina Library Evergreen Network Delivery System) consortia, which consists of collaboration of 20 county libraries and the State Library. Consortium members enjoy a shared catalog of books, audio, and video materials, and membership remains open to interested libraries: SCLENDS currently serves almost one-half of the state's population. Any South Carolina resident in a SCLENDS member county may obtain a card for access to 2,729,934 items. The State Library maintains the integrity of the catalog and provides technical support for member libraries. We are extremely proud of the partnerships that we have cultivated over the last ten years and have utilized those partnerships on a variety of projects. Some of our partners include the following: • South Carolina State Museum • South Carolina Arts Commission • South Carolina Archives and History • South Carolina Development of Employment and Workforce • South Carolina Human Affairs Commission • South Carolina Department of Health and Environmental Control • South Carolina First Steps • University of South Carolina • South Carolina Commission for the Blind • South Carolina Parks and Recreation • South Carolina Department of Education • South Carolina Division of Information Technology • South Carolina Confederate Relic Room and Military Museum

	• South Carolina State Board of Health • Clemson University • South Carolina Voters Registration • South Carolina Department of Agriculture The above is by no means a complete list of partners; however, it does highlight our proactive desire to collaborate with a focus on service and fiscal responsibility.
16. Does the agency receive data from other state agencies, which require manual entry? If so, identify the state agencies and the associated data received.	No

B. Internal Audit and/or Other Risk Mitigation Practices

17. (A) Agency's internal audit process and/or other risk mitigation practices.	Staff members continuously review the agency's fiscal processes and procedures to ensure that the State Library acts in the most fiduciary responsible way possible to leverage all funds. The agency uses an internal financial dashboard that tracks each expenditure to the project, category and agency mandate level. A separation of duty procedure and process exists for each level of purchasing. Insert answer
(B) List of areas reviewed in agency internal audits during the last five years.	1. Human Resources 2. Finance 3. Procurement 4. Payroll 5. Information Technology 6. Federal Grant

18. Issues or recommendations from external reviews or audits conducted of the agency during the last five years, which the agency has not yet fully addressed or implemented.

None

Issue or Recommendation	Agency's Status in Addressing or Implementing	Date External Review or Audit completed	Entity Conducting the Audit or Review

III. Agency Spending

19. Finance Overview Chart.	See attached Excel chart.

IV. Agency Deliverables

20. Deliverables Chart.	See attached Excel chart.

V. Performance

21. Performance Measures Chart.	See attached Excel chart.

VI. Agency Ideas and Recommendations for Law Changes

22. Recommendations for changes in law.

LAW CHANGE #_1__			
Law	Summary of Current Law(s) and Recommended Change(s)	Basis for Recommendation	Approval and Others Impacted
TITLE 60. LIBRARIES, ARCHIVES, MUSEUMS, AND ARTS SECTION 60-1-80.	Current Law: State Library to provide assistance to public libraries and county governments. (e) plan and coordinate the provision of library services to groups with special needs, including but not limited to the elderly, the physically handicapped, the unemployed, the poor, the functionally illiterate, and those persons who have cultural, social, or educational disadvantages that prevent them from using library services designed for persons without the disadvantages. Recommendation: (e) plan and coordinate the provision of library services to groups with special needs, including but not limited to people who are elderly, people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding a printed page, the unemployed, the underemployed, people with low income, the functionally illiterate, and those people who have cultural, social, or educational disadvantages that prevent them from using library services designed for persons without disadvantages.		Presented and approved by agency's governing body: No Other entities potentially impacted: If the law is a regulation, where agency is in the process of finalizing it and providing it to the General Assembly:

Current Law Wording	Proposed Revisions to Law Wording
(e) plan and coordinate the provision of library services to groups with special needs, including but not limited to the elderly, the physically handicapped, the unemployed, the poor, the functionally illiterate, and those persons who have cultural, social, or educational disadvantages that prevent them from using library services designed for persons without the disadvantages.	(e) plan and coordinate the provision of library services to groups with special needs, including but not limited to people who are elderly, people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding a printed page, the unemployed, the underemployed, people with low income, the functionally illiterate, and those people who have cultural, social, or educational

	disadvantages that prevent them from using library services designed for persons without disadvantages.

LAW CHANGE #__2_			
Law	Summary of Current Law(s) and Recommended Change(s)	Basis for Recommendation	Approval and Others Impacted
TITLE 60. LIBRARIES, ARCHIVES, MUSEUMS, AND ARTS SECTION 60-1-120	Current Law: Library services to be rendered to blind and physically handicapped readers. The South Carolina State Library shall provide library service to the blind and physically handicapped readers in cooperation with the United States Library of Congress. The State Library shall provide books and other reading matter in recorded form, in braille, in large type, or any other medium of reading used by the blind and physically handicapped. To this end, the State Library is authorized to contract with the appropriate federal agency or any library for the blind and physically handicapped. Services must be rendered in accordance with applicable federal regulations and consistent with the current standards and guidelines for service for the Library of Congress National Library Service for the Blind and Physically Handicapped. Recommendation: Library services to be rendered to people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding a printed page. The South Carolina State Library shall provide library service to people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding a printed page in cooperation with the United States Library of Congress. The State Library shall provide books and other reading matter in recorded form, in braille, in large type, or any other medium of reading used by people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding a printed page. To this end, the State		Presented and approved by agency's governing body: No Other entities potentially impacted: If the law is a regulation, where agency is in the process of finalizing it and providing it to the General Assembly:

	Library is authorized to contract with the appropriate federal agency or any library for people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding a printed page. Services must be rendered in accordance with applicable federal regulations and consistent with the current standards and guidelines for service for the Library of Congress National Library Service for the Blind and Print Disabled.		

Current Law Wording	Proposed Revisions to Law Wording
Library services to be rendered to blind and physically handicapped readers. The South Carolina State Library shall provide library service to the blind and physically handicapped readers in cooperation with the United States Library of Congress. The State Library shall provide books and other reading matter in recorded form, in braille, in large type, or any other medium of reading used by the blind and physically handicapped. To this end, the State Library is authorized to contract with the appropriate federal agency or any library for the blind and physically handicapped. Services must be rendered in accordance with applicable federal regulations and consistent with the current standards and guidelines for service for the Library of Congress National Library Service for the Blind and Physically Handicapped.	Library services to be rendered to people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding a printed page. The South Carolina State Library shall provide library service to people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding a printed page in cooperation with the United States Library of Congress. The State Library shall provide books and other reading matter in recorded form, in braille, in large type, or any other medium of reading used by people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding a printed page. . To this end, the State Library is authorized to contract with the appropriate federal agency or any library for people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding a printed page. Services must be rendered in accordance with applicable federal regulations and consistent with the current standards and guidelines for service for the Library of Congress National Library Service for the Blind and Print Disabled.

LAW CHANGE #__3_			
Law	Summary of Current Law(s) and Recommended Change(s)	Basis for Recommendation	Approval and Others Impacted
Code of Regulations CHAPTER 75. South Carolina State Library (Statutory Authority: 1976 Code Section 60-1-80)	Current Law: A. Employment Regulations. (1) Each public library serving a population of 10,000 or more shall employ in professional positions and in pre-professional positions covered by State Aid and grant programs only those librarians and assistants holding the appropriate certificate. Recommendation: A. Employment Regulations.		Presented and approved by agency's governing body: No Other entities potentially impacted: If the law is a regulation, where agency is in the process of finalizing it and providing it to the General Assembly:

	(1) Each public library shall employ in professional positions and in pre-professional positions covered by State Aid and grant programs only those librarians and assistants holding the appropriate certificate.		

Current Law Wording	Proposed Revisions to Law Wording
A. Employment Regulations. (1) Each public library serving a population of 10,000 or more shall employ in professional positions and in pre-professional positions covered by State Aid and grant programs only those librarians and assistants holding the appropriate certificate.	A. Employment Regulations. (1) Each public library shall employ in professional positions and in pre-professional positions covered by State Aid and grant programs only those librarians and assistants holding the appropriate certificate.

LAW CHANGE #__4_			
Law	Summary of Current Law(s) and Recommended Change(s)	Basis for Recommendation	Approval and Others Impacted
Code of Regulations CHAPTER 75. South Carolina State Library 75-2 Certification Program for Public Librarians. (Statutory Authority: 1976 Code Section 60-1-80)	Current Law: (2) Pre-Professional. (b) Provisional Pre-Professional certificate is issued to library staff members who have completed a bachelor's degree in a college or university of recognized standing. This certificate is valid for three years and renewable by continuous full-time library experience and successful completion of six semester hours of library science courses. After completion of 18 semester hours in library science, the Provisional certificate may be exchanged for the regular Pre-Professional certificate. Recommendation: (2) Pre-Professional. (b) If a public library at any time shall find it impossible to employ a satisfactory holder of a public librarian's professional certificate for a position requiring unusual background and education in a special field, the library board may submit to the South Carolina State Library a statement of facts involved and request that the position be exempt from certification regulations.		Presented and approved by agency's governing body: No Other entities potentially impacted: If the law is a regulation, where agency is in the process of finalizing it and providing it to the General Assembly:

Current Law Wording		Proposed Revisions to Law Wording	
(2) Pre-Professional. (b) Provisional Pre-Professional certificate is issued to library staff members who have completed a bachelor's degree in a college or university of recognized standing. This certificate is valid for three years and renewable by continuous full-time library experience and successful completion of six semester hours of library science courses. After completion of 18 semester hours in library science, the Provisional certificate may be exchanged for the regular Pre-Professional certificate.		(2) Pre-Professional. (b) If a public library at any time shall find it impossible to employ a satisfactory holder of a public librarian's professional certificate for a position requiring unusual background and education in a special field, the library board may submit to the South Carolina State Library a statement of facts involved and request that the position be exempt from certification regulations.	

LAW CHANGE #__5_			
Law	Summary of Current Law(s) and Recommended Change(s)	Basis for Recommendation	Approval and Others Impacted
Code of Regulations CHAPTER 75. South Carolina State Library 75-1 Use of State Aid Funds. (Statutory Authority: 1976 Code Section 60-1-80)	Current Law: D. Any library receiving State Aid shall be legally established and administered by a legally appointed Board and shall: (2) Provide remote access to statewide data bases coordinated by the South Carolina State Library. (4) Adopt an annual budget with balanced proportions among personnel (65% - 70%), information resources (15% - 20%), and maintenance (10% - 20%). (6) Systematically acquire library materials consistent with a collection development policy approved by the local board. E. The South Carolina State Library is authorized to waive regulations upon petition by a library system for a period not to exceed one year. Recommendation: D. Any library receiving State Aid shall be legally established and administered by a legally appointed Board and shall: (2) Provide remote access to statewide electronic resources coordinated by the South Carolina State Library .		Presented and approved by agency's governing body: No Other entities potentially impacted: If the law is a regulation, where agency is in the process of finalizing it and providing it to the General Assembly:

	(4) Adopt a balanced annual budget. (6) Systematically acquire library materials consistent with a collection development policy which includes items of diversity and inclusion. E. The South Carolina State Library is authorized to waive regulations upon petition by a library system.		

Current Law Wording	Proposed Revisions to Law Wording
D. Any library receiving State Aid shall be legally established and administered by a legally appointed Board and shall: (2) Provide remote access to statewide data bases coordinated by the South Carolina State Library. (4) Adopt an annual budget with balanced proportions among personnel (65% - 70%), information resources (15% - 20%), and maintenance (10% - 20%). (6) Systematically acquire library materials consistent with a collection development policy approved by the local board. E. The South Carolina State Library is authorized to waive regulations upon petition by a library system for a period not to exceed one year.	D. Any library receiving State Aid shall be legally established and administered by a legally appointed Board and shall: (2) Provide remote access to statewide electronic resources coordinated by the South Carolina State Library . (4) Adopt a balanced annual budget. (6) Systematically acquire library materials consistent with a collection development policy which includes items of diversity and inclusion. E. The South Carolina State Library is authorized to waive regulations upon petition by a library system..

VII. Feedback (Optional)

Agency feedback

23. (A) Other questions that may help the Committee and public understand how the agency operates, budgets, and performs	The South Carolina State Library's mission is to develop, support, and sustain a thriving statewide community of learners who are committed to making South Carolina stronger. We serve the people of South Carolina by supporting state government and libraries in order to provide opportunities for learning in a changing environment. Our operating principles are innovation, collaboration, participation, and preservation. Questions: ▪ How does the South Carolina State Library support libraries? ▪ What resources are available to the General Assembly through the agency? ▪ What resources does the agency supply that support teachers, and students? ▪ How does the agency support and/or partner with other state agencies? ▪ Talking Book Services patrons ▪ What is the agency's role with regards to state documents? ▪ What resources are available to the general public? ▪ Explain the agency's budget process and accountability. ▪ Explain the agency's approach to employee performance reviews and employee feedback.
(B) Best ways for the Committee to compare the specific results the agency obtained with the resources the agency invested	Compare the financial process and accountability with results achieved by each action.
(C) Changes to the report questions, format, etc., agency representatives would recommend.	The calculation method used to account for employee time is complicated and leads to inaccuracies. It is also extremely difficult to achieve an accurate number if an agency does not track work time by deliverable.
(D) Benefits agency representatives see in the public having access to the information in this report.	The funds and resources used by each state agency are public funds and should be transparent, easily traced and easy to understand.

(E) Two to three things agency representatives could do differently next time (or it could advise other agencies to do) to complete the report in less time and at a lower cost to the agency.	The agency representatives were professional, polite, and helpful. No recommendations for interactions or directions regarding the agency representatives. The deliverables piece of this document is significant. We identified 206 specific deliverables for our agency; for a small agency of 48 staff, documenting and detailing to the level required is an extreme undertaking and required weeks of work. We currently track each project that we work on, and have an internal financial dashboard that we use to track expenditures. If we had not already done those two things, this task would have been nearly impossible. There is a concern for agencies who do not have such internal tracking mechanisms in place; the ability to achieve accurate results seems compromised. It would be helpful if instead of documenting each deliverable, documentation could be given for an overall goal or project. For example, Discus is the state's electronic library open 24 hours a day and accessible to any person in South Carolina. Three people are assigned to that project, with a total budget in excess of $3M. We identified 23 separate deliverables for this one project that required documentation. The funds however are not spent based on 23 separate deliverables, many are packages ranging from kindergarten to 12th grade. Staff time is not spent based on 23 separate deliverables, as deliverables cross over.
(F) Other comments or suggestions from the agency.	This is a worthwhile exercise for each state agency. However, if training was shared on the front end of expectations in advance an agency could begin tracking information in a manner they could accurately report. This would require a four year lead time if the information being collected is three consecutive years. The accountability report in its previous format of 2007-2011 contained much of this same information for each agency and would be a helpful guide. The previous version of the accountability report contained much more information that when completed accurately and used correctly would provide significant in-depth information for the General Assembly and general public. The previous version of the accountability report was approximately 50 pages with detailed agency information, whereas the current version is 10 pages and is more closely related to an overall synopsis of basic information.

Organizational Unit Details

	A	B	C	D
1	**Agency**			
2	South Carolina State Library			
3	**Accurate as of**			
4	March 9, 2020			
5	**Name of organizational unit**	Administration	Finance	Statewide Development
6				
7	**Purpose of organizational unit**	This unit consists of the Agency Director, Administrative Coordinator, and Human Resources Director. The Human Resources Director manages all aspects of the agency's personnel and human resources functions.	The Finance Department manages the agency finances, procurement, and accounting functions.	The department is responsible for a multitude of statewide projects. It includes Library Development and Grants, Communications, and Talking Book Services.
8				
9	**Exit interviews or surveys performed?**			
10	2018-19	Yes	Yes	No
11	2017-18	Yes	Yes	No
12	2016-17	No	No	No
13				
14	**Employee satisfaction tracked?**			
15	2018-19	No	No	No
16	2017-18	No	No	No
17	2016-17	No	No	No
18				
19	**Anonymous employee feedback allowed?**			
20	2018-19	Yes	Yes	Yes
21	2017-18	Yes	Yes	Yes
22	2016-17	Yes	Yes	Yes
23				
24	**Number of employees (all types) in the unit**			
25	Start of fiscal year			
26	2018-19	2.00	3.00	2.00
27	2017-18	3.00	3.00	1.00
28	2016-17	3.00	4.00	3.00
29	End of fiscal year			
30	2018-19	3.00	2.00	1.00
31	2017-18	2.00	3.00	2.00
32	2016-17	3.00	3.00	1.00
33	Leave the unit during fiscal year			
34	2018-19	1.00	2.00	1.00
35	2017-18	1.00	1.00	0.00
36	2016-17	0.00	1.00	2.00
37				
38	**Turnover rate**			
39	2018-19	40.00%	80.00%	66.67%
40	2017-18	40.00%	33.33%	0.00%
41	2016-17	0.00%	28.57%	100.00%
42				
43	**Agency Comments (Optional)**	In FY18 (2017-18) one employee retired. In FY19 one employee separated from state employment.	In FY17 (2016-17) one employee moved from the Finance organizational unit to the Library Collections and Services unit (at the time it was the Statewide Services unit). FY18 (2017-18) one employee transferred to another state agency. FY19 (2018-29) one employee retired; one employee separated from state employment.	In FY17 (2016-17) two employees moved from the Statewide Development organizational unit to the Library Collections and Services unit (at the time it was the Statewide Services unit). FY19 (2018-19) one employee moved from the Statewide Development unit to the Library Development unit.

The contents of this chart are considered sworn testimony from the agency director.

Organizational Unit Details

	A	B	E
1	**Agency**		
2	South Carolina State Library		
3	**Accurate as of**		
4	March 9, 2020		
5	**Name of organizational unit**	Administration	Library Development
6			
7	**Purpose of organizational unit**	This unit consists of the Agency Director, Administrative Coordinator, and Human Resources Director. The Human Resources Director manages all aspects of the agency's personnel and human resources functions.	This department offers assistance to librarians, trustees, and other interested persons regarding all aspects of library development, library programming, federal grants management, and library operations. In addition to possessing knowledge of general areas of library service, consultants have expertise in services to children and young adults, library management and planning, advocacy, public relations and marketing, and outreach services. The State Library helps local libraries become better equipped to encourage family literacy engagement and to combat low literacy with face-to-face services and sophisticated technology tools designed to meet developmental needs at every level.
8			
9	**Exit interviews or surveys performed?**		
10	2018-19	Yes	Yes
11	2017-18	Yes	No
12	2016-17	No	Yes
13			
14	**Employee satisfaction tracked?**		
15	2018-19	No	No
16	2017-18	No	No
17	2016-17	No	No
18			
19	**Anonymous employee feedback allowed?**		
20	2018-19	Yes	Yes
21	2017-18	Yes	Yes
22	2016-17	Yes	Yes
23			
24	**Number of employees (all types) in the unit**		
25	Start of fiscal year		
26	2018-19	2.00	5.00
27	2017-18	3.00	4.00
28	2016-17	3.00	4.00
29	End of fiscal year		
30	2018-19	3.00	8.00
31	2017-18	2.00	6.00
32	2016-17	3.00	4.00
33	Leave the unit during fiscal year		
34	2018-19	1.00	1.00
35	2017-18	1.00	0.00
36	2016-17	0.00	3.00
37			
38	**Turnover rate**		
39	2018-19	40.00%	15.38%
40	2017-18	40.00%	0.00%
41	2016-17	0.00%	75.00%
42			
43	**Agency Comments (Optional)**	In FY18 (2017-18) one employee retired. In FY19 one employee separated from state employment.	In FY17 (2016-17) three employees separated from state employment. FY19 (2018-2019) one employee separated from state employment.

The contents of this chart are considered sworn testimony from the agency director.

Organizational Unit Details

	A	B	F
1	**Agency**		
2	South Carolina State Library		
3	**Accurate as of**		
4	March 9, 2020		
5	**Name of organizational unit**	Administration	Communications
6			
7	**Purpose of organizational unit**	This unit consists of the Agency Director, Administrative Coordinator, and Human Resources Director. The Human Resources Director manages all aspects of the agency's personnel and human resources functions.	This department consists of the Communications Director, Public Information Coordinator, Graphic Designer, and Web Developer. Staff members in this department manage editing documents and reports for the agency, coordinate social media (including Facebook, Twitter, Instagram, Pinterest, YouTube, and LinkedIn), and assist with advertising and marketing. Staff members also 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, and provide graphic design for all departments.
8			
9	**Exit interviews or surveys performed?**		
10	2018-19	Yes	Yes
11	2017-18	Yes	No
12	2016-17	No	No
13			
14	**Employee satisfaction tracked?**		
15	2018-19	No	No
16	2017-18	No	No
17	2016-17	No	No
18			
19	**Anonymous employee feedback allowed?**		
20	2018-19	Yes	Yes
21	2017-18	Yes	Yes
22	2016-17	Yes	Yes
23			
24	**Number of employees (all types) in the unit**		
25	Start of fiscal year		
26	2018-19	2.00	3.00
27	2017-18	3.00	3.00
28	2016-17	3.00	3.00
29	End of fiscal year		
30	2018-19	3.00	2.00
31	2017-18	2.00	3.00
32	2016-17	3.00	3.00
33	Leave the unit during fiscal year		
34	2018-19	1.00	2.00
35	2017-18	1.00	0.00
36	2016-17	0.00	0.00
37			
38	**Turnover rate**		
39	2018-19	40.00%	80.00%
40	2017-18	40.00%	0.00%
41	2016-17	0.00%	0.00%
42			
43	**Agency Comments (Optional)**	In FY18 (2017-18) one employee retired. In FY19 one employee separated from state employment.	FY19 (2018-19) one employee received a promotion and transferred from the Communications organizational unit to the Administration organizational unit; one employee transferred to a different state agency.

The contents of this chart are considered sworn testimony from the agency director.

Organizational Unit Details

	A	B	G
1	**Agency**		
2	South Carolina State Library		
3	**Accurate as of**		
4	March 9, 2020		
5	**Name of organizational unit**	Administration	Talking Book Services
6			
7	**Purpose of organizational unit**	This unit consists of the Agency Director, Administrative Coordinator, and Human Resources Director. The Human Resources Director manages all aspects of the agency's personnel and human resources functions.	Department strives to fulfill, on the state and local level, the mandate set forth by the National Library Service (NLS) for the Blind and Physically Handicapped: "That all may read." The primary goal of TBS is fostering of a lifelong love of reading through audiobooks that can be delivered on cartridge and played on specialized talking book machines or downloaded to personal devices via the BARD app. TBS also offers braille and large print book circulation. The NLS mandate requires that qualified patrons be blind or physically unable to hold a printed book; however, a physician may also certify those possessing cognitive disabilities, such as dyslexia, ADD/ADHD, and other disorders stemming from organic means or temporary brain dysfunction.
8			
9	**Exit interviews or surveys performed?**		
10	2018-19	Yes	Yes
11	2017-18	Yes	No
12	2016-17	No	No
13			
14	**Employee satisfaction tracked?**		
15	2018-19	No	No
16	2017-18	No	No
17	2016-17	No	No
18			
19	**Anonymous employee feedback allowed?**		
20	2018-19	Yes	Yes
21	2017-18	Yes	Yes
22	2016-17	Yes	Yes
23			
24	**Number of employees (all types) in the unit**		
25	Start of fiscal year		
26	2018-19	2.00	9.00
27	2017-18	3.00	8.00
28	2016-17	3.00	8.00
29	End of fiscal year		
30	2018-19	3.00	10.00
31	2017-18	2.00	9.00
32	2016-17	3.00	8.00
33	Leave the unit during fiscal year		
34	2018-19	1.00	1.00
35	2017-18	1.00	1.00
36	2016-17	0.00	1.00
37			
38	**Turnover rate**		
39	2018-19	40.00%	10.53%
40	2017-18	40.00%	11.76%
41	2016-17	0.00%	12.50%
42			
43	**Agency Comments (Optional)**	In FY18 (2017-18) one employee retired. In FY19 one employee separated from state employment.	In FY17 (2016-2017) one employee retired and was rehired. In FY18 (2017-18) one employee retired and was rehired. FY19 (2018-19) one employee retired.

The contents of this chart are considered sworn testimony from the agency director.

Organizational Unit Details

	A	B	H
1	**Agency**		
2	South Carolina State Library		
3	**Accurate as of**		
4	March 9, 2020		
5	**Name of organizational unit**	Administration	Library Services and Resources
6			
7	**Purpose of organizational unit**	This unit consists of the Agency Director, Administrative Coordinator, and Human Resources Director. The Human Resources Director manages all aspects of the agency's personnel and human resources functions.	This department is responsible for many statewide projects. It includes SCLENDS, Information & Technology, Library Collections and Services, and Electronic Resources. SCLENDS is not a stand alone unit; however, it is a collaboration of 20 county libraries and the State Library. Consortium members enjoy a shared catalog of books, audio, and video materials, and membership remains open to interested libraries: 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.
8			
9	**Exit interviews or surveys performed?**		
10	2018-19	Yes	No
11	2017-18	Yes	No
12	2016-17	No	No
13			
14	**Employee satisfaction tracked?**		
15	2018-19	No	No
16	2017-18	No	No
17	2016-17	No	No
18			
19	**Anonymous employee feedback allowed?**		
20	2018-19	Yes	Yes
21	2017-18	Yes	Yes
22	2016-17	Yes	Yes
23			
24	**Number of employees (all types) in the unit**		
25	Start of fiscal year		
26	2018-19	2.00	2.00
27	2017-18	3.00	5.00
28	2016-17	3.00	6.00
29	End of fiscal year		
30	2018-19	3.00	2.00
31	2017-18	2.00	2.00
32	2016-17	3.00	5.00
33	Leave the unit during fiscal year		
34	2018-19	1.00	0.00
35	2017-18	1.00	3.00
36	2016-17	0.00	2.00
37			
38	**Turnover rate**		
39	2018-19	40.00%	
40	2017-18	40.00%	
41	2016-17	0.00%	
42			
43	**Agency Comments (Optional)**	In FY18 (2017-18) one employee retired. In FY19 one employee separated from state employment.	In FY 17 (2016-17) two employees moved from the Library Services and Resources organziational unit to the Library Collections and Services unit (at the time it was the Statewide Services unit). FY18 (2017-28) three employees moved to a newly formed organizational unit (Electronic Resources)

The contents of this chart are considered sworn testimony from the agency director.

Organizational Unit Details

	A	B	I
1	**Agency**		
2	South Carolina State Library		
3	**Accurate as of**		
4	March 9, 2020		
5	**Name of organizational unit**	Administration	Library Collections and Services (Formerly Collections and Digitization)
6			
7	**Purpose of organizational unit**	This unit consists of the Agency Director, Administrative Coordinator, and Human Resources Director. The Human Resources Director manages all aspects of the agency's personnel and human resources functions.	This unit is responsible for cataloging items, digitization, collection management, public services to include reference and circulation, Interlibrary Loan, Government Documents. This department coordinates the selection, purchasing, organization, and access to the print and electronic collections of the State Library. The collection includes library science, leadership and management, governance, technology, and South Carolina-related titles. This department also manages all state publications and manages a partial Federal depository collection.
8			
9	**Exit interviews or surveys performed?**		
10	2018-19	Yes	No
11	2017-18	Yes	Yes
12	2016-17	No	Yes
13			
14	**Employee satisfaction tracked?**		
15	2018-19	No	No
16	2017-18	No	No
17	2016-17	No	No
18			
19	**Anonymous employee feedback allowed?**		
20	2018-19	Yes	Yes
21	2017-18	Yes	Yes
22	2016-17	Yes	Yes
23			
24	**Number of employees (all types) in the unit**		
25	Start of fiscal year		
26	2018-19	2.00	9.00
27	2017-18	3.00	10.00
28	2016-17	3.00	6.00
29	End of fiscal year		
30	2018-19	3.00	10.00
31	2017-18	2.00	9.00
32	2016-17	3.00	10.00
33	Leave the unit during fiscal year		
34	2018-19	1.00	1.00
35	2017-18	1.00	1.00
36	2016-17	0.00	2.00
37			
38	**Turnover rate**		
39	2018-19	40.00%	10.53%
40	2017-18	40.00%	10.53%
41	2016-17	0.00%	25.00%
42			
43	**Agency Comments (Optional)**	In FY18 (2017-18) one employee retired. In FY19 one employee separated from state employment.	The Statewide Services organizational unit was created in FY17 (2016-17), and combined into the Library Collections and Services organizational unit in FY20 (2019-20). In FY17 (2016-17) one employee retired, one employee separated from state employment. In FY18 (2017-18) one employee retired. FY19 (2018-19) one employee separated from state employment.

The contents of this chart are considered sworn testimony from the agency director.

Organizational Unit Details

	A	B	J
1	**Agency**		
2	South Carolina State Library		
3	**Accurate as of**		
4	March 9, 2020		
5	**Name of organizational unit**	Administration	Information Technology
6			
7	**Purpose of organizational unit**	This unit consists of the Agency Director, Administrative Coordinator, and Human Resources Director. The Human Resources Director manages all aspects of the agency's personnel and human resources functions.	This department provides technology assistance to internal customers as well as to public libraries in South Carolina. During the last fiscal year, assistance ranged from technology infrastructure assessments to onsite implementation. A major point of focus was assisting public libraries with taking advantage of Federal E-Rate funds for network infrastructure improvements.
8			
9	**Exit interviews or surveys performed?**		
10	2018-19	Yes	Yes
11	2017-18	Yes	No
12	2016-17	No	No
13			
14	**Employee satisfaction tracked?**		
15	2018-19	No	No
16	2017-18	No	No
17	2016-17	No	No
18			
19	**Anonymous employee feedback allowed?**		
20	2018-19	Yes	Yes
21	2017-18	Yes	Yes
22	2016-17	Yes	Yes
23			
24	**Number of employees (all types) in the unit**		
25	Start of fiscal year		
26	2018-19	2.00	3.00
27	2017-18	3.00	3.00
28	2016-17	3.00	3.00
29	End of fiscal year		
30	2018-19	3.00	3.00
31	2017-18	2.00	3.00
32	2016-17	3.00	3.00
33	Leave the unit during fiscal year		
34	2018-19	1.00	1.00
35	2017-18	1.00	0.00
36	2016-17	0.00	0.00
37			
38	**Turnover rate**		
39	2018-19	40.00%	33.33%
40	2017-18	40.00%	0.00%
41	2016-17	0.00%	0.00%
42			
43	**Agency Comments (Optional)**	In FY18 (2017-18) one employee retired. In FY19 one employee separated from state employment.	FY19 (2018-19) one employee transferred to a different state agency.

The contents of this chart are considered sworn testimony from the agency director.

Organizational Unit Details

	A	B	K
1	**Agency**		
2	South Carolina State Library		
3	**Accurate as of**		
4	March 9, 2020		
5	**Name of organizational unit**	Administration	Electronic Resources
6			
7	**Purpose of organizational unit**	This unit consists of the Agency Director, Administrative Coordinator, and Human Resources Director. The Human Resources Director manages all aspects of the agency's personnel and human resources functions.	This department administers Discus – South Carolina's Virtual Library as well as select online resources for State Library card holders. The Discus collection of more than 50 subscription databases is used by K-12 schools, public libraries, and academic institutions. All K-12 schools, including charter, virtual, public, home, and private schools, use Discus extensively for research, learning, and programming.
8			
9	**Exit interviews or surveys performed?**		
10	2018-19	Yes	No
11	2017-18	Yes	No
12	2016-17	No	No
13			
14	**Employee satisfaction tracked?**		
15	2018-19	No	No
16	2017-18	No	No
17	2016-17	No	No
18			
19	**Anonymous employee feedback allowed?**		
20	2018-19	Yes	Yes
21	2017-18	Yes	Yes
22	2016-17	Yes	Yes
23			
24	**Number of employees (all types) in the unit**		
25	Start of fiscal year		
26	2018-19	2.00	3.00
27	2017-18	3.00	0.00
28	2016-17	3.00	0.00
29	End of fiscal year		
30	2018-19	3.00	3.00
31	2017-18	2.00	3.00
32	2016-17	3.00	0.00
33	Leave the unit during fiscal year		
34	2018-19	1.00	0.00
35	2017-18	1.00	0.00
36	2016-17	0.00	0.00
37			
38	**Turnover rate**		
39	2018-19	40.00%	0.00%
40	2017-18	40.00%	0.00%
41	2016-17	0.00%	Agency did not have employees in this unit
42			
43	**Agency Comments (Optional)**	In FY18 (2017-18) one employee retired. In FY19 one employee separated from state employment.	The Electronic Resouces organizational unit was created in FY18 (2017-18).

The contents of this chart are considered sworn testimony from the agency director.

Finance Overview

	A	B	C	D
1	Agency			
2	South Carolina State Library			
3	Accurate as of			
4	March 9, 2020			
5				
6		2018-19		
7		General Funds	Other Funds	Federal Funds
8	How much was the agency appropriated and authorized to spend during the fiscal year?	$13,840,961	$ -	$2,390,206
9	Enter any additional other or federal funds authorization received during the fiscal year.	$0	$0	$0
10	Enter the total actual expenditures during the fiscal year.	$13,822,092	$0	$2,390,206
11	How much did the agency carry forward? (Total amount)	$18,869	$0	$0
12	10% Carry forward (General Carry Forwards)	$18,869	$0	$0
13	Special Carry forward	$0	$0	$0
14	How much cash did the agency have at the end of the fiscal year that it was not authorized to spend?	$0	$0	$0
15				
16	If the agency received additional federal funds authorization, please note why and when the request was made.			
17	If the agency received additional other funds authorization, please note why and when the request was made.			
18	Please provide detail regarding why the agency has cash balances. Does the agency expect to spend down these balances?			

The contents of this chart are considered sworn testimony from the agency director.

Finance Overview

	E	F	G	H	I	J	K
1							
2							
3							
4							
5							
6			2017-18				
7	Total		General Funds	Other Funds	Federal Funds	Total	
8	$16,231,167		$13,188,635	$0	$2,523,725	$15,712,360	
9	$0		$0	$0	$0	$0	
10	$16,212,298		$13,156,515	$0	$2,523,725	$15,680,240	
11	$18,869		$32,120	$0	$0	$32,120	
12	$18,869		$32,120	$0	$0	$32,120	
13	$0		$0	$0	$0	$0	
14	$0		$0	$0	$0	$0	
15							
16							
17							
18							

The contents of this chart are considered sworn testimony from the agency director.

Finance Overview

	L	M	N	O
1				
2				
3				
4				
5				
6	2016-17			
7	General Funds	Other Funds	Federal Funds	Total
8	$12,361,794	$0	$2,956,706	$15,318,500
9	$0	$0	$0	$0
10	$12,359,798	$0	$2,956,706	$15,316,504
11	$1,996	$0	$0	$1,996
12	$1,996	$0	$0	$1,996
13	$0	$0	$0	$0
14	$0	$0	$0	$0
15				
16				
17				
18				

The contents of this chart are considered sworn testimony from the agency director.

Deliverables

	A	B	C	E	F	G
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		1	2	3
8		Associated laws		SECTION 60-1-140. State Library to establish statewide library network.	SECTION 60-1-140. State Library to establish statewide library network.	SECTION 60-1-140. State Library to establish statewide library network.
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Discus online resources**: Provide a safe learning environment utilizing online, interactive subscription databases for SC citizens of all ages. The ad-free databases support research, literacy, and personal growth and are available 24 x 7.	**Discus online resources - 3K - Kindergarten** - Provide a safe learning environment utilizing online, interactive subscription databases for young learners to assist with early literacy, math, science, health, social studies, art, animals, colors, shapes, places, and social skills. Activities and information align with content areas children will be learning in school. Resources include animated movies, videos, eBooks, interactive quizzes, games and activities. Text is read aloud and closed captioning is available. BrainPOP Jr., Britannica Fundamentals, Learn360, and TumbleBooks are databases used by 3K-Kindergarten.	**Discus online resources - Grades 1-5** - Provide a safe learning environment utilizing online, interactive subscription databases for public, private, and charter school elementary school learners to assist with literacy, math, science, health, social studies, art, animals, cultures, biographies, social skills, and many other topics. Activities and information align with content areas children are learning in school and introduce students to the art of research. Resources include animated movies, videos, eBooks, interactive quizzes, games and activities, encyclopedia articles, images, and news articles. Content is curated from vetted resources and may also be originally created by the database provider. Read aloud text and language translation is available along with closed captioning in the movies and videos. Animal Kingdom, Biography in Context, BrainPOP Jr., Britannica Elementary, CultureGrams, DK Eyewitness eBooks, Escolar for young Spanish speakers, Learn360, Magic School Bus, TumbleBooks, and World Almanac for Kids Elementary are some of the databases used by Grades 1-5.
11		Responsible organizational unit (primary)		Electronic Resources	Electronic Resources	Electronic Resources
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To provide equal access to electronic resources that inform, inspire, and educate all SC citizens	To provide equal access to electronic resources that inform, inspire, and educate all SC citizens	To provide equal access to electronic resources that inform, inspire, and educate all SC citizens
16		Associated performance measure item numbers from the Performance Measures Chart. if any		1	1	1
17						
18		**Customer Details**				
19		Customer description		K-12 schools, educators, homeschools, public library patrons, academic institutions	K-12 schools, educators, homeschools, public library patrons, academic institutions	K-12 schools, educators, homeschools, public library patrons, academic institutions
20		Does the agency evaluate customer satisfaction?	2018-19	Yes	Yes	Yes
21		Counties served in last completed fiscal year	2018-19	All	All	All
22		Number of customers served	2018-19	Unknown	Unknown	Unknown
23			2017-18	Unknown	Unknown	Unknown
24			2016-17	Unknown	Unknown	Unknown
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Number of resources accessed	Number of resources accessed	Number of resources accessed
28		Number of units provided	2018-19	17.537.209	17.537.209	17.537.209
29			2017-18	12,943,347	12,943,347	12,943,347
30			2016-17	22.510.609	22.510.609	22.510.609
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$17,849.06	$17,849.06	$126,349.06
43	$15,670,900		2017-18	$32,392.00	$337,417.00	$31,917.00
44	$15,316,983		2016-17	$218,972.46	$173,202.46	$20,452.46
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.11%	0.11%	0.78%
47	$15,680,240		2017-18	0.21%	2.15%	0.20%
48	$15,316,504		2016-17	1.43%	1.13%	0.13%
49		Agency expenditures per unit of the deliverable				
50			2018-19	$0.00	$0.00	$0.01
51			2017-18	$0.00	$0.03	$0.00
52			2016-17	$0.01	$0.01	$0.00
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

Deliverables

	A	B	C	H	I	J
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		4	5	6
8		Associated laws		SECTION 60-1-140. State Library to establish statewide library network.	SECTION 60-1-140. State Library to establish statewide library network.	SECTION 60-1-140. State Library to establish statewide library network.
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Discus online resources - Grades 6-8** - Provide a safe learning environment utilizing online, interactive subscription databases for middle school learners to assist with reading, math, science, health, social studies, history, art, animals, cultures, biographies, financial literacy, social skills, and many other topics. Activities and information align with content areas children are learning in school and reinforce the research process, critical thinking, and argument development. Resources include full text journal and magazine articles, videos, eBooks, interactive quizzes, games and activities, encyclopedia articles, images, and news articles. Content is curated from vetted resources and may also be originally created by the database provider. Read aloud text and language translation is available along with video closed captioning. Twenty five databases are offered for students in this age group and include: Biography in Context, Britannica Middle School, Career Transitions, CultureGrams, DK Eyewitness eBooks, Escolar for young Spanish speakers, Learn360, LearningExpress Library, Magic School Bus, Opposing Viewpoints in Context, TumbleBooks, and World Almanac for Kids Intermediate.	**Discus online resources - Grades 9-12** - Provide a safe learning environment utilizing online, interactive subscription databases for high school students to assist with literature, math, science, health, social studies, history, art, cultures, biographies, financial literacy, careers, test preparation, and many other topics. Activities and information align with content areas students are learning in school, refine the research process, and prepare students for their future. Resources include full text journal and magazine articles, videos, eBooks, science experiments, encyclopedia articles, images, and news articles. Content is curated from vetted resources and may also be originally created by the database provider. Read aloud text and language translation is available along with video closed captioning. Twenty six databases are offered for students in this age group and include: Auto Repair Source, Biography in Context, Bloom's Literature, Britannica High School, Career Transitions, Consumer Health Complete, CultureGrams, Enciclopedia Moderna for older Spanish speakers, Learn360, LearningExpress Library, Opposing Viewpoints in Context, Points of View Reference Center, and Science Reference Center.	**Discus online resources - Homeschools** - Provide a safe learning environment utilizing online, interactive subscription databases for Pre K-12 students to assist with all content areas: English language arts, mathematics, science, social studies, health, visual and performing arts, STEM and STEAM. Resources are content rich and include biographies, financial literacy, careers, test preparation, and many other subjects that prepare students for graduation. Lesson plans, activities and information align with content areas students are learning in school, aid in the research process, and prepare students for future endevors. Resources include full text journal and magazine articles, videos, eBooks, science experiments, encyclopedia articles, images, and news articles. Content is curated from vetted resources and may also be originally created by the database provider. Read aloud text and language translation is available along with video closed captioning. More than 50 databases are offered for students in the Pre K-12 age group and include: BrainPOP Jr., Auto Repair Source, Biography in Context. Bloom's Literature, Britannica School, Career Transitions, Consumer Health Complete, CultureGrams, Enciclopedia Moderna and Escolar for Spanish speakers, Learn360, LearningExpress Library, Magic School Bus, Opposing
11		Responsible organizational unit (primary)		Electronic Resources	Electronic Resources	Electronic Resources
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To provide equal access to electronic resources that inform, inspire, and educate all SC citizens	To provide equal access to electronic resources that inform, inspire, and educate all SC citizens	To provide equal access to electronic resources that inform, inspire, and educate all SC citizens
16		Associated performance measure item numbers from the Performance Measures Chart. if any		1	1	1
17						
18		**Customer Details**				
19		Customer description		K-12 schools, educators, homeschools, public library patrons, academic institutions	K-12 schools, educators, homeschools, public library patrons, academic institutions	Educators, homeschools, public library patrons
20		Does the agency evaluate customer satisfaction?	2018-19	Yes	Yes	Yes
21		Counties served in last completed fiscal year	2018-19	All	All	All
22		Number of customers served	2018-19	Unknown	Unknown	Unknown
23			2017-18	Unknown	Unknown	Unknown
24			2016-17	Unknown	Unknown	Unknown
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Number of resources accessed	Number of resources accessed	Number of resources accessed
28		Number of units provided	2018-19	17,537,209	17,537,209	17,537,209
29			2017-18	12,943,347	12,943,347	12,943,347
30			2016-17	22,510,609	22,510,609	22,510,609
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$17,849.06	$615,015.83	$17,910.52
43	$15,670,900		2017-18	$474,213.07	$157,480.82	$11,116.23
44	$15,316,983		2016-17	$20,452.46	$309,136.05	$10,553.05
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.11%	3.79%	0.11%
47	$15,680,240		2017-18	3.02%	1.00%	0.07%
48	$15,316,504		2016-17	0.13%	2.02%	0.07%
49		Agency expenditures per unit of the deliverable				
50			2018-19	$0.00	$0.04	$0.00
51			2017-18	$0.04	$0.01	$0.00
52			2016-17	$0.00	$0.01	$0.00
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

The contents of this chart are considered sworn testimony from the agency director.

Deliverables

	A	B	C	K	L	M
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		7	8	9
8		Associated laws		SECTION 60-1-140. State Library to establish statewide library network.	SECTION 60-1-140. State Library to establish statewide library network.	SECTION 60-1-140. State Library to establish statewide library network.
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Discus online resources - Educator Resources** - Provide interactive, subscription databases that have lesson plans, science experiments, practice tests, interactive career tests, eBooks, videos, activities, maps, and timelines for teachers, guidance counselors, media specialists, career specialists and other educators to use in the schools to reinforce coursework for Pre K-12 students. All content areas are included: English language arts, mathematics, science, social studies, health, visual and performing arts, STEM and STEAM. Resources are content rich and include biographies, world cultures, financial literacy, career assessments, test preparation, and many other subjects that prepare students for graduation. Read aloud text and language translation is available along with video closed captioning. Educator full text professional journals are included in the more than 50 databases in the collection. A few of the offerings for students in the Pre K-12 age group include: BrainPOP Jr., Academic Search Premier, Auto Repair Source, Biography in Context, Bloom's Literature, Britannica School, Career Transitions, Consumer Health Complete, CultureGrams, Enciclopedia Moderna and Escolar for Spanish speakers, Learn360, LearningExpress Library, Magic School Bus, NoveList K-8 Plus, Opposing Viewpoints in Context, Points of View Reference Center,	**Discus online resources - Academic Institutions** - Provide tools for institutions of higher learning to use for research with college coursework using a variety of medias in online, interactive subscription databases. The Discus resources include full text peer reviewed journals, dictionaries, encyclopedias, literary criticisms, career practice tests, job interview simulator, eBooks, videos, images, maps, and timelines. Read aloud text and language translation is available along with video closed captioning. Popular academic databases include: Academic Search Premier, Biography in Context, Bloom's Literature, Britannica Academic, Business Source Premier, EBSCOhost Research Databases, LearningExpress Library, Opposing Viewpoints in Context, and Career Transitions. Education majors and graduate level students utilize Biography in Context, BrainPOP Jr., Britannica School, TumbleBooks and many others in classroom preparation and student teaching lesson planning.	**Discus online resources - Families** - Provide resources in a safe learning environment to assist families with health questions, personal growth, car repair, career research and preparation, GED and citizenship practice tests, videos, and eBooks using a variety of medias in online, interactive subscription databases. Popular family resources include: Alt HealthWatch, Auto Repair Source, BrainPOP Jr., Small Business Reference Center, Career Transitions, Company Profiles, Britannica Library, Consumer Health Complete, Enciclopedia Moderna and Escolar for Spanish speakers, LearningExpress Library, Magic School Bus, Newspaper Source Plus, and TumbleBooks.
11		Responsible organizational unit (primary)		Electronic Resources	Electronic Resources	Electronic Resources
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To provide equal access to electronic resources that inform, inspire, and educate all SC citizens	To provide equal access to electronic resources that inform, inspire, and educate all SC citizens	To provide equal access to electronic resources that inform, inspire, and educate all SC citizens
16		Associated performance measure item numbers from the Performance Measures Chart. if any		1	1	1
17						
18		**Customer Details**				
19		Customer description		K-12 schools, educators, homeschools, academic institutions	Academic institutions	Homeschools, public library patrons
20		Does the agency evaluate customer satisfaction?	2018-19	Yes	Yes	Yes
21		Counties served in last completed fiscal year	2018-19	All	All	All
22		Number of customers served	2018-19	Unknown	Unknown	Unknown
23			2017-18	Unknown	Unknown	Unknown
24			2016-17	Unknown	Unknown	Unknown
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Number of resources accessed	Number of resources accessed	Number of resources accessed
28		Number of units provided	2018-19	17.537.209	17.537.209	17.537.209
29			2017-18	12,943,347	12,943,347	12,943,347
30			2016-17	22.510.609	22.510.609	22.510.609
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$460,328.64	$895,021.05	$10,553.05
43	$15,670,900		2017-18	$11,116.23	$11,116.23	$76,686.76
44	$15,316,983		2016-17	$453,285.25	$895,021.05	$8,200.88
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	2.84%	5.52%	0.07%
47	$15,680,240		2017-18	0.07%	0.07%	0.49%
48	$15,316,504		2016-17	2.96%	5.84%	0.05%
49		Agency expenditures per unit of the deliverable				
50			2018-19	$0.03	$0.05	$0.00
51			2017-18	$0.00	$0.00	$0.01
52			2016-17	$0.02	$0.04	$0.00
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

Deliverables

	A	B	C	N	O	P
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		10	11	12
8		Associated laws		SECTION 60-1-140. State Library to establish statewide library network.	SECTION 60-1-140. State Library to establish statewide library network.	SECTION 60-1-140. State Library to establish statewide library network.
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Discus online resources - Career Resources** - Provide resources in an ad free, safe environment to assist persons researching careers, up-to-date information on topics related to small businesses and entrepreneurs, career test preparation, GED and citizenship timed practice tests, videos, and eBooks using a variety of medias in online, interactive subscription databases. Career resources include: Career Transitions, Company Profiles, Credo Reference, Learn360, LearningExpress Library, Small Business Reference Center, and the Vocational and Career Collection. Small Business Reference Center topics include buying and selling a business, managing employees, writing business plans, understanding legal information, marketing, and more. Business Reference Center includes 400 full-text periodicals, over 450 full-text reference books, and hundreds of business videos. Career Transitions includes an interactive career assessment tool, an interview simulator, resume builder, cover letter creator, and provides the ability to search and apply for a job. LearningExpress Library includes practice tests for WorkKeys and GED preparation, eBooks about job and career goals, focusing on workplace skills such as resume building, interviewing, job search and assessment, business writing, and core	**Discus online resources - English as a Second Language** - Provide electronic resources that assist non English speakers with educational tools for research, news updates, language assistance, and literacy. TumbleBooks Library contains read aloud books in Spanish and French for young learners. Britannica Online contains two Spanish resouces - Escolar and Enciclopedia Moderna. Britannica Escolar, for ages 7 - 12 is a Spanish elementary encyclopedia for early readers and contains 1,500 articles and 1,000 pictures. Enciclopedia Moderna is for high school and college. This Spanish database is for native speakers, bilingual students, and students learning Spanish and contains 50,000 encyclopedia articles, 4,200 images, comprehensive timellines, and an atlas. The LearningExpress Library subscription contains a Spanish module to assist with grammar, reading, math, GED preparation, and US Citizenship preparation. Fuente Academica offers offers more than 450 scholarly journals from Latin America, Portugal and Spain. All major subject areas are covered with particular emphasis on agriculture, biological sciences, economics, history, law, literature, philosophy, psychology, public administration, religion and sociology. In addition, articles provided by vendor partners can be translated into many	**Discus online resources - Unemployed and Underemployed Persons** - Provide resources in an ad free, safe environment to assist persons researching careers, career test preparation, GED and citizenship practice tests, videos, and eBooks using a variety of medias in online, interactive subscription databases. Career resources include: Career Transitions, Company Profiles, Credo Reference, Learn360, LearningExpress Library, Small Business Reference Center, and the Vocational and Career Collection. Career Transitions includes an interactive career assessment tool, an interview simulator, resume builder, cover letter creator, and provides the ability to search and apply for jobs. LearningExpress Library includes practice tests for WorkKeys and GED preparation, eBooks about job and career goals, focusing on workplace skills such as resume building, interviewing, job search and assessment, and business writing. There is also a series of core computer skills tests and practice activities in LearningExpress Library.
11		Responsible organizational unit (primary)		Electronic Resources	Electronic Resources	Electronic Resources
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To provide equal access to electronic resources that inform, inspire, and educate all SC citizens	To provide equal access to electronic resources that inform, inspire, and educate all SC citizens	To provide equal access to electronic resources that inform, inspire, and educate all SC citizens
16		Associated performance measure item numbers from the Performance Measures Chart. if any		1	1	1
17						
18		**Customer Details**				
19		Customer description		K-12 schools, educators, homeschools, public library patrons, academic institutions	K-12 schools, educators, homeschools, public library patrons, academic institutions	Public library patrons, academic institutions
20		Does the agency evaluate customer satisfaction?	2018-19	Yes	Yes	Yes
21		Counties served in last completed fiscal year	2018-19	All	All	All
22		Number of customers served	2018-19	Unknown	Unknown	Unknown
23			2017-18	Unknown	Unknown	Unknown
24			2016-17	Unknown	Unknown	Unknown
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Number of resources accessed	Number of resources accessed	Number of resources accessed
28		Number of units provided	2018-19	17,537,209	17,537,209	17,537,209
29			2017-18	12,943,347	12,943,347	12,943,347
30			2016-17	22,510,609	22,510,609	22,510,609
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$24,850.88	$8,200.88	$174,763.88
43	$15,670,900		2017-18	$27,766.23	$8,616.23	$175,179.23
44	$15,316,983		2016-17	$27,203.05	$22,763.09	$177,116.05
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.15%	0.05%	1.08%
47	$15,680,240		2017-18	0.18%	0.05%	1.12%
48	$15,316,504		2016-17	0.18%	0.15%	1.16%
49		Agency expenditures per unit of the deliverable				
50			2018-19	$0.00	$0.00	$0.01
51			2017-18	$0.00	$0.00	$0.01
52			2016-17	$0.00	$0.00	$0.01
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

Deliverables

	A	B	C	Q	R	S
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		13	14	15
8		Associated laws		SECTION 60-1-140. State Library to establish statewide library network.	SECTION 60-1-60. Duties of State Library in executing library policy.	SECTION 60-1-60. Duties of State Library in executing library policy.
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Discus online resources - PASCAL Partnership** - Negotiate and purchase subscription academic resources for SC students at colleges of higher education to use in research and career preparation. The partnership allows the State Library and PASCAL to combine funding to provide quality information in an ad free safe environment. PASCAL is the Partnership Among South Carolina Academic Libraries, a consortium of South Carolina's academic libraries.	**State Library electronic newspaper subscriptions - General public**: Provide over 1,000 full-text U.S. newspapers of major titles including USA Today, Christian Science Monitor, The Washington Post, and others. In addition, provide articles from over 600 additional U.S. newspapers and over 100 historical and current S.C. newspapers, including The State from 1891 - current.	**Discus Training: Sessions** provided to target audiences statewide including both face to face workshops and online training sessions. One two-day onsite live workshop for educators, media specialists, and librarians was held at the SC State Library and included vendor presentors and State Library staff presentors. In addition to presentations at statewide conferences the training staff traveled to Aiken, Allendale, Anderson, Beaufort, Berkeley, Charleston, Cherokee, Chester, Chesterfield, Clarendon, Dorchester, Fairfield, Florence, Georgetown, Greenville, Horry, Kershaw, Lancaster, Laurens, Lee, Lexington, Marion, Newberry, Orangeburg, Pickens, Richland, Spartanburg, Sumter and York counties for face to face educator and public librarian training.
11		Responsible organizational unit (primary)		Electronic Resources	Electronic Resources	Electronic Resources
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To provide quality information in an ad free safe environment for South Carolina's academic libraries.	To provide State Library cardholders with access to national and state historical and current newspapers.	To provide training to SC residents on the Discus resources.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	None	2,3
17						
18		**Customer Details**				
19		Customer description			State Library cardholders - General Public	K-12 schools, educators, homeschools, public library patrons, academic institutions
20		Does the agency evaluate customer satisfaction?	2018-19		No	Yes
21		Counties served in last completed fiscal year	2018-19		All	All
22		Number of customers served	2018-19		Unknown	5,854
23			2017-18		Unknown	5,320
24			2016-17		Unknown	3,432
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Number of resources accessed	The number of documents viewed.	Individuals trained
28		Number of units provided	2018-19	17,537,209	11,220	5,320
29			2017-18	12,943,347	56,439	3,432
30			2016-17	22,510,609	59,318	2,220
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$8,200.88	$83,859.88	$8,696.50
43	$15,670,900		2017-18	$875,741.23	$46,301.23	$9,061.23
44	$15,316,983		2016-17	$10,553.05	$10,553.05	$11,236.85
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.05%	0.52%	0.05%
47	$15,680,240		2017-18	5.58%	0.30%	0.06%
48	$15,316,504		2016-17	0.07%	0.07%	0.07%
49		Agency expenditures per unit of the deliverable				
50			2018-19		$7.47	$1.63
51			2017-18		$0.82	$2.64
52			2016-17		$0.18	$5.06
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

Deliverables

	A	B	C	T	U	V
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		16	17	18
8		Associated laws		SECTION 60-1-60. Duties of State Library in executing library policy.	SECTION 60-1-60. Duties of State Library in executing library policy.	SECTION 60-1-60. Duties of State Library in executing library policy.
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Discus Conference Presentations**: Presented at statewide conferences including Early Childhood Literacy, SC EdTech, Education & Business Summit, LIBRIS, Upstate Technology Conference, Lowcountry Homeschool Convention, SC Association of School Librarians, SC Association of Middle Level Educators, Council for Teachers of English, SC Public Charter School Conference, SC Library Association, SC Independent Schools Association, SC Council for the Social Studies, Olde English Consortium Conference,	**Discus Promotional Items:** Provided each public school and every Discus participating private school in SC a promotional kit prior to the beginning of each school year. The kit contained bookmarks, pens, pencils, microfiber screen cleaning cloths, sticky note pads,pencil pouches, erasers, pencil sharpeners, a flash drive containing Discus lesson plan ideas. Deliverable included shipping boxes, labels, packing tape, and postage.	**eLearning Pilot**: Partnered with the Education Oversight Committee and SC ETV to implement Proviso 1A.86 of the 2018-19 General Appropriation Act on the eLearning pilot program to create a digital learning plan for the K-12 school districts to utilize and coordinate available ETV and State Library resources for school make-up days and explore alternative means of delivery to districts that may lack proper access to online instruction. The SC State Library provided face to face trainings to administration and school districts, provided handouts by resource and age, documented Learning Management System integration in Discus, and created a series of videos targeted specifically to the eLearning districts. The videos provide an overview of Discus, lesson plans and educator tools integrated into Discus, and multimedia included in Discus. Pilot districts were Anderson 5, Kershaw, Pickens, Spartanburg 1, and Spartanburg 7.
11		Responsible organizational unit (primary)		Electronic Resources	Electronic Resources	Electronic Resources
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To provide training to SC residents on the Discus resources.	To provide Discus promotional items to every participating school in SC.	To provide support for SC eLearning school districts through electronic resources and training.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	None	None
17						
18		**Customer Details**				
19		Customer description		K-12 schools, educators, homeschools, public library patrons, academic institutions	K-12 schools, educators, homeschools, public library patrons, academic institutions	K-12 schools, educators
20		Does the agency evaluate customer satisfaction?	2018-19	Yes	Yes	Yes
21		Counties served in last completed fiscal year	2018-19	All	All	4
22		Number of customers served	2018-19	5,854	Unknown	Unknown
23			2017-18	5,320	Unknown	Unknown
24			2016-17	3,432	Unknown	Unknown
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Number of attendees	Number of promotional items shipped to schools	
28		Number of units provided	2018-19			
29			2017-18			
30			2016-17			
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$11,267.30	$57,701.02	$9,914.33
43	$15,670,900		2017-18	$11,680.75	$43,618.22	$11,288.95
44	$15,316,983		2016-17	$11,458.65	$66,109.56	$10,553.05
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.07%	0.36%	0.06%
47	$15,680,240		2017-18	0.07%	0.28%	0.07%
48	$15,316,504		2016-17	0.07%	0.43%	0.07%
49		Agency expenditures per unit of the deliverable				
50			2018-19	Insufficient data provided.	Insufficient data provided.	Insufficient data provided.
51			2017-18	Insufficient data provided.	Insufficient data provided.	Insufficient data provided.
52			2016-17	Insufficient data provided.	Insufficient data provided.	Insufficient data provided.
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

Deliverables

	A	B	C	W	X	Y
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		19	20	21
8		Associated laws		SECTION 60-1-60. Duties of State Library in executing library policy.	SECTION 60-1-60. Duties of State Library in executing library policy.	SECTION 60-1-60. Duties of State Library in executing library policy.
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Discovery Service**: Providing a discovery service for SC State Library card holders, K-12 students, and educators. The discovery service is a Google like search engine that searches multiple databases simultaneously and returns the applicable results in the most relevant order saving time and only returning ad free full text articles, eBooks, biographies, tests, images, and videos. Three discovery services are provided by the SC State Library. SmartSearch Kids is designed for young students and only searches four Discus databases in order to return a manageable number of search results to not overwhelm young learners. SmartSearch is designed for older students and searches approximately 40 Discus databases as well as AP videos. SmartSearch Plus is designed for State Library cardholders and the general public and searches 45 Discus and State Library resources.	**Magic School Bus - Partnership with ETV**: In September of 2017 the State Library entered into a partnership with ETV on a five year contract to purchase Magic School Bus for Knowitall.org. In June of 2018 the State Library integrated Magic School Bus into the Discus collection of databases for use by teachers, students, and families. This 51 video collection for ages 6-9 is based on the best-selling series of the same name and teaches science by taking kids on a virtual ride with Ms. Frizzle.	**Discus Help Desk**: Created a Help Desk specifically for Discus users including students, educators, parents, and public library card holders. The Help Desk is available to assist with access, content, and functionality questions. Questions are answered by subject matter experts who answer questions promptly with the help of agency staff and database vendor partner IT Support staffs.
11		Responsible organizational unit (primary)		Electronic Resources	Electronic Resources	Electronic Resources
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To provide a discovery service to support student research.	To provide popular educational videos for SC K-12 students.	To provide support for Discus users including students, educators, parents, and librarians.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	None	None
17						
18		**Customer Details**				
19		Customer description		K-12 schools, educators, homeschools, public library patrons, academic institutions, State Library cardholders	K-12 schools, educators, homeschools, public library patrons, academic institutions, State Library cardholders	K-12 schools, educators, homeschools, public library patrons, academic institutions, State Library cardholders
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No
21		Counties served in last completed fiscal year	2018-19	All	All	All
22		Number of customers served	2018-19	Unknown	Unknown	Unknown
23			2017-18	Unknown	Unknown	Unknown
24			2016-17	Unknown	Unknown	Unknown
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Number of times accessed	Number of times accessed	Number of times accessed
28		Number of units provided	2018-19			
29			2017-18			
30			2016-17			
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$24,998.88	$10,750.88	$8,200.88
43	$15,670,900		2017-18	$24,861.23	$32,331.23	$11,352.13
44	$15,316,983		2016-17	$10,553.05	$10,553.05	$10,553.05
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.15%	0.07%	0.05%
47	$15,680,240		2017-18	0.16%	0.21%	0.07%
48	$15,316,504		2016-17	0.07%	0.07%	0.07%
49		Agency expenditures per unit of the deliverable				
50			2018-19	Insufficient data provided.	Insufficient data provided.	Insufficient data provided.
51			2017-18	Insufficient data provided.	Insufficient data provided.	Insufficient data provided.
52			2016-17	Insufficient data provided.	Insufficient data provided.	Insufficient data provided.
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

Deliverables

	A	B	C	Z	AA	AB
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		22	23	24
8		Associated laws		SECTION 60-1-60. Duties of State Library in executing library policy.	SECTION 60-1-60. Duties of State Library in executing library policy.	SECTION 60-1-80(b)
9		Does state or federal law specifically require this deliverable?		No	No	
10		Deliverable description		**Gale Pages for Schools**: Developed web page templates for elementary, middle, and high schools to use as a shortcut to access the Discus resources. The web pages are added to the school's media center website and provides a way for students to easily access resources that are most appropriate for their age group. The web pages are maintained by the State Library to reduce effort by the media specialist. The joint project with the resource vendor Gale Cengage has been successfully implemented at 10 elementary schools, 14 middle schools, and 8 high schools. The elementary pages include TumbleBooks, BrainPOP Jr., Britannica Elementary, DK Eyewitness eBooks, CultureGrams, Learn360, and others. The middle school pages include Biography in Context, Career Transitions, Opposing Viewpoints in Context, Science Reference Center, World Almanac for Kids, and other appropriate resources. The high school pages include Academic Search Premier, Auto Repair Source, Bloom's Literature, Credo Reference, LearningExpress Library, and other resources for these students.	**Gale Pages for Public Libraries**: Developed web page templates for public libraries to add to their website to provide a shortcut to access the Discus resources. The web pages are added to the library's website and provides an easy way for the library patron to access resources that are appropriate for them. Public library adopters include Beaufort, Calhoun, Cherokee, Chesterfield, Greenwood, Marlboro, Oconee, Saluda, and Sumter counties. The web pages are maintained by the State Library to reduce effort by the county library staff. The design of the page categorizes the resources by: Biographies, Business and Career, Children, General Reference, Health, History, Literature, and Spanish to make the navigation intuitive for patrons.	**State funds to support libraries:** State aid provides additional funding for public libraries to assist them in providing basic levels of service to South Carolina citizens. Funds may be used for salaries, collections and some operating expenses.
11		Responsible organizational unit (primary)		Electronic Resources	Electronic Resources	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To provide easy access to Discus electronic resources for K-12 school libraries.	To provide easy access to Discus electronic resources for K-12 school libraries.	
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	None	
17						
18		**Customer Details**				
19		Customer description		K-12 schools, educators, homeschools, public library patrons, academic institutions, State Library cardholders	K-12 schools, educators, homeschools, public library patrons, academic institutions, State Library cardholders	County Public Libraries
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	
21		Counties served in last completed fiscal year	2018-19	All	All	All
22		Number of customers served	2018-19	Unknown	Unknown	
23			2017-18	Unknown	Unknown	
24			2016-17	Unknown	Unknown	
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Number of times accessed	Number of times accessed	Dollars provided to libraries
28		Number of units provided	2018-19			$9,901,744.22
29			2017-18			$9,542,946.55
30			2016-17			$9,288,867.89
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$8,200.88	$15,468.68	$9,901,744.22
43	$15,670,900		2017-18	$458,616.23	$8,616.23	$9,542,946.55
44	$15,316,983		2016-17	$10,553.05	$2,740.07	$9,288,867.89
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.05%	0.10%	61.08%
47	$15,680,240		2017-18	2.92%	0.05%	60.86%
48	$15,316,504		2016-17	0.07%	0.02%	60.65%
49		Agency expenditures per unit of the deliverable				
50			2018-19	Insufficient data provided.	Insufficient data provided.	$1.00
51			2017-18	Insufficient data provided.	Insufficient data provided.	$1.00
52			2016-17	Insufficient data provided.	Insufficient data provided.	$1.00
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

Deliverables

	A	B	C	AC	AD	AE
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		25	26	27
8		Associated laws		SECTION 60-1-80(d)	SECTION 60-1-80(c); Regulation 75-2	SECTION 60-1-80(a); SECTION 60-1-110(a)
9		Does state or federal law specifically require this deliverable?		No	Yes	No
10		Deliverable description		**Summer reading program coordination**: The State Library provides a variety of support materials for public library staff to best enable them to support their patrons' summer reading. These include more than 50,000 bookmarks, stickers and other promotional items from the Collaborative Summer Library Program (CSLP), an online tracking software called READsquared that allows automatic enrollment of school students as well as entire families, over 2,000 posters and flyers printed by the State Library, and programming manuals for all library locations using the CSLP theme. Individualized programming consultation from the Youth Services Consultant is also provided, and most helpful for smaller libraries in rural areas where options for programming and staff hours are limited.	**Public library certification program:** Certification for South Carolina librarians aids library boards and librarians in selecting competent personnel and gives the taxing bodies assurance that public funds are spent for quality library service. Certification ensures upgrading of the public library profession in South Carolina over time.	**Library development consulting services - Equity, Diversity, Inclusion**: Provides individual assistance to library staff and directors around the issues of equity, diversity, and inclusion and how to make library services more inclusive of all who reside in South Carolina, including people with disabilities, immigrants, the incarcerated, racial and ethnic minorities, LGBTQ patrons, people experiencing homelessness, and other disadvantaged groups. Provides best practices, advice, research, training sources, and connects to appropriate resources, individuals, or organizations. Consultations may be provided in the form of an in-person site visit, by phone or by email.
11		Responsible organizational unit (primary)		Library Development	Library Development	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose is carry out statewide programs and services which cannot be effectively or economically provided by local libraries (Section 60-1-80 (d)).	The purpose is to administer a certification program for public libraries and librarians, establishing regulations and procedures for the implementation of the program (SECTION 60-1-80(c); Regulation 75-2).	The purpose of the service is to provide a staff of consultants qualified to give advisory and technical assistance to library directors and library boards. (SECTION 60-1-80 (a)); The purpose of the service is to provide a consultant qualified to give advisory and technical assistance to institutional librarians and administrators. (SECTION 60-1-110(a))
16		Associated performance measure item numbers from the Performance Measures Chart. if any		21	10	11
17						
18		**Customer Details**				
19		Customer description		public library staff, school libraries	Public library employees who apply for and are granted South Carolina librarian certification based on their education and library work experience	Staff and directors of South Carolina libraries (public libraries in 46 counties, prison libraries, school libraries, academic and other related libraries.)
20		Does the agency evaluate customer satisfaction?	2018-19	No	no	no
21		Counties served in last completed fiscal year	2018-19	All	Aiken; Horry; Charleston; Greenville; Richland; Berkeley; Marion; York; Georgetown; Spartanburg; Florence; Beaufort; Anderson; Oconee; Lexington; Dorchester	All
22		Number of customers served	2018-19	165,924	99	99
23			2017-18	170,856	41	24
24			2016-17	131,017	44	0
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		coordination with all 43 library systems	Each unit is one certificate mailed to an applicant.	One consultation by phone, email, or in person with an individual library staff person or director (exchanges lasting at least 20 minutes).
28		Number of units provided	2018-19	43	99	99
29			2017-18	43	41	24
30			2016-17	43	44	0
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$75,757.33	$32,240.48	$21,773.17
43	$15,670,900		2017-18	$62,587.99	$29,093.10	$23,867.29
44	$15,316,983		2016-17	$70,242.23	$16,537.49	$17,280.63
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.47%	0.20%	0.13%
47	$15,680,240		2017-18	0.40%	0.19%	0.11%
48	$15,316,504		2016-17	0.46%	0.11%	0.11%
49		Agency expenditures per unit of the deliverable				
50			2018-19	$1,761.80	$325.66	
51			2017-18	$1,455.53	$709.59	
52			2016-17	$1,633.54	$375.85	
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		Units provided includes summer program manuals for each library system, promotional materials for summer programs, consultations, and computer software.	The rate of application for public librarian certification increased significantly after we implemented an online application form in February 2019. Few of the smaller counties require certification for their staff, but the larger systems which employ more MLIS-degreed librarians encourage or require staff to apply for certification as part of their hiring/onboarding process. The certification process does not require any ongoing continuing education or credit hours, but looks at library-related work experience and completion of the MLIS degree.	This work began in December 2017 when the Inclusive Services Consultant was hired.

Deliverables

	A	B	C	AF	AG	AH
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		28	29	30
8		Associated laws		SECTION 60-1-80(a)	SECTION 60-1-80(a)	SECTION 60-1-80(a)
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Library development consulting services** – Administration: Provides assistance to librarians, trustees, and other interested persons on all aspects of library development, library programming, and library operations. In addition to general areas of library service, consultants have expertise in services to children and young adults, library management and planning, advocacy, public relations and marketing, and outreach services. Provides best practices recommendations, advice training resources, and research. Assists in linking to appropriate organizations and agencies. Consultation may be conducted by email, by phone, or in person on site by appointment.	**Library development consulting services - Children & Teens**: The Youth Services Consultant works with public library staff at all levels to strengthen library services to children, caregivers, and families as a whole. Consultations include collection evaluation, accessibility of programs, how to collect patron feedback, early literacy trends, awareness of teen brain development, and much more. Frequently the YS Consultant works to build bridges between library staff in different departments who are serving the entire family, to ensure a consistent message and welcome.	**Library development consulting services - Public Library Staff Continuing Education**: The Continuing Education Consultant provides assistance to public library staff, managers, and directors on topics of staff performance, continuing education, and library services and operations. Continuing Education consultations include email and phone consultations, site visits to discuss staff development needs, and State Library presentations at Staff Development Days of individual libraries, with the goal of supporting and increasing the library's capacity to serve patrons.
11		Responsible organizational unit (primary)		Library Development	Library Development	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to provide a staff of consultants qualified to give advisory and technical assistance to library directors and library boards (SECTION 60-1-80 (a)).	The purpose of the service is to provide a staff of consultants qualified to give advisory and technical assistance to library directors and library boards (SECTION 60-1-80 (a)).	The purpose of the service is to provide a staff of consultants qualified to give advisory and technical assistance to library directors and library boards (SECTION 60-1-80 (a)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		11	11	11
17						
18		**Customer Details**				
19		Customer description		Public Library Directors, Trustees, Administrative staff of South Carolina Public Libraries (public libraries in 46 counties).	public library staff; school librarians	Public library staff, managers, or directors seeking assistance with skill development and performance improvement of libraries, departments, or individual employees.
20		Does the agency evaluate customer satisfaction?	2018-19	no	no	no
21		Counties served in last completed fiscal year	2018-19	Berkeley, Darlington, York, Oconee, Chesterfield, Marlboro, Lanacaster, Pickens, Fairfield, Marion, Florence, Horry, Georgetown, Chester, Orangeburg, Williamsburg, Japer, Aiken, Colleton, Lexington, Dillon, and Dorchester.	**Aiken, Berkeley, Chapin Memorial, Charleston, Richland, Dorchester, Orangeburg, Calhoun, Clarendon, Colleton, Fairfield, Florence, Georgetown, Greenville, Greenwood, Horry, Lee, Lexington, Marion, Marlboro, Oconee, Pickens, Saluda, Williamsburg**	All
22		Number of customers served	2018-19	6	295	675
23			2017-18	22	350	712
24			2016-17	25	327	0
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Consultation	1 consult or site visit	A Continuing Education consulting unit is one email or phone consultation, one site visit, or one staff development day presentation prepared for and delivered to an individual library.
28		Number of units provided	2018-19	45	295	525
29			2017-18	22	350	538
30			2016-17	25	327	0
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$60,421.97	$34,815.46	$16,879.18
43	$15,670,900		2017-18	$35,520.62	$33,507.59	$21,137.58
44	$15,316,983		2016-17	$22,006.99	$17,381.40	$24,959.33
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.37%	0.21%	0.10%
47	$15,680,240		2017-18	0.23%	0.21%	0.13%
48	$15,316,504		2016-17	0.14%	0.11%	0.16%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

Deliverables

	A	B	C	AI	AJ	AK
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		31	32	33
8		Associated laws		SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141	SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141	SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Impact Grants - York County** - $ 50,000.00 - Bookmobile: After 16 years on the road, the York County Library will soon retire the bookmobile for a new and improved unit. York County Library has been providing bookmobile and outreach services county-wide since 1990. Today, the bookmobile gets 36,000 visitors per year where patrons can get a book to read, enjoy a storytime, or get continuing education information in the convenience of a mobile library. The mission of YCL is to enrich and sustain the lives of the people of York County by providing library services that meet their informational, recreational, and lifelong learning needs. The bookmobile has been providing such services for 28 years and will continue to do so well into the future.	**Impact Grants - Georgetown County** - $ 36,000.00 - Moonrise Project: In celebration of the 50th anniversary of the Moon landing, the Georgetown County Library of South Carolina proposes an endeavor entitled "Moonrise: Exploring New Phases of Innovation." Programs celebrating the future of science will be held throughout Georgetown County, a largely rural locale with celebrated natural and historical offerings but significant economic and educational challenges. The project will help to remedy scientific illiteracy through six distinct and exciting approaches: (1) Intergenerational LEGO Robotics Space Events, (2) Science and Technology Activities for inmates, (3) English as a Second Language Science and Technology Tutoring Interactions, (4) Assistive Technology Demos to Help Visually Challenged to Access Science and Technology Resources, (5) Virtual Reality Outer Space Road Show, and (6) Space Science Programs with 3D Printer Activities.	**Impact Grants - Darlington County** - $ 10,410.00 – 3D Designer Project: "Imagine the Possibilities as a 3D Designer!" is a project designed to inspire teens, homeschoolers, adults, and the business community to become creators of useful and artistic 3D objects so that they may enrich their lives, their business, and their community. The project will provide each participant with the training and resources necessary to achieve basic proficiency in 3D design and printing within a three-month period. The cohort of 3D designers produced by the project will promote the usefulness and benefits of the 3D creation and printing services available at the Library to the community for its use.
11		Responsible organizational unit (primary))		Library Development	Library Development	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).	The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).	The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		7; 27	7; 27	7; 27
17						
18		**Customer Details**				
19		Customer description		York County Public Library	Georgetown County Public Library	Darlington County Public Library
20		Does the agency evaluate customer satisfaction?	2018-19	Yes	Yes	Yes
21		Counties served in last completed fiscal year	2018-19	York	Georgetown	Darlington
22		Number of customers served	2018-19	36,000	6,787	128
23			2017-18	Unknown	None	None
24			2016-17	Unknown	None	None
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Impact Grant	Impact Grant	Impact Grant
28		Number of units provided	2018-19	1	1	1
29			2017-18	0	0	0
30			2016-17	0	0	0
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$64,543.36	$35,842.11	$24,239.87
43	$15,670,900		2017-18	$14,546.55	$14,546.55	$14,546.55
44	$15,316,983		2016-17	$16,040.99	$34,111.32	$16,040.99
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.40%	0.22%	0.15%
47	$15,680,240		2017-18	0.09%	0.09%	0.09%
48	$15,316,504		2016-17	0.10%	0.22%	0.10%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

Deliverables

	A	B	C	AL	AM	AN
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		34	35	36
8		Associated laws		SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141	SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141	SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Impact Grants - Sumter County** - $ 7,280.35 – Make Station: The Make Station at the Sumter County Library is a place where people in the community can come together to tinker, collaborate, design, investigate, and create. In partnership with the Salvation Army Boys and Girls Club, the library will host a series of Tech Playground programs which will allow children to solve STEM challenges collaboratively. The library will also partner with the Shepherd's Center of Sumter to offer monthly craft programs for seniors in the Make Station. Members of the general public will also be invited to create with us during our Crafty Folks programs and at Saturday Crafternoon workshops. In addition, throughout the year the library will host craft and technology programs for teens. The hands-on, creative, social programs at the Make Station will add a new dimension to the Sumter County Library's mission to promote life-long learning.	**Impact Grants - Greenville County** - $8,650.00 – G Suite Learning Circles: Using an effective programming model called a learning circle, which combines online learning with lightly facilitated, in person meetings led by library staff, we will conduct seven-week, offsite technology skills trainings for underserved adults who are unemployed or who have low income. In order to effectively engage with our target audience and make our project services more accessible to those experiencing certain barriers, we will purchase and deploy Chromebooks and wireless internet hotspots in order to strategically host our learning circles at partner facilities in or near economically challenged communities in Greenville County. We will engage partner organizations to leverage their connections with our target audience, aid us in promotion and evaluation of the project, and create pathways for learning circle participants to access workforce services, additional training opportunities, and other resources. Our goal is to equip our customers with foundational, readily applicable digital skills that will support their personal and professional success.	**Impact Grants - Sumter County Library** - $9,581 STEM Adventures Project: The Sumter County Library offered a wide variety of science, technology, engineering, and math (STEM) programs to elementary and middle school students through the STEM Adventures LSTA grant. The library partnered with the Salvation Army Boys and Girls Club to help serve populations typically under-represented in STEM fields. The library also offered programs at times when interested families are likely to be able to attend. Most programs took place at the Main location, with several events at the Wesmark and South Sumter locations, and programs ran throughout the school year as well as into the summer. Sumter County Library's goal was to inspire confidence and an interest in STEM fields, helping young people in Sumter County develop 21st century skills such as critical thinking, teamwork, creativity, and problem-solving.
11		Responsible organizational unit (primary)		Library Development	Library Development	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).	The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).	The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		7; 27	7; 27	7; 27
17						
18		**Customer Details**				
19		Customer description		Sumter County Public Library	Greenville County Public Library	Sumter County Public Library
20		Does the agency evaluate customer satisfaction?	2018-19	No	Yes	Yes
21		Counties served in last completed fiscal year	2018-19	Sumter	Greenville	Sumter
22		Number of customers served	2018-19	636	62	Unknown
23			2017-18	None	None	781
24			2016-17	None	None	None
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Impact Grant	Impact Grant	Impact Grant
28		Number of units provided	2018-19	1	1	0
29			2017-18	0	0	1
30			2016-17	0	0	0
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$21,823.71	$23,193.36	$24,124.36
43	$15,670,900		2017-18	$14,546.55	$14,546.55	$14,546.55
44	$15,316,983		2016-17	$16,040.99	$16,040.99	$16,040.99
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.13%	0.14%	0.15%
47	$15,680,240		2017-18	0.09%	0.09%	0.09%
48	$15,316,504		2016-17	0.10%	0.10%	0.10%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

Deliverables

	A	B	C	AO	AP	AQ
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		37	38	39
8		Associated laws		SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141	SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-110; SECTION 60-1-160; 20 USC §9141;	SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Impact Grants - ABBE Regional Library System** - Aiken $40,000 - Library Outreach Van: The ABBE Regional Library System purchased a Farber Sprinter outreach vehicle that is handicap accessible and wi-fi enabled with matching funds provided by our partner, the Friends of the Aiken County Public Library to provide outreach and bookmobile services to homebound seniors and others with mobility issues at assisted living facilities, senior housing complexes, and retirement communities. The outreach vehicle provides both lobby stops and on board visits. ABBE also partners with Aiken Senior Life Services to provide lobby stops and on board visits at five congregate meal sites operated by Aiken Senior Life Services throughout Aiken County. In addition, bookmobile and extensions staff provide outreach and registration at community events, expanding service to Bamberg, Barnwell and Edgefield counties in the future.	**Impact Grants - Georgetown County Library** -$25,000 - Progress Through a Better Prison Library: The Amazing Journey grant reestablished a library at the Georgetown County Detention Center, serving the 212 inmates incarcerated there with new fiction, nonfiction and educational, and self-help books. The project also provided six laptops with Microsoft software and training materials for 49 detention center officers. Another facet of the project provided 30 life skills and job search classes for inmates participating in the Sheriff's Reentry Program (RES). RES was also given books, six laptops, two smart televisions, and AutoCad software to aid in journeyman certification classes. As a bonus, several RES graduates were videotaped and the library and RES entered the J. Mitchell Graham Competition.	**Impact Grants - Union County Carnegie Library** - $11,094 - Mental Health Grant: Two staff members received certification to provide Mental Health First Aid training. Certified staff held MHFA sessions for local residents and organizations, much like taking a Red Cross CPR course, but for mental health, including substance use, depression/anxiety, etc. allowing community members to recognize a person experiencing a mental health crisis, and take appropriate actions to help. The goal was to help Union County address many of its issues, including those relating to substance abuse, by providing this training. Participants received a 3 year certification in mental health first aid and received a free manual for future reference.
11		Responsible organizational unit (primary))		Library Development	Library Development	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).	The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).	The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		7; 27	7; 27	7; 27
17						
18		**Customer Details**				
19		Customer description		Aiken County Public Library	Georgetown County Public Library	Union County Carnegie Public Library
20		Does the agency evaluate customer satisfaction?	2018-19	Yes	Yes	No
21		Counties served in last completed fiscal year	2018-19	Aiken	Georgetown	Union
22		Number of customers served	2018-19	Unknown	Unknown	Unknown
23			2017-18	270	320	59
24			2016-17	Unknown	None	None
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Impact Grant	Impact Grant	Impact Grant
28		Number of units provided	2018-19	0	0	0
29			2017-18	1	1	1
30			2016-17	0	0	0
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$14,543.36	$14,543.36	$14,543.36
43	$15,670,900		2017-18	$14,546.55	$39,545.80	$25,640.55
44	$15,316,983		2016-17	$16,040.99	$16,040.99	$16,040.99
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.09%	0.09%	0.09%
47	$15,680,240		2017-18	0.09%	0.25%	0.16%
48	$15,316,504		2016-17	0.10%	0.10%	0.10%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

Deliverables

	A	B	C	AR	AS	AT
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		40	41	42
8		Associated laws		SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141	SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141	SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Impact Grants - Beaufort County Library** - $23,194 - Kajeet Smartspot Education Broadband Project: For this project the Beaufort County Library partnered with Verizon, Kajeet, Beaufort County and the Beaufort County School District to provide free mobile hotspot coverage to students and their families from middle school through high school in the rural areas of Northern Beaufort County. This project was designed to increase services to families and expand the reach and benefits of free access to the internet to underserved youth who do not have a broadband internet connection at home. The library attempted to move beyond the classroom to enable anywhere, anytime learning with these four goals in mind: 1) To increase household access to at home broadband internet 2) To raise digital exposure and confidence 3) To increase engagement with library and school learning resources and 4) To establish a scalable public model for tackling the national digital divide.	**Impact Grants - Georgetown County Library** - $28,000 - 21st Century Skills for Eco-Literacy: This project was awarded to stimulate the environmental literacy of local youngsters aged 6 to 18 through the development of 21st century skills based on interactive usage of technology throughout the library system along with actual site visits involving scientific fieldwork and digital video productions at local environmental education destinations. This project can be used as a model of how public libraries can be innovative by incorporating elements that not only provide a learning opportunity for the children but prepare them for the future job market and a deeper understanding of technology. The key areas identified in this project were: 1) Role-playing and problem-solving games, 2) Game design and graphical-design work, 3) 3D scanning and printing methods, 4) Digital-video productions, 5) Drone-technology usages, 6) Model-making with robotics components, and 7) Environmental field studies. They have successfully produced 18 practice videos, conducted 16 site visits to Eco sites around Georgetown County which include Sandy Island and produced 6 short films based on the young people's experiences "out in the wild". Here's an actual link to one of the short films they produced:	**Impact Grants - Greenwood County Library** - $7,019 - Mi-Fi Education Project: The Ware Shoals Community Library, a joint school and public library collaborated on a Mi-Fi Education Project to loan selected students in grades 9-12 a mi-fi kit that included a smartspot, tablet and a month's subscription of Internet service. This project was implemented to assist students that didn't have computer or internet access at home to help complete homework assignments and complete projects, have access to Discus, and research through technology. Another objective of this project was to provide Internet and computer access to families that may have younger children that can obtain access to early literacy programs and collections through the State Library. Adults in the family could also take advantage of this project by taking online classes/training to assist with job searches and other employability skills.
11		Responsible organizational unit (primary)		Library Development	Library Development	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).	The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).	The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		7; 27	7; 27	7; 27
17						
18		**Customer Details**				
19		Customer description		Beaufort County Public Library	Georgetown County Public Library	Greenwood County Public Library
20		Does the agency evaluate customer satisfaction?	2018-19	Yes	No	No
21		Counties served in last completed fiscal year	2018-19	Beaufort	Georgetown	Greenwood
22		Number of customers served	2018-19	Unknown	Unknown	Unknown
23			2017-18	Unknown	Unknown	Unknown
24			2016-17	50	800	12
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Impact Grant	Impact Grant	Impact Grant
28		Number of units provided	2018-19	0	0	0
29			2017-18	0	0	0
30			2016-17	1	1	1
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$14,543.36	$29,917.10	$14,543.36
43	$15,670,900		2017-18	$17,401.50	$17,616.09	$14,546.55
44	$15,316,983		2016-17	$39,234.99	$28,030.18	$23,059.99
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.09%	0.18%	0.09%
47	$15,680,240		2017-18	0.11%	0.11%	0.09%
48	$15,316,504		2016-17	0.26%	0.18%	0.15%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

The contents of this chart are considered sworn testimony from the agency director.

Deliverables

	A	B	C	AU	AV	AW
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		43	44	45
8		Associated laws		SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141	SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-110; SECTION 60-1-160; 20 USC §9141;	SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Impact Grants - Kershaw County Library** - $12,000 - Bringing Access to Life: Assistive Devices for Anyone: This project was designed to provide assistive technology to improve the functional capabilities and quality of life for patrons with a physical impairment. Assistive technologies included a broad range of devices from magnifiers to weighted spoons to large keyboards. This project was selected to enhance the library's mission of removing barriers to achievement for library patrons. A variety of devices were made available for lending from the library to meet community needs by offering new ideas for solutions for common functional problems, while supporting the ongoing pursuit of a better quality of life.	**Impact Grants - Richland Library** - $25,000 - Literacy to Life: This project sought to improve, expand and increase access to library services by offering instructional sessions on vocational preparedness skill sets and life skills strategies for detainees at the Alvin S Glenn Detention Center, and to provide access for the detainees to individualized social services assistance and resources. This facility offers very limited programming and detainees have little access to information and few opportunities for skill building or character development. Instructional sessions were provided by the library, which promoted core literacy skills including, but not limited to, reading, goal setting, vocational preparedness, and emotional literacy. The intent was to improve positive decision making, bolster employability and reduce recidivism. This project utilized the expertise of a trained social worker who served as the project coordinator to strategically support detainees and prepare them for re-entering society.	**Impact Grants - Union County Library** - $16,605 - Empowering Union County through Community Centered Access: The Union County Library project consisted of taking library resources beyond the walls of the public library facility by creating outreach kits for library staff to go out in the community and provide programs and services. The target audience for this project was disabled adults, pre-schoolers, and families in rural areas who lack the ability or means to get to the public library. This project promoted strong partnerships with other agencies and non-profit organizations in the community to share resources and to create new learning resources to capture more library users.
11		Responsible organizational unit (primary)		Library Development	Library Development	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).	The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).	The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		7; 27	7; 27	7; 27
17						
18		**Customer Details**				
19		Customer description		Kershaw County Public Library	Richland County Public Library	Union County Carnegie Public Library
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No
21		Counties served in last completed fiscal year	2018-19	Kershaw	Richland	Union
22		Number of customers served	2018-19	Unknown	Unknown	Unknown
23			2017-18	Unknown	Unknown	Unknown
24			2016-17	560	1,370	3,237
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Impact Grant	Impact Grant	Impact Grant
28		Number of units provided	2018-19	0	0	0
29			2017-18	0	0	0
30			2016-17	1	1	1
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$14,543.36	$14,543.36	$20,524.59
43	$15,670,900		2017-18	$26,546.55	$39,546.55	$16,172.38
44	$15,316,983		2016-17	$16,040.99	$38,490.97	$32,645.99
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.09%	0.09%	0.13%
47	$15,680,240		2017-18	0.17%	0.25%	0.10%
48	$15,316,504		2016-17	0.10%	0.25%	0.21%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

Deliverables

	A	B	C	AX	AY	AZ
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		46	47	48
8		Associated laws		SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141	SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141	SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Impact Grants - University of South Carolina Libraries** - $19,578 - South Carolina Historical Newspapers: This project is a collaboration with the University of South Carolina Libraries and the South Caroliniana Library to partner with the Camden Archives to digitize 35 rolls of microfilmed newspapers or approximately 20,000 pages to help launch the South Carolina Historical Newspaper site through the installation of the Chronicling America software (ChronAm).	**Minigrants to Public Libraries - Family Place**: Through the Family Place project, the State Library provided funds to two library systems for training, implementation and materials to begin offering Family Place certified programs. The Marian Wright Edelman Memorial Library in Marlboro County, and Charleston County Public Library, Main Library participated in the project, each sending two library staff to the training in New York during the month of October 2018. Programs were implemented at each location throughout the following months to serve children ages 0-5 and their families, and incorporate a community partner that would help expose caregivers to available resources.	**Minigrants to Public Libraries -SC Plants the Seed project**: The goal of the SC Plants the Seed project was to promote early literacy and lifelong learning, to increase awareness of locally farmed produce, to provide lower income residents of South Carolina with an opportunity to purchase healthy fresh produce, and to educate residents of South Carolina on healthy ways to prepare and store fresh produce. Public libraries, in partnership with the South Carolina State Library, SC DSS, SCDHEC, and local farmers provided nutritional education events along with a children's book give away. As part of the program, SC DHEC also provide a speaker to provide examples of healthy meals prepared using local produce.
11		Responsible organizational unit (primary)		Library Development	Library Development	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).	The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).	The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		7; 27	7; 27	7; 27
17						
18		**Customer Details**				
19		Customer description		University of South Carolina	The Marian Wright Edelman Memorial Library in Marlboro County, and Charleston County Public Library, Main Library	Lee County Public Library; Lexington County Public Library, Orangeburg County Public Library, Union County Public Library
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	Yes
21		Counties served in last completed fiscal year	2018-19		Marlboro; Charleston	Lee; Lexington, Orangeburg, Union
22		Number of customers served	2018-19	Unknown	130	2,176
23			2017-18	Unknown	None	3,017
24			2016-17	Unknown	None	3,095
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Impact Grant	Mini Grant	Mini Grant
28		Number of units provided	2018-19	0	2	4
29			2017-18	0	0	3
30			2016-17	1	0	3
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$14,543.36	$44,543.36	$19,450.36
43	$15,670,900		2017-18	$20,590.89	$14,546.55	$17,164.15
44	$15,316,983		2016-17	$50,428.26	$16,040.99	$21,376.19
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.09%	0.27%	0.12%
47	$15,680,240		2017-18	0.13%	0.09%	0.11%
48	$15,316,504		2016-17	0.33%	0.10%	0.14%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

Deliverables

	A	B	C	BA	BB	BC
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		49	50	51
8		Associated laws		SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141	SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141	SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Tuition Grants to Public Libraries** - Last year this project supports MLIS candidates who otherwise would not be able to afford to attend an accredited library school. The State Library awarded 19 grants to 13 public library staff from 8 South Carolina public libraries to pay for tuition for MLIS-level classes. The State Library accepts applications for reimbursement of tuition expenses from MLIS candidates who have completed at least nine hours of graduate-level course work, and who have shown successful completion of work that is directly supportive of LSTA goals and priorities.	**Continuing Education Grants to Public Libraries** - Last year the State Library awarded 40 Continuing Education grants for 43 public library staff to attend various conferences for professional development. Conferences with South Carolina representation included ALA, ARSL, the South Carolina Library Association Conference, the LJ Director's Forum, Library Management Skills Institute, Social Justice & Public Libraries, Harwood Institute, and the Public Library Think Tank.	**Planning Grants to Public Libraries** - South Carolina State Library provides public libraries with Planning Grants of up to $2500 for consultant services to perform community needs assessment, project-based strategic planning, or other preparatory planning or research in support of a future library projects. The knowledge gained from the planning process will improve the likelihood of successful outcomes for the later project. Calhoun, Lancaster, Orangeburg, Oconee and York received planning grants in 2018. Lexington received a planning grant in 2017.
11		Responsible organizational unit (primary))		Library Development	Library Development	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).	The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).	The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		7; 27; 31	7; 27	7; 27
17						
18		**Customer Details**				
19		Customer description		County Public Libraries	County Public Libraries	County Public Libraries
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No
21		Counties served in last completed fiscal year	2018-19	Anderson; Fairfield; Florence; Greenville; Lancaster; Spartanburg; Union, York	Anderson; Beaufort; Berkeley; Charleston; Chesterfield; Chapin Memorial Library; Colleton; Dorchester; Fairfield; Florence; Georgetown; Greenville; Horry; Kershaw; Lancaster; Laurens; Lexington; Marion; Marlboro; Newberry; Oconee; Pickens; Spartanburg; Union; York	None
22		Number of customers served	2018-19	19	40	0
23			2017-18	10	22	5
24			2016-17	9	28	1
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Tuition Grants	Continuing Education Grants	Planning Grants
28		Number of units provided	2018-19	19	40	0
29			2017-18	10	22	5
30			2016-17	9	28	1
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$40,356.72	$51,603.78	$24,332.36
43	$15,670,900		2017-18	$33,333.03	$28,526.70	$14,546.55
44	$15,316,983		2016-17	$25,841.66	$36,264.48	$18,540.99
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.25%	0.32%	0.15%
47	$15,680,240		2017-18	0.21%	0.18%	0.09%
48	$15,316,504		2016-17	0.17%	0.24%	0.12%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				Union County Carnegie Library has a planning grant in the current fiscal year

Deliverables

	A	B	C	BD	BE	BF
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		52	53	54
8		Associated laws		SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141	SECTION 60-1-80(b); SECTION 60-1-90; SECTION 60-1-160; 20 USC §9141	SC Code § 60-1-120 (2012);SC Code § 60-1-170 (2012); 2 U.S. Code § 135a.; 2 U.S. Code § 135b.
9		Does state or federal law specifically require this deliverable?		No	No	Yes
10		Deliverable description		**Summer Reading Grants to Public Libraries** - Summer Reading Grants to Public Libraries - The State Library coordinates the Summer Reading Program for South Carolina public libraries annually using the theme provided by the Collaborative Summer Library Program. Each South Carolina library plans and conducts its own program and activities and is encouraged to use the manual and materials created by the collaborative. These grants were made to enable the county libraries to offer programs that are locally interesting, that meet local needs, and that entice more children and families to the library. Sub-grants were made to 42 public library systems last year to fund summer Reading programs. Primarily the Youth Services departments of each library conducted programs, and some grant-funded programs included teen and adult audiences. Last year's theme was "A Universe of Stories" and grantees partnered with community agencies, local businesses, 4-H groups and other youth support organizations. Grant funding was used to hire speakers/performers, to purchase theme-related books and other materials for library circulating collections, and to purchase program supplies. The public libraries hired space ambassadors, authors, artists, performers	**Read To Succeed Summer Camps Book Awards to Public Libraries** -The State Library piloted a program to give high-interest paperback book collections to ten different Read to Succeed summer camps around the state, through their local public libraries. Enacted by the state legislature in 2014, these summer camps are mandated for children who are not reading at grade level. The State Library saw this as an opportunity to build a stronger collaboration with the Department of Education and put books into the hands of students who need them the most. This pilot program strengthened public library interactions with striving readers, and many of the children took the books home, creating larger home libraries and influencing family reading habits in a positive way.	**SCSL Talking Book Services (SCSLTBS)**: This program is a free braille and talking book library service for people with temporary or permanent low vision, blindness, physical disability or cognitive impairment that prevents them from reading or holding the printed page. It is a sub-regional library of the National Library Service (NLS) of the Blind and Print Disabled governed by federal laws and rules set forth under the auspices of the Library of Congress. Strict NLS directions are outlined in a manual made available to all Regional Directors, who are then charged with following these edicts as well as their specific state laws and legislation.
11		Responsible organizational unit (primary)		Library Development	Library Development	Talking Book Services
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).	The purpose of the service to administer state aid and other grants-in-aid to supplement and improve public library services and promulgate regulations as may be necessary to insure effective and efficient use of grants (SECTION 60-1-80(b)).	The purpose of the service is to provide residents and resident students within the state of South Carolina with comparable public library services that provide reasonable accommodations for certain stated disabilities covered by National Library Service for the Blind and Print Disabled (NLS) regulations.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		7; 9; 21	7; 21	12, 13 &14
17						
18		**Customer Details**				
19		Customer description		County Public Libraries	County Public Library, County Public Schools,	Customers are patrons identified as blind or print disabled as defined by NLS.
20		Does the agency evaluate customer satisfaction?	2018-19	Yes	No	No
21		Counties served in last completed fiscal year	2018-19	Abbeville; Aiken; Allendale; Anderson; Bamberg; Barnwell; Calhoun; Chapin; Cherokee; Chester; Chesterfield; Colleton; Clarendon; Darlington; Dillon; Dorchester; Edgefield; Fairfield; Florence; Georgetown; Greenville; Hampton; Horry; Jasper; Kershaw; Lancaster; Laurens; Lee; Lexington; Marion; Marlboro; McCormick; Newberry; Oconee; Orangeburg; Pickens; Saluda; Spartanburg; Sumter; Union; Williamsburg; York	County Public Libraries - Anderson; Beaufort; Chester; Clarendon; Horry, Lancaster; McCormick; Marion; Oconee; Union; - Chapin Memorial Library - County school systems - Beaufort Co School System; School District of Oconee; McCormick Co School District 1; Horry Co School System; Chester Co School District; Union Co School District; Anderson District 2 & 5; Clarendon School District 2; Marion Co School District; Lancaster Co School District	All
22		Number of customers served	2018-19	42	10	5,796
23			2017-18	40	None	5,604
24			2016-17	44	None	5,716
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Summer Reading Grants	Read To Succeed Summer Camps Book Awards	One patron.
28		Number of units provided	2018-19	42	10	5,796
29			2017-18	40	0	5,604
30			2016-17	44	0	5,716
31		Does law prohibit charging the customer for the deliverable?	2018-19			Yes
32		If yes, provide law				2 U.S. Code § 135a.
33			2017-18			Yes
34		If yes, provide law				2 U.S. Code § 135a.
35			2016-17			Yes
36		If yes, provide law				2 U.S. Code § 135a.
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$53,147.82	$14,543.36	$31,236.25
43	$15,670,900		2017-18	$51,957.29	$17,047.51	$27,762.33
44	$15,316,983		2016-17	$66,489.69	$21,547.63	$40,491.20
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.33%	0.09%	0.19%
47	$15,680,240		2017-18	0.33%	0.11%	0.18%
48	$15,316,504		2016-17	0.43%	0.14%	0.26%
49		Agency expenditures per unit of the deliverable				
50			2018-19			$0.00
51			2017-18			$0.00
52			2016-17			$0.00
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		Still awarding all of the Summer Reading Grants for Cuurent fiscal year	Current Fiscal year Awards have not been made.	

Deliverables

	A	B	C	BG	BH	BI
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		55	56	57
8		Associated laws		SC Code § 60-1-120 (2012);SC Code § 60-1-170 (2012); 2 U.S. Code § 135a.; 2 U.S. Code § 135b.	SC Code § 60-1-120 (2012);SC Code § 60-1-170 (2012); 2 U.S. Code § 135a.; 2 U.S. Code § 135b.	17 U.S. Code § 121.; SC Code § 60-1-120 (2012)
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**SCSLTBS Volunteer Program:** Volunteers play a vital role in helping provide quality library services to South Carolina citizens who have difficulty using standard printed materials due to qualifying visual or physical conditions. Volunteer opportunities include: Recording & Reviewing, Community Outreach, and Machine/Cartridge Maintenance and Evaluation. The SCSLTBS Advisory Counci also contributes greatly to the volunteer program. The Consumer Advisory Council serves in an advisory capacity to the South Carolina State Library Talking Book Services Division. When appropriate, this council shares with the National Library Service for the Blind and Print Disabled, of the Library of Congress, ideas on practices, policies, and goals of library services to individuals who are blind, visually impaired, or physically disabled. The Council serves as an advocate for the promotion and development of library services for individuals eligible for talking book services.	**SCSLTBS Recording Program**: Volunteers are recruited and trained to read and record books specific to the regional nature of South Carolina traditions and culture. Books are pre-screened by SCSLTBS staff to ensure that they fall within the guidelines set by NLS as a reasonable regional library addition. Once completed, books are uploaded to the BARD site and included into the comprehensive NLS collection potentially available for checkout to patrons nationwide. This process promotes and allows for state-specific material that might not otherwise be accesible to this patron base inside or outside of the state readily available.	**SCSLTBS Talking Book Cartridge Duplication:** Staff downloads titles or duplicate copies of titles currently unavailable on cartridge to ensure that patrons receive books as close as possible to 3 business days of placing their requests. Gutenberg, an NLS proprietary software, is utilized to execute this process. Strict government protocols are followed, and inventory control processes must be maintained regarding the ordering and distribution of related equipment and supplies.
11		Responsible organizational unit (primary)		Talking Book Services	Talking Book Services	Talking Book Services
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		12	12 & 14	14
17						
18		**Customer Details**				
19		Customer description		Customers are patrons identified as blind or print disabled as defined by NLS.	Customers are patrons identified as blind or print disabled as defined by NLS.	Customers are patrons identified as blind or print disabled as defined by NLS.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No
21		Counties served in last completed fiscal year	2018-19	All	All	All
22		Number of customers served	2018-19	5,796	5,796	4,896
23			2017-18	5,604	5,604	6,407
24			2016-17	5,716	5,716	1,660
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		One person who contirbuted volunteer time to program.	One book recorded, produced and made available for circulation.	One digital book cartridge duplicated.
28		Number of units provided	2018-19	58	19	4,896
29			2017-18	60	16	6,407
30			2016-17	56	17	1,660
31		Does law prohibit charging the customer for the deliverable?	2018-19	Yes	Yes	Yes
32		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
33			2017-18	Yes	Yes	Yes
34		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	U.S. Code. Sec. 135a
35			2016-17	Yes	Yes	Yes
36		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$21,788.70	$22,140.56	$23,753.70
43	$15,670,900		2017-18	$26,174.91	$25,586.49	$26,225.85
44	$15,316,983		2016-17	$19,434.78	$19,444.96	$33,237.33
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.13%	0.14%	0.15%
47	$15,680,240		2017-18	0.17%	0.16%	0.17%
48	$15,316,504		2016-17	0.13%	0.13%	0.22%
49		Agency expenditures per unit of the deliverable				
50			2018-19	$0.00		
51			2017-18	$0.00		
52			2016-17	$0.00		
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				Year 2016-2017 only includes four months of available statistics. Download On Demand is a new service model currently being introduced nationwide. This process will go from a one book/one cartridge circulation model to a one patron/one cartridge arrangement. SCSLTBS anticipates being fully operational under this model by the start of FY 2022.

Deliverables

	A	B	C	BJ	BK	BL
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		58	59	60
8		Associated laws		2 U.S. Code § 135b.; SC Code § 60-1-120 (2012)	SC Code § 60-1-120 (2012)	SC Code § 60-1-120 (2012)
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**SCSLTBS Reader Advisory:** Staff are employed and trained to provide specialized circulation and reader advisor services to patrons. This is achieved through verbal, print and electronic communication using various forms, publications and software approved by the National Library Service for the Blind and Print Disabled (NLS). Ongoing updates to these instruments and related staff trainings ensure that patron-centric service is a hallmark of the program.	**SCSLTBS Annual Student Art Contest**: Talking Book Services sponsors an annual student art exhibit featuring artwork created by blind or visually impaired South Carolina students. The exhibit highlights the artistic abilities of elementary, middle, high, and homeschooled students from across the state. Prizes are awarded in the categories listed above, with the State Librarian choosing a grand prize award as best-of-show. The artwork is then displayed in the State Library building for a designated amount of time and photographed for inclusion in an annual calendar distributed by the department.	**SCSLTBS Vision Education Partnership Participation:** The partnership is a consortium comprised of agencies located statewide that meet to regularly share information about their individual efforts and to collaborate to support educators specifically trained to teach the blind and visually-disabled. Member agencies are as follows: South Carolina School for the Deaf and the Blind, South Carolina State Department of Education Office of Special Education Services, University of South Carolina Upstate Visual Impairment Education Program, South Carolina Commission for the Blind, National Federation of the Blind of South Carolina, Association for the Education & Rehabilitation of the Blind & Visually Impaired (SC Chapter), South Carolina State University Orientation & Mobility Program, Medical University of South Carolina Storm Eye Institute, The Vision Institute of South Carolina & SCSLTBS
11		Responsible organizational unit (primary)		Talking Book Services	Talking Book Services	Talking Book Services
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		13	13	13
17						
18		**Customer Details**				
19		Customer description		Customers are patrons identified as blind or print disabled as defined by NLS.	Customers are patrons identified as blind or print disabled as defined by NLS.	Customers are organizations working with individuals identified as blind or print disabled as defined by NLS.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No
21		Counties served in last completed fiscal year	2018-19	All	All	All
22		Number of customers served	2018-19	14,686	19	Unknown
23			2017-18	14,280	37	Unknown
24			2016-17	6,042	48	Unknown
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		One patron inquiry by phone, mail, email ot walk in.	One attendee at Awards Program	One activity or meeting attended.
28		Number of units provided	2018-19	14,686	40	4
29			2017-18	14,280	50	4
30			2016-17	6,042	70	4
31		Does law prohibit charging the customer for the deliverable?	2018-19	Yes	Yes	Yes
32		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
33			2017-18	Yes	Yes	Yes
34		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
35			2016-17	Yes	Yes	Yes
36		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$21,788.70	$23,286.13	
43	$15,670,900		2017-18	$25,586.49	$28,023.43	
44	$15,316,983		2016-17	$21,534.81	$21,385.75	
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.13%	0.14%	0.00%
47	$15,680,240		2017-18	0.16%	0.18%	0.00%
48	$15,316,504		2016-17	0.14%	0.14%	0.00%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		Year 2016-2017 only includes four months of available statistics.	Patrons served is the number of art contest entrants.	

Deliverables

	A	B	C	BM	BN	BO
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		61	62	63
8		Associated laws		SC Code § 60-1-120 (2012)	SC Code § 60-1-120 (2012)	SC Code § 60-1-120 (2012)
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**SCSLTBS Daily Circulation Activity - Digital Books:** Digital book cartridges containing an audio book are circulated through SCSLTBS staff procedures and processes utilizing the KLAS ILS. Equipment is ordered from the Multistate clearinghouse or duplicated onto a cartridge in SCSLTBS stock, inventoried, stored and then mailed, on demand and within library rules and regulations, to patrons as Free Matter for the Blind.	**Assistive Technology Partnership w/USC -** This program was established to assist patrons needing more in depth help in choosing assistive technology items for rental or purchase. The University of South Carolina's Assistive Technology Program maintains a cache of items available for demonstration and borrowing so that patrons can ecamine whether or not the often cost-prohibitive items are practical for their use. The department also maintains a listing of vendors and catalogs for items that can give patrons a more comprehensive paper trail for others to read who may be assisiting in the purchasing decisions.	**BARD (Braille and Audio Reading Download) -** BARD is a web-based, password-protected service that provides access to thousands of audio and braille books, magazines, and music scores available from NLS. SCSLTBS Reader Advisors administer the national program for the South Carolina patrons.
11		Responsible organizational unit (primary)		Talking Book Services	Talking Book Services	Talking Book Services
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		14	13	14
17						
18		**Customer Details**				
19		Customer description		Customers are patrons identified as blind or print disabled as defined by NLS.	Customers are patrons identified as blind or print disabled as defined by NLS.	Customers are patrons identified as blind or print disabled as defined by NLS.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	
21		Counties served in last completed fiscal year	2018-19	All	All	All
22		Number of customers served	2018-19	4,053	0	651
23			2017-18	3,961	0	578
24			2016-17	4,037	0	613
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		One digital book circulated.	Number of SCSLTBS patrons referred to SCATP.	Number of items downloaded through service.
28		Number of units provided	2018-19	181,066	0	42,074
29			2017-18	189,185	0	43,427
30			2016-17	200,207	0	4,760
31		Does law prohibit charging the customer for the deliverable?	2018-19	Yes	Yes	Yes
32		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
33			2017-18	Yes	Yes	Yes
34		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
35			2016-17	Yes	Yes	Yes
36		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$21,788.70	$21,788.70	$24,168.70
43	$15,670,900		2017-18	$44,514.49	$25,586.49	$28,706.49
44	$15,316,983		2016-17	$19,120.23	$24,272.62	$21,925.23
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.13%	0.13%	0.15%
47	$15,680,240		2017-18	0.28%	0.16%	0.18%
48	$15,316,504		2016-17	0.12%	0.16%	0.14%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)			Active referrals were scheduled to begin April 1, 2020. Staff were not given start date due to agency closure.	

Deliverables

	A	B	C	BP	BQ	BR
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		64	65	66
8		Associated laws		SC Code § 60-1-120 (2012)	SC Code § 60-1-120 (2012)	SC Code § 60-1-120 (2012)
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**SCSLTBS Assistive Technology Petting Zoo (ATPZ)**: The department maintains a collection of equipment that is specifically made to enlarge, enhance or verbally read written text from existing documents. The ATPZ is taken to various events and locations and the equipment is demonstrated to attendees. While outside agencies and industries request to host the ATPZ, the underlying intention is to introduce public libraries across the state to various methods and technologies in multiple price points that can assist their respective patronages with using as much of their general and existing library collections as possible.	**SCSLTBS Annual Signature Public Program - Led By Love**: SCSLTBS hosted an author talk by Michael Hingson for Blindness Awareness Month. Hingson, a blind survivor of the 9/11 attack on the World Trade Center, told his life story and detailed how he and his guide dog made it out of the Twin Towers alive. As a blind man, Hingson escaped the World Trade Center by walking down 78 flights of stairs with his guide dog. Days later, America fell in love with Mike and Roselle and the special bond that helped them both survive one of the country's darkest days. He has also put his experience in a book called Thunder Dog, which is available in various formats to SCSLTBS patrons. As such, this interactive talk/presentation served as a relevant and thoughtful programming enhancement to existing services offered by the department.	**SCSLTBS Summer Reading Program**: An Annual Summer Reading Program is undertaken most years. Special activities and incentives are made available to patrons who set and reach prescribed reading guidelines within a specified window of calendar dates.
11		Responsible organizational unit (primary)		Talking Book Services	Talking Book Services	Talking Book Services
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		13 & 14	13	13
17						
18		**Customer Details**				
19		Customer description		Customers are organizations working with individuals identified as blind or print disabled as defined by NLS.	Customers are patrons identified as blind or print disabled as defined by NLS.	Customers are patrons identified as blind or print disabled as defined by NLS.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No
21		Counties served in last completed fiscal year	2018-19	All	All	All
22		Number of customers served	2018-19	Unknown	Unknown	25
23			2017-18	Unknown	0	42
24			2016-17	Unknown	0	55
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		One AT exhibit event.	One attendee at event.	One registered patron.
28		Number of units provided	2018-19	12	105	25
29			2017-18	15	0	42
30			2016-17	0	0	55
31		Does law prohibit charging the customer for the deliverable?	2018-19	Yes	Yes	Yes
32		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
33			2017-18	Yes	Yes	Yes
34		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
35			2016-17	Yes	Yes	Yes
36		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$21,788.70	$24,986.50	$25,166.79
43	$15,670,900		2017-18	$25,927.73	$25,586.49	$27,384.24
44	$15,316,983		2016-17	$19,120.23	$25,694.84	$20,733.31
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.13%	0.15%	0.16%
47	$15,680,240		2017-18	0.17%	0.16%	0.17%
48	$15,316,504		2016-17	$0.00	0.17%	0.14%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)			This was a one time event held on October 18, 2018.	

Deliverables

	A	B	C	BS	BT	BU
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		67	68	69
8		Associated laws		SC Code § 60-1-120 (2012)	SC Code § 60-1-120 (2012)	SC Code § 60-1-120 (2012)
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**SCSLTBS Winter Reading Program:** An Annual Winter Reading Program is undertaken most years. Special activities and incentives are made available to patrons who set and reach prescribed reading guidelines within a specified window of calendar dates.	**SCSLTBS Monthly Copy Allotment Selection:** Digital book titles are made available on a monthly basis to NLS network libraries. Traditional selection of title and number of copies occurs online. Selector follows established collection development practices when identifying which titles to include and how many copies are needed for effective collection maintenance.	**SCSL TBS Large Print Collection:** Large print books are circulated statewide to SCSLTBS patrons who still have the ability to read the printed word in an increased font size and prefer the traditional printed book format over other mediums offered by the department. Traditional library acquisitions and processing activities are completed by assigned staff to support this portion of the service.
11		Responsible organizational unit (primary)		Talking Book Services	Talking Book Services	Talking Book Services
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		13	14	14
17						
18		**Customer Details**				
19		Customer description		Customers are patrons identified as blind or print disabled as defined by NLS.	Customers are patrons identified as blind or print disabled as defined by NLS.	Customers are patrons identified as blind or print disabled as defined by NLS.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No
21		Counties served in last completed fiscal year	2018-19	All	All	All
22		Number of customers served	2018-19	25	5,796	5,252
23			2017-18	20	5,604	5,132
24			2016-17	15	5,716	5,220
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		One registered patron.	One book copy selected and added to collection.	One large print book in collection.
28		Number of units provided	2018-19	25	2,400	17,184
29			2017-18	20	2,400	17,184
30			2016-17	15	2,400	17,184
31		Does law prohibit charging the customer for the deliverable?	2018-19	Yes	Yes	Yes
32		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
33			2017-18	Yes	Yes	Yes
34		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
35			2016-17	Yes	Yes	Yes
36		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$21,788.70	$25,136.72	$37,976.78
43	$15,670,900		2017-18	$25,586.49	$28,630.17	$34,041.40
44	$15,316,983		2016-17	$20,719.23	$20,732.69	$26,131.89
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.13%	0.16%	0.23%
47	$15,680,240		2017-18	0.16%	0.18%	0.22%
48	$15,316,504		2016-17	0.14%	0.14%	0.17%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)			Copy allotment offerings average between 200 and 500 copies per month. The above numbers are estimates.	

Deliverables

	A	B	C	BV	BW	BX
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		70	71	72
8		Associated laws		SC Code § 60-1-120 (2012)	SC Code § 60-1-120 (2012)	SECTION 60-1-60(c)
9		Does state or federal law specifically require this deliverable?		No	No	Yes
10		Deliverable description		**SCSLTBS Collection Development - Descriptive DVDs:** Descriptive DVDs are circulated statewide to SCSLTBS patrons desiring to enjoy movies that provide enhanced and additional commentary lending themselves to enjoyment by patrons with vision loss. Traditional library acquisitions and processing activities are completed by assigned staff to support this portion of the service.	**SCSLTBS Virtual Book Club:** The Digital Books and Friends Book Club meets from 3:00pm to 4:00pm on the last Friday of every other month, except July and December. All meetings are held virtually by phone and books are announced months prior so that participants have ample time to prepare for the discussion.	**State Library Workshops and Webinars – Trustee Training**. The State Library provides continuing education and training courses to library staff and trustees throughout South Carolina. Library trustee training supports best practices while educating trustees on roles and responsibilities in the areas of administration, policy, planning, budget and fiscal issues, advocacy and meeting procedures. Critical areas also include: strategic planning, identify priorities, planning programs and services, develop policies, personnel and operational issues, facilities management, working with the public and cooperatively with other agencies including government units and officials. Library board trainings are conducted on site by appointment with library board members, the library director and other administrative staff.
11		Responsible organizational unit (primary)		Talking Book Services	Talking Book Services	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to increase the proficiency of library personnel through provision of in-service and continuing education programs for library personnel employed in the State (SECTION 60-1-60 (c)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		14	13	15; 16
17						
18		**Customer Details**				
19		Customer description		Customers are patrons identified as blind or print disabled as defined by NLS.	Customers are patrons identified as blind or print disabled as defined by NLS.	Public Library Directors, Trustees, Administrative staff of South Carolina Public Libraries(public libraries in 46 counties).
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No
21		Counties served in last completed fiscal year	2018-19	All	All	Chester; Lexington; Williamsburg; Orangeburg; Newberry; Hampton; Georgetown; Dillon; York; Saluda;
22		Number of customers served	2018-19	48	50	10
23			2017-18	36	40	5
24			2016-17	49	0	1
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		One descriptive DVD in collection.	Number of meetings held.	Trustee Training
28		Number of units provided	2018-19	979	9	10
29			2017-18	979	8	5
30			2016-17	979	0	1
31		Does law prohibit charging the customer for the deliverable?	2018-19	Yes	Yes	
32		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	
33			2017-18	Yes	Yes	
34		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	
35			2016-17	Yes	Yes	
36		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$23,483.62	$21,788.70	$15,543.36
43	$15,670,900		2017-18	$25,690.63	$25,586.49	$24,937.32
44	$15,316,983		2016-17	$24,653.12	$19,120.23	$30,040.40
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.14%	0.13%	0.10%
47	$15,680,240		2017-18	0.16%	0.16%	0.16%
48	$15,316,504		2016-17	0.16%	0.12%	0.20%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)			Patrons obtained books through the book club leader, their own circulation accounts or other means, so an accurate account of how many items that we used in this program is not possible.	

Deliverables

	A	B	C	BY	BZ	CA
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		73	74	75
8		Associated laws		SECTION 60-1-60(c)	SECTION 60-1-60(c)	SECTION 60-1-60(c)
9		Does state or federal law specifically require this deliverable?		Yes	Yes	Yes
10		Deliverable description		**State Library Workshops and Webinars - School Media Specialists**: In order to build stronger collaborations between schools and public libraries, the State Library provides workshops and webinars specifically for school media specialists. The Youth Services Consultant presents at the annual South Carolina Association of School Librarians, and also provides an information session at the four regional workshops held annually around the state by the Department of Education. In FY 2018-2019, the State Library also hosted renowned educator Jaime Donally for a day of learning about Augmented and Virtual Reality, which was attended by teachers, school librarians, and public library staff.	**State Library Workshops and Webinars - Public Library Staff Development:** The State Library's continuing education program provides continuing education and training courses to public library staff throughout South Carolina. Classes may be in various formats including webinar, short session, or full-day workshop. Topics include a range of information relevant to public library staff, both librarians and paraprofessionals. Some topics include: customer service, technology skills, storytimes and youth services, management and leadership skills, and topics related to increased equity, diversity, and inclusion for library services.	**State Library Workshops and Webinars - Public Library Children and Youth Programming and Services:** The State Library provides continuing education to public library staff who work with children and teens. These classes address skills related to literacy, storytimes, summer reading programs, and other services to youth with the goal of increasing library staff knowledge and competence at supporting the development of the children and teens of South Carolina.
11		Responsible organizational unit (primary)		Library Development	Library Development	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to increase the proficiency of library personnel through provision of in-service and continuing education programs for library personnel employed in the State (SECTION 60-1-60 (c)).	The purpose of the service is to increase the proficiency of library personnel through provision of in-service and continuing education programs for library personnel employed in the State (SECTION 60-1-60 (c)).	The purpose of the service is to increase the proficiency of library personnel through provision of in-service and continuing education programs for library personnel employed in the State (SECTION 60-1-60 (c)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		15; 16	15; 16	15; 16
17						
18		**Customer Details**				
19		Customer description		school librarians	Public library staff, managers, or directors who attend continuing education events hosted by the State Library	Public library staff members at any level who work with children and teens
20		Does the agency evaluate customer satisfaction?	2018-19	yes	yes	yes
21		Counties served in last completed fiscal year	2018-19		All	All
22		Number of customers served	2018-19	347	1,693	592
23			2017-18	300	1,097	543
24			2016-17	400	792	363
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		One workshop	A unit is one workshop, class, or webinar	A unit is one workshop, class, or webinar on a topic related to youth or teen library services
28		Number of units provided	2018-19	4	92	29
29			2017-18	3	49	27
30			2016-17	4	41	21
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$19,043.36	$14,543.36	$14,543.36
43	$15,670,900		2017-18	$24,397.32	$32,925.95	$24,397.32
44	$15,316,983		2016-17	$25,940.40	$25,940.40	$40,995.14
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.12%	0.09%	0.09%
47	$15,680,240		2017-18	0.16%	0.21%	0.16%
48	$15,316,504		2016-17	0.17%	0.17%	0.27%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)			This category includes total numbers of CE events and attendance for the time period. Subsequent deliverables will highlight specific topics or categories.	Workshops and Webinars category numbers add up to more than the Public Library Staff Development totals, because many events are relevant to more than one topic. (For example, a training on using virtual reality in teen programs is counted under both YA/Teen and Technology.) Programs include: Storytime Basics, Artistic Literacy: School-Age STEAM Programs, Children's Services Exchange, Virtual and Augmented Reality, Sensory Programs for Children, Understanding Diversity: Serving Young Dual-Language Learners

Deliverables

	A	B	C	CB	CC	CD
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		76	77	78
8		Associated laws		SECTION 60-1-60(c)	SECTION 60-1-60(c)	SECTION 60-1-60(c)
9		Does state or federal law specifically require this deliverable?		Yes	Yes	Yes
10		Deliverable description		**State Library Workshops and Webinars - Public Library Services and Programs:** The State Library provides continuing education to library staff on topics related to library services and operations. These classes address skills related to customer service, collection management, reference services, and library programs for staff who work primarily with adult, all-ages, or general library service.	**State Library Workshops and Webinars - Public Library Management and Leadership:** The State Library provides continuing education to library managers and directors on skills related to managing library staff and overseeing library operations. These classes address skills related to supervising staff, managing and promoting library services, and the professional development of staff and managers.	**State Library Workshops and Webinars - Diversity, Equity, and Inclusion:** The State Library provides continuing education for library staff of all levels on skills related to improving the equity, diversity, and inclusiveness of South Carolina public libraries. These classes address skills related to the development and promotion of library programs and services for under-served populations including non-native speakers, English language learners, racial or ethnic minorities, and people with disabilities. Classes may also address topics of diversity and inclusion in the library workforce to better represent the full spectrum of patrons served by South Carolina's public libraries.
11		Responsible organizational unit (primary)		Library Development	Library Development	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to increase the proficiency of library personnel through provision of in-service and continuing education programs for library personnel employed in the State (SECTION 60-1-60 (c)).	The purpose of the service is to increase the proficiency of library personnel through provision of in-service and continuing education programs for library personnel employed in the State (SECTION 60-1-60 (c)).	The purpose of the service is to increase the proficiency of library personnel through provision of in-service and continuing education programs for library personnel employed in the State (SECTION 60-1-60 (c)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		15; 16	15; 16	15; 16; 42
17						
18		**Customer Details**				
19		Customer description		Public library staff members at any level whose work involves library operations or service to patrons.	Public library managers and directors	Public library staff of all levels
20		Does the agency evaluate customer satisfaction?	2018-19	yes	yes	yes
21		Counties served in last completed fiscal year	2018-19	All	All	All
22		Number of customers served	2018-19	572	475	278
23			2017-18	430	90	107
24			2016-17	275	208	0
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		A unit is one workshop, class, or webinar on a topic related to library programs, services, or daily operating activities	A unit is one workshop, class, or webinar on a topic of library management, operations, or supervision	A unit is one workshop, class, or webinar on a topic related to serving under-served populations or increasing the diversity and inclusiveness of library staff
28		Number of units provided	2018-19	32	21	23
29			2017-18	45	3	3
30			2016-17	12	11	0
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$14,543.36	$14,543.36	$16,869.28
43	$15,670,900		2017-18	$24,397.32	$24,397.32	$24,675.57
44	$15,316,983		2016-17	$31,837.78	$32,738.86	$35,096.50
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.09%	0.09%	0.10%
47	$15,680,240		2017-18	0.16%	0.16%	0.16%
48	$15,316,504		2016-17	0.21%	0.21%	0.23%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		Workshops and Webinars category numbers add up to more than the Public Library Staff Development totals, because many events are relevant to more than one topic. (For example, a training on selecting books for teen readers may be under collection maintenance and also youth services.) Programs include: Bookmobile and Outreach Exchange, Mindful Listening for Better Communication, Legal Reference Skills, Spanish for Library Staff, Adult Programming Exchange, RDA Training for Catalogers	Workshops and Webinars category numbers add up to more than the Public Library Staff Development totals, because many events are relevant to more than one topic. (For example, a training on maintaining a safe and respectful library may be counted under customer service as well as management.) Programs include: Maintaining a Safe and Respectful Library, Giving and Receiving Meaningful Feedback, Impact Grant Q&A, Principles of Design, Curb Appeal: Library Edition, Project Outcome.	Workshops and Webinars category numbers add up to more than the Public Library Staff Development totals, because many events are relevant to more than one topic. (For example, a training on Interactive Sign Language for Storytimes may be counted under youth services and also under diversity and inclusive services.) Programs include: Interactive Sign Language, Bilingual Storytime and Outreach, Sensory Programs for Children, Spanish for Library Staff, Cultural Diversity Exchange.

Deliverables

	A	B	C	CE	CF	CG
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		79	80	81
8		Associated laws		SECTION 60-1-60; SECTION 60-1-80;	SECTION 60-1-60; SECTION 60-1-80;	SECTION 60-1-60; SECTION 60-1-80;
9		Does state or federal law specifically require this deliverable?		No	Yes	No
10		Deliverable description		**State Library Continuing Education Electronic Communication:** The Library Development department of the State Library communicates to public library staff, directors, and supporters regarding events and workshops related to public library development. Forms of communication include monthly electronic newsletters and regular listserv posts.	**Public Library Director Orientation** The South Carolina State Library holds new Public Library Director Orientation for each public library director hired. The State Library's Library Development team hosts the morning session in a group setting with the new director. Lunchtime is a session with the State Library Agency Director and other members of the Leadership team meet one on one with the director throughout the day covering electronic resources, communications, and library resources as well as other departmental areas. Information is provided about the role of the new director, role and services of the State Library, and a tour	**FOSCL Partnerships**. Friends of the South Carolina Libraries is a statewide organization to help foster, create and support local Friends of the Library groups, and to provide networking opportunities for these groups to work together for the support of library services throughout South Carolina. Activities include helping new Friends groups get started, sponsor programs, and hosting legislative gatherings. Meetings are held quarterly including an annual and regional meeting held once a year at a public library in South Carolina.
11		Responsible organizational unit (primary)		Library Development	Library Development	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to increase the proficiency of library personnel through provision of in-service and continuing education programs for library personnel employed in the State (SECTION 60-1-60 (c)).	The purpose of the service is to increase the proficiency of library personnel through provision of in-service and continuing education programs for library personnel employed in the State (SECTION 60-1-60 (c)).	The purpose of the service is to increase the proficiency of library personnel through provision of in-service and continuing education programs for library personnel employed in the State (SECTION 60-1-60 (c)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	None	None
17						
18		**Customer Details**				
19		Customer description		Public library directors and staff who receive communication via newsletter or listserv	Newly hired public library directors	Members of Friends of the South Carolina Libraries and other local Friends members who assist with the annual and regional meetings held throughout South Carolina.
20		Does the agency evaluate customer satisfaction?	2018-19	no		No
21		Counties served in last completed fiscal year	2018-19	All	Charleston, Pickens, Saluda, Allendale, Hampton, Jasper	
22		Number of customers served	2018-19	395	4	5
23			2017-18	328	9	5
24			2016-17	0	6	5
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		A unit is one electronic newsletter	training	FOSCL Board Meeting
28		Number of units provided	2018-19	11	4	6
29			2017-18	8	9	6
30			2016-17	0	6	6
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$15,271.70	$14,543.36	$14,543.36
43	$15,670,900		2017-18	$26,626.23	$24,397.32	$14,546.55
44	$15,316,983		2016-17	$25,940.40	$26,467.85	$19,864.65
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.09%	0.09%	0.09%
47	$15,680,240		2017-18	0.17%	0.16%	0.09%
48	$15,316,504		2016-17	0.17%	0.17%	0.13%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		We are able to see the following: Number of listservs and number of current members of each listserv (currently at almost 800 subscribers to over 10 lists) Number of LD newsletter subscribers (currently at 470 subscribers) Number of newsletters opened per mailing (average about 150, or a 35-40% open rate) Number of links clicked within the newsletter (average 30-40 clicks per newsletter)		FOSCL meetings are conducted with the FOSCL board members and regional and annual meetings are open to include various Friends members throughout South Carolina.

Deliverables

	A	B	C	CH	CI	CJ
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		82	83	84
8		Associated laws		SECTION 60-1-60; SECTION 60-2-10; SECTION 60-2-20; SECTION 60-2-30	SECTION 60-1-60(e); SECTION 60-2-10; SECTION 60-2-20; SECTION 60-2-30	SECTION 60-1-60
9		Does state or federal law specifically require this deliverable?		Yes	No	No
10		Deliverable description		**State Documents Depository-Print:** The South Carolina State Documents Depository provides access to publications produced by state agencies and state-supported academic institutions. These publications provide citizens with crucial information about state government, including statistics, annual accountability reports, and data on a wide variety of topics related to the state. There are currently over 100,800 print state documents in the depository collection.	**Notable Documents Awards**: The Notable State Documents Awards Program began in 1991 to recognize exemplary state publications. Presented annually by the South Carolina State Documents Depository System, the awards recognize notable documents that were released in the previous calendar year. State agency publications received by the State Library qualify to be nominated by depository librarians, State Library staff, or state agency employees. Agency websites and apps also qualify as nominees.	**Meeting Room Space**: The South Carolina State Library is pleased to provide meeting space for your group. Our spaces are available in order of priority to libraries, state government agencies, other library organizations, non-profit groups, and other entities. Per day charges for use of State Library meeting rooms are as follows: o State Agencies: $25.00 o Non-Profit Groups: $50.00 o Other Entities: $100.00
11		Responsible organizational unit (primary)		Library Collections & Services	Library Collections & Services	Library Collections & Services
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To organize a system of depository libraries for state publications to ensure that the publications are readily accessible to the citizens of the State.		
16		Associated performance measure item numbers from the Performance Measures Chart. if any		19	None	None
17						
18		**Customer Details**				
19		Customer description		All residents of South Carolina and state government agencies and staff.	All South Caroloina state government agencies.	Libraries, state government agencies, other library organizations, and non-profit groups.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No
21		Counties served in last completed fiscal year	2018-19	All counties.	All counties.	All counties.
22		Number of customers served	2018-19			
23			2017-18			
24			2016-17			
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Number of documents added to the collection	Number of attendees for awards ceremony	Number of room reservations
28		Number of units provided	2018-19	779	48	36
29			2017-18	700	62	42
30			2016-17	997	67	67
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$18,119.24	$13,792.68	$14,768.37
43	$15,670,900		2017-18	$20,043.67	$11,298.20	$11,504.16
44	$15,316,983		2016-17	$13,127.03	$11,178.16	$11,178.16
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.11%	0.09%	0.09%
47	$15,680,240		2017-18	0.13%	0.07%	0.07%
48	$15,316,504		2016-17	0.09%	0.07%	0.07%
49		Agency expenditures per unit of the deliverable				
50			2018-19	$23.26		
51			2017-18	$28.63		
52			2016-17	$13.17		
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

Deliverables

	A	B	C	CK	CL	CM
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		85	86	87
8		Associated laws		SECTION 60-1-80(d)	SECTION 60-1-80(d)	SECTION 60-1-80(d)
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Day by Day Family Literacy Calendar (Print version)** : The print version South Carolina Day by Day Family Literacy Activity Calendar is designed to be a tool that families, caregivers, educators, and librarians can use at home and in the classroom to further develop early literacy skills that help young children become prepared for and to do better in school. The calendar is available in English and Spanish and can be printed off in PDF format by month or full calendar from the online Day by Day calendar link. Calendars are provided free of charge to libraries and educators who are using them in literacy specific programming. They can also reproduce the information to use for educational purposes.	**Day by Day Family Literacy Calendar (Online version):** The online version of the South Carolina Day by Day Family Literacy Activity Calendar is designed to be a tool that families, caregivers, educators, and librarians can use at home and in the classroom to further develop early literacy skills that help young children become prepared for and to do better in school. 53% of children 3 and 4 years old are not in school. The Day by Day calendar can help them build the early skills they need to become ready to read and ready for school. The "Read to Me" section is the one most accessed each year.	**StoryfestSC** is the statewide summer reading program kickoff for families held in Columbia and organized by the State Library. It is a literacy-focused event exposing families to children's authors and the art of storytelling to foster an excitement for reading. Each year, two award winning authors presented on their work and their story, signed books provided for free by the State Library, and enjoyed a full day of storytelling, readers theatre, music, literacy-based crafts, and entrance into the State Museum. All of South Carolina's public libraries participate in the State Library coordinated summer reading program.
11		Responsible organizational unit (primary)		Statewide Development	Statewide Development	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries (SECTION 60-1-80(d)).	The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries (SECTION 60-1-80(d)).	The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries (SECTION 60-1-80(d)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		20	None	None
17						
18		**Customer Details**				
19		Customer description		Statewide public, literacy service providers, child care providers, parents	Statewide access	General public especially library users and families under 12
20		Does the agency evaluate customer satisfaction?	2018-19	No	*No*	*No*
21		Counties served in last completed fiscal year	2018-19	All	All	All
22		Number of customers served	2018-19			
23			2017-18			24--Kershaw; Lancaster; Lee; Lexington; Newberry; Oconee; Orangeburg; Richland; Spartanburg; Sumter; York; Aiken; Anderson; Beaufort; Barnwell; Berkeley; Calhoun; Clarendon; Darlington; Edgefield; Fairfield; Florence
24			2016-17			33--Greenville; Greenwood; Horry; Kershaw; Lancaster; Laurens; Lee; Lexington; Newberry; Oconee; Orangeburg; Pickens; Richland; Spartanburg; Sumter; York; Aiken; Abbeville; Anderson; Beaufort; Bamberg; Barnwell; Berkeley; Calhoun;Cherokee;Clarendon;Colleton;Darlington;Dorchester; Edgefield;Fairfield;Florence;Georgetown
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Family calendar - total calendars distributed	Website visits	Attendees
28		Number of units provided	2018-19	2,265	23,464	
29			2017-18	8,680	24,231	1,771
30			2016-17	7,199	32,989	2,272
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$48,463.97	$29,146.20	$16,823.86
43	$15,670,900		2017-18	$34,337.64	$25,397.32	$57,305.08
44	$15,316,983		2016-17	$49,796.03	$20,637.21	$109,619.81
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.30%	0.18%	0.10%
47	$15,680,240		2017-18	0.22%	0.16%	0.37%
48	$15,316,504		2016-17	0.33%	0.13%	0.72%
49		Agency expenditures per unit of the deliverable				
50			2018-19	$21.40		
51			2017-18	$3.96		
52			2016-17	$6.92		
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		There was a change in staff and tracking of calendar distribution. We believe the 2018-19 numbers are higher but we are only able to verify what was put in the accountability report. Additionally, we have requested feedback about the calendars in a limited way (survey) and plan to have a significant survey administered in 2020 for additional feedback.	Web content is reviewed on a regular basis by librarians and educators.	StoryfestSC was retired in 2018.We held eight years of successful events placing books in the hands of children, building partnerships of various types of organizations that help this demographic, and kicking off and supporting the summer reading program statewide. We did have some feedback from attendees but not for all years.

Deliverables

	A	B	C	CN	CO	CP
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		88	89	90
8		Associated laws		SECTION 60-1-80(d)	SECTION 60-1-80(d)	SECTION 60-1-60(d); SECTION 60-1-80(d)
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Homework Help Center Pilot Program**: The South Carolina State Library launched a Homework Help Center pilot program in selected counties in South Carolina. Ten locations were chosen and libraries were given the opportunity to create a program that would serve students needing to complete school assignments, provide afterschool homework assistance, and expand internet connectivity, most especially in rural areas. Each library created a project related to the needs of the library and community. State Library LSTA funds were used in conjunction with a one-time grant from K-12 Technology Committee. MiFi hot spots were distributed in all of the ten counties. Services for the 150 devices was provided for the second year of the project. However, two of the counties who originally participated changed. A third year of the project will focus on consulting services from the State Library to assist with their training, marketing, and distribution needs.	**Literacy 2030**: This project began as a local collective and rebranded as a statewide literacy initiative in 2014 under the name Literacy 2030, signifying the move towards 100% literacy statewide by 2030. The State Library took over the administration of the project in 2014, focusing counties and communities in South Carolina and uniting stakeholders to support libraries in their efforts to be a convener and partner for literacy efforts in the state. The State Library engaged The Research, Evaluation, and Measurement (REM) Center located at USC's College of Education with lead researcher Dr. Leigh D'Amico to plan, implement, and evaluate the statewide Literacy 2030 initiative and facilitate effective planning processes to engage local libraries in key areas of literacy development. This multi-year process focuses developing a systematic, integrated approach to improve literacy in the following four focus areas: Early Literacy (Family Literacy), Grade-level Literacy, Teen Literacy, and Adult Literacy/Digital Literacy. Upon completion of the four service groups review, there will be a master plan written which can provide guidance to how we can improve the literacy rates statewide though the efforts of libraries, the State Library, and other partners.	**SC Read Eat Grow - Events:** South Carolina Read Eat Grow is a statewide initiative designed to assist the public libraries in offering food literacy programming of all kinds. We developed a booklist with title recommendations for all ages, several circulating kits, detailed elsewhere, and have provided workshops and other trainings to facilitate this learning. To kick it all off, we hosted a Summit on September 26th at the Columbia Metropolitan Convention Center with over 120 people in attendance. This included cookbook author Ed Lee, children's book illustrator Lizzy Rockwell, and many of our partner agencies including DHEC, the State Farm Bureau, the Lowcountry Food Bank, and Clemson Youth Extension. We highlighted a number of programs that the public libraries had done throughout the year, shared best practices, and allowed plenty of time for discussion and informal learning experiences.
11		Responsible organizational unit (primary))		Statewide Development	Statewide Development	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries (SECTION 60-1-80(d)).	The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries (SECTION 60-1-80(d)).	The purpose of this service is to provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State (SECTION 60-1-60(d)). The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries
16		Associated performance measure item numbers from the Performance Measures Chart. if any		29	None	None
17						
18		**Customer Details**				
19		Customer description		Public libraries	Statewide	Public library staff and partner agencies
20		Does the agency evaluate customer satisfaction?	2018-19	*No*	*No*	yes
21		Counties served in last completed fiscal year	2018-19	Charleston, Clarendon, Colleton, Dillon, Florence, Georgetown, Horry, Beaufort, Orangeburg, and Union	All	Berkeley, Oconee, Dorchester, Anderson, Lexington, Union, richland, orangeburg, Horry, York, Chesterfield, Kershaw, Edgefield, Calhoun, Lancaster, Spartanburg. Clarendon, Georgetown, Laurens, Charleston, Aiken, Sumter, Marion
22		Number of customers served	2018-19	10	N/A	120
23			2017-18		0?	0
24			2016-17		0?	0
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Devices distributed	Year of Research	One event
28		Number of units provided	2018-19	195	3	1
29			2017-18			
30			2016-17			
31		Does law prohibit charging the customer for the deliverable?	2018-19		No	
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$177,603.14	$104,146.20	$14,543.36
43	$15,670,900		2017-18	$50,945.66	$24,397.32	$14,546.65
44	$15,316,983		2016-17	$20,637.21	$58,137.21	$20,597.46
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	1.10%	0.64%	0.09%
47	$15,680,240		2017-18	0.32%	0.16%	0.09%
48	$15,316,504		2016-17	0.13%	0.38%	0.13%
49		Agency expenditures per unit of the deliverable				
50			2018-19		$34,715.40	$14,543.36
51			2017-18		Insufficient data provided.	Insufficient data provided.
52			2016-17		Insufficient data provided.	Insufficient data provided.
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		There are reports from each of the libraries that received grant funds from the State Library for their project.	South Carolina State Library and the Research, Evaluation, and Measurement (REM) Center within the College of Education at University of South Carolina are partnering on a multi-year approach to create awareness and support the goals of the Literacy 2030 initiative. This partnership is designed to support libraries in becoming a convening voice in the state of South Carolina around literacy. Information, resources, and support will be provided to libraries to serve as community catalysts related to four types of literacy: 1) early literacy, 2) grade-level literacy, 3) teen literacy, and 4) adult literacy. In Years 1 and 2, focus was on the development of an overarching plan related to the literacy needs aligned to library systems/programs as well as a focus on early literacy. Work in Years 1-2 included surveying library directors and key personnel, developing an interactive data website featuring key data points related to the four areas of literacy, holding regional planning meetings in four locations (Charleston, Columbia, Florence, and Spartanburg), developing Promising Practices related to the four areas of literacy, exploring IMLS funding for libraries as community anchors/catalysts, and analyzing data collected by State Library related to programming. Work in Year 3 related to grade-level literacy and included updating the Literacy 2030 website, developing and implementing a series of webinars focused on grade-level literacy, training and implementation of Harwood Institute Framework as an overarching structure for work with libraries, and development of ideas to secure additional funds to assist libraries in carrying out work related to innovative literacy strategies and practices. In Year 4 (2019-2020), the plan will move to focus on 1) improving the website to be a source of information for four areas of literacy, 2) better understanding and responding to needs related to grade-level literacy that began in Year 3, 3) piloting approaches or projects through IMLS funding or other funding sources, and 2) focusing on teen literacy as the next target area in the multi-year project.	This event took place in September 2019, technically outside the relevant fiscal year.

Deliverables

	A	B	C	CQ	CR	CS
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		91	92	93
8		Associated laws		SECTION 60-1-60(d); SECTION 60-1-80(d)	SECTION 60-1-60(d); SECTION 60-1-80(d)	SECTION 60-1-60(d); SECTION 60-1-80(d)
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**SC Read Eat Grow - Training**: It was important for state library staff to have the best possible training to support the new statewide food literacy initiative Read Eat Grow. Key staff who would be managing the Charlie Cart and Kitchen in a Box kits, providing food demonstrations for public library staff, and presenting at conferences, took the ServSafe Food Manager all day certification training, and have attended numerous online webinars on topics ranging from nutrition to budget cooking to food safety. These staff members have also provided safety and food demonstrations for the rest of the state library staff so they are prepared to talk about the initiative and all of the many literacy connections within the project. Staff training will continue as the project grows and changes according to the needs and interests of the public libraries and their patrons.	**SC Read Eat Grow - Kitchen in a Box**: to assist the public libraries in offering food literacy programming as part of the Read Eat Grow initiative, the State Library developed circulating Kitchen in a Box kits. Designed for smaller spaces where having the Charlie Cart mobile kitchen is unfeasible, these kits contain measuring cups and spoons, mixing bowls, cutting mats, and a variety of other kitchen supplies needed to host programs about healthy cooking and sustainable living. First added to the kit collection in February of 2019, the three kits circulated eight times before the end of the fiscal year.	**SC Read Eat Grow - Charlie Carts**. The Charlie Cart mobile kitchen unit is the key piece in the Read Eat Grow statewide initiative. This cart, designed to be used in spaces that do not have access to a full kitchen and popular in schools, farmers markets and public libraries around the nation, has been very popular across the state of South Carolina. Delivered to the State Library in October of 2018, it was used to train both state and public library staff, taken out to public libraries for staff day demonstrations, and then put on a regular circulating schedule in May of 2019. Since then the Charlie Cart has visited ten counties in all corners of the state, and been a part of at least 40 programs for library patrons. Programs provided include Cooking on a Budget, Healthy Snacks for Tweens, Corn from Plant to Tortillas, and Muffin Making for the Family. This mobile kitchen makes it possible for libraries to provide programming that is timely and relevant to their communities, and to address the real life needs of their patrons in a meaningful way.
11		Responsible organizational unit (primary)		Library Development	Library Development	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of this service is to provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State (SECTION 60-1-60(d)). The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries	The purpose of this service is to provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State (SECTION 60-1-60(d)). The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries	The purpose of this service is to provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State (SECTION 60-1-60(d)). The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries
16		Associated performance measure item numbers from the Performance Measures Chart. if any		15; 16	None	None
17						
18		**Customer Details**				
19		Customer description		State Library Staff	public library staff; library patrons	public library staff; library patrons
20		Does the agency evaluate customer satisfaction?	2018-19	yes	no	yes
21		Counties served in last completed fiscal year	2018-19	Lexington, Richland, Orangeburg, York, Lancaster, Dorchester, Union, Berkeley, Greenville, Spartanburg, Chesterfield, Kershaw, Horry	Horry, York, Dorchester, Lexington, Florence	Dorchester, Horry
22		Number of customers served	2018-19	38	programming number unknown	programming number unknown
23			2017-18	0	programming number unknown	programming number unknown
24			2016-17	0	programming number unknown	programming number unknown
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		One training	one kit	one cart
28		Number of units provided	2018-19	1	4	2
29			2017-18		0	0
30			2016-17		0	0
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$16,948.58	$14,543.36	$25,998.97
43	$15,670,900		2017-18	$14,546.65	$14,546.65	$14,546.65
44	$15,316,983		2016-17	$16,040.99	$17,239.04	$16,040.99
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.10%	0.09%	0.16%
47	$15,680,240		2017-18	0.09%	0.09%	0.09%
48	$15,316,504		2016-17	0.10%	0.11%	0.10%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				The cart was only used in two libraries before the end of the relevant fiscal year.

Deliverables

	A	B	C	CT	CU	CV
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		94	95	96
8		Associated laws		SECTION 60-1-60(d); SECTION 60-1-80(d)	SECTION 60-1-60(d); SECTION 60-1-80(d)	SECTION 60-1-60(d); SECTION 60-1-80(d)
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**SC Read Eat Grow - Cooking Matters**: As the Read Eat Grow statewide food literacy initiative took shape, one obvious partner was Cooking Matters from Share Our Strength. This program is administered in South Carolina through three different organizations – the Lowcountry Food Bank, Clemson Youth Extension, and the Department of Health and Environmental Control (DHEC). This program, offered in Title 1 communities, offers free cooking classes for families, youth, and seniors, as well as groceries to take home during the six week session and is backed by strong research to show behavioral change in the families that attend and graduate the program. Rebecca Antill was offered the opportunity to become a certified culinary instructor for the Cooking Matters program through the Lowcountry Food Bank and volunteered to teach several sessions within the local libraries, promoting a strong partnership between the Charleston County Public Library, the Dorchester County Public Library and the Food Bank that continues to thrive. Rebecca assisted with Cooking Matters family sessions from October through November 2018 in Monck's Corner, a class for seniors from January through February of 2019 in St George, and a family session in June 2019 in North Charleston.	**ReadSC/The South Carolina Center for the Book**: This program officially began in 1996. We celebrate our rich literary heritage, bringing public attention to the importance of books, writers, and reading.	**ReadSC - Speaker at the Center / Authors of SC:** Authors of SC (formerly known as Speaker at the Center) is a series hosted by ReadSC, the South Carolina Center for the Book, and celebrates South Carolina's rich literary heritage. Authors of SC provides local authors the opportunity to connect with other South Carolinians to discuss and sell their most recently published works. These events are free and open to the public taking place at libraries and cultural institutions across South Carolina.
11		Responsible organizational unit (primary)		Library Development	Statewide Development	Statewide Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of this service is to provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State (SECTION 60-1-60(d)). The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries	The purpose of this service is to provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State (SECTION 60-1-60(d)). The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries	The purpose of this service is to provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State (SECTION 60-1-60(d)). The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	None	None
17						
18		**Customer Details**				
19		Customer description		state library staff, public library staff, general public	Statewide public	Statewide public - primarily adults/seniors
20		Does the agency evaluate customer satisfaction?	2018-19	no	No	Yes
21		Counties served in last completed fiscal year	2018-19	Berkeley, Dorchester, Charleston	All	All
22		Number of customers served	2018-19	programming number unknown		193
23			2017-18	0		59
24			2016-17	0		147
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		one class		Program
28		Number of units provided	2018-19	18		9
29			2017-18	0		11
30			2016-17	0		11
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$14,894.32	$31,861.79	$29,496.74
43	$15,670,900		2017-18	$14,546.65	$24,397.32	$24,397.32
44	$15,316,983		2016-17	$16,040.99	$20,637.01	$20,637.21
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.09%	0.20%	0.18%
47	$15,680,240		2017-18	0.09%	0.16%	0.16%
48	$15,316,504		2016-17	0.10%	0.13%	0.13%
49		Agency expenditures per unit of the deliverable				
50			2018-19		Insufficient data provided.	
51			2017-18		Insufficient data provided.	
52			2016-17		Insufficient data provided.	
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

The contents of this chart are considered sworn testimony from the agency director.

Deliverables

	A	B	C	CW	CX	CY
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		97	98	99
8		Associated laws		SECTION 60-1-60(d); SECTION 60-1-80(d)	SECTION 60-1-60(d); SECTION 60-1-80(d)	SECTION 60-1-60(d); SECTION 60-1-80(d)
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**ReadSC - Literary Landmark Designation Program**: United for Libraries Literary Landmarks are historic designations for special locations connected with a deceased literary figure, author or his or her work. Dedication of the plaques includes an unveiling ceremony and are listed on a national registery for places of historic and/or culture significance.	**ReadSC - First Novel Project / SC Novel Prize** - Partnership with Arts Commission: The SC Novel Prize (formerly First Novel Project) is awarded to a South Carolina author for exceptional work as judged by a group of anonymous panelists by the SC Arts Commission. The State Library purchases copies of the winners book to be provided to every public library branch in the state.	**ReadSC - Read-In**: Read-In is SC's Premier Children's Reading Event, sponsored by the South Carolina State Library and the South Carolina Association of School Librarians, that lets students show why kids who read succeed. The event includes a parade to and brief program at the State House.
11		Responsible organizational unit (primary)		Statewide Development	Statewide Development	Statewide Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of this service is to provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State (SECTION 60-1-60(d)). The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries	The purpose of this service is to provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State (SECTION 60-1-60(d)). The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries	The purpose of this service is to provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State (SECTION 60-1-60(d)). The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	None	None
17						
18		**Customer Details**				
19		Customer description		Statewide public	Statewide public, primarily adults	Children k4-12th grade and their supervisors/guardians/caretakers
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No
21		Counties served in last completed fiscal year	2018-19	Clarendon; Greenwood	All	All
22		Number of customers served	2018-19	150		3,067
23			2017-18	75		2,345
24			2016-17	125		2,000
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Literary Landmark plaque	Winning author's published book	Children's Reading Event
28		Number of units provided	2018-19	2	300	0
29			2017-18	1	0	1
30			2016-17	0	200	1
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$30,846.20	$32,146.20	$37,613.70
43	$15,670,900		2017-18	$25,197.32	$27,397.32	$28,259.64
44	$15,316,983		2016-17	$20,637.21	$20,637.21	$20,637.21
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.19%	0.20%	0.23%
47	$15,680,240		2017-18	0.16%	0.17%	0.18%
48	$15,316,504		2016-17	0.13%	0.13%	0.13%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		This program, hosted by the SC Arts Commission, takes place every other year, the last author was awarded in the FY 2016-2017, so there is no data for FY 2017-2018; the FY 2019-2020 winner has not yet been announced.	This program, hosted by the SC Arts Commission, takes place every other year, the last author was awarded in the FY 2016-2017, so there is no data for FY 2017-2018; the FY 2019-2020 winner has not yet been announced.	Event cancelled in 2018-2019 due to inclement weather, but more than 3000 students registered.

Deliverables

	A	B	C	CZ	DA	DB
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		100	101	102
8		Associated laws		SECTION 60-1-60(d); SECTION 60-1-80(d)	SECTION 60-1-60(d)	SECTION 60-1-130; SECTION 60-1-140 (d)
9		Does state or federal law specifically require this deliverable?		No	No	Yes
10		Deliverable description		**ReadSC - Let's Talk About It Series (Kit Lending)**: Let's Talk About It is a book discussion series centered on themes ranging from women's autobiography to the cultural importance of South Carolina's literary heritage. It is funded by the SC Humanities and coordinated with assistance from the South Carolina State Library.	**StudySC:** This website is loaded with web resources for K-12 homework help, projects, and more. It also provides teachers with lesson plans and other content to support classroom activities. Created by the South Carolina State Library, StudySC is arranged by grade level and subject area, and it meets South Carolina-specific curriculum standards. Whether students are looking for artist biographies or Native American tribes and Civil War timelines, they can find the information they need quickly	**interlibrary Loan (ILL)-Borrowing**: The South Carolina State Library is able to request books, journal articles, and othe materials from other libraries, both public and academic from across the country and internationally. This service allows for an item to be sent to the State Library from another library for a State Library patron to check out. Available to all cardholders.
11		Responsible organizational unit (primary)		Statewide Development	Library Collections and Services	Library Collections and Services
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of this service is to provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State (SECTION 60-1-60(d)). The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries	To provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State;	To 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.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	24	47
17						
18		**Customer Details**				
19		Customer description		Statewide public - primarily adults	All students in South Carolina with Internet access.	All State Library cardholders. Any resident of South Carolna can obtain a State Library card.
20		Does the agency evaluate customer satisfaction?	2018-19	Yes	No	No
21		Counties served in last completed fiscal year	2018-19	Greenville; Horry; Lexington; Pickens; Richland	All counties.	All counties.
22		Number of customers served	2018-19	754		
23			2017-18	639		
24			2016-17	721		
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Class set of a book series, including reading guide	Number of page views.	Number of items borrowed via ILL for State Library patrons
28		Number of units provided	2018-19	14	208,354	122
29			2017-18	7	194,528	80
30			2016-17	9	122,559	78
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$30,349.40	$25,762.87	$14,868.36
43	$15,670,900		2017-18	$24,397.32	$20,580.31	$14,546.65
44	$15,316,983		2016-17	$20,637.21	$17,070.09	$17,493.17
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.19%	0.16%	0.09%
47	$15,680,240		2017-18	0.16%	0.13%	0.09%
48	$15,316,504		2016-17	0.13%	0.11%	0.11%
49		Agency expenditures per unit of the deliverable				
50			2018-19		$0.12	$121.87
51			2017-18		$0.11	$181.83
52			2016-17		$0.14	$224.27
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		For FY 2018-2019, we switched to a more accurate tracking and distribution system (KitKeeper)		

Deliverables

	A	B	C	DC	DD	DE
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		103	104	105
8		Associated laws		SECTION 60-1-60(d)	SECTION 60-1-60(d)	SECTION 60-1-80 (d)
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Rare Book Collection**: The collection is comprised of rare, fragile, oversized, and special items of the SCSL Collections, and it includes approximately 2,000 items, ranging from political speeches and periodicals to historical scientific works and literature. Half of the Rare Book collection comes from the personal library of A.S. Salley, Jr., South Carolina's first Historian and Archivist.	**Grants Research Collection**: The South Carolina State Library is a Funding Information Network partner of the Foundation Center. The Grants Research Collection at the South Carolina State Library is designed to assist nonprofit organizations and individuals seeking grant funding from private and corporate foundations and government agencies. The Collection includes resources for finding foundation and government grant programs, the grantseeking and proposal writing process, nonprofit organization management, and general fund raising strategies. Individual sessions with the Public Services Librarian that specializes in grants assistance is available to the public and can be scheudled by appointment or by walk in.	**Young Minds Dreaming Poetry Contest -** Young Minds Dreaming Poetry Contest - Young The Young Minds Dreaming Poetry Contest is accessible to all South Carolina students, grades 3rd-12th. This contest encourages critical thinking, inspires originality and creativity, and allows students the freedom to explore the joy and power of words through poetry.
11		Responsible organizational unit (primary)		Library Collections and Services	Library Collections and Services	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To maintain appropriate collections of library materials in any format considered necessary to supplement the collections of other libraries in the State and to meet the research and informational needs of the General Assembly, state officers and agencies, and state government employees; To provide for the citizens of the State specialized library services and materials	To maintain appropriate collections of library materials in any format considered necessary to supplement the collections of other libraries in the State and to meet the research and informational needs of the General Assembly, state officers and agencies, and state government employees; To provide for the citizens of the State specialized library services and materials	The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries (SECTION 60-1-80(d)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	41	None
17						
18		**Customer Details**				
19		Customer description		Available to pulbic for in-house use.	Available to the public.	Students in grades 3-12 statewide
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	
21		Counties served in last completed fiscal year	2018-19	All counties.	All	Abbeville; Aiken; Anderson; Barnwell; Beaufort; Berkley; Calhoun; Charleston; Dorchester; Georgetown; Greenville; Greenwood; Horry; Kershaw; Lancaster; Lexington; Newberry; Oconee; Orangeburg; Richland; Fairfield; Saluda; Spartanburg; Sumter; York
22		Number of customers served	2018-19			
23			2017-18			
24			2016-17			
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Number of items in rare books collection.	Number of individual grants assitance sessions.	Number of entries
28		Number of units provided	2018-19	1,684	39	511
29			2017-18		35	493
30			2016-17		27	325
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$15,867.40	$14,793.36	$30,600.01
43	$15,670,900		2017-18	$14,871.65	$14,796.65	$14,546.65
44	$15,316,983		2016-17	$22,352.89	$16,290.99	$16,040.99
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.10%	0.09%	0.19%
47	$15,680,240		2017-18	0.09%	0.09%	0.09%
48	$15,316,504		2016-17	0.15%	0.11%	0.10%
49		Agency expenditures per unit of the deliverable				
50			2018-19	$9.42	$379.32	
51			2017-18	Insufficient data provided.	$422.76	
52			2016-17	Insufficient data provided.	$603.37	
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

Deliverables

	A	B	C	DF	DG	DH
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		106	107	108
8		Associated laws		SECTION 60-1-60(b)(d)	SECTION 60-1-60	SECTION 60-1-60
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Library Cards:** South Carolina residents over 18 are eligible to apply for a free library card and may borrow circulating materials from our collections and access electronic resources such as Ebooks and newspaper databases.. The South Carolina State Library maintains an extensive print collection of materials published about South Carolina. Some of these collections also provide access to digitized copies in the public domain. A State Libray card also gives cardholders access to the shared catalog holdings of 20 SCLENDS member public library systems in the state. As a result of the libraries' partnership, State Library cardholders have access to over 2.75 million items.	**LibraryVoicesSC Podcasts**: The main LibraryVoicesSC podcast explores all things libraries, promotes the resources and services of the South Carolina State Library and other libraries in SC, and explores how libraries partner with other organizations in the state. Included in the podcast is an additional series called BibliObservatory. It is a bilingual podcast and in the first episode, Caroline Smith, South Carolina State Library Inclusive Services Consultant, interviews co-host of the series, Ivette Villarreal, who searches the connection between people's favorite books or childhood stories and how those stories define their lives. Many of the episodes are also be provided in Spanish. More recent episodes also have a downloadable transcript for those who are unable to listen to the podcast.	**Library Signage Audits:** these audits are provided as a free consulting service to public and academic libraries statewide. A library signage audit is not only an audit of the library's signs, but it may also relate to the library's internal and external image including printed materials, customer service, grounds, and community perceptions. During the signage audit, photographs are taken of most of the library's signs. Later, a visual report is created with a list of what the is doing well and recommendations for what to change. The report may be used to look more closely at each library's signage and make decisions about the type of signage that may be best suited to that community's needs.
11		Responsible organizational unit (primary)		Library Collections and Services	Communications	Communications
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To maintain appropriate collections of library materials in any format considered necessary to supplement the collections of other libraries in the State and to meet the research and informational needs of the General Assembly, state officers and agencies, and state government employees. To provide for the citizens of the State specialized library services and materials		
16		Associated performance measure item numbers from the Performance Measures Chart. if any		93	34	39
17						
18		**Customer Details**				
19		Customer description		All South Carolina residents over the age of 18.	Anyone with access to the internet.	Public and academic libraries in South Carolina
20		Does the agency evaluate customer satisfaction?	2018-19	No	Yes	No
21		Counties served in last completed fiscal year	2018-19	All counties.	All	Greenwood, Darlington, Florence, Charleston
22		Number of customers served	2018-19		3,200	4
23			2017-18		3,845	19
24			2016-17		N/A	N/A
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Number of State Library cards issued.	A downloaded episode	Audit Report
28		Number of units provided	2018-19	761	3,200	33
29			2017-18	825	3,845	40
30			2016-17	757	0	0
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$48,165.34	$40,616.09	$40,508.09
43	$15,670,900		2017-18	$54,729.27	$53,854.28	$54,351.18
44	$15,316,983		2016-17	$56,587.57	$54,075.51	$55,128.84
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.30%	0.25%	0.25%
47	$15,680,240		2017-18	0.35%	0.34%	0.35%
48	$15,316,504		2016-17	0.37%	0.35%	0.36%
49		Agency expenditures per unit of the deliverable				
50			2018-19		$12.69	
51			2017-18		$14.01	
52			2016-17		Insufficient data provided.	
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)			Episodes have been downloaded from Spain, France, Japan, Canada, Germany, Australia, the UK and other countries. From February 2018 to February 2020, there have been 6,266 downloads in the US accounting for 91% of all episodes downloaded. Curtomer satisfaction is in the form of online comments via the website at http://libraryvoices.podbean.com/	

Deliverables

	A	B	C	DI	DJ	DK
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		109	110	111
8		Associated laws		SECTION 60-1-60	SECTION 60-1-60	SECTION 60-1-60(d); SECTION 60-1-80(d)
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Literacy Therapy Dog Program**: The South Carolina State Library provides dog therapy literacy sessions to libraries, schools, hospitals, and other organizations to promote reading, literacy, and the services and programs of the South Carolina State Library. Ellen Dunn, Public Information Coordinator, along with Katie, her Australian Shepherd, coordinates the project.	**SC Government Social Media Idea Exchange**: This is an online group for those in SC Local, State, and Federal Government who are currently using or interested in using social media tools to promote and market services and events to the citizens of SC. In-person meetings take place 3-4 times a year. The Library also hosts the Facebook group which currently has over 260 members.	**Circulating Kits:** These kits contain everything needed to host a library program. They are intended for hands-on interaction for all ages, although some kits are more appropriate for certain age groups. We offer a number of circulating kits for libraries to use that include Legos, Kitchen-in-a-Box, Board Games, DIY Escape Rooms, Bilingual Storytimes, Virtual Reality, Let's Talk About It book kits, and many more.
11		Responsible organizational unit (primary)		Communications	Communications	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?				The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries (SECTION 60-1-80(d)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	None	28
17						
18		**Customer Details**				
19		Customer description		Libraries, schools, retirement/nursing facilities	SC Local, State, and Federal Government employees	
20		Does the agency evaluate customer satisfaction?	2018-19	No	yes	
21		Counties served in last completed fiscal year	2018-19	Richland, Lexington, Kershaw, Georgetown, Pickens,	Richland, Lexington	
22		Number of customers served	2018-19	52	60	
23			2017-18	N/A	60	
24			2016-17	N/A	60	
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Site visit	Onsite workshop/meeting	one kit
28		Number of units provided	2018-19	52	3	270
29			2017-18	0	3	88
30			2016-17	0	3	19
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$42,276.18	$42,586.09	$27,211.79
43	$15,670,900		2017-18	$53,746.28	$53,746.28	$36,516.38
44	$15,316,983		2016-17	$54,075.51	$54,075.51	$31,040.99
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.26%	0.26%	0.17%
47	$15,680,240		2017-18	0.34%	0.34%	0.23%
48	$15,316,504		2016-17	0.35%	0.35%	0.20%
49		Agency expenditures per unit of the deliverable				
50			2018-19			$100.78
51			2017-18			$414.96
52			2016-17			$1,633.74
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)			Customer satisfaction is in the form of session evaluations after each in-person meeting/workshop. We generally have 15-25 people attend each onsite session.	

Deliverables

	A	B	C	DL	DM	DN
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		112	113	114
8		Associated laws		SECTION 60-1-60(d); SECTION 60-1-80(d)	SECTION 60-1-60(d); SECTION 60-1-80(d)	SECTION 60-1-60(d); SECTION 60-1-80(d)
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Circulating Kits - NASA**: Kits in this category, directly funded by a NASA grant, include NASA Kits #1 and #2, three circulating telescopes, a portable planetarium, and the LittleBits Base Inventor Mars Rover set. These items were purchased to support programming for the 2019 Collaborative Summer Library Program theme of "A Universe of Stories". They encourage library patrons to study earth and space science, to explore the stars, and to have a fun hands' on experience with STEM learning.	**Circulating Kits - Tech**: Kits in this category include items such as Robotics, Circuitry, Drones, and a LEGO WeDo Classroom set. These kits allow children of all ages to learn real world skills such as coding and computer programming. One public library brought patrons in to experience flying a drone, and discussed all the ways that drones are used in agricultural careers, thus making a connection to possible career fields. We have robotics that are appropriate for preschoolers to play with and learn concepts such as Computational Thinking, and advanced robotics for middle school students to learn coding.	**Circulating Kits - Gaming**: Kits in this category include an Xbox One, Nintendo Switch with Labo accessories, two PlayStation 4 with Virtual Reality accessories, and several older gaming stations. These kits encourage social emotional learning, especially among teenagers, but are also used by the public libraries for adult programs. Although we often think that everyone has this gaming equipment at home, many of our rural and low-income areas served by the public libraries do not have access to such items. Libraries who borrow these kits provide a safe and welcoming space for patrons to come together and share a learning experience, while building community and personal capacity.
11		Responsible organizational unit (primary)		Library Development	Library Development	Library Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries (SECTION 60-1-80(d)).	The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries (SECTION 60-1-80(d)).	The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries (SECTION 60-1-80(d)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		28	28	28
17						
18		**Customer Details**				
19		Customer description		public library staff and patrons; school librarians and students	public library staff and patrons; school librarians and students	public library staff and library patrons; school librarians and students
20		Does the agency evaluate customer satisfaction?	2018-19	no	no	no
21		Counties served in last completed fiscal year	2018-19	Lexington, Greenwood, Charleston, Dorchester, Laurens, Sumter, Horry	Aiken, Allendale, Anderson, Beaufort, Berkeley, Charleston, Darlington, Dorchester, Georgetown, Greenville, hampton, Horry, Jasper, Kershaw, Lancaster, Laurens, Lexington, Marion, Pickens, Richland, Saluda, Spartanburg, Sumter	Abbeville, Anderson, Beaufort, Charleston, Darlington, Dorchester, Fairfield, Florence, Greenville, Hampton, Horry, Lancaster, Lexington, Pickens, Richland, Saluda, Williamsburg, York.
22		Number of customers served	2018-19	programming number unknown	Programming number unknown	programming number unknown
23			2017-18	programming number unknown	Programming number unknown	programming number unknown
24			2016-17	programming number unknown	Programming number unknown	programming number unknown
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		one kit	one kit	one kit
28		Number of units provided	2018-19	11	95	59
29			2017-18	0	41	21
30			2016-17	0	5	10
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$16,687.24	$18,774.36	$14,543.36
43	$15,670,900		2017-18	$14,546.65	$27,301.91	$18,391.56
44	$15,316,983		2016-17	$16,040.99	$24,255.99	$16,040.99
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.10%	0.12%	0.09%
47	$15,680,240		2017-18	0.09%	0.12%	0.12%
48	$15,316,504		2016-17	0.10%	0.16%	0.10%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)			Numbers increased due to adding kits and using circulation system	Numbers increased due to adding kits and using circulation system.

Deliverables

	A	B	C	DO	DP	DQ
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		115	116	117
8		Associated laws		SECTION 60-1-60(d); SECTION 60-1-80(d)	SECTION 60-1-60(d); SECTION 60-1-80(d)	SECTION 60-1-80(d)
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Circulating Kits – Storytime**: Kits in this category include three Bilingual Storytime kits, Puppets, a portable puppet stage, and kits with various movement and music props to add interactive elements to a storytime program. Many school librarians also borrow the puppetry kits and the puppet stage to use with students – the puppet stage is remarkably lightweight and easy to set up and tear down in order to move between classrooms or programming rooms. The props, such as parachutes, colored scarves, shaker eggs and color sorted bean bags, allow public library staff to add a hands' on element for children with sensory needs, or to simply have a new experience for all.	**Circulating Kits - Educational**: Kits in this category include items such as KEVA planks, Skill Toys, LEGOs of all sizes, and button makers. These items are frequently used in partnership with school librarians to present STEM learning in a new and interactive manner. Children enjoy building structures with the KEVA Planks or creating obstacles courses for marbles. The LEGO DUPLOs kit contains a set of "emotion faces" specifically designed to prompt conversations about feelings and other Social-Emotional learning opportunities.	**Supporting Librarians' Roles In Emergencies and Natural Disasters**: Libraries' information and community services take on heightened importance during emergencies and natural disasters. Following devastating flooding and hurricanes in South Carolina and Texas, a team from University of South Carolina's School of Library and Information Science and the South Carolina State Library has taken a more concentrated interest to provide emergency preparedness, communication, and health resources to help libraries and partner agencies better plan for various disasters. LIS programs and cooperative organizations and agencies can strengthen librarians' abilities to respond in times of crisis. The very initial part of this project was an article on the topic after Hurricane Katrina, around 2006, and the next set of data gathering efforts took place after the historic 2015 floods in South Carolina and hurricanes in 2016-17 before the work in Houston and Hurricane Harvey.
11		Responsible organizational unit (primary)		Library Development	Library Development	Statewide Development
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries (SECTION 60-1-80(d)).	The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries (SECTION 60-1-80(d)).	The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries (SECTION 60-1-80(d)).
16		Associated performance measure item numbers from the Performance Measures Chart. if any		28	28	None
17						
18		**Customer Details**				
19		Customer description		Public library staff and library patrons; school librarians and students	Public library staff and library patrons; school librarians and students	All libraries, Library and Information Science education programs
20		Does the agency evaluate customer satisfaction?	2018-19	no	no	No
21		Counties served in last completed fiscal year	2018-19	Horry, Kershaw, Sumter, Dorchester, Lexington	Aiken, Anderson, Beaufort, Berkeley, Charleston, Cherokee, Chester, Dorchester, Fairfield, Greenville, Greenwood, Horry, Kershaw, Lancaster, Laurens, lexington, Marion, Pickens, Richland, Saluda, Spartanburg, York.	All
22		Number of customers served	2018-19	Programming number unknown	programming number unknown	
23			2017-18	Programming number unknown	programming number unknown	
24			2016-17	Programming number unknown	programming number unknown	Beaufort, Charleston, Berkeley, Horry, Marion, Williamsburg, Orangeburg
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		One kit	One kit	Research responses (survey, focus group, interviews)
28		Number of units provided	2018-19	6	99	52
29			2017-18	0	26	25
30			2016-17	0	4	84
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$14,807.06	$14,543.36	$32,900.73
43	$15,670,900		2017-18	$16,173.32	$16,944.25	$24,397.32
44	$15,316,983		2016-17	$35,225.84	$18,991.30	$20,637.21
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.09%	0.09%	0.20%
47	$15,680,240		2017-18	0.10%	0.11%	0.16%
48	$15,316,504		2016-17	0.23%	0.12%	0.13%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		Numbers increased due to adding kits and using circulation system.	Numbers increased due to adding kits and using circulation system.	The research team is in the process of a few different parts of the project. The first is to finish analyzing the data which we received from the Houston site visit with prior data received. The second is the submission of an article to "The Journal of Consumer Health on the Internet." The third is that sessions or poster sessions have been proposed to several conferences to present findings. The fourth item is a research grant proposal to IMLS to continue data gathering on other disasters. All of this will benefit the entire state as we continue to develop training and programming that relates to the outcomes.

Deliverables

	A	B	C	DR	DS	DT
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		118	119	120
8		Associated laws		SECTION 60-1-60	SECTION 60-1-60 (b)	SECTION 60-1-60 (b)(d)
9		Does state or federal law specifically require this deliverable?		No	Yes	Yes
10		Deliverable description		**Certified Public Manager Program Assistance**: The South Carolina State Library provides research and information services on work-related subjects for Certified Public Manager students. The Certified Public Manager (CPM) program is an 18-month management development program accredited by the National COM Consortium and has been offered through the Budget & Control Board since 1996. The program provides training and on the job learning in problem solving, human resource development, and innovative management practices. Completion of the program requires a written report by each participant. Approximately 600 final reports are currenlty in the South Carolina State Documents Depository.	**State Legislator Resources:** This is an online resource guide that is designed to be used by both state legislators and legislative staff and is divided into major categories: Demographics; Education; Health; Crime; Taxes and Revenue; Voter Registrations; and Commerce and Workforce.	**Public First Floor:** The main floor of the South Carolina State Library is open to the public Monday through Friday, 8:30am-5:00pm. The State Library offers free WiFi to visitors along with quiet areas for work or study. The Library also provides access to newspapers from across the state as well as magazines with a South Carolina focus. Public Services Librarians staff an Information Desk and are available to answer questions and retrieve library materials for checkout or in-house use.
11		Responsible organizational unit (primary)		Library Collections and Services	Library Collections and Services	Library Collections and Services
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To maintain appropriate collections of library materials in any format considered necessary to supplement the collections of other libraries in the State and to meet the research and informational needs of the General Assembly, state officers and agencies, and state government employees.	To maintain appropriate collections of library materials in any format considered necessary to supplement the collections of other libraries in the State and to meet the research and informational needs of the General Assembly, state officers and agencies, and state government employees.	To maintain appropriate collections of library materials in any format considered necessary to supplement the collections of other libraries in the State and to meet the research and informational needs of the General Assembly, state officers and agencies, and state government employees. To provide for the citizens of the State specialized library
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	44	32
17						
18		**Customer Details**				
19		Customer description		Participants in the Certified Public Managers program and nayone with Internet access.	State legislators and their staff and anyone else with Internet access.	The first floor of the public library is open to the general public.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No
21		Counties served in last completed fiscal year	2018-19	All counties.	All counties.	All counties.
22		Number of customers served	2018-19		69	
23			2017-18		62	
24			2016-17		135	
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Number of final CPM projects added to State Documents Depository	Number of pageviews.	Visitors to library
28		Number of units provided	2018-19	51	256	15,297
29			2017-18	37	254	8,732
30			2016-17	24	251	8,328
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$13,432.63	$39,771.74	$ 36,435.89
43	$15,670,900		2017-18	$21,895.83	$34,734.02	$ 47,781.00
44	$15,316,983		2016-17	$11,178.16	$32,036.91	$ 34,143.80
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.08%	0.25%	0.22%
47	$15,680,240		2017-18	0.14%	0.22%	0.30%
48	$15,316,504		2016-17	0.07%	0.21%	0.22%
49		Agency expenditures per unit of the deliverable				
50			2018-19	$263.38	$155.36	
51			2017-18	$912.33	$136.75	
52			2016-17	Insufficient data provided.	$127.64	
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				

Deliverables

	A	B	C	DU	DV	DW	DX
1		**Agency**					
2		South Carolina State Library					
3		**Accurate as of**					
4		March 9, 2020					
5							
6		**Deliverable**					
7		Item number		121	122	123	124
8		Associated laws		SECTION 60-1-110	SECTION 60-1-60(b)(d) ; SECTION 60-1-70	SECTION 60-1-60 (b)(d) SECTION 60-1-130; SECTION 60-1-140 ; SECTION 60-1-150	SECTION 60-1-130
9		Does state or federal law specifically require this deliverable?		Yes	Yes	Yes	Yes
10		Deliverable description		**Information Requests to the South Carolina Inmates:** The Public Services Librarians provide information to inmates incarcerated in South Carolin a corrections facilities. The inmates submit their information requests via letter and library staff conduct the research and provide their findings back to the inmates in print. All correspondence is conducted through approved corrections procedures and policies.	**Research and Reference Assistance:** The Public Services Librarians provide research assistance to the public and answer reference questions in person or via phone, email, or instant mesaging Monday through Friday, 8:30am-5:00pm. Patrons may also schedule an individual session with a librarian for in-depth research assistance.	**SCLENDS-Access:** South Carolina State Library card holders have access not only to the materials in the State Library collection but also the shared catalog holdings of 20 SCLENDS member public library systems in the state. As a result of the libraries' partnership, State Library cardholders have access to over 2.75 million items. Materials requested by State Library patrons are shipped via private courier and available fo checkout within a few days.	**SCLENDS-Partnership:** As a founding member and active supporter of the SCLENDS library consortium, professionally-tranined catalogers at the South Carolina State Library provide orignal cataloging services to other SCLENDS member libraries. Many of the smaller member libraries do not have professioanlly trained cataloging staff to perform these functions. This support provides catalog access for patrons to many locally historical materials.
11		Responsible organizational unit (primary)		Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Collections and Services
12							
13		**Results Sought**					
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The South Carolina State Library shall render encouragement, advice, and assistance for the establishment, operation, and coordination of libraries of state institutions.	The South Carolina State Library shall provide library and library research services to the General Assembly, state officers and agencies, and state government employees.	To maintain appropriate collections of library materials in any format considered necessary to supplement the collections of other libraries in the State and to meet the research and informational needs of the General Assembly,	State Library to promote cooperation among governmental bodies and libraries for the sharing of resources.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	48	6	5
17							
18		**Customer Details**					
19		Customer description		All inmantes currently incarcerated in South Carolina correctional facilities.	Reference services are available to the general public.	All South Carolina State Library card holders and cardholders of the other SCLENDS member libraries.	All SCLENDS member libraries.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No	No
21		Counties served in last completed fiscal year	2018-19	All counties.	All counties.	Allendale, Hampton, Jasper, Anderson, Beaufort, Calhoun, Cherokee, Chester, Chesterfield, Clarendon, Colleton, Dorchester, Fairfield, Florence, Kershaw, Lancaster, Lee, Richland, Union, Willimasburg, York.	Allendale, Hampton, Jasper, Anderson, Beaufort, Calhoun, Cherokee, Chester, Chesterfield, Clarendon, Colleton, Dorchester, Fairfield, Florence, Kershaw, Lancaster, Lee, Richland, Union, Willimasburg, York.
22		Number of customers served	2018-19				
23			2017-18				
24			2016-17				
25							
26		**Units Provided and Amounts Charged to Customers**					
27		Description of a single deliverable unit		Number of responses to prisoner requests	Number of reference transactions	Items checked out	Items cataloged
28		Number of units provided	2018-19	43	2,456	5,279	479
29			2017-18	33	2,512	5,896	552
30			2016-17	21	890	3,598	726
31		Does law prohibit charging the customer for the deliverable?	2018-19				
32		If yes, provide law					
33			2017-18				
34		If yes, provide law					
35			2016-17				
36		If yes, provide law					
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00	$0.00
40							
41		**Costs**					
42	$16,236,871		2018-19	$ 12,845.74	$ 12,845.74	$ 36,186.12	$ 37,420.27
43	$15,670,900		2017-18	$ 10,495.70	$ 12,621.53	$ 34,810.84	$ 37,952.96
44	$15,316,983		2016-17	$ 12,331.88	$ 12,174.16	$ 37,836.37	$ 53,076.32
45	Total agency	Total deliverable expenditures as a percentage of total agency					
46	$16,212,298	expenditures	2018-19	0.08%	0.08%	0.22%	0.23%
47	$15,680,240		2017-18	0.07%	0.08%	0.22%	0.24%
48	$15,316,504		2016-17	0.08%	0.08%	0.25%	0.35%
49		Agency expenditures per unit of the deliverable					
50			2018-19				
51			2017-18				
52			2016-17				
53							
54		**Amount collected from providing deliverable**					
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00	$0.00
64							
65		**Agency Comments**					
66		Additional comments from agency (optional)					

Deliverables

	A	B	C	DY	DZ	EA	EB
1		**Agency**					
2		South Carolina State Library					
3		**Accurate as of**					
4		March 9, 2020					
5							
6		**Deliverable**					
7		Item number		125	126	127	128
8		Associated laws		SECTION 60-1-60(e); SECTION 60-2-10; SECTION 60-2-20; SECTION 60-2-30	Title 44 United States Code; SECTION 60-1-60 (f)	SECTION 60-1-60 (b)(d)	SECTION 60-1-130; SECTION 60-1-140 (d)
9		Does state or federal law specifically require this deliverable?		Yes	Yes	Yes	Yes
10		Deliverable description		**South Carolina State Documents Depository-Digital:** The South Carolina State Documents Digital Depository provides access to publications produced by state agencies and state-supported academic institutions. These publications provide citizens with crucial information about state government, including statistics, annual accountability reports, and data on a wide variety of topics related to the state. Items in the State Documents Depository include both print publications that have been digitized and "born digital" documents often originally published on agency websites. There are currently nearly 32,000 items in the digital State Document Depository.	**Federal Document Depository:** The South Carolina State Library is a congressionally designated selective depository for U.S. Government documents. Both print and digital formats can be searched in our online catalog. There are currently over 14,500 print documents in the federal depository collection.	**Acquisitions:** The South Carolina State Library maintains a general research collection to support the the independent study and lifelong learning needs of the general public as well as the professional information needs of state employees, government officials, and members of the library profession. Subject highlights include technology, library development, administration/management, governance, and grants research. The library also curates ands extesnive print collection of materials published about South Carolina. The South Carolina State Library currentoy houses over 175,000 items.	**Interlibrary Loan (ILL)-Lending:** As a participant of the Intelibrary Loan system, the South Carolina State Library loans its materials to other particpating institutions, both public and academic libraries.
11		Responsible organizational unit (primary)		Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Collections and Services
12							
13		**Results Sought**					
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The South Carolina State Library is the official state depository of all state publications, with the responsibility for organizing and providing bibliographic control over state publications and distributing state publications to all libraries participating in a depository system	To serve as a depository for federal publications and coordinate a state plan for federal documents depository libraries;	To maintain appropriate collections of library materials in any format considered necessary to supplement the collections of other libraries in the State and to meet the research and informational needs of the General Assembly, state officers and	To 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
16		Associated performance measure item numbers from the Performance Measures Chart. if any		49	50	51	52
17							
18		**Customer Details**					
19		Customer description		Available to anyone with Internet access.	Available to the public.	Items can be checked out by State Libray card holders or SCLENDS card holders. Items can be used in-house by general public.	Any library that participates in the Interlibrary Loan system.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No	No
21		Counties served in last completed fiscal year	2018-19	All counties.	All counties.	All counties.	All counties.
22		Number of customers served	2018-19				
23			2017-18				
24			2016-17				
25							
26		**Units Provided and Amounts Charged to Customers**					
27		Description of a single deliverable unit		Items added to depository	Documents added to collection	Items added to the library collection	Number of items lent to other libraries via ILL
28		Number of units provided	2018-19	2,943	932	1,949	350
29			2017-18	3,002	1,245	2,112	414
30			2016-17	2,361	1,064	2,421	398
31		Does law prohibit charging the customer for the deliverable?	2018-19				
32		If yes, provide law					
33			2017-18				
34		If yes, provide law					
35			2016-17				
36		If yes, provide law					
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00	$0.00
40							
41		**Costs**					
42	$16,236,871		2018-19	$ 16,444.28	$ 14,597.42	22845.74	12845.74
43	$15,670,900		2017-18	$ 22,316.16	$ 11,408.39	10495.7	11150.42
44	$15,316,983		2016-17	$ 19,019.58	$ 11,178.16	68102.76	11178.16
45	Total agency	Total deliverable expenditures as a percentage of total agency					
46	$16,212,298	expenditures	2018-19	0.10%	0.09%	0.14%	0.08%
47	$15,680,240		2017-18	0.14%	0.07%	0.07%	0.07%
48	$15,316,504		2016-17	0.12%	0.07%	0.44%	0.07%
49		Agency expenditures per unit of the deliverable					
50			2018-19				
51			2017-18				
52			2016-17				
53							
54		**Amount collected from providing deliverable**					
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00	$0.00
64							
65		**Agency Comments**					
66		Additional comments from agency (optional)					

Deliverables

	A	B	C	EC	ED	EE	EF	EG
1		**Agency**						
2		South Carolina State Library						
3		**Accurate as of**						
4		March 9, 2020						
5								
6		**Deliverable**						
7		Item number		129	130	131	132	133
8		Associated laws		SECTION 60-1-60; SECTION 60-1-70;	SECTION 60-1-60 (a); SECTION 60-1-80	SECTION 60-1-60 (b)(d); SECTION 60-1-70	SECTION 60-1-170	SECTION 60-1-60 (b)(d) (h)
9		Does state or federal law specifically require this deliverable?		No	No	No	No	No
10		Deliverable description		**State Agency Outreach:** The South Carolina State Library actively seeks opprtunities to particpate in state agency events to promote the resources and services the library provides to state employees. Some examples of events are the annual State House Wellness and Benefits Fair, the South Carooina Dept. of Motor Vehicles Benefits and Wellness Fair.	**Analytics on Demand:** The South Carolina State Library offered a one year statewide subscription for all public libraries to an analytics tool that integrates community demographic data with their existing patron data to gain a better understanding of their local communites and enable more strategic planning.	**Ebooks:** The South Carolina State Library provides access to two a collections Ebook titles. Ebook Central is a collection of scholarly ebooks from academic publishers; subjects include business, professional library literature, science, health & medicine, history, law, and social sciences. Safari Ebooks is a collection of information technology and business titles in areas such as web development, systems administration, applications, managment, human resources, marketing, and training.	**Digitial Projects-Confederate Relic Room McRae/Huse Collection:** In collaboration with the South Carolina Confederate Relic Room and Museum, the South Carolina State Library has been digitizing and creating metadata for the Colin J. McRae Papers within the Huse Audit Series collection. This collection of purchase receipts, letters, and pay stubs were used to clear the name of Caleb Huse accused of defrauding the Confederate government during the Civil War.	**Digital Projects-South Carolina Historical Association:** The South Carolina Historical Association requested the South Carolina State Library digitize their annual proceedings and add them to the SCSL Digital Collections. The proceeedings added were from 1931-2001.
11		Responsible organizational unit (primary)		Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Collections and Services
12								
13		**Results Sought**						
14		Does the legislature state intent, findings, or purpose?		No	No	Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The South Carolina State Library shall provide library and library research services to the General Assembly, state officers and agencies, and state government employees.		To maintain appropriate collections of library materials in any format considered necessary to supplement the collections of other libraries in the State and to meet the research and informational needs of the General Assembly,	The South Carolina State Library shall provide library and library research services to the General Assembly, state officers and agencies, and state government employees.	To maintain appropriate collections of library materials in any format considered necessary to supplement the collections of other libraries in the State and to meet the research and informational needs of the General Assembly,
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	None	18	None	None
17								
18		**Customer Details**						
19		Customer description		All state agencies and their staff.	All public libraries in South Carolina	All State Library card holders.	Available to anyone with Intenet access.	Available to anyone with Internet access.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No	No	No
21		Counties served in last completed fiscal year	2018-19	All counties.	All counties.	All counties.	All counties.	All counties.
22		Number of customers served	2018-19					
23			2017-18					
24			2016-17					
25								
26		**Units Provided and Amounts Charged to Customers**						
27		Description of a single deliverable unit		Number of events SCSL participated	Number of user sessions in tool interface	Pages/Sections viewed	Pages digitized.	Number of reports digitized.
28		Number of units provided	2018-19	3		21,616	332	
29			2017-18	5		31,686	419	
30			2016-17		279	52,070	463	68
31		Does law prohibit charging the customer for the deliverable?	2018-19					
32		If yes, provide law						
33			2017-18					
34		If yes, provide law						
35			2016-17					
36		If yes, provide law						
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
40								
41		**Costs**						
42	$16,236,871		2018-19	13423.74	12845.74	12845.74		
43	$15,670,900		2017-18	11328.93	10495.7	10495.7		
44	$15,316,983		2016-17	12799.56	18895.16	27008.16		
45	Total agency	Total deliverable expenditures as a percentage of total agency						
46	$16,212,298	expenditures	2018-19	0.08%	0.08%	0.08%	0	0
47	$15,680,240		2017-18	0.07%	0.07%	0.07%	0	0
48	$15,316,504		2016-17	0.08%		0.18%	0	0
49		Agency expenditures per unit of the deliverable						
50			2018-19					
51			2017-18					
52			2016-17					
53								
54		**Amount collected from providing deliverable**						
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
64								
65		**Agency Comments**						
66		Additional comments from agency (optional)						

The contents of this chart are considered sworn testimony from the agency director.

Deliverables

	A	B	C	EH	EI	EJ	EK	EL
1		**Agency**						
2		South Carolina State Library						
3		**Accurate as of**						
4		March 9, 2020						
5								
6		**Deliverable**						
7		Item number		134	135	136	137	138
8		Associated laws		SECTION 60-1-80	SECTION 60-1-60 (b)(d); SECTION 170	SECTION 60-1-70	SECTION 60-1-60 (b)(d)	SECTION 60-1-70
9		Does state or federal law specifically require this deliverable?		No	No	No	No	No
10		Deliverable description		**Digitial Projects-Dorchester County Library:** The South Carolina State Library digitized a 4-volume work on the history of Dorchester, S.C. entitled Dorchester: Our Homes-Our People-Our Story by James A Way.	**Digital Projects-Dept. of Health and Envirnmental Control:** At the request of DHEC, the South Carolina State Library digitized agency Annual Reports, State Board of Health Annual Reports, Pollution Control Authority Annual Reports, and Water Pollutiuon Control Authority Annual Reports and add them to the State Documents Digitial Depository.	**Digital Projects-Gussie Johnson Papers:** The Gussie Johnson Papers Project was a collaborative project between the South Carolina State Library, the South Carolina State Museum, and the Confederate Relic Room and Military Museum. Gussie Johnson was a member of the Women's Army Corps during World War II. Her personal papers were donated by the family.	**Digital Projects-Civil Rights Movment in South Carolina:** This specific project focused on digitizing materials related to the Civil Rights Movement events that took place in South Carolina. Some materials included South Carolina State University Annual Reports from the 1960's to 1970's as well as reports from the Secretary of State.	**Digital Projects-Open Parks Network/Clemson University:** Open Parks Network is collaborative project with Clemson University and the National Park Service to create a digital collection available to the public containing information of or relating to National and State Parks across the United States. The South Carolina State Library was asked to collaborate and provide digitized materials relating to South Carolina State Parks such as brochures, pamphlets, and newsletters.
11		Responsible organizational unit (primary)		Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Collections and Services
12								
13		**Results Sought**						
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The South Carolina State Library shall provide advice and assistance to public libraries, library boards, and county governments in matters concerning the establishment, support, operation, improvement, and coordination of	To maintain appropriate collections of library materials in any format considered necessary to supplement the collections of other libraries in the State and to meet the research and informational needs of the General Assembly,	The South Carolina State Library shall provide library and library research services to the General Assembly, state officers and agencies, and state government employees.	To maintain appropriate collections of library materials in any format considered necessary to supplement the collections of other libraries in the State and to meet the research and informational needs of	The South Carolina State Library shall provide library and library research services to the General Assembly, state officers and agencies, and state government employees.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	None	None	None	None
17								
18		**Customer Details**						
19		Customer description		Available to anyone with Internet access.	Available to anyone with Internet access.	Available to anyone with Internet access.	Available to anyone with Internet access.	Available to anyone with Internet access.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No	No	No
21		Counties served in last completed fiscal year	2018-19	Dorchester County.	All counties.	All counties.	All counties.	All counties.
22		Number of customers served	2018-19					
23			2017-18					
24			2016-17					
25								
26		**Units Provided and Amounts Charged to Customers**						
27		Description of a single deliverable unit		Number of pages digitized.	Number of reports digitized.	Number of documents digitzed.	Number of materials digitized.	Number of documents digitzed.
28		Number of units provided	2018-19		22	212	69	101
29			2017-18		42			
30			2016-17	1,836	11			
31		Does law prohibit charging the customer for the deliverable?	2018-19					
32		If yes, provide law						
33			2017-18					
34		If yes, provide law						
35			2016-17					
36		If yes, provide law						
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
40								
41		**Costs**						
42	$16,236,871		2018-19					
43	$15,670,900		2017-18					
44	$15,316,983		2016-17					
45	Total agency	Total deliverable expenditures as a percentage of total agency						
46	$16,212,298	expenditures	2018-19	0	0	0	0	0
47	$15,680,240		2017-18	0	0	0	0	0
48	$15,316,504		2016-17	0	0	0	0	0
49		Agency expenditures per unit of the deliverable						
50			2018-19					
51			2017-18					
52			2016-17					
53								
54		**Amount collected from providing deliverable**						
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
64								
65		**Agency Comments**						
66		Additional comments from agency (optional)						

Deliverables

	A	B	C	EM	EN	EO	EP	EQ
1		**Agency**						
2		South Carolina State Library						
3		**Accurate as of**						
4		March 9, 2020						
5								
6		**Deliverable**						
7		Item number		139	140	141	142	143
8		Associated laws		SECTION 60-1-80 (d)	SECTION 60-1-70	SECTION 60-1-60 (b)(d)	SECTION 60-1-70	SECTION 60-1-70
9		Does state or federal law specifically require this deliverable?		No	No	No	No	No
10		Deliverable description		**Digital Projects-1868 Voter Registration Transcription Project:** Coordinated by Richland Library, the transcriptions were a state-wide library collaboration project to make voter registration documents from 1868 available and legible to the public. The South Carolina State Library participated by transcribing two South Carolina counties, Barnwell County and Williamsburg County.	**Digital Projects-Images Magazine:** At the request of the South Carolina State Museum, the covers of all of the "Images" magazines produced by the SCSM were digitized for the SCSM's 35th anniversary celebration. The rest of the content within the "Images" magazines were digitized upon request for the South Carolina State Library's digital collections as well as "Smash" magazine, the issues preceding the "Images" magazine brand.	**Digital Projects-Shadows of the Gullah Geechee:** Stemming from the photo exhibit by Pete Marovich that displayed at the South Carolina State Library from February 2 to March 30, 2018. Pete Marovich permitted the South Carolina state Library to host his project, Shadows of the Gullah Geechee, on the South Carolina Digital Library with the University of South Carolina.	**Digital Projects-Human Affairs Commission:** At the request of the Human Affairs Commission, the South Carolina State Library digitized a scrapbook containing newspaper clippings about the Human Affairs Commission from 1972 to 1983.	**Digital Projects-Department of Transportation:** The Department of Transportation requested that the South Carolina State Library scan and make available in the State Doucments Digital Depository the 3 volumes of the Beaufort Area Transportation Studies and 1 map.
11		Responsible organizational unit (primary)		Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Collections and Services
12								
13		**Results Sought**						
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To carry out statewide programs and services which cannot be effectively or economically provided by local libraries.	The South Carolina State Library shall provide library and library research services to the General Assembly, state officers and agencies, and state government employees.	To maintain appropriate collections of library materials in any format considered necessary to supplement the collections of other libraries in the State and to meet the research and informational needs of the General Assembly,	The South Carolina State Library shall provide library and library research services to the General Assembly, state officers and agencies, and state government employees.	The South Carolina State Library shall provide library and library research services to the General Assembly, state officers and agencies, and state government employees.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	None	None	None	None
17								
18		**Customer Details**						
19		Customer description		Available to anyone with Internet access.	Available to anyone with Internet access.	Available to anyone with Internet access.	Available to anyone with Internet access.	Available to anyone with Internet access.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No	No	No
21		Counties served in last completed fiscal year	2018-19	All counties.	All counties.	All counties.	All counties.	All counties.
22		Number of customers served	2018-19					
23			2017-18					
24			2016-17					
25								
26		**Units Provided and Amounts Charged to Customers**						
27		Description of a single deliverable unit		Number of pages transcribed.	Number of issues digitized.	Number of photographs digitized.	Number of pages digitized.	Number of pages digitzed.
28		Number of units provided	2018-19	161	123			
29			2017-18			20	107	277
30			2016-17					
31		Does law prohibit charging the customer for the deliverable?	2018-19					
32		If yes, provide law						
33			2017-18					
34		If yes, provide law						
35			2016-17					
36		If yes, provide law						
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
40								
41		**Costs**						
42	$16,236,871		2018-19					
43	$15,670,900		2017-18					
44	$15,316,983		2016-17					
45	Total agency	Total deliverable expenditures as a percentage of total agency						
46	$16,212,298	expenditures	2018-19	0	0	0	0	0
47	$15,680,240		2017-18	0	0	0	0	0
48	$15,316,504		2016-17	0	0	0	0	0
49		Agency expenditures per unit of the deliverable						
50			2018-19					
51			2017-18					
52			2016-17					
53								
54		**Amount collected from providing deliverable**						
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
64								
65		**Agency Comments**						
66		Additional comments from agency (optional)						

Deliverables

	A	B	C	ER	ES	ET	EU	EV
1		**Agency**						
2		South Carolina State Library						
3		**Accurate as of**						
4		March 9, 2020						
5								
6		**Deliverable**						
7		Item number		144	145	146	147	148
8		Associated laws		SECTION 60-1-70	SECTION 60-1-60 (a); SECTION 60-1-80 (a)	SECTION 60-1-60 (a); SECTION 60-1-80 (a)	SECTION 60-1-60 (a); SECTION 60-1-80 (a)	SECTION 60-1-60 (c); SECTION 60-1-120
9		Does state or federal law specifically require this deliverable?		No	No	No	No	No
10		Deliverable description		**Digital Projects-SCETV:** At the request of an analyst from House Research, the South Carolina State Library digitized Plan for the Eighties, a publication of SC ETV.	**Digitization in a Box-Horry Georgetown Technical College:** Horry Georgetown Technical College used the Digitization in a Box kit for a yearbook collection project covereing 1968-1980 that was later added to the South Carolina Digital Library. The Digitization in a Box Project allows ibraries in South Carolina to borrow scanning equipment, laptop, and software from the State Library to start a new digitization project.	**Digitization in a Box-Greenwood County Library:** Greenwood County Library's project was made available in the South Carolina Digital Library and included library photographs, bookmobile photographs, area servicemen photographs, county historical photographs, and county maps. The Digitization in a Box Project allows public libraries in South Carolina to borrow scanning equipment, laptop, and software from the State Library to start a new digitization project.	**Digitization in a Box-Marlboro County:** Using the Digitization in a Box program equipment, Marlboro County Library digitized McColl High School yearbooks to be made available online for the public in the South Carolina Digital Library.	**Great American Eclipse Workshop:** On July 26, 2017, the South Carolina State Library hosted a unique training session related to the historic eclipse. The workshop was an interactive and hands on training specifically designed for visually impaired individuals and those who work with visually impaired populations, including special education teachers, early childhood specialists, teacher aides, paraprofessionals, tutors, counselors, and those in higher education. Attendees gained knowledge on the uniqueness of this eclipse, why eclipses occur, cultural connections, history, and safe viewing techniques. All participants received a tactile book, digital materials and training resources.
11		Responsible organizational unit (primary)		Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Collections and Services
12								
13		**Results Sought**						
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The South Carolina State Library shall provide library and library research services to the General Assembly, state officers and agencies, and state government employees.	To provide leadership and guidance for the planning and coordinated development of adequate library service for the people of the State. To provide a staff of consultants qualified to give advisory and technical assistance to	To provide leadership and guidance for the planning and coordinated development of adequate library service for the people of the State. To provide a staff of consultants qualified to give advisory and technical assistance to	To provide leadership and guidance for the planning and coordinated development of adequate library service for the people of the State. To provide a staff of consultants qualified to give advisory and technical assistance to	To increase the proficiency of library personnel through provision of in-service and continuing education programs for library personnel employed in the State; Library services to be rendered to blind and physically handicapped
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	None	None	None	42;15;16
17								
18		**Customer Details**						
19		Customer description		Available to anyone with Internet access.	Available to anyone with Internet access.	Available to anyone with Internet access.	Available to anyone with Internet access.	Visually impaited individuals and those who serve the visually impaired.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No	No	yes
21		Counties served in last completed fiscal year	2018-19	All counties.	Horry and Georgetown	Greenwood	Marlboro	All counties.
22		Number of customers served	2018-19					
23			2017-18					
24			2016-17					
25								
26		**Units Provided and Amounts Charged to Customers**						
27		Description of a single deliverable unit		Number of pages digitized.	Number of yearbooks digitized.	Number of items digitized.	Number of yearbooks digitized.	Number of attendees
28		Number of units provided	2018-19					
29			2017-18	250			19	28
30			2016-17		10	832		
31		Does law prohibit charging the customer for the deliverable?	2018-19					
32		If yes, provide law						
33			2017-18					
34		If yes, provide law						
35			2016-17					
36		If yes, provide law						
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
40								
41		**Costs**						
42	$16,236,871		2018-19					12845.74
43	$15,670,900		2017-18					10495.7
44	$15,316,983		2016-17					13975.65
45	Total agency	Total deliverable expenditures as a percentage of total agency						
46	$16,212,298	expenditures	2018-19	0	0	0	0	0.08%
47	$15,680,240		2017-18	0	0	0	0	0.07%
48	$15,316,504		2016-17	0	0	0	0	0.09%
49		Agency expenditures per unit of the deliverable						
50			2018-19					
51			2017-18					
52			2016-17					
53								
54		**Amount collected from providing deliverable**						
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
64								
65		**Agency Comments**						
66		Additional comments from agency (optional)						

The contents of this chart are considered sworn testimony from the agency director.

Deliverables

	A	B	C	EW	EX	EY	EZ	FA
1		**Agency**						
2		South Carolina State Library						
3		**Accurate as of**						
4		March 9, 2020						
5								
6		**Deliverable**						
7		Item number		149	150	151	152	153
8		Associated laws		SECTION 60-1-60 ©	SECTION 60-1-60 (d)	SECTION 60-1-60 (d)	SECTION 60-1-60 (d)	SECTION 60-1-60 (d)
9		Does state or federal law specifically require this deliverable?		No	No	No	No	No
10		Deliverable description		**International Games Day and More at Your Library:** The South Carolina State Library offered training about gaming in public libraires. Learn the ins and outs of International Games Day (November 19, 2016), why gaming is important, partnering with others through gaming, and more.	**Ghosts of the USC Horseshoe: Facts and Fiction:** The South Carolina State Library along with author and storyteller Tally Johnson and USC Archivist Elizabeth West explored the Ghosts of the USC Horseshoe. Participants began at the South Carolina State Library, where Mr. Johnson told ghost stories. Then we will walked the Horseshoe with Mrs. West as she told the real history and facts that might be behind some of the stories.	**#SCStronger: And the Flood Goes On:** The South Carolina State Library hosted Peter Duffy and other Midlands community members as they performed their play "And the Flood Goes On..." for the first time November 4. "And the Flood Goes On..." is an hour-long composite play based on the accounts of South Carolina residents who experienced the flood firsthand. This production is part of the SCSL's #SCStronger display, a special gallery designed to explore the 2015 flood disaster through the arts. The display will honored those who responded to the flood event and examines the impact it had on the state.	**Wintertime Botany Lunch and Learn with John Nelson:** A hands-on approach to recognizing and identifying local plants in the winter, with emphasis on trees. Morphological features of twigs will be addressed as a way of continuing twig study with appropriate reference material. John Nelson is the Curator of the Herbarium within the Department of Biological Sciences at the University of South Carolina, in Columbia.	**South Carolina Conservation**: Speaker David Shelley, Education Officer for Congaree National Park, offers perspectives on public engagement, state ecology.
11		Responsible organizational unit (primary)		Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Collections and Services
12								
13		**Results Sought**						
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To increase the proficiency of library personnel through provision of in-service and continuing education programs for library personnel employed in the State; Library services to be rendered to blind and physically handicapped	To provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State	To provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State.	To provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State.	To provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		15;16	45;46	45;46	45;46	45;46
17								
18		**Customer Details**						
19		Customer description		Public library staff.	Open to the public.	Open to the public.	Open to the public.	Open to the public.
20		Does the agency evaluate customer satisfaction?	2018-19	yes	yes	yes	yes	yes
21		Counties served in last completed fiscal year	2018-19	All counties.	All counties.	All counties.	All counties.	All counties.
22		Number of customers served	2018-19					
23			2017-18					
24			2016-17					
25								
26		**Units Provided and Amounts Charged to Customers**						
27		Description of a single deliverable unit		Number of attendees	Number of attendees	Number of attendees	Number of attendees	Number of attendees
28		Number of units provided	2018-19					
29			2017-18					
30			2016-17	10	37	5	44	27
31		Does law prohibit charging the customer for the deliverable?	2018-19					
32		If yes, provide law						
33			2017-18					
34		If yes, provide law						
35			2016-17					
36		If yes, provide law						
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
40								
41		**Costs**						
42	$16,236,871		2018-19	12845.74	12845.74	12845.74	12845.74	12845.74
43	$15,670,900		2017-18	10495.7	10495.7	10495.7	10495.7	13045.7
44	$15,316,983		2016-17	16040.11	11705.37	18728.16	11869.11	11178.16
45	Total agency	Total deliverable expenditures as a percentage of total agency						
46	$16,212,298	expenditures	2018-19	0.08%	0.08%	0.08%	0.08%	0.08%
47	$15,680,240		2017-18	0.07%	0.07%	0.07%	0.07%	0.08%
48	$15,316,504		2016-17	0.10%	0.08%	0.12%	0.08%	0.07%
49		Agency expenditures per unit of the deliverable						
50			2018-19					
51			2017-18					
52			2016-17					
53								
54		**Amount collected from providing deliverable**						
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
64								
65		**Agency Comments**						
66		Additional comments from agency (optional)						

Deliverables

	A	B	C	FB	FC	FD	FE	FF
1		**Agency**						
2		South Carolina State Library						
3		**Accurate as of**						
4		March 9, 2020						
5								
6		**Deliverable**						
7		Item number		154	155	156	157	158
8		Associated laws		SECTION 60-1-60 (d)	SECTION 60-1-60 (d)	SECTION 60-1-80 ©	SECTION 60-1-80 ©	SECTION 60-1-60 (d)
9		Does state or federal law specifically require this deliverable?		No	No	No	No	No
10		Deliverable description		**Unforgettable: A Time of Life, Hope, and Bravery Exhibit Presentation:** A photography exhibit and talk from the legendary photographer, publisher, inventor, and author Cecil Williams. This exhibit showcased a prelude to Williams' newest publication, Unforgettable**.**	**My Voice Is…Spoken Word event celebrating Black History Month:** The South Carolina State Library hosts My Voice is… a spoken word event bringing together the many vibrant voices of South Carolina to celebrate Black History Month. The event was hosted by Darion McCloud, the co-founder and creative director of the NiA Company and creator and Captain of Story Squad.	**Workshop on Voting Rights for People with Disabilities:** To coincide with National Voter Registration Day the South Cariolina State Library hosted a workshop to learn about Voters with Disabilities and the rights afforded them.	**Interactive Sign Language Workshop:** The SC State Library hosted a free "Introduction to Sign Language" workshop. This fun and interactive training covered 30+ single ASL signs, the manual alphabet, and numbers 1-10. Participants learned and practiced the signs and received professional tips for teaching signs to children. This workshop educated learners on how sign language can encourage speech and language development, enhance overall communication and reduce frustration for children who are not yet able to effectively communicate using speech.	**Tech Tuesday**: The Inforamation Technology staff at the South Carolina State Library offered a series of free hands-on instruction on a variety of technology topics to assit the public in using their latest devices and applications. These sessions included: Streaming with Your Mac, iPad, PC or Android; iTunes and iCloud; Upgrading Your Old Mac; Home Computer Security; Using Google Apps; Making the Most of your iPad; DIgital Photography and Editing Basics; Fun and Educational Tech Toys; and Introduction to Drupal.
11		Responsible organizational unit (primary)		Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Collections and Services	Information Technology
12								
13		**Results Sought**						
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State.	To provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State.	To plan and coordinate the provision of library services to groups with special needs, including but not limited to the elderly, the physically handicapped, the unemployed, the poor, the functionally illiterate, and those persons who	To plan and coordinate the provision of library services to groups with special needs, including but not limited to the elderly, the physically handicapped, the unemployed, the poor, the functionally illiterate, and those persons who	To provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		45;46;42	45;46;42	15;16;42	15;16;42	15;16
17								
18		**Customer Details**						
19		Customer description		Open to the public.	Open to the public.	Open to the public.	Open to the public.	Open to the public.
20		Does the agency evaluate customer satisfaction?	2018-19	yes	yes	yes	yes	yes
21		Counties served in last completed fiscal year	2018-19	All counties.	All counties.	All counties.	All counties.	All counties.
22		Number of customers served	2018-19					
23			2017-18					55
24			2016-17					42
25								
26		**Units Provided and Amounts Charged to Customers**						
27		Description of a single deliverable unit		Number of attendees	Number of attendees	Number of attendees	Number of attendees	Number of sessions
28		Number of units provided	2018-19					
29			2017-18			10	28	6
30			2016-17	73	30			3
31		Does law prohibit charging the customer for the deliverable?	2018-19					
32		If yes, provide law						
33			2017-18					
34		If yes, provide law						
35			2016-17					
36		If yes, provide law						
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
40								
41		**Costs**						
42	$16,236,871		2018-19	19919.78	12845.74	15845.74	12845.74	12845.74
43	$15,670,900		2017-18	15450.39	10495.7	10495.7	11048.98	11238.2
44	$15,316,983		2016-17	11178.16	12453.61	11178.16	11178.16	11178.16
45	Total agency	Total deliverable expenditures as a percentage of total agency						
46	$16,212,298	expenditures	2018-19	0.12%	0.08%	0.10%	0.08%	0.08%
47	$15,680,240		2017-18	0.10%	0.07%	0.07%	0.07%	0.07%
48	$15,316,504		2016-17	0.07%	0.08%	0.07%	0.07%	0.07%
49		Agency expenditures per unit of the deliverable						
50			2018-19					
51			2017-18					
52			2016-17					
53								
54		**Amount collected from providing deliverable**						
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
64								
65		**Agency Comments**						
66		Additional comments from agency (optional)						

Deliverables

	A	B	C	FG	FH	FI	FJ	FK
1		**Agency**						
2		South Carolina State Library						
3		**Accurate as of**						
4		March 9, 2020						
5								
6		**Deliverable**						
7		Item number		159	160	161	162	163
8		Associated laws		SECTION 60-1-60 (d)	SECTION 60-1-60 (d)	SECTION 60-1-110 (a)	SECTION 60-1-60 (d)	SECTION 60-1-60 (d)
9		Does state or federal law specifically require this deliverable?		No	No	Yes	No	No
10		Deliverable description		**Shadows of the Gullah Geechee Exhibit Reception and Author Talk with Queen Quet:** A reception and viewing of this collection was held at the South Carolina State Library. The guest speaker at this event was Queen Quet, from the Gullah/Geechee Sea Island Coalition, an advocacy organization for the continuation of Gullah/Geechee culture. Queen Quet presented on her involvement with the artist on this magnificent collection of black and white images, discussed issues that the Gullah and Geechee communities currently face, and the significant role the Gullah and Geechee had in shaping our shared history.	**Urban Botany Walking Tour with Dr. John Nelson:** The South Carolina State Library hosted a botanical hike to look at a variety of winter-condition shrubs and trees (and some herbs). From the SC State Library Dr. John Nelson, Curator of the Herbarium at the University of South Carolina, led the trek towards the Horseshoe at USC to see a variety of native and non-native species, including what are probably the oldest American elms in Columbia.	**FCI Edgefield Prison Library Training:** Public Services staff at the South Carolina State Library conducted library services training for Educational staff from Edgefield Federal Correctional Institution in order to meet their federal certification for their correctional library.	**Author Kwame Alexander presents on "Saying Yes To The Writerly Life":** The South Carolina Stae Library celebrated National Poetry Month withspecial guest, Kwame Alexander, a Newbery medal winner and New York Times bestselling author and poet as he shared a bit of conversation, a dash of storytelling, and a splash of performance from his recent children's books, educational insights, and worldwide experiences.	**South Carolina Genealogy: exploring online resources:** A genealogy workshop taught by Debbie Bloom, Manager of the Walker Local and Family History Center at the Richland Library. Attendees explored databases, indexes, and digital content that South Carolina libraries and other public institutions are offering researchers.
11		Responsible organizational unit (primary)		Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Collections and Services
12								
13		**Results Sought**						
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State.	To provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State.	To provide a consultant qualified to give advisory and technical assistance to institutional librarians and administrators.	To provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State.	To provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		42;45;46	15;16	15;16	42;45;46	15;16
17								
18		**Customer Details**						
19		Customer description		Open to the public.	Open to the public.	Educational staff at the Edgefield Federal Correctiona Institution.	Open to the public.	Open to the public.
20		Does the agency evaluate customer satisfaction?	2018-19	yes	yes	yes	yes	yes
21		Counties served in last completed fiscal year	2018-19	All counties.	All counties.	Edgefield	All counties.	All counties.
22		Number of customers served	2018-19					
23			2017-18					
24			2016-17					
25								
26		**Units Provided and Amounts Charged to Customers**						
27		Description of a single deliverable unit		Number of attendees	Number of attendees	Number of attendees	Number of attendees	Number of attendees
28		Number of units provided	2018-19					
29			2017-18	66	35	10	60	16
30			2016-17					
31		Does law prohibit charging the customer for the deliverable?	2018-19					
32		If yes, provide law						
33			2017-18					
34		If yes, provide law						
35			2016-17					
36		If yes, provide law						
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
40								
41		**Costs**						
42	$16,236,871		2018-19	$ 12,845.74	$ 14,131.74	$ 12,845.74	$ 12,984.60	$ 12,845.74
43	$15,670,900		2017-18	$ 10,725.14	$ 10,495.70	$ 10,495.70	$ 10,495.70	$ 11,503.88
44	$15,316,983		2016-17	$ 11,178.16	$ 11,178.16	$ 11,589.39	$ 12,684.41	$ 11,178.16
45	Total agency	Total deliverable expenditures as a percentage of total agency						
46	$16,212,298	expenditures	2018-19	0.08%	0.09%	0.08%	0.08%	0.08%
47	$15,680,240		2017-18	0.07%	0.07%	0.07%	0.07%	0.07%
48	$15,316,504		2016-17	0.07%	0.07%	0.08%	0.08%	0.07%
49		Agency expenditures per unit of the deliverable						
50			2018-19					
51			2017-18					
52			2016-17					
53								
54		**Amount collected from providing deliverable**						
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
64								
65		**Agency Comments**						
66		Additional comments from agency (optional)						

The contents of this chart are considered sworn testimony from the agency director.

Deliverables

	A	B	C	FL	FM	FN	FO	FP
1		**Agency**						
2		South Carolina State Library						
3		**Accurate as of**						
4		March 9, 2020						
5								
6		**Deliverable**						
7		Item number		164	165	166	167	168
8		Associated laws		SECTION 60-1-80(d)	SECTION 60-1-80(d)	SECTION 60-1-80 €	SECTION 60-1-80 (d)	SECTION 60-1-80 (d)
9		Does state or federal law specifically require this deliverable?		No	No	No	No	No
10		Deliverable description		**ReadSC - Letters About Literature**: Letters About Literature is a reading-writing contest that encourages students to write a personal letter to an author, living or dead, from any genre, explaining how that author's work changed your way of thinking about the world or yourself. In South Carolina, there are three competition levels with three winners at each level.	**Letters about Literature Ceremony:** The South Carolina Center for the Book honored the nine winners in this year's Letters About Literature contest. Contest judges and South Carolina State Library Foundation members will be on hand to welcome attendees and present awards. Winners will read their letters and each will receive a plaque and monetary award from the South Carolina State Library Foundation.	**Culturally Relevant Practices for Classroom Management Workshop:** The South Carolina State Library invited South Carolina educators to a workshop at the SC State Library with presenters Dr. Gloria Swindler Boutte (USC) and Dr. Erin Miller (UNCC). This workshop wasspecifically geared toward K-6 educators across the state, particularly those who are in their first five years of teaching, work with African American students, in rural areas, and/or serve poorer populations.	**Young Minds Dreaming Ceremony with Kwame Alexander:** The South Carolina State Libray hosted the annual Young Minds Dreaming poetry contest awards ceremony for students grades 3-12. This contest encourages young writes to capture the power of their words and experience the freedom of literary expression. Newbery medal winner and New York Times bestselling author and poet Kwame Alexander was the master of ceremonies.	**Quilts of Valor Awards Ceremony and Sew Day:** The South Carolina State Library hosted a Quilt of Valor Award Ceremony to honor South Carolina veterans. A Quilt of Valor is a handmade quilt of the highest quality made by volunteers of S.C. Quilts of Valor. It is a lifetime award given by civilians to veterans in an effort to convey to them that we "Thank you for your service, your sacrifice, and valor."
11		Responsible organizational unit (primary)		Statewide Development	Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Collections and Services
12								
13		**Results Sought**						
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to carry out statewide programs and services which cannot be effectively or economically provided by local libraries (SECTION 60-1-80(d)).	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries.	To plan and coordinate the provision of library services to groups with special needs, including but not limited to the elderly, the physically handicapped, the unemployed, the poor, the functionally illiterate, and those persons who	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries.	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		22	22	15;16;42	23	42;45;46
17								
18		**Customer Details**						
19		Customer description		Students in grades 4-12	The Letters about Literature award winners and their families.	South Carolina educators.	Award recipeints and their families.	Award recipeints and their families.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	yes	No	No
21		Counties served in last completed fiscal year	2018-19	All	All counties.	All counties.	All counties.	All counties.
22		Number of customers served	2018-19	209				
23			2017-18	356				
24			2016-17	266				
25								
26		**Units Provided and Amounts Charged to Customers**						
27		Description of a single deliverable unit		plaque	Number of attendees	Number of attendees	Number of attendees	Number of attendees
28		Number of units provided	2018-19	9	50			170
29			2017-18	9	70	40	63	
30			2016-17	9	40			
31		Does law prohibit charging the customer for the deliverable?	2018-19					
32		If yes, provide law						
33			2017-18					
34		If yes, provide law						
35			2016-17					
36		If yes, provide law						
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
40								
41		**Costs**						
42	$16,236,871		2018-19	29146.2	12845.74	12845.74	12845.74	$ 12,845.74
43	$15,670,900		2017-18	20307.98	10553.92	13238.7	24347.74	$ 12,006.10
44	$15,316,983		2016-17	25247.21	11178.16	11178.16	11178.16	$ 11,178.16
45	Total agency	Total deliverable expenditures as a percentage of total agency						
46	$16,212,298	expenditures	2018-19	0.18%	0.08%	0.08%	0.08%	0.08%
47	$15,680,240		2017-18	0.13%	0.07%	0.08%	0.16%	0.08%
48	$15,316,504		2016-17	0.16%	0.07%	0.07%	0.07%	0.07%
49		Agency expenditures per unit of the deliverable						
50			2018-19					
51			2017-18					
52			2016-17					
53								
54		**Amount collected from providing deliverable**						
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00	$0.00	$0.00
64								
65		**Agency Comments**						
66		Additional comments from agency (optional)						

The contents of this chart are considered sworn testimony from the agency director.

Deliverables

	A	B	C	FQ	FR	FS	FT
1		**Agency**					
2		South Carolina State Library					
3		**Accurate as of**					
4		March 9, 2020					
5							
6		**Deliverable**					
7		Item number		169	170	171	172
8		Associated laws		SECTION 60-1-60 (d)	SECTION 60-1-80 (d)	SECTION 60-1-60 (d)	SECTION 60-1-60 (d); SECTION 60-1-80 (e);
9		Does state or federal law specifically require this deliverable?		No	No	No	No
10		Deliverable description		**Gallery Talk: Freedom Now and Columbia SC 63:** A presentation by Dr. Bobby Donaldson, Associate Professor of History at the University of South Carolina , on the State Library's "Freedom Now" exhibit. The South Carolina State Library partnered with Columbia SC 63 to host the exhibit, which features photos taken during the height of the civil rights movement. Many of the images are undocumented. Attendees were invited to help identify the people in the photos and the dates they were taken.	**Young Minds Dreaming Ceremony with Jose Felipe Herrera:** The South Carolina State Library hosted annual Young Minds Dreaming Poetry Celebration with special guest speaker Mexican American poet, author, activist and performance artist Juan Felipe Herrera. This contest encourages young writes to capture the power of their words and experience the freedom of literary expression	**Grants Research Workshops/Trainings:** The South Carolina State Library is a Funding Information Network partner of the Foundation Center. The Grants Research Collection at the South Carolina State Library is designed to assist nonprofit organizations and individuals seeking grant funding from private and corporate foundations and government agencies. The Collection includes resources for finding foundation and government grant programs, the grantseeking and proposal writing process, nonprofit organization management, and general fund raising strategies. Training workshops are offered thorughout the year to registered attendees on topics such as "Proposal Writing Basic" and Finding a Funder for Your Nonprofit Organization."	**Inclusive Services Center:** The Center is located on the Mezzanine level of the library and features a variety of assistive technology and accessibility tools, as well as a collection of materials related to equity, diversity, and inclusion in library services. The collection includes suggested fiction for children and youth from diverse backgrounds, non-fiction resources for library staff working with all ages, and materials in accessible formats such as braille and sensory books. Most materials may be checked out with a State Library card or requested through SCLENDS. The assistive technology includes an accessible computer (JAWS screen reader, Zoomtext, power adjustable table), electronic magnifiers, text to speech devices, braille embosser, assistive listening system, and other tools.
11		Responsible organizational unit (primary)		Library Collections and Services	Library Collections and Services	Library Collections and Services	Library Development
12							
13		**Results Sought**					
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State.	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries.	To provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State.	The purpose of this service is to provide for the citizens of the State specialized library services and materials not generally appropriate, economical, or available in other libraries of the State (SECTION 60-1-60(d)). The purpose of the service is to plan and coordinate the provision of library services to groups with special needs, including but not limited to the
16		Associated performance measure item numbers from the Performance Measures Chart. if any		42;45;46	42;45;46	15;16;40	None
17							
18		**Customer Details**					
19		Customer description		Open to the public.	Award recipeints and their families.	Open to the public, registered attendees.	Individuals who visit the ISC or use its materials at training and outreach events. Individuals who borrow materials using SCLENDS. Customers include library staff, professionals from partner organizations, and members of the community.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	yes	No
21		Counties served in last completed fiscal year	2018-19	All counties.	All counties.	All counties.	
22		Number of customers served	2018-19				
23			2017-18				
24			2016-17				
25							
26		**Units Provided and Amounts Charged to Customers**					
27		Description of a single deliverable unit		Number of attendees	Number of attendees	Number of classes and attendees	Use of an Inclusive Services Center resource by a customer
28		Number of units provided	2018-19	70	63	14 classes. 247 attendees	53
29			2017-18			17 classes, 341attendees	0
30			2016-17			13 classes. 248 attendees	0
31		Does law prohibit charging the customer for the deliverable?	2018-19				
32		If yes, provide law					
33			2017-18				
34		If yes, provide law					
35			2016-17				
36		If yes, provide law					
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00	$0.00
40							
41		**Costs**					
42	$16,236,871		2018-19	$ 13,170.80	$ 12,845.74	$ 13,240.74	$23,793.36
43	$15,670,900		2017-18	$ 10,495.70	$ 22,572.82	$ 11,837.31	$18,936.65
44	$15,316,983		2016-17	$ 11,178.16	$ 11,178.16	$ 11,178.16	$72,439.31
45	Total agency	Total deliverable expenditures as a percentage of total agency					
46	$16,212,298	expenditures	2018-19	0.08%	0.08%	0.08%	0.15%
47	$15,680,240		2017-18	0.07%	0.14%	0.08%	0.12%
48	$15,316,504		2016-17	0.07%	0.07%	0.07%	0.47%
49		Agency expenditures per unit of the deliverable					
50			2018-19				$448.93
51			2017-18				$0.00
52			2016-17				$0.00
53							
54		**Amount collected from providing deliverable**					
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00	$0.00
64							
65		**Agency Comments**					
66		Additional comments from agency (optional)					Inclusive Services materials began circulating in January 2019.

The contents of this chart are considered sworn testimony from the agency director.

Deliverables

	A	B	C	FU	FV	FW
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		173	174	175
8		Associated laws		SECTION 60-1-160; 20 USC §9108	SECTION 60-1-60 (b) (d)	SC Code § 60-1-120 (2012); 2 U.S. Code § 135a.
9		Does state or federal law specifically require this deliverable?		Yes	No	No
10		Deliverable description		**The Public Libraries Survey (PLS)** examines when, where, and how library services are changing to meet the needs of the public. These data, supplied annually by public libraries across the country, provide information that policymakers and practitioners can use to make informed decisions about the support and strategic management of libraries. The survey provides statistics on the status of public libraries in the United States. Data includes information about library visits, circulation, size of collections, public service hours, staffing, electronic resources, operating revenues and expenditures and number of service outlets. The PLS is conducted every year since 1988 and all SC public libraries are mandated to complete the survey by the deadline.	**Subject Guides:** The Library uses SpringShare's LibGuides to provide resources and information for the library community, state government, and South Carolina citizens. These range from Black History Resources, Disaster Preparedness for Libraries, Information for Institutional Libraries, Self-publishing, and Workforce Development.	**SCSLTBS Collaborative Professional Development Activities and Trainings:** SCSLTBS staff regularly participate in conducting staff trainings and other professional development activities to collaborative agencies through KLAS Conferences, NLS Conferences, ALA Conferences, taskforces and special committee participation that is above and beyond general required duties of specific job descriptions. Participating in the training of staff for organizations such as SCATP and The South Carolina Commission for the Blind are also fairly regular occurrences.
11		Responsible organizational unit (primary)		Library Development	Library Collections and Services	Talking Book Services
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		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. Reports must be made in a timely manner so that statistics may be published in the State Library's annual report. The State Library may require other reports as may	To maintain appropriate collections of library materials in any format considered necessary to supplement the collections of other libraries in the State and to meet the research and informational needs of the General Assembly, state officers and agencies, and state government employees; To provide for the citizens of the State specialized library services and materials	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		None	43;44	13
17						
18		**Customer Details**				
19		Customer description		All SC Public Libraries and the patrons of these libraries.	Anyone with Internet access.	Customers are organizations working with individuals identified as blind or print disabled as defined by NLS.
20		Does the agency evaluate customer satisfaction?	2018-19	No		No
21		Counties served in last completed fiscal year	2018-19	ALL	All counties.	All
22		Number of customers served	2018-19		60,346	Unknown
23			2017-18		58,934	Unknown
24			2016-17		56,994	Unknown
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Annual statistics for every SC public library.	Number of page views.	One activity attended.
28		Number of units provided	2018-19		206,388	39
29			2017-18		196,296	33
30			2016-17		111,731	25
31		Does law prohibit charging the customer for the deliverable?	2018-19			Yes
32		If yes, provide law				2 U.S. Code § 135a.
33			2017-18			Yes
34		If yes, provide law				2 U.S. Code § 135a.
35			2016-17			Yes
36		If yes, provide law				2 U.S. Code § 135a.
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$14,543.36	$14,019.64	$22,011.34
43	$15,670,900		2017-18	$14,546.65	$10,495.70	$15,735.82
44	$15,316,983		2016-17	$18,802.94	$11,178.16	$19,120.23
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.09%	0.09%	0.14%
47	$15,680,240		2017-18	0.09%	0.07%	0.10%
48	$15,316,504		2016-17	0.12%	0.07%	0.12%
49		Agency expenditures per unit of the deliverable				
50			2018-19		$0.07	
51			2017-18		$0.05	
52			2016-17		$0.10	
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						$0.00
65		**Agency Comments**				$0.00
66		Additional comments from agency (optional)		There were 14,567,585 visits to public libraries in 2016.		$0.00

Deliverables

	A	B	C	FX	FY	FZ
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		176	177	178
8		Associated laws		SC Code § 60-1-120 (2012); 2 U.S. Code § 135a.	SC Code § 60-1-120 (2012); 2 U.S. Code § 135a.	SC Code § 60-1-120 (2012); 2 U.S. Code § 135a.
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**Assistive Technology Referral Process to SCATP**: The University of South Carolina Assistive Technology Program (SCATP) is a government-mandated department of the institution that provides assistance to residents statewide seeking guidance on assistive technology appropriate for use across various spectrums of disabilities. Low and high-tech solutions are explored and equipment (which is often cost-prohibitive) can be checked out on a short term basis for people to try in their daily environment prior to purchase. The program also maintains catalogs and contact information for trained sales professionals. SCSLTBS maintains a relationship with the program that includes collaborative programming and training as well as referrals from SCSLTBS to SCATP of patrons requiring more extensive information on equipment selection and purchase.	**SCSLTBS Annual Signature Public Programs - Kathryn Otoshi:** In response to winning the 2018 Association for Library Service to Children Maureen Hayes- Author/Illustrator Visit Award, the South Carolina State Library welcomed author and illustrator Kathryn Otoshi to the South Carolina School for the Deaf and Blind. Otoshi is known for several acclaimed books including Zero, One, Two, Beautiful Hands and Draw a Line. While visiting South Carolina, she recorded those books for the Talking Books Services (sctalkingbook.org) and a podcast for LibraryVoicesSC with Dr. Curtis Rogers (librarywoices.podbean.com). Prior to her visit, students from the South Carolina School for the Deaf and Blind cut out decorated handprints to be part of a spirit bird project in the school's library. In response, Otoshi said, "We can see how that commitment of doing one kind thing multiplied by many handprints, and seeing that tangible art project that they were a part of visually every day, becomes a constant reminder of how we can spread this love, compassion and connection with each other."	**SCSLTBS Annual Signature Public Programs - Great American Eclipse 2017 Event:** SCSLTBS hosted a free workshop on the Great American Eclipse 2017. This interactive and hands on training was specifically designed for visually-impaired individuals and those who work with visually-impaired populations, including special education teachers, early childhood specialists, teacher aides, paraprofessionals, tutors, counselors, and those in higher education. The workshop was conducted by Cynthia Hall, from the Lowcountry Hall of Science and Math (LHSM) and Dr. Cassandra Runyon, from the SC NASA Space Grant Consortium. A visually impaired student at the College of Charleston also assisted with this workshop. Service dogs were welcomed. Attendees gained knowledge on the uniqueness of this eclipse, why eclipses occur, cultural connections, history, and safe viewing techniques. Discussion topics included: NASA, solar systems, gravity, distance and scale, and geometry. All participants received a tactile book, digital materials and training resources.
11		Responsible organizational unit (primary)		Talking Book Services	Talking Book Services	Talking Book Services
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		14	13	12 & 13
17						
18		**Customer Details**				
19		Customer description		Customers are patrons identified as blind or print disabled as defined by NLS.	Customers are patrons identified as blind or print disabled as defined by NLS.	Customers are patrons identified as blind or print disabled as defined by NLS.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No
21		Counties served in last completed fiscal year	2018-19	All	All	All
22		Number of customers served	2018-19	Unknown	55	0
23			2017-18	Unknown	0	94
24			2016-17	Unknown	0	0
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		One patron referred to SCATP/One program, presentation or training attended.	One attendee at event.	One attendee at event.
28		Number of units provided	2018-19	1	55	0
29			2017-18	0	0	94
30			2016-17	0	0	0
31		Does law prohibit charging the customer for the deliverable?	2018-19	Yes	Yes	Yes
32		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
33			2017-18	Yes	Yes	Yes
34		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
35			2016-17	Yes	Yes	Yes
36		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$21,788.70	$24,100.25	$23,778.30
43	$15,670,900		2017-18	$23,925.79	$21,235.82	$15,735.82
44	$15,316,983		2016-17	$19,120.23	$19,120.23	$20,032.83
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.13%	0.15%	0.15%
47	$15,680,240		2017-18	0.14%	0.14%	0.10%
48	$15,316,504		2016-17	0.16%	0.12%	0.13%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		Program began in 2019/2020 fiscal year.	This one-time event occurred at the SCSDB on October 8, 2018.	This one-time event occurred on July 26, 2017.

Deliverables

	A	B	C	GA	GB	GC
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		179	180	181
8		Associated laws		SC Code § 60-1-120 (2012); 2 U.S. Code § 135a.	SC Code § 60-1-120 (2012); 2 U.S. Code § 135a.	SC Code § 60-1-120 (2012); 2 U.S. Code § 135a.
9		Does state or federal law specifically require this deliverable?		Yes	No	No
10		Deliverable description		SCSLTBS Daily Circulation Activity - Digital Book Players: Digital book players provided by NLS are circulated through SCSLTBS staff procedures and processes utilizing the KLAS ILS. Equipment is ordered from the Multistate clearinghouse, inventoried, stored and then mailed, on demand and within library rules and regulations, to patrons as Free Matter for the Blind.	**SCSLTBS Rated Unrated Book (RUB) Program Particlpation:** The Rating Unrated Books (RUB) program is a national coalition of LBPH librarians who read and provide feedback that is then entered into a shared spreadsheet and the ILS cataloging record of items rated. Patrons who indicate exclusions in their preferences tend to not want to read unrated books. Of all of the newly added books, 1/3 are entered into the ILS as unrated. This reduces the books available for patrons with exclusions by 33%. As well, many of the excluded titles are bestsellers. Once librarians complete the RUB process and enter enhanced subject search codes and other metadata, patrons with exclusions are then more closely matched with books that align with their indicated preferences. Exclusions are not a form of censorship; they are guidance for patrons, much like movie ratings.	**SCSLTBS Prison Patron Program:** Patrons who are incarcerated but have a qualifying condition receive service through the program. As access to technology is limited within prison facilities, cooperation and ongoing communication between facility officials and SCSLTBS staff often requires execution of provisions outside of the normal scope of daily activities for the library while also staying within the confines of NLS as well as prison rules.
11		Responsible organizational unit (primary)		Talking Book Services	Talking Book Services	Talking Book Services
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		14	14	13
17						
18		**Customer Details**				
19		Customer description		Customers are patrons identified as blind or print disabled as defined by NLS.	Customers are patrons identified as blind or print disabled as defined by NLS.	Customers are patrons identified as blind or print disabled as defined by NLS.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No
21		Counties served in last completed fiscal year	2018-19	All	All	All
22		Number of customers served	2018-19	4,053	Unknown	19
23			2017-18	3,961	Unknown	17
24			2016-17	4,037	Unknown	15
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		One talking book player circulated.	One book rated.	One registered patron.
28		Number of units provided	2018-19	1,162	9	19
29			2017-18	1,121	11	17
30			2016-17	1,195	8	15
31		Does law prohibit charging the customer for the deliverable?	2018-19	Yes	Yes	Yes
32		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
33			2017-18	Yes	Yes	Yes
34		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
35			2016-17	Yes	Yes	Yes
36		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$36,324.85	$0.00	$21,788.70
43	$15,670,900		2017-18	$68,943.33	$0.00	$15,735.82
44	$15,316,983		2016-17	$117,851.22	$0.00	$20,032.83
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.22%	0.00%	0.13%
47	$15,680,240		2017-18	0.44%	0.00%	0.10%
48	$15,316,504		2016-17	0.77%	0.00%	0.13%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)			Reader Advisors Brenda Boyd and Kaitlyn Hodges represented SCSLTBS in this program, with Boyd serving in a leadership capacity nationwide as an administrator of the shared spreadsheet. Number of patrons served is unknown as, once information is uploaded, it effects patrons across the entire national network.	

Deliverables

	A	B	C	GD	GE	GF
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		182	183	184
8		Associated laws		SC Code § 60-1-120 (2012); 2 U.S. Code § 135a.	SC Code § 60-1-120 (2012); 2 U.S. Code § 135a.	SC Code § 60-1-120 (2012); 2 U.S. Code § 135a.
9		Does state or federal law specifically require this deliverable?		No	No	No
10		Deliverable description		**SCSLTBS Civic Collaborations:** Organizations such as the South Carolina state and local chapters of the National Federation of the Blind (NFB), Newsline, South Carolina Commission for the Blind and South Carolina School for the Deaf and Blind (SCSDB) regularly collaborate with SCSLTBS in the areas of civic-minded programming and event execution. For instance, NFB sponsors a residential Summer Camp for blind youth at their Rocky Bottom facility. SCSLTBS participates by conducting a story time and craft session for campers.	**SCSLTBS Community Outreach Through Exhibits:** Various professional and community organizations sponsor conventions, trainings and meetings around the state. In addition to or in lieu of presenting, SCSLTBS regularly partipates as an organization in the exhibition areas of these events.	**SCSLTBS Publications and Promotional Material - Newsletter:** SCSLTBS, as a regional library of NLS, is advised to produce a newsletter for stakeholders that shares relevant information and outlines activities of the program on both the national and local level. It is advised that this document is produced quarterly in multiple, accessible formats and shared as widely as possible.
11		Responsible organizational unit (primary)		Talking Book Services	Talking Book Services	Talking Book Services
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		No	No	No
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.	The purpose of the service is to fulfill the overall goals and objectives of a regional talking book program administered by a local agency (SCSL) under the federal provisions of NLS.
16		Associated performance measure item numbers from the Performance Measures Chart. if any		13	13	13
17						
18		**Customer Details**				
19		Customer description		Customers are organizations working with individuals identified as blind or print disabled as defined by NLS.	Customers are organizations working with individuals identified as blind or print disabled as defined by NLS.	Customers are patrons identified as blind or print disabled as defined by NLS.
20		Does the agency evaluate customer satisfaction?	2018-19	No	No	No
21		Counties served in last completed fiscal year	2018-19	All	All	All
22		Number of customers served	2018-19	Unknown	Unknown	16,000
23			2017-18	Unknown	Unknown	16,000
24			2016-17	Unknown	Unknown	26,000
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		One collaborative activity completed.	One exhibit/outreach completed.	One item produced.
28		Number of units provided	2018-19	6	38	4
29			2017-18	5	32	4
30			2016-17	6	29	5
31		Does law prohibit charging the customer for the deliverable?	2018-19	Yes	Yes	Yes
32		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
33			2017-18	Yes	Yes	Yes
34		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
35			2016-17	Yes	Yes	Yes
36		If yes, provide law		2 U.S. Code § 135a.	2 U.S. Code § 135a.	2 U.S. Code § 135a.
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$21,788.70	$23,333.70	$32,897.04
43	$15,670,900		2017-18	$16,341.18	$16,545.82	$19,360.30
44	$15,316,983		2016-17	$19,120.23	$19,205.23	$20,379.51
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.13%	0.14%	0.20%
47	$15,680,240		2017-18	0.10%	0.11%	0.12%
48	$15,316,504		2016-17	0.12%	0.13%	0.13%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)				Ordered 10,000 brochures in 2017 in addition to quarterly newsletter printings.

Deliverables

	A	B	C	GG	GH	GI
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		185	186	187
8		Associated laws		SECTION 60-1-80	SECTION 60-1-80	SECTION 60-1-80
9		Does state or federal law specifically require this deliverable?				
10		Deliverable description		**E-Rate/Universal Services Assistance for Chesterfield County Library System:** Preformed onsite technology infrastructure assessments at all branch locations. Identified where E-Rate Category 2 funding could be utilized and created detailed specifications for their needs. All Chesterfield locations had outdated and/or limited network technologies in place that provided poor service. Mostly due to lack of expertise and budget constraints. All locations desperately needed wireless infrastructure improvements and switching overhaul. Assisted with application process. E-Rate provided a funding commitment of $30,476.87 **(Cost avoidance)**.	**E-Rate/Universal Services Assistance for Dillon County Library System:** Preformed onsite technology infrastructure assessments at the main Dillon branch location. Identified where E-Rate Category 2 funding could be utilized and created detailed specifications for their needs. Location had outdated and/or limited network technologies in place that provided poor service. Mostly due to lack of expertise and budget constraints. Location desperately needed network switching overhaul and cable management. Assisted with application process. E-Rate provided a funding commitment of $9,539.10 **(Cost avoidance)**.	**E-Rate/Universal Services Assistance for Newberry County Library System:** Preformed onsite technology infrastructure assessments at all branch locations. Identified where E-Rate Category 2 funding could be utilized and created detailed specifications for their needs. All Newberry locations had outdated and/or limited network technologies in place that provided poor service. Mostly due to lack of expertise and budget constraints. All locations required network switching upgrades to eliminate bottlenecks. Assisted with the application process. E-Rate provided a funding commitment of $14,430.63 **(Cost avoidance)**.
11		Responsible organizational unit (primary)		Information Technology	Information Technology	Information Technology
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)
16		Associated performance measure item numbers from the Performance Measures Chart. if any				
17						
18		**Customer Details**				
19		Customer description		Public Library System	Public Library System	Public Library System
20		Does the agency evaluate customer satisfaction?	2018-19			
21		Counties served in last completed fiscal year	2018-19	Chesterfield	Dillon	Newberry
22		Number of customers served	2018-19	1	1	1
23			2017-18	N/A	N/A	N/A
24			2016-17	N/A	N/A	N/A
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Library Bracnch Locations	Library Bracnch Locations Assessed	Library Bracnch Locations Assessed
28		Number of units provided	2018-19	5	1	2
29			2017-18			
30			2016-17			
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$9,648.18	$9,648.18	$9,648.18
43	$15,670,900		2017-18	$0.00	$0.00	$0.00
44	$15,316,983		2016-17	$0.00	$0.00	$0.00
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.06%	0.06%	0.06%
47	$15,680,240		2017-18	0.00%	0.00%	0.00%
48	$15,316,504		2016-17	0.00%	0.00%	0.00%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		Chesterfield Couty Library System serves a population of 46,734.	Dillon County Library System serves a population of 32,062.	Newberry County Library System serves a population of 37,508.

Deliverables

	A	B	C	GJ	GK	GL
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		188	189	190
8		Associated laws		SECTION 60-1-80	SECTION 60-1-80	SECTION 60-1-80
9		Does state or federal law specifically require this deliverable?				
10		Deliverable description		**E-Rate/Universal Services Assistance for Saluda County Library System:** Preformed onsite technology infrastructure assessments at the main Saluda branch location. Identified where E-Rate Category 2 funding could be utilized and created detailed specifications for their needs. Needs consisted of networking switching, firewall replacement and expanded wireless coverage. Mostly due to lack of expertise and budget constraints. Assisted with application process. E-Rate provided a funding commitment of $8,100.07 **(Cost avoidance)**.	**E-Rate/Universal Services Assistance for Marion County Library System:** Preformed onsite technology infrastructure assessments at all branch locations, including bookmobile. Identified where E-Rate Category 2 funding could be utilized and created detailed specifications for their needs. All Marion locations had outdated and/or limited network technologies in place that provided poor service. Mostly due to lack of expertise and budget constraints. All locations, including bookmobile, desperately needed wireless infrastructure improvements, switching overhaul and firewall replacement. Assisted with application process. E-Rate provided a funding commitment of $26,294.81 **(Cost avoidance)**.	**E-Rate/Universal Services Assistance for Cherokee County Library System:** Preformed onsite technology infrastructure assessments at all branch locations, including bookmobile. Identified where E-Rate Category 2 funding could be utilized and created detailed specifications for their needs. All Cherokee locations had outdated and/or limited network technologies in place that provided poor service. Mostly due to lack of expertise and budget constraints. All locations, including their bookmobile, desperately needed wireless infrastructure improvements, firewall replacement, switching overhaul and replacement of old category 5 wiring throughout buildings. Assisted with application process. E-Rate provided a funding commitment of $65,740.94 **(Cost avoidance)**.
11		Responsible organizational unit (primary)		Information Technology	Information Technology	Information Technology
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)
16		Associated performance measure item numbers from the Performance Measures Chart. if any				
17						
18		**Customer Details**				
19		Customer description		Public Library System	Public Library System	Public Library System
20		Does the agency evaluate customer satisfaction?	2018-19			
21		Counties served in last completed fiscal year	2018-19	Saluda	Marion	Cherokee
22		Number of customers served	2018-19	1	1	1
23			2017-18	N/A	N/A	N/A
24			2016-17	N/A	N/A	N/A
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Library Bracnch Locations Assessed	Library Bracnch Locations Assessed	Library Bracnch Locations Assessed (including bookmobile)
28		Number of units provided	2018-19	1	3	3
29			2017-18			
30			2016-17			
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$9,648.18	$9,648.18	$9,648.18
43	$15,670,900		2017-18	$0.00	$0.00	$0.00
44	$15,316,983		2016-17	$0.00	$0.00	$0.00
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.06%	0.06%	0.06%
47	$15,680,240		2017-18	0.00%	0.00%	0.00%
48	$15,316,504		2016-17	0.00%	0.00%	0.00%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		Saluda County Library System serves a population of 19,875.	Marion County Library System serves a population of 33,062.	Cherokee County Library System serves a population of 55,342.

Deliverables

	A	B	C	GM	GN	GO
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		191	192	193
8		Associated laws		SECTION 60-1-80	SECTION 60-1-80	SECTION 60-1-80
9		Does state or federal law specifically require this deliverable?				
10		Deliverable description		**E-Rate/Universal Services Assistance for Sumter County Library System:** Preformed onsite technology infrastructure assessments at all branch locations, including bookmobile. Identified where E-Rate Category 2 funding could be utilized and created detailed specifications for their needs. All Sumter locations had outdated and/or limited network technologies in place that provided poor service. Mostly due to lack of expertise and budget constraints. All locations, including their bookmobile, desperately needed wireless infrastructure improvements, firewall replacement and switching overhaul. Assisted with application process. E-Rate provided a funding commitment of $93,164.29 **(Cost avoidance)**.	**E-Rate/Universal Services Assistance for Greenwood County Library System:** Preformed onsite technology infrastructure assessments at all branch locations. Identified where E-Rate Category 2 funding could be utilized and created detailed specifications for their needs. Mostly due to lack of expertise and budget constraints. All locations needed network switching overhaul. Assisted with application process. E-Rate provided a funding commitment of $36,550.94 **(Cost avoidance)**.	**E-Rate/Universal Services Assistance for Allendale Hampton Jasper (AHJ) Regional Library System:** Preformed onsite technology infrastructure assessments at all branch locations. Identified where E-Rate Category 2 funding could be utilized and created detailed specifications for their needs. All AHJ locations had outdated and/or limited network technologies in place that provided poor service. Mostly due to lack of expertise and tight budget constraints. All locations desperately needed wireless infrastructure improvements, firewall replacement and switching overhaul. The Pratt Memorial Library location was in really bad shape and required replacement of old category 5 wiring throughout the building. Assisted with application process. E-Rate provided a funding commitment of $71,055.64 **(Cost avoidance)**.
11		Responsible organizational unit (primary)		Information Technology	Information Technology	Information Technology
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)
16		Associated performance measure item numbers from the Performance Measures Chart. if any				
17						
18		**Customer Details**				
19		Customer description		Public Library System	Public Library System	Public Library System
20		Does the agency evaluate customer satisfaction?	2018-19			
21		Counties served in last completed fiscal year	2018-19	Sumter	Greenwood	Allendale;Hampton;Jasper
22		Number of customers served	2018-19	1	1	1
23			2017-18	N/A	N/A	N/A
24			2016-17	N/A	N/A	N/A
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Library Bracnch Locations Assessed (including bookmobile)	Library Bracnch Locations Assessed	Library Bracnch Locations Assessed
28		Number of units provided	2018-19	4	2	4
29			2017-18			
30			2016-17			
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$9,648.18	$9,648.18	$9,648.18
43	$15,670,900		2017-18	$0.00	$0.00	$0.00
44	$15,316,983		2016-17	$0.00	$0.00	$0.00
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.06%	0.06%	0.06%
47	$15,680,240		2017-18	0.00%	0.00%	0.00%
48	$15,316,504		2016-17	0.00%	0.00%	0.00%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		Sumter County Library System serves a population of 107,456.	Greenwood County Library System serves a population of 69,661.	Allendale, Hampton, Jasper (AHJ) Regional Library System serves a population of 56,286.

Deliverables

	A	B	C	GP	GQ	GR
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		194	195	196
8		Associated laws		SECTION 60-1-80	SECTION 60-1-80	SECTION 60-1-80
9		Does state or federal law specifically require this deliverable?				
10		Deliverable description		**E-Rate/Universal Services Assistance for Georgetown County Library System:** Worked with Georgetown County Government IT department. Preformed onsite technology infrastructure assessments at all branch locations, including bookmobile. Identified where E-Rate Category 2 funding could be utilized and created detailed specifications for their needs. All Georgetown locations had older and/or limited network technologies in place. Mostly due to lack of expertise and budget constraints. All locations, including their bookmobile, needed wireless infrastructure improvements, firewall replacement and switching overhaul. Assisted with application process. E-Rate provided a funding commitment of $113,702.98 **(Cost avoidance)**.	**E-Rate/Universal Services Assistance for Darlington County Library System:** Preformed onsite technology infrastructure assessments at all branch locations. Identified where E-Rate Category 2 funding could be utilized and created detailed specifications for their needs. All Darlington locations had limited wireless network technologies in place. Mostly due to lack of expertise and budget constraints. All locations desperately needed wireless infrastructure and network switching improvements. Assisted with application process. E-Rate provided a funding commitment of $40,562.01 **(Cost avoidance)**.	**E-Rate/Universal Services Assistance for Orangeburg County Library System:** Worked with Orangeburg County Government IT department. Preformed onsite technology infrastructure assessments at all branch locations, including bookmobile. Identified where E-Rate Category 2 funding could be utilized and created detailed specifications for their needs. All Orangeburg locations had older and/or limited network technologies in place that provided poor service. All locations, including their bookmobile, desperately needed wireless infrastructure improvements, firewall replacement and switching overhaul. The Elloree and Santee branch locations lacked wireless network capabilities. Assisted with application process. E-Rate provided a funding commitment of $55,533.37 **(Cost avoidance)**.
11		Responsible organizational unit (primary)		Information Technology	Information Technology	Information Technology
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)
16		Associated performance measure item numbers from the Performance Measures Chart. if any				
17						
18		**Customer Details**				
19		Customer description		Public Library System	Public Library System	Public Library System
20		Does the agency evaluate customer satisfaction?	2018-19			
21		Counties served in last completed fiscal year	2018-19	Georgetown	Darlington	Orangeburg
22		Number of customers served	2018-19	1	1	1
23			2017-18	N/A	N/A	N/A
24			2016-17	N/A	N/A	N/A
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Library Bracnch Locations Assessed (including bookmobile and new branch under construction)	Library Bracnch Locations Assessed	Library Bracnch Locations Assessed (including bookmobile)
28		Number of units provided	2018-19	6	4	6
29			2017-18			
30			2016-17			
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$9,648.18	$9,648.18	$9,648.18
43	$15,670,900		2017-18	$0.00	$0.00	$0.00
44	$15,316,983		2016-17	$0.00	$0.00	$0.00
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.06%	0.06%	0.06%
47	$15,680,240		2017-18	0.00%	0.00%	0.00%
48	$15,316,504		2016-17	0.00%	0.00%	0.00%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		Georgetown County Library System serves a population of 60,158.	Darlington4 County Library System serves a population of 68,681.	Orangeburg County Library System serves a population of 92,501.

Deliverables

	A	B	C	GS	GT	GU
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		197	198	199
8		Associated laws		SECTION 60-1-80	SECTION 60-1-80	SECTION 60-1-80
9		Does state or federal law specifically require this deliverable?				
10		Deliverable description		**E-Rate/Universal Services Assistance for Williamsburg County Library System:** Preformed onsite technology infrastructure assessments at all branch locations, including bookmobile. Identified where E-Rate Category 2 funding could be utilized and created detailed specifications for their needs. All Williamsburg locations had older and/or limited network technologies in place. All locations, including their bookmobile, desperately needed wireless infrastructure improvements and switching overhaul. The Hemmingway Branch location required replacement of old category 5 wiring throughout the building. Assisted with application process. E-Rate provided a funding commitment of $52,391.37 **(Cost avoidance)**.	**E-Rate/Universal Services Assistance for Colleton County Library System:** Preformed onsite technology infrastructure assessments at all branch locations, including bookmobile. Identified where E-Rate Category 2 funding could be utilized and created detailed specifications for their needs. All Colleton locations had outdated and/or limited network technologies in place. Mostly due to lack of expertise and budget constraints. All locations, including their bookmobile, desperately needed wireless infrastructure improvements, firewall replacement and switching overhaul. Assisted with application process. E-Rate provided a funding commitment of $66,697.57 **(Cost avoidance)**.	**E-Rate/Universal Services Assistance for Horry County Library System:** Worked with Horry County Government IT department. Provided them guidance on the E-Rate program. Facilitated the process. County IT provided detailed specifications for their needs. All Horry locations had older and/or limited network technologies. All locations needed network switching overhaul. Assisted with application process. E-Rate provided a funding commitment of $147,056.70 **(Cost avoidance)**.
11		Responsible organizational unit (primary)		Information Technology	Information Technology	Information Technology
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)
16		Associated performance measure item numbers from the Performance Measures Chart. if any				
17						
18		**Customer Details**				
19		Customer description		Public Library System	Public Library System	Public Library System
20		Does the agency evaluate customer satisfaction?	2018-19			
21		Counties served in last completed fiscal year	2018-19	Williamburg	Colleton	Horry
22		Number of customers served	2018-19	1	1	1
23			2017-18	N/A	N/A	N/A
24			2016-17	N/A	N/A	N/A
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Library Bracnch Locations Assessed (including bookmobile)	Library Bracnch Locations Assessed (including bookmobile)	Library Bracnch Locations Assessed
28		Number of units provided	2018-19	4	3	10
29			2017-18			
30			2016-17			
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$9,648.18	$9,648.18	$9,648.18
43	$15,670,900		2017-18	$0.00	$0.00	$0.00
44	$15,316,983		2016-17	$0.00	$0.00	$0.00
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.06%	0.06%	0.06%
47	$15,680,240		2017-18	0.00%	0.00%	0.00%
48	$15,316,504		2016-17	0.00%	0.00%	0.00%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		Williamsburg County Library System serves a population of 34,423..	Colleton County Library System serves a population of 38,892.	Horry County Library System serves a population of 269,291.

Deliverables

	A	B	C	GV	GW	GX
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		200	201	202
8		Associated laws		SECTION 60-1-80	SECTION 60-1-80	SECTION 60-1-80
9		Does state or federal law specifically require this deliverable?				
10		Deliverable description		**E-Rate/Universal Services Assistance for Spartanburg County Library System:** Worked closely with Spartanburg Library IT Department. Preformed technology infrastructure assessments at all branch locations. Identified where E-Rate Category 2 funding could be utilized and created detailed specifications for their needs. All Spartanburg locations had older and/or limited network switching/routing technologies in place. Mostly due to budget constraints. All locations required network switching upgrades to eliminate bottlenecks and improve flexibility. A new firewall was needed at the main headquarters location. Assisted with the application process. E-Rate provided a funding commitment of $222,413.68 **(Cost avoidance)**.	**Information Technology Assistances and Support for Public Libraries**: In December 2017 the **K-12 Cisco Umbrella Internet Security Program** was provided free of charge to South Carolina E-Rate Consortium member libraries. Cisco Umbrella replaced the physical intrusion detection sensor that was installed on library networks and monitored by the Division of Information Security (DIS). The State Library worked closely with DIS to provide Public Libraries remote and onsite technical assistance during this migration.	**Information Technology Assistances and Support for Public Libraries**: In FY2016/17 the South Carolina E-Rate Consortium moved to a single provider for Internet Services. All member libraries currently using AT&T had to migrate to SEGRA (formly Spirit Communications) for Internet Services. The State Library worked closely with all steakeholders involved. Provided Public Libraries with technical assistance during this migration. Some required onsite technical assistance. This involved reconfiguring network infrastructure such as firewalls and routers.
11		Responsible organizational unit (primary)		Information Technology	Information Technology	Information Technology
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)
16		Associated performance measure item numbers from the Performance Measures Chart. if any				
17						
18		**Customer Details**				
19		Customer description		Public Library System	Public Library System	Public Library System
20		Does the agency evaluate customer satisfaction?	2018-19			
21		Counties served in last completed fiscal year	2018-19	Spartanburg	Abbeville;Aiken;Allendale;Anderson;Bamberg;Barnwell;Berkeley;Calhoun;Charleston;Cherokee;Chester;Chesterfield;Clarendon;Colleton;Darlington;Dillon;Dorchester;Edgefield;Fairfield;Florence;Georgetown;Greenwood;Hampton;Horry;Jasper;Kershaw;Laurens;McCormick;Marion;Marlboro;Newberry;Orangeburg;Pickens;Saluda;Spartanburg;Sumter;Union;Williamsburg;York	Aiken;Barnwell;Bamberg;Edgefield;Allendale;Hampton;Jasper;Anderson;Berkeley;Charleston;Cherokee;Colleton;Dillon;Dorchester;Florence;Kershaw;Marion;Marlboro;Newberry;Orangeburg;Pickens;Richland;Spartanburg;Union;
22		Number of customers served	2018-19	1	N/A	N/A
23			2017-18	N/A	34	N/A
24			2016-17	N/A	N/A	19
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Library Bracnch Locations Assessed	Public Library System Assisted with Migration.	Public Library System Assisted with Migration.
28		Number of units provided	2018-19	11		
29			2017-18		34	
30			2016-17			19
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$9,648.18	$10,148.18	$10,048.18
43	$15,670,900		2017-18	$0.00	$0.00	$0.00
44	$15,316,983		2016-17	$0.00	$0.00	$0.00
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.06%	0.06%	0.06%
47	$15,680,240		2017-18	0.00%	0.00%	0.00%
48	$15,316,504		2016-17	0.00%	0.00%	0.00%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		Spartanburg County Library System serves a population of 284,307.	These library systems serve a combined population of 3,194,866.	These library systems serve a combined population of 2,467,589.

Deliverables

	A	B	C	GY	GZ	HA
1		**Agency**				
2		South Carolina State Library				
3		**Accurate as of**				
4		March 9, 2020				
5						
6		**Deliverable**				
7		Item number		203	204	205
8		Associated laws		SECTION 60-1-80	SECTION 60-1-80	SECTION 60-1-80
9		Does state or federal law specifically require this deliverable?				
10		Deliverable description		**Information Technology Assistances and Support for Public Libraries**: Chesterfield County Library System poor network services. The library system had struggled for well over a year with poor wide area network and Internet services. At times the service was so slow that Internet access was unusable. These services were being provided by the local telco company and SEGRA. Chesterfield lacked the technical expertise and budget to solve this complex issue. State Library IT worked closely with the service providers over a 12 month period to identify and solve the multi layered problem that existed on the service providers network.	**Information Technology Assistances and Support for Public Libraries:** Aiken, Bamberg, Barnwell, and Edgefield (ABBE) Regional Library System Wide Area Network (WAN) migration. ABBE lacked the technical experience to accomplish this on their own and requested IT assistance from the State Library. This project consisted of moving 14 branch locations to a new Wide Area Network (WAN) provided by AT&T and SEGRA. This network tied all their branch locations together. Assistance included hands-on reconfiguration of network routers and switches at each branch location. This assistance provided an estimated **cost avoidance** of $8,000.	**Information Technology Assistances and Support for Public Libraries: Firewall replacements.** State Library IT assisted Chesterfield, Darlington, Fairfield, Newberry and Union County Library Systems with replacing their old antiquated Internet firewalls. The library systems lacked the technical expertise to recognize the network bottlenecks that were being created by continuing to use the older firewall technology. We recommended replacement equipment and arranged for quotes from a State vetted vendor. Each library system procured the equipment. State Library IT setup and installed the new firewalls for each system to save them money. This assistance provided an estimated **total cost avoidance** of $11,250.
11		Responsible organizational unit (primary)		Information Technology	Information Technology	Information Technology
12						
13		**Results Sought**				
14		Does the legislature state intent, findings, or purpose?		Yes	Yes	Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)	To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)
16		Associated performance measure item numbers from the Performance Measures Chart. if any				
17						
18		**Customer Details**				
19		Customer description		Public Library System	Public Library System	Public Library System
20		Does the agency evaluate customer satisfaction?	2018-19			
21		Counties served in last completed fiscal year	2018-19	Chesterfield	Aiken;Barnwell;Bamberg;Edgefield	Chesterfield;Darlington;Fairfield;Newberry;Union
22		Number of customers served	2018-19	1	1	N/A
23			2017-18	N/A	N/A	5
24			2016-17	N/A	N/A	N/A
25						
26		**Units Provided and Amounts Charged to Customers**				
27		Description of a single deliverable unit		Library Bracnch Locations Fixed	Library Branch Migrated	Firewalls Installed
28		Number of units provided	2018-19	5	14	
29			2017-18			5
30			2016-17			
31		Does law prohibit charging the customer for the deliverable?	2018-19			
32		If yes, provide law				
33			2017-18			
34		If yes, provide law				
35			2016-17			
36		If yes, provide law				
37		Amount charged to customer per deliverable unit	2018-19	$0.00	$0.00	$0.00
38			2017-18	$0.00	$0.00	$0.00
39			2016-17	$0.00	$0.00	$0.00
40						
41		**Costs**				
42	$16,236,871		2018-19	$10,159.42	$9,648.18	$9,648.18
43	$15,670,900		2017-18	$0.00	$0.00	$0.00
44	$15,316,983		2016-17	$0.00	$0.00	$0.00
45	Total agency	Total deliverable expenditures as a percentage of total agency				
46	$16,212,298	expenditures	2018-19	0.06%	0.06%	0.06%
47	$15,680,240		2017-18	0.00%	0.00%	0.00%
48	$15,316,504		2016-17	0.00%	0.00%	0.00%
49		Agency expenditures per unit of the deliverable				
50			2018-19			
51			2017-18			
52			2016-17			
53						
54		**Amount collected from providing deliverable**				
55		Total collected from charging customers	2018-19	$0.00	$0.00	$0.00
56			2017-18	$0.00	$0.00	$0.00
57			2016-17	$0.00	$0.00	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00	$0.00	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00	$0.00	$0.00
60		to provide deliverable)	2016-17	$0.00	$0.00	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00	$0.00	$0.00
62			2017-18	$0.00	$0.00	$0.00
63			2016-17	$0.00	$0.00	$0.00
64						
65		**Agency Comments**				
66		Additional comments from agency (optional)		Chesterfield Couty Library System serves a population of 46,734.	Aiken, Bamberg, Barnwell, and Edgefield (ABBE) Regional Library System serves a population of 225,692.	These library systems serve a combined population of 205,840.

Deliverables

	A	B	C	HB
1		**Agency**		
2		South Carolina State Library		
3		**Accurate as of**		
4		March 9, 2020		
5				
6		**Deliverable**		
7		Item number		206
8		Associated laws		SECTION 60-1-80
9		Does state or federal law specifically require this deliverable?		
10		Deliverable description		**Information Technology Assistances and Support for Public Libraries: Allendale Hampton Jasper (AHJ) Regional Library System.** Performed onsite network assessment at their main Allendale location. The network infrastructure at this location also served the other 4 branch locations. Identified and removed unnecessary legacy networking equipment. Properly re-installed network and security infrastructure in rack. Installed proper cable management and followed 'best practices'. Work took approximately 15 hours to complete. AHJ lacked the technical expertise and budget to recognize and correct the issues. This assistance provided an **estimated cost avoidance of $3,000.**
11		Responsible organizational unit (primary)		Information Technology
12				
13		**Results Sought**		
14		Does the legislature state intent, findings, or purpose?		Yes
15		Purpose of the service/why it is provided (as written in statute/enabling act OR, if not in law, as understood by agency, subject to clarification from the legislature)?		To carry out statewide programs and services which cannot be effectively or economically provided by local libraries. (1985 Act No. 178, Section 2)
16		Associated performance measure item numbers from the Performance Measures Chart. if any		
17				
18		**Customer Details**		
19		Customer description		Public Library System
20		Does the agency evaluate customer satisfaction?	2018-19	
21		Counties served in last completed fiscal year	2018-19	Allendale;Hampton;Jasper
22		Number of customers served	2018-19	N/A
23			2017-18	1
24			2016-17	N/A
25				
26		**Units Provided and Amounts Charged to Customers**		
27		Description of a single deliverable unit		Library Bracnch Locations Assessed
28		Number of units provided	2018-19	
29			2017-18	1
30			2016-17	
31		Does law prohibit charging the customer for the deliverable?	2018-19	
32		If yes, provide law		
33			2017-18	
34		If yes, provide law		
35			2016-17	
36		If yes, provide law		
37		Amount charged to customer per deliverable unit	2018-19	$0.00
38			2017-18	$0.00
39			2016-17	$0.00
40				
41		**Costs**		
42	$16,236,871		2018-19	$9,648.18
43	$15,670,900		2017-18	$0.00
44	$15,316,983		2016-17	$0.00
45	Total agency	Total deliverable expenditures as a percentage of total agency		
46	$16,212,298	expenditures	2018-19	0.06%
47	$15,680,240		2017-18	0.00%
48	$15,316,504		2016-17	0.00%
49		Agency expenditures per unit of the deliverable		
50			2018-19	
51			2017-18	
52			2016-17	
53				
54		**Amount collected from providing deliverable**		
55		Total collected from charging customers	2018-19	$0.00
56			2017-18	$0.00
57			2016-17	$0.00
58		Total collected from non-state sources as a result of providing the	2018-19	$0.00
59		deliverable (including federal and other grants awarded to agency	2017-18	$0.00
60		to provide deliverable)	2016-17	$0.00
61		Total collected from charging customers and non-state sources	2018-19	$0.00
62			2017-18	$0.00
63			2016-17	$0.00
64				
65		**Agency Comments**		
66		Additional comments from agency (optional)		Allendale, Hampton, Jasper (AHJ) Regional Library System serves a population of 56,286.

Performance Measures

	A	B	C	D	E
2	South Carolina State Library				
3	**Accurate as of**				
4	March 9, 2020				
5					
6	**Performance Measure**				
7	Item #		1	2	3
8	Description		Number of Discus online resources accessed.	Number of Discus workshops and webinars provided statewide.	Number of individuals trained in Discus workshops and webinars.
9	Time applicable		State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
10					
11	**Results Summary**				
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**		Meet or exceed	Meet or exceed	
13					
14	**Did the agency achieve its goal?**				
15	2019		There was no target	There was no target	There was no target
16	2018		There was no target	There was no target	There was no target
17	2017		There was no target	There was no target	There was no target
18	2016		There was no target	There was no target	There was no target
19	2015		There was no target	There was no target	There was no target
20					
21	**Changes in target**				
22	2020		No prior year target	No prior year target	No prior year target
23	2019		No prior year target	No prior year target	No prior year target
24	2018		No prior year target	No prior year target	No prior year target
25	2017		No prior year target	No prior year target	No prior year target
26	2016		No prior year target	No prior year target	No prior year target
27					
28	**Result details for year ending…**				
29	**2020**				
30	Target				
31					
32	**2019**				
33	Target				
34	Actual		13,972,252	126	5854
35					
36	**2018**				
37	Target				
38	Actual		17,537,209	140	5320
39					
40	**2017**				
41	Target				
42	Actual		12,943,347	76	3432
43					
44	**2016**				
45	Target				
46	Actual		22,510,609	81	2220
47					
48	**2015**				
49	Target				
50	Actual		23,358,557	97	2836
51					
52	**Agency Comments**				
53	Additional comments from agency (optional)		Electronic resource usage tracking has become more integrate as algorithms are refined and industry wide standards are implemented through COUNTER reporting. COUNTER compliant database vendors now provide reliable, credible data using industry standards and protocols. As research databases enhance their offerings with videos and interactive educational tools the reporting data changes from full text journal retrievals to a variety of		
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The contents of this chart are considered sworn testimony from the agency director.

Performance Measures

	A	F	G	H
2	South Carolina State Library			
3	**Accurate as of**			
4	March 9, 2020			
5				
6	**Performance Measure**			
7	Item #	4	5	6
8	Description	Number of registered SCLENDS cardholders.	Number of items cataloged for other SCLENDS libraries..	Number of items circulated through the SCLENDS catalog.
9	Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
10				
11	**Results Summary**			
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**			
13				
14	**Did the agency achieve its goal?**			
15	2019	There was no target	There was no target	There was no target
16	2018	There was no target	There was no target	There was no target
17	2017	There was no target	There was no target	There was no target
18	2016	There was no target	There was no target	There was no target
19	2015	There was no target	There was no target	There was no target
20				
21	**Changes in target**			
22	2020	No prior year target	No prior year target	No prior year target
23	2019	No prior year target	No prior year target	No prior year target
24	2018	No prior year target	No prior year target	No prior year target
25	2017	No prior year target	No prior year target	No prior year target
26	2016	No prior year target	No prior year target	No prior year target
27				
28	**Result details for year ending...**			
29	**2020**			
30	Target			
31				
32	**2019**			
33	Target			
34	Actual		479	5279
35				
36	**2018**			
37	Target			
38	Actual		552	5896
39				
40	**2017**			
41	Target			
42	Actual		726	3598
43				
44	**2016**			
45	Target			
46	Actual			
47				
48	**2015**			
49	Target			
50	Actual			
51				
52	**Agency Comments**			
53	Additional comments from agency (optional)			
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The contents of this chart are considered sworn testimony from the agency director.

Performance Measures

	A	I	J	K
2	South Carolina State Library			
3	**Accurate as of**			
4	March 9, 2020			
5				
6	**Performance Measure**			
7	Item #	7	8	9
8	Description	Number of subgrants to fund local library projects statewide.	Amount of state funds to support local ibraries statewide.	Number of public library systems receiving Summer Reading program grants.
9	Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
10				
11	**Results Summary**			
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**	Meet or exceed		Meet or exceed
13				
14	**Did the agency achieve its goal?**			
15	2019	Yes	There was no target	Yes
16	2018	No	There was no target	No
17	2017	Yes	There was no target	Yes
18	2016	Yes	There was no target	No
19	2015	Yes	There was no target	No
20				
21	**Changes in target**			
22	2020	Decreased from prior year	No prior year target	Same as prior year
23	2019	Decreased from prior year	No prior year target	Same as prior year
24	2018	Increased from prior year	No prior year target	Same as prior year
25	2017	Same as prior year	No prior year target	Same as prior year
26	2016	Same as prior year	No prior year target	Same as prior year
27				
28	**Result details for year ending...**			
29	**2020**			
30	Target			42
31				
32	**2019**			
33	Target	85		42
34	Actual	122		42
35				
36	**2018**			
37	Target	95		42
38	Actual	84		40
39				
40	**2017**			
41	Target	42		42
42	Actual	93		44
43				
44	**2016**			
45	Target	42		42
46	Actual	107		41
47				
48	**2015**			
49	Target	42		42
50	Actual	122		39
51				
52	**Agency Comments**			
53	Additional comments from agency (optional)			
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Performance Measures

	A	L	M	N
2	South Carolina State Library			
3	**Accurate as of**			
4	March 9, 2020			
5				
6	**Performance Measure**			
7	Item #	10	11	12
8	Description	Number of library certifications provided to public library staff statewide.	Number of consultations provided to public library staff.	Number of hours provided by Talking Book Services volunteers.
9	Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	Other
10				
11	**Results Summary**			
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**	Meet or exceed	Meet or exceed	Meet or exceed
13				
14	**Did the agency achieve its goal?**			
15	2019	Yes	Yes	Yes
16	2018	There was no target	Yes	No
17	2017	Yes	No	No
18	2016	Yes	There was no target	Yes
19	2015	There was no target	There was no target	Yes
20				
21	**Changes in target**			
22	2020	Increased from prior year	Decreased from prior year	Increased from prior year
23	2019	No prior year target	Decreased from prior year	Decreased from prior year
24	2018	Decreased from prior year	Increased from prior year	Decreased from prior year
25	2017	Same as prior year	No prior year target	Increased from prior year
26	2016	No prior year target	No prior year target	Increased from prior year
27				
28	**Result details for year ending...**			
29	**2020**			
30	Target	125	550	1227
31				
32	**2019**			
33	Target	50	692	1209
34	Actual	99	964	1227
35				
36	**2018**			
37	Target		780	1485
38	Actual	41	932	1209
39				
40	**2017**			
41	Target	26	490	1875
42	Actual	44	352	1485
43				
44	**2016**			
45	Target	26		1376
46	Actual	26		1875
47				
48	**2015**			
49	Target			0
50	Actual			1376
51				
52	**Agency Comments**			
53	Additional comments from agency (optional)			Twelve-month period covered is the Departmental Volunteer Year which runs from April 1 to March 31.
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Performance Measures

	A	O	P	Q
2	South Carolina State Library			
3	**Accurate as of**			
4	March 9, 2020			
5				
6	**Performance Measure**			
7	Item #	13	14	15
8	Description	Number of Talking Book Services patrons statewide.	Number of Talking Book Services items used by patrons statewide.	Number of workshops and webinars offered (non-Discus) to the general public, state employees, and library staff.
9	Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
10				
11	**Results Summary**			
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**	Meet or exceed	Meet or exceed	
13				
14	**Did the agency achieve its goal?**			
15	2019	Yes	No	There was no target
16	2018	No	No	There was no target
17	2017	No	Yes	There was no target
18	2016	Yes	No	There was no target
19	2015	Yes	Yes	There was no target
20				
21	**Changes in target**			
22	2020	Increased from prior year	Decreased from prior year	No prior year target
23	2019	Decreased from prior year	Decreased from prior year	No prior year target
24	2018	Decreased from prior year	Increased from prior year	No prior year target
25	2017	Increased from prior year	Decreased from prior year	No prior year target
26	2016	Increased from prior year	Increased from prior year	No prior year target
27				
28	**Result details for year ending...**			
29	**2020**			
30	Target	5796	203019	
31				
32	**2019**			
33	Target	5604	210698	
34	Actual	5796	203019	180
35				
36	**2018**			
37	Target	5716	222725	
38	Actual	5604	210698	397
39				
40	**2017**			
41	Target	5907	221228	
42	Actual	5716	222725	195
43				
44	**2016**			
45	Target	5824	238874	
46	Actual	5907	221228	84
47				
48	**2015**			
49	Target	0	0	
50	Actual	5824	238874	74
51				
52	**Agency Comments**			
53	Additional comments from agency (optional)	Twelve-month period covered is the Agency Fiscal Year which runs from July 1st to June 30th.	Twelve-month period covered is the Agency Fiscal Year which runs from July 1st to June 30th.	
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Performance Measures

	A	R	S	T
2	South Carolina State Library			
3	**Accurate as of**			
4	March 9, 2020			
5				
6	**Performance Measure**			
7	Item #	16	17	18
8	Description	Number of attendees at non-Discus workshops and webinars.	Number of items in the Library's electronic materials collection to support state employees.	Number of Safari eBooks sections requests retrieved from the electronic materials collection to support state employees.
9	Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
10				
11	**Results Summary**			
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**			
13				
14	**Did the agency achieve its goal?**			
15	2019	There was no target	There was no target	There was no target
16	2018	There was no target	There was no target	There was no target
17	2017	There was no target	There was no target	There was no target
18	2016	There was no target	There was no target	There was no target
19	2015	There was no target	There was no target	There was no target
20				
21	**Changes in target**			
22	2020	No prior year target	No prior year target	No prior year target
23	2019	No prior year target	No prior year target	No prior year target
24	2018	No prior year target	No prior year target	No prior year target
25	2017	No prior year target	No prior year target	No prior year target
26	2016	No prior year target	No prior year target	No prior year target
27				
28	**Result details for year ending...**			
29	**2020**			
30	Target			
31				
32	**2019**			
33	Target			
34	Actual	2654		14,188
35				
36	**2018**			
37	Target			
38	Actual	1953		17720
39				
40	**2017**			
41	Target			
42	Actual	1304		32426
43				
44	**2016**			
45	Target			
46	Actual	1094		32611
47				
48	**2015**			
49	Target			
50	Actual	1078		35991
51				
52	**Agency Comments**			
53	Additional comments from agency (optional)			
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The contents of this chart are considered sworn testimony from the agency director.

Performance Measures

	A	U	V	W
2	South Carolina State Library			
3	**Accurate as of**			
4	March 9, 2020			
5				
6	**Performance Measure**			
7	Item #	19	20	21
8	Description	Number of items added to the State Documents Print Depository collection.	Number of Day by Day Family Literacy calendars provided statewide.	Number of people of all ages registered for Summer Reading programs statewide.
9	Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
10				
11	**Results Summary**			
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**			Meet
13				
14	**Did the agency achieve its goal?**			
15	2019	There was no target	There was no target	There was no target
16	2018	There was no target	There was no target	There was no target
17	2017	There was no target	There was no target	There was no target
18	2016	There was no target	There was no target	There was no target
19	2015	There was no target	There was no target	There was no target
20				
21	**Changes in target**			
22	2020	No prior year target	No prior year target	No prior year target
23	2019	No prior year target	No prior year target	No prior year target
24	2018	No prior year target	No prior year target	No prior year target
25	2017	No prior year target	No prior year target	No prior year target
26	2016	No prior year target	No prior year target	No prior year target
27				
28	**Result details for year ending...**			
29	**2020**			
30	Target			
31				
32	**2019**			
33	Target			
34	Actual	779	7100	123718
35				
36	**2018**			
37	Target			
38	Actual	700	11406	124856
39				
40	**2017**			
41	Target			
42	Actual	997	6004	131017
43				
44	**2016**			
45	Target			
46	Actual		7742	120267
47				
48	**2015**			
49	Target			
50	Actual			100659
51				
52	**Agency Comments**			
53	Additional comments from agency (optional)		These calendars are distributed to educational facilities such as libraries, partners, and childcare organizations, etc.	
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Performance Measures

	A	X	Y	Z
2	South Carolina State Library			
3	**Accurate as of**			
4	March 9, 2020			
5				
6	**Performance Measure**			
7	Item #	22	23	24
8	Description	Number of Letters About Literature contest submissions.	Number of Young Minds Dreaming poetry contest submissions.	Number of page views for StudySC website.
9	Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
10				
11	**Results Summary**			
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**		Meet or exceed	
13				
14	**Did the agency achieve its goal?**			
15	2019	There was no target	Yes	There was no target
16	2018	There was no target	There was no target	There was no target
17	2017	There was no target	There was no target	There was no target
18	2016	There was no target	There was no target	There was no target
19	2015	There was no target	There was no target	There was no target
20				
21	**Changes in target**			
22	2020	No prior year target	Decreased from prior year	No prior year target
23	2019	No prior year target	No prior year target	No prior year target
24	2018	No prior year target	No prior year target	No prior year target
25	2017	No prior year target	No prior year target	No prior year target
26	2016	No prior year target	No prior year target	No prior year target
27				
28	**Result details for year ending…**			
29	**2020**			
30	Target			
31				
32	**2019**			
33	Target		507	
34	Actual	209	511	
35				
36	**2018**			
37	Target			
38	Actual	356	493	42,198
39				
40	**2017**			
41	Target			
42	Actual	266	325	29,881
43				
44	**2016**			
45	Target			
46	Actual			34,841
47				
48	**2015**			
49	Target			
50	Actual	644		51,472
51				
52	**Agency Comments**			
53	Additional comments from agency (optional)			
54				
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Performance Measures

	A	AA	AB	AC
2	South Carolina State Library			
3	**Accurate as of**			
4	March 9, 2020			
5				
6	**Performance Measure**			
7	Item #	25	26	27
8	Description	Amount of state lottery funds distributed to libraries statewide.	Amount of State Aid to libraries distributed statewide.	Amount of Federal Funds to libraries distributed statewide.
9	Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	Federal Fiscal Year (Oct. - Sept.)
10				
11	**Results Summary**			
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**			
13				
14	**Did the agency achieve its goal?**			
15	2019	There was no target	There was no target	There was no target
16	2018	There was no target	There was no target	There was no target
17	2017	There was no target	There was no target	There was no target
18	2016	There was no target	There was no target	There was no target
19	2015	There was no target	There was no target	There was no target
20				
21	**Changes in target**			
22	2020	No prior year target	No prior year target	No prior year target
23	2019	No prior year target	No prior year target	No prior year target
24	2018	No prior year target	No prior year target	No prior year target
25	2017	No prior year target	No prior year target	No prior year target
26	2016	No prior year target	No prior year target	No prior year target
27				
28	**Result details for year ending...**			
29	**2020**			
30	Target			
31				
32	**2019**			
33	Target			
34	Actual			244748
35				
36	**2018**			
37	Target			
38	Actual			168840
39				
40	**2017**			
41	Target			
42	Actual			222474
43				
44	**2016**			
45	Target			
46	Actual			276596
47				
48	**2015**			
49	Target			
50	Actual			287749
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52	**Agency Comments**			
53	Additional comments from agency (optional)			
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The contents of this chart are considered sworn testimony from the agency director.

Performance Measures

	A	AD	AE	AF	AG
2	South Carolina State Library				
3	**Accurate as of**				
4	March 9, 2020				
5					
6	**Performance Measure**				
7	Item #	28	29		31
8	Description	Number of kits circulated to public libraries statewide.	Number of Mi-Fi devices provided to libraries to circulate to patrons.		Amount of funds provided as financial assistance for public library staff to attend accredited library and information science degree programs.
9	Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)		State Fiscal Year (July - June)
10					
11	**Results Summary**				
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**	Meet or exceed	Meet		
13					
14	**Did the agency achieve its goal?**				
15	2019	There was no target	There was no target		There was no target
16	2018	There was no target	There was no target		There was no target
17	2017	There was no target	There was no target		There was no target
18	2016	There was no target	There was no target		There was no target
19	2015	There was no target	There was no target		There was no target
20					
21	**Changes in target**				
22	2020	No prior year target	No prior year target		No prior year target
23	2019	No prior year target	No prior year target		No prior year target
24	2018	No prior year target	No prior year target		No prior year target
25	2017	No prior year target	No prior year target		No prior year target
26	2016	No prior year target	No prior year target		No prior year target
27					
28	**Result details for year ending...**				
29	**2020**				
30	Target	315			
31					
32	**2019**				
33	Target				
34	Actual	361	195		39958
35					
36	**2018**				
37	Target				
38	Actual	214			10999
39					
40	**2017**				
41	Target				
42	Actual	37			12941
43					
44	**2016**				
45	Target				
46	Actual	20			13092
47					
48	**2015**				
49	Target				
50	Actual	20			12000
51					
52	**Agency Comments**				
53	Additional comments from agency (optional)				
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The contents of this chart are considered sworn testimony from the agency director.

Performance Measures

	A	AH	AI	AJ
2	South Carolina State Library			
3	**Accurate as of**			
4	March 9, 2020			
5				
6	**Performance Measure**			
7	Item #	32	33	34
8	Description	Number of visitors to the South Carolina State Library	Number of new South Carolina State Library cardholders registered during the year.	Number of LibraryVoicesSC Podcast episode downloads.
9	Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
10				
11	**Results Summary**			
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**			
13				
14	**Did the agency achieve its goal?**			
15	2019	There was no target	There was no target	There was no target
16	2018	There was no target	There was no target	There was no target
17	2017	There was no target	There was no target	There was no target
18	2016	There was no target	There was no target	There was no target
19	2015	There was no target	There was no target	There was no target
20				
21	**Changes in target**			
22	2020	No prior year target	No prior year target	No prior year target
23	2019	No prior year target	No prior year target	No prior year target
24	2018	No prior year target	No prior year target	No prior year target
25	2017	No prior year target	No prior year target	No prior year target
26	2016	No prior year target	No prior year target	No prior year target
27				
28	**Result details for year ending...**			
29	**2020**			
30	Target			4000
31				
32	**2019**			
33	Target			
34	Actual	15297	761	3500
35				
36	**2018**			
37	Target			
38	Actual	8732	825	
39				
40	**2017**			
41	Target			
42	Actual	8328	757	
43				
44	**2016**			
45	Target			
46	Actual			
47				
48	**2015**			
49	Target			
50	Actual			
51				
52	**Agency Comments**			
53	Additional comments from agency (optional)			
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Performance Measures

	A	AK	AL	AM
2	South Carolina State Library			
3	**Accurate as of**			
4	March 9, 2020			
5				
6	**Performance Measure**			
7	Item #	35	36	37
8	Description	Number of public library branches assisted with Information Technology	Amount of E-Rate funding applications for public libraries statewide.	Number of NewsBank full text electronic newspaper documents viewed by SC State Library cardholders.
9	Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
10				
11	**Results Summary**			
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**			
13				
14	**Did the agency achieve its goal?**			
15	2019	There was no target	There was no target	There was no target
16	2018	There was no target	There was no target	There was no target
17	2017	There was no target	There was no target	There was no target
18	2016	There was no target	There was no target	There was no target
19	2015	There was no target	There was no target	There was no target
20				
21	**Changes in target**			
22	2020	No prior year target	No prior year target	No prior year target
23	2019	No prior year target	No prior year target	No prior year target
24	2018	No prior year target	No prior year target	No prior year target
25	2017	No prior year target	No prior year target	No prior year target
26	2016	No prior year target	No prior year target	No prior year target
27				
28	**Result details for year ending...**			
29	**2020**			
30	Target			
31				
32	**2019**			
33	Target			
34	Actual			11220
35				
36	**2018**			
37	Target			
38	Actual			56439
39				
40	**2017**			
41	Target			
42	Actual			59318
43				
44	**2016**			
45	Target			
46	Actual			50042
47				
48	**2015**			
49	Target			
50	Actual			
51				
52	**Agency Comments**			
53	Additional comments from agency (optional)			
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Performance Measures

	A	AN	AO	AP
2	South Carolina State Library			
3	**Accurate as of**			
4	March 9, 2020			
5				
6	**Performance Measure**			
7	Item #	38	39	40
8	Description	Number of Accessibility Audits of public libraries	Number of Signage Audits of public and academic libraries	Number of grants training sessions provided
9	Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
10				
11	**Results Summary**			
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**			
13				
14	**Did the agency achieve its goal?**			
15	2019	There was no target	There was no target	There was no target
16	2018	There was no target	There was no target	There was no target
17	2017	There was no target	There was no target	There was no target
18	2016	There was no target	There was no target	There was no target
19	2015	There was no target	There was no target	There was no target
20				
21	**Changes in target**			
22	2020	No prior year target	No prior year target	No prior year target
23	2019	No prior year target	No prior year target	No prior year target
24	2018	No prior year target	No prior year target	No prior year target
25	2017	No prior year target	No prior year target	No prior year target
26	2016	No prior year target	No prior year target	No prior year target
27				
28	**Result details for year ending...**			
29	**2020**			
30	Target	5		
31				
32	**2019**			
33	Target			
34	Actual		24	14
35				
36	**2018**			
37	Target			
38	Actual		44	17
39				
40	**2017**			
41	Target			
42	Actual			13
43				
44	**2016**			
45	Target			
46	Actual			
47				
48	**2015**			
49	Target			
50	Actual			
51				
52	**Agency Comments**			
53	Additional comments from agency (optional)			
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Performance Measures

	A	AQ	AR	AS
2	South Carolina State Library			
3	**Accurate as of**			
4	March 9, 2020			
5				
6	**Performance Measure**			
7	Item #	41	42	43
8	Description	Number of individual grants assistance sessions.	Number of training sessions on Equity, Diversity, and Inclusion provided	Number of subject guides provided online
9	Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
10				
11	**Results Summary**			
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**		Meet or exceed	
13				
14	**Did the agency achieve its goal?**			
15	2019	There was no target	There was no target	There was no target
16	2018	There was no target	There was no target	There was no target
17	2017	There was no target	There was no target	There was no target
18	2016	There was no target	There was no target	There was no target
19	2015	There was no target	There was no target	There was no target
20				
21	**Changes in target**			
22	2020	No prior year target	No prior year target	No prior year target
23	2019	No prior year target	No prior year target	No prior year target
24	2018	No prior year target	No prior year target	No prior year target
25	2017	No prior year target	No prior year target	No prior year target
26	2016	No prior year target	No prior year target	No prior year target
27				
28	**Result details for year ending...**			
29	**2020**			
30	Target		32	
31				
32	**2019**			
33	Target			
34	Actual		23	
35				
36	**2018**			
37	Target			
38	Actual		3	
39				
40	**2017**			
41	Target			
42	Actual		0	
43				
44	**2016**			
45	Target			
46	Actual			
47				
48	**2015**			
49	Target			
50	Actual			
51				
52	**Agency Comments**			
53	Additional comments from agency (optional)			
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Performance Measures

	A	AT	AU	AV
2	South Carolina State Library			
3	**Accurate as of**			
4	March 9, 2020			
5				
6	**Performance Measure**			
7	Item #	44	45	46
8	Description	Number of online visits to subject guides	Number of cultural awareness programs offered	Number of attendees at cultural awareness programs
9	Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
10				
11	**Results Summary**			
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**			
13				
14	**Did the agency achieve its goal?**			
15	2019			
16	2018			
17	2017			
18	2016			
19	2015			
20				
21	**Changes in target**			
22	2020			
23	2019			
24	2018			
25	2017			
26	2016			
27				
28	**Result details for year ending...**			
29	**2020**			
30	Target			
31				
32	**2019**			
33	Target			
34	Actual	60346		
35				
36	**2018**			
37	Target			
38	Actual	58934		
39				
40	**2017**			
41	Target			
42	Actual	56994		
43				
44	**2016**			
45	Target			
46	Actual			
47				
48	**2015**			
49	Target			
50	Actual			
51				
52	**Agency Comments**			
53	Additional comments from agency (optional)			
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Performance Measures

	A	AW	AX	AY
2	South Carolina State Library			
3	**Accurate as of**			
4	March 9, 2020			
5				
6	**Performance Measure**			
7	Item #	47	48	49
8	Description	Number of items borrowed via ILL for State Library patrons.	Number of reference transactions	Number of items added to the South Carolina State Documents Digital Depository
9	Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
10				
11	**Results Summary**			
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**			
13				
14	**Did the agency achieve its goal?**			
15	2019			
16	2018			
17	2017			
18	2016			
19	2015			
20				
21	**Changes in target**			
22	2020			
23	2019			
24	2018			
25	2017			
26	2016			
27				
28	**Result details for year ending...**			
29	**2020**			
30	Target			
31				
32	**2019**			
33	Target			
34	Actual	122	2456	2943
35				
36	**2018**			
37	Target			
38	Actual	80	2512	3002
39				
40	**2017**			
41	Target			
42	Actual	78	890	2361
43				
44	**2016**			
45	Target			
46	Actual			
47				
48	**2015**			
49	Target			
50	Actual			
51				
52	**Agency Comments**			
53	Additional comments from agency (optional)			
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Performance Measures

	A	AZ	BA	BB
2	South Carolina State Library			
3	**Accurate as of**			
4	March 9, 2020			
5				
6	**Performance Measure**			
7	Item #	50	51	52
8	Description	Number of federal docuemts added to the collection.	Items added to the library collection	Number of items lent to other libraries via ILL
9	Time applicable	State Fiscal Year (July - June)	State Fiscal Year (July - June)	State Fiscal Year (July - June)
10				
11	**Results Summary**			
12	**Is the goal to meet, exceed, or obtain a lower value than the target?**			
13				
14	**Did the agency achieve its goal?**			
15	2019			
16	2018			
17	2017			
18	2016			
19	2015			
20				
21	**Changes in target**			
22	2020			
23	2019			
24	2018			
25	2017			
26	2016			
27				
28	**Result details for year ending...**			
29	**2020**			
30	Target			
31				
32	**2019**			
33	Target			
34	Actual	932	1949	350
35				
36	**2018**			
37	Target			
38	Actual	1245	2112	414
39				
40	**2017**			
41	Target			
42	Actual	1064	2421	398
43				
44	**2016**			
45	Target			
46	Actual			
47				
48	**2015**			
49	Target			
50	Actual			
51				
52	**Agency Comments**			
53	Additional comments from agency (optional)			
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