

AGENCY NAME:	South Carolina State Library		
AGENCY CODE:	H87	SECTION:	027

Fiscal Year 2017-18 Accountability Report

SUBMISSION FORM

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

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

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

	<i>Name</i>	<i>Phone</i>	<i>Email</i>
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I have reviewed and approved the enclosed FY 2017-18 Accountability Report, which is complete and accurate to the extent of my knowledge.

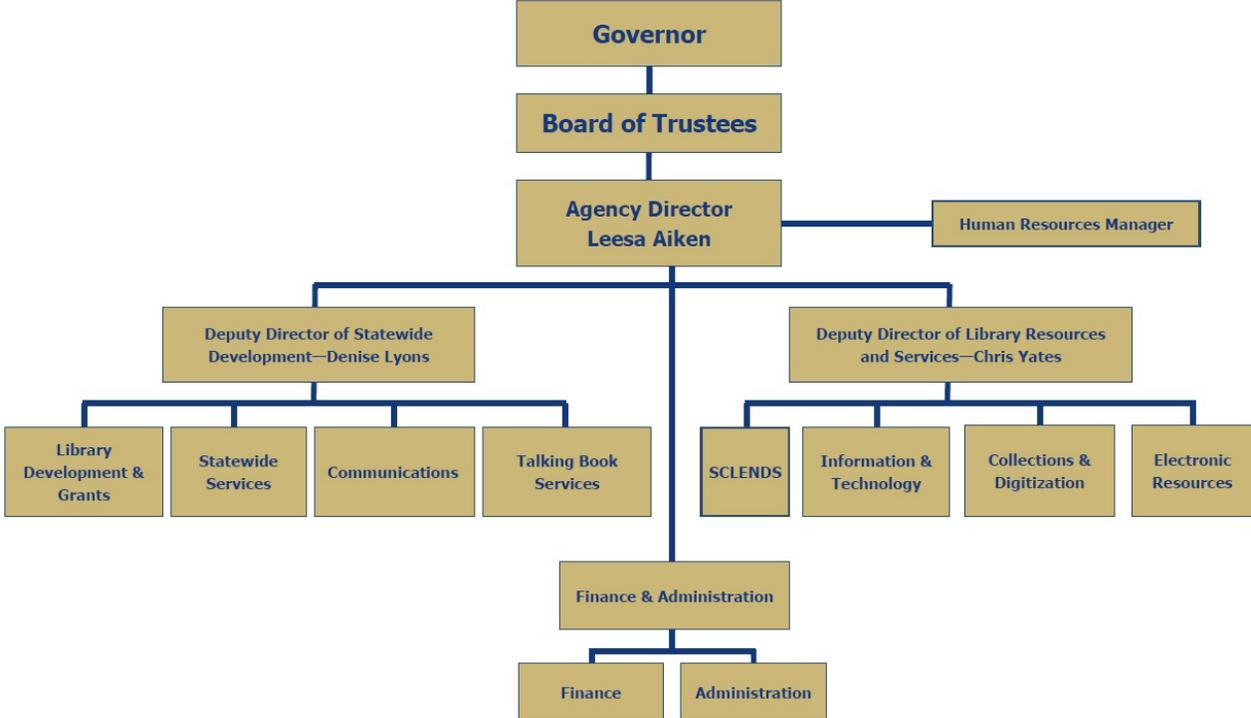
AGENCY DIRECTOR	<i>Leesa M. Aiken</i>		9/10/2018
(SIGN AND DATE):			
(TYPE/PRINT NAME):	Leesa M. Aiken		

BOARD/CMSH CHAIR	<i>Deborah W. Hylor</i>		9/19/18
(SIGN AND DATE):			
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AGENCY’S DISCUSSION AND ANALYSIS

The South Carolina State Library’s mission is to develop, support, and sustain a thriving statewide community of learners committed to making South Carolina stronger. We serve the people of South Carolina by supporting state government and libraries to provide opportunities for learning in a changing environment. Our operating principles are: innovation, collaboration, and participation. We believe in relationships with partners and those we serve that promote a strong statewide technological environment which provides equal access to information and serves as a guide to library services. Our customers include: public libraries, state institutions, teachers, students, families, state government agencies and employees, and patrons who are blind or have physical limitations that restrict their ability to hold a book in a traditional manner.



Good Governance - Through the management of the South Carolina State Documents Depository System, the State Library collects, organizes, and disseminates print and digital state government information produced by state agencies and state-supported academic institutions. We capture and digitize the work of state government and make it available through a user-friendly portal - the State Documents Depository (dc.statelibrary.sc.gov). The State Documents Depository now provides access to 24,721 state document items, an increase of 2,966 items from the previous year. Examples of titles added include annual reports of the State Board of Health (1881-1920), Department of Mental Health statistical reports, the Beaufort Area Transportation Study, certified project management publications, and higher education reports. We publish and promote the monthly *New South Carolina State Documents* with a list of state documents written by state agencies and are of importance for government employees and citizens.

Annually, the South Carolina State Depository System selects the most notable publications that were released in the past calendar year. Librarians representing selected depository collections and State Library staff members serve as judges. The awards are announced in honor of Freedom of Information Day, March 16, at a ceremony at the State Library. This award promotes awareness of government publications and recognizes the individuals and agencies involved in producing these notable sources of information.

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Talking Book Services - Universal access is the goal of libraries striving to reach all community members regardless of physical or developmental challenges. The State Library’s Talking Book Services brings print and digital books to South Carolinians with vision impairments or who are unable to hold a book in a traditional manner. Our recording booth captures audio versions of South Carolina materials read by talented local volunteers. We are proud to note that some of these recordings can be downloaded from the National Library Service website. Ninety of our locally recorded books are now available nationwide for download by qualified users of Talking Book Services. Talking Book Services provides telephone consultation, reader advisory, and materials delivered via the postal service directly to patrons. During the year, the department:

- Added 754 new patrons for an active membership of 5594
- Provided telephone assistance to an average of 60 users each day
- Provided 211,678 items (digital books, large print books, DVDs) to patrons around the state
- Hosted the 7th annual art competition for blind or visually impaired K-12 students
- Maintained a collection of 216,402 items. This represents an increase of 23,796 items from the previous year.
- Averaged 14.5 new applications or transfers per week
- Hosted a successful summer and winter reading programs for children and adults with vision impairments
- Began a monthly conference call book club
- Created and hosted *Insights into Blindness*, a workshop for those who work with visually impaired or who have an interest in working with the visually impaired featuring keynote speaker Erica Powell, former visually impaired Clemson cheerleader and motivational speaker, ADA and Accommodation, blindness sensitivity, service animal etiquette, JAWS software demonstration and computer accessibility, and exhibits and informational materials from state and local agencies.
- Staff and volunteers spent 290 hours recording books, 1,301 hours reviewing and editing books, completed 19 books, and downloaded 6,701 books and magazines to distribute to consumers.

Discus Resources for Citizens - Digital Information for South Carolina Users, more commonly known as Discus, is South Carolina’s Virtual Library available 24/7 from home, school, public library, or on a mobile device. This collection of more than 50 subscription databases used by K-12 schools, public libraries, and academic institutions is a vital resource for all South Carolina citizens. All K-12 schools, including charter, virtual, public, home, and private schools use Discus extensively for research, learning, and programming. The vast collection of electronic resources also supplements public and academic library collections throughout the state.

During the fiscal year, the EZproxy authentication technology was refined to ensure seamless access for residents. This central authentication solution provides access without obstacles by ensuring South Carolinians are recognized as residents and are automatically granted access, reducing the need for a user name and password. During FY17-18, the seamless authentication rate was 95%. The Discus website’s mobile design and the wide-ranging collection of carefully evaluated resources prompt rave comments from national vendor partners and library communities.

TumbleBooks Library, a collection of more than 1,400 read-aloud storybooks, chapter books, graphic novels, songs, and National Geographic videos for kindergarten through grade 6 was added to Discus. All storybooks are read-aloud with words highlighted for assistance and are available in multiple languages. This very popular resource is used in schools, public libraries, and academic education programs. Over one million items in total were accessed in TumbleBooks in the first year making South Carolina the largest user of TumbleBooks Library.

During the fiscal year, the Discus collection had over 17 million retrievals of online books, academic journals, primary sources, videos, and more. Usage for BrainPOP Jr., Britannica, and the Gale Cengage suite of resources all reported an increase in usage and continue to be popular databases. The Discus program garners praise from K-12 educators as well as academic institutions throughout South Carolina, particularly the technical

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schools, which are very dependent on Discus for their students and faculty. New South Carolina residents are excited to learn that Discus is free due to legislative funding. *“Love the ease of use and available for everyone.” Jennifer Traeger, Ashley Ridge High Media Specialist. “Reliable, specifically for students; diverse collection of resources that we cannot afford at the school and district level.” Lori June, High Hills Elementary Media Specialist.*

Digital Collections - The State Library provides access to historic documents, books, maps, and images from the collection, as well as working with partner institutions to make historic and cultural materials easily available online. The South Carolina State Documents Depository (dc.statelibrary.sc.gov) currently provides access to 24,721 state document items, an increase of 2,966. During the year, these collections had 194,788 page views, a 20% increase. The department worked closely with the South Carolina Digital Library (scmemory.org) to provide an environment for helping public libraries and other South Carolina institutions present their local collections to a wider audience.

The State Library collaborated with multiple organizations to make important historical scholarship more available. Projects of importance include Marlboro County Library’s McColl High School yearbooks, the Sandlapper Magazine from 1968-1978, and Gullah Geechee photographs from artist Pete Marovich. The State Library continued its partnership with the Confederate Relic Room and Military Museum to digitize the Colin J. McRae Papers, an important research collection on Confederate trade with England. The department consulted with the Human Affairs Commission on the preservation of a scrapbook of newspaper clippings, starting in 1972, and scanned for internal use. Staff worked with the State Museum to scan the *Images* magazine covers in preparation for their 30th anniversary of the museum. Also, the new South Carolina State Library Photograph Collection highlights historical images of libraries around the state from the 1940s-1970s.

Technology Solutions - The Information Technology Services Department provides onsite technical assistance to public libraries in South Carolina in addition to supporting the technology infrastructure of the State Library. During the last fiscal year, assistance ranged from consultation to onsite technology implementation. This effort has enabled public libraries to achieve significant savings and cost avoidance.

Project Highlights:

- Statewide K-12 migration to Cisco Umbrella security platform.
- Assisted the state E-Rate Coordinator and State Division of Technology with deployment of Cisco Umbrella in the public library systems statewide.
- Allendale-Hampton-Jasper Regional Library - Performed onsite network assessment. Identified and removed unnecessary legacy networking equipment. Properly re-installed network and security infrastructure.
- Fairfield County Library - Recommended new Palo Alto network firewall that would replace their old legacy firewall that was no longer supported. The new firewall would permit consolidation and enhancement of web filtering and network security. Provided onsite installation and configuration of new firewall equipment. (approximately \$2,500 cost avoidance and savings)
- Darlington County Library - Recommended new Palo Alto network firewall that would replace their old legacy firewall that was no longer supported. Provided onsite installation and configuration of new firewall equipment. (approximately \$2,500 cost avoidance)
- Integrated a new circuit for Voice over IP traffic (VoIP) into Darlington’s network. Implemented necessary infrastructure changes for VoIP deployment at main location. Laid ground work for future VoIP deployment at branch locations. (approximately \$2,500 cost avoidance)
- Union County Carnegie Library - Assisted with the technology and network infrastructure planning for the renovation and historic restoration.
- Newberry County Library - Performed onsite network assessment. Identified and removed unnecessary legacy networking equipment. Recommended new Palo Alto network firewall to replace their old legacy

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firewall that was no longer supported. Provided onsite installation and configuration of new firewall equipment. (approximately \$3,500 cost avoidance)

Resource Sharing - SCLENDS (South Carolina Library Evergreen Network Delivery System) is a shared catalog of books, audio, and video materials available to nearly one half of the state’s population through the collaboration of 20 county libraries and the State Library. Any South Carolina resident in a SCLENDS member county may request a card for access to 2,835,396 items. The State Library maintains the integrity of the catalog and provides technical support for member libraries. SCLENDS features active member-driven workgroups that operate with the oversight of an executive board. During the fiscal year, the consortium undertook a variety of innovative enhancement projects and was represented at both the Evergreen International Conference and the American Library Association Annual Conference.

The SCLENDS online catalog is open 24/7 for searching and requesting books, audio materials, DVDs, and digital items, using any browser, from any electronic device. Last year, 3,036,874 SCLENDS items were borrowed through this cost-effective inter-county delivery service. Member libraries save the costs of purchasing and processing shared library materials. SCLENDS serves roughly 1.5 million residents and has 1,088,112 active cardholders. In 2017, Cherokee County became the 20th county to join SCLENDS.

The tangible impact of SCLENDS is enormous. Of the population served by the county libraries in SCLENDS, approximately 73% of the residents in those counties have an SCLENDS library card. Lee County Library, the smallest library system in SCLENDS, houses a collection of 29,630 items. By expanding the collection through resource sharing with the other member libraries, the number of items available to Lee County library patrons has increased by 9,589%.

Public Libraries - South Carolina’s public libraries are community gathering places, information superstores, entertainment hubs, and lifelong learning advocates for the state’s residents in every city, small town, and rural area. Libraries provide access to information at no cost to citizens, formatted to meet diverse needs and learning styles. State and federal funding administered by the State Library reinforce library collections, provide Internet resources, and ensure that libraries maintain the institutional capacity to meet residents’ needs. Through outreach efforts, the Library Development Department introduces local library personnel to information sources and best practices to ensure the public receives courteous and skilled service. Skills training for librarians, trustees, and others guarantees that public libraries operate effectively. Consultants design and administer library standards and statistics, oversee the federal sub-grants that fund local library projects, and implement programs to meet defined needs for South Carolinians through our libraries. They offer on-call support and assistance for library leadership. Consultants also train and guide library trustees in understanding the roles and responsibilities of the governing boards to which they have been appointed, to ensure proper relationships, procedures, and operations. In this fiscal year, Library Development provided 44 training opportunities for 900 attendees, both on site and via online webinars.

South Carolinians represent myriad learning styles and personal abilities along with personal preferences for reading, listening and watching. The explosion that began with E-books in the 2000s has expanded to include resources of every format, new devices, and service models to meet diverse demands from the youngest pre-readers to the oldest senior citizens. People with vision, hearing, mobility, and learning challenges are welcomed and included in every South Carolina library. The State Library provides and supports assistive technologies, training, and special programs to enable public library staff to extend services and materials wherever they are needed.

The cause-effect relationship between early reading, technology literacy, and life success is well established. In greater numbers every year, libraries attract and enable readers and learners of all ages and abilities. With increasing mobile provision of literary, audio, video and web-based resources, libraries are keeping pace with users that prefer handheld devices. Libraries continue to build and maintain multilingual collections and special materials to meet the demands of growing populations of Spanish speakers and other populations.

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The State Library oversees the certification of professional librarians. The certification program ensures selection of competent personnel and provision of high quality library service. In effect since 1962, certification ensures upgrading of the public library profession in South Carolina. During the fiscal year, 41 librarians were certified.

Children and Families – Family Literacy has long been a staple of the services that public libraries provide, with the additional support of funds, resources, and training provided by the State Library. Children that play, read, and learn together with the family are simultaneously developing as individual learners, as well as strengthening the social and emotional skills which lead to greater success in school. In many communities, the local public library is the only place early learning opportunities will be offered to children before they begin Kindergarten. Library staff who serve children and families work hard to provide programming that prepare youngsters for school readiness. They show parents the best way to prepare their preschool children for literacy success by modeling techniques that parents can use at home. The State Library has helped local libraries to become better equipped to encourage family engagement and combat low literacy with face-to-face personally-delivered services designed to meet the developmental needs at every level, as well as with sophisticated technology tools. With targeted training on the Every Child Ready to Read program from the Public Library Association, librarians continuously promote the parent/caregiver as the child’s first and best teacher. The State Library has partnered with the University of South Carolina’s Assistive Technology Department to support special needs families through creative and unique programs, and with the International Dyslexia Association to reach out to the estimated 20% of children who have dyslexia and other reading disabilities. Homework assistance services are expanding across the state, as are special areas for teens and developmentally designed play spaces for ages 0-5.

The State Library is a key partner with local libraries and alliances such as TransformSC and the Early Childhood Education Task Force (educational initiatives of the SC Council on Competitiveness) the Institute for Child Success, and South Carolina First Steps. The State Library is part of the new SCPLAY initiative to connect early learning spaces statewide, including children’s museums such as EdVenture, the South Carolina Aquarium, and a variety of other organizations. Local libraries are also encouraged to collaborate with PASOs in order to better reach out to the Spanish-speaking residents. Through these partnerships the State Library is developing a healthier infrastructure for learning for all, and is highlighting ways that parents, community leaders, and educators can make a difference in outcomes using best practices in the early years of life.

The interruption of reading in the summer months by students, known as the “summer reading slide”, has been well-documented. The State Library vigorously supports programs that combat summer slide and keeps families reading and learning together all summer long. Public libraries receive grants to provide educational and fun programs that attract visitors, as well as support for reaching out to schools. The State Library also purchases and provides extensive training for READsquared, an online tracking program for libraries to use in monitoring local Summer Reading Program participation. With READsquared, libraries form stronger partnerships with school districts, and several are now automatically enrolling students in reading programs at the public library.

For the eighth year, StoryfestSC launched the annual statewide Summer Reading Program conducted in public libraries and supported by school libraries. Using over a hundred volunteers, StoryfestSC 2018 welcomed 1,771 attendees from 24 counties to the SC State Museum for a celebration of reading and storytelling. Children received free books, enjoyed storytelling and presentations by award-winning children’s authors and illustrators, and were provided opportunities to learn about library and community programs, all to spark their learning efforts in off-school months. Families also received information about the USDA Summer Food Program, in which many public libraries participate, helping ensure that children do not go hungry through the months when they are away from school.

In addition to StoryfestSC, the State Library maintains popular services and programs which educate, support, train, and inspire library staff to place the public library at the center of their communities. Professional consultants within the Library’s Library Development Department develop and present learning opportunities on a variety of topics such as Striving Readers, Storytime Basics, Visual Literacy, and many others. The State Library offers a collection of circulating kits that libraries may borrow, using them to introduce “maker” concepts, Legos,

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STEM, and related technologies. These kits allow public libraries to offer programming with a strong educational component, and are often used in partnership with local schools. The State Library also provides literacy materials to public libraries, schools, and daycare centers, in which the state’s curriculum standards are emphasized.

Support for Students - StudySC (studysc.org) is a website that provides online content to support South Carolina specific curriculum standards. StudySC makes available a student-friendly environment arranged by grade level and by subject area, with web and Discus resources for K-12 classroom support, homework help, and projects. The site also now provides teachers with lesson plans and other content to support classroom activities on state social studies standards. This fiscal year the State Library continued to make significant additions to content, including additional Discus resource integration. The website officially relaunched fall 2017 with additional support and promotion to K-12 educators. The website also migrated to the Drupal 8 content management system with additional responsive design. This fiscal year StudySC had 212,466 page views, a 76% increase. StudySC has become an essential tool for educators and students when learning about our state history.

Services to Teens - The State Library began new efforts to draw teens and tweens (ages 11-18) into the library community, and expanded efforts to reach New Adults (ages 19-25) during 2018. Public libraries aim to encourage civic engagement, improve college readiness and career skills assisted by Discus with the LearningExpress Library database, and build social and emotional skills through programming. At their local public libraries, youth have the opportunity to learn life skills such as simple vehicle maintenance and to practice job interviewing, to express their creativity through art of all kinds, and to give back through volunteering on a Teen Advisory Board. The State Library supports summer reading programs for teens through grants and giveaways for the annual National Teen Library Lock-In.

Reading continues to be of great importance to this age bracket, as national surveys report that teens and young adults are some of the heaviest readers and library users. The State Library encourages public libraries to provide teen-centric spaces and collections in as many locations as possible, and supports this with site visits, personal consulting and grants for books. Young adult patrons are also interested in exploring emerging technologies like robotics, coding, and virtual reality, and the State Library circulates a variety of educational kits filled with items to support 21st century skills development.

Administration - South Carolina citizens of all ages, backgrounds, and abilities turn to their libraries for support for creative, academic, personal, and professional interests. Libraries respond with information, collections, productivity tools, and learning experiences thoughtfully planned and professionally delivered. The State Library strives to understand and meet the essential needs of each distinct library audience. Our persistent goal is to strategically plan, collaboratively approach, and cost-effectively implement state government solutions that result in outstanding library services for every South Carolinian.

The Finance and Administration Departments are charged with overseeing the day to day operations for the State Library. In addition, both departments are stewards for the State of South Carolina and the State Library funds and property. The department continuously reviews its processes and procedures to ensure that the State Library acts in the most fiducially responsible way possible to leverage all funds.

During the year, the Finance Department upgraded the internal financial dashboard to aid in project management strategies related to the agency mission. In addition, this upgrade ensured that the agency continues to budget in the most streamlined way possible. A tight budget process allows for the allocation of funds to the most essential agency projects and avoids deficits in agency funds. The Finance Department also disbursed and managed the State Aid funds and subgrants to public libraries.

The State Library continues to grow and has added five positions to meet the diverse needs of our patrons. The General Library Consultant provides advice and assistance to public library directors and library boards in matters concerning the establishment, support, operation, improvement, and coordination of library services. The Inclusive Services Consultant works with Public Libraries to ensure library services are provided to diverse

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groups of people, including but not limited to the elderly, people with physical limitations, the unemployed and underemployed, people with learning difficulties, and people of culturally or socially differing backgrounds. Talking Book Services expanded to include a Reader Advisor Assistant to support library services to South Carolina residents who are blind, have a visual difference, have a learning disability that makes reading difficult, veterans, or patrons who cannot hold a book in a traditional manner.

The State Library works with the South Carolina Human Affairs Commission to find innovative ways to recruit and hire a highly qualified, diverse staff. As an EEO/Affirmative Action Employer all qualified applicants receive consideration for employment without regard to race, color, religion, age (over 40), sex, including pregnancy and childbirth (or related medical conditions), sexual orientation, gender identity, national origin, disability, or veteran status. Providing continuing education to our employees ensures we have subject matter experts on staff to meet the needs of our target audiences.

The Administration Department worked to meet the needs of the agency through building upgrades. During the year, construction started for an ADA compliant family restroom on the first floor. This was the Library's first upgrade to the restrooms in the building. The library will work toward upgrading all restrooms in the building so that they are ADA compliant. LobbyGuard, a safe and secure automated management system, has been implemented. This system allows State Library visitors to check in at the front desk, receive a printed badge and notifies the staff member that the visitor has arrived. This is an enhancement to our security already in place at the State Library. Library staff member and patron safety is important and the Library will continuously evaluate needs to provide a safe environment while in the building.

Statewide Services - Statewide Services is the State Library's newest department, which reflects the changing nature of how libraries are essential learning environments. The department provides South Carolina's residents access to information and research resources, as well as use new technology that is transforming our lifestyles. During the fiscal year, 10,139 people visited the State Library and 1,045 new State Library cardholders were registered, compared to 833 in the previous fiscal year.

The State Library is the second SCLENDS library to implement an online library card registration, making it easier for patrons to apply for a card from any location in South Carolina. State Library cardholders may access materials from the Library's collections, online resources, and SCLENDS, which Statewide Services is prepared to assist patrons daily on how to access and navigate the Library's many and unique collections, online resources, and available services. Statewide Services staff members are contacted by patrons every day by phone, email, online chat service, letters, and people walking into the library to ask staff a variety of questions, ranging from information on grants workshops, research on South Carolina's history of governance, accessing genealogy records, locating an obituary from a historical newspaper to asking for notary services.

Statewide Services increases public awareness about the State Library services and resources available by increasing the outreach, programming, and trainings, both locally and statewide. The Department responded to the increasing need for services by offering additional programming in the fiscal year, as programming grew from 25 programs to 65 programs which represents a 260% increase.

A few of the highlights for this year included:

- Second annual Young Minds Dreaming poetry contest - Open to all SC students, grades 3-12 with award-winning author/poet, Kwame Alexander. The awards ceremony and lecture were well attended and covered by SCETV. A video of the poetry contest can be viewed at South Carolina ETV's website, KnowItAll; the video is available at <https://www.knowitall.org/video/2018-young-minds-dreaming-poetry-contest>.
- Cecil Williams's presentation at the Charleston County Public Library, speaking to an audience of over 120 attendees, on his exhibit "Unforgettable: Celebrating a Time of Life, Hope, and Bravery." This was the highest attended event in the history of this exhibit and the program included Charleston's mayor, several retired nurses and nurse's aides who had taken part in the Charleston Hospital Workers Strike. They were recognized and honored by Mr. Cecil Williams and Charleston Mayor John Tecklenburg for their participation while emphasizing the Civil Rights struggles in South Carolina, as the Mayor stated the many

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stories that “haven’t always been told and need to be told” and thanked Mr. Williams for documenting the important stories and events of the Civil Rights Movement in South Carolina.

- *Shadows of the Gullah Geechee* exhibit with photographs by award-winning photojournalist Pete Marovich that capture everyday moments of work, play, worship, and resilience of South Carolina’s Gullah Geechee people as they are under increasing pressures from encroaching development and increasing taxes.

The State Library also provided literacy materials to daycare centers, libraries, and schools during the year. Some of these items include the nationally recognized South Carolina Day by Day Family Literacy Calendars, brochures by age level from toddler to elementary, and STEM focused booklets.

Risk Assessment and Mitigation Strategies - 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 were met during this review period; mitigation strategies are not necessary at this time. However, two areas of future concern are noted below:

1. 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.

a. Potential most negative impact: An inability to hire and retain qualified personnel, resulting in an inability to provide quality programs and resources.

b. Outside help to mitigate impact: 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.

2. 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.

a. Potential most negative impact: Disparate resources in the state, 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.

b. Outside help to mitigate impact: 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.

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Fiscal Year 2017-2018
Accountability Report

Agency Code: H870 Section: 27

Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2017-18			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Education, Training, and Human Development	G	1			Libraries serve as educational institutions for an informed populace.							
	S	1.1			Provide Discus online resources statewide							
	M		1.1.1	Usage of Discus online resources is increased (SC total usage)	N/A	Increase by 3%	17,537,209	7/1/17-6/30/18	Obtained from vendor reports.	Grand total reported. Error in previous year figures discovered.	Shows academic usage of Discus databases for homework and informational purposes by citizens	
	M		1.1.2	# of learning events provided for Discus users statewide	69	Increase by 3%	140	7/1/17-6/30/18	Simple tally	Total for the period reported	Direct contact with users stimulates understanding and usage of the resources	
	M		1.1.3	Count of attendance at Discus learning events	3432	Increase by 3%	5602	7/1/17-6/30/18	Tally of attendance	Total for the period reported	Direct contact with users stimulates understanding and usage of the resources	
	S	1.2			Provide access to statewide catalog (SLENDS Consortium)							
	M		1.2.1	Number of registered cardholders in SLENDS	808,893	Increase by 5%	1,088,112	7/1/17-6/30/18	System report	Simple tally for the period reported	Citizens are using library materials in greater numbers in libraries that are members of the cooperative system	
	M		1.2.2	Number of materials available through the SLENDS catalog	2,803,084	Increase by 2%	2,835,396	7/1/17-6/30/18	System report	Simple tally for the period reported	Demonstrates the purchasing power of the cooperative system	
	M		1.2.3	Number of materials circulated through the SLENDS catalog	4,344,000	Increase by 2%	3,036,874	7/1/17-6/30/18	System report	Simple tally for the period reported	Citizens are using library materials in greater numbers in libraries that are members of the cooperative system.	
	S	1.3			Disburse funds to meet agency objectives for public libraries							
	M		1.3.1	Number of subgrants to fund local projects	93	Increase by 3%	82	7/1/17-6/30/18	Simple tally for the period reported	Total for the period reported	Local libraries are motivated to develop improvements to services	
	M		1.3.2	Amount of State funds to support local libraries	\$12,361,603	Increase by 7%	\$13,156,515	7/1/17-6/30/18	Agency fiscal reports	Grand total of funds committed to the Agency from State sources.	The State has responded to advocacy for library services from citizens.	
	M		1.3.3	Number of library systems receiving Summer Reading program grants	39	42	39	7/1/17-6/30/18	State Library unit reports (Library Development and Finance Office)	Total for the period reported	Summer reading continues to be an important program for increasing reading enjoyment and achievement for families	
	S	1.4			Provide certifications and consultation service to public libraries							
	M		1.4.1	Number of library certifications provided to public library staff	37	N/A	41	7/1/17-6/30/18	Simple tally	Total for the period reported	Library professional workforce is increasing in response to public use of libraries	
	M		1.4.2	Number of consultations provided to public library staff	808	Increase by 10%	629	7/1/17-6/30/18	Simple tally	Total for the period reported	Library staff respond to additional support and resources offered by the State Library	
Healthy and Safe Families	G	2			Library services respond to focused needs of South Carolina citizens							
	S	2.1			Provide Talking Book Services statewide							
	M		2.1.1	Volunteer hours spent assisting Talking Book Services programs	60	N/A	60	7/1/17-6/30/18	Simple tally	Total for the period reported	Demonstrates popularity of TBS	
	M		2.1.2	Number of Talking Book Services registered patrons statewide	5707	N/A	5590	7/1/17-6/30/18	System report	Total for the period reported	Talking Books is an essential service for the senior and blind population	

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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2017-18			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
	M		2.1.3		Number of Talking Book Services items used annual by patrons statewide	212,569	Increase by 2%	211,678	7/1/17-6/30/18	System report	Total for the period reported	Talking Books is an essential service for the senior and blind population
Public Infrastructure and Economic Development	G		3		State employees engage in excellent government practice							
	S		3.1		Provide training opportunities on how to use SCSL resources							
	M		3.1.1		Number of SCSL workshops and webinars offered	N/A	Increase by 3%	83	7/1/17-6/30/18	Simple tally	Total for the period reported	The State Library responds to diverse needs and interests of citizens
	M		3.1.2		Number of SCSL workshop attendees	N/A	Increase by 3%	2311	7/1/17-6/30/18	Tally of attendance	Total for the period reported	Demonstrates the interest of citizens in self improvement through training and other events
	S		3.2		Provide electronic materials to support state employee workforce							
	M		3.2.1		Number of items in electronic materials collection	162,142	Increase by 3%	180,214	7/1/17-6/30/18	System report	Total for the period reported	State Library responds to interest of users in obtaining information and resources in electronic formats
	M		3.2.2		Number of electronic materials retrieved	43,975	Increase by 3%	10,234	7/1/17-6/30/18	System report	Total for the period reported	Demonstrates interest in and mastery of electronic materials
	S		3.3		Provide access to born digital state documents							
	M		3.3.1		Number of items in the State Documents Digital Depository	21,755	Increase by 10%	24,721	7/1/17-6/30/18	System report	Total for the period reported	State Library responds to interest of users in obtaining State-produced information and resources in electronic formats
	M		3.3.2		Number of visits to the State Documents Digital Depository	162,142	Increase by 10%	194,788	7/1/17-6/30/18	System report	Total for the period reported	Demonstrates interest in and mastery of State-produced electronic materials
Education, Training, and Human Development	G		4		Young children will be better prepared for school							
	S		4.1		Provide access to early literacy materials							
	M		4.1.1		Number of Day by Day Early Literacy calendars to childcare facilities	8680	Increase by 3%	11406	7/1/17-6/30/18	Simple tally	Total for the period reported	The Calendar appeals to families who are wish to prepare young children for growth and learning
	S		4.2		Improve reading skills statewide							
	M		4.2.1		Number of people of all ages registered for Summer Reading Programs	130,834	Increase by 3%	131,842	7/1/17-6/30/18	Reported statewide by participating libraries	Total	Demonstrates statewide enjoyment of reading and participation in library events
	M		4.2.2		Number of people attending StoryfestSC summer reading kickoff event	2160	N/A	1771	7/1/17-6/30/18	Tally of attendance	Total	Demonstrates statewide enjoyment of reading and participation in library events
	S		4.3		Provide access to Standards-based online resources							
	M		4.3.1		Number of visits to StudySC homework help website	51,973	Increase by 10%	212,466	7/1/17-6/30/18	Google analytics report	Total	Shows youth patron usage of resource for homework assistance
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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2018-19			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Education, Training, and Human Development	G	1			Libraries serve as educational institutions for an informed populace.							
	S	1.1			Provide Discus online resources statewide							
	M		1.1.1	Usage of Discus online resources is increased (SC total usage)	17,537,209	Increase by 3%		7/1/18-6/30/19	Obtained from vendor reports.	Grand total reported. Error in previous year figures discovered.	Shows academic usage of Discus databases for homework and informational purposes by citizens	
	M		1.1.2	# of training sessions provided for Discus users statewide	140	Increase by 3%		7/1/18-6/30/19	Simple tally	Total for the period reported	Direct contact with users stimulates understanding and usage of the resources	
	M		1.1.3	# trained in skills development workshops	5602	Increase by 3%		7/1/18-6/30/19	Tally of attendance	Total for the period reported	Direct contact with users stimulates understanding and usage of the resources	
	S	1.2			Provide access to statewide catalog (SLENDS Consortium)							
	M		1.2.1	Number of registered cardholders in SLENDS	1,088,112	Increase by 5%		7/1/18-6/30/19	System report	Simple tally for the period reported	Citizens are using library materials in greater numbers in libraries that are members of the cooperative system	
	M		1.2.2	Number of materials available through the SLENDS catalog	2,835,396	Increase by 2%		7/1/18-6/30/19	System report	Simple tally for the period reported	Demonstrates the purchasing power of the cooperative system	
	M		1.2.3	Number of materials circulated through the SLENDS catalog	3,036,874	Increase by 2%		7/1/18-6/30/19	System report	Simple tally for the period reported	Citizens are using library materials in greater numbers in libraries that are members of the cooperative system.	
	S	1.3			Disburse funds to meet agency objectives for public libraries							
	M		1.3.1	Number of subgrants to fund local projects	82	Increase by 3%		7/1/18-6/30/19	Simple tally for the period reported	Total for the period reported	Local libraries are motivated to develop improvements to services	
	M		1.3.2	Amount of State funds to support local libraries	\$13,156,515	Increase by 7%		7/1/18-6/30/19	Agency fiscal reports	Grand total of funds committed to the Agency from State sources.	The State has responded to advocacy for library services from citizens.	
	M		1.3.3	Number of library systems receiving Summer Reading program grants	39	42		7/1/18-6/30/19	State Library unit reports (Library Development and Finance Office)	Total for the period reported	Summer reading continues to be an important program for increasing reading enjoyment and achievement for families	
	S	1.4			Provide certifications and consultation service to public libraries							
	M		1.4.1	Number of library certifications provided to public library staff	41	N/A		7/1/18-6/30/19	Simple tally	Total for the period reported	Library professional workforce is increasing in response to public use of libraries	
	M		1.4.2	Number of consultations provided to public library staff	629	Increase by 10%		7/1/18-6/30/19	Simple tally	Total for the period reported	Library staff respond to additional support and resources offered by the State Library	
Healthy and Safe Families	G	2			Library services respond to focused needs of South Carolina citizens							
	S	2.1			Provide Talking Book Services statewide							
	M		2.1.1	Volunteer hours spent assisting Talking Book Services programs	60	N/A		7/1/18-6/30/19	Simple tally	Total for the period reported	Demonstrates popularity of TBS	
	M		2.1.2	Number of Talking Book Services registered patrons statewide	5590	N/A		7/1/18-6/30/19	System report	Total for the period reported	Talking Books is an essential service for the senior and blind population	
	M		2.1.3	Number of Talking Book Services items used annual by patrons statewide	211,678	Increase by 2%		7/1/18-6/30/19	System report	Total for the period reported	Talking Books is an essential service for the senior and blind population	
Public Infrastructure and Economic Development	G	3			State employees engage in excellent government practice							

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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2018-19			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
	S	3.1			Provide training opportunities on how to use SCSL resources							
	M			3.1.1	Number of SCSL workshops and webinars offered	83	Increase by 3%		7/1/18-6/30/19	Simple tally	Total for the period reported	The State Library responds to diverse needs and interests of citizens
	M			3.1.2	Number of SCSL workshop attendees	2311	Increase by 3%		7/1/18-6/30/19	Tally of attendance	Total for the period reported	Demonstrates the interest of citizens in self improvement through training and other events
	S	3.2			Provide electronic materials to support state employee workforce							
	M			3.2.1	Number of items in electronic materials collection	180,214	Increase by 3%		7/1/18-6/30/19	System report	Total for the period reported	State Library responds to interest of users in obtaining information and resources in electronic formats
	M			3.2.2	Number of electronic materials retrieved	10,234	Increase by 3%		7/1/18-6/30/19	System report	Total for the period reported	Demonstrates interest in and mastery of electronic materials
	S	3.3			Provide access to born digital state documents							
	M			3.3.1	Number of items in the State Documents Digital Depository	24,721	Increase by 10%		7/1/18-6/30/19	System report	Total for the period reported	State Library responds to interest of users in obtaining State-produced information and resources in electronic formats
	M			3.3.2	Number of visits to the State Documents Digital Depository	194,788	Increase by 10%		7/1/18-6/30/19	System report	Total for the period reported	Demonstrates interest in and mastery of State-produced electronic materials
Education, Training, and Human Development	G	4			Young children will be better prepared for school							
	S	4.1			Provide access to early literacy materials							
	M			4.1.1	Number of Day by Day Early Literacy calendars to childcare facilities	11406	Increase by 3%		7/1/18-6/30/19	Simple tally	Total for the period reported	The Calendar appeals to families who are wish to prepare young children for growth and learning
	S	4.2			Improve reading skills statewide							
	M			4.2.1	Number of people of all ages registered for Summer Reading Programs	131,842	Increase by 3%		7/1/18-6/30/19	Reported statewide by participating libraries	Total	Demonstrates statewide enjoyment of reading and participation in library events
	M			4.2.2	Number of Young Minds Dreaming poetry contest submissions	493	Increase by 3%		7/1/18-6/30/19	Tally of submissions	Total	Demonstrates statewide enjoyment of reading and writing
	S	4.3			Provide access to Standards-based online resources							
	M			4.3.1	Number of visits to StudySC homework help website	212,466	Increase by 10%		7/1/18-6/30/19	Google analytics report	Total	Shows youth patron usage of resource for homework assistance
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Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Goal(s)
Assistive Technology Advisory Committee (ATAC)	State Government	Serve on advisory committee and cross promotes assistive technology to special populations	2, 3
South Carolina Center for Children's Books and Literacy	Higher Education Institute	Work collaboratively on literacy initiatives for children and adults including the annual Read-In and annual Literacy Leaders awards	4
K-12 Technology Committee	K-12 Education Institute	Attend meetings, make decisions related to technology/connectivity and statewide access in libraries and schools	4
South Carolina Commission for the Blind	State Government	Cross promotion of services available via Talking Book Services and assistive technology	2
South Carolina School for the Deaf and the Blind	K-12 Education Institute	Talking Book Services sponsors annual art contest for students and promotes reading/literary services	2, 4
South Carolina Humanities	Non-Governmental Organization	Cross promotes literary events/programs such as LTAI (Let's Talk About) Book discussion program to libraries statewide, author talks	1
Association of Public Library Administrators	Professional Association	Works with library development and statewide services to host workshops and other educational opportunities to the state's public library administrators; Cross promotes events and programs	1
Palmetto Archives, Libraries, and Museums Council on Preservation (PALMCOP)	Non-Governmental Organization	Staff members serve on board and provide guidance and advice on issues related to preservation of materials	1
South Carolina Library Evergreen Delivery System (SLENDS)	Local Government	Serves as coordinating agency for 19 county consortium. SC LENDS libraries share a single catalog, which means that patrons can search for items at any of the libraries as easily as they search for items at their home library. Items are delivered to requesting partner library	1

South Carolina Library Association	Professional Association	Staff members serve on board and provide guidance and advice on issues related to all types of libraries	1
South Carolina Association of School Librarians	Professional Association	Staff members provide guidance and advice on issues related to school libraries. Partners to provide annual Read-In at the State House	1, 4
South Carolina Digital Library	Higher Education Institute	Involved in digitization projects which bring together the significant books, newspapers, images, manuscripts and media that contribute recognition and understanding to the history and culture of state of South Carolina. Digitization provides the availability of a statewide virtual collection of key documents of South Carolina history for K-12 students, college students and faculty, researchers and other citizens	1
Partnership Among South Carolina Academic Libraries (PASCAL)	Professional Association	Consortium of South Carolina's academic libraries together with their parent institutions and state agency partners. Fosters cooperation on a broad range of issues including shared licensing of electronic resources, universal borrowing, ILS hosting, and affordable learning	1
University of South Carolina School of Library and Information Science	Higher Education Institute	Provide internship and volunteer opportunities for students from bachelor's to doctoral level; serve on advisory committees	1
South Carolina Department of Archives & History	State Government	Partner on information and referral services	1, 3
South Carolina Arts Commission	State Government	Partner on statewide literary projects	3
South Carolina ETV	State Government	Partner on statewide literary projects	1, 3
South Carolina Business One Stop	State Government	Partner on promoting workforce development information	3
Gullah/Geechee Sea Island Coalition	Non-Governmental Organization	Partner on promoting diversity, and historical information	1
South Carolina Confederate Relic Room and Military Museum	State Government	Partner on historic document digitization project	1
TransformSC	Non-Governmental Organization	Partner on promoting literacy and early childhood education	4

