

<b>AGENCY NAME:</b>	<b>STATE LIBRARY</b>		
<b>AGENCY CODE:</b>	<b>H870</b>	<b>SECTION:</b>	<b>027</b>

---

## Fiscal Year 2020–2021 Accountability Report

---

### SUBMISSION FORM

I have reviewed and approved the data submitted by the agency in the following online forms:

- Reorganization and Compliance
- Strategic Plan Results
- Strategic Plan Development
- Legal
- Services
- Partnerships
- Report or Review

I have reviewed and approved the financial report summarizing the agency’s budget and actual expenditures, as entered by the agency into the South Carolina Enterprise Information System.

The information submitted is complete and accurate to the extent of my knowledge.

<b>AGENCY DIRECTOR (SIGN AND DATE):</b>	Signature on file.
<b>(TYPE/PRINT NAME):</b>	Leesa M. Aiken

<b>BOARD/CMSN CHAIR (SIGN AND DATE):</b>	Signature on file.
<b>(TYPE/PRINT NAME):</b>	Martha Murtiashaw



These responses were submitted for the FY 2020-2021 Accountability Report by the

STATE LIBRARY

Is the agency in compliance with S.C. Code Ann. § 2-1-220, which requires submission of certain reports to the Legislative Services Agency for publication online and the State Library? See also S.C. Code Ann. § 60-2-20.

Yes

If not, please explain why.

Is the agency in compliance with various requirements to transfer its records, including electronic ones, to the Department of Archives and History? See the Public Records Act (S.C. Code Ann. § 20-1-10 through 20-1-180) and the South Carolina Uniform Electronic Transactions Act (S.C. Code Ann. § 26-6-10 through 26-10-210).

Yes

Does the law allow the agency to promulgate regulations?

No

## **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, participation, and preservation.

**ADMINISTRATION, FINANCE, AND HUMAN RESOURCES** - South Carolina citizens of all ages, backgrounds, and abilities turn to their libraries to support creative, academic, personal, and professional interests. Libraries respond with information, collections, productivity tools, and learning experiences, thoughtfully planned and professionally delivered. The State Library meets the essential needs of each distinct library audience in addressing local service demands. Our persistent goal is to strategically plan, collaboratively approach, and implement cost-effective solutions that result in outstanding library services for every South Carolinian.

The **Finance Department** oversees the day-to-day operations for the State Library. The South Carolina State Library takes its fiduciary responsibility seriously, as evidenced by the budget's accountability and accuracy. Each purchase is tied directly to a strategic direction, agency goal, and Library Services and Technology Act's (LSTA) purpose to support the mission and vision of the agency. Each budget line is categorized so tracking of expenses can be broken down to the most granular level.

The State Library is fiscally responsible and diligently negotiates multi-year purchases that will provide the largest statewide impact. The State Library routinely works with other groups to secure collaborative partnerships that share costs across agencies or groups to save the state money. Those partnerships include SCETV, PASCAL, The Department of Administration, the Department of Employment and Workforce, the Department of Human and Environmental Control, the Department of Pardon and Parole, SC FirstSteps, and others. Collaborative purchases are important to the State Library, and we constantly seek to find opportunities for savings.

The South Carolina State Library believes in diversity and equity. The **Human Resources Department** strives to hire staff from a variety of backgrounds, with relevant experience, to represent South Carolina fully. In response to our desire for a diverse workforce, the State Library Leadership team has gone through various trainings to ensure the most qualified candidate is hired, including understanding interviewing bias.

Each employee receives regular, detailed feedback to ensure their success and that of the agency. Opportunities are provided for staff to cross-train and work on inter-department teams to learn more about other departments and provide opportunities for collaboration. Opportunities are provided for continuing education, conference attendance, and professional development.

The State Library believes an engaged workforce is essential to meeting the high expectations and needs of South Carolinians. Our goal is to provide a workplace where employees feel valued and enjoy what they are doing. This work environment encourages creativity and innovation to develop exceptional programs.

**STATEWIDE DEVELOPMENT** is responsible for library consulting, grant administration, communications and marketing, services for special populations, and statewide special projects. This division includes the departments of Library Development, Statewide Development, Communications, and Talking Book Services.

The **Library Development Department** offers assistance, training, and support for all public library staff, trustees, administrators, and supporters. It includes consulting services for all aspects of library operations and services, library programming, staff training, and management of the federal grant from the Institute of Museum and Library Services. Consultants are well-experienced in general library services and operations. Each has special expertise in children and young adults services, library management and planning, advocacy, public

relations and marketing, data analysis and evaluation, equity, diversity and inclusion, and outreach services. The State Library helps local libraries understand complex literacy issues so they can create programs and services to help combat low literacy in their communities. In support of these efforts, the State Library provides printed materials for early and family literacy and teens, which support public library programming.

Through site visits and consultations, the department provides direct one-on-one support for library directors or staff members to discuss concerns and recommend best practices for provisions of service. Consultants conduct on-site training days and small group sessions to help develop the library skill levels of staff. Additionally, the department recommends library standards, conducts assessments, evaluations, and statistical reports, and coordinates the certification of professional librarians, which ensures the selection of competent personnel and the provision of high-quality library service.

Professional consultants develop and present workshops and webinars on various topics designed to build skills and inform library staff, resulting in better service to the public. Libraries can borrow over 100 circulating kits that cover a variety of topics such as robotics or virtual reality technology that support STEM learning, as well as bilingual storytime or puppetry kits for early learning training. Additional support for multilingual populations and diversity initiatives including materials can be borrowed from the Inclusive Services Center located at the State Library building. The Inclusive Services Consultant can help provide guidance for libraries looking to build multicultural collections or provide specialized services.

All of South Carolina's public libraries offer special programming to support reading for enjoyment and help prevent learning loss throughout the summer. Libraries use READsquared, an online tracking program, to assist with program coordination. To support libraries continuing to do virtual programming, the State Library offers grants to purchase technology to deliver better online storytimes and other events.

The Library Development department and the Grants Administrator oversee the distribution of Institute of Museum and Library Services (IMLS) grant funds for public libraries. With these federal funds, libraries throughout South Carolina purchase materials and technology to enhance services to patrons, participate in continuing education experiences, and conduct strategic planning and community needs assessments. This year the State Library also administered the IMLS CARES (Coronavirus Aid, Relief, and Economic Security) Act funding for supplies to protect staff and enhance services during the pandemic.

The State Library is committed to supporting library access to all residents across the state. The Library Development department conducts projects, grants, and training to improve library building and website accessibility for patrons with disabilities. This department supports partnerships to reach English language learners and multilingual families and provides resources that strengthen collections and programs that represent the state's diverse population.

The State Library's **Inclusive Services 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. During the year, the Center added an iPad, Taptilo braille learning device, Code Jumper kit, and a variety of new circulating materials. The Library's Accessibility Team continued to implement accessibility improvements in a virtual environment, including captioning, providing accommodations, and leading training for State Library staff. A bilingual podcast (BibliObservatory) was produced to highlight the diverse childhood stories of South Carolinians. Although the Inclusive Services Center's physical space was closed to the public, the collection resumed circulation in April 2021, and educational presentations were given virtually.

**Program highlights:**

- 324 items are available for circulation in the Inclusive Services Center
- Captioning provided for 83 videos and 26 podcast episodes

- The Inclusive Services Consultant gave 24 presentations and coordinated 48 training sessions
- The Able Access Project provided ADA assessments of 5 library websites (The State Library and four county systems) and one training session
- 3 BibliObservatory podcast episodes were recorded in English and 1 in Spanish

This department includes federal and state **Grants Management**. Programs are primarily funded in public libraries through subgrants and State Library administration of Federal Library Services and Technology Act (LSTA) funds, made available through the Institute of Museum and Library Services (IMLS). An annual cycle offers grant programs, such as Impact Grants of up to \$50,000 for targeted projects in individual counties. Of the 112 subgrants in FY21, funded projects included a partnership with Sumter County Library daycare centers and after school learning centers designed to promote learning, creating, collaborating, and innovating; a project to increase access to a Mobile Creative Studio in the community at Charleston County Public Library; and a partnership with McCormick County Library and John de la Howe School of Agriculture through a comprehensive collection of materials to improve knowledge and enhance learning. Additional grants were awarded for bookmobiles and for public library staff to attend accredited Library and Information Science degree programs. Summer Reading program subgrants were given to 34 libraries.

The **Statewide Development Department** (SD) focuses on statewide programs that support literacy and the literary arts. READSC, South Carolina’s Center for the Book, provides unique author and reading programs, including new online programming partnerships with nearby Southern states. Libraries can also borrow themed kits for book clubs. The Literary Landmark program highlights South Carolina’s authors by the dedication of their historic literary sites, coordinated by the Statewide Initiatives Coordinator.

The Statewide Development department coordinates a variety of literacy efforts to meet needs and audiences in the state. The State Library’s SC Read Eat Grow food literacy initiative instructs and informs the public about the importance of nutrition, food choice, and food preparation while building literacy skills for children and families. Public libraries can borrow the Charlie Cart™ mobile kitchen or the Kitchen-in-a-Box kits for cooking and nutritional literacy demonstrations. Program Coordinators support initiatives such as Literacy 2030, which focuses on improving literacy rates statewide. Another initiative is AccessSC, a broadband expansion project providing internet hotspots and technology to help learners connect to the internet outside of traditional settings. The SD team keeps abreast of trends and develops projects based on the needs of libraries, with current programs focusing on GrandFamilies, low-literate adults, the incarcerated, and young families in rural areas. The department also coordinates the EveryDay Literacy program, with the signature South Carolina Day by Day Family Literacy Activity Calendar distributed to libraries and partners in English or Spanish and also available in an interactive online version featuring the Tumblebooks read-along database. Day by Day provides daily activities that support early literacy skills that help children better prepare for school. The State Library has been distributing the calendar for over a decade, with several states having replicated this project.

The **Communications Department** is responsible for the media relations, publicity, and promotion of all the State Library services, programs, and initiatives. Staff members manage social media including Facebook, Twitter, Instagram, YouTube, and LinkedIn, design and produce collateral materials and videos, and maintain nine State Library websites. The Tail Waggin’ Tutors program brings the library’s literacy/therapy dog to senior living facilities, schools, and other locations to promote reading. Effective communications and email marketing helps to reach 272,588 patrons across the state. The State Library podcast, LibraryVoicesSC, continues to be popular, with over 10,000 downloads to date, providing a unique perspective on various library and community topics.

**Program highlights:**

- Podcast episode downloads to date: 11,336

- Facebook followers to date: 4181
- Twitter followers to date: 6853 (Tweets to date: 12,400)
- Instagram followers to date: 1544 (Instagram posts to date: 549)
- YouTube channel views during FY21: 30500 (watch time 4800 hours). 654 total subscribers (210 new in FY21)
- LinkedIn followers to date: 625

The South Carolina State Library **Talking Book Services** (TBS) Department strives to fulfill the mandate set forth on state and local levels by the National Library Service (NLS) for the Blind and Print Disabled: “That all may read.”

The primary goal of TBS is to serve as South Carolina’s Network Library in the national system by fostering a lifelong love of reading through audiobooks. Books delivered on cartridges played on specialized digital talking book machines or downloaded to personal devices via the web-based BARD system are the largest circulators of the program. Having transitioned to the Duplication On Demand service model this fiscal year, patrons now receive up to 20 books on one cartridge instead of the 20 separate cartridges they would have received in the past. TBS also loans braille, large print books, and descriptive DVDs. Plans to offer more virtual programming in accessible formats that appeal to the unique needs of the library’s patrons are in the works for the upcoming fiscal year.

The NLS mandate further specifies that qualified patrons of the service be blind or otherwise print disabled. The requirements for certification loosened this fiscal year through federal legislation, allowing professionals other than physicians to certify those possessing cognitive disabilities such as dyslexia, ADD/ADHD, and other disorders stemming from permanent organic means or temporary impairment. TBS is actively working with a myriad of organizations statewide to advertise this change and offer the service to as many potential patrons as possible.

TBS staff continues actively serving during pandemic-related conditions by maintaining seamless customer service with existing patrons and looks forward to enhancing the lives of new users joining the program. Engaging and qualified Reader Advisors spent the greater part of this year calling all active patrons, personally checking on their wellbeing. Staff remain on call to answer patron questions, Monday through Friday from 8:30 a.m. until 5:00 p.m. All cartridges and equipment are mailed, free of charge, through the U.S. Postal Service. Fees and fines are never charged, and no face-to-face contact with patrons or certifiers is required for service.

#### **Project Highlights:**

- Active TBS Patrons: 5,488 (5,424 Adults + 64 Juveniles)
- Patron Contacts: 20,927 (17,308 Phone Calls + 3,619 Emails)
- Circulation: 181,226 (170,712 Digital Books + 10,352 Large Print Books + 162 DVD’s)
- Digital Book Machines Checked Out: 879 (688 DS1’s + 191 DA1’s)
- BARD Patrons: 734 (710 patrons + 8 library staff + 15 institutions + 1 demo)
- Donations Received: \$11,003 (received and/or credited in SFY21, not carry over)
- Hours Of Volunteer Service: 455.5
- Number of Virtual Outreach & Training Sessions Conducted: 10

The **LIBRARY SERVICES DEPARTMENT** is responsible for reference, research, programming, training, outreach, accessing print and electronic collections, and circulation. This department directly serves state employees, elected officials, public libraries, and all South Carolina citizens. Staff members provide the public with free training opportunities both on-site and virtual. Our most successful ongoing workshops are Grants Research: Finding a Funder for Your Nonprofit Organization, Proposal Writing Basics, and Grant Writing: Creating a

Winning Proposal. During the year, staff provided 39 virtual grant workshops and one-on-one training to 121 attendees. Because we had to close our building to the public due to COVID-19, some numbers have shown a decrease in this fiscal year. Library Services staff exhibited flexibility and creativity with continued services to patrons during this time.

**Project Highlights:**

- State Library visitors decreased by 86% from 10,351 (FY20) to 1,457; new cardholders decreased by 17% from 732 (FY20) to 611
- Items circulated including renewals: 1,666
- Interlibrary Loan items sent to other libraries: 75; requests filled for State Library patrons: 65
- Total State Library Electronic Resources retrieved: 95,030
- Safari eBook Section requests: 1,314
- ProQuest Historic Black Newspapers item requests: 6,762
- Electronic Genealogy Resources visited (including Heritage Quest and Ancestry Library Edition): 1,065
- Available O'Reilly materials (including eBooks, videos, Learning Paths, and Playlists): 56,691; O'Reilly items accessed: 5,896
- Available eBook Central academic titles: 205,363; eBook Central titles accessed: 488

**Additional highlights:**

- We introduced curbside services and Book-a-Librarian for virtual grants training and general reference and research questions. These services allowed for Library Services staff to connect with patrons during the State Library closure to the public due to COVID-19.
- In March 2021, 21 Welcome Packets were mailed to newly elected members of the South Carolina General Assembly to share resources and services available to them through the State Library.
- Library Services Department staff partnered with the Faces of Margraten project to help locate photographs of more than 30 South Carolina servicemen who were killed in action in World War II and buried or honored on the "Wall of the Missing" in Margraten American Cemetery in the Netherlands. Staff connected with relatives of the fallen soldiers, some of whom learned where their loved one was buried or honored and that their grave marker has been adopted and cared for by generations of Dutch families.
- We are in the fourth year of sponsoring the traveling exhibit *Unforgettable: Celebrating a Time of Life, Hope, and Bravery*. Since the premiere, this exhibit has been on loan to 8 SC public libraries and museums. This exhibit is made possible by Orangeburg's legendary civil rights photographer, Cecil Williams. It shares the important stories and events of South Carolina's Civil Rights Movement with over 40 framed photographs. One virtual program, "An 'Unforgettable' Talk with Cecil Williams," reached 18 attendees.
- Library Services Department staff organized and mailed 10,920 literacy materials to 50 public libraries, school libraries, and other educational organizations around the state. These materials included Day by Day Literacy Calendars (English and Spanish); *Literacy on the Go*; *STEM 4-K: Have Fun with Math & Science* and *STEM Elementary: Have Fun with Math & Science* publications; as well as brochures including *Chapter Books*, *Picture Books*, *Beginning Readers Born to Read*, and *Books for Spanish Speaking Families*.

The **SCLENDS (South Carolina Library Evergreen Network Delivery System)** consortium 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. The State Library maintains the integrity of the catalog and provides technical support for member libraries, and member libraries save the costs of purchasing and processing shared library materials. SCLENDS currently serves almost one-half of the state's population. Approximately 73% of the residents in member counties have a SCLENDS library card. Any South Carolina resident in a SCLENDS member county may obtain a card to access 2,544,227 items. Due to COVID-19, the

SCLENDS member libraries did not return to full service sharing of materials until August 2020, although some member libraries began limited curbside service in early May.

SCLENDS features active member-driven workgroups that operate with the oversight of an executive board. Member input directly guides development and improvements and thus reflects the specific wishes of staff and patrons who use SCLENDS. Staff at SCLENDS libraries are encouraged to contact fellow member libraries across the state for support, advice, and brainstorming.

**Project highlights:**

- Total number of items in SCLENDS: 2,544,227
- Number of items circulated including renewals: 2,221,508
- Number of active cardholders: 167,424

The **Library Collections Department** coordinates the selection, purchasing, cataloging, 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. The State Library serves as a state and federal document depository for state agencies and public access. This year, training with state agencies was increased to get better compliance for our State Documents Depository program. The department also provides online access to digitized historical documents, books, and images and cultivates partnerships to make historical and cultural materials available online. Digitization projects completed during the year included: South Carolina Legislative Manuals (1989-2019); the South Carolina State Library’s Periodicals List, 2000; and Newsletters for South Carolina Libraries (1957-1998); the South Carolina Department of Education Annual Reports (1920-1929, 1950-1970, and 1986-1994); the State Ethics Commission Newsletters (1979-1997); South Carolina State Library newsletters (1957-1972); South Carolina Public Library Buildings Funded with LSCA Title II Grants (1983-1985 & 1986-1990); South Carolina Public Library Buildings (1991-1995); and South Carolina’s New Public and College Library Buildings, 1965. Ongoing efforts are underway to digitize the Colin J. McRae Papers, Huse Audit Series in partnership with the SC Confederate Relic Room and Military Museum. Some of this collection is now available in the South Carolina Digital Library. Also, a variety of photographs and awards were digitized for the Talking Book Services 2020 Volunteer Appreciation Program.

**Project highlights:**

- Total number of state documents available in the State Documents Digital Depository: 37,740 (with 296,380 page views)
- State document items added to the State Documents Digital Depository: 2,153
- State documents shipped to depository libraries: 2,544
- Items added to the State Library’s print collection: 689
- Electronic federal documents added to SCLENDS: 18,247

**Additional projects in process:**

- Two Notable State Documents Awards Ceremonies reached a total of 104 attendees and 218 YouTube viewers. One attendee noted, “I have a much better understanding about my department’s responsibility for [state] documents.”
- Library Collections staff continued to work on a multi-year digitization project in partnership with the South Carolina Confederate Relic Room and Military Museum to digitize the Colin McRae-Huse Papers. 89 items from the McRae-Huse Papers were contributed to the South Carolina Digital Library.
- Make My Mark Bookmark Contest awarded winners and honorable mentions to several inspiring designs based on each artist’s favorite book. Winning designs were submitted by school children and young adults. Bookmarks were mailed to 47 public libraries and made available to South Carolina State Library visitors.

- Virtual Documentary Depository training session on SC State Library Acquisition of State Agency Publications reached 28 attendees and 36 YouTube viewers.

Our **Information and technology department** (IT) provides technology assistance to public libraries in South Carolina. During the last fiscal year, assistance ranged from technology infrastructure assessments to remote support and project management. Continued focus was placed on assisting public libraries with network infrastructure projects that were funded through the Federal E-Rate Program.

**Project highlights:**

- Our staff remotely managed and supported approximately 12 E-rate funded projects during FY21.
- Staff provided technology assessments and equipment specifications to 11 Library Systems to apply for FY21/22 E-rate funds.
- IT assisted Chesterfield Library with sourcing grant funds to purchase needed outdoor wireless access points to help better serve the public during the COVID shutdown.
- IT staff assisted Orangeburg Library and Orangeburg County Government with technology planning and RFP process for the new Main Library and Convention Center that was being built. IT staff provided network equipment specs for the entire building and facilitated requesting E-rate funds for the library section, resulting in an anticipated \$100,000 cost avoidance for the county.
- We aided the Allendale, Hampton, Jasper Regional Library System with migrating over to a new IT Managed Service Provider (MSP). Our staff also secured, cleaned, and upgraded donated PCs to replace the library system's older, outdated equipment.
- IT worked with York County Library, SEGRA, and AT&T on a network services upgrade project.
- Staff identified structured cabling issues at the new, under-construction Southern Georgetown branch and reallocated unused E-rate funds to address the problem.
- The IT department continued to promote Security Awareness training to South Carolina public library systems.

The **Electronic Resources Department** administers Discus – South Carolina's Virtual Library, and select online resources for State Library cardholders. The Discus collection of more than 70 subscription databases support K-12 schools, public libraries, and academic institutions. All K-12 schools, including charter, virtual, public, home, and private, use Discus extensively for research, learning, and programming. Discus saw a 22% increase in usage from the previous year while supporting SC schools shut down due to COVID-19. South Carolinians using Discus had a seamless access rate of 97%, greatly reducing the need for a username and password.

During the COVID-19 pandemic, the South Carolina State Library recognized that the lack of classroom instruction and shift to at-home learning for students would necessitate tutoring assistance in all subjects, particularly math. The State Library subscribed to three new electronic resources for the Discus collection – TumbleMath, Tutor.com, and TeenBookCloud.

TumbleMath eBooks is the most comprehensive collection of 250 math picture books available for grades K-6. This resource assists with multiplication, division, word problems, geometry, fractions, place value, probability, and finance. TumbleMath also aligns with common core curriculum, providing teachers with the ability to connect literacy and numeracy.

Tutor.com is a one-to-one platform for English and Spanish speakers that matches students with live tutors to assist with homework assignments in nine subject categories as well as paper writing, test preparation, and job searches. The success of the State Library's Tutor.com trial precipitated the decision to purchase a 12 month subscription and add it to Discus. Since the subscription began in September, there have been 13,582 tutoring sessions used by students with a 99% positive feedback response rate. The most common areas of assistance are

several types of math and science. Access to Tutor.com has been a tremendous relief to students and caregivers, as it provided crucial support during virtual learning.

TeenBookCloud was added to Discus to ensure literacy options are available to students without access to their school or public library. TeenBookCloud contains 1,000 graphic novels, enhanced eBooks, literary classics, non-fiction, educator resources, and audiobooks for students in grades 7-12.

The Discus Training and Outreach Coordinator presented to 53 groups, including school districts, organizations, libraries, and adult education programs. These specific training sessions were attended by 1,291 attendees. There were also 31 live webinars hosted by vendor partners and the Discus Training and Outreach Coordinator. These sessions were open to educators, parents, and the general public with 284 attendees. Recordings of these webinars were viewed 272 times throughout the year.

#### **Program highlights:**

- Item retrievals (includes online books, academic journals, primary sources, videos): 18,181,254
- Learn360 multimedia database item retrievals (43% usage increase): 968,761
- The Magic School Bus episode views (67% usage increase): 307,140
- StudySC page views: 107,343
- NewsBank: America's Newspapers (items accessed by State Library cardholders): 86,856
- ProQuest Historical Black Newspaper Collection items accessed: 6,980

#### **Risk assessment and mitigation strategies**

The South Carolina State Library's mission, vision, strategic directions, and goals align with our financial budget structure, planned projects, and agency objectives. Due to issues related to COVID-19, we were unable to meet all our established goals and objectives for the review period. Those objectives include in-person consultation with public libraries, in-person training, the Read-In event, the Talking Book Services Art Gallery, cultural events, and a Literary Landmark designation. The State Library created mitigation strategies to respond to the needs of our state during this extremely difficult and unprecedented time.

To meet the needs of our state, we quickly responded by creating more online training opportunities. This took considerable effort on our part, and we saw an increase in training usage immediately. We continued our consultation practices with public libraries by using online meeting resources, telephone, and email. We responded by increasing online information and resources for reading. We moved forward with the Talking Book Services Art Gallery celebration by promoting the winners' achievements on social media and mailing trophies to each of the winners. When schools closed, we increased our online offerings by contracting with Tutor.com to bring one-to-one tutoring services to children. This has been a huge success and has expanded our relationship with the Department of Education, allowing us to reach more K-12 students and teachers. We also expanded hotspot offerings in public libraries and created our AccessSC program, providing public libraries with accessible devices to loan to children participating in online learning who did not have internet access in their homes.

Our most pressing concerns are related to the access to information brought to the foreground by the Coronavirus pandemic and staffing issues.

1. **Engagement and Access:** The Coronavirus pandemic impacted the ability and manner in which libraries engage their customers and communities. In the last eighteen months, the State Library worked to grow our online presence by purchasing additional continuing education resources and creating more online training content. We shifted our consulting services from in-person to phone conferences and online meetings. While we have pivoted and continued to reach the bulk of our customers in other ways, we are keenly aware that the needs of people who rely heavily on their

public libraries for internet access were at a significant disadvantage during COVID-19. The lack of statewide broadband and equitable access to the internet places a large number of South Carolinians at a disadvantage.

**Potential most negative impact:** Disparate broadband and a lack of internet access compound an already evident issue of the inequality of access to information. Without access to the internet, children are unable to be successful in school. Adults are unable to negotiate employment opportunities or access health information and other necessary resources. A lack of access to information creates an even larger knowledge gap among South Carolinians who have access to the internet and those who do not. A lack of access to the internet increases the number of people who are considered vulnerable and in-need, which in turn lowers South Carolinians' ability to compete for educational opportunities and jobs, and increases risks associated with their health.

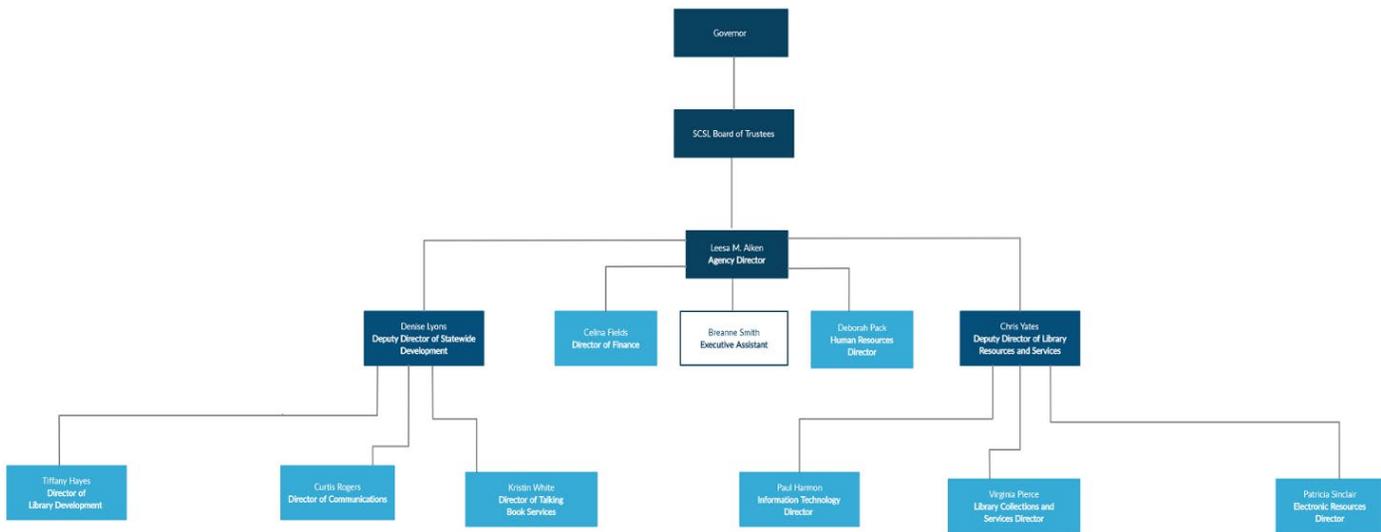
**Outside help to mitigate the impact:** Partnerships with other state agencies with similar missions could identify areas of the state most in need and provide a targeted plan for broadband infrastructure for those areas. Partnerships with other state agencies with shared customer groups would allow coordination of shared resources for the entire state, not just those areas of the state that are well-funded.

2. **Staffing: Qualified Candidates:** Prior to the pandemic, the number of qualified candidates applying for positions within state government had been declining. The pandemic has exacerbated the issue as potential employees are concerned with various issues, including wages and flexibility. We have found it increasingly difficult to compete for and retain qualified staff, largely due to the significant salary differences we are able to offer as a small state agency and the increasing costs associated with employee benefits and retirement contribution. In the last year, an added difficulty has become the lack of flexibility in the work environment. Employee expectations have changed significantly in the last eighteen months, and many want the flexibility to work from home.  
**Potential most negative impact:** An inability to hire and retain qualified personnel, resulting in an inability to provide quality programs and resources. A revolving door of employees who come to work for the South Carolina State Library to gain experience and then move on to higher-paying jobs instead of staying with the State Library because of our inability to compensate appropriately.  
**Outside help to mitigate the impact:** The ability to compensate staff at a higher rate will assist the State Library in our recruiting efforts. An overall increase in the appropriation for salaries will assist in efforts to retain trained employees that are of significant value to the agency. Additionally, a cap on the costs related to employee benefits and retirement contributions will attract potential applicants.
3. **Staffing: Diverse Candidates:** We believe an organization is stronger and more representative of the people in South Carolina when it is rich in diversity and inclusion. We strive to hire staff from a variety of backgrounds with relevant experience to represent South Carolina fully. Statistically, there is a lack of diverse candidates in the library field. Our inability to pay a higher salary limits our ability to hire in general, and more so when trying to attract diverse candidates who may be sought after on a national scale.  
**Potential most negative impact:** An inability to hire qualified personnel from diverse backgrounds, or who represent diverse groups, which could potentially limit the State Library's ability to provide programs representative of all South Carolinians, and may negatively impact our state.  
**Outside help to mitigate the impact:** The ability to compensate staff at a higher rate will assist the State Library in recruiting efforts. An overall increase in the appropriation for salaries will assist in efforts to recruit future employees.
4. **Staffing: Safety:** The current surge of the COVID-19 Delta variant is concerning. The staff members of the State Library are our biggest resource, and their safety is of utmost concern. The creativity,

passion, and ingenuity of our staff fuel our agency. They are the reason that we can accomplish so much on an extremely lean budget. Approximately 35% of the staff of the State Library are considered to be part of the at-risk population group for COVID-19 by the Center for Disease Control (CDC). The State Library adheres to and follows all recommendations by the CDC, the South Carolina Department of Health and Environmental Control (SCDHEC), and the Governor's Office. However, if measures are not taken to slow the spread of the Coronavirus, the safety of staff is a concern as well as our ability to fulfill the agency's mission.

**Potential most negative impact:** The most severe impact would be a loss of life, followed by a loss of productivity and increased costs associated with hiring staff and building maintenance.

**Outside help to mitigate the impact:** The State Library appreciates the flexibility we have been able to provide to staff who are ill by encouraging them to stay home. However, some members of staff who do not have enough sick leave or who do not have the ability to work from home may come to work and potentially infect others. Empower state agency directors with the authority to determine the best working conditions for employees, including the flexibility of working from home without the prior approval of the Division of State Human Resources.



**FY2020-21 Strategic Plan:**

These responses were submitted for the FY 2020-2021 Accountability Report by the  
**STATE LIBRARY**

**Goal** Innovation: Providing guidance for excellence in library services

**Strategy** 1.1

**Statewide Enterprise Objective**

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

Education, Training, and Human Development

Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
1.1.1	Number of individuals reached with email marketing updates to promote programs and training opportunities	254477	255000	272588	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total of departmental and general weekly and monthly emails sent out through Constant Contact email marketing system	Constant Contact	Communications Department	Patrons, Library directors, library staff, state employees	News and information	4503.000000.000	
1.1.2	Number of Discus training screencasts provided	10	12	10	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total for the period reported	Simple tally	Electronic Resources Department	K-12 students and educators, public library patrons, and academic institutions	Homework and research assistance.	4004.000000.000	
1.1.3	Number of views of Discus training screencasts	352	375	415	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total for the period reported	Simple tally	Electronic Resources Department	K-12 educators, public librarians, academic librarians	Resource assistance and greater knowledge of database functionality.	4004.000000.000	



Goal Innovation: Providing guidance for excellence in library services														
Strategy 1.3										Statewide Enterprise Objective				
Identify new projects to address needs of underserved										Education, Training, and Human Development				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Program Number Responsible	Notes
1.3.1	Number of items circulated from the Inclusive Services Collection	31	25	27	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total number of items circulated from this collection from April - June	SCLENDIS / Evergreen	Library Development Department	Library card holders, including SC library staff and the general public	Access to diverse and accessible library materials	4503.000000.000	The collection resumed Circulation in April 2021
1.3.2	Number of Accessibility Audits of public libraries	7	5	5	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	number of websites assessed for accessibility	Internal Records	Library Development Department	SCSL/Talking Book Services and Public Libraries	Websites that are accessible to people with disabilities, knowledge of how to make websites more accessible	4503.000000.000	Talking Book Services website and Cherokee, Dorchester, Florence, and Newberry counties
1.3.3	Number of public library Read to Succeed Summer Camp Book Projects	14	10	0	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Statistical count	Internal Records	Library Development Department	0	0	4503.000000.000	Did not occur during fiscal year





Goal Collaboration: Sustaining and enhancing relationships with partners														
Strategy 2.3										Statewide Enterprise Objective				
Facilitate informed governance and civic responsibility										Education, Training, and Human Development				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
2.3.1	Number of Document Depository training sessions provided	0	2	1	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Statistical count	Simple tally	Collection Management & Digitization Department	12 state depository libraries	Train depository library staff on how to provide access to documents.	4004.000000.000	One virtual Documentary Depository training session, on Annual State Documents Training: SC State Library Acquisition of State Agency Publications, was offered on December 17, 2020.
2.3.2	Number of attendees/views of Document Depository training	0	100	64	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Statistical count	Simple tally	Collection Management & Digitization Department	12 state depository libraries	Train depository library staff on how to provide access to documents.	4004.000000.000	There were 28 attendees and 36 views of the YouTube recording of the December 17th, 2020 Document Depository training, Annual State Documents Training: SC State Library Acquisition of State Agency Publications.
2.3.3	Number of training sessions on Equity, Diversity, and Inclusion provided	30	30	48	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total number of training sessions	Internal Records, libCal	Library Development Department, Talking Book Services	SC library staff and administrators	Guidance and best practices related to equitable, diverse, and inclusive library services	4503.000000.000	All trainings were virtual









Goal Preservation: Protecting and promoting cultural heritage														
Strategy 4.3										Statewide Enterprise Objective				
Curate a South Carolina-related published collection										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
4.3.1	Number of SCSL and partner items added to the South Carolina Digital Library	922	1000	89	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Statistical count	Simple tally	Collection Management & Digitization Department	General public	Increased visibility of documents to public.	4004.000000.000	89 items from the McRae Huse Papers were contributed to the South Carolina Digital Library. This is part of a multi-year digitization project the State Library is conducting in partnership with the Confederate Relic Room, a South Carolina state agency.
4.3.2	Number of visits of SCSL items via the South Carolina Digital Library	18731	20000	37108	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Statistical count	System report from external partner	Collection Management & Digitization Department	SCSL cardholders	Resource assistance.	4004.000000.000	
4.3.3	Number of Podcasts provided	39	42	30	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Counted # of Podcasts	Podbean	Communications Department	All South Carolina Residents	News and information	4503.000000.000	
4.3.4	Number of Podcast downloads	2592	2600	1800	Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Tally count from software	Podbean	Communications Department	All South Carolina Residents	News and information	4503.000000.000	











Goal Collaboration: Sustaining and enhancing relationships with partners														
Strategy 2.3 Facilitate informed governance and civic responsibility										Statewide Enterprise Objective Education, Training, and Human Development				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
2.3.1	Number of Document Depository training sessions provided	1	2		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Statistical count	Simple tally	Collection Management & Digitization Department	12 state depository libraries	Train depository library staff on how to provide access to documents.	4004.000000.000	
2.3.2	Number of attendees/views of Document Depository training	64	60		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Statistical count	Simple tally	Collection Management & Digitization Department	12 state depository libraries	Train depository library staff on how to provide access to documents.	4004.000000.000	
2.3.3	Number of training sessions on Equity, Diversity, and Inclusion provided	48	35		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Total number of training sessions	Internal Records, libCal	Library Development Department, Talking Book Services	SC library staff and administrators	Guidance and best practices related to equitable, diverse, and inclusive library services	4503.000000.000	







Goal Preservation: Protecting and promoting cultural heritage														
Strategy 4.2										Statewide Enterprise Objective				
Curate a South Carolina-related published collection										Government and Citizens				
Measure Number	Description	Base	Target	Actual	Value Type	Desired Outcome	Time Applicable	Calculation Method	Data Source	Data Location	Primary Stakeholder	Stakeholder Need Satisfied	State Funded Budget Program Number Responsible	Notes
4.2.1	Number of SCSL and partner items added to the South Carolina Digital Library	89	80		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Statistical count	Simple tally	Collection Management & Digitization Department	General public	Increased visibility of documents to public.	4004.000000.000	
4.2.2	Number of visits of SCSL items via the South Carolina Digital Library	37108	38000		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Statistical count	System report from external partner	Collection Management & Digitization Department	SCSL cardholders	Resource assistance.	4004.000000.000	
4.2.3	Number of Podcasts provided	30	20		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Counted # of Podcasts	Podbean	Communications Department	All South Carolina Residents	News and information	4503.000000.000	
4.2.4	Number of Podcast downloads	1800	2000		Count	equal to or greater than	State Fiscal Year (July 1 - June 30).	Tally count from software	Podbean	Communications Department	All South Carolina Residents	News and information	4503.000000.000	

FY 2020-2021 Agency Accountability Report

**Budget Responses:**

These responses were submitted for the FY 2020-2021 Accountability Report by the

**STATE LIBRARY**

			FY 2020-21 Expenditures (Actual)				FY 2021-22 Expenditures (Projected)			
State Funded Program Number	State Funded Program Title	Description of State Funded Program	General	Other	Federal	TOTAL	General	Other	Federal	TOTAL
0100.000000.000	Administration	Oversees the State Library	\$1,025,335.00		\$113,010.00	<b>\$1,138,345.00</b>	\$1,240,772.00	\$39,000.00		<b>\$1,279,772.00</b>
1501.000000.000	Talking Book Services	Program provides audio books utilizing proprietary players and/or BARD online app as well as related library lending services throughout the entire state of South Carolina for the blind, visually impaired, or physically handicapped, commonly referred to as the print disabled.	\$417,099.00		\$100,168.00	<b>\$517,267.00</b>	\$492,880.00	\$80,000.00	\$351,096.00	<b>\$923,976.00</b>
4004.000000.000	Library Resources	Responsible for reference, research, programming, training, outreach, accessing print and electronic collections, and circulation	\$2,895,210.00		\$1,332,218.00	<b>\$4,227,428.00</b>	\$3,318,976.00	\$148,000.00	\$1,304,184.00	<b>\$4,771,160.00</b>
4503.000000.000	Statewide Development	Library consulting, grant administration, communications and marketing, and services for special populations as well as all statewide special projects	\$10,572,748.00	\$347,518.00	\$1,558,522.00	<b>\$12,478,788.00</b>	\$10,604,466.00		\$844,287.00	<b>\$11,448,753.00</b>
9500.050000.000	State Employer Contributions	State Employer Contributions refers to the funds the agency pays toward employee benefits such as health and retirement.	\$545,957.00		\$376,182.00	<b>\$922,139.00</b>	\$510,106.00		\$201,579.00	<b>\$711,685.00</b>

FY 2020-2021 Agency Accountability Report

Legal Responses:

These responses were submitted for the FY 2020-2021 Accountability Report by the  
STATE LIBRARY

Description	Purpose	Law Number	Jurisdiction	Type	Notes
Open Carry with Training Act	Not related to agency deliverable	23-31-210	State	Regulation	
Establishment of South Carolina State Library; State Library Board; appointment and terms of office of board members; vacancies.	Not related to agency deliverable	60-1-10	State	Statute	
Services of libraries open to public; fees for certain services; provision for penalties.	Not related to agency deliverable	60-1-100	State	Statute	
State Library to assist libraries of state institutions.	Not related to agency deliverable	60-1-110	State	Statute	State insitutional libraries request assistance on an as needed basis.
Library services to be rendered to blind and physically handicapped readers.	Requires a service	60-1-120	State	Statute	Provide library service to the blind and physically handicapped readers in cooperation with the United States Library of Congress
State Library to promote cooperation among governmental bodies and libraries for the sharing of resources.	Not related to agency deliverable	60-1-130	State	Statute	
State Library to establish statewide library network.	Requires a service	60-1-140	State	Statute	Operate a statewide library network to facilitate the sharing of resources and information among South Carolina libraries
Authority of public libraries to participate in statewide library network; authority of director to allow participation.	Requires a manner of delivery	60-1-150	State	Statute	
State Library to receive statistical reports from libraries.	Requires a manner of delivery	60-1-160	State	Statute	
Authority of director to cooperate with United States Department of Education and other agencies in the administration of funds.	Not related to agency deliverable	60-1-170	State	Statute	
Chairman and vice-chairman of board; other officers; board meetings; compensation of board members.	Not related to agency deliverable	60-1-20	State	Statute	
Director of State Library; qualifications; evaluation and term of office.	Not related to agency deliverable	60-1-30	State	Statute	
Duties and authority of board.	Requires a service	60-1-40	State	Statute	Library and information services to state government, South Carolina libraries, and the citizens of the State
Duties of director.	Requires a service	60-1-50	State	Statute	Provide advice and technical assistance to public and other libraries, agencies of the State, political subdivisions, and planning groups concerning library services and operations
Duties of State Library in executing library policy.	Requires a service	60-1-60	State	Statute	Development and extension of library services throughout the State
State Library to provide research services to General Assembly and others.	Requires a service	60-1-70	State	Statute	Provide library and library research services to the General Assembly, state officers and agencies, and state government employees
State Library to provide assistance to public libraries and county governments.	Requires a service	60-1-80	State	Statute	Provide advice and assistance to public libraries, library boards, and county governments in matters concerning the establishment, support, operation, improvement, and coordination of library services

**These responses were submitted for the FY 2020-2021 Accountability Report by the  
STATE LIBRARY**

Description	Purpose	Law Number	Jurisdiction	Type	Notes
Administration of state and federal grants to public libraries; eligibility for grants.	Distribute funding to another entity	60-1-90	State	Statute	
State Aid to Public Libraries: Regulations	Distribute funding to another entity	75-1	State	Regulation	
Certification of Public Librarians: Regulations	Requires a service	75-2	State	Regulation	Four types of public library certificates for professional and pre-professional staff

FY 2020-2021 Agency Accountability Report  
**Services Responses:**

These responses were submitted for the FY 2020-2021 Accountability Report by the

**STATE LIBRARY**

Description of Service	Description of Direct Customer	Customer Name	Others Impacted By the Service	Agency unit providing the service	Description of agency unit	Primary negative impact if service not provided
Discus - South Carolina's Virtual Library	Public: statewide access to schools, libraries, and the general population	School districts	Public libraries, academic libraries, and the general population	Electronic Resources	Provides electronic resources for the public and the K-12 community. Ensures delivery of online databases and other electronic resources providing information for the public, especially students in South Carolina schools	Students, educators, families, and SC citizens will not have the resources for research and education.
Public library consulting services	South Carolina public libraries	Public Libraries	Library boards; community partners; patrons	Library Development	Consults and provides training and other services to county public libraries statewide. Support, strengthen and develop public library operations and staff	Libraries will lack support to help improve services to patrons.
Audio books and related services for the blind, visually impaired, or physically handicapped.	Public: statewide access to the general population	Print-disabled population of South Carolina.	Caregivers; other stakeholders of the print-disabled population of South Carolina.	Talking Books Services	Provides services and books in formats for the blind, low vision, physically handicapped. Statewide delivery of audio and print materials for customers with disabilities	Agency violates Federal mandate outlined in Public Law 116-94, Division P, Title XIV, §1403(a) - SEC. 1403. NATIONAL LIBRARY SERVICE FOR THE BLIND AND PRINT DISABLED.
Research services	State government	State government employees	SC citizens, researchers, scholars, out of state patrons	Statewide Services	Provides research for state government employees and elected officials as it relates to their position in state government.	State government employees would not have access to the research and expertise of State Library staff for their legislative research needs, constituent services needs, and the accurate and quality resources the State Library provides.
Research services	State government	State government employees	SC citizens, researchers, scholars, out of state patrons	Statewide Services	Provides research for state government employees and elected officials as it relates to their position in state government.	State government employees would not have access to the research and expertise of State Library staff for their legislative research needs, constituent services needs, and the accurate and quality resources the State Library provides.
Research services	State government	State government employees	SC citizens, researchers, scholars, out of state patrons	Statewide Services	Provides research for state government employees and elected officials as it relates to their position in state government.	State government employees would not have access to the research and expertise of State Library staff for their legislative research needs, constituent services needs, and the accurate and quality resources the State Library provides.
Research services, cultural awareness programs, author talks	General Public, South Carolina residents	SC Residents	General public	Statewide Services, Statewide Development	Provides research, educational events to the general public.	Patrons may not have the full understanding of the agency's mission.
Access to State Government documents (digitized and physical)	State government, general public	State government employees	SC citizens, researchers, scholars, out of state patrons	Collection Management & Digitization	Provides online and physical access to documents and materials for research.	Access would be limited to physical state government documents.

These responses were submitted for the FY 2020-2021 Accountability Report by the

STATE LIBRARY

Description of Service	Description of Direct Customer	Customer Name	Others Impacted By the Service	Agency unit providing the service	Description of agency unit	Primary negative impact if service not provided
SCLENDS - multi-county consortium shared online catalog of materials	Public: statewide access to the general population	Residents of the counties whose public library systems are members of SCLENDS	State library cardholders	SCLENDS	Provides access to a consortium of 20 county libraries and the State Library . SCLENDS 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.	Patrons of the member county libraries would lose access to the other member library systems' holdings/items.
Day by Day SC - family literacy calendar and website	Public: statewide access to the general population and targeted to family literacy groups	Children	Young children; parents; caregivers; teachers; librarians	Statewide Development	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.	Children lack early literacy and school readiness
Literacy 2030	Public: statewide access to the general population and targeted to literacy groups	SC Residents	Libraries; educators; communities	Statewide Development	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.	Low literacy rates have a significant drain on resources as they are a population that requires more services.
AccessSC	South Carolina public libraries	Library Patrons	Job seekers; students; residents of rural areas	Statewide Development	Access SC encompasses a few projects across the state including the Homework Help Center (HHC) Project that began in 2018 as well as the Homework Help Center and Broadband Expansion Project (HHC BEP) that just began in 2020. Each of these projects focuses on helping increase broadband access across the state targeting students and job seekers especially those in rural communities.	Access to virtual resources would be diminished or eliminated.
SC Read Eat Grow	South Carolina public libraries and targeted groups	Library Patrons	Library staff; library patrons; children	Statewide Development	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.	Lower nutrition literacy statewide.
StudySC	Public: statewide access to schools, libraries, and the general population	School districts	Public libraries, academic libraries, and the general population	Electronic Resources, Collections & Digitization	Provides web resources for K-12 homework help, projects, and more. It also provides teachers with lesson plans and other content to support classroom activities.	Students, educators, families, and SC citizens will not have the resource for SC research and education.

These responses were submitted for the FY 2020-2021 Accountability Report by the

STATE LIBRARY

Description of Service	Description of Direct Customer	Customer Name	Others Impacted By the Service	Agency unit providing the service	Description of agency unit	Primary negative impact if service not provided
A Curbside Service was created in August 2020 as a new feature that supported the State Library as we adapted services to meet changing needs as a result of the COVID-19 pandemic.	This department directly serves state employees, elected officials, public libraries, and all South Carolina citizens.	Library Patrons	0	Library Services	The Library Services Department is responsible for reference, research, programming, training, outreach, accessing print and electronic collections, and circulation. This department directly serves state employees, elected officials, public libraries, and all South Carolina citizens.	Library Services Department staff would not have been able to continue excellent services to patrons during the library closure due to COVID-19.
A Book a Librarian service was added in January 2021 in order to allow State Library cardholders to borrow SCLENDS items in a safe manner during State Library closures to the public during COVID-19.	This department directly serves state employees, elected officials, public libraries, and all South Carolina citizens.	Library Patrons	non State Library patrons, out of state researchers	Library Services	The Library Services Department is responsible for reference, research, programming, training, outreach, accessing print and electronic collections, and circulation. This department directly serves state employees, elected officials, public libraries, and all South Carolina citizens.	Library Services Department staff would not have been able to continue excellent services to patrons during the library closure due to COVID-19.
Digitization Services provided to Confederate Relic Room and Military Museum	This department directly serves state employees, state agencies, elected officials, public libraries, and all South Carolina citizens.	State agencies	state employees, elected officials, public libraries, and all South Carolina citizens, out of state researchers	Library Collections	The Library Collections Department coordinates the selection, purchasing, cataloging, and access to the print and electronic collections of the State Library and also provides online access to historic documents, books, and images as well as cultivates partnerships to make historic and cultural materials easily available online.	The Confederate Relic Room and Military Museum does not have the staff expertise or equipment to digitize and create detailed metadata to complete this type of project.
Unforgettable Civil Rights Photography Traveling Exhibit	This program directly serves all South Carolina citizens, public libraries and museums.	SC citizens	SC public libraries and museums	Library Services	The Library Services Department is responsible for reference, research, programming, training, outreach, accessing print and electronic collections, and circulation. This department directly serves state employees, elected officials, public libraries, and all South Carolina citizens.	South Carolina citizens, including K-12 aged children, would not learn about some Civil Rights events that took place in South Carolina during the Civil Rights era.
The Notable State Documents Awards Program is presented annually by the South Carolina State Documents Depository System at the State Library. The program recognizes exemplary state publications produced by South Carolina state agencies each calendar year.	This program directly serves state agencies and state employees.	State agencies	state employees, elected officials, public libraries, and all South Carolina citizens	Library Collections	The Library Collections Department coordinates the selection, purchasing, cataloging, and access to the print and electronic collections of the State Library and also provides online access to historic documents, books, and images as well as cultivates partnerships to make historic and cultural materials easily available online.	State agencies and state employees would not receive adequate recognition for the excellent information they produce.
Duplication On Demand - New one cartridge, one patron process for providing audio books for the blind, visually impaired, or physically-impaired temporary and permanent residents of South Carolina.	Print-disabled citizens of South Carolina.	Print-disabled citizens of South Carolina.	Institutions serving the print-disabled of South Carolina.	Talking Book Services	Talking Book Services is the South Carolina network library of the National Library for the Blind and Print Disabled, a division of the Library of Congress.	Agency in violation of agreement with National Library Service for the Blind and Print Disabled

**Agency Partnerships Responses:**

These responses were submitted for the FY 2020-2021 Accountability Report by the

**STATE LIBRARY**

Name of Partner Entity	Type of Partner Entity	Description of Partnership
Access South Carolina IT (ASCIT)	State Government	Partnering in offering virtual Accessibility conference
Assistive Technology Advisory Committee (ATAC)	State Government	Serve on advisory committee and cross promotes assistive technology to special populations
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
Carolina Center for Family Engagement (CFEC)	Non-Governmental Organization	Participation in interagency working group, collaboration on family engagement kits
Cecil Williams Civil Rights Museum	Non-Governmental Organization	the Unforgettable Civil Rights Photography Traveling Exhibit. The State Library hosts and funds a presentation event and reception with Mr. Cecil Williams at each public library or
Center for the Book - Library of Congress	Federal Government	Partner in cross-promoting SC/other state authors, annual Route 1 Reads program
Clemson University's Youth Learning Institute	Higher Education Institute	Partner for statewide food literacy initiative
Nutrition Education Program (DHEC SNAP-Ed)	State Government	Partner for statewide food literacy initiative
Department of Social Services	State Government	Partnership to assist foster children living in group homes and foster families with tutoring services provided through Discus and Tutor.com
Faces of Margraten	Non-Governmental Organization	Margraten. Faces of Margraten are working to find photographs of every American serviceman buried or honored at their cemetery.
Federal Depository Library Program (FDLP)	Federal Government	A government program created to make U.S. Federal government publications available to the public at no cost.
Federal Trade Commission	Federal Government	Partnership to provide webinars related to consumer safety and fraud
Georgia Public Library Service	State Government	Partnership to host online conference
Graduation Alliance	Private Business Organization	Partnership to assist underachieving students and their coaches with tutoring services provided through Discus and Tutor.com
Institute of Museum and Library Services	Federal Government	Receive grant funds and promote national library-related programs and projects. The mission of IMLS is to advance, support, and empower America's museums, libraries, and related organizations through grantmaking, research, and policy development.
K-12 Technology Committee	K-12 Education Institute	Attend meetings, make decisions related to technology/connectivity and statewide access in libraries and schools
Lexington 1 Parenting Center	K-12 Education Institute	Partner in educational initiatives and Spanish language assistance
Library of Congress Name Authority Cooperative Program (NACO)	Federal Government	Participants contribute authority records for personal, corporate, and jurisdictional names, uniform titles, and series to the Library of Congress/NACO authority file.
Library of Virginia	State Government	Partnership to host online conference
Lowcountry Food Bank	Non-Governmental Organization	Partner for statewide food literacy initiative
National Library Service for the Blind and Print Disabled	Federal Government	Partner for statewide Talking Book Services program to circulates books and magazines in braille or audio formats, delivered by postage-free mail or instantly downloadable.
Network of the National Library of Medicine (NNLM)	Federal Government	Grant recipient for food literacy initiative. NNLM offers funding for projects that improve access to health information, increase engagement with research and data, expand professional knowledge, and support outreach that promotes awareness and use of NLM resources in local communities.
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
Partnership Among South Carolina Academic Libraries (PASCAL)	Professional Association	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.
South Carolina Academy of Authors	Non-Governmental Organization	Partner in promoting South Carolina's literary heritage
South Carolina Arts Commission	State Government	Partner on statewide literary projects and promoting SC authors through novel prize
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
South Carolina Business One Stop	State Government	Partner on promoting workforce development information
Reading Express	Higher Education Institute	Work collaboratively on literacy initiatives for children and adults including the annual Read-In and annual Literacy Leaders awards
South Carolina Coalition Against Domestic Violence and Sexual Assault	Non-Governmental Organization	Partner in educational initiatives and training
South Carolina Commission for the Blind	State Government	Cross promotion of services available via Talking Book Services and assistive technology

These responses were submitted for the FY 2020-2021 Accountability Report by the

STATE LIBRARY

Name of Partner Entity	Type of Partner Entity	Description of Partnership
South Carolina Department of Education	State Government	Working with them on a Learning Object Repository
South Carolina Department of Natural Resources	State Government	participate in a series of Train the Trainer workshops for South Carolina employees of libraries, archives, museums, and other cultural institutions.
South Carolina Department of Archives & History	State Government	Partner on digitization projects (see PASCAL above)
South Carolina Digital Library	Higher Education Institute	from over 40 cultural heritage institutions across the state.
South Carolina ETV	State Government	Partner on statewide literary projects
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
South Carolina Library Association	Professional Association	Staff members serve on board and provide guidance and advice on issues related to all types of libraries
South Carolina Library Evergreen Delivery System (SLENDS)	Local Government	Serves as coordinating agency for 20 county consortium. SLENDS 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
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
South Carolina Vision Education Partnership	Professional Association	Group connects eight (8) different agencies dedicated to the education and support of blind South Carolinians.
State Library of North Carolina	State Government	Partnership to host online conference
University of South Carolina Irvin Department of Rare Books and Special Collections	Higher Education Institute	Partnership to provide training for library catalogers
University of South Carolina School of Information Science	Higher Education Institute	Provide internship and volunteer opportunities for students from bachelor's to doctoral level; serve on advisory committees
University of South Carolina School of Medicine Library	Higher Education Institute	Partner in grants and educational initiatives
University of South Carolina: Upstate - Special Education – Visual Impairment Program	Higher Education Institute	Program trains, educates and professionally-certifies teachers of the visually-impaired (TVI's) for public and private K-12 institutions.
University of South Carolina's Research, Evaluation, and Measurement Center of the College of Education	Higher Education Institute	Partner in grants and educational initiatives

**FY 2020-2021 Agency Accountability Report  
Reports Responses:**

**These responses were submitted for the FY 2020-2021 Accountability Report by the  
STATE LIBRARY**

Report Name	Law Number (if required)	Summary of Information Requested in the Report	Most Recent Submission Date	Reporting Frequency	Type of Entity	Method to Access the Report	Direct access hyperlink or agency contact
Annual audit		Financial audit	August, 2021	Annually	South Carolina state agency or agencies	Electronic copy available upon request	Contact Deborah Pack, dpack@statelibrary.sc.gov
Financial Status Report	2 C.F.R. § 200.328 Financial Reporting	Annual financial report of the final expenditure of Federal funds through the Library Services and Technology Act grant.	12/31/2020	Annually	Entity within federal government	Available on another website	Wendy Coplen, LSTA Coordinator
Five Year State Plan	USCODE-2012-title20-chap72 section 9134 <a href="https://www.govinfo.gov/content/pkg/USCODE-2012-title20/pdf/USCODE-2012-title20-chap72.pdf">https://www.govinfo.gov/content/pkg/USCODE-2012-title20/pdf/USCODE-2012-title20-chap72.pdf</a>	The Five Year State Plan is the document that identifies South Carolina State Library's needs and activities to be taken toward meeting the identified goals and priorities supported with the assistance of Federal funds made available under the Library Services and Technology Act ("LSTA").	3/1/2017	Every Five years	Entity within federal government	Available on another website	<a href="https://www.ims.gov/grants/grants-state/five-year-evaluations">https://www.ims.gov/grants/grants-state/five-year-evaluations</a>
Interim Financial Federal Report	2 C.F.R. § 200.328 Financial Reporting	Annual financial report of the interim expenditure of Federal funds through the Library Services and Technology Act grant.	12/31/2020	Annually	Entity within federal government	Available on another website	Wendy Coplen, LSTA Coordinator
South Carolina Annual Public Library Statistics Report		Broad range of data submitted by public libraries about budget, personnel, collections, services, and other aspects of library services	6/7/2021	Annually	Entity within federal government	Available on agency's website	<a href="http://statelibrary.sc.libguides.com/c.php?g=11804&amp;p=529530">http://statelibrary.sc.libguides.com/c.php?g=11804&amp;p=529530</a>
State Program Report	2 C.F.R. §200.329 Monitoring and reporting program performance	Online system developed by IMLS for the annual Grants of States reporting. The purpose of the State Program Report (SPR) is to provide a record of grant-funded projects, collect information on project outcomes, and share promising practices. IMLS uses these data to report to Congress and the Office of Management and Budget about the agency's progress on addressing its strategic goals which focus on learning, community, and content.	12/31/2020	Annually	Entity within federal government	Available on another website	Wendy Coplen, LSTA Coordinator