

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



Fiscal Year 2014-15  
Accountability Report

SUBMISSION FORM

AGENCY MISSION

**Vision**

The South Carolina State Library develops, supports, and sustains a thriving statewide community of learners committed to making South Carolina stronger.

**Mission**

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

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

	<u>Name</u>	<u>Phone</u>	<u>Email</u>
PRIMARY CONTACT:	Leesa Aiken	(803) 734-8668	lbenggio@statelibrary.sc.gov
SECONDARY CONTACT:	Denise Lyons	(803) 734-6061	dlyons@statelibrary.sc.gov

I have reviewed and approved the enclosed FY 2013-14 Accountability Report, which is complete and accurate to the extent of my knowledge.

AGENCY DIRECTOR  
(SIGN/DATE):

*Leesa M. Aiken* 9/14/2015

(TYPE/PRINT NAME):

Leesa M. Aiken, Acting Director

BOARD/CMSN CHAIR  
(SIGN/DATE):

*Deborah W. Hyler* 9-14-15

(TYPE/PRINT NAME):

Deborah Hyler

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**AGENCY’S DISCUSSION AND ANALYSIS**

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 in addressing local service demands. 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.



**Good Governance**

The State Library’s top-notch professional team collects, organizes, and disseminates information through multiple channels. We capture and digitize the work of government and make it available through a user-friendly portal -- the SC State Documents Depository -- that has tripled in size to and usage since its introduction in 2011. In-person and online trainings, and special web pages developed for government workers, provide constant updating on important topics such as grants research, legislation, employment and commerce, safety and emergency preparation. Communication between agencies and the public is enhanced through the SC State Agency Social Media Library, now holding 218,966 media items. An expanded legislative research portal puts information at the fingertips of decision makers in the form of easy-to-use and timely guides.

**Technology Solutions**

Electronic access to library collections means that any South Carolinian with a mobile phone or other handheld device can read books, find information, and connect with any library. State Library collections are accessible as electronic full-text articles or ebooks, or may be searched, requested, and/or delivered online. Public libraries have mastered these new technologies and with the assistance of the State Library are incorporating them into everyday services. Wi-Fi provision is now standard in all libraries along with offerings of user-friendly apps to make it easy to search and retrieve materials.



**Talking Book Services**

Universal access is the target 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. Our recording booth captures audio versions of all kinds of South Carolina materials read by talented local volunteers. We are proud to note that some of these recordings can be downloaded from National Library Service website. Personally-tailored services provide telephone consultation and referral as well as delivering materials directly to customers.

In 2015, TBS staff:

- Added over 700 new patrons for an active membership of over 5800.
- Provided telephone assistance to an average of 60 users each day.
- Provided 274,475 books to over 5800 patrons.
- Hosted the fourth annual art competition for blind or visually impaired K-12 students.
- Maintained a collection of over 240,000 items.

**Discus Resources for Citizens**

Discus has been provided to South Carolinians by their government for 17 years. The information product most associated with the State Library, this stellar collection of online books, magazines, and information content is freely available to every South Carolina citizen. Every grade school student is introduced to Discus and has the ability to use its resources for homework assistance and individual pursuits. Products such as BrainPOP Jr. and Searchasaurus enrich and support the learning environment with content that engages students, supports educators, and bolsters achievement. Discus staff

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reaches out with personal visits and training throughout the year for teachers and school librarians. For adults, Discus provides resources for health seekers (Consumer Health Complete), readers (Novelist), the business community (MarketLine Company Profiles) and news consumers (Newsbank.) South Carolinians performed over 42 million retrievals in 2015. This significant increase is due to several factors including a new geo-location implementation, new searching tools, promotional and training efforts, and increased interest in the resources. The State Library saves schools and libraries millions of dollars each year by purchasing these products for them at significant statewide discounts.

**Digital Collections**

The explosion of digital collections throughout South Carolina in the past few years epitomizes the melding of library skills and technological advances, as priceless historic documents, books, maps and photos are scanned into digital collections both local and statewide. Previously hidden treasures accessible only to scholars have become available to the ordinary citizen. The State Library, supporting and collaborating with the South Carolina Digital Library (scmemory.org), has simplified the process of preparing historic and cultural images and presenting them online in easy-to-use formats. Public libraries can now create the local collections that are most important to their own county residents. South Carolina historic documents as well as the contemporary digitized output of over 80 state government entities have a place in the State Documents Depository (dc.statelibrary.sc.gov). In FY2015, the Depository’s 16,000 items were viewed 31,192 times.



**Resource Sharing**

SC LENDS (South Carolina Library Evergreen Network Delivery System) is a universal catalog of books, audio and video materials provided to nearly one-third of the state’s population through the collaboration of 20 county libraries and the State Library. Any citizen (including state government workers and all educators) can request a State Library borrowers’ card for access to nearly 3 million items. The State Library provides technical support for member libraries. Information is available 24/7 about books, audio materials, DVDs, and digital items, using any browser, from any electronic device. Last year, over 4 million SC LENDS items were borrowed through a cost-effective inter-county delivery service. Member libraries save the costs of purchasing and processing shared library materials.

**Public Libraries**

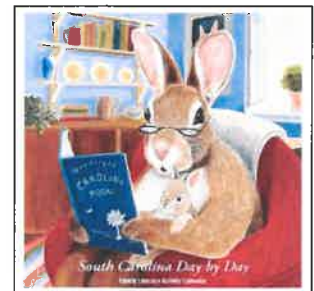


The State Library supports and strengthens county public libraries, expanding institutional capacity to meet the needs of local residents. The State Library has sole responsibility for administering and monitoring the allocation of state funds used for direct library services to citizens. State Library expertise in staff training and development ensures a workforce prepared to plan, run, stock, and maintain public libraries and their collections. Strategic planning, financial management, and other operations are supported in libraries through State Library training and consulting services. Small business outreach, workforce development, and family literacy have become standard library services and are all supported by trained and knowledgeable State Library consultants.

Every public library in South Carolina received at least one federal grant administered by the State Library to fund projects to meet local needs. Programs such as reading camps in Kershaw County libraries for low-income children, “Science Saturdays” at the Oconee County Library, and a new library outreach vehicle for the Cherokee County service area, all benefit and strengthen communities statewide.

**Children and Families**

Families that read together, succeed together in more ways than one. Libraries are bringing that message to South Carolinians through an outpouring of carefully selected resources, guided trainings, and targeted programs across the state. Our libraries are better equipped than ever before to combat illiteracy with increasingly sophisticated tools as well as tried-



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and-true personally-delivered services. Libraries show parents the best way to help their preschool children learn to read, modelling techniques that are so important in determining a child’s literacy success.

The State Library is a key partner with local libraries and alliances such as the SC Council on Competitiveness (New Carolina) and the Institute for Child Success, developing better infrastructure and a stronger knowledge base about best practices to address particular gaps in services. One such gap is the “summer reading slide” identified in school-age children, who are in danger of falling behind in reading skills over summer months. The State Library vigorously supports programs designed to combat summer slide. StoryFestSC 2015, the State Library’s annual celebration of reading, entertained and educated 2,256 attendees from 29 South Carolina counties at the SC State Museum. StoryFestSC launches the annual statewide Summer Reading Program conducted in public libraries and supported by school libraries. StoryFestSC gathers audiences to enjoy favorite local storytellers, reading-related crafts, a “green screen” photo activity, and award-winning children’s authors. The event is made possible through the efforts of community and public library volunteers.

In addition to StoryfestSC, the State Library maintains popular services and programs to inform librarians and support the public in reading during the summer and throughout the year. The State Library’s highly successful *Day By Day Literacy Calendar* appears in print in both English and Spanish and as an interactive perpetual calendar online. The Literacy Calendar, tied to SC curriculum standards, is freely available to any organization offering programs for young children. The online version of *Day by Day* incorporates 24/7 access to Tumblebooks, a database of read-aloud/read-along children’s stories. The State Library has distributed over 62,000 free Literacy Calendars since 2008. Other free resources for families include the beautifully designed Grow With Books growth chart for children and “Reading On the Go,” a portable activity book.



**Support for Students**

21<sup>st</sup> century South Carolina students are accustomed to using electronic tools and online resources to supplement printed texts and classroom instruction. Along with the Discus databases so important for homework assignments and higher-level research, the State Library provides other tools for technology-savvy students. StudySC ([studysc.org](http://studysc.org)) is a selected set of academic resources and links using youth-appropriate terminology and design. Images and information are searchable on handheld devices.

**Services to Teens**

The State Library’s ongoing efforts to draw teens and tweens into the library community flourished in 2015, as more youngsters in this age group participated in public library programs than ever before. Libraries aim to encourage civic engagement and instill the habit of using the library in both college-bound and career-oriented youth. Teens are particularly interested in social connection and in learning more about electronic resources and new technologies, and are eager to explore and master social software as a means to communicate and learn. Photography and filmmaking programs are popular with South Carolina youth. Of 26 states participating in a national library-based video competition, SC had the highest number of entrants (11). The State Library’s Teen Media SC program provides training for librarians and tools for libraries to work with youth on the use of social software and the development of 21<sup>st</sup> Century skills such as filmmaking and animation, film editing, and photography. These activities are more than entertainment – they provide an excellent background for youth in teamwork as well as in narrative expression and communication skills.

**Workforce Development**

In 2015 employment gains were notable in South Carolina, largely due to the state’s expanding economy but also at least in part to collaborative efforts that have made job seeking an expected and accessible service in all public libraries. Library trainers address personal skills and tools for finding and applying for work. Given the gains in employment, however, fewer citizens are taking advantage of these services, and that is overall good news about the economy. We were able to shift the State Library’s emphasis to assisting the hard-to-employ – specifically, those re-entering the workforce after incarceration. Reaching out with presentations and training, staff assisted 842 individuals to create resumes and gain job skills in 2015. The State Library’s WorkSC website ([worksc.org](http://worksc.org)) will continue to provide an array of excellent career development resources as long as needed. The State Library works with agencies such as DEW, State and local Workforce Investment Boards, the Division of State Human Resources, and DSS to promote worker assistance services and avoid duplication of programs.

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**Administration**

The State Library completed the second phase of a necessary renovation in 2015. The changing nature of our service population and some realignment of priorities are reflected in the services and programs we are now delivering, resulting in a more functional workspace both in the physical space and in our online offerings, as well as an expanding outreach activity. The library's streamlined collection and our flexible facilities design are more responsive than ever to the needs of library and government workers, citizens wishing to update their skills and knowledge, educators and parents. We offer meeting spaces and up-to-date presentation technology. The State Library hosted 6867 citizens in 220 workshops and presentations in 2015.



**Key Challenges for the State Library**

1. The State Library is increasing its efforts to bring services directly to points of need around the state, as the most effective way to assess problems and provide solutions. Our State funds are almost entirely passed through in the form of State Aid to public libraries. Recent restitution of some State Library staff positions needs to be supplemented with additional positions to address the necessary emphasis on outreach – especially technology issues - to combat service gaps in remote and rural areas.
2. The State Library's Talking Book Services department represents one of our largest financial commitments and is enormously popular, yet receives no State support. The State's total reliance on Federal funding for this vital program is a precarious situation and absorbs dollars that could be spent on other needed services. Currently, the program is operating below the required minimum recommended staffing level.
3. The price of providing Discus online information resources continues to rise, and the proportion of federal funds used to cover these costs grows every year. State funding, not federal, is the appropriate revenue source for these expenditures, as Discus is the primary learning tool for students statewide.
4. The State Library is increasingly concerned about libraries' level of awareness and readiness to respond to potential disasters and emergency situations. While we plan to address this shortcoming to some extent through targeted training efforts, we believe a stronger statewide campaign is needed specifically for libraries to enable them to incorporate SCEMD efforts to prepare for, respond to and recover from emergencies and disaster. Funding and personnel for such an effort as well as coordination with state and county agencies, is required.