SOUTH CAROLINA STATE LIBRARY
LIBRARY SERVICES AND TECHNOLOGY ACT (LSTA) PLAN
2013–2017

Appendices:

Assurances and Compliances

Table of Goals, Priorities and Focal Areas for South Carolina, 2013-2017

Section 1: Overview of LSTA Funding and the South Carolina State Library

The Library Services and Technology Act (LSTA), a section of the Museum and Library Services Act, was initiated to develop library services throughout the States and U.S. Territories. The legislation describes funding for programs that:

- Promote literacy and education;
- Enhance and expand the services and resources provided by all types of libraries;
- Enhance the skills of the current and future library workforce and leadership;
- Develop public-private partnerships with other agencies and community-based organizations;
- Target library services to people with diverse geographic, cultural and socio-economic backgrounds and people with disabilities.

LSTA also emphasizes the development of technology literacy skills for library staff and for the public, supports the role of public libraries as centers of civic discourse, and endorses and supports access to information through local, state, regional, national, and international collaborations and networks.

The South Carolina State Library (SCSL) is designated as the State Library Administrative Agency (SLAA) of South Carolina for the receipt of federal LSTA funds administered by the Institute of Museum and Library Services (IMLS).   It is an independent agency within the state government of South Carolina. The South Carolina State Library was originally formed in 1920 as the State Public Library Association and Board. In 1969 as the result of action by the General Assembly, SCSL assumed responsibility for public library development, library service for state institutions, service for the blind and physically handicapped, and library service to state government agencies. The South Carolina State Library's official website is located online at http://www.statelibrary.sc.gov/

The LSTA Five Year Plan created by the South Carolina State Library establishes goals and priorities for the expenditure of LSTA funds in and for libraries in South Carolina consistent with the purposes of LSTA.   The State Library uses LSTA funds to support statewide initiatives and services, and may distribute them through sub-grant competitions as determined by local and statewide needs.

Vision for the South Carolina State Library

Through exceptional leadership the South Carolina State Library unites the South Carolina Library community and advances innovative solutions in information and library services for government, education, communities, and individuals.

Mission of the South Carolina State Library

We optimize South Carolina's investment in library and information services. We do this by:

- Supporting good governance for South Carolinians.
- Providing equal access to information for all South Carolinians.
- Ensuring collaboration and cooperation among information providers.
- Providing and promoting superior services through leading edge practices.
- Advocating for innovation and learning to create a highly skilled citizenry.

Values of the South Carolina State Library

Values dictate the way we work with each other as we perform our mission and pursue our vision. We understand that our

performance and behavior are guided as much by the spirit of the values as by the definition of the values.

- **Communication:** We believe communication is essential to performing our mission and pursuing our vision. Communication is vital to building organizational trust and is the hallmark of respect. Communication is a multifaceted, mutually beneficial process, and the transformation of ideas is crucial to organizational advancement. We believe the articulation of ideas by people engaged in an open-minded exchange results in new concepts, different perspectives and organizational excellence.

- **Professionalism:** We believe professionalism is an essential value and a well-trained and knowledgeable staff is our greatest asset. Integrity, respect and fairness guide our performance as we strive to exemplify professionalism in everything we do for the state of South Carolina.

- **Collaboration:** We believe the best possible results are achieved through partnerships and teamwork. When the ideas and actions of all interested parties are wisely considered the whole is always greater than the sum of the parts.

- **Leadership:** We believe that leadership is organizational and personal. At the center of leadership is accountability for the responsibilities we have been assigned. We believe that good leadership is characterized by the ability to make decisions, take risks, and manage failure. We believe great leadership creates an environment of inspiration.

- **Innovation:** We believe that change is constant in the competitive organization. At its heart are people thinking outside the sphere of current norms and learning to live beyond their zone of comfort. Through the well-considered use of new models, practices, and appropriate technology we can define the intellectual landscape of South Carolina.

Strategic Directions for the South Carolina State Library

The South Carolina State Library is essential to South Carolinians and their communities. Libraries act as organizational leaders and are an integral, quality information place for communities. Libraries optimize delivery of valuable information resources to enhance the quality of life for South Carolina citizens. Libraries optimize information resources so that information delivery enhances the quality of life for South Carolina citizens. Our mission, vision, values, and strategic directions all focus on these core principles from which we establish our projects.

The State Library seeks to **optimize resources** to the fullest potential so that information can be delivered to all citizens enhancing the quality of their lives.

- Consortium Purchasing
- E-Rate Management
- Grants Management
- Public Access
- Public Library Support
- Service to State Government

The State Library **delivers information** in a variety of formats ensuring resources are accessible to all South Carolina citizens.

- Digitization Programs
- Education (K-16)
- Electronic Resources
- Print Resources
- Resource Sharing (Interlibrary Loan
- SC LENDS (South Carolina Library Evergreen Network Delivery System)

The State Library will provide resources and programs which **enhance the quality of life** for South Carolina citizens, increasing their knowledge and abilities.

- Consumer Health
- Education (K-16)
- Equal Access
- Lifelong Learning (CE)
- Literacy
- Summer Reading
- Workforce Development

The State Library is a model for **organizational leadership**, collaboration, innovation, and effectiveness.

- Consortium Purchasing
- Service to State Government
- Social Media
- Information Sharing
- Strategic Partnering

State Library Customers and Libraries Served

The State Library's primary direct customers include:

- The South Carolina public at large
- The trustees, directors, and staff of South Carolina's public libraries
- South Carolina State employees
- People with vision and physical disabilities

Libraries in South Carolina

South Carolina has 46 counties, each of which is served by a public library system; seven counties share two regional systems. There are 62 academic libraries (including "technological" or two-year college libraries and university or four-year college libraries) and approximately 1100 school library media centers. Institutional libraries were nearly all closed in the past decade as funding support declined; a few are beginning to offer services again to inmates.

Section 2: Needs Assessment and Evaluation of Success in Meeting Goals

The recently completed LSTA Five-Year Evaluation Report (March 2012) and other information sources have been used to assess needs for library services and programs for inclusion in this LSTA Five-Year Plan.

The South Carolina State Library contracted with the Strom Thurmond Institute at Clemson University to prepare the LSTA Five-Year Evaluation Report for the period 2008-2012. As part of this report, the research team discussed LSTA-funded services and programs with four focus groups drawn from public libraries and from partner organizations. The focus areas were high-visibility, high-investment areas of service based on LSTA priorities identified in the 2008-2012 Five Year Plan. The recommendations made by the research team for future services are based on that feedback, on data gathered through several surveys conducted during the evaluation process, and from in-depth conversations with State Library staff and members of the community during the evaluation process.

SCSL staff talked to the research team and read recommendations from the evaluation, and conducted another survey of public library directors following the evaluation period seeking specific feedback on current needs and priorities. We also reviewed and discussed South Carolina demographic data and trends, the current economic picture in the state and its probable effect on the library community, and other factors such as the capacity of the State Library to respond to particular needs and stated priorities.

The State Library has traditionally derived its understanding of the needs of South Carolinians in terms of potential library resources and services, gauged its own ability to meet these needs, and obtained knowledge about the user community that enables a flexible response to changing needs through a number of feedback channels, including:

- Systematic and regular collection, review and analysis of data about library services, expenditures, facilities, staff;
- Attendance at regular meetings of the South Carolina Association of Public Library Administrators;
- Discussions with elected officials and their staff at municipal, county and state government levels;
- State Library Director and Library Development staff attendance at County Library Boards of Trustees meetings;
- Conversations and consultations with a variety of State Library and public library stakeholders in the course of project development and implementation;
- Maintenance and subsequent review and analysis of reports and observations made during site visits;
- Review of LSTA sub-grant applicants' justification of need for service in local communities;
- Occasional use of surveys and focus groups; in-depth conversations with key public library personnel around the state;
- Periodic auditing of the federal program conducted by the South Carolina State Auditor's Office.

Through all the years the State Library has accepted LSTA funding, it has regularly reviewed and monitored data about the performance of the agency and the progress of individual services and programs and the staff responsible for them. The State Library prepares an Accountability Report mandated for every South Carolina State Agency, which requires an annual in-depth examination and written description of the activities of the agency. With respect to LSTA-funded programs, all agency personnel who serve as program or project managers are trained in the responsible use of the funds and in the agency's procedures for reporting. The State Library strives to conduct all prescribed or required evaluative and reporting tasks in a timely and efficient manner.

A New Approach

We have based much of our plan for 2013-2017 on this traditional approach to needs assessment and the subsequent evaluation of the impact of LSTA funded programs and services. But, in an enduring climate of competition for resources, these measures alone cannot show definitively that we are keeping abreast of conditions in the field. Moreover, our evaluative procedures, while meeting LSTA requirements, do not go far enough to provide a complete and accurate picture of the state of knowledge, use of services, level of competencies, or aptness of our response to problems addressed by libraries in our state. The library community must strive like

never before to make sure its efforts are targeting real needs and providing real solutions. With more attention being paid in recent years to return on the public investment in services, libraries must be able to show, on the basis of thorough self-assessment, that we are the right organization to address those needs and that we can be counted on to use the investment wisely.

With those concerns in mind, State Library staff met again with the Clemson team for an in-depth discussion of needs analysis and evaluation techniques. This discussion was crucial in formulating our overall approach to the next five year period and led us to add these intentions to our plan:

- Collect more information and data about conditions in the state, and review regularly for accuracy and currency;
- Look for new research and studies and include findings in ongoing project and service planning;
- Review strengths as well as weaknesses: Conduct an inventory of community and statewide resources available to libraries, and devote more attention to making connections to, and between, these assets;
- Incorporate evaluative steps in every stage of the planning and implementation of every project, with documentation of findings to be understood as each project manager's serious responsibility;
- Develop channels for sharing findings, and make data easily accessible;
- Emphasize model or "proof of concept" projects;
- Develop simple tools for project managers to use in collecting and reporting data, and require their use;
- Design and implement regular (not just occasional) training for SCSL and public library project managers in evaluation and reporting methods;
- Conduct as much pre-implementation data gathering as possible (raw data as well as survey data);
- Establish targets across programming to provide structure for eventual documentation and evaluative measures;
- Incorporate financial metrics as much as possible, for resulting hard data on how cost effective and efficient library services and programming really are;
- Understand the percentage of LSTA funds that goes to support different programs and types of programs over time (useful for tracking/trend information).

Stakeholder Involvement:

As has been the State Library's policy and practice in years past that we continue to seek input and ideas from our entire user/stakeholder community, as identified above in this document, including those whose decisions guide our operations. State Library staff also meet regularly, or consult on an as-needed basis, with other departments and divisions of the State of South Carolina, advisory groups, project teams, and other groups commissioned to direct library activities in the state, often in collaborative or partnering relationships. Some of these include:

- South Carolina Legislature, Legislative Staff, and the State's Governor
- South Carolina First Steps
- South Carolina K-12 Technology Initiative Committee
- South Carolina ETV and Radio
- The Humanities Council SC
- The South Carolina Arts Association
- The South Carolina Digital Library
- Midlands Workforce Center and other SC Department of Employment and Workforce offices around the state
- South Carolina Department of Education
- South Carolina State Housing Finance and Development Authority
- South Carolina Department of Juvenile Justice
- South Carolina School for the Deaf and Blind
- South Carolina Commission for the Blind
- MLIS degree candidates and other students in librarianship programs
- PASCAL (Partnership Among South Carolina Academic Libraries)

Communication and Public Availability:

The completed, approved Five Year Plan will be made available on the State Library's website on the appropriate LSTA-related pages. The library community and the partnering organizations mentioned above will be made aware of the new plan through a variety of means – our electronic newsletter, MORE, is widely distributed and is available on our website; email lists that reach all stakeholders will carry a press release; a presentation will be made at the 2013 South Carolina Library Association Conference to announce and explain the new LSTA goals and planned activities.

General information about LSTA is posted on the State Library's website, with updates for specific programs and projects, announcements of competitive programs, and recognition of LSTA support displayed as required.

Section 3: South Carolina Goals for the Expenditure of LSTA Funds in 2013-2017

The South Carolina State Library plans to support statewide services and activities in each of the six focal areas identified in IMLS' *Measuring Success* initiative. In this section, seven identified goals are arranged in priority order with supporting evidence of need and the services planned to meet each need. Goals are prioritized based on the number and strength of responses from the variety of sources consulted in the needs assessment, in addition to the evaluation of the 2008-2012 Five Year Plan and the State Library's own consideration of the factors involved in each goal area.

Primary needs for South Carolina Library Services

The results of all evaluation activities conducted prior to the writing of this Plan suggest the top challenges facing South Carolina libraries, broadly stated, are:

- Providing access to new technologies and training in basic technological literacy for South Carolinians of all ages, particularly those living in poverty and those living in rural, remote areas.
- Providing services to meet emergent literacy needs of children, especially pre-schoolers.
- Inadequate services for development of the South Carolina workforce in a weak economy.
- Lack of adequate numbers of skilled staff to provide services to meet growing demand.

State Library services designed to meet these challenges continue to rank as critical for all libraries but are most important in the smaller, less well funded communities. Services perceived to be ongoing – i.e., the funding of online resources (DISCUS) for school children, college and university students, and for the public at large; provision of library staff development and training services; support and expertise provided for local digitization projects – were ranked as essential. Libraries are also interested in roles newly perceived to be important for libraries: The library as provider of opportunities for civic engagement, and as the hub of "21st Century Skills" learning activities.

Strategies and Guiding Principles

The State Library will adhere to as guiding principles and pursue as strategies the following, in planning and implementing LSTA funded services and programs:

- Provide leadership and guidance for libraries through ongoing economic and social challenges.
- Seek innovative solutions to problems, not for the sake of innovation, but to provide the best solutions possible.
- Devote more attention and resources in the assessment of needs and the conduct of evaluative activities to gauge performance.
- Continue to involve and communicate with stakeholders about the activities of the State Library and the use of LSTA funding on behalf of libraries statewide.
- Incorporate in and across goals and projects throughout the state, where appropriate, activities designed to increase appreciation for arts and cultural activities and programs, especially those associated with a love of reading and literature, consistent with the State Library's affiliation with the Center for the Book.
- Form and continually examine collaborative efforts to maximize impact and reduce costs of services, across all LSTA funded activities.
- Strengthen public policy support for upgrading library services statewide through improved communication and networking within and beyond the library community.
- Fund, support and train State Library staff and Library Trustees to be better prepared with abilities and good judgment to meet the needs of libraries.
- Offer an annual competitive program of sub-grants to fund local projects that address needs in South Carolina communities.

- Design and implement competive and opt-in subgrant programs for smaller grant awards designed to address specific needs defined for each year in the five year period.
- Continually survey or consult with stakeholders to gather information, especially before embarking on new projects or initiatives.
- Offer consultant services in all areas of library operations and management.
- Support and participate in research initiatives focused on improving libraries and library services whenever possible, and share the results with the library community.
- Publish and encourage attention to *South Carolina Public Library Standards* as revised in 2012.
- Assign permanent State Library staff as consultants and as project managers or hire temporary staff (whose tenure is tied to the duration of the project or initiative) to implement and support specific projects.   At times, statewide initiatives or portions thereof may be completed under contract with an organization or individual.
- Administer the LSTA program in accordance with IMLS and LSTA guidelines.

South Carolina LSTA Goals for 2012-2017

Note: An appended table outlines the Goals, the corresponding Federal Purposes, the relevant Focal Areas, and the relevant South Carolina legislation governing each area of service.

1. Information and library services are expanded and are made more accessible, taking advantage of collaborative and partnering opportunities whenever possible, and are aligned with documented needs of South Carolinians.
2. Recruitment and training of library staff are improved to increase leadership and skills needed to better serve the public.
3. Libraries play a larger role in children's lives, particularly children at risk, and especially in regard to reading and family literacy.
4. Access to quality library services is enhanced for people who have difficulty using a library.
5. Library services are improved, through collaborative and partnering efforts whenever possible, for people of diverse geographic, cultural, and socioeconomic backgrounds, for people with disabilities, and for people with limited functional literacy.
6. The technological environment of libraries, including linkages between libraries, is improved to enhance access to information and services.
7. All people in South Carolina have access to information through electronic resource sharing.

South Carolina LSTA Goal #1

Goal 1: Information and library services are expanded and are made more accessible, taking advantage of collaborative and partnering opportunities whenever possible, and are aligned with documented needs of South Carolinians.

Federal Purpose: Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages, to support these individuals' needs for education, life-long learning, workforce development, and digital literacy skills.

What South Carolinians Need:

South Carolinians' use of libraries, though remaining static or declining slightly in 2011, has shown strong growth in every prior year. People are still flocking to libraries to use computers and the Internet, but libraries report far below the national average in sufficiency of available computers for accessing all kinds of materials and information (*Public Library Funding & Technology Access Study, 2011-2012*, www.ala.org/plinternetfunding). The data on use of print collections is inconclusive, with some libraries reporting decreases in circulation of print materials and corresponding increases in circulation of downloadable materials as these become more widely available. Gate count at all public libraries remained static in 2011, while registered borrows increased by 5% statewide (all public library data from *South Carolina Annual Statistical Reports, 2011* and preceding years*.*). The 2008-2012 LSTA evaluation report found that public library customers need information in formats that are free of barriers and that can be accessed readily by users with all kinds of abilities. South Carolinians must be prepared with skills to locate information in a variety of resources and formats and via new handheld devices. An estimated 13% of the population is unemployed (U.S. Census Bureau, *2010 American Community Survey*, http://factfinder2.census.gov). Every public library in the state responds to this public demand by providing job-related assistance to patrons including assisting patrons with online applications and resumes (*PLF&T*, *2011-2012*.) (Source: Public Library Funding & Technology Access Study.)

Programs and Services to Meet this Goal:

1. Investigate feasibility of a mentoring program between well- and under-developed public libraries to encourage best practices in providing information services.
2. Provide support for library resources in digital formats (South Carolina Digital Library; sub-grants for local projects).
3. Prepare library staff to train the public in "21st Century skills" so individuals can access information in formats provided.
4. Continue to implement the digital conversion of Talking Books Services collections.
5. Maintain and increase the State Library's investment in E-books (downloadable materials) for our collection, available to all State Library cardholders in relevant content areas.
6. Ensure, through training in techniques and policies, that public library staff are intellectually invested in developing collections that are useful for the public.
7. Continue to initiate and support programs to assist job seekers (including job search and résumé assistance), small business owners and entrepreneurs.
8. Provide data and training services (that connect to or emphasize public library resources) on request to government agencies, businesses, academia, non-profit organizations, and private citizens.
9. Explore the need for other special content-based programs and training, such as consumer health, and implement programs/projects as indicated by need.

Evaluating Performance in Meeting the Goal

Refer to evaluation strategies outlined on Page 7 of this document; in addition, plan and conduct evaluation activities including (but not limited to):

a. Number of Individuals using dedicated workforce development computers/software
b. Costs of computer stations/software; costs per user over time; evaluate return on investment.
c. Number of jobs applied for; instances of small businesses utilizing services

d. Pre and post testing of those involved in training or specific workforce development programming.
e. Follow up focus groups/phone calls for people that have been applying for jobs.
f. Collect and analyze demographic/socioeconomic data on participants of workforce development training or small business development training.
g. Survey the libraries involved in mentoring program over time. Track the number of projects, number of meetings and types of engagement.

Timeline:

October 2012 - September 2017 – Services are conducted year-round.
Sub-grants awarded each June.

South Carolina LSTA Goal #2

Goal 2: Recruitment and training of library staff are improved to increase leadership and skills needed to better serve the public.

Federal Purpose: Providing training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services; and enhancing efforts to recruit future professionals to the field of library and information services.

What South Carolinians Need:

South Carolina ranks near the bottom nationwide (41st) in number of librarians <u>with any, or no, credential</u> per 25,000 population. We rank 21st in librarians <u>with an ALA-MLIS</u> (*Public Library Survey* for FY2009, IMLS.) We feel the number of degreed librarians is acceptable, if not ideal, and is due to our state's small size and the presence of an accredited library school. However, librarians represent and occupational group with a high percentage of workers over 50 - approximately 30% (*South Carolina Indicators: Aging & Work*, The Center on Aging & Work, Boston College, April 2008.) Salaries for librarians also compare unfavorably with other states (ranking 39th in salaries/wages per capita.) Anecdotal evidence states that fewer skilled library workers are applying for professional positions in the state and recruitment/hiring periods are longer. Collaborative efforts are needed to prepare for library workforce needs in coming years as librarians retire, including recruitment activities, improvements in worker incentives and conditions, and on-the-job learning opportunities for "growing our own" library staff.

Programs and Services to Meet this Goal:

1. Pursue collaborative efforts to develop and implement an effective Continuing Education program emphasizing "21st Century" skills for public library staff with trainings scheduled at the State Library, in the field, and via distance learning.
2. Investigate and create a leadership training program for library managers and potential managers.
3. Encourage and fund local "home-grown" staff training programs that address specific local needs through sub-grant funding.
4. Develop or provide training programs in library strategic planning, budget and financial management.
5. Investigate and create collaborative opportunities with library organizations to recruit and cultivate future library leaders
6. Maintain and enhance the librarian certification program as mandated by S.C. law
7. Continue to fund attendance at professional conferences at state and national level.
8. Continue to fund tuition for library school students.

Evaluating Performance in Meeting the Goal

Refer to evaluation strategies outlined on Page 7 of this document; in addition, plan and conduct evaluation activities including (but not limited to):

a. Number and type of professional development activities.
b. Cost of professional development per person and type of activity
c. Track the results of leadership training. Track which leaders were trained and the outcomes of this training over a year. Number of projects applied for, results of staff evaluations etc.
d. Number of libraries and MLIS funding supported by LSTA funds.
e. Number of librarians supported for professional development conferences
f. Types of libraries, rural, libraries in poor communities etc. represented in leadership training, certification and professional conference attendance.

Timeline:

October 2012 - September 2017
Sub-grants funded in June; projects begin in October.

South Carolina LSTA Goal #3

Goal 3: **Libraries play a larger role in children's lives, particularly children at risk, and especially in regard to reading and family literacy.**

Federal Purpose: Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities <u>including children from families with incomes below the poverty line</u>.

What South Carolinians Need:

"The literacy scores of children in South Carolina have been among the lowest in the nation. The future for these children, if left unchanged, is grim. Statistics gathered by South Carolina's <u>Success by Six</u> organization in 2002 predicted that of the 54,500 children who enter first grade in South Carolina in a given year, 30% will not graduate from high school, 85% will receive public assistance and 65% will spend time in confinement," per University of South Carolina College of Education research findings, 2003.   The State Budget and Control Board's *South Carolina Kids Count* study for 2011 shows that on the 2009 NAEP reading test of 4th graders, South Carolina reading scores tied for 39th nationwide and 42nd for scores of 8th graders. In the same study's section on South Carolina Readiness Assessment, "teachers rated one-quarter of kindergarten and 1st grade students as not consistently ready in reading and writing and one-third in their communication skills. The Stanford Reading First test in the fall of 1st grade determined that in high-poverty schools only 20% of students have reading skills at grade level while 54% need substantial intervention." A number of studies show the positive impact of policies and programs that support children and their families at critical stages in children's growth and reading skills development. Emphasis on such programs must increase to overcome the substantial burden of under-achievement inherited from years past.

Programs and Services to Meet this Goal:

1. Promote reading skills in children and youth through a variety of programs and services that foster reading readiness, skills, comprehension, and fluency.
2. Annual Summer Reading Program support; expand program to year-round activities
3. Maintain and expand the South Carolina Day by Day early childhood literacy statewide program
4. Provide training for public library staff and to daycare operators working with emergent readers and their families.
5. Strengthen programmatic partnerships with the S.C. Department of Education and South Carolina First Steps to extend services to public school media specialists.
6. Train and support public library staff in conduct of services including storytimes and other programming.
7. Provide training for public library staff in effective teen service practices, including use of new media and technologies
8. Support the development of early literacy spaces in public library children's areas.
9. Review and update standards for Children's Services in South Carolina Public Libraries.

Evaluating Performance in Meeting the Goal

Refer to evaluation strategies outlined on Page 7 of this document; in addition, plan and conduct evaluation activities including (but not limited to):

a. Number of literacy programs offered and number and age of participants. Cost per user of literacy programming.
b. Calculate the ROI of targeted literacy programming to special needs programming, offered in places like day care centers, Title I schools etc.
c. Number of programs offered for family literacy activities, number of new library participants generated from these programs, number of attendees at these programs.
d. Continue to seek and follow current research conducted in this area to ensure that we are addressing appropriate needs and audiences in a concerted fashion with other agencies.

Timeline:
October 2012 - September 2017
Sub-grants funded in June; projects begin in October.

Goal 4: Access to quality library services is enhanced for people who have difficulty using a library, and to underserved urban and rural communities.

Federal Purpose: Targeting library and information services <u>to persons having difficulty using a library and to underserved urban and rural communities</u> including children from families with incomes below the poverty line.

What South Carolinians Need:

In the many small and rural communities in South Carolina, there are few accessible, free or low-cost venues available for or conducive to staging community events, and fewer that are appropriate or welcoming for events encompassing open dialog on current issues. Individuals skilled in moderating public debates are few, and library staff is aware of the sharp political divides between community members in our state. Voter participation in South Carolina We believe libraries should be places to engage in civic discourse, to learn about and better understand the role of government and government services, and to thoughtfully debate values and ideas about government and civic priorities. Libraries can also be instrumental in helping people to understand the importance of voting and thoughtful participation in civic affairs, but few library staff have been trained in the best ways to talk to people about these issues and offer assistance.

Programs and Services to Meet this Goal:

1. Build awareness of South Carolina libraries as community centers offering unique resources for civic engagement.
2. Create opportunities for public and civic engagement through local libraries, especially collaborative efforts, through the development of a statewide asset map.
3. Pursue projects that incorporate GIS technology to examine and gather data about library users and positioning of service outlets.
4. Train and prepare library staff in understanding the library's role as a community hub and in planning services within that role.
5. Investigate and develop ways of building community and facilitating citizen participation via the Internet.
6. Provide reading materials and library services to South Carolina residents with visual or physical disabilities.
7. Develop and implement ways to provide or improve delivery of library resources to targeted underserved populations (e.g. to teen parents, to seniors).
8. Fund sub-grants for libraries seeking to develop programs designed to bring community members together to discuss current societal issues.
9. Fund sub-grants that assist citizens to participate in and benefit from E-government services and resources.
10. Encourage and support Bookmobile and other innovative mobile library services for rural and remote communities.
11. Investigate and develop a plan for serving inmates in South Carolina correctional institutions through the improvement and development of staff and collections.
12. Offer targeted consultation services to library directors and managers who operate rural or remote facilities.
13. Target Workforce Development services to people unfamiliar with libraries (i.e. returning military, inmates in correctional institutions).
14. Investigate and develop the State Library's role in providing E-Government services to South Carolinians.

Evaluating Performance in Meeting the Goal

Refer to evaluation strategies outlined on Page 7 of this document; in addition, plan and conduct evaluation activities including (but not limited to):

a. Number and type of civic engagement events conducted in the library, or in the community with library involvement.
b. Number of connections and clear partnerships established by libraries in local communities, type of partnership, length of relationship, etc.

c. Number of outreach visits made to community organization and events. Document the public exposure of public library staff.
d. Number of library events that are networking/partner building events -- purpose of these events.
e. Targeted follow up of these events could yield data about the impacts of these networking events.
f. Number of Bookmobile hours, places visited and the number of people served per visit. Is the Book mobile serving the populations that need it the most? Most underserved populations?
g. Number of SCSL consultations with rural libraries. Pilot projects that track the projects and success of rural libraries in active consultation with the SCSL and/or a bigger, more urban mentoring library.

Timeline:

October 2012 - September 2017
Sub-grants funded in June; projects begin in October.

South Carolina LSTA Goal #5

Goal 5: Library services are improved, through collaborative and partnering efforts whenever possible, for people of diverse geographic, cultural, and socioeconomic backgrounds, for people with disabilities, and for people with limited functional literacy.

Federal Purpose: Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities including children from families with incomes below the poverty line.

What South Carolinians Need:

Responses from the library community gathered in the Five Year LSTA Evaluation for the preceding period, 2008-2012, indicated that only about 40% to 60% of respondents felt the State Library had met the LSTA purposes for funding services to people with disabilities and people having "diverse" backgrounds, and for creating partnerships to address the service areas in this goal area. While another 20% or so thought the goals had been "partially met," these responses indicate at least a partial failure on the State Library's part to create effective services directed at real needs felt in many South Carolina communities. The State Library must seek partners that will help us to assess and target appropriate services, and we must engage local library staff in this pursuit. Where such services were provided or supported, such as services for grandparents raising grandchildren, anecdotal evidence from library staff and the public was profuse and enthusiastic. Only about half of public libraries took advantage of State Library LSTA-funded services for Spanish speakers in the previous period. The State Library must find ways to motivate libraries to embrace these populations and the various means the State Library can offer for addressing their needs.

Programs and Services to Meet this Goal:

1. Continue to serve as a regional library for the Library of Congress' National Library Service for the Blind and Physically Handicapped.
2. Provide support for library services to those whose first language is other than English (e.g. Spanish speakers) and provide training for library staff engaged in these services.
3. Provide support through statewide and/or sub-grant programs for services to people with disabilities.
4. Encourage and fund opportunities for people to engage in public discussions and projects that celebrate and interpret their communities and diverse heritages.

Evaluating Performance in Meeting the Goal

Refer to evaluation strategies outlined on Page 7 of this document; in addition, plan and conduct evaluation activities including (but not limited to):

a. New programming for targeted populations, Hispanic, rural poor, Title I children, disabled etc. should attempt to do pre and post programming. For example, number of participants with existing library cards, number of individuals who have visited the library before the program etc. After the program, the number of new library cards, number of library visits over the course of the program, number of program participants etc.
b. Conduct simple pre- and post- survey methodology to specific programs to consider impact on the target population.
c. Number of SCSL and/or public library public engagement sessions, topics covered, speakers chosen, and most importantly the number of new library users that attend these events.
d. The cost per user of these events compared against other factors.

Timeline:

October 2012 - September 2017
Sub-grants funded in June; projects begin in October.

South Carolina LSTA Goal #6

Goal 6: The technological environment of libraries, including linkages between libraries, is improved to enhance access to information and services.

Federal Purpose: Establish or enhance electronic and other linkages among and between all types of libraries for the purpose of improving the quality of and access to library and information services.

What South Carolinians Need:

A survey conducted for the LSTA Five Year Evaluation for 2008-2012 told us that technology projects and upgrades are important for over 80% of public library survey respondents. Up to date, smoothly running, reliable technology elements are imperative for modern library services, to carry the information and content needed by the public. The State Library invested heavily in technology infrastructure in previous years, and fewer projects of this nature are needed; however, ongoing technology costs remain high making upgrades difficult for local libraries. The State Library looked into the possibility of an open source ILS solution and implemented SC LENDS; based on Evergreen software, this shared system has grown to encompass almost a third of SC libraries, with more asking for help in investigating this cost-saving opportunity. Meanwhile hits to the State Library's website and its new content-rich resources, such as WORKSC and STUDYSC, have increased. Library directors continue to ask the State Library for basic technology consultant services. Applications for LSTA sub-grants each year virtually all incorporate technological expansions such as the addition laptops or handheld devices, all in response to widely expressed need for training and for knowledge about new technologies. South Carolina libraries look to the State Library for guidance in applying for E-Rate funds and navigating through the E-Rate processes.

Programs and Services to Meet this Goal:

1. Through the SC LENDS initiative, continue to support and expand membership in the open source ILS resulting in increased sharing of materials via interlibrary loan.
2. Lead the development and implementation of innovative, cutting-edge resources and services including use of mobile hand held equipment and downloadable materials.
3. Continue to develop and maintain the State Library's resource-rich website, exemplifying best practices in web design, as a bank of information and as networking tool for library workers and stakeholders.
4. Provide consultation services on best practices in managing and operating technology elements in rural or remote facilities.
5. Continue to provide leadership and guidance for E-Rate funding.
6. Provide services for website development for public libraries, utilizing usability practices and principles issued by the NTIA through the *Digital Literacy Initiative* (http://www.usability.gov/guidelines/index.html)
7. Expand training efforts for public library staff in technology maintenance topics such as hardware upgrades and network security.
8. Review and update standards for Technology in South Carolina Public Libraries.

Evaluating Performance in Meeting the Goal
Refer to evaluation strategies outlined on Page 7 of this document; in addition, plan and conduct evaluation activities including (but not limited to):
    a. Number of search hits of usage for the SCSL website.
    b. Average hours of PC use per week (do daily or weekly monitoring and extrapolation of data)
    c. Survey state libraries of usage of website and methods of improvement to support and encourage networking.
    d. Number of consultations by SCSL with public libraries on technology issues and outcomes of these consultations.
    e. Focus group with public libraries on pressing technology issues and ways that the SCSL can best assist public libraries.
    f. Pre and Post Evaluation of public library technology grants. Public library evaluation of these grants. (For example, Equipment profile before granting period, number of stations, age, usage etc).

Timeline:
October 2012 - September 2017
Sub-grants funded in June; projects begin in October.

South Carolina LSTA Goal #7

Goal 7: All people in South Carolina have access to information through electronic resource sharing.

Federal Purpose: Developing library services that provide all users with access to information through local, state, regional, national, and international electronic networks.

What South Carolinians Need:

South Carolinians need up-to-date, reliable access to information in a wide range of formats now available and carried on new forms of hardware, including mobile/handheld devices. Ever-increasing costs of database subscription services and integrated library systems make individual subscriptions impractical or impossible for many of the state's public libraries. Reducing operating costs for South Carolina libraries was a priority identified through the 2008-2012 Five Year Plan Evaluation. 30% of South Carolina households have computers but no broadband connection to the Internet and must rely on sources outside the home for the fast internet access needed for such activities as applying for jobs online. This figure drops to 50% in rural areas. It is therefore imperative that libraries maintain and increase efforts to provide technology access and services, especially in rural areas. (*Digital Nation: Expanding Internet Usage*, February 2011,<http://www.ntia.doc.gov/reports.html>.)

Programs and Services to Meet this Goal:

1. Provide leadership and infrastructure for digital collections, shared catalogs and online resources, database initiatives, and digital preservation throughout the state.
2. Support the State Library's DISCUS service, providing online databases and other resources to students and the general public.
3. Support the South Carolina Digital Library and increase inclusion of local collections in the SCDL through expanded skills training and sub-grants for local projects.
4. Develop opt-in arrangements and discount pricing for libraries purchasing online resources.
5. Continue library staff to utilize online resources, and train staff to work more effectively with the public in finding information through these resources.
6. Work with local libraries to preserve and provide access to unique local materials through digital collection building.
7. Investigate federated searching services, patron driven acquisitions, and other new trends and technologies to reduce the cost of interlibrary loan.
8. Continue to support statewide efforts to increase the availability of high speed Internet access.
9. Review and update standards for Technology in South Carolina Public Libraries.

Evaluating Performance in Meeting Goals

Refer to evaluation strategies outlined on Page 7 of this document; in addition, plan and conduct evaluation activities including (but not limited to):

a. Document the financial metrics on the provision of DISCUS based of the state population served, the number of public libraries, the number of library patrons etc.
b. Monitor the percentage of LSTA funds devoted to DISCUS support.

Timeline:
October 2012 - September 2017
Sub-grants funded in June; projects begin in October.

Compliance and Assurances

The following pages contain the required certifications and assurances and are included in the Appendices (separate files):

- Program Assurances for 2013 Grant Award
- State Information; Reporting Sub-awards and Executive Compensation
- Certifications regarding: Nondiscrimination; Debarment and Suspension; Drug-Free Workplace; and Lobbying
- Assurances - Non-Construction Programs
- State Legal Officer's Certification of Authorized Certifying Official
- Assurance of compliance with Internet Safety requirements