

**SOUTH CAROLINA STATE LIBRARY  
LIBRARY SERVICES AND TECHNOLOGY ACT (LSTA) PLAN  
2018-2022**

**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. Libraries act as integral, trusted institutional resources for individuals and their communities. Libraries optimize delivery of content to inform and enhance the quality of life for South Carolina residents. The State Library's mission, vision, values, and strategic directions all focus on the preceding values, and lead to the design and

implementation of projects and programs that are truly beneficial for our constituents, including but not limited to:

- High-Quality Information Resources
- Consortium Purchasing
- E-Rate Management
- Grants Management
- Public Library Support
- Service to State Government

The State Library **delivers information** in a variety of formats ensuring the accessibility of resources to all South Carolina citizens:

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

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

- Academic resources (K-16)
- Continuing Education and Staff Development
- Literacy Programs
- Summer and Winter Reading Programs
- Online Collections

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
- Developing Sustainability Efforts

### **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 61 academic libraries (including “technological” or two-year college libraries and university or four-year college libraries) and approximately 1256 school library media centers. Institutional libraries were nearly all closed in the past decades 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 Evaluation Report for the five year period 2012-2017 was completed in March 2017. The Report and other information sources have been used to assess needs for library services and programs for inclusion in the 2018-2022 LSTA Five-Year Plan.

The South Carolina State Library contracted with Library Consultant Robert Burgin\* to prepare the LSTA Five-Year Evaluation Report for the period 2012-2017. As part of this report, Dr. Burgin discussed LSTA-funded services and programs with two 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 Five Year Plan. The recommendations made by Dr. Burgin for future services are based on that feedback, on data gathered through online surveys conducted during the evaluation process, and from in-depth conversations with State Library staff during the evaluation process.

SCSL staff met and talked with Dr. Burgin and read recommendations from his evaluative report. We conducted another set of five surveys of public library directors, public library staff, academic and school librarians, educators in the University of South Carolina School of Library and Information Science, Board members of local Friends of the Library groups around the state, Public Library Trustees, and SC State Library staff following the initial evaluation period. These surveys yielded more than 500 responses from the library community and others concerned with excellent library services. We sought specific feedback on current needs and priorities in the library community. 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.

To design programs that respond to defined needs in the context of LSTA priorities, the SC State Library continually seeks knowledge of its user communities from different perspectives. State Library staff possess a wealth of knowledge about library history, facilities, and people accumulated over many years of working directly with and alongside all of our different libraries. We have developed institutional methods of sharing and maintaining that knowledge. Our primary source of information about libraries and the people they serve comes from direct contact through site visits,

\*Dr. Robert Burgin, President  
RB Software & Consulting, Inc.  
1720 Hobbs Road, Greensboro, NC 27410  
Phone: 919-606-9502  
Email: [rburgin@rburgin.com](mailto:rburgin@rburgin.com) Web: <http://www.rburgin.com>

face to face meetings, and many conversations with library personnel. Because we are a small state, we can do this very effectively. The natural preference for sociable interpersonal contact that is native to our Southern region is a big asset in this regard. Much of that communication is now recorded in our LIMS online knowledge management system, which allows us to quickly access records of importance, in various files and formats, for each public library. This enables us to prepare more efficiently for working with our customers.

The State Library also collects information through a number of feedback channels, including:

- Evaluative measures conducted for formal CE / staff development efforts, in the form of surveys, group review and discussion, Project Outcome surveys, and LSTA reporting tools.
- 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;
- Formal consultations with a variety of State Library and public library stakeholders in the course of project development and implementation;
- 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;
- Utilization of surveys and focus groups;
- Professional reading and attention to printed and broadcast news of the region;
- 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 annually for every South Carolina State Agency), which requires an 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. We continue to work and plan for a more rigorously evaluative environment in which to conduct services. The library community has demonstrated more willingness in latter years to participate in needs assessment efforts, leading to better representation of local priorities.

- Increase efforts to collect information and data about conditions around the state, especially in rural and underserved areas;
- Look for new research and studies and allow findings to inform revision of ongoing project and service planning;

- Continue to monitor community and statewide resources available to libraries, and devote more attention to making connections to, and between, these assets;
- Incorporate evaluative steps in the planning and implementation of every project, with documentation of findings to be understood as each project manager's 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;
- Provide training for SCSL and public library project managers in evaluation and reporting methods;
- Establish targets across programming to provide structure for eventual documentation and evaluative measures;
- Incorporate financial metrics for resulting hard data on the cost effectiveness and efficiency of library services and programming;

### **Stakeholder Involvement:**

The State Library's ongoing policy and practice is to seek input and ideas from our entire user/stakeholder community, as identified above in this document. State Library staff meet regularly, and 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. 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 2018-2022**

The South Carolina State Library will conduct or support services and activities in each of the six focal areas identified in IMLS' *Measuring Success* initiative. In this section, seven South Carolina 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 formal evaluation report 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 the broadest evaluation activity conducted prior to the writing of this Plan suggest the top challenges facing South Carolina libraries, aside from generally inadequate funds and broadly stated, are:

- Concerns about insufficient staffing levels and lagging staff competencies.
- Delivery of library services, including resources and services available as technology offerings, to South Carolinians of all ages, particularly those living in poverty and those living in rural, remote areas.
- A prevailing low level of interest in and engagement with the library by the communities they serve.

The intensity of the third challenge, "low level of interest," was a surprise to us. However when we compare these survey results to the findings of our prior Five Year Evaluation, we see a correspondence in minimal awareness of State Library services and funding sources. And, even more concerning, a comparison of public library circulation, gate count, computer use, and cardholder registration statewide shows participation in the library dropping drastically in all of those indicators between 2013 and 2016. Although diminishing circulation has been a trend in the last decade across the entire library community, such a large and sudden change in these critical areas, is troubling.

More in depth analysis is needed to understand all the factors contributing to lack of participation. Some types of library services have actually increased dramatically as well: Usage of the State Library's online resources, for instance, has grown by as much as 30% in the same time span. But there is no doubt that public libraries have seen the usage of their core services and resources diminish in the preceding four years.

If our smaller libraries could not depend on LSTA-funded resources for much of what they do provide, many would fail. Services perceived to be ongoing – i.e., the funding of online resources (Discus) for school support and provision of library staff development and training services — are considered essential by the entire library community. Library leaders also express interest in roles recently perceived to be important for libraries: The library as provider of opportunities for civic engagement, and as the hub of 21st Century skills attainment. While our evaluation report showed general

agreement that the State Library had met its goals for the preceding period, specific comments suggested that some improvement can be made in communication about LSTA and involvement of stakeholders. The State Library is prepared to respond to these challenges.

### **Strategies and Guiding Principles**

The following set of guiding principles and strategies will govern the State Library's expenditure of LSTA funds in the upcoming five year period:

- Administer the LSTA program in accordance with IMLS and LSTA guidelines.
- 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.
- In response to falling participation rates, the State Library will extend its efforts to involve and communicate with stakeholders about the activities of the State Library, the use of LSTA funding on behalf of libraries statewide, and the value of public libraries; and, these efforts will be the focus of an increased public awareness effort.
- Incorporate in and across goals and projects throughout the state, where appropriate, activities designed to increase appreciation for library activities and programs, especially those associated with reading skills and appreciation.
- 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.
- Train and support State Library staff, Public Library staff and management, and Public Library Trustees to be better prepared with abilities and good judgment to meet the needs of their communities.
- Continue to offer an annual competitive program of sub-grants to fund local projects that address needs in local communities.
- Design and implement competitive and opt-in sub-grant 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 high-demand 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 and Guidelines for South Carolina Public Library Youth Services* to maintain high quality library services and facilities.



## South Carolina LSTA Goals for 2018-2022

**Note:** An appended table (crosswalk) aligns these State Goals, related services and activities, and intended audience, with the corresponding IMLS Priorities, Intents, and Focal Areas. The crosswalk also contains an indication of where these activities will fall within the five year period.

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.

### Tracking and Evaluation of Project Outcomes

In this plan, each goal includes the services and activities planned to meet that goal. These are followed by the expected benefits of those items, and a description of the evaluation methods that will be used to assess the achievement of those benefits. These methods are drawn directly from the State Program Report and include surveys, review of administrative data, interviews and focus groups, and participant observation, and variations on these methods where appropriate. In addition, a discussion of project sustainability is required of all sub-grant program participants, and is also a required element of internal State Library project planning.

The Grants Consultant is a member of the Library Development Team at the State Library. She is responsible for overseeing the sub-grant process, including informing sub-grantees of reporting requirements and training in evaluative methods when needed. The Grants Consultant prepares the annual State Programs Report and has been trained on the required elements of the report that have to do with goals, outcomes, and indicators of success. As each grant year moves forward, she will be collecting awardees' reports and evaluative material. The same types of indicators for State Library internal or statewide projects are also scrutinized. Our internal funding process is much the same as the LSTA sub-grant application process, wherein each project manager must fill out an application form with such information as intended audience, project goals and intended outcomes, and evaluation processes. The monitoring of outcomes is typically a collection of relevant data and a statement of achievements. Many of these are highlighted publicly in any of our several social media outlets, and most are also reported within the State's annual accountability processes.

### 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:** Expand services for learning and access to information and educational resources in any of a variety of formats, in any type of libraries, for individuals of any age. Target library and information services to persons having difficulty using a library and to underserved urban and rural communities

**What South Carolinians Need:**

South Carolinians’ use of libraries declined seriously from 2013 to 2016. Gains of the preceding five year period were perhaps a result of new technologies, materials formats, and a new spirit of community participation trending in those years. Although usage of computers in libraries has grown, the number of persons entering libraries has dropped startlingly. Circulation across public libraries has fallen by 6% during this period, while print collections have decreased by 18%. Of course in that same period, libraries adopted electronic materials and were rewarded by widespread public satisfaction in these new formats. It is possible that as it becomes easier to count and compare electronic usage, data will show a better balance in this area.

The 2012-2017 LSTA evaluation report found that public library customers want improved technology for accessing information in barrier-free formats for ready access by users with all kinds of abilities. At least partly owing to State Library efforts of the previous five-year period, South Carolinians entered the latter half of the 2000’s better prepared with skills to locate information in a variety of resources and formats and via new handheld devices. The State Library also provided access to and awareness of accessibility devices and assistive equipment. Public libraries are now interested in obtaining these devices and in serving a broader range of abilities in the user community.

**Programs and Services to Meet this Goal:**

Service or Activity	Projected Implementation
1. Collection Development - Collection grants and training for collection management	Year 1-2
2. Reference and research training for library workers including source information	Year 2,3
3. Collections for special populations (Spanish and other languages; accessible materials)	Year 3
4. Support for Bookmobile services (sub-grants for new library vehicles)	Year 1, 3, 5
5. Promotional and marketing efforts for State Library services and resources	Year 1-5

**Expected benefits/outcomes:**

1. Increased ability for library patrons to find desired/needed reading material, information, and otherwise satisfy personal search criteria and goals
2. Improved library worker skills in fulfilling patron queries and satisfying patron demands
3. Increased participation of Hispanic and other minority populations in the life of the community owing to inclusive efforts, collections, and acceptance in the library

4. Improved life skills for patrons as a result of improved access to services and collections, including rural patrons served by Bookmobiles
5. Increased participation in civic life and awareness of library and State Library services, programs and collections by the general population

### **Evaluating Performance in Meeting the Goal**

Data points and evaluation activities for the activities associated with this goal include (but are not limited to):

1. Monitor level of demand for alternative/accessible formats and assistive equipment or trainings on these.
2. Pre- and post-test library customers and library staff involved in trainings and specific programs.
3. Attendance/participation in focused trainings and specific programs.
4. Reported usage of collections.
5. Successful fielding of vehicles purchased and review of service plans implemented by grantees.
6. Social media indicators of awareness of and use of online resources and some programs.

#### **Timeline:**

October 2017 - September 2022 – Services are conducted year-round. Sub-grants awarded September through 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:** Provide 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. Enhance efforts to recruit future professionals to the field of library and information services.

#### **What South Carolinians Need:**

South Carolina compares well with other Southern states in terms of librarians per capita (3.24) and 10.26 library staff per 25,000 population (*Public Library Survey* for FY2014, IMLS.) The number of degreed librarians is not ideal but realistic given the comparatively poor economic picture in many of our counties. Our state is fortunate to have an accredited library school, and LSTA funds support many library staff pursuing the MLIS. South Carolina wages for librarians continue to compare favorably with other Southern states; however, anecdotal evidence states that fewer skilled workers are applying for library positions in the state, especially technology-related positions; these workers can find better pay elsewhere. Recruitment of skilled, experienced line staff and managers is difficult, and it often takes months to replace a library director. While most public library director positions are now held by younger librarians, on the whole we are still not paying much attention to succession planning. SCSL's Library Development is in constant demand for assistance with recruitment, hiring, and other personnel management issues.

**Programs and Services to Meet this Goal:**

Service or Activity	Projected Implementation
1. State Library consulting services	Year 1-5
2. Continuing education and targeted skills development for library professionals and paraprofessionals	Year 1-5
3. Sub-grants for library school tuition, conference attendance, remote, statewide, and site-specific training opportunities	Year 1-5
4. Public library trustee training and development	Year 1,3,5
5. Leadership programs	Year 2,4
6. Professional library print collection as support for library community; Ebooks complementing other programs/projects as needed	Year 1-5
7. Library security training and emergency planning	Year 2,3,4
8. Library Jobs List online and support for local library recruitment	Year 1-5
9. Librarian certification program	Year 1-5

**Expected benefits/outcomes:**

1. Increased ability for library staff to perform job functions and library operations
2. Improved library worker skills in fulfilling patron queries and satisfying patron demands
3. Improved participation in decision making and participation of Board members
4. Improved quality of life for library personnel through ability to obtain better jobs and broaden career horizons

**Evaluating Performance in Meeting the Goal**

Data points and evaluation activities for the activities associated with this goal include (but are not limited to):

1. Conduct pre- and post-surveys of participants to gauge effectiveness of training
2. Monitor the number and type of professional development activities and participation in these activities
3. Cost of staff development per person and type of activity
4. Performance tracking built into paraprofessional training efforts
5. Track dollars spent for MLIS tuition support
6. Track dollars spent and participation in conference attendance and similar activities
7. Analyze types of libraries, (rural, libraries in economically challenge communities, etc.) represented in all CE efforts

**Timeline:**

October 2017 - September 2022 – Services are conducted year-round. Sub-grants awarded September through June.

### 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:** Target library services to individuals of diverse geographic, cultural and socio-economic backgrounds, with disabilities, and/or with limited functional literacy or information skills.

**What South Carolinians Need:**

Key education indicators for children in South Carolina show that our children continue to fall behind the national average in reading, math and graduation counts. Efforts to improve schools and literacy initiatives have grown somewhat in the past five years, but funding and coordination efforts are slow to respond to needs. Historically underachieving African-American and Hispanic populations have made little improvement in the past five year. KidsCount data for 2015 show 66.7% of 3<sup>rd</sup> graders tested below state standards; 20% of high school students did not graduate on time. 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:**

Service or Activity	Projected Implementation
1. Summer Reading Program support and statewide control	Year 1-5
2. Support for projects that create partnerships between public and school libraries	Year 1,3,5
3. STEM and STEAM programs for pre-school, children and teens	Year 1-5
4. Technology lending programs (gaming, green screen/video, robotics, Lego, etc.)	Year 1-5
5. Training and mentoring for public library youth services staff	Year 1-5
6. Reading and literacy programs (Literacy 2030 Initiative) for all ages, for families, and for special populations; Family and early literacy programs	Year 1-5
7. Grandparenting Resource Centers, skills training and support	Year 1,3

**Expected benefits/outcomes:**

1. Increased skills in technology for teens and others participating in library programs
2. Improved relations and partnerships between and among public and school libraries, leading to broader services for students and families
3. Increased reading skills for all ages
4. Improved quality of life for families participating in Grandparenting services

**Evaluating Performance in Meeting the Goal**

Data points and evaluation activities for the activities associated with this goal include (but are not limited to):

1. Number of reading-related programs and services offered, number and age of participants, distribution of programs and services, cost per participant
2. Review state data and current research on literacy efforts and impact on library service planning.
3. Periodic asset reviews to determine potential partnering and cost saving areas for these services
4. Surveys (such as the Project Outcome surveys) of program participants and library staff

**Timeline:**

October 2017 - September 2022 – Services are conducted year-round. Sub-grants awarded September through June.

**South Carolina LSTA Goal #4**

**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:** Target library services to individuals of diverse geographic, cultural and socio-economic backgrounds, with disabilities, and/or with limited functional literacy or information skills.

**What South Carolinians Need:**

Activities conducted in the previous five year period focused on awareness of special populations in local communities and the library’s role in meeting their needs. There is much interest in new equipment and technologies as well as alternative, accessible formats. In our many small and rural communities, senior citizens and others with vision impairments and various disabilities have few options for accessing high quality information and reading enrichment. The State Library has provided Talking Books Services for years to a growing audience (5937 in 2016) but census figures show greater numbers of potential users. A current review shows nearly 30 libraries now operating in correctional institutions around the state. Public libraries and the State Library have begun discussions about supporting these libraries (a legislated mandate of the State Library.) Partnership efforts are slowly beginning.

**Programs and Services to Meet this Goal:**

Service or Activity	Projected Implementation
1. Dedicated center for special equipment and access; Technology Petting Zoo/site visits to public libraries.	Year 1-5
2. TBS readers advisory and recorded materials for the blind; Descriptive materials; expanded outreach to rural populations.	Year 1-5
3. Programs and collections for Spanish (and other language) speakers and readers; Citizenship training	Year 2,3
4. Literacy and other skills development programs for the incarcerated; programs that help connect families with incarcerated members	Year 3,4

**Expected benefits/outcomes:**

1. Improved quality of life for program participants in ability to participate in meaningful learning activities
2. Increased life skills for program participants through greater access to information
3. Greater participation by recently released inmates in the life of the community through job skills and familiarity with the library and its resources

**Evaluating Performance in Meeting the Goal**

Data points and evaluation activities for the activities associated with this goal include (but are not limited to):

1. Continue to serve as a regional library for the Library of Congress' National Library Service for the Blind and Physically Handicapped, with associated service data tracking
2. Number of connections and committed partnerships established to address local needs by libraries, type of partnership, length of relationship, etc.
3. Number of outreach visits made to community organization and event
4. Number of library events focusing on accessible materials and services
5. Improved reporting of impacts of sub-grant programs on special needs audiences
6. Number of Bookmobile hours, places visited and number of people served per visit
7. SCSL consultations with libraries regarding special populations and services.

**Timeline:**

October 2017 - September 2022 – Services are conducted year-round. Sub-grants awarded September through June.

**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(s):** Target library services to individuals of diverse geographic, cultural and socio-economic backgrounds, with disabilities, and/or with limited functional literacy or information skills; (and) Develop public and private partnerships with other agencies and community-based organizations.

**What South Carolinians Need:**

Increasing media focus on veterans reveals a disturbing lack of quality in governmental services provided but also highlights a growing concern and interest in the public in assisting vets, especially in communities that host a military base (there are several in South Carolina) and where there is an deep-rooted tradition of respect for the military. The State Library will explore the extent of needs that could be filled by libraries, with attention to existing services and support organizations, and the possibility of partnerships. There is a continued need for library attention to information for seekers of health information, materials and programs, for families and individuals building life skills such as financial literacy, and for technology-related skills that increase the likelihood of employment and life success for many segments of the population. Awareness and celebration of diverse life modes, cultures, and artistic expression are also appropriate and valuable functions of the library, serving to unify the new and the old in our changing communities.

**Programs and Services to Meet this Goal:**

Service or Activity	Projected Implementation
1. Services for veterans and their families	Year 2,3
2. Exhibits/displays for the public and library staff; community literary events	Year 1-5
3. Skill-building for business owners/operators	Year 4
4. Training that advances 21st century skills for various special populations	Year 1-5
5. Training and programs for health information seekers	Year 2,4
6. Financial literacy programs	Year 3

**Expected benefits/outcomes:**

1. Improved quality of life for veterans and their families through community connections
2. Improved relations and partnerships between and among libraries and other community organizations and the business community
3. Health and wellness improvements for participants
4. Increased financial literacy skills leading to better life quality

**Evaluating Performance in Meeting the Goal**

Data points and evaluation activities for the activities associated with this goal include (but are not limited to):

1. Many of the services described will be conducted in public libraries and funded by sub-grants. Standard grant reporting practices will identify outcomes and measure impacts.
2. Monitor number of programs and services and participants in them
3. Conduct pre- and post- survey methodology (Project Outcome) to gauge program impact and skills improvement
4. Conduct focus groups and interviews with library staff and program participants to define successful methods and areas for improvement
5. Number of SCSL and/or public library exhibits/displays funded, monitor participation
6. Document costs of programs

**Timeline:**

October 2017 - September 2022 – Services are conducted year-round. Sub-grants awarded September through June.

**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 and improved coordination among and between libraries and entities for the purpose of improving the quality of and access to library and information services.



**What South Carolinians Need:**

Our needs assessment for the Five Year Plan revealed a majority of those surveyed considered this LSTA goal the most important in seeking provision of electronic linkages between libraries, and improving broadband and other electronic delivery in rural and remote areas for universal access to information and collections. As interest in MiFi delivery continues to grow, costs and implementation options are being studied. Public libraries are very concerned about outdated computers and networking equipment; smaller libraries with less funding are increasingly worried about replacement of equipment. The state has continued to respond well to the SCLends collaborative ILS as a cost effective option; the membership now stands at 20 (nearly one half of our public libraries.) Most applications for LSTA sub-grants include technological innovations or expansions of some type to meet local needs.

**Programs and Services to Meet this Goal:**

Service or Activity	Projected Implementation
1. Support for better rural connectivity with MiFi projects and other means of boosting access to library resources.	Year 2, 5
2. SC Lends collaborative database and catalog functionality; Bookwhere cataloging tool. SCSL print collection accessible via ILL.	Year 1-5
3. Funding for exposure to innovations and training that increase staff and user skills in coding, maker technologies, and robotics. Technology Boot Camp for public library personnel.	Year 1-3

**Expected benefits/outcomes:**

1. Improved quality of life for information seekers in rural areas through better access to information
2. More efficient library operations
3. Technology skills improvements for participants leading to better job prospects

**Evaluating Performance in Meeting the Goal**

Data points and evaluation activities for the activities associated with this goal include (but are not limited to):

1. SCLends user and collection data
2. Comparison data for public access to broadband services before and after MiFi projects are implemented
3. Participant data from applications for Technology Boot Camps and post-training reports and personal evaluations.
4. Number of sub-grants issued for technology projects, maker space installations, and related learning experiences
5. SCSL consultation with public libraries on technology issues
6. Surveys and other evaluative processes with participants in public programs

7. Consultation with public libraries on current technology issues and ways that the SCSL can best assist
8. Pre- and post-evaluation of technology-related programs performed by the library grantee

**Timeline:**

October 2017 - September 2022 – Services are conducted year-round. Sub-grants awarded September through June.

**South Carolina LSTA Goal #7**

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

**Federal Purpose:** Develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks.

**What South Carolinians Need:**

South Carolinians need, and increasingly demand, up-to-date, reliable access to information in a wide range of formats and carried on new platforms, mobile devices, and assistive devices. Ever-increasing costs of database subscription services and integrated library systems make individual subscriptions impractical or impossible for most of the state’s libraries. Reducing operating costs for South Carolina libraries through provision of a cooperative ILS has been a priority since 2008. 84% of the state now has broadband coverage to some extent, but 20% of the population is still underserved in this regard. We are only the 32<sup>nd</sup> most connected state, so clearly there is room for improvement (*BroadbandNow.com*, a comparison and research website, 2017.) Libraries continue to see community members at the library strictly for access to the Internet, not for library services.

**Programs and Services to Meet this Goal:**

Service or Activity	Projected Implementation
1. Discus informational databases and resources with SmartSearch technology	Year 1-5
2. Online library of state government documents (includes born digital and scanned historical documents); SC rare books and history materials digitized; SC Digital Library; "Digitization in a Box" travelling scanning kit.	Year 1-5
3. Safari Books Online, Ebrary, Indie SC eBook collection, and other electronic materials collections.	Year 1-5
4. LSTA Administration; Sub-grants program	Year 1-5
5. Statewide data collection and reporting	Year 1-5
6. State Library online communications, including Email discussion lists, Social Media services, SCSL Website and Libguides, Events calendaring.	Year 1-5

**Expected benefits/outcomes:**

1. Improved quality of life for citizens owing to better access to information online and improved quality of online collections
2. Improved and more efficient State and public library operations resulting in increased access and more usage by the public

**Evaluating Performance in Meeting Goals**

Data points and evaluation activities for the activities associated with this goal include (but are not limited to):

1. Analyze financial metrics for the selection of Discus resources based on the population served, public library response, and other factors.
2. User data for digital collections obtained from in-house analysis, vendor statistics, and reports available via our participation in the South Carolina Digital Library
3. Administrative data from the State Library's accounting office, Library Development office, and Grants Consultant

**Timeline:**

October 2017 - September 2022 – Services are conducted year-round. Sub-grants awarded September through June.

**Compliance and Assurances**

The Crosswalk document and required certifications and assurances are appended as separate files:

- Program Assurances for 2017 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