



south carolina
STATE LIBRARY

ANNUAL REPORT FOR FY2019

1500 Senate Street
Columbia, SC 29201

statelibrary.sc.gov



SOUTH CAROLINA STATE LIBRARY

VISION: WHAT WE ASPIRE

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

MISSION: WHAT WE DO

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

VALUES: WHAT WE BELIEVE

We outwardly demonstrate who we are as an organization through our values. Our people are our greatest resource, and our values drive our people.

Communication

We believe communication in every direction and through multiple methods is essential to doing our work at the highest level. As an information organization, we use a transparent process for decision making which encourages creativity and fosters collaboration among staff and our community.

Flexibility

An agile organization can change course to provide better services. We define our organization in this way and pride ourselves in being good stewards of all resources.

Community Driven

Our community is the state. Our value is demonstrated in what we can give back as public servants. We believe that, by remaining open to our community's needs, we can personalize experiences for individuals and groups.

Inclusive

We strive to expand opportunities to better connect with others and to break down barriers. Integrity, respect, and equality guide our performance, and we are committed to hiring staff that reflect our community.

Professionalism

Our staff model professionalism by providing a welcoming environment, supplying excellent customer service, valuing diversity, and supporting multiple methods of service delivery. A well-trained and knowledgeable staff is our greatest asset.

STRATEGIC DIRECTIONS: WHAT WE PROMOTE

Strategic Direction I: Innovation

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

- Strengthen relationships and communication among libraries.
- Demonstrate how libraries are essential to educational and economic well-being
- Facilitate informed governance.

Strategic Direction II: Collaboration

The South Carolina State Library implements and promotes a strong technological environment statewide.

- Offer technical training and development opportunities.
- Develop technical expertise around technology trends, issues, needs and support.
- Lead a statewide digitization initiative.

Strategic Direction III: Participation

The South Carolina State Library provides equitable access to information.

- Negotiate collaborative purchases for statewide access to resources.
- Expand electronic resources in response to changing information needs.
- Develop and deliver programs that support literacy for children and at-risk groups of all ages.

Strategic Direction IV: Preservation

The South Carolina State Library creates standards and provides guidance for excellence in library services.

- Design a new comprehensive statewide certification program.
- Support training for delivery of excellence in 21st century library services.
- Coordinate programs that address the needs of the underserved.

AGENCY'S DISCUSSION AND ANALYSIS

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

DIRECTOR'S STATEMENT

Thank you for taking the time to read through our FY2019 accomplishments. As you do, I hope that you recognize some of the services and programs that you participated in, want to start at your library, or inspire you to engage and serve those in your community.

Libraries are for everyone. Our goal is to create programs and make purchases that collectively meet the needs of all South Carolinians. The South Carolina State Library is governed by seven state mandates, five federal purposes, and four strategic directions. We map everything that we do, line by line, for transparency and accountability. Additionally, we have a lot that we want to accomplish – which takes planning.

Did you know that last year, public libraries in South Carolina had over 14,500,000 total visits to one of the 201 library locations in our state? The South Carolina State Library had 15,588 visitors to our location on Senate Street. Those visits were primarily to attend one of our many events celebrating the cultural diversity of our state, or to learn something new by attending a training event. Last year we held 142 different training opportunities for public library staff.

Did you know that more than 50% of South Carolina's population has a library card? People are utilizing the resources of their libraries to access the internet to apply for jobs, get an education, and handle their business, such as banking and paying bills, or even doing their taxes. In the coming year, people will be even more reliant on their public libraries to complete the United States Census online. According to a 2019 Pew Research study, 47% of rural Americans lack internet access at home. Internet access has become a vital and necessary part of everyday life. Libraries offer equal access to information, which of course includes internet access.

Public libraries put over seven million books in the hands of children last year! We know that children who have books in their homes are more successful in school. The South Carolina State Library leads the efforts of Literacy 2030 in partnership with libraries, schools, early childhood centers, SC First Steps, Head Start, USC, and others to improve literacy outcomes in our state. Libraries use their local partnerships to align services to support increased literacy. Our goal is to move the literacy rate in South Carolina to 100%. We are well on our way, with over 160,000 participants in the annual summer reading program alone.

Governor Henry McMaster has been focused on elevating education and the resources for education for the last several years, which is great news for libraries. Libraries are part of the educational fabric of our state. The State Library alone dedicated approximately \$3.5 million to education last year, primarily through our Discus resources. Discus is comprised of over 50 databases that had over 13 million retrievals last year, with over 93,000 videos accessed on Magic School Bus alone. Discus, South Carolina's electronic library provides equal access to accurate information, used by students, educators, families, and adults.

As South Carolina's document depository for state agencies, we understand the need and value to have our collection available and accessible online. Last year, we digitized 7,000 documents, bringing our total to 28,000 digitized documents available electronically. This past year, we worked with the Confederate Relic Room and the South Carolina State Museum to digitize the Colin J. McRae Papers, Huse Audit Series, and the Gussie Johnson collection. We have upcoming plans to digitize and catalog an additional 50,000 documents, not to include an additional collection of over 250,000 documents that we have on-site. Our goal is to have every document created by every state agency as part of our collection.

Accessibility is an important area of focus for us. We joined the SC Vision Education Partnership last year and look forward to engaging our Talking Book Services patrons through collaborative efforts. Our reader advisors provided personal consultation and assistance to more than 6,000 patrons and responded to over 14,000 telephone calls. Additionally, we mailed 217,000 books to our patrons. We also kept our onsite recording studio busy, and currently have 118 of our locally recorded books available nationally through the Library of Congress. We also increased our resources available for state agencies and public libraries on topics of diversity and inclusion.

Engaging our whole community is vital to our success. Diversity and inclusion have been a priority of ours for the last several years. We work with public libraries to remove both visible and invisible barriers for members of their community and increase programs and collections to meet the diverse needs of their community. The library is for everyone; our staff embrace this and use their creativity and passion for libraries, to provide impactful programs and services that meet the ever-changing needs of our shared communities.

We are looking forward to all that 2020 has to offer, including engaging our ongoing partnerships with the Department of Health and Environmental Control, SC Certified Grown, SCETV, and a new program with the South Carolina Coalition Against Domestic Violence and Sexual Assault.

You can view our plans for the next three years online at statelibrary.sc.gov and follow along with our journey through social media. All of our plans, programs, and events are listed online as well. We would love to see you soon!

There is something for everyone at the library. Support your local library. We all look forward to seeing you.

Warm Regards,



LEESA M. AIKEN
Library Director





South

th Carolina State Library

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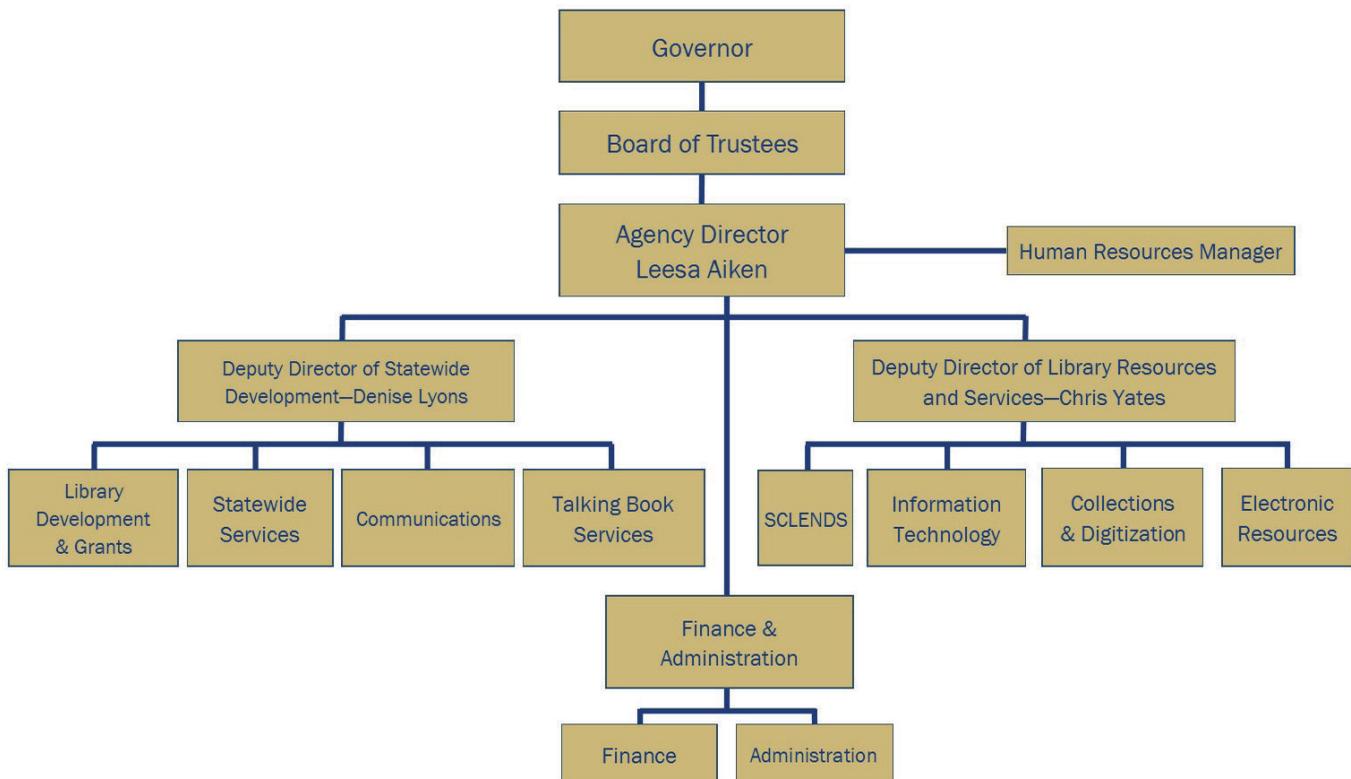
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FINANCE, ADMINISTRATION, AND HUMAN RESOURCES

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

Finance and Administration oversees the day-to-day operations for the State Library. The department manages the agency's funds and property. Staff members continuously review the agency's fiscal processes and procedures to ensure that the State Library acts in the most fiducially responsible way possible to leverage all funds. Staff assists various departments through special projects, state aid tracking, lottery documentation tracking, librarian certification, events and training assistance, and other items as needed.

The State Library continues to find innovative ways to recruit and hire a highly qualified, diverse staff. We value providing continuing education opportunities to our staff in order to foster expertise that meets the needs of our target audiences.





STATEWIDE DEVELOPMENT

This department is responsible for a multitude of statewide projects. It includes Library Development and Grants, Statewide Services, Communications, and Talking Book Services.

LIBRARY DEVELOPMENT & GRANTS

This department offers assistance to librarians, trustees, and other interested persons regarding all aspects of library development, library programming, federal grants management, and library operations. In addition to possessing knowledge of general areas of library service, consultants have expertise in services to children and young adults, library management and planning, advocacy, public relations and marketing, and outreach services. The State Library helps local libraries become better equipped to encourage family literacy engagement and to combat low literacy with face-to-face services and sophisticated technology tools designed to meet developmental needs at every level.

Public Libraries

Through outreach efforts, the Library Development Department provides information sources to local library personnel and recommends best practices to ensure that public libraries operate effectively and that the public receives courteous and skilled service. Consultants design and administer library standards and statistical reports, train and support Library Trustees, and offer on-call support and assistance for library leadership. The State Library oversees the certification of professional librarians, which ensures the selection of competent personnel and the provision of high-quality library service.

Professional consultants develop and present workshops and webinars on a variety of topics that are designed to build skills and inform library staff, resulting in better service to the public. The State Library offers circulating STEM programming kits about robotics and virtual reality to facilitate growth of 21st century skills. In FY19, we embarked on a new initiative to instruct and inform the public about the importance of nutrition, food choice, and food preparation, all important to health literacy. The new South Carolina Read Eat Grow project brings cooking demonstrations to public libraries statewide and provides the Charlie Cart mobile kitchen to facilitate public programs that teach nutritional literacy.

In many communities, the local public library is the only place early learning opportunities are offered to children before kindergarten. The State Library made funds available for developing play and learning spaces for children aged 0-5 and their caregivers. The State Library also provides READsquared, an online tracking program for libraries to use to monitor local summer reading program participation. With READsquared, libraries form stronger partnerships with school districts, encouraging automatic enrollment of students in public library reading programs. Through use of READsquared, libraries help prevent the well-documented “summer slide” in students’ reading activities and literacy engagement.

Department Responsibilities:

- Library Service
- Library Management and Planning
- Services to Children and Young Adults
- Advocacy
- Public Relations and Marketing
- Outreach Services



Department Purpose:

Helps local libraries become better equipped to **encourage family literacy engagement** and to **combat low literacy** with face-to-face services and sophisticated technology tools designed to meet developmental needs at every level.



520
consultations
provided to
public library staff

number of subgrants
to fund local projects > **108**



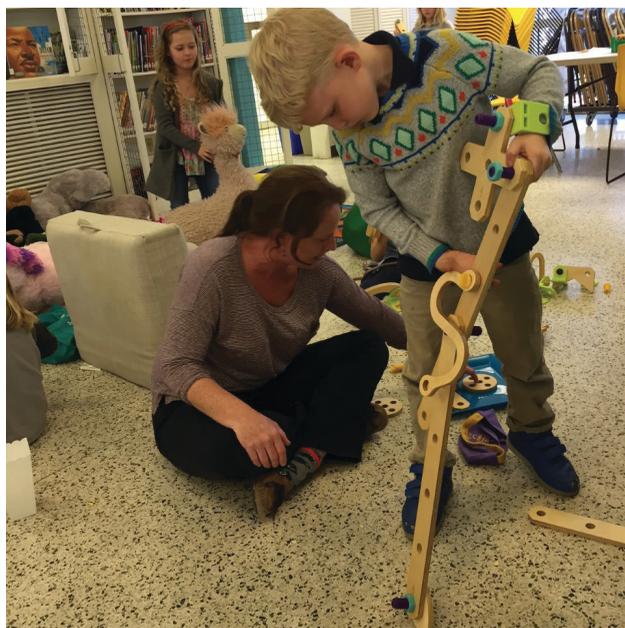
\$13,740,961
dollars in state funds to support local libraries

Equity, Diversity, Inclusion

The State Library recently opened the Inclusive Services Center. The Center features a variety of assistive technology and accessibility tools, as well as a circulating collection of materials related to equity, diversity, and inclusion in library services. The collection includes fiction for children and youth from diverse backgrounds, professional resources for library staff working with all ages, and materials in accessible formats, such as braille and sensory books.

Grant Management

The services described here are primarily funded in public libraries through subgrants and State Library administration of Federal Library Services and Technology Act (LSTA) funds, made available through the Institute of Museum and Library Services (IMLS). An annual cycle offers grant programs, such as Impact Grants of up to \$50,000, for targeted projects in individual counties. Funded projects in FY19 included: a Make Station at the Sumter County Library designed to promote crafting, creating, collaborating, tinkering, and innovating; G-Suite computer skills Learning Circles at Greenville County Library branches; and an intergenerational Moonrise Project space science program in Georgetown County. An average of 100 subgrants are awarded each fiscal year.



circulating KITS

Top Left: A child looks through a telescope as part of the NASA Kit.

Top Right: A family plays with items from the Rigamajig Circulating Kit.

Below: Two young patrons take a look through Virtual Reality headsets.



THE CHARLIE CART and SC read eat grow

Pictured below: South Carolina State Library staff demonstrate the Charlie Cart and food literacy programming to public library staff from across South Carolina.



STATEWIDE SERVICES

The Statewide Services Department, created in 2016, is responsible for promoting awareness about and increasing visibility of the State Library's services and resources. These services and resources include reference, research, programming, training, and outreach. Additionally, Statewide Services helps provide access to our print and electronic circulating collections. We serve state employees, elected officials, public libraries, and all South Carolina citizens. This department is the first point of contact for all State Library visitors and communications liaisons and exemplifies how essential libraries are to our citizens. Staff also provide the public with free training and programming, both on-site and statewide. Our most successful ongoing workshops are Grants Research: Finding a Funder for Your Nonprofit Organization and Proposal Writing Basics. This year, we offered 45 grant workshops, with 239 individuals from the public in attendance.

The Statewide Services Department held the third annual Young Minds Dreaming poetry contest, which is open to all SC students in third to 12th grade. Over 500 students submitted original poetry for the opportunity to attend the awards ceremony and lecture given by Juan Felipe Herrera, former U.S. Poet Laureate.

The department hosted Cecil Williams's traveling exhibition titled *Unforgettable: Celebrating a Time of Life, Hope, and Bravery*, a photography exhibit that shares the important stories and events of the Civil Rights Movement in South Carolina. This is the second year that Statewide Services has hosted the exhibit, and it is freely available to public libraries and museums across the state. Five SC public libraries have already hosted the exhibit, and it is booked until May 2020.

The State Library hosted a Quilts of Valor exhibit, as well as six Quilts of Valor award ceremonies to commemorate Veterans Day and honor South Carolina veterans. During the program series, family, friends, supporters, and the media visited the State Library to recognize the service and sacrifice of 19 remarkable South Carolina veterans. These veterans represented every branch of the military and served in Vietnam, Iraq, and Afghanistan. One attendee stated, "What a wonderful way to honor our servicemen and servicewomen."



Top: A quilt from Quilts of Valor is presented during one of the six commemorative ceremonies.

Middle Left: Dr. Bobby Donaldson, Director of Columbia SC 63, presents Our Story Matters.

Middle Right: Four recipients of quilts during Quilts of Valor.

Bottom Left: Student winners of the Young Minds Dreaming Poetry Contest pose with speaker, Juan Felipe Herrera.

Bottom Right: Juan Felipe Herrera presents at Young Minds Dreaming.





Top Left: Juan Felipe Herrera as a guest on the LibraryVoicesSC Podcast of the South Carolina State Library.

Left: Katie, the Australian Shepherd, of the Tail Waggin' Tutors therapy dog literacy program.

Bottom Left: A volunteer pets Katie at the annual Volunteer Appreciation Day luncheon.

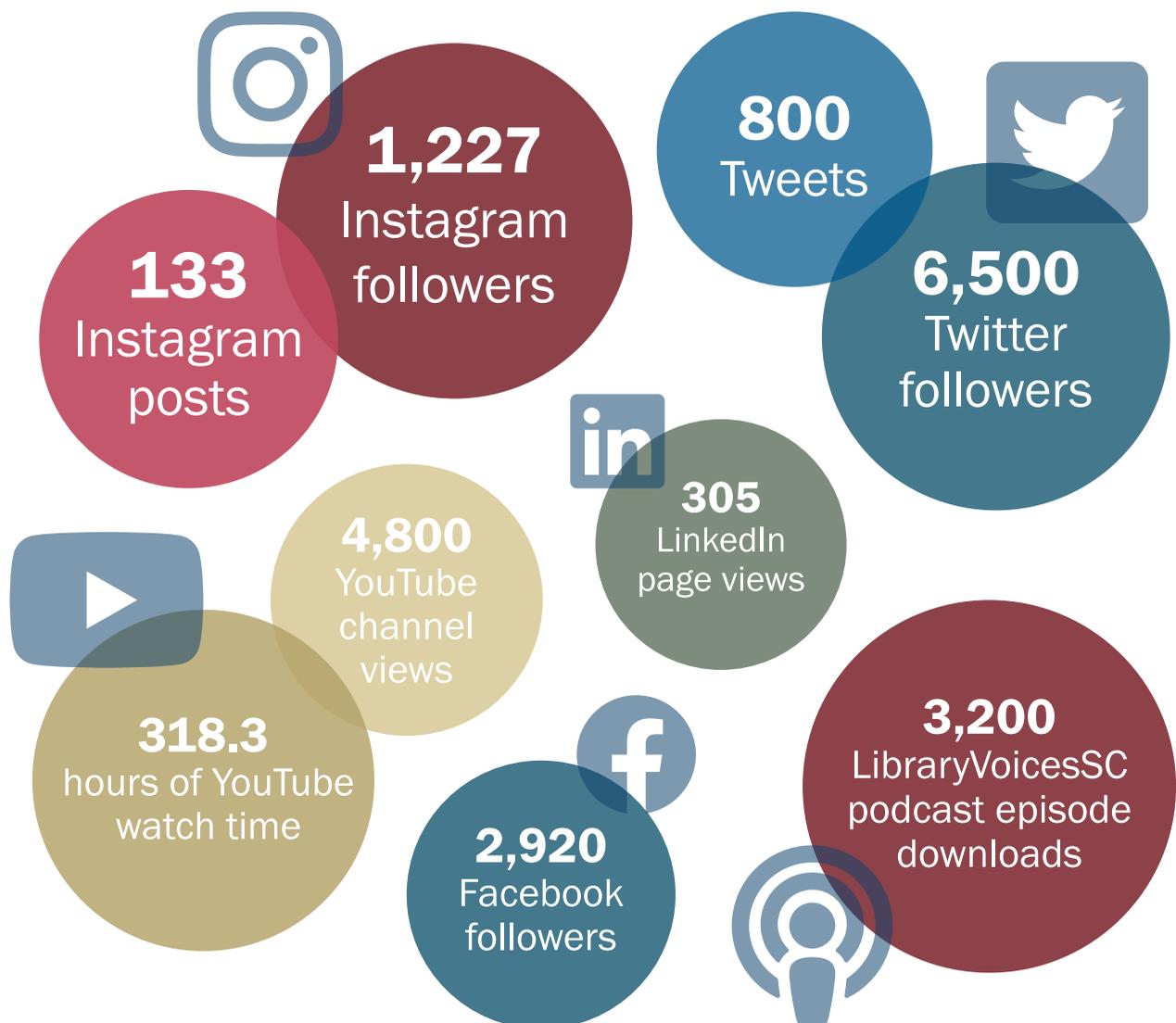
Bottom Right: Two young patrons read with Katie the dog.



COMMUNICATIONS

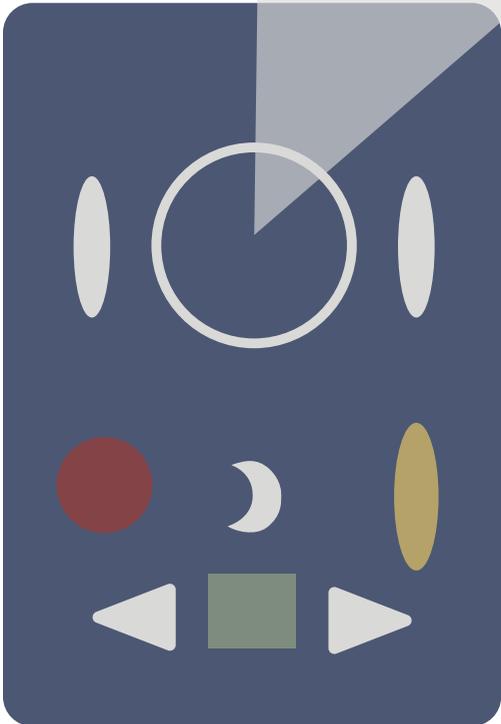
The Communications Department consists of the Communications Director, Public Information Coordinator, Web Designer, and Graphic Designer. Staff members in this department edit documents and reports for the agency, coordinate social media (including Facebook, Twitter, Instagram, YouTube, and LinkedIn), and assist with advertising and marketing. Staff members also provide signage audits to public and academic libraries statewide, write press releases, provide weekly and monthly email marketing, manage nine statewide websites and an intranet, and provide graphic design for all departments. In addition, the Communications Department produces the State Library's podcast, LibraryVoicesSC.

This year, the Communications Director presented at the National Association of Rural and Small Libraries annual conference in Springfield, IL about the subject of library signage. The Communications Department also hosted and coordinated quarterly statewide Social Media in Government Idea Exchanges for a total of 81 attendees. The Public Information Coordinator initiated the Tail Waggin' Tutors therapy dog literacy program at local hospitals, nursing homes, and at public libraries throughout the state.



TALKING BOOKS SERVICES

The South Carolina Talking Book Services (TBS) Department strives to fulfill, on the state and local level, the mandate set forth by the National Library Service (NLS) for the Blind and Physically Handicapped: "That all may read." The primary goal of TBS is fostering a lifelong love of reading through audiobooks. These audiobooks can be delivered on cartridge and played on specialized talking book machines or downloaded to personal devices via the free BARD app. TBS also offers braille and large print book circulation. The NLS mandate requires that qualified patrons be blind or physically unable to hold a printed book; however, a physician may also certify those possessing cognitive disabilities, such as dyslexia, ADD/ADHD, and other disorders stemming from organic causes or temporary brain dysfunction. Engaging and qualified Reader Advisors are on call to answer patron questions daily, and all cartridges and equipment are mailed, free of charge, through the U.S. Postal Service to participating patrons. These services are received by the 5,274 active TBS patrons across South Carolina.



5,274
registered
patrons
in TBS

199,204



TBS Digital Books,
Large Print & DVDs

Used By Patrons Statewide

| | |
|--------------------------|------------|
| Total Donations Received | \$9,880.00 |
|--------------------------|------------|



14,686 calls
fielded by
TBS Advisors



2,000 hours
of volunteer
service



South Carolina
Talking Book
Services
That All May Read...



Top Left: Brenda Boyd, TBS Reader Advisor Librarian, TBS Student Art Contest winner Faith Miller, and Olga Yukhno, USC McMaster Gallery Director.

Top Right: Two young artists featured in the TBS Student Art Calendar.

Middle Right: A glimpse of the TBS audiobook collection within the South Carolina State Library.

Bottom Left: A close-up look at a talking book machine.

LIBRARY RESOURCES AND SERVICES

This department is responsible for many statewide projects. It includes Information Technology, SCLENDS, Collections & Digitization, and Electronic Resources.

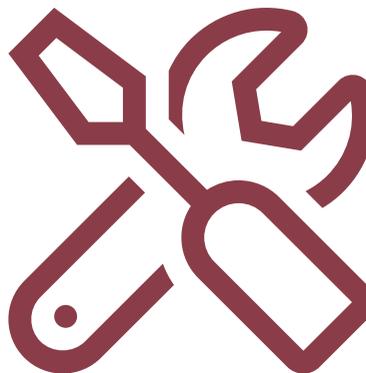
INFORMATION TECHNOLOGY

Our IT Services Department provides technology assistance to public libraries in South Carolina. During the last fiscal year, assistance ranged from technology infrastructure assessments to onsite implementations. A major focus was assisting public libraries with taking advantage of Federal E-Rate funds for network infrastructure improvements.

Aiken, Bamberg, Barnwell, and Edgefield (ABBE) Regional Library System Wide Area Network (WAN) migration. ABBE lacked the technical experience to accomplish this on their own and requested IT assistance from the State Library. This project consisted of moving 14 branch locations to a new Wide Area Network (WAN) provided by AT&T and SEGRA. This network tied all their branch locations together. Assistance included hands-on reconfiguration of network routers and switches at each branch location. This assistance provided an estimated cost avoidance of \$8,000.

Provided technical assistance to the Marion Library System to work with their vendor to identify and implement the best solutions to address the library system's troubled phone and network infrastructure. State Library staff provided guidance, recommendations, and product specifications.

Project Highlights:



State Library staff members acted as the technical lead for the Chesterfield Library System to address poor network performance between branch locations, which greatly hindered the library system efforts to serve their communities. Working with network service providers, SEGRA and Sandhills Telephone Co-op, staff helped solve issues that had plagued the library system for years.

The department assisted the Allendale-Hampton-Jasper, Cherokee, Chesterfield, Colleton, Darlington, Dillon, Georgetown, Greenwood, Horry, Marion, Newberry, Orangeburg, Saluda, Spartanburg, Sumter, and Williamsburg library systems with filing for Category 2 E-Rate funds for the first time. Funding applications totaled \$1,271,159.42.

SCLEND S

SCLEND S (South Carolina Library Evergreen Network Delivery System) is a resource-sharing consortium comprised of 19 county library systems and the State Library. Any South Carolina resident in an SCLEND S member county may obtain a card to access the consortium's total of 2,729,934 items. The State Library maintains the integrity of the catalog and provides technical support for member libraries. SCLEND S is available 24/7 for searching and requesting books, audio materials, DVDs, and more. Members may freely access the shared collections from any personal electronic device or from their home library.

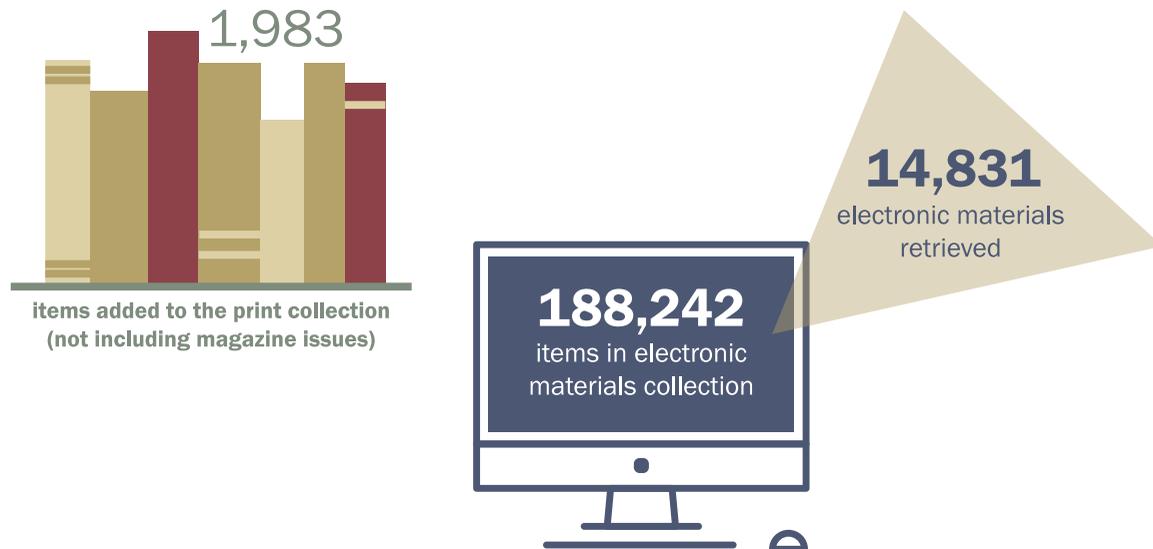
In FY19, the consortium remained strong and continued to grow. SCLEND S upgraded to the latest version of the open-source Evergreen ILS. Evergreen is web-based, which enhances the flexibility and agility of library services by allowing all library functions to be performed in any location. This new technology makes it easy to take the library on the road, giving libraries the opportunity to create unique outreach projects.

The consortium was represented in national presentations and panels at both the Evergreen International Conference and the American Library Association Annual Conference. Staff from member libraries helped drive Evergreen's development of new features. SCLEND S features active member-driven workgroups that operate with the oversight of an Executive Board. The collaborative structure ensures that the consortium tailors its services to the specific needs of the staff and library patrons who use SCLEND S. Additionally, the workgroups create shared communities of practice that give SCLEND S staff members the opportunity to contact each other for support, advice, and to brainstorm.



COLLECTIONS & DIGITIZATION

The Collections Management & Digitization department coordinates the selection, purchasing, organization, and access to the print and electronic collections of the State Library. The collection includes library science, leadership and management, governance, technology, and South Carolina-related titles. The State Library also serves as the official State depository for all state publications and is also a Federal depository. The department also provides online access to historic documents, books, and images and cultivates partnerships to make historic and cultural materials easily available online.



Left: The Bookeye scanner is used to digitize books and publications that will later be hosted on the SCSL Digital Collections.

Below: Volumes of South Carolina General Assembly Reports and Resolutions await preservation and digitization.





SC State Documents Depository System

Through the management of the South Carolina State Documents Depository System, the State Library collects, organizes, and disseminates print and digital state government information produced by state agencies and state-supported academic institutions. We capture and digitize the work of state government and make it available through a user-friendly portal - the State Documents Depository (dc.statelibrary.sc.gov).

We publish and promote the monthly New South Carolina State Documents with a list of state documents written by state agencies and are of importance for government employees and citizens. Annually, the South Carolina State Depository System selects the most notable publications that were released in the past calendar year. Librarians representing selected depository collections and State Library staff members serve as judges. The awards are announced in honor of Freedom of Information Day, March 16, at a ceremony at the State Library. This award promotes awareness of government publications and recognizes the individuals and agencies involved in producing these notable sources of information.



Left: Leesa Aiken (center) with Dr. L.B. McCarty and Dr. Paula Agudelo of Clemson University.

Above: (From left) Leesa Aiken and SC Notable State Documents Award winners Brittany Caldwell, Amanda Stroud, Jessica Elmore, Hope Mizell, Melissa Griffin, Tanner Arrington, Exaterina Altman, Ken Rentiers, and Capt. Robert McCullough.



Discus

South Carolina's Virtual Library

“Love the ease of use, and available for everyone.” - Jennifer Traeger, Ashley Ridge High Media Specialist

Reliable, specifically for students; diverse collection of resources that we cannot afford at the school and district level.

” - Lori June, High Hills Elementary Media Specialist

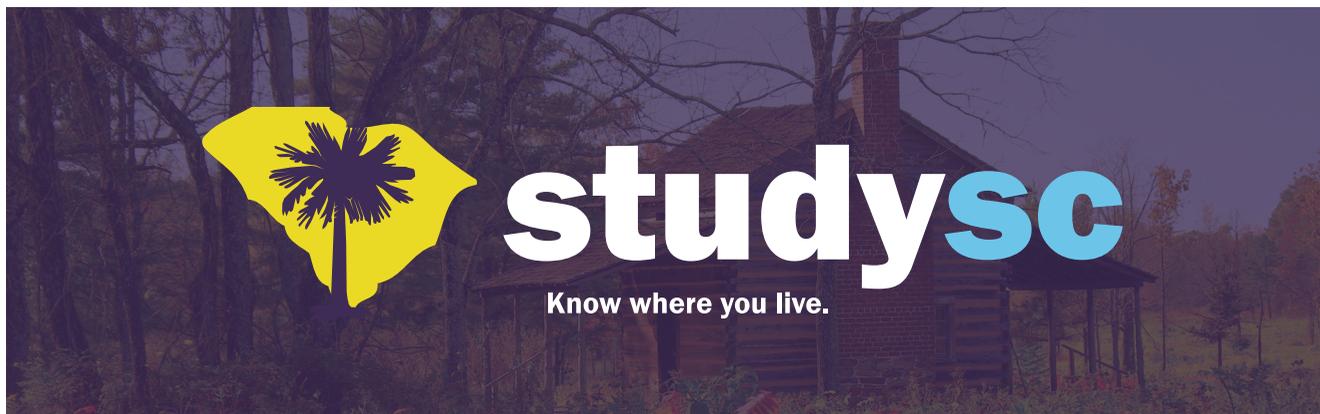
ELECTRONIC RESOURCES

Discus

The Electronic Resources Department administers Discus – South Carolina's Virtual Library as well as select online resources for State Library card holders. The Discus collection of more than 50 subscription databases is used by K-12 schools, public libraries, and academic institutions. Students use Discus extensively for research, learning, and programming.

StudySC

Study SC is a web resource for K-12 homework help, projects, and more. It also provides teachers with lesson plans and other content to support classroom activities. Created by the South Carolina State Library, StudySC is arranged by grade level and subject area, and it meets South Carolina-specific curriculum standards. Whether students are looking for artist biographies or for Native American tribes and Civil War timelines, they can find the information they need quickly.





DISCUS RESOURCES INCLUDE:

- 
magazines & newspapers
- 
reference books
- 
dictionaries
- 
maps & images
- 
encyclopedias
- 
video & audio
- 
primary sources
- 
practice tests

13,972,252 retrievals of Discus online resources



5,854
 trained in skills
 development
 workshops

- Discus is used by...*
-  Public Schools
 -  Private Schools
 -  Charter Schools
 -  Virtual Schools
 -  Home Schools
 -  Academic Institutions
 -  Public Libraries

**Learn
 360**
 purchased for K12
 & academic programs

208,534 visits
 to StudySC
 homework
 help website

THE SOUTH CAROLINA STATE LIBRARY

The South Carolina State Library is the primary administrator of federal and state support for the state's libraries. The Library is a national model for innovation, collaboration, leadership, and effectiveness. The Library's mission is to optimize South Carolina's investment in library and information services.

In 1969, as the result of action by the General Assembly, the State Library Board was redesignated as the South Carolina State Library and 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. Headquartered in Columbia, SC, the Library is funded by the state of South Carolina, by the federal government through the Institute of Museum and Library Services, and by other sources.



LIBRARY DIRECTOR

Leesa M. Aiken

BOARD OF TRUSTEES

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Deborah Hyler - Chair, District 7

Marty R. McKenzie - District 6

Martha Murtiashaw - District 3

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The information contained in this report is based on the agency's Annual Accountability Report to the South Carolina State Legislature. Data is from the 2018-2019 State Fiscal Year ending June 30, 2019. This project was made possible in part by the Institute of Museum and Library Services.