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SC State Library
Annual Accountability Report 1996-97.

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The South Carolina State Library

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JAMES B. JOHNSON, JR.
DIRECTOR

October 15, 1997

Mr. George N. Dorn, Jr., Director
Office of State Budget
1122 Lady Street, 12th Floor
Columbia SC 29201

S. C. STATE LIBRARY

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STATE DOCUMENTS

Dear George:

The South Carolina State Library is pleased to submit its Accountability Report for FY97. It covers the agency's three main program areas: Library Services, Library Development, and Library Services for the Blind and Physically Handicapped.

The agency mission statement was developed by the staff and approved by the South Carolina State Library Board. The staff also establishes annual objectives. These objectives are also approved by the State Library Board. Performance measurements were developed several years ago by administration and department heads. They are reviewed annually to determine their applicability. New measures are considered at that time.

Please refer any questions about this report to:

James B. Johnson, Jr.
Director
South Carolina State Library
P.O. Box 11469
Columbia, South Carolina 29211

Sincerely yours,

James B. Johnson, Jr.
Director

JBjr:da

Enclosure

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Budget & Control Board
OFFICE OF STATE BUDGET

**SOUTH CAROLINA STATE LIBRARY
ANNUAL ACCOUNTABILITY REPORT
FY96-97**

MISSION

The South Carolina State Library's mission is to improve library services throughout the state and to ensure all citizens access to libraries and information resources adequate to meet their needs. The State Library supports libraries in meeting the informational, educational, cultural, and recreational needs of the people of South Carolina.

**SOUTH CAROLINA STATE LIBRARY
ANNUAL ACCOUNTABILITY REPORT
FY96-97**

EXECUTIVE SUMMARY

Quality customer service is a goal of the State Library. The three areas covered by the Annual Accountability Report for FY96-97 respond to that concern. Library Services results in the provision of direct services to library customers. These customers can be other libraries requesting information from the State Library to satisfy a local customer need or state government personnel performing agency research. Library Development supports other libraries by providing them with consultant services, administration of state and federal grants, continuing education, and other support activities. Library Services for the Blind and Handicapped supports a program which provides library service to the print handicapped.

The data reported for Library Services involves statistics in several use categories. Very little change can be seen from FY96 to FY97. The State Library's homepage was available for 12 months in FY97. As use of this and other electronic information access points increases, there may be a decline in traditional library statistics. This change recognizes the variety of ways a library customer will access information in the future.

No data is reported at this time for two major projects begun in FY97. The State Library has been working with the Office of Information Resources to provide high speed telecommunication lines to all 184 public library locations. When completed in FY98, South Carolina will become, to our knowledge, the only state with 100% Internet access at all public library sites (headquarters and branches). The State Library is also working with public libraries, libraries in the state's public and private academic institutions, and school libraries on a project to provide online database access to all libraries in the state. Vendor quotes have been solicited for this project, which will be administered by the State Library. The project will begin in Fall 1997.

The State Library provides information services to all state agencies. In FY97, the State Library continued a project with the Budget and Control Board to maintain a collection of materials on quality. It also worked with the Budget and Control Board and the Department of Archives and History on a South Carolina Information Locator Service. It is cooperating with the Arts Commission to provide grants information to artists throughout the state.

Library Development supports the planning and development of library activities statewide. Numbers of grants administered, consultations made, and continuing education opportunities provided do not begin to describe the value of this service to libraries. In FY97, significant amount of time was devoted to ensuring that all public libraries had the equipment necessary to participate in the Internet project. Special grant categories were established for this purpose. The State Library also prepared a 5 year plan for use of federal funds under the recently enacted Library Services and Technology Act. Counties where local support for public libraries is low due to an inadequate tax base received additional support in a number of areas.

The State Library coordinates statewide summer reading activities. This project involves working with public libraries, as well as the State Department of Education. Other reading promotion activities are coordinated with the State Department of Education. Several county libraries received financial assistance from the recently formed State Library Foundation for summer reading activities.

Library Development activities also included working with a public library committee on new state standards for public libraries. The agency also works closely with the National Center for Education Statistics in the collection and use of public and state library data.

The State Library is the only agency in the state providing public library-type services to the blind and physically handicapped. Patron satisfaction surveys indicate a high level of satisfaction with the services provided. This service is very customer service oriented. It is provided in cooperation with the Library of Congress, National Library Service for the Blind and Physically Handicapped.

Most of the users of this service are elderly. The library consistently reaches over 1,000 new users each year, but the overall total of users remains relatively constant due to attrition. The agency supplements the materials that are provided by the Library of Congress with a fine recording program that emphasizes materials of local or regional interest. This recording program utilizes the talents of volunteer narrators and editors.

In a report of this nature some things are included because they can be quantified, while others of equal importance are not included. For more information about the activities of the South Carolina, please refer to the agency's annual report which will be published in Fall 1997.

**SOUTH CAROLINA STATE LIBRARY
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Description Of Programs

Library Services

PRIORITY RANKING: 1st. The State Library's programs are designed to provide information to all South Carolinians or to support that effort. The Library Services Program is the program that directly provides informational services to the general public through their local libraries and to state government agencies, acquires and makes available a wide range of informational materials, and coordinates a statewide project which provides all South Carolinians with access to a wide range of electronic information services. Because of its role in meeting the information needs of South Carolina citizens, the Library Services Program is the State Library's most critical program and therefore is given the first priority ranking.

Program Name: Library Services

Program Cost:

State Funds	\$1,106,274
Federal Funds	296,818
Other	<u>-0-</u>
TOTAL	\$1,403,092

Program Goal: To provide informational services to the people of South Carolina through their libraries, to the General Assembly, and to state government employees.

Program Objectives:

To meet the informational needs of state government agencies and South Carolina libraries by responding to requests for information. This project will be measured by the number of times the State Library responds to requests for information.

To evaluate newly published materials and add approximately 40,000 items to the State Library's collections. This project will be measured by the number of new items made available to users.

To provide online access to electronic databases to all public and academic libraries and three school districts in South Carolina by January 1, 1998. This project will provide access to information on a statewide basis that each institution could not afford individually. The result is a library user in a small rural county will have access to the same information available at major universities and metropolitan centers. The project will be measured by the number of libraries participating and the use made of this service by library users.

To extend interlibrary loan service to South Carolina high schools during FY98 school year. Currently, only 10% has access. This project will improve high school students' access to information. The project will be measured by the number of schools participating and the use made of this service by high school students.

Performance Measures:

FY97

Workload

- State government research inquiries answered	17,589
- Materials loaned to state agencies	51,909
- Materials loaned to libraries	32,250
- Pages of photocopy supplied	27,087
- Materials added to collection	38,741
- Visits to State Library Homepage	21,676
- State government training sessions	51

Efficiency

- Cost per state government research inquiry	\$6.21
- Cost per state government loan transaction	\$1.47
- Cost per interlibrary loan transaction	\$4.99

Outcomes

- Value of information provided to state agencies	\$2,529,006
- Value of information provided to citizens through libraries	1,571,220
- Attending state government training sessions	784
- % high schools with interlibrary loan access	10%

NOTE: FY98 accountability report will include new measure: % public, academic and school libraries participating in new online database access project (DISCUS) coordinated by the State Library. With increased use of the Internet, libraries will begin to use that medium more for information which will increase the state's overall ability to access information, but may result in fluctuations in individual libraries statistics in the short term.

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LIBRARY DEVELOPMENT

PRIORITY RANKING: 2nd. The State Library's programs are designed to provide information to all South Carolinians or to support that effort. The Library Development Program provides direct assistance to local libraries to enable them to develop and improve their programs of library service. Local libraries rely on the State Library to provide advice and guidance on a wide range of areas, such as general management, policy development, library programs, space needs, and grants administration. A major component of this program is continuing education. Library Development is crucial to the success of South Carolina's overall library program. It is ranked number two in priority.

Program Name: Library Development

Program Cost:

State Funds	\$4,809,308
Federal Funds	1,493,128
Other	<u>-0-</u>
TOTAL	\$6,302,436

Program Goal: To provide technical assistance and support for the development and improvement of library services statewide.

Program Objectives:

To serve as a resource for South Carolina's libraries by providing consulting services.

To administer state and federal grant programs. State Library staff will develop grant programs which are designed to meet the unique needs of South Carolina's libraries. State Library staff will work with local libraries to develop grant applications, consistent with overall grant guidelines, which meet local needs. FY97 is last year for funding under federal Library Services and Construction Act. Fewer subgrants will be made under new Library Services and Technology Act, which begins October 1, 1997.

To provide continuing education opportunities. The State Library will develop an annual continuing education calendar which will be distributed to libraries of the state, as appropriate.

Performance Measures:

FY97

Workload

- Consultations	2,937
- State Grants Administered	39
- Federal Grants Administered	82
- Continuing Education Opportunities	19 *

Efficiency

- Cost of consultant service per public library user	\$.06
- Cost to administer state grants	\$184.77
- Cost to administer federal grants	\$113.44
- Cost per child to join summer reading program	\$.44

Outcomes

- Public library systems receiving state grants	100%
- Public library systems receiving federal grants	94.8%
- Participants in continuing education	526 *
- Participants in summer reading program	61,879

*Continuing education activities were maintained at previous levels. In FY96 there was a marked increase due to the State Library providing Introduction to the Internet sessions for public library staffs.

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BLIND AND HANDICAPPED SERVICES

PRIORITY RANKING: 3rd. The State Library's programs are designed to provide information to all South Carolinians or to support that effort. The Blind and Physically Handicapped Program provides specialized library services directly for those South Carolinians who are unable to read conventional print. It is a very important program because it is the only source within the state for those eligible readers to receive library services, but must be ranked third due to the limited number of people using the service.

Program Name: Blind and Physically Handicapped Services

Program Cost:

State Funds	\$583,101
Federal Funds	82,838
Other	<u>8,254</u>
TOTAL	\$674,193

Program Goal: To provide free library services statewide to those individuals unable to read standard print due to a visual or physical handicap.

Program Objectives:

To meet the library needs of eligible readers by responding to requests for materials. The library has set a goal to increase use by 5%.

To increase the number of new users by 5%. The library will conduct an extensive outreach service to identify potential readers (using means such as exhibits, speeches, tours, responding to requests for information, etc.).

To supplement paid staff with trained volunteers. The library has set a goal of maintaining existing volunteers and increasing number of volunteer hours by 5%.

Performance Measures:

FY97

Workload

- Number of readers, June 30	7,785
- Number of new readers registered	1,201
- Number of items loaned	270,992
- Number of volunteer hours	2,372
- Number of promotional opportunities	39
- Number of materials in collection	315,370

- Number of materials added	30,108
- Number of In-WATS telephone calls received	13,564
- Number of in-house patron visits	1,156
- Number of audio playback equipment in inventory	10,621

Efficiency

- Cost per patron served	\$86.60
- Cost per materials loaned	\$.20
- Cost per audio playback inventories	\$2.56
- Value of volunteer hours	\$32,700

Outcomes

- Increase/Decrease in number of readers	3.3%
- Increase/Decrease in number of new readers	-3.7%
- Increase/Decrease in volunteer hours	-0.7%
- Increase/Decrease in promotional opportunities	5.4%
- Increase/Decrease in materials loaned	1.1%

NOTE: Value of volunteer time is equivalent of two FTE library technical assistants.

SOUTH CAROLINA STATE LIBRARY



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