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South Carolina State Library

Strategic Plan

1997 - 2000



S. C. STATE LIBRARY

SEP 28 1999

STATE DOCUMENTS

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SOUTH CAROLINA STATE LIBRARY STRATEGIC PLAN 1997-2000

INTRODUCTION

The staff of the South Carolina State Library has developed a strategic plan which charts the direction of the agency to the year 2000. In developing the plan, the staff considered where we are now, envisioned where we want to go, and outlined major paths we will take to reach our destination. We realize specifics of the plan may change in response to occurrences in the dynamic environment of today's information age.

The basic elements of the plan are:

- Mission
- Values
- Vision
- Role Statements
- Strategic Issues
- Goals

ANNUAL GOALS AND OBJECTIVES PLAN

The State Library will develop annual goals and objectives based upon the strategic plan. In developing this document, all departments of the State Library will identify objectives which contribute toward the attainment of goals and strategic goals. This document is approved by the State Library Board.

ANNUAL BUSINESS PLAN

The State Library will develop an annual business plan based upon the Annual Goals and Objectives. In this plan, all departments of the State Library will identify specific activities they will perform in meeting objectives. These activities will be relevant, specific and able to be completed within the planning year. The Annual Business Plan will be the compilation of all departments' actions for the year as they relate to the Annual Goals and Objectives. Progress will be reported quarterly.

ANNUAL REPORT OF ACCOMPLISHMENTS

This report will provide the opportunity of accessing progress towards our vision.

The plan was approved by the S.C. State Library Board on July 23, 1997.

SOUTH CAROLINA STATE LIBRARY STRATEGIC PLAN 1997-2000

I. 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.

II. VALUES

A. QUALITY

The South Carolina State Library endeavors to provide services of the highest quality.

B. KNOWLEDGE

The South Carolina State Library believes that a well-trained and knowledgeable staff is its greatest asset.

C. FREEDOM OF INFORMATION

The South Carolina State Library believes freedom of expression is a fundamental right of a democratic society and supports the Library Bill of Rights and the Freedom to Read Statement.

D. ACCESS TO INFORMATION

The South Carolina State Library believes that all citizens regardless of their location or means should have access to library and information services.

E. EQUITABLE TREATMENT

The South Carolina State Library provides services to its customers in a fair and unbiased manner.

III. VISION

The South Carolina State Library is a leader in the planning and implementation of effective informational and library services for the people of South Carolina. It is a vital component of the State's information infrastructure.

IV. ROLE STATEMENTS

A. STATEWIDE LIBRARY COOPERATION

The South Carolina State Library has a proactive role in developing initiatives and strategies to ensure that libraries statewide, regardless of type, interact to obtain the maximum benefit from their collections and offer services to meet the needs of the citizens of South Carolina.

B. PUBLIC LIBRARY DEVELOPMENT

The South Carolina State Library has the responsibility to support the development of effective public library services. The people of South Carolina depend on public libraries as an essential community resource. Libraries offer a variety of materials and services for information, enjoyment, and independent learning. Building on a heritage of serving all, regardless of means or ability, public libraries will continue to guarantee South Carolinians access to information needed to meet the challenges of the 21st Century.

C. INFORMATION SERVICE

The South Carolina State Library is an information center providing information services to South Carolinians through their local libraries, to state government personnel, and to individuals unable to use conventional print materials due to physical handicaps. Its services support the educational development of the citizens of South Carolina, thereby increasing the quality of life. As a unit of state government, the State Library provides information services which contribute to a well-informed workforce resulting in a more efficient state government operation.

V. STRATEGIC GOALS TO MEET THE NEEDS OF THE PEOPLE OF SOUTH CAROLINA

STRATEGIC GOAL A: PROVIDE INFORMATION RESOURCES AND SERVICES TO MEET THE NEEDS OF THE PEOPLE OF SOUTH CAROLINA

Goal 1. Serve as a partner with other libraries and information suppliers in providing information needed by South Carolinians in their daily lives.

Goal 2. Serve as the principal agent to advise, guide, and assist South Carolinians whose access to information is limited due to a disability which prevents the use of standard library formats.

Goal 3. Serve as the principal agent to advise, guide, and assist state government personnel in their quests for information.

STRATEGIC GOAL B: PROVIDE STATEWIDE PROGRAMS TO SUPPORT LOCAL LIBRARY SERVICES

Goal 1. Ensure that all South Carolina citizens receive effective and high quality library services through their public library.

Goal 2. Promote the development of effective library programs which encourage the reading and educational achievement of the State's children and youth.

Goal 3. Provide a targeted continuing education program to train library staff in order to improve library service to the community.

Goal 4. Provide technical assistance in planning for and management of library resources.

STRATEGIC GOAL C: SERVE AS THE ADVOCATE FOR LIBRARIES IN SOUTH CAROLINA

Goal 1. Encourage an awareness of the roles libraries have in providing citizens free and equal access to information.

Goal 2. Promote library services and reading throughout the state as an integral component of the educational process and as a contributor to the economic development of the state.

STRATEGIC GOAL D: ENCOURAGE COOPERATION AMONG LIBRARIES OF ALL TYPES

Goal 1. Encourage the development of library networks for resource sharing.

Goal 2. Cooperate with other agencies within the State's information and telecommunications infrastructure to ensure that libraries are included in all statewide initiatives.

STRATEGIC GOAL E: CONTINUOUSLY IMPROVE STATE LIBRARY OPERATIONS AND SERVICES

Goal 1. Operate as a total quality management agency.

Goal 2. Provide policies, plans, physical facilities, and equipment for State Library operations.

SOUTH CAROLINA STATE LIBRARY
Goals and Objectives 1997-98

Supplement to Strategic Plan 1997-2000

**STRATEGIC GOAL A: PROVIDE INFORMATION RESOURCES AND SERVICES
TO MEET THE NEEDS OF THE PEOPLE OF SOUTH CAROLINA**

Goal 1. Serve as a partner with other libraries and information suppliers in providing information needed by South Carolinians in their daily lives.

Objectives:

- a. Extend access to State Library's Interlibrary Loan Service to all high schools in the state. (1st quarter - 4th quarter)
- b. Provide online access to detailed holdings of the State Library's periodicals collection. (1st quarter - 4th quarter)
- c. Enhance the State Library's Homepage and encourage citizens, libraries, and state government employees to use it as an access point for information. (1st quarter and ongoing)
- d. Implement procedure for local libraries to access the State Library's Interlibrary Loan Service via the Internet. (1st quarter - 3d quarter)
- e. Update the SC Foundation Directory and print new edition. (1st quarter - 2d quarter)

Goal 2. Serve as the principal agent to advise, guide, and assist South Carolinians whose access to information is limited due to a disability which prevents the use of standard library formats.

Objectives:

- a. Develop a plan to make State Library databases accessible to both in-house and remote users who are unable to read computer screens due to a disability. (1st quarter - 4th quarter)
- b. Continue action plan encouraging public libraries to promote the use of DBPH services. (Ongoing)

Goal 3. Serve as the principal agent to advise, guide, and assist state government personnel in their quests for information.

Objectives:

- a. Implement public access to the Internet and other electronic database services in the Senate Street facility. (1st quarter - 4th quarter)
- b. Mount a promotion campaign to inform State Government personnel of State Library services available to them.

STRATEGIC GOAL B: PROVIDE STATEWIDE PROGRAMS TO SUPPORT LOCAL LIBRARY SERVICES

Goal 1. Ensure that all South Carolina citizens receive effective and high quality library services through their public library.

Objectives:

- a. Produce standards/guidelines for evaluation of public libraries and public library services. (1st quarter - 4th quarter)
- b. Customize the consultant services available from the State Library to meet the needs of individual libraries. (3d quarter - 4th quarter)
- c. Automate the collection of library statistics. (2d quarter - 4th quarter)
- d. Implement the Library Services and Technology Act. (1st quarter - 4th quarter)
- e. Obtain \$2 per capita State Aid. (1st quarter - 4th quarter)

Goal 2. Promote the development of effective library programs which encourage the reading and educational achievement of the State's children and youth.

Objectives:

- a. Develop and implement a plan to increase participation in the statewide summer reading program. (1st quarter - 4th quarter)
- b. Develop an outreach campaign to assist citizens in the selection of books for children. (1st quarter - 4th quarter)
- c. Provide core collections of resource materials for use by workers in childcare centers and by parents. (1st quarter - 3d quarter)

Goal 3. Provide a targeted continuing education program to train library staff in order to improve library service to the community.

Objectives:

- a. Develop a comprehensive continuing education plan. (1st quarter - 2d quarter)
- b. Identify a method for public library trustee training and development. (1st quarter - 4th quarter)
- c. Investigate and issue a report on alternative methods of delivering continuing education to local libraries. (3d quarter - 4th quarter)

Goal 4. Provide technical assistance in planning for and management of library resources.

Objectives:

- a. Provide training and consultation services on electronic information and organization of electronic information. (1st quarter - 4th quarter)
- b. Provide support for the Internet/ Telecommunications Project. (Ongoing)

STRATEGIC GOAL C: SERVE AS THE ADVOCATE FOR LIBRARIES IN SOUTH CAROLINA

Goal 1. Encourage an awareness of the roles libraries have in providing citizens free and equal access to information.

Objectives:

- a. Promote the adoption of a State Information Policy. (1st quarter - 4th quarter)
- b. Conduct a comprehensive public relations/information program. (1st quarter - 4th quarter)

Goal 2. Promote library services and reading throughout the state as an integral component of the educational process and as a contributor to the economic development of the state.

Objectives:

- a. Develop a three-year plan for the Library of Congress Center for the Book in South Carolina. (2d quarter)
- b. Strengthen the State Library Foundation. (1st quarter - 4th quarter)

STRATEGIC GOAL D: ENCOURAGE COOPERATION AMONG LIBRARIES OF ALL TYPES

Goal 1. Encourage the development of library networks for resource sharing.

Objectives:

- a. Expand and strengthen interlibrary loan practices in public libraries. (1st quarter - 4th quarter)
- b. Implement the South Carolina Database Access Project. (1st quarter - 4th quarter)

Goal 2. Cooperate with other agencies within the State's information and telecommunications infrastructure to ensure that libraries are included in all statewide initiatives.

Objectives:

- a. Ensure that State Library staff serve on state government teams/committees involved with information delivery. (Ongoing)

STRATEGIC GOAL E: CONTINUOUSLY IMPROVE STATE LIBRARY OPERATIONS AND SERVICES

Goal 1. Operate as a total quality management agency.

Objectives:

- a. Develop a staff development policy and implementation procedures. (2d quarter - 3d quarter)

Goal 2. Provide policies, plans, physical facilities, and equipment for State Library operations.

Objectives:

- a. Enhance computer operations. (Ongoing)
- b. Develop plan for use of barcodes for book/circulation equipment. (Ongoing)
- c. Retrofit Senate Street facility to meet current needs. (Ongoing)
- d. Study future space needs. (Ongoing)

SOUTH CAROLINA STATE LIBRARY

Annual Business Plan 1997-98

Introduction

The State Library's Annual Business Plan 1997-98 supplements the Annual Goals and Objectives 1997-98 which is based upon the State Library's Strategic Plan, 1997-2000. The Annual Business Plan contains actions, timeframes, and departmental and/or committee/team assignments. Abbreviations used are:

A=Administration
B=Blind & Physically Handicapped
L=Library Development
N=Network Services
R=Reader Services
T=Technical Services
CE=Continuing Education Committee
HP=Home Page Team
PR=Public Relations Committee

STRATEGIC GOAL A: PROVIDE INFORMATION RESOURCES AND SERVICES TO MEET THE NEEDS OF THE PEOPLE OF SOUTH CAROLINA

Goal 1. Serve as a partner with other libraries and information suppliers in providing information needed by South Carolinians in their daily lives.

Objectives:

- a. Extend access to State Library's Interlibrary Loan Service to all high schools in the state. (1st quarter - 4th quarter) (R,N)

Actions:

- 1) Develop budgetary and staffing plan. (1st quarter)
 - 2) Develop service policies and procedures. (1st quarter - 2d quarter)
 - 3) Redesign work areas. (1st quarter - 2d quarter)
 - 4) Develop promotion campaign. (2d quarter)
 - 5) Implement service (3d quarter - 4th quarter)
- b. Provide online access to detailed holdings of the State Library's periodicals collection. (1st quarter - 4th quarter) (T)

Actions:

- 1) Implement DRA Serials module. (1st quarter)
 - 2) Train Technical Services staff (1st quarter - 4th quarter)
 - 3) Implement online check-in of current periodicals (1st quarter - 4th quarter)
 - 4) Complete retrospective conversion for all non-current periodical titles.
(1st quarter - 4th quarter)
- c. Enhance the State Library's Homepage and encourage citizens, libraries, and state government employees to use it as an access point for information. (1st quarter and ongoing) **(HP)**

Actions:

- 1) Identify new initiatives for the home page and develop related content. (Ongoing)
 - 2) Enhance DBPH portion of home page to include links to useful disability sites on Internet. (3d quarter - 4th quarter)
- d. Implement procedure for local libraries to access the State Library's Interlibrary Loan Service via the Internet. (1st quarter - 3d quarter) **(N,R)**

Actions:

- 1) Form a team with ILL/Reader Services/Network Services staff to identify desired elements. (1st quarter)
 - 2) Contract with Interface Electronics for computer design of forms. (1st quarter)
 - 3) Test use of on-line request format with selected libraries before releasing final product. (2d quarter - 3d quarter)
- e. Update the SC Foundation Directory and print new edition. (1st quarter - 2d quarter) **(R)**

Actions:

- 1) Complete revisions of all SC foundation profiles. (1st quarter)
- 2) Publish and market a print version of the directory. (2d quarter)

Goal 2. Serve as the principal agent to advise, guide, and assist South Carolinians whose access to information is limited due to a disability which prevents the use of standard library formats.

Objectives:

- a. Develop a plan to make State Library databases accessible to both in-house and remote users who are unable to read computer screens due to a disability. (1st quarter - 4th quarter) (N,B)

Actions:

- 1) Database Access Team drafts text for introductory screen display and search instructions (1st quarter - 2d quarter)
 - 2) Gather and review information on activity at other sites, availability of appropriate hardware/software, access points, suitable databases/CD-ROM's, etc. (2d quarter - 3d quarter)
 - 3) Provide for continuous review of resources/access. (Ongoing)
- b. Continue action plan encouraging public libraries to promote the use of DBPH services. (Ongoing) (B,PR)

Actions:

- 1) Send cover letter and new brochure to all public library key contacts. (1st quarter)
- 2) Develop a brochure explaining procedures for establishing and promoting local library deposit/demonstration talking book collections. (3d quarter)
- 3) Develop methods to promote use/awareness of assistive reading devices. (3d quarter - 4th quarter)
- 4) Disseminate to county libraries relevant information received from NLS. (Ongoing)
- 5) Disseminate, as developed or identified, model accommodations policies and other information that will assist libraries in their efforts to make collections and services accessible. (Ongoing)

Goal 3. Serve as the principal agent to advise, guide, and assist state government personnel in their quests for information.

Objectives:

- a. Implement public access to the Internet and other electronic database services in the Senate Street facility. (1st quarter - 4th quarter) (R,N)

Actions:

- 1) Develop policies and procedures governing the public use of PC workstations and other PC's which offer access to electronic information. (1st quarter)
- 2) Network Services and Reader Services staff collaborate on security issues. (1st quarter)
- 3) Provide announcements and other promotional vehicles to inform state government clientele of these services. (1st quarter and ongoing)

- 4) Provide training to state government clientele on use of services. (1st quarter and ongoing)
 - 5) Collaborate with the SC Arts Commission in the Open Studio project. (1st quarter)
- b. Mount a promotion campaign to inform State Government personnel of State Library services available to them. (R,PR)

Actions:

- 1) Revise existing State Government Promotion plan. (1st quarter)
- 2) Continue series of training programs began in FY 97. (1st quarter - 4th quarter)
- 3) Make presentations and mount exhibits in targeted agencies. (1st quarter - 4th quarter)

STRATEGIC GOAL B: PROVIDE STATEWIDE PROGRAMS TO SUPPORT LOCAL LIBRARY SERVICES

Goal 1. Ensure that all South Carolina citizens receive effective and high quality library services through their public library.

Objectives:

- a. Produce standards/guidelines for evaluation of public libraries and public library services. (1st quarter - 4th quarter) (L)

Actions:

- 1) Complete work of Standards Committee. (1st quarter - 2d quarter)
 - 2) Review draft of standards with public library directors. (3d quarter)
 - 3) Submit draft for State Library Board review and action. (3d quarter)
 - 4) Distribute standards to public library community. (4th quarter)
- b. Customize the consultant services available from the State Library to meet the needs of individual libraries. (3d quarter - 4th quarter) (L)

Actions:

- 1) Consultant Team conducts an assessment of the services needed by individual libraries which the State Library can offer. (3d quarter)
- 2) Action plan for delivery of consultant services developed. (4th quarter)

- c. Automate the collection of library statistics. (2d quarter - 4th quarter) (N, L)

Actions:

- 1) Complete development of software. (2d quarter)
- 2) Prepare instruction for distribution to public libraries. (3d quarter)
- 3) Distribute to public libraries. (4th quarter)

- d. Implement the Library Services and Technology Act. (1st quarter - 4th quarter) (A,L)

Actions:

- 1) Develop grant process and procedures. (1st quarter)
- 2) Implement process and monitoring procedures. (2d quarter - 4th quarter)
- 3) Identify and/or develop users forums by type of library. (1st quarter)

- e. Obtain \$2 per capita State Aid. (1st quarter - 4th quarter) (A)

Actions:

- 1) Do intense, customized promotion campaign in conjunction with first State Aid dispersal.
- 2) Develop budget request based upon \$2. (2d quarter)
- 3) Support APLA's campaign for \$2, as appropriate. (3d quarter - 4th quarter)

Goal 2. Promote the development of effective library programs which encourage the reading and educational achievement of the State's children and youth.

Objectives:

- a. Develop and implement a plan to increase participation in the statewide summer reading program. (1st quarter - 4th quarter) (L)

Actions:

- 1) Develop LSTA program for development of children's library services. (1st quarter)
- 2) Evaluate results of surveys sent to seven libraries participating in special pilot project in 1997. (2d quarter)
- 3) Revise promotional spot for use with schools. (2d quarter)
- 4) Conduct a special meeting to promote the summer reading program. (3d quarter)
- 5) Promote summer reading program at annual convention of SC Association of School Librarians. (4th quarter)

- b. Develop an outreach campaign to assist citizens in the selection of books for children. (1st quarter - 4th quarter) (L,PR)

Actions:

- 1) Print, distribute and promote children's reading list, "Beginning Readers." (1st quarter)
 - 2) Print, distribute and promote children's reading list, "Picture Books." (2d quarter)
 - 3) Develop bookmark promoting the giving of books. (1st quarter - 2d quarter)
 - 4) Complete work on additional reading list, "Early Chapter Books." (3d quarter - 4th quarter)
- c. Provide core collections of resource materials for use by workers in childcare centers and by parents. (1st quarter - 3d quarter) (L)

Actions:

- 1) Define scope of project, identify materials, and develop budget. (1st quarter)
- 2) Purchase materials and install collections. (2d quarter)
- 3) Promote collections. (3d quarter and on-going)
- 4) Develop for daycare providers a training workshop about books and reading for use by public library staff. (4th quarter)

Goal 3. Provide a targeted continuing education program to train library staff in order to improve library service to the community. (L,CE)

Objectives:

- a. Develop a comprehensive continuing education plan. (1st quarter - 2d quarter)

Actions:

- 1) Recruit a Coordinator of Continuing Education. (1st quarter)
 - 2) Identify priorities, determine responsibilities and complete plan. (2d quarter)
- b. Identify a method for public library trustee training and development. (1st quarter - 4th quarter) (L,CE)

Actions:

- 1) Continue orientation process for new trustees. (Ongoing)
 - 2) Develop and conduct a workshop for library trustees which can be replicated annually. (3rd quarter - 4th quarter)
- c. Investigate and issue a report on alternative methods of delivering continuing education to local libraries. (3d quarter - 4th quarter) (L)

Actions:

- 1) Meet with University of South Carolina Distance Education Office. (3d quarter)
- 2) Determine location of ETV downlink sites around the state. (3d quarter)
- 3) Investigate with ETV the possibility of videotaping certain State Library CE offerings. (4th quarter)

Goal 4. Provide technical assistance in planning for and management of library resources.

Objectives:

- a. Provide training and consultation services on electronic information and organization of electronic information. (1st quarter - 4th quarter) **(R,HP)**

Actions :

- 1) Provide consultation services on electronic information resources including assistance in: identification of appropriate products/services; making selection decisions based upon content, pricing and technical requirements to public libraries as well as state government employees. (Ongoing)
 - 2) Develop and conduct formal training programs that focus on use of electronic information for both library staff and state government employees. (1st quarter - 4th quarter)
 - 3) Develop and conduct Internet training in support of the SConnects project. (1st quarter - 4th quarter)
 - 4) Develop optional generic home page which public libraries may adopt as their base home page. (1st quarter - 2d quarter)
- b. Provide support for the Internet/ Telecommunications Project. (Ongoing) **(N)**

Actions:

- 1) Complete site surveys of all public libraries. (1st quarter)
- 2) Review local networking plans for submission to OIR. (Ongoing)
- 3) Determine level of ongoing technical support to be provided to public libraries. (3d quarter - 4th quarter)

STRATEGIC GOAL C: SERVE AS THE ADVOCATE FOR LIBRARIES IN SOUTH CAROLINA

Goal 1. Encourage an awareness of the roles libraries have in providing citizens free and equal access to information.

Objectives:

- a. Promote the adoption of a State Information Policy. (1st quarter - 4th quarter) (A)

Actions:

- 1) Draft guidelines outlining principles of free access to public information. (1st quarter)
 - 2) Develop and implement a promotional strategy to inform policy makers of the public's right to free access to government information in all formats. (2d quarter and ongoing)
- b. Conduct a comprehensive public relations/information program. (1st quarter - 4th quarter) (PR,A)

Actions:

- 1) Implement three-year promotion plan, "SC Connects" and annual pr calendar. (1st quarter)
- 2) Present promotion plan to public library directors. (2d quarter)
- 3) Implement annual pr calendar. (1st - 4th quarters)
- 4) Produce a short video highlighting the role of SC libraries. (2d quarter)

Goal 2. Promote library services and reading throughout the state as an integral component of the educational process and as a contributor to the economic development of the state.

Objectives:

- a. Develop a three-year plan for the Library of Congress Center for the Book in South Carolina. (2d quarter) (A)

Actions:

- 1) Name advisory committee. (2d quarter)
 - 2) Assign managerial responsibilities. (2d quarter)
 - 3) Inventory existing book activities sponsored by libraries and educational institutions and seek co-sponsorship. (2d quarter)
 - 4) Establish budget. (2d quarter)
 - 5) Outline promotional activities. (2d quarter)
 - 6) Compile plan. (2d quarter)
- b. Strengthen the State Library Foundation. (1st quarter - 4th quarter) (A)

Actions:

- 1) Continue solicitation campaign. (1st quarter - 4th quarter)
- 2) Continue project to increase Summer Reading Club participation. (3d quarter - 4th quarter)
- 3) Identify other possible projects. (3d quarter)

STRATEGIC GOAL D: ENCOURAGE COOPERATION AMONG LIBRARIES OF ALL TYPES

Goal 1. Encourage the development of library networks for resource sharing.

Objectives:

- a. Expand and strengthen interlibrary loan practices in public libraries. (1st quarter - 4th quarter) (R,CE,N)

Actions:

- 1) Issue report of finding of Interlibrary Loan Study Committee. (1st quarter)
- 2) Revise the SCLN Manual as it relates to ILL processes and procedures. (2d quarter)
- 3) Develop a promotional plan to encourage local libraries to use SCSL's Interlibrary Loan Service. (1st quarter - 2d quarter)
- 4) Conduct workshops/exchanges on topics relating to interlibrary lending. (3d quarter - 4th quarter)

- b. Implement the South Carolina Database Access Project. (1st quarter - 4th quarter) (A,R)

Actions:

- 1) Complete evaluation of vendors' products. (1st quarter)
- 2) Complete contract negotiations and select vendor. (2d quarter)
- 3) Coordinate training activities associated with project. (2d quarter - 4th quarter)
- 4) Identify future participants and determine costs. (3d quarter - 4th quarter)

Goal 2. Cooperate with other agencies within the State's information and telecommunications infrastructure to ensure that libraries are included in all statewide initiatives.

Objectives:

- a. Assure that State Library staff serve on state government teams/committees involved with information delivery. (Ongoing) (A)

Actions:

- 1) Participate as a key agency in the prototype South Carolina Information Locator Service (SCILS) (1st quarter)
- 2) Attend all Information Technology (IT) Advisory Committee meetings. (Ongoing)
- 3) Provide information and support to Citizens Access to Government Information Committee of the State Information Resources Council. (Ongoing)

STRATEGIC GOAL E: CONTINUOUSLY IMPROVE STATE LIBRARY OPERATIONS AND SERVICES

Goal 1. Operate as a total quality management agency.

Objectives:

- a. Develop a staff development policy and implementation procedures. (2d quarter - 3d quarter) (A)

Actions:

- 1) Prepare staff development policy and submit to State Library Board. (2d quarter)
- 2) Designate a staff committee to assess and identify staff training needs. (3d quarter)
- 3) Compile staff development guidebook. (3d quarter)

Goal 2. Provide policies, plans, physical facilities, and equipment for State Library operations.

Objectives:

- a. Enhance computer operations. (Ongoing) (N)

Actions:

- 1) Acquire and install additional server to support training room, CD-ROM network, and centralize other PC operations. (1st quarter)
- 2) Upgrade PC network to Ethernet 100 BaseT. (1st quarter)
- 3) Upgrade dial access modems. (3d quarter)
- 4) Install new Windows 95 PC's in Technical Services and Interlibrary Loan for access to OCLC. (1st quarter)

- 5) Acquire and install firewall system. (1st quarter)
- 6) Prepare DBPH to participate in National Library Services' planned transition to the Internet for transmission of data. (2d quarter - 3d quarter)

b. Develop plan for use of barcodes for book/circulation equipment. (B,N) (Ongoing)

Actions:

- 1) Review experiences of other network libraries and gather other pertinent information. (Ongoing)
- 2) Research hardware needs and costs. (Ongoing)
- 3) Determine DRA requirements. (Ongoing)

c. Retrofit Senate Street facility to meet current needs. (Ongoing) (A)

Actions:

- 1) Complete computer training room. (Senate Street) (1st quarter)
- 2) Relocate central server and support staff. (1st quarter)
- 3) Install new cabling for first floor public workstations. (1st quarter)
- 4) Redesign ILL and Mail room areas (1st quarter - 2d quarter)
- 5) Enhance work areas for Reader Services Staff. (2d quarter)

d. Study future space needs. (Ongoing) (A,B)

Actions:

- 1) Determine space needs for DBPH. (2d quarter)
- 2) Monitor possibility of acquiring Archives and History building for possible expansion. (Ongoing)