

South Carolina State Library

Library Services and Technology Act (LSTA) Grants to States Program Implementation Evaluation FFY 2018 - FFY 2022

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EVALUATION SUMMARY

Given South Carolina's population of 5,118,425¹, the state's annual Library Services and Technology Act (LSTA) Grants to States² program allotment from the Institute of Museum and Library Services (IMLS) of approximately \$ 2.7³ million per year translates into \$ 0.53⁴ per person on an annual basis. LSTA funds alone are inadequate to meet the library and information needs of South Carolina's approximately 5.1 million residents. The South Carolina State Library's (State Library's) challenge is to find ways to make \$ 0.53 per person transformative in terms of library services; to leverage a relatively small amount of money to accomplish major results by strategically deploying funds and leveraging other public and private monies in support of high-quality library and information services.

There are seven goal statements in the ***South Carolina State Library Library Services and Technology Act (LSTA) Plan 2018-2022***. They are:

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.

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

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

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

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.

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

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

¹ United States Census Bureau, Decennial Census (April 1, 2020)

² The report will refer to the Library Services and Technology Act Grants to States program simply as LSTA throughout this report

³ Four year LSTA Grants to States allotment average (Federal Fiscal Year [FFY] 2018 State Allotment + FFY 2019 State Allotment + FFY 2020 State Allotment + FFY 2021 State Allotment) / 4)

⁴ Four year LSTA Grants to States allotment average / United States Census Bureau Decennial Census (April 1, 2020)

Agency's Internal Assessment and Evaluators' Assessment

As part of the assessment process, the evaluators asked the State Library's Agency Director, the State Library's LSTA Coordinator and other key staff identified by the Agency Director to offer their joint appraisal of progress the agency had made toward achieving each of the seven goals included in the State Library's 2018-2022 five-year plan. The evaluators prefaced their request for this internal assessment by noting the fact that the state was only three years into the implementation of the five-year plan. Consequently, it was acknowledged that it was unlikely that any of the goals would be completely or finally achieved. Table 1 offers a summary of both the South Carolina State Library's internal assessment and the evaluators' conclusions.

Table 1 - South Carolina State Library's and Evaluators' Assessment of Achievement		
GOAL	South Carolina State Library's Internal Assessment	Evaluators' Assessment
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.	Achieved	Achieved
GOAL 2: Recruitment and training of library staff are improved to increase leadership and skills needed to better serve the public.	Achieved	Achieved
GOAL 3: Libraries play a larger role in children's lives, particularly children at risk, and especially in regard to reading and family literacy.	Achieved	Partly Achieved
GOAL 4: Access to quality library services is enhanced for people who have difficulty using a library, and to underserved urban and rural communities.	Achieved	Achieved
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.	Achieved	Achieved
GOAL 6: The technological environment of libraries, including linkages between libraries, is improved to enhance access to information and services.	Achieved	Achieved
GOAL 7: All people in South Carolina have access to information through electronic resource sharing.	Achieved	Achieved

Overall, a small amount of LSTA funds is taking the agency very far and it should be congratulated for the effort to try to meet seven very ambitious and aspirational goals; it does make it hard to declare that all of them are fully achieved, even though good efforts and outcomes have been achieved in all of these seven goals. There were probably two key underlying factors that also played a role - COVID-19 and a reorganization of the staff. Appendix K shows how LSTA funds supported different positions in the different years of the three year period for which the evaluators have data. Staff departures, rearrangements of LSTA funded positions, and seven very ambitious goals that were achieved, even if partially, makes for a very ambitious LSTA five-year period for South Carolina.

See Appendix H for a complete listing of all the projects and budget under each Goal.

Summary of South Carolina LSTA Expenditures for FFY2018-FFY2020

Goal	Goal Title	Expenditures	Percentage
Goal 1	Information Services	\$ 670,983.24	8.41%
Goal 2	Library Staff Development	\$ 1,095,236.62	13.73%
Goal 3	Children’s Services	\$ 1,109,312.27	13.90%
Goal 4	Access to Library Services	\$ 838,840.20	10.51%
Goal 5	Serving Diverse Populations	\$ 612,656.00	7.68%
Goal 6	Library Technology	\$ 1,669,444.86	20.92%
Goal 7	Resource Sharing	\$ 1,707,198.92	21.40%
	LSTA PROGRAM ADMINISTRATION	\$ 275,470.89	3.45%
		\$ 7,979,143.00	100.00%

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.

Goal 1 expenditures represent 8.4% (\$670,983) of South Carolina’s total LSTA allotment for the FFY 2018 – FFY 2020 period. *Collection & Digitization for South Carolina* took place all three years and represented 6.2% of the LSTA allocation, the greatest allocation of any Goal 1 project; the other seven projects were subgrants (less than 1% each). In short, the State Library’s efforts to fulfill Goal 1 with a very modest budget have been remarkable; all five expected outcomes for Goal 1 have been addressed. Some of the projects like the databases that are mentioned below are more fully analyzed under Goal 7. The evaluators conclude that the South Carolina State Library has **ACHIEVED Goal 1**.

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

Goal 2 expenditures represent 13.7% of South Carolina’s total LSTA allotment for the FFY 2018 – FFY 2020 period. Staff development was a strong priority for South Carolina during this LSTA cycle. The *Staff Development and Continuing Education* program reflected these priorities and was funded during all three fiscal years, receiving \$864,659.65, representing 79.0% of the Goal Two allotment and 10.8% of the state’s total LSTA funding. The evaluators conclude that the South Carolina State Library has **ACHIEVED Goal 2**. All four intended outcomes have been met.

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

Goal 3 expenditures represent 13.9% of South Carolina's total LSTA allotment for the FFY 2018 – FFY 2020 period. All four outcomes were realized, but the evidence was not easy to obtain in measurable terms for these outcomes to ensure improvement or increase. The evaluators conclude that the South Carolina State Library has **PARTLY ACHIEVED Goal 3**.

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

Goal Four received \$838,840.20 for FY18–FY20, 10.5% of South Carolina's total LSTA allotment. Two of the three expected outcomes have been realized, and the third one that entailed more services to returning citizens disrupted by the pandemic is seeing efforts resuming, giving hope that by the end of the evaluation period this will also be fully achieved. The evaluators conclude that the State Library has **ACHIEVED Goal 4**.

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.

Goal 5 expenditures represent 7.7% of South Carolina's total LSTA allotment for the FFY 2018 – FFY 2020 period. Much good work has happened in Goal 5, and despite the highly aspirational nature of the goal, many diverse populations experienced improvements in library services as the direct result of LSTA funded projects. The evaluators conclude that the South Carolina State Library has **ACHIEVED Goal 5**.

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

Goal 6 expenditures represent 20.9% of South Carolina's total LSTA allotment for the FFY 2018 – FFY 2020 period. Library technology is a critical aspect of services provided by libraries around the world, and the Goal Six programs set out to achieve a high standard of delivery. Goal Six received \$1,669,444.86 of the state's LSTA funding. The evaluators conclude that the South Carolina State Library has **ACHIEVED Goal 6**.

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

Goal 7 consisted of one project, representing \$1,707,198.82 in funds and 21.4% of the total state LSTA allotment. The **Electronic Services Program** is an integral part of the state's library system. This goal includes the provision of databases which is a remarkable resource used by both public and school libraries in the state. It is considered the most impactful of the LSTA projects. The evaluators conclude that the State Library has **ACHIEVED Goal 7**.

A-2. To what extent did the State Library's Five-Year Plan activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?

The activities of the South Carolina LSTA program achieved results that address national priorities associated with four of the six focal areas of the Measuring Success framework (see Appendix F). In particular, projects and activities are aligned with the focal areas of Lifelong Learning, Information Access, Institutional Capacity, and Economic and Employment Development. Many projects covered all these areas, in addition to the primary reported intents and focal areas.

A-3. Did any of the following groups represent a substantial focus for the State Library's Five-Year Plan activities? (Yes/No)

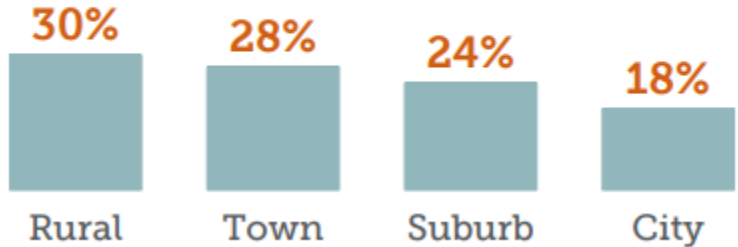
No single project qualifies, but several projects under Goal 2 (Recruitment and Training of Library Staff) taken together, qualify as a substantial focus on the library workforce when the percentage of expenditures specified by IMLS in the evaluation guidelines is applied. Talking Book Services for South Carolina, which is South Carolina's implementation of the Library of Congress' National Library Service for the Blind and Print Disabled program, does not reach the 10% expenditure threshold identified by IMLS. This program reaches several categories of individuals with disabling conditions. Primary among these categories are individuals with visual impairments; however recent changes in eligibility requirements and the certification process have resulted in additional clients with other print and reading disabilities.

The evaluators utilized a rigorous mixed methods approach in conducting the evaluation utilizing both quantitative and qualitative indicators of success. The agency will disseminate the results through its website and other social media.

EVALUATION REPORT

The 2019 Public Libraries Survey (PLS) reported that South Carolina had a total of 42 public library jurisdictions employing 587.6 full-time equivalent (FTE) staff categorized as librarians (514.4 FTE are reported as having an American Library Association [ALA] accredited Master’s degree); similarly, the Academic Libraries Survey institutions of higher education employed 356.6 FTE librarians. According to the National Center for Educational Statistics’ (NCES)

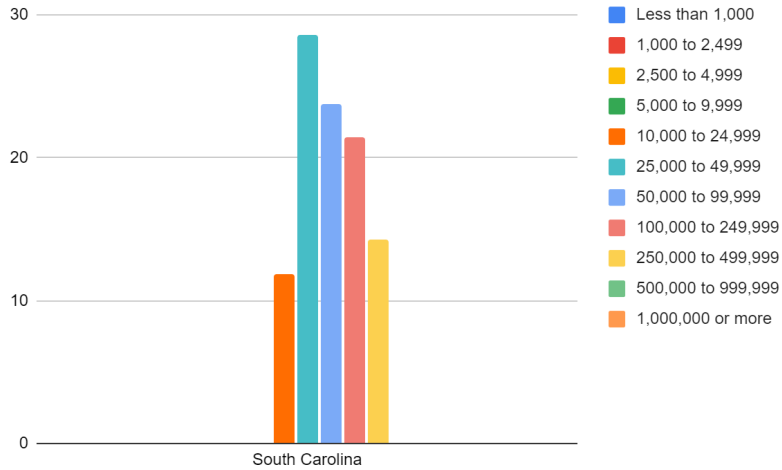
Public Library Outlets by Locale



library jurisdictions employing 587.6 full-time equivalent (FTE) staff categorized as librarians (514.4 FTE are reported as having an American Library Association [ALA] accredited Master’s degree); similarly, the Academic Libraries Survey institutions of higher education employed 356.6 FTE librarians. According to the National Center for Educational Statistics’ (NCES)

Elementary/Secondary Information System (EISi), South Carolina’s 101 public school districts employed 1,099.4 full-time librarians. Total FTE library staff was about 1,952 in 225 public library outlets. The majority of libraries (30%) are in rural environments.

Percentage distribution of public libraries, by population of legal service area: FY 2019



Given South Carolina’s population of 5,118,425⁵, the state’s annual Library Services and Technology Act (LSTA) Grants to States⁶ program allotment from the Institute of Museum and Library Services (IMLS) of approximately \$ 2.7⁷ million per year translates into \$0.53⁸ per person on an annual basis. LSTA funds alone are inadequate to meet the library and information needs of

South Carolina’s approximately 5.1 million residents. The State Library’s challenge is to find ways to make \$ 0.53 per person transformative in terms of library services; to leverage a

⁵ United States Census Bureau, Decennial Census (April 1, 2020)
⁶ The report will refer to the Library Services and Technology Act Grants to States program simply as LSTA throughout this report
⁷ Four year LSTA Grants to States allotment average (Federal Fiscal Year [FFY] 2018 State Allotment + FFY 2019 State Allotment + FFY 2020 State Allotment + FFY 2021 State Allotment) / 4)
⁸ Four year LSTA Grants to States allotment average / United States Census Bureau Decennial Census (April 1, 2020)

relatively small amount of money to accomplish major results by strategically deploying funds and leveraging other public and private monies in support of high-quality library and information services.

There are seven goal statements in the **South Carolina State Library Library Services and Technology Act (LSTA) Plan 2018-2022**. Each of the goals is stated below and LSTA-funded activities carried out in support of the goal are described. Finally, the evaluators' assessment of whether each goal has been achieved, partly achieved, or not achieved is presented.

Goal 1 - Information Services

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.

Goal 1 Description and Discussion

Following are the titles of the projects and the total amount of LSTA FFY 2018 – FFY 2020 funding that was expended on activities undertaken in support of Goal 1.

PROJECT TITLE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL
Collection & Digitization for South Carolina	\$ 496,642.61
York County Library (YCL) Wheelchair Accessible Sprinter Van	\$ 50,000.00
Subgrant - Georgetown - Moonrise: Exploring New Phases of Innovation	\$ 36,000.00
Union County Accessing Technology	\$ 31,625.00
Library Programming Van	\$ 28,500.00
John de la Howe School of Agriculture Partnership	\$ 18,000.00
Subgrant - Greenville - G Suite Learning Circles	\$ 7,715.63
Union County Library Strategic Planning	\$ 2,500.00
GOAL SUBTOTAL	\$ 670,983.24

Goal 1 expenditures represent 8.41% of South Carolina's total LSTA allotment for the FFY 2018 – FFY 2020 period. *Collection & Digitization for South Carolina* took place all three years and represents 6.22% of the LSTA allocation, the greatest allocation of any Goal 1 project; the other seven projects are subgrants (less than 1% each).

Collection & Digitization for South Carolina was allocated LSTA funding for all three fiscal years, receiving a total of \$496,642.61 of Goal One funds. This represented 74.0% of the total Goal One funding and 6.2% of the state's total LSTA allotment. Collection & Digitization for South Carolina was spearheaded by the State Library's Collection Management & Digitization Department. This department is the gatekeeper of the state's historic documents, books, maps, and images; its employees also work with partner institutions to make historical and cultural

materials easily available online. The print collection, which includes a general nonfiction collection, state and federal government documents, and a South Carolina subject-specific collection, is available to all library patrons and to state government employees.

The Collection Management & Digitization Department worked closely with the South Carolina Digital Library

Collection & Digitization for South Carolina	FFY 2018	FFY 2019	FFY 2020
Number of print materials accessible	27,742	31,174	37,740
Number of checkouts	6,893	2,802	1,562
Number of page views	284,111	229,014	296,380

(scmemory.org) to engage a wide audience in learning about important historical scholarship and the features of local collections at different South Carolina libraries and academic institutions. Other important

projects included the South Carolina State Board of Health’s annual reports, the “Record of the Minutes of the Paul Hayne Circle” in Oconee County, the State Parks newsletters (as part of a collaboration with Clemson University Libraries), and transcription work on the Abstract of Voter Registrations to the Military Government from 1868. The State Library also continued its collaboration with the South Carolina Confederate Relic Room and Military Museum, providing scanning services and creating metadata for the Colin J. McRae Papers collection. Approximately 100 documents are now online and available, increasing access to library services and information.

Digitization projects continued to be prioritized during FY19 and FY20. In FY19, projects included civil rights publications from the State Library’s collection; South Carolina State Parks Service publications (in partnership with Clemson University); South Carolina Legislative manuals (1917-1988); 280 documents of the *Gussie Johnson Papers*, 1940-2000; and 300 letters, invoices, and receipts for the *Colin J. McRae Papers*, *Huse Audit Series*; these are now available online in the South Carolina Digital Library (a partnership with the South Carolina Confederate Relic Room and Military Museum). A collaboration with the Sherman Grinburg Film Library in California was undertaken to obtain and post a collection of 15 South Carolina-related films from their pre-television Paramount News and Pathé film reel archives. In FY20, projects included State Library newsletters, State Department of Education annual reports (1950s and 1980s), the State Library’s Talking Book Services legacy documents and photographs, South Carolina legislative manuals (1917–2019), State Ethics Commission newsletters (1970s–1990s), and 89 documents from the *Colin J. McRae Papers*, *Huse Audit Series*, that are now available online in the South Carolina Digital Library (a partnership with the South Carolina Confederate Relic Room and Military Museum).

Goal One funds were also used to bring services to populations barred from library access. In FY20, the **York County Library (YCL)** used \$50,000 in LSTA funds (7.5% of the total Goal One funding and 0.6% of the total LSTA allotment) to purchase an energy-efficient, "green" **Wheelchair Accessible Sprinter Van**. This van would allow the library to continue and expand on the outreach services it has provided since 1990. The new sprinter van entered service in

December 2021 and will reach people and areas which would not otherwise have access to YCL resources.

In FY18, the **Subgrant - Georgetown - Moonrise: Exploring New Phases of Innovation** received \$36,000 in LSTA funding, 5.4% of the Goal One allotment and 0.5% of the state's total LSTA funding. This subgrant provided learning activities in Space Age sciences. It encompassed varied methods to teach a diverse public across a variety of age groups about technology, such as using 3D printing to create models of rockets and of space station tools. Related classes, particularly for young patrons, featured laser cutting, rocketry, LEGO robotics, video production, and interactive gaming. For all ages, including prison inmates soon to be released, Moonrise allowed for hands-on instruction in virtual reality skills, a subject nearly unknown locally until this program. Through lectures, musical concerts, and dramatic presentations, Moonrise stimulated awareness of astronomy and associated sciences, giving a broader audience in Georgetown access to information about technology.

Another technology-oriented program, **Union County Accessing Technology**, received \$31,625.00 in FY19, representing 4.7% of the Goal One funding and 0.4% of the total LSTA allotment. The Union County Accessing Technology program offered online technology courses for individuals through Coursera, provided virtual programming that premiered on their YouTube channel and social media, and hosted 2020 Census events throughout the county.

The **Library Programming Van** obtained \$28,500 in FY20; this accounted for 4.3% of Goal One funding and 0.4% of the total LSTA allotment. Under this project, the Kershaw County Library purchased a van equipped with a ramp to transport library materials and equipment. The van was used by outreach staff members to provide pop-up programs and services in rural and low-income areas of Kershaw County, some of which were already served by their aging bookmobile.

Also included in Goal One was the **John de la Howe School of Agriculture Partnership**. In this FY20 program, which received \$18,000 (2.7% of the Goal One allotment and 0.2% of the total LSTA funding), the McCormick County Library worked with the SC Governor's School for Agriculture Library at John de la Howe to provide both students and county residents with a wide-ranging collection of agricultural books and magazines. The collection was promoted via a public open house event and student informational sessions. The partnership also provided students with hands-on learning experience with an indoor hydroponic growing system. Students and teachers attended a field trip to a hydroponic lettuce farm. The project also included a county-wide reading initiative that culminated in a visit and public presentation by well-known author, farmer, and businesswoman Sarah Frey.

A second subgrant program received funding under Goal One in FY18, **Greenville - G Suite Learning Circles** used its \$7,715.63 (1.2% of Goal One funding and 0.1% of the state's LSTA allotment) to fulfill a goal of partnership. Under this subgrant, the Greenville County library partnered with local community centers and Goodwill Financial Stability centers to teach Greenville County residents basic computer literacy skills to boost their attractiveness as job candidates. Using the Chromebooks, MiFis, projectors, and other materials provided by the

grant award, Greenville County residents learned how to use the programs in Google Suite. Attendees set up Google accounts and learned how to use email for business and personal use, how to create documents, how to create and manage a budget using a spreadsheet, and how to use other Google Tools to increase productivity and achieve personal and work-related goals.

Union County Library Strategic Planning (\$2,500 in funds, 0.4% of Goal One’s allotment and 0.03% of total LSTA funding) saw the county use its funds to hire a consulting firm to facilitate training sessions focused on equity, diversity, and inclusion (EDI). There have been many conversations on a national, state, and local level discussing civil rights and EDI topics in the context of library services. In order to make an informed strategic plan, the library system trained staff, facility partners, and board members on current, relevant, EDI-related aspects of their roles. They also held a follow-up planning session with the library board to further explore strategic planning. The goal of this process was to lay a foundation for the library to incorporate EDI principles into all aspects of its services over the next several years.

A-1. To what extent did the State Library’s Five-Year Plan activities make progress towards Goal 1?

The State Library’s efforts to fulfill Goal 1 with a very modest budget have been remarkable; all five expected outcomes for Goal 1 have been addressed; some of the projects like the databases that are mentioned below are more fully analyzed under Goal 7. The measurement of outcomes can be improved by implementing pre- as well as post-event surveys and ensuring that Hispanic-related issues are addressed if they are explicitly to be mentioned in the expected outcomes. Overall, the State Library through its Accessibility Committee monitored needs for alternative access and the Inclusive Services Consultant ensured that collections and materials are critically examined with an eye to inclusivity. The evaluators conclude that the South Carolina State Library has **ACHIEVED Goal 1**.

Goal 2 - Library Staff Development

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

Goal 2 Description and Discussion

Following are the titles of the projects and the total amount of LSTA FFY 2018 – FFY 2020 funding that was expended on activities undertaken in support of Goal 2.

PROJECT TITLE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL
Staff Development and Continuing Education	\$ 864,659.65
Emergency Preparedness	\$ 96,101.68
Tuition Assistance Grants for MLIS Candidates	\$ 69,347.88
Continuing Education and Conference Grants for SC Libraries	\$ 65,127.41
GOAL SUBTOTAL	\$ 1,095,236.62

Goal 2 expenditures represent 13.7% of South Carolina’s total LSTA allotment for the FFY 2018 – FFY 2020 period. Staff development was a strong priority for South Carolina during this LSTA cycle. The *Staff Development and Continuing Education* program reflected these priorities and was funded during all three fiscal years, receiving \$864,659.65, representing 79.0% of the Goal Two allotment and 10.8% of the state’s total LSTA funding.

Staff Development and Continuing Education. In FY18 and FY19, the State Library’s continuing education and staff development efforts were entirely funded by LSTA and conducted by its Library Development (LD) team. The LD team provided skills development training for public library directors and staff in order to improve the quality of direct library services to South Carolina citizens. Continuing education activities included needs assessment, identification of appropriate sources of skills development and professional enrichment, contracts for presentations from trainers and speakers, provisions for on- and off-site facility use, preparation of handouts and training manuals, selection and/or development of training content, promotion and implementation of workshops based on various delivery models, the coordination of evaluation activities, and all scheduling and registration responsibilities for the events.

Tuition Assistance Grants for MLIS Candidates	FFY 2018	FFY 2019	FFY 2020
Grants awarded	19	15	4
Number of staff members receiving grants	13	10	4
Number of libraries receiving grants	8	7	3
Continuing Education and Conference Grants for SC Libraries			
Grants awarded	40	29	3

Continuing education options have increased yearly, with 69 sessions offered in FFY18, 120 in FFY19, and 172 in FFY20, with attendance of 1,078; 2,016; and 4,194 respectively. LD staff have continually sought training models that are responsive to the limitations of distance, ability to pay, and learning style. LD staff attended the annual

Continuing Education Forum for State Library CE Coordinators to keep abreast of developments and best practices in library training. Library Staff Exchanges brought public library staff together for enrichment and networking in different areas of library operations. In order to stay current with trends, information, and skills in the library field, State Library staff also attended conferences across the country to present, learn, and network while representing South Carolina. In FY20, new responsibilities included the LD consultant completing updates to the Library Trustee training manual and distributing the revised publication to board members at each library system. Due to the COVID-19 pandemic, State Library employees attended virtual conferences, workshops, and webinars to stay current with library-related trends, information, and skills. The LD department is also responsible for issuing public librarian certificates to library staff around the state, in accordance with state law. Certificates were issued to 100 public library staff members in FY18, 53 in FY19, and 73 in FY20.

Emergency Preparedness, a program added for FY20, received \$96,101.68 (8.8% of the Goal Two funding and 1.2% of the total LSTA allotment). This program’s focus was on improving response to natural disasters. In recent years, the state has suffered from extreme weather conditions such as hurricanes and flooding, and many libraries had found themselves unprepared to address the damage to their buildings and collections. Emergency Preparedness has taught library staff how to plan for disasters and how to recover damaged collection materials. The main activity of this project was a multi-session training by the Northeast

Document Conservation Center (NEDCC) that covered risk assessment and mitigation, creating a disaster plan, emergency response, and collection salvage techniques.

Goal Two's jurisdiction also included support for MLIS candidates who are continuing their education in order to further enrich the state's library systems. **Tuition Assistance Grants for MLIS Candidates** supported MLIS candidates who otherwise would not have been able to afford to attend an accredited library school. This project received \$69,347.88, 6.3% of the Goal Two funding and 0.9% of the total LSTA allotment. This program also received additional funds through subgrants. The State Library accepted applications for reimbursement of tuition expenses from MLIS candidates who had successfully completed at least nine hours of graduate-level coursework that was directly supportive of LSTA goals and priorities. In FY18, the State Library awarded 19 grants to 13 public library employees from eight South Carolina public libraries to pay for tuition for MLIS-level classes; in FY19, the State Library awarded 15 grants to 10 public library employees from seven public libraries; and in FY20, the State Library awarded four grants to four public library employees from three public libraries.

Continuing Education and Conference Grants for SC Libraries also supported professional development. This program awarded 40 continuing education grants to public library employees (generally, one employee per library) to attend various conferences for professional development in FY18. Conferences with South Carolina representation included ALA, ARSL, the South Carolina Library Association Conference, the LJ Director's Forum, the Library Management Skills Institute, Social Justice & Public Libraries, the Harwood Institute, and the Public Library Think Tank. In FY19, with the same general restriction of one staff member per library, the State Library awarded 29 continuing education grants to public library employees to attend various conferences for professional development. Conferences with South Carolina representation included ALA, PLA, ARSL, the South Carolina Library Association Conference, the LJ Director's Forum, the Harwood Institute and Rapid Results Planning. Only three grants were awarded in FY20, likely due to the COVID-19 pandemic. Trainings included Leadership Development, Communication Skills & Conflict Resolution, and Teaching with Technology. This program received \$65,127.41 of Goal Two LSTA funds, representing 6.0% of the Goal Two allotment and 0.9% of the total LSTA funding. The program received additional funds through subgrants.

A-1. To what extent did the State Library's Five-Year Plan activities make progress towards Goal 2?

The evaluators conclude that the South Carolina State Library has **ACHIEVED Goal 2**. All four intended outcomes have been met with the activities described above:

- Increased ability for library staff to perform job functions and library operations through CE events that receive uniformly positive evaluations.
- Improved library worker skills in fulfilling patron queries and satisfying patron demands by increasing awareness of library trends and continuing interest in customer service training.
- Improved participation in decision making and participation of Board members with in person training and Rapid Results Strategic Planning.

- Improved quality of life for library personnel through ability to obtain better jobs and broaden career horizons through promotions and opportunities to attend and present at conferences.

Goal 3 - Children’s Services

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

Goal 3 Description and Discussion

Following are the titles of the projects and the total amount of LSTA FFY 2018 – FFY 2020 funding that was expended on activities undertaken in support of Goal 3.

PROJECT TITLE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL
Statewide Literacy Services Revised	\$ 585,469.50
Youth Services and Statewide Summer Reading	\$ 239,329.45
Summer Reading Grants for South Carolina Libraries	\$ 109,475.68
Statewide Summer Reading	\$ 100,508.48
Family Place	\$ 36,000.00
Literacy Bridge for Kids	\$ 25,000.00
Read, Learn and Grow Outreach Boxes	\$ 10,208.00
Growing Readers – Empowering Families to Learn & Grow Together	\$ 3,321.16
GOAL SUBTOTAL	\$ 1,109,312.27

Goal 3 expenditures represent 13.9% of South Carolina’s total LSTA allotment for the FFY 2018 – FFY 2020 period.

Statewide Literacy Services Revised received the most funding under this goal (\$585,469.50, representing 52.8% of the Goal Three funding and 7.3% of the state's total LSTA funding). This program allowed the State Library to nurture the cause-effect relationship between early reading, print and technology literacies, and life success. In FY18, the focus was on both school-age/family literacy services in public libraries and building capacity through stronger community partnerships. The State Library also provided the Day by Day Literacy Calendar online, which was upgraded in FY18, and distributed printed literacy materials to public libraries, schools, and daycare centers. Other learning opportunities such as Artistic Literacy, Virtual Reality, and Storytime Basics were provided by the State Library. The system also continued to add to its inventory of circulating kits, including LEGOs, drones, science kits, and others based on “maker” concepts. These kits have been circulated through KitKeeper and allow public libraries (often in partnership with local schools) to offer programming with a strong STEM educational component. Finally in FY18, LSTA funds supplemented the state’s funds for a new

Food Literacy initiative, called Read Eat Grow, reaching into the most rural and underserved populations of the state.

In FY19, the State Library was able to demonstrate the importance of building school success through continued commitment to early learning best practices. The State Library provided print and online materials to support children of all ages and their families, and staff training consisted of specialized offerings, such as storytime basics, ASL classes, and Every Child Ready to Read (ECRR) training sessions, to fulfill the needs of libraries and partners. Teen literacy initiatives were emphasized through collaboration with teen librarians and partners in order to assess and meet their needs on the front lines.

In FY20, projects to improve literacy for all ages included the distribution of Day By Day Literacy calendars, the Young Minds Dreaming poetry contest for students, author talks and other ReadSC activities, and support for public library literacy efforts. Due to the pandemic, some program activities were moved online or temporarily suspended. The SC Read Eat Grow project provided books and kitchen supplies for public libraries to do online “cooking show” style programs, as well as several webinars for library staff to learn about food literacy and health-related services. The Young Minds Dreaming poetry contest attracted almost 400 entries, although the usual ceremony for contest winners was postponed.

Children’s issues were also addressed in **Youth Services and Statewide Summer Reading**, which received \$ 239,329.45 of the Goal Three funds, representing 21.6% of the goal’s allotment and 3.0% of the state’s total LSTA funds. Although this program is geared more

Summer Reading Grants for South Carolina Libraries	FFY 2018	FFY 2019	FFY 2020
Subgrants awarded	42	42	34

toward school libraries and their ECRR aims, LSTA funds are primarily used on the summer reading initiatives. In this area in FY19, LSTA funds provided consultation and site visits for youth services personnel

and other learning opportunities such as Every Child Ready to Read (ECRR), trauma-informed programming, and Storytime Basics. The State Library continued its KitKeeper program, as mentioned above, to augment STEM education services provided in libraries and schools. The Youth Services Consultant attended and presented at numerous conferences in state and nationwide. In FY19, the State Library encouraged public libraries to collaborate with their school district Read to Succeed summer literacy camps by providing high-interest book collections for students.

LSTA funds used for this project also supported the annual Summer Reading Program (SRP) in South Carolina public libraries. The Collaborative Summer Learning Program (CSLP) theme for 2020 was “Imagine Your Story.” This important effort has promoted reading during non-school periods and helped to prevent “summer slide” in children’s reading skills and activity. Despite the global pandemic in FY20, public library programs for adults, teens and families offered enrichment and cultural activities often lacking in small and rural communities. The State Library paid for SRP materials created by the CSLP to distribute materials statewide. The State Library also had a representative who performed leadership and administrative duties for the state’s implementation of CSLP each year and provided local libraries with an online data collection

tool, along with training and support, to collect data on SRP enrollees for organization, tracking, research and analytical purposes.

Despite the pandemic, this program continued its varied offerings in FY20. The CSLP theme in this cycle was “Tails and Tales.” LSTA funds provided consultation and site visits for youth services personnel and other learning opportunities such as SRP workshops, Outdoor Library Programming with Noah Lenstra, a variety of health literacy training events with various partners, and Storytime Basics. The Youth Services Consultant, within the parameters of the pandemic, continued to attend and present at numerous state and national library-related conferences. The State Library added to its KitKeeper inventory of circulating kits, including LEGOs, VR headsets, filming equipment for virtual programs, and equipment for outdoor programs. They were most popular in rural and small libraries, as well as with homeschool families; partnerships subsequently formed between these groups and their local libraries. Because of COVID-19, the kits did not circulate for much of the year; the total number of kits circulated this cycle was 33. LSTA funds also supported the annual SRP in South Carolina public libraries. This important effort promoted reading during out-of-school time; a critical mission in the second year of the pandemic. Public library summer programs were established within the constraints of the pandemic for adults, teens, and children. These programs offered enrichment and cultural activities often lacking in small and rural communities. The State Library also paid for and distributed statewide the SRP materials created by the CSLP, as well as paying for the state representative who performed leadership and administrative duties for the CSLP.

Summer reading was a critical component of Goal Three, and further support was given through **Summer Reading Grants for South Carolina Libraries**. This project received \$ 109,475.68 in funds, comprising 9.9% of Goal Three funds and 1.4% of the state’s total LSTA allotment. While the State Library coordinated the Summer Reading Program (SRP) for South Carolina public libraries annually using the theme provided by the CSLP, each South Carolina library planned and conducted its own program and activities and was encouraged to use the manual and materials created by the collaborative. These grants were established to allow county libraries to offer programs that were locally interesting, met local needs, and enticed more children and families to the library.

In FY18, sub-grants were made to 42 public library systems to fund programs related to the SRP. The Youth Services departments of each library primarily conducted the programs; some grant-funded programs included teen and adult audiences. This year’s theme was “A Universe of Stories” and grantees partnered with community agencies, local businesses, 4-H groups, and other youth support organizations. Grant funding was used to hire speakers/performers, to purchase theme-related books and other materials for library circulation, and to purchase program supplies. The FY18 program was augmented by funds from **Statewide Summer Reading**, which espoused similar goals and received \$100,508.48 (9.1% of Goal Three funding and 1.3% of the total LSTA allotment). In FY19, sub-grant awards were again made to 42 public library systems to fund programs related to the SRP. This year’s theme was “Imagine Your Story” and grantees partnered with community agencies, local businesses, 4-H groups and other youth support organizations. With the onset of COVID-19, many of the libraries

reimagined their grants and provided virtual programming and take away craft bags. In FY20, 34 library systems received sub-grants for the “Tails and Tales” CSLP theme. Due to the pandemic, many libraries offered virtual programs only, in-person (oftentimes outdoor) programs, or a hybrid of in-person and virtual options. Many libraries also continued to offer take and make craft bags for children, teens, and adults, either as part of a scheduled library program or as a stand-alone program.

Families, a crucial component to children’s services, were included in FY18’s **Family Place** project, which received \$36,000 (3.3% of the goal’s funding and 0.5% of the total LSTA funding). Through the project, the State Library provided funds to two library systems for training, implementation and materials to begin offering Family Place-certified programs. The Marian Wright Edelman Memorial Library in Marlboro County and the Charleston County Public Library, Main Library, participated in the project, each sending two library staff to the training in New York during the month of October 2018. Programs were implemented at each location throughout the following months, with the goals of serving children ages 0-5 and their families and incorporating a community partner that would help expose caregivers to available resources.

Two FY20 projects that grew out of the pandemic were **Literacy Bridge for Kids** and **Summer Read, Learn, and Grow Outreach Boxes**. The former received \$25,000 (2.3% of the goal’s allotment and 0.3% of the state’s total LSTA funding), and the latter received \$10,208 (0.9% of the goal’s allotment and 0.1% of the state’s total LSTA funding). In the former, the Georgetown County Library aimed to help children in academically challenged, rural, disadvantaged areas improve their foundational reading skills while mainly at home with their parents or caregivers. Resources for these family-based interactions included specialized audio-enhanced books and portable hardware tablets. In the latter, boxes were developed to provide a new and exciting way to reach and serve Sumter County daycare centers, after school learning centers, and adults with special needs in their community. Each month, project staff contacted the local recipients about the boxes and created offerings with their patrons’ needs in mind. Boxes featured numerous high-quality books, educational music CDs and DVDs, craft supplies, and engaging STEM activities. Box delivery and pickup were contact free due to the pandemic.

Growing Readers – Empowering Families to Learn & Grow Together underlined the State Library’s commitment to serving underserved populations. The FY19 program, which received \$3,321.16 (0.3% of the goal’s allotment and 0.04% of the state’s total LSTA funding), was a multi-tiered initiative uniquely designed to help families with socioeconomic barriers to obtain the skills and resources needed to thrive academically and emotionally. Tier 1, “Growing Roots,” empowered parents to serve as full partners in their family’s well being. While parents attended psychoeducational sessions focused on parenting and life skills, their children engaged in pre-literacy activities in a separate area. Building on this solid foundation, Tier 2 planned to offer two summer camps: “Get Ready,” to provide Parent/Child Pre-Literacy and Learning Together sessions for parents of rising kindergarteners, and “Get Reading,” to inspire the love of reading and reduce summer learning loss for first to fourth grade children. Both camps planned to empower participants with engaging books and learning kits. The second session of “Growing Roots” and Tier 2 “Get Ready” camps were canceled because of the pandemic.

A-1. To what extent did the State Library’s Five-Year Plan activities make progress towards Goal 3?

The evaluators conclude that the South Carolina State Library has **PARTLY ACHIEVED Goal 3**. All four outcomes were realized, but the evidence was not easy to obtain in measurable terms for these outcomes to ensure the level of improvement or increase:

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

Goal 4 - Access to Library Services

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

Goal 4 Description and Discussion

Following are the titles of the projects and the total amount of LSTA FFY 2018 – FFY 2020 funding that was expended on activities undertaken in support of Goal 4.

PROJECT TITLE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL
Talking Books Services for South Carolina	\$ 406,090.47
Inclusive Services	\$ 300,499.54
York County Library Bookmobile	\$ 50,000.00
Bookmobile Service in Calhoun County	\$ 50,000.00
Mobile Creative Studio	\$ 24,969.81
Sumter - Make Station	\$ 7,280.38
GOAL SUBTOTAL	\$ 838,840.20

The State Library has demonstrated its commitment to providing access to library services through an array of LSTA-funded projects. Goal Four received \$838,840.20 for FY18–FY20, 10.5% of South Carolina’s total LSTA allotment.

Talking Books Services (TBS) for South Carolina, which received \$ 406,090.47 (48.4% of the Goal Four funding and 5.1% of the state’s total allotment), is a free State Library program available to those with visual, physical, or organic impairments that prevent them from reading standard print books. The TBS department functions as a regional library for the Library of Congress’ (LOC) National Library for the Blind and Print Disabled (NLS) and brings reading materials in digital, audio, large print, and Braille formats straight to the homes of patrons ranging from preschoolers to centenarians. Digital reading materials are sent directly to patrons’ homes at no cost via the United States Postal Service (USPS). People who are enrolled in the program also have the option of downloading books and magazines over the internet through

the Braille and Audio Reading Download (BARD) online system in audio and/or refreshable Braille format.

STATE: SOUTH CAROLINA	Oct. 1, 2017 - Sept. 30, 2018 FY 2018	Oct. 1, 2018 - Sept. 30, 2019 FY 2019	Oct. 1, 2019 - Sept. 30, 2020 FY 2020	Oct. 1, 2020 - Sept. 30, 2021 FY 2021	TOTAL FY 2018 - FY 2021	Percentage Difference FY 2018 - FY 2021
Braille Readers (Individuals)	145	130	110	13	398	-91.03%
Cartridge Readers (Individuals)	3,970	3,916	3,632	3,721	15,239	-6.27%
BARD Braille Readers (Individuals)	121	88	97	95	401	-21.49%
BARD Audio Readers (Individuals)	522	539	627	620	2,308	18.77%
Braille Circulation (excluding magazines)	377	524	386	390	1,677	3.45%
Cartridge Circulation (excluding magazines)	186,356	167,323	134,918	296,643	785,240	59.18%
BARD Braille Downloads (Books Only)	2,484	2,287	2,129	4,116	11,016	65.70%
BARD Audio Downloads (Books Only)	44,131	46,760	54,359	59,760	205,010	35.42%
TOTAL Readers	4,758	4,673	4,466	4,449		
TOTAL Circulation	233,348	216,894	191,792	360,909		
Estimated State Population	5,021,268	5,084,156	5,148,714	5,118,425		
Readers as a Percentage of State Population	0.09%	0.09%	0.09%	0.09%		
Circulation per Reader	49.04	46.41	42.94	81.12		
Statistics are primarily from the National Library Service for the Blind and Print Disabled (NLS)						
Braille service to South Carolina residents is provided under contract by the Utah State Library						

The South Carolina TBS COVID response was second to none in the nation. Although the physical facility was fully closed from March-June 2020, the State Library quickly issued cell phones to readers' advisors so they could continue to make contact with program users. In addition, each of the readers' advisors was provided with a listing of phone numbers of one-quarter of the patrons in the database. These calls served as "wellness checks" for many and, unfortunately, the readers' advisors discovered that some individuals in the database were deceased. Nevertheless the process served to update the active patron list. The positive side of this contact was that employees were able to transition many users from the cartridge-based service to the BARD download service since the online access version of talking books was not disrupted.

In another COVID-related move, TBS expanded the monthly book club from a group phone call to an online meeting platform to better accommodate attendees during the pandemic. TBS also began formulation of a Mobile Recording Studio (MRS) program, which allows volunteer book readers known as "narrators" to contribute content offsite. In FY20, events included story time and book talk sessions during the Rocky Bottom Youth Camp for the Blind and the department-sponsored Digital Books and Friends' Book Club and support of a number of other groups and organizations located statewide.

As a result of the introduction of the Duplication-on-Demand (DoD) process that enabled the placement of multiple titles on a single cartridge, cartridge-based usage surged. This factor coupled with the increased number of BARD users resulted in a significant increase in overall circulation of talking books during the evaluation period.

Additional project activities under this program during the grant cycle included successful summer and winter reading programs for children and adults enrolled in the service; the “Led by Love” public program, which featured author Michael Hingson reading and signing his book, *Thunder Dog: The True Story of a Blind Man, His Guide Dog and the Triumph of Trust*; the monthly conference call book club (which migrated to an online meeting program, as previously discussed); and the ninth, tenth and eleventh annual art competitions for blind or visually impaired K-12 students. The last competition, due to the pandemic, included an online awards program, a keepsake booklet in print and Braille formats, and an online art gallery featuring contest entries. The State Library TBS performs a highly valued service in normal times. Its value to users was only magnified by the pandemic circumstances thanks to a talented and dedicated staff and creative leadership.

Inclusive Services, a project with a similar objective, formed a significant part of the LSTA-supported Goal Four programs (\$300,499.54 in funding, representing 35.8% of Goal Four funding and 3.8% of the total LSTA allotment). This multi-faceted project encompasses staffing, staff training, consultative support, and equipping to meet the needs of underserved populations. The Inclusive Services consultant, in conjunction with TBS, planned and implemented services, provided resources for a variety of specific audiences served by the State Library and by public libraries, served as a liaison to government and community organizations serving diverse groups, and facilitated partnerships. Inclusive Services served library patrons who encountered barriers to accessing materials and services due to disability, language, culture, and socioeconomic status, as well as other audiences defined by racial, ethnic, economic and social diversity. In FY18, the State Library increased its focus on LGBTQIA+ inclusion, indigenous peoples, accessibility, and racial equity. The State Library held 36 trainings and presentations addressing inclusion, including the “Understanding Diversity” series, which focused on intercultural communication with dual-language households. The Inclusive Services Center showcased and demonstrated assistive technologies and materials for patrons with disabilities and circulated materials related to inclusive library services. In FY19, a strong focus was placed on accessibility, in collaboration with TBS and the State Library’s Accessibility Team. The Inclusive Services consultant provided training and networking opportunities for public library staff to expand their knowledge and skills related to serving diverse populations. Additionally, the Inclusive Services consultant began collaborating with the University of South Carolina to offer programs addressing racial equity. In FY20, this program provided virtual learning opportunities on a variety of topics related to diversity and inclusion, including American Sign Language, Spanish language services, people experiencing homelessness, and prison libraries. FY20 also marked a continued focus on accessibility, particularly in ensuring that virtual programs and services are accessible to people with disabilities through captioning, accommodations, staff training on best practices, and audits of library websites. Under this program, libraries have added diverse materials, refreshed Spanish collections, improved outreach and publicity, and offered new multicultural programming using resources from the State Library.

Bookmobile services provided far-flung, disadvantaged, and/or disabled South Carolinians with access to library materials, and two of these programs fell under Goal Four. In FY18, a new **York County Library Bookmobile** served 36,000 visitors per year. Patrons could get a book to read, enjoy a story time, or participate in continuing education in the convenience of a mobile library. The bookmobile received \$50,000 in FY18, representing 6.0% of the Goal Four funding and 0.6% of the total LSTA allotment. **Bookmobile Service in Calhoun County** aimed to provide improved outreach services and literacy enrichment activities in Calhoun County through a new mobile branch (bookmobile) in FY19. The new, more cost-effective vehicle

allowed for continuation of an important outreach service tradition and provided access to patrons who could not use the previous bookmobile. It featured improved and expanded service, with a lift for patrons unable to climb onto the bookmobile, rolling carts to bring the collection directly to patrons, and the ability to visit new locations with limited access after the COVID-19 pandemic. This project also received \$50,000.

Two projects funded under Goal Four supported creativity and technology. The Charleston County Public Library created a **Mobile Creative Studio** to allow children, teens, and adults to engage with maker equipment, including equipment supporting STEM education, video and photography, editing software, and equipment supporting the creation of art and textiles. This project received \$24,969.81, representing 3.0% of the goal allotment and 0.3% of the state's total LSTA funding. Hands-on experience with this type of maker equipment aided in the educational success of area students and contributed to skills that would benefit the workforce or career development of teens and adults. These maker programs and maker labs were hosted at eight library branches and an elementary school to let individuals and families get hands-on experience with maker equipment and technology. Library employees also produced five videos for patrons to learn about different types of equipment they could explore at future events. Employees are currently producing training videos for staff so that staff across the system will have the knowledge needed to conduct programs with this equipment at their own location. The **Sumter County Library's Make Station** partnered with the Shepherd's Center of Sumter in FY18 to provide a monthly craft class for senior citizens, receiving \$7,280.38 (0.9% of the Goal Four allotment and 0.1% of the total LSTA funding). They also reached out to local teens through the Make Station with programs designed just for them and expanded on STEM activities with the Salvation Army Boys and Girls Club, allowing projects to be completed over a period of time. A series of monthly classes were held during the school year, with even more STEM programs over the summer. The playful programming helped to build confidence, teamwork, and critical thinking skills.

A-1. To what extent did the State Library's Five-Year Plan activities make progress towards Goal 4?

The evaluators conclude that the South Carolina State Library has **ACHIEVED Goal 4**. Two of three expected outcomes have been realized; the third one that entailed more services to returning citizens, though disrupted by the pandemic, is seeing efforts resuming giving hope that by the end of the evaluation period this will also be fully achieved:

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

Goal 5 - Serving Diverse Populations

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.

Goal 5 Description and Discussion

Following are the titles of the projects and the total amount of LSTA FFY 2018 – FFY 2020 funding that was expended on activities undertaken in support of Goal 5.

PROJECT TITLE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL
Statewide Services	\$ 436,423.85
South Carolina Read Eat Grow Initiative	\$ 96,998.15
New Literacy Dimensions: Empowering and Expanding ESL and Adult Education in Georgetown County, SC, through Virtual and Real Approaches to Improved Knowledge	\$ 43,624.00
Full STEAM Ahead – Summerville Elementary School – DD2	\$ 25,200.00
Subgrant - Darlington - Imagine the Possibilities as a 3D Designer!	\$ 10,410.00
GOAL SUBTOTAL	\$ 612,656.00

Goal 5 expenditures represent 7.7% of South Carolina’s total LSTA allotment for the FFY 2018 – FFY 2020 period.

Statewide Services received the most funding under this goal, \$463,423.85 (71.2% of the goal’s funding and 5.5% of the total allotment). This program was the front line to all State Library visitors. Its primary focus has always been on providing excellent customer service, sharing accurate information, and offering training on State Library collections and resources. Statewide Services librarians handle the services typically offered at a public library, including all SCLENDS related matters, circulation, borrowing, reference, training, collection management, and Interlibrary Loan (ILL) services. The department is also responsible for promoting outreach and developing partnerships and creating exhibits and programming that increase the public knowledge and services of the State Library. One of its most successful exhibits was a traveling exhibit, titled “Unforgettable: Celebrating a Time of Life, Hope and Bravery,” by the iconic South Carolina civil rights photographer Cecil Williams. The exhibit traveled to six locations across the state in FY 18, with an additional three stops in FY19 and a featured place at the Sumter Museum in FY20. Statewide Services conducted regular workshops for the public on grant research and proposal writing, hosted culturally significant exhibits and displays, highlighted South Carolina’s cultural history, and integrated the library’s collections into exhibits and displays. In addition, the department grew as a reference resource for genealogy research and added additional resources to serve underrepresented patrons, including an online collection of Black newspapers for researching African American genealogy.

In FY18, Statewide Services oversaw the circulation of 6,893 library materials to the public, state agencies, public libraries, and staff; registered 911 new patrons; and answered 2,931 patron reference questions via phone, email, online chat, written correspondence and in person. In addition, 17,267 visitors came to the State library during this time period. In FY19, Statewide Services circulated 2,802 library materials to the public, state agencies, public libraries, and

staff; registered 761 new patrons; answered 2,456 patron reference questions via phone, email, online chat, written correspondence and in person; and conducted 14 online grants training sessions. In addition, 10,531 visitors came to the State Library during this time period. In FY20,

PROJECT TITLE/ Activities	FFY 2018	FFY 2019	FFY 2020
Statewide Services			
Materials checked out	6,893	2,802	1,562
New patrons registered	911	761	612
Questions answered	2,931	2,456	1,905
Number of visitors	17,267	10,531	1,459
Number of workshops			5
Number of one-on-one grant sessions			39

Statewide Services circulated 1,562 library materials to the public, state agencies, public libraries, and staff; registered 612 new patrons; answered 1,905 patron reference questions and welcomed a total of 1,459 in-person visitors. In FY20, Statewide Services conducted five online grants research and

proposal writing workshops for the public and held 39 virtual one-on-one grants sessions with patrons.

The department also hosted a program on Carolina Bays through a partnership with the SC Department of Natural Resources and hosted an outreach table at a SC Parks, Recreation, and Tourism agency event. The “A War on Two Fronts” exhibit, which featured the experiences of Black soldiers in World War II, was created in FY19. Another program and exhibit created for FY19 celebrated over 50 years of statewide library service at the State Library’s 1500 Senate Street location. Statewide Services also facilitated the annual Young Minds Dreaming Poetry Contest, encouraging students statewide from grades 3-12 to submit poetry and win an opportunity to meet a special guest poet.

In FY19 **South Carolina Read Eat Grow** worked to increase knowledge and information regarding access to healthy food. It combined cross-disciplinary resources from health, wellness, safety, family literacy, learning, reading exercise, cooking, and community outreach to build a comprehensive Food Literacy Program for the state of South Carolina. LSTA funds supported printing and distributing booklists, safety training for State Library staff, and demonstrations and training for public library staff using the Charlie Cart mobile kitchen unit and Kitchen Kits. The State Library also hosted a day-long summit for public library staff, state agency partners, and community organizations to connect and learn together. This program received \$96,998.15, representing 15.8% of the goal’s allotment and 1.2% of the state’s total LSTA funding.

FY18 and FY19 also saw the creation of several other location-specific programs.

In FY18, **Subgrant - Darlington - Imagine the Possibilities as a 3D Designer!** was designed to inspire teens, homeschoolers, adults, and the business community to become creators of useful and artistic 3D objects that enriched their lives, their businesses, and their community. The project provided each participant with the training and resources necessary to achieve basic proficiency in 3D design and printing within a three-month period. The cohort of 3D designers produced by the project will promote the usefulness and benefits of the library’s 3D

creation and printing services to the community at large. This project received \$10,410.00, 1.7% of the Goal Five allotment and 0.1% of the state's total LSTA funding.

In FY 19, **New Literacy Dimensions: Empowering and Expanding ESL and Adult Education in Georgetown County, SC, through Virtual and Real Approaches to Improved Knowledge**. This project, which received \$43,624.00 in funding (7.1% of the Goal Five funding and 0.6% of the state's LSTA allotment), targeted individuals and families in a rural, Southern district where functional illiteracy exceeded 26%. Based on the IMLS's 2014 initiative Adult Literacy through Libraries (ALL): An Action Agenda, the framework of the project focused on VR collection development, technical and digital literacy, professional development, and strategic partnerships.

In **Full STEAM Ahead – Summerville Elementary School – DD2**, Dorchester County Library, in partnership with Dorchester District 2 School District and the local Chamber of Commerce, coordinated and actively participated in repurposing a classroom and outdoor learning space into a fully functional STEAM Lab in FY19. This project received \$25,200.00, 4.1% of the goal allotment and 0.3% of South Carolina's total LSTA funding. The school district provided a dedicated teacher during the project period and added a second teacher for the second year in order to provide STEAM learning to each grade level. The room was completely rebuilt with additional matching dollars. State-of-the-art STEAM resources, supplies, and materials provided exposure to science, technology, engineering, art, and mathematics for these students.

A-1. To what extent did the State Library's Five-Year Plan activities make progress towards Goal 5?

The evaluators conclude that the South Carolina State Library has **ACHIEVED Goal 5**. Much good work has happened in Goal 5; the goal is highly aspirational, listing a variety of diverse populations yet using the modifier 'whenever possible.' Though one may never fully achieve serving *all* the diverse types listed in this goal, within the confines of the three years work examined and 'whenever possible' in the COVID-19 era, the following diverse populations have experienced improvements in the quality of the services provided due to the LSTA projects supported:

- Improved quality of life for veterans and their families through community connections;
- Improved relations and partnerships between and among libraries and other community organizations and the business community;
- Health and wellness improvements for participants;
- Increased financial literacy skills which in turn realizes better life quality.

Goal 6 - Library Technology

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

Goal 6 Description and Discussion

Following are the titles of the projects and the total amount of LSTA FFY 2018 – FFY 2020 funding that was expended on activities undertaken in support of Goal 6.

PROJECT TITLE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL
Information Technology	\$ 1,408,805.21
AccessSC	\$ 249,334.42
Technology for Virtual Programming	\$ 11,305.23
GOAL SUBTOTAL	\$ 1,669,444.86

Goal 6 expenditures represent 20.9% of South Carolina’s total LSTA allotment for the FFY 2018 – FFY 2020 period. Library technology is a critical aspect of services provided by libraries around the world, and the Goal Six programs set out to achieve a high standard of delivery. Goal Six received \$1,669,444.86 of the state’s LSTA funding.

The State Library’s **Information Technology** program received the lion’s share of funds (\$1,408,805.21, 84.4% of the Goal Six funding and 17.7% of the state’s total LSTA allotment). In addition to supporting the State Library, the IT Services Department provided onsite technology infrastructure assistance to public libraries in South Carolina. This assistance helped public libraries avoid unnecessary costs and better utilize their resources when purchasing core technologies. The IT Services Department provided technology assessments and recommendations (e.g., PCs, mobile devices, wireless, internet security, etc.), arranged onsite technology demos, provided technology procurement assistance and hands-on infrastructure implementation (e.g., network switching, firewalls, etc.), and ensured that public libraries had secure, up-to-date operating environments. Many small or rural libraries did not have the funding for their own IT staff; without this support, they would have been unable to provide the level of technology that was required. The IT Services Department also provided desktop support to all State Library staff, information management systems for all State Library department needs, technology support, and compliance information regarding security standards. In FY18 and FY19, assistance ranged from consultation to onsite technology hands-on implementation. This assistance helped public libraries to avoid unnecessary costs and better utilize their resources when purchasing core technologies. In FY20 and despite the COVID-19 pandemic, State Library staff were able to effectively provide training and consultations, perform activities and functions remotely, assist libraries more effectively on site, and otherwise perform the day-to-day activities of the agency.

AccessSC focused on increasing access to the internet, especially in rural counties, and on supporting children and families with homework help in their communities. The project began in FY19 with 195 Kajeet MiFi devices placed in the field in 10 counties and then relocated to include three other counties. Libraries created homework help centers in libraries and purchased homework help-related services such as tutor.com, devices such as laptops and tablets, and other programmatic needs based on the needs of their community. The project continued into a second year of data service for 230 devices. At least 1,450 were served during

the project. The State Library helped public libraries and local schools meet their needs by providing digital network access, internet-accessible devices, and technical support services. AccessSC's focus was to provide support to children and families without broadband in their communities, especially in FY20 in the wake of the pandemic. Access was provided to school-aged students and to working adults and college students. Devices were sent to public libraries in 30 counties across the state. AccessSC received \$249,334.42, 14.9% of the Goal Six allotment and 3.1% of the state's total LSTA funding.

In FY20, **Technology for Virtual Programming Grants for South Carolina Libraries** provided grants to 23 public libraries to purchase the necessary technology for increasing their virtual programming offerings. Virtual programming included online storytimes, live events on social media, and recorded demonstrations on such topics as STEM, food, and art. This program received \$11,305.23, 0.7% of the Goal Six funding and 0.1% of the state's total LSTA allotment.

A-1. To what extent did the State Library's Five-Year Plan activities make progress towards Goal 6?

The evaluators conclude that the South Carolina State Library has **ACHIEVED Goal 6**. Information technology consulting realized documented cost savings of more than \$1,000,000 in 2019 for South Carolina and similar estimates for other years.

Goal 7 - Resource Sharing

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

Goal 7 Description and Discussion

Following are the titles of the projects and the total amount of LSTA FFY 2018 – FFY 2020 funding that was expended on activities undertaken in support of Goal 7.

PROJECT TITLE	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL
Electronic Services for South Carolina	\$ 1,707,198.92

Goal 7 consisted of one project, representing \$1,707,198.82 in funds and 21.4% of the total state LSTA allotment. **Electronic Services** was an integral part of the state's library system. The State Library's Electronic Resources Department consists of three full-time staff members who provide the citizens of South Carolina with online access to quality and accurate information. They were also responsible for providing training and technical support in the use of those resources. The State Library also provided a variety of collections of electronic resources to the K-12 community, higher education institutions, public libraries, state employees, and South Carolina citizens. Discus, South Carolina's Virtual Library, provided all South Carolinians with equal access to an electronic library of essential informational resources. Discus provided access to thousands of magazines, newspapers, encyclopedias, videos, and career practice tests, all of which were available to every South Carolinian through the state's K-12 schools, colleges, and public libraries. In FY20, the program introduced real-time tutoring services

(available 24 hours a day, 6 days a week) for English and Spanish speakers. Appendix J describes these remarkable resources in more detail including usage statistics. The statewide databases (Discus and Tutor.com) were identified as the most impactful of all the LSTA projects supported by the State Library in the Web survey (see Appendix I). Many remarked on that impact:

“The library is viewed as more modern and dynamic because of DISCUS and our annual Summer Reading Program.”

“LSTA funding allows me to provide my patrons with a larger and more diverse collection and competent staff who have received professional development opportunities that we would not have been able to offer with the LSTA funding.”

A-1. To what extent did the State Library’s Five-Year Plan activities make progress towards Goal 7?

The evaluators conclude that the South Carolina State Library has **ACHIEVED Goal 7**. This goal includes the provision of databases which is a remarkable resource used by both public and school libraries in the state. It is considered the most impactful of the LSTA projects and has led to additional future collaborations with school libraries and the Department of Education in the state.

Retrospective Assessment Questions A-2 and A-3

A-2. To what extent did the State Library’s Five-Year Plan activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?

The activities of the South Carolina LSTA program achieved results that addressed national priorities associated with four of the six focal areas of the Measuring Success framework (see Crosswalk Table in Appendix F). In particular, projects and activities were aligned with the focal areas of Lifelong Learning, Information Access, Institutional Capacity, and Economic and Employment Development. There were no projects addressing the Human Services and the Civic Engagement focal areas. In particular:

- Goal 1 projects touched on these focal areas, Institutional Capacity (3 out of 8), Lifelong Learning (2 out of 8), Information Access (2 out of 8), and the one and only single projects on Economic and Employment Development (1 out of 8 which is also subgrant);
- Goal 2 projects exclusively addressed the Institutional Capacity focal area (four projects);
- Goal 3 projects exclusively addressed the Lifelong Learning focal area (8 projects);
- Goal 4 projects were split between Information Access (4 out of 6 projects) and Lifelong Learning (2 out of six projects);
- Goal 5 projects were split between Lifelong Learning (3 out of 4) and Information Access (1 out of 4);
- Goal 6 projects were split between Institutional Capacity (2 out of 3) and Information Access (1 out of 3); and,

- Goal 7 single projects addressed the Information Access focal area.
- Lifelong Learning included two Goal 1 projects (both subgrants), all of Goal 3 projects, two Goal 4 subgrants, and three Goal 5 projects (two statewide initiatives and one subgrant). All of them serve the intent to “Improve users’ general knowledge and skills” with the exception of the Goal 5 subgrant that serves the intent to “Improve users’ formal education.”
- Information Access includes two Goal 1 projects (one statewide effort and one subgrant), four Goal 4 projects (two of them statewide and two of them subgrants), one Goal 5 project (subgrant), one Goal 6 projects (the statewide effort **AccessSC**), and the single one Goal 7 projects (**Electronic Services for South Carolina**). Seven of the Information Access projects served the intent to “Improve users’ ability to obtain and/or use information resources” and two the intent to “Improve users’ ability to discover information resources.”
- Institutional Capacity included three Goal 1 subgrants, all four Goal 2 subgrants, and two Goal 6 projects. Three of the nine projects served the intent to “Improve the library workforce”, two of them served the intent to “Improve the library’s physical and technological infrastructure”, and the remaining four the intent to “Improve library operations” (the last four being the ones in Goals 1 and 2).
- Economic and Employment focal area included only one Goal 1 subgrant serving the intent to “Improve users’ ability to use and apply business resources.”

Overall, the seven goals seemed to dilute a bit the focus of the program which primarily maps on the top three Focal Areas and intents. It may be advisable to look at a future program that has fewer goals more tightly aligned to the three focal areas of Lifelong Learning, Information Access, and Institutional Capacity if these continue to be the future flavor of this LSTA program.

A-3. Did any of the following groups represent a substantial focus for the State Library’s Five-Year Plan activities? (Yes/No).

No single project qualified, but several projects under Goal 2 (Recruitment and Training of Library Staff) taken together, qualified as a substantial focus on the library workforce when the percentage of expenditures specified by IMLS in the evaluation guidelines was applied. **Talking Book Services for South Carolina**, South Carolina’s implementation of the Library of Congress’ National Library Service for the Blind and Print Disabled program, did not reach the 10% expenditure threshold identified by IMLS. This program reached several categories of individuals with disabling conditions. Primary among them were individuals with visual impairments; however recent changes in eligibility requirements and the certification process have resulted in additional clients with other print and reading disabilities.

Process Questions B-1, B-2, and B-3

B-1. How has the State Library used any data from the State Program Report (SPR) and elsewhere (e.g., Public Libraries Survey) to guide activities included in the Five-Year Plan?

The SPR is used as an assessment tool to ensure that the agency is meeting established LSTA goals. It is also used to make decisions on expanding or discontinuing programs.

B-2. Specify any modifications the State Library made to the Five-Year Plan. What was the reason for this change?

South Carolina's LSTA Five-Year Plan for 2018 - 2022 was not amended; no formal changes were made. However, significant adjustments were made at the project and activity levels due to the COVID-19 pandemic. Many events that had originally been scheduled as in-person meetings were adjusted to accommodate new realities that involved virtual and hybrid models. Changes were particularly dramatic in regard to professional development activities, which experienced a year-to-year increase in participation as libraries sought to maximize the value of work-at-home time.

B-3. How and with whom has the State Library shared data from the SPR and from other evaluation resources? How has the State Library used the last Five-Year Evaluation to inform data collected for the new Five-Year Evaluation? How has the State Library used this information throughout this five-year cycle?

The SPR is shared with South Carolina public libraries, the State Library Board, and the General Assembly. The Five-Year evaluation has helped the State Library align projects to goals more effectively and check the progress of community impact and outcome measures.

Methodology Questions C-1, C-2, C-3, and C-4

C-1. Identify how the State Library implemented an independent Five-Year Evaluation using the criteria described in the section of this guidance document called Selection of an Independent Evaluator.

The State Library requested a proposal from QualityMetrics for the LSTA Evaluation 2018-2022. Based upon the extensive qualifications of Martha Kyrillidou and Bill Wilson, QualityMetrics received the contract from South Carolina to perform their LSTA Evaluation.

C-2. Describe the types of statistical and qualitative methods (including administrative records) used in conducting the Five-Year Evaluation. Assess their validity and reliability.

QualityMetrics, LLC, deployed a multi-faceted and rigorous mixed methods protocol for data collection. Thorough reviews of demographic data, quantitative PLS data, and SPR data formed the basis of evaluators' knowledge from the RFP response onward. The initial interaction created a space for the State Library to deposit additional data and files and reflect on the program. After a series of Zoom calls with State Library representatives at the beginning and again later in the evaluation process to discuss whether goals had been achieved, partially

achieved, or not achieved, evaluators stayed in touch with the State Library to resolve questions that emerged from the data collection and to solicit additional information. Data gathering included: (a) interviews with agency staff members; (b) interviews with project managers of various SPR-reported projects and activities; (c) focus group discussions with project teams; (d) focus group discussions with project and activity beneficiaries; and (e) responses to a broad-based short survey for library staff and stakeholders with some knowledge of and engagement with LSTA-funded activities; this survey primarily collected qualitative contextual information about past activities and future needs.

Researchers and evaluators across the globe are adjusting to the new realities that accompany the pandemic. The technical note below is merely an example.

“COVID-19 presented special circumstances and a number of considerations had to be taken into account. The crisis brought the imperative of changing how evaluation work is done and how we engage policymakers, programme managers and beneficiaries as restrictions on travel and ‘social distancing’ are expected to last.”⁹

While no on-site visit to the State Library was conducted during this evaluation period, Martha Kyrillidou had previously visited the agency on the occasion of the Research Methods in Libraries Conference held in South Carolina four years ago. Virtual (Zoom) one-on-one interviews were held with the agency chief and with key staff engaged in LSTA work and in specific projects carried out under the LSTA Five-Year Plan. The Five-Year Evaluation was a summative assessment, and as such, the availability of the SPR data was of critical importance.

Furthermore, the restrictions imposed by COVID-19 have strengthened the State Library’s role. During this time of crisis, the State Library was the source of answers for its communities and the profession as a whole. It responded to this need by holding frequent and regular statewide community meetings with various groups, elevating the importance of the LSTA activities even while they were being disrupted by the pandemic. Creative solutions were identified in most instances, as many programs had to turn to virtual delivery for most of the pandemic period. In some ways, the impact of recording virtual programming is more evident and more readily documented. However, evaluators were aware of the risk of minimizing the adverse effects of virtual programming on marginalized communities, which were often more difficult to reach during the COVID-19 crisis.

The toll on the mental health of South Carolina communities has also been evident during the pandemic, as its restrictions have established new norms for in-person interaction. Student

⁹ OECD/DAC and IEO/UNDP (2020) Guidance Note: Good practices during COVID-19; UNICEF Evaluation Office (2020) Technical Note: Response of the UNICEF Evaluation Function to the COVID-19 Crisis; WFP Office of Evaluation (2020) Technical Note for {Planning and Conducting Evaluations During COVID-19; UNFPA Evaluation Office (2020) Adapting evaluations to the COVID-19 pandemic; UNDP Independent Evaluation Office (2020) Event planning and implementation during COVID-19; ILO Evaluation Office (2020) Implications of COVID-19 on evaluations in the ILO; FAO Office of Evaluations (2020) Risk analysis and guidance for the management and conduct of evaluations during international and national level COVID-19 crisis and restrictions.

learning and well being have been concerns, due to the disruption of the education life cycle.¹⁰ However, opportunities to help students catch up with unfinished learning were plentiful, and the State Library augmented its database offerings to help homeschooled children and teens. In contrast, and due to the fact that community behaviors were frequently monitored during the pandemic, respondents felt overly surveyed in many instances.

A Web-based survey targeting the library community was conducted between January 11 and February 28, 2022. This survey provided considerable qualitative information, as well as some additional quantitative information. Additional corroborative evidence from comments collected in the survey served to triangulate the previously gathered evidence (see Appendix I).

C-3. Describe the stakeholders involved in the various stages of the Five-Year Evaluation. How did QualityMetrics in cooperation with the State Library engage them?

Numerous small-group virtual sessions and telephone interviews were conducted with librarians and other persons with knowledge of LSTA-funded initiatives in South Carolina. The focus groups and interviews provided both qualitative evidence and context that supplemented a review of agency-supplied statistical data and information and data submitted in the form of the State Program Reports (SPRs).

C-4. Discuss how the State Library will share the key findings and recommendations with others. The State Library will send the information to key partners including public libraries, the State Library Board, etc. It will also post the information online on the agency's website.

This evaluation would be remiss if it did not acknowledge the increased funding that state agencies have received through the Coronavirus Aid, Relief and Economic Security Act (CARES) and the American Recovery Plan Act (ARPA). The South Carolina State Library, like every other state agency, has been successful in disbursing these one-time additional sources of funding. Often with the same level of staff they had before, they successfully dispersed twice the amount of the LSTA funding as the annual funding stream was augmented with this one time infusion of support. A big thank you to all parties involved for helping South Carolina communities and libraries thrive during the unprecedented times of COVID-19.

¹⁰ The impact of the pandemic on K-12 learning loss has been documented, approximately leaving students with five month of learning loss in math and four months of learning loss in reading; the effects are larger for historically disadvantaged students. See Sarah Mervosh, "[The pandemic hurt these students the most.](#)" In print "Pandemic widened U.S. Educational Gap into a Gulf, Research Suggests." July 28, 2021, Section A, Page 13.

APPENDICES

Appendix A: Acronyms

ACS - American Community Survey
ARPA - American Recovery Plan Act
BARD - Braille and Audio Reading Download
CARES - Coronavirus Aid, Relief and Economic Security Act
COP - Community of Practice
CSLP - Collaborative Summer Learning Program
DPLA - Digital Public Library of America
ECRR - Every Child Ready to Read
EDI - Equity, Diversity, and Inclusion
EISi - Elementary/Secondary Information System
E-Rate - Schools and Libraries Universal Service Program
FFY - Federal Fiscal Year
FTE - Full Time Equivalent
ILL - Interlibrary Loan
ILS - Integrated Library System
IMLS - Institute of Museum and Library Services
LD - Library Development
LSTA - Library Services and Technology Act
MRS - Mobile Recording Studio
NAAL - National Assessment of Adult Literacy
NCES - National Center for Educational Statistics
OBE - Outcome-Based Evaluation
OCLC - Online Computer Library Center
OPAC - Online Public Access Catalog
POP - Patron Outreach Project
ROI - Return on Investment
SC - South Carolina
SLAA - State Library Administrative Agency
SPR - State Program Report
SRP - Summer Reading Program
State Library - South Carolina State Library
STEAM - Science Technology Engineering Arts Mathematics
STEM - Science, Technology, Engineering, and Math

Appendix B: Interviews and Focus Groups

	Stakeholder Interview or Focus Group	Title	Date
#1	School Media (4 people)	School Libraries	1/5/2022
#2	Leesa Aiken	State Librarian	1/13/2022
#3	Chris Yates	Deputy Director	1/19/2022
#4	Wendy Coplen	Director of Finance and Grants	1/20/2022
#5	Patricia Sinclair	Electronic Resources	1/24/2022
#6	Kristin White	(former) Talking Books Department Head	1/26/2022
#7	Talking Books (8 people)	Talking Books	1/28/2022
#8	Caroline Smith	Inclusive Services	2/2/2022
#9	Paul Harmon, Matthew Guzzi, and Brian Gallien	Library Technology	2/4/2022
#10	Library Development Department (5 people)	Library Development	2/14/2022
#11	Collections and Digitization (5 people)	Collections and Digitization	2/23/2022
#12	Statewide Services (4 people)	Statewide Services	2/23/2022

Appendix C: Bibliography of Documents Reviewed

State Agency Sources

- SPR data (FFY 2018-2020)
- Stats Over Time (FY 2018 - 2020)
- Agency website and social media
- LSTA Plan 2018-2022

Federal Agency Data Sources

- Institute of Museum and Library Services, [State Program Report \(SPR\) report](#)
- Institute of Museum and Library Services, [Public Library Statistics](#)
- Institute of Museum and Library Services, [State Profiles](#)
- Institute of Museum and Library Services [“Grants to States” Conference](#)
- Institute of Museum and Library Services, [State Library Administrative Agency Survey](#)
- National Center for Education Statistics, [Academic Libraries](#)
- National Center for Education Statistics, [Elementary and Secondary Information System](#)
- United States Census Bureau, [Decennial Census](#) (April 1, 2020)

Evaluation Resources and COVID-19

- OECD/DAC and IEO/UNDP (2020) [Guidance Note: Good practices during COVID-19.](#)
- UNICEF Evaluation Office (2020) [Technical Note: Response of the UNICEF Evaluation Function to the COVID-19 Crisis.](#)
- WFP Office of Evaluation (2020) [Technical Note for Planning and Conducting Evaluations During COVID-19.](#)
- UNFPA Evaluation Office (2020) [Adapting evaluations to the COVID-19 pandemic.](#)
- UNDP Independent Evaluation Office (2020) [Event planning and implementation during COVID-19.](#)
- ILO Evaluation Office (2020) [Implications of COVID-19 on evaluations in the ILO.](#)
- FAO Office of Evaluations (2020) [Risk analysis and guidance for the management and conduct of evaluations during international and national level COVID-19 crisis and restrictions.](#)

Other Resources

- Ethel Himmel and William J. Wilson. *Functions and Roles of State Library Agencies*. American Library Association, Chicago, 2000.
- The Institute of Museum and Library Services. 2021. [Functions and Roles of State Libraries: 2000 and 2020](#). Washington, DC: Institute of Museum and Library Services.
- The Institute of Museum and Library Services. (2021). [The Use and Cost of Public Library Materials: Trends Before the COVID-19 Pandemic](#). Washington, DC: The Institute.
- The Institute of Museum and Library Services. 2021. [Understanding the Social Wellbeing Impacts of the Nation’s Libraries and Museums](#). 2021 Report. Washington DC: Institute of Museum and Library Services.
- , January 12, 2021.

- “Measures that Matter.” [Workforce Development Literature Review](#), January 12, 2021.
- Pelczar, M., Frehill, L. M., Nielsen, E, Kaiser, A., Hudson, J., & Wan, T. (2021). [Characteristics of Public Libraries in the United States: Results from the FY 2019 Public Libraries Survey](#). Institute of Museum and Library Services: Washington, D.C. Results from the SDC E-Resources Survey (received January 2022).
- Sarah Mervosh, “[The pandemic hurt these students the most.](#)” In print “Pandemic widened U.S. Educational Gap into a Gulf, Research Suggests.” *New York Times*, July 28, 2021, Section A, Page 13.
- “The School Librarian Investigation: Decline or Evolution?” <https://libslide.org/>

Appendix D: Focus Group Questions and Interview Guidelines

Focus groups

General Questions

1. What stands out as being the most effective use of LSTA in South Carolina over the last three years?
2. Are there specific examples of projects that you think were the most impactful on the lives of the citizens of South Carolina?
3. Are there specific changes in how LSTA funds should be expended in the future? Are there new or emerging needs that are unmet that need to be addressed?

Potential Follow-up Questions

1. What type of programs work for library patrons and staff, in general?
2. What type of programs work for public library patrons, school and academic library clientele, and library staff specifically?
3. What do non-participating libraries and borderline participants need to be able to participate in grant funded projects or statewide programs?
4. How will the library patrons and library staff be satisfied with the delivery of services?
5. What programs will result in cost savings for participating libraries?

Outcome Questions

1. Will more patrons use library services because of the grant programs?
2. Will there be an increase in community involvement in relation to the grant programs?
3. Will customer service improve due to staff training from LSTA funded events?
4. Will the statewide programs enhance libraries' abilities to serve patrons?

Interview guidelines

1. Introductions (include that you are working for QualityMetrics, a library consulting firm headquartered in Silver Spring, Maryland, established in 2016). Ask them to tell you a bit about themselves.
2. Ask about their familiarity with the LSTA program. If they are unfamiliar you can provide some or all of the below info -
 - a. *The Library Services and Technology Act (LSTA) "Grants to States" program is the single largest source of ongoing federal funding for libraries. Many states spend funds on a combination of statewide initiatives and on subgrants awarded to individual libraries to enable them to launch innovative efforts or to extend services to populations that are difficult to reach.*

Appendix E: Web-Survey Instrument

South Carolina LSTA Survey 2021

WELCOME

Every five years, each state library agency is required to provide an independent evaluation of the implementation of the Library Services and Technology Act (LSTA) "Grants to States" program funds, as a requirement to qualify for federal funding. QualityMetrics, Library Consultants is conducting our evaluation for 2018-2022.

QualityMetrics has been gathering information and data from a number of different sources including the State Program Report (SPR), internal statistical and narrative reports, survey data, and personal interviews with staff and representatives of the library community.

We would like to hear from you to learn how your community has been impacted by the federal IMLS funds we receive. Please take a few moments to answer this short survey. The survey should take you no more than ten minutes to complete.

Each state library agency is also required to submit a new five-year plan for the LSTA program funds. We would like to hear from you. Tell us how LSTA funds could be invested in meaningful ways in your community during the next five year (2023-2027) award period.

Thank you in advance for assisting the South Carolina State Library in this evaluation and planning.

BACKGROUND

South Carolina receives approximately \$2.7 million in LSTA Grants to States funding each year. This funding supports seven major goals:

- Information and library services are expanded and are made more accessible, taking advantage of collaborative and partnering opportunities whenever possible, and are aligned.
- Recruitment and training of library staff are improved to increase leadership and skills needed to better serve the public.
- Libraries play a larger role in children's lives, particularly children at risk, and especially in regard to reading and family literacy.
- Access to quality library services is enhanced for people who have difficulty using a library, and to underserved urban and rural communities.
- 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.
- The technological environment of libraries, including linkages between libraries, is improved to enhance access to information and services.

- All people in South Carolina have access to information through electronic resource sharing.

Projects and programs these funds support include:

1. Statewide Databases (Discus, Tutor.com, etc.)
2. Continuing Education for Library Staff and Trustees
3. Children and Youth Services
4. Summer Reading (Manuals, Workshops, ReadSquared, Grants)
5. Talking Books Services
6. Center for the Book (Young Minds Dreaming, Letters About Literature)
7. Circulating Kits (Technology and Maker Kits)
8. State Documents Collections (Documents and Digital)
9. LSTA Subgrants (Impact, CE/Travel, Tuition Assistance, Bookmobiles)
10. LSTA (Accessibility Assessments, Technology, Multilingual Collection Development, SC Plants the Seed)
11. Homework Help Centers
12. Technology Consulting
13. General Consulting (Trustee Training, Inclusive Services, etc.)
14. SCLENDS

1) Which programs had an impact on your library and on the people your library serves?

	No impact	Somewhat impactful	Very impactful	Not applicable
Statewide Databases (Discus, Tutor.com, etc.)	()	()	()	()
Continuing Education for Library Staff and Trustees	()	()	()	()
Children and Youth Services	()	()	()	()
Summer Reading (Manuals, Workshops, ReadSquared, Grants)	()	()	()	()
Talking Books Services	()	()	()	()

Center for the Book (Young Minds Dreaming, Letters About Literature)	()	()	()	()
Circulating Kits (Technology and Maker Kits)	()	()	()	()
State Documents Collections (Documents and Digital)	()	()	()	()
LSTA Subgrants (Impact, CE/Travel, Tuition Assistance, Bookmobiles)	()	()	()	()
LSTA (Accessibility Assessments, Technology, Multilingual Collection Development, SC Plants the Seed)	()	()	()	()
Homework Help Centers	()	()	()	()
Technology Consulting	()	()	()	()
General Consulting (Trustee Training, Inclusive Services, etc.)	()	()	()	()
SCLENDS	()	()	()	()

2) Please select the level of impact statewide electronic resources had on you or your library. Electronic resources provided by the South Carolina State Library include:

	No impact	Somewhat impactful	Very impactful	Not applicable
Career & Business (Learning Express, Ferguson Career Guidance Center)	()	()	()	()
Teacher Resources (StudySC, Teacher Reference Center, Explora)	()	()	()	()
History, Geography, Social Studies, Biographies (Opposing Viewpoints, CultureGrams, Biographies in Context, etc.)	()	()	()	()
Math (TumbleMath)	()	()	()	()
Science (Applied Science & Technology, PebbleGo, Magic Schoolbus)	()	()	()	()
Literature & Language Arts (Literature Reference Center, Novelist, Blooms Literature, Teen Book Cloud, Tumblebooks)	()	()	()	()
Health & Medical (Consumer Health Complete, Healthwatch)	()	()	()	()
Tutoring & Test Prep (Tutor.com, Learning Express)	()	()	()	()
General Reference (Credo, Explora, Britannica, World Almanac)	()	()	()	()

News and Current Events	()	()	()	()
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3) Think back over the past few years (2018, 2019, and 2020). Which LSTA-supported programs have had the greatest impact on your library?

4) How have LSTA-supported programs impacted the people your library serves?

5) How is library service in your community better because of the investment of LSTA funds?

LOOKING FORWARD

6) Look ahead to the next five years (2023 - 2027). Are there changes in the way that LSTA dollars are allocated that you think would significantly improve library services in South Carolina? List suggestions. (*Note that LSTA funding cannot be used for building facilities or for lobbying purposes.*)

7) Please feel free to offer any additional comments about South Carolina's LSTA program. What do you like or dislike about the program? What could be improved? (*Note that your responses are confidential and comments will not be identified with an individual or with a specific library.*)

8) I represent:

- K12 elementary school library
- K12 middle school library
- K12 high school library
- Public library (population < 50,000)
- Public library (population 50,001 - 150,000)
- Public library (population > 150,001)
- Academic library
- Student
- Parent
- State employee
- Other - Write In: _____

9) Choose the role that best represents the majority of your work:

- Director
- Manager or Department Head
- Youth Services staff
- Adult Services staff
- Technical Services staff
- Circulation/ILL staff
- Technology Specialist
- Library Trustee
- Other - Write In: _____

10) If interested in participating in a virtual focus group to discuss the LSTA funded projects, please include your email here:

Thank You!

Thank you for taking our survey. Your response is very important to us.

Appendix F: Measuring Success Crosswalk Table

SOUTH CAROLINA										
Measuring Success Focal Areas and Intents										
	1.1 Collection & Digitization for South Carolina	1.2 York County Library (YCL) Wheelchair Accessible Sprinter Van	1.3 Subgrant - Georgetown - Moonrise: Exploring New Phases of Innovation	1.4 Union County Accessing Technology	1.5 Library Programming Van	1.6 John de la Howe School of Agriculture Partnership	1.7 Subgrant - Greenville - G Suite Learning Circles	2.1 Staff Development and Continuing Education	2.2 Emergency Preparedness	2.3 Tuition Assistance Grants for MLIS Candidates
Lifelong Learning			YES			YES				
Improve users' formal education										
Improve users' general knowledge and skills			YES			YES				
Information Access	YES			YES						
Improve users' ability to discover information resources										
Improve users' ability to obtain and/or use information resources	YES			YES						
Institutional Capacity		YES			YES		YES	YES	YES	YES
Improve the library workforce								YES		YES
Improve the library's physical and technological infrastructure										
Improve library operations		YES			YES		YES		YES	
Economic & Employment Development						YES				
Improve users' ability to use resources and apply information for employment support										
Improve users' ability to use and apply business resources						YES				
Human Resources										
Improve users' ability to apply information that furthers their personal, family or household finances										
Improve users' ability to apply information that furthers their personal or family health & wellness										
Improve users' ability to apply information that furthers their parenting and family skills										
Civic Engagement										
Improve users' ability to participate in their community										
Improve users' ability to participate in community conversations around topics of concern										

SOUTH CAROLINA

Measuring Success Focal Areas and Intentions

	2.4 Continuing Education and Conference Grants for SC Libraries	3.1 Statewide Literacy Services Revised	3.2 Youth Services and Statewide Summer Reading	3.3 Summer Reading Grants for South Carolina Libraries	3.4 Statewide Summer Reading	3.5 Family Place	3.6 Literacy Bridge for Kids	3.7 Summer - Read, Learn and Grow Outreach Boxes	3.8 Growing Readers - Empowering Families to Learn & Grow Together	4.1 Talking Books Services for South Carolina	4.2 Inclusive Services	4.3 York County Library Bookmobile
Lifelong Learning	YES	YES	YES	YES	YES	YES	YES	YES				
Improve users' formal education												
Improve users' general knowledge and skills	YES	YES	YES	YES	YES	YES	YES	YES				
Information Access									YES	YES	YES	
Improve users' ability to discover information resources												
Improve users' ability to obtain and/or use information resources									YES	YES	YES	
Institutional Capacity	YES											
Improve the library workforce	YES											
Improve the library's physical and technological infrastructure												
Improve library operations												
Economic & Employment Development												
Improve users' ability to use resources and apply information for employment support												
Improve users' ability to use and apply business resources												
Human Resources												
Improve users' ability to apply information that furthers their personal, family or household finances												
Improve users' ability to apply information that furthers their personal or family health & wellness												
Improve users' ability to apply information that furthers their parenting and family skills												
Civic Engagement												
Improve users' ability to participate in their community												
Improve users' ability to participate in community conversations around topics of concern												

SOUTH CAROLINA

Measuring Success Focal Areas and Intentions

	4.4 Bookmobile Service in Calhoun County	4.5 Mobile Creative Studio	4.6 Summer - Make Station	5.1 Statewide Services	5.2 South Carolina Read Eat Grow Initiative	5.3 New Literacy Dimensions: Empowering and Expanding ESL and Adult Education in Georgetown County, SC, thru Virtual and Real Approaches to Improved Knowledge	5.4 Full STEAM Ahead – Summerville Elementary School – DD2	6.1 Information Technology	6.2 AccessSC	6.3 Technology for Virtual Programming	7.1 Electronic Services for South Carolina
Lifelong Learning	YES	YES	YES	YES			YES				
Improve users' formal education							YES				
Improve users' general knowledge and skills	YES	YES	YES	YES							
Information Access	YES				YES			YES		YES	
Improve users' ability to discover information resources	YES				YES						
Improve users' ability to obtain and/or use information resources								YES		YES	
Institutional Capacity							YES		YES		
Improve the library workforce											
Improve the library's physical and technological infrastructure							YES		YES		
Improve library operations											
Economic & Employment Development											
Improve users' ability to use resources and apply information for employment support											
Improve users' ability to use and apply business resources											
Human Resources											
Improve users' ability to apply information that furthers their personal, family or household finances											
Improve users' ability to apply information that furthers their personal or family health & wellness											
Improve users' ability to apply information that furthers their parenting and family skills											
Civic Engagement											
Improve users' ability to participate in their community											
Improve users' ability to participate in community conversations around topics of concern											

Appendix G: Targeted Audiences Crosswalk Table, By Goal

SOUTH CAROLINA Target Population Served	Targeted Audiences											
	Library Workforce (current and future)	Individuals Living Below the Poverty Line	Individuals who are unemployed/underemployed	Ethnic or Minority Populations	Immigrants/Refugees	Individuals with Disabilities	Individuals with Limited Functional Literacy or Information Skills	Families	Children (aged 0-5)	School-aged Youth (aged 6-17)	General (aged 18-64)	Senior (aged 65+)
1.1 Collection & Digitization for South Carolina												
1.2 York County Library (YCL) Wheelchair Accessible					YES			YES	YES	YES	YES	
1.3 Subgrant - Georgetown - Moonrise: Accessible												
1.4 Union County Accessing Technology					YES				YES	YES	YES	
1.5 Library Programming Van							YES	YES	YES	YES	YES	
1.6 John de la Howe School of Agriculture								YES	YES	YES	YES	
1.7 Subgrant - Greenville - G Suite Learning			YES							YES	YES	
1.8 Union County Library Strategic Planning	YES											
2.1 Staff Development and Continuing Education	YES											
2.2 Emergency Preparedness	YES											
2.3 Tuition Assistance Grants for MLIS Candidates	YES											
2.4 Continuing Education and Conference	YES											
3.1 Statewide Literacy Services Revised	YES											
3.2 Youth Services and Statewide Summer Reading	YES											
3.3 Summer Reading Grants for South Carolina							YES	YES	YES			
3.4 Statewide Summer Reading	YES					YES			YES			
3.5 Family Place	YES						YES	YES				
3.6 Literacy Bridge for Kids								YES	YES			
3.7 Sumter - Read, Learn and Grow Outreach					YES		YES	YES	YES	YES	YES	
3.8 Growing Readers – Empowering Families		YES					YES	YES	YES	YES	YES	
4.1 Talking Books Services for South Carolina					YES			YES	YES	YES	YES	
4.2 Inclusive Services	YES			YES	YES	YES	YES	YES	YES	YES	YES	
4.3 York County Library Bookmobile												
4.4 Bookmobile Service in Calhoun County												
4.5 Mobile Creative Studio	YES											
4.6 Sumter - Make Station								YES	YES	YES	YES	
5.1 Statewide Services								YES	YES			
5.2 South Carolina Read Eat Grow Initiative	YES											
5.3 New Literacy Dimensions: Empowering Families									YES			
5.4 Full STEAM Ahead – Summerville Elementary								YES	YES			
6.1 Information Technology	YES											
6.2 AccessSC												
6.3 Technology for Virtual Programming												
7.1 Electronic Services for South Carolina												

Appendix H: Expenditure Table, by Goal

SOUTH CAROLINA LSTA PROJECT EXPENDITURE SUMMARY											
	State Goal Short Title	PROJECT TITLE/ Activities	FFY 2018	FFY 2019	FFY 2020	FFY 2018 LSTA EXPENDITURES	FFY 2019 LSTA EXPENDITURES	FFY 2020 LSTA EXPENDITURES	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL	PERCENTAGE EXPENDITURE WITHIN GOAL	PERCENTAGE OF TOTAL LSTA EXPENDITURES
Goal 1	Information Services	Collection & Digitization for South Carolina	X	X	X	\$ 245,454.96	\$ 189,091.90	\$ 62,095.75	\$ 496,642.61	74.02%	6.22%
		York County Library (YCL) Wheelchair Accessible Sprinter Van			X			\$ 50,000.00	\$ 50,000.00	7.45%	0.63%
		Subgrant - Georgetown - Moonrise: Exploring New Phases of Innovation	X			\$ 36,000.00	\$ -	\$ -	\$ 36,000.00	5.37%	0.45%
		Union County Accessing Technology		X		\$ -	\$ 31,625.00	\$ -	\$ 31,625.00	4.71%	0.40%
		Library Programming Van			X			\$ 28,500.00	\$ 28,500.00	4.25%	0.36%
		John de la Howe School of Agriculture Partnership			X			\$ 18,000.00	\$ 18,000.00	2.68%	0.23%
		Subgrant - Greenville - G Suite Learning Circles	X			\$ 7,715.63	\$ -	\$ -	\$ 7,715.63	1.15%	0.10%
		Union County Library Strategic Planning		X		\$ -	\$ 2,500.00	\$ -	\$ 2,500.00	0.37%	0.03%
		GOAL SUBTOTAL				\$ 289,170.59	\$ 223,216.90	\$ 158,595.75	\$ 670,983.24	100.00%	8.41%
Goal 2	Library Staff Development	Staff Development and Continuing Education	X	X	X	\$ 241,918.09	\$ 341,764.17	\$ 280,977.39	\$ 864,659.65	78.95%	10.84%
		Emergency Preparedness			X			\$ 96,101.68	\$ 96,101.68	8.77%	1.20%
		Tuition Assistance Grants for MLIS Candidates	X	X	X	\$ 39,958.97	\$ 24,178.91	\$ 5,210.00	\$ 69,347.88	6.33%	0.87%
		Continuing Education and Conference Grants for SC Libraries	X	X	X	\$ 39,972.19	\$ 21,351.22	\$ 3,804.00	\$ 65,127.41	5.95%	0.82%
		GOAL SUBTOTAL				\$ 321,849.25	\$ 387,294.30	\$ 386,093.07	\$ 1,095,236.62	100.00%	13.73%
Goal 3	Children's Services	Statewide Literacy Services Revised	X	X	X	\$ 255,413.89	\$ 100,759.18	\$ 229,296.43	\$ 585,469.50	52.78%	7.34%
		Youth Services and Statewide Summer Reading		X	X	\$ -	\$ 121,511.07	\$ 117,818.38	\$ 239,329.45	21.57%	3.00%
		Summer Reading Grants for South Carolina Libraries	X	X	X	\$ 40,329.35	\$ 37,009.97	\$ 32,136.36	\$ 109,475.68	9.87%	1.37%
		Statewide Summer Reading	X			\$ 100,508.48	\$ -	\$ -	\$ 100,508.48	9.06%	1.26%
		Family Place	X			\$ 36,000.00	\$ -	\$ -	\$ 36,000.00	3.25%	0.45%
		Literacy Bridge for Kids			X			\$ 25,000.00	\$ 25,000.00	2.25%	0.31%
		Sumter - Read, Learn and Grow Outreach Boxes			X			\$ 10,208.00	\$ 10,208.00	0.92%	0.13%
		Growing Readers – Empowering Families to Learn & Grow Together		X		\$ -	\$ 3,321.16	\$ -	\$ 3,321.16	0.30%	0.04%
		GOAL SUBTOTAL				\$ 432,251.72	\$ 262,601.38	\$ 414,459.17	\$ 1,109,312.27	100.00%	13.90%
Goal 4	Access to Library Services	Talking Books Services for South Carolina	X	X	X	\$ 132,901.28	\$ 224,712.53	\$ 48,476.66	\$ 406,090.47	48.41%	5.09%
		Inclusive Services	X	X	X	\$ 83,818.71	\$ 103,127.68	\$ 113,553.15	\$ 300,499.54	35.82%	3.77%
		York County Library Bookmobile	X			\$ 50,000.00	\$ -	\$ -	\$ 50,000.00	5.96%	0.63%
		Bookmobile Service in Calhoun County		X		\$ -	\$ 50,000.00	\$ -	\$ 50,000.00	5.96%	0.63%
		Mobile Creative Studio			X			\$ 24,969.81	\$ 24,969.81	2.98%	0.31%
		Sumter - Make Station	X			\$ 7,280.38	\$ -	\$ -	\$ 7,280.38	0.87%	0.09%
		GOAL SUBTOTAL				\$ 274,000.37	\$ 377,840.21	\$ 186,999.62	\$ 838,840.20	100.00%	10.51%
Goal 5	Serving Diverse Populations	Statewide Services	X	X	X	\$ 17,908.85	\$ 222,194.15	\$ 196,320.85	\$ 436,423.85	71.23%	5.47%
		South Carolina Read Eat Grow Initiative		X		\$ -	\$ 96,998.15	\$ -	\$ 96,998.15	15.83%	1.22%
		New Literacy Dimensions: Empowering and Expanding ESL and Adult Education in Georgetown County, SC, thru Virtual and Real Approaches to Improved Knowledge		X		\$ -	\$ 43,624.00	\$ -	\$ 43,624.00	7.12%	0.55%
		Full STEAM Ahead – Summerville Elementary School – DD2		X		\$ -	\$ 25,200.00	\$ -	\$ 25,200.00	4.11%	0.32%

SOUTH CAROLINA LSTA PROJECT EXPENDITURE SUMMARY											
	State Goal Short Title	PROJECT TITLE/ Activities	FFY 2018	FFY 2019	FFY 2020	FFY 2018 LSTA EXPENDITURES	FFY 2019 LSTA EXPENDITURES	FFY 2020 LSTA EXPENDITURES	THREE YEAR (FFY 2018, FFY 2019, FFY 2020) EXPENDITURE TOTAL	PERCENTAGE EXPENDITURE WITHIN GOAL	PERCENTAGE OF TOTAL LSTA EXPENDITURES
		Subgrant - Darlington - Imagine the Possibilities as a 3D Designer!	X			\$ 10,410.00	\$ -	\$ -	\$ 10,410.00	1.70%	0.13%
		GOAL SUBTOTAL				\$ 28,318.85	\$ 388,016.30	\$ 196,320.85	\$ 612,656.00	100.00%	7.68%
Goal 6	Library Technology	Information Technology	X	X	X	\$ 450,108.57	\$ 485,488.69	\$ 473,207.95	\$ 1,408,805.21	84.39%	17.66%
		AccessSC		X	X	\$ -	\$ 102,349.34	\$ 146,985.08	\$ 249,334.42	14.94%	3.12%
		Technology for Virtual Programming			X			\$ 11,305.23	\$ 11,305.23	0.68%	0.14%
		GOAL SUBTOTAL				\$ 450,108.57	\$ 587,838.03	\$ 631,498.26	\$ 1,669,444.86	100.00%	20.92%
Goal 7	Resource Sharing	Electronic Services for South Carolina	X	X	X	\$ 687,857.65	\$ 329,069.84	\$ 690,271.43	\$ 1,707,198.92	100.00%	21.40%
		GOAL SUBTOTAL				\$ 687,857.65	\$ 329,069.84	\$ 690,271.43	\$ 1,707,198.92	100.00%	21.40%
		LSTA PROGRAM ADMINISTRATION				\$ 103,481.00	\$ 80,776.04	\$ 91,213.85	\$ 275,470.89	100.00%	3.45%
		GRAND TOTAL				\$ 2,587,038.00	\$ 2,636,653.00	\$ 2,755,452.00	\$ 7,979,143.00	100.00%	100.00%

Appendix I: Web-Survey Report

SC LSTA Survey Summary

Findings

The survey received a total of 411 responses, 200 of which were complete and 211 of which were partial. As shown in Figure 1, 18% of respondents (36) worked in academic libraries, 23% (46) worked in K12 school libraries, 31% (61) worked in public libraries, and 28% worked elsewhere.

Figure 2 shows the overall breakdown of job roles. 28% of respondents (53) were directors, 12% (23) were managers or department heads, and 7% of respondents (14) were youth services staff, 5% of respondents (9) were adult services staff. 37% of respondents (70) indicated “other” which included school librarians, teachers, administrators, and library media specialists.

Figure 1. The type of library in which respondents work

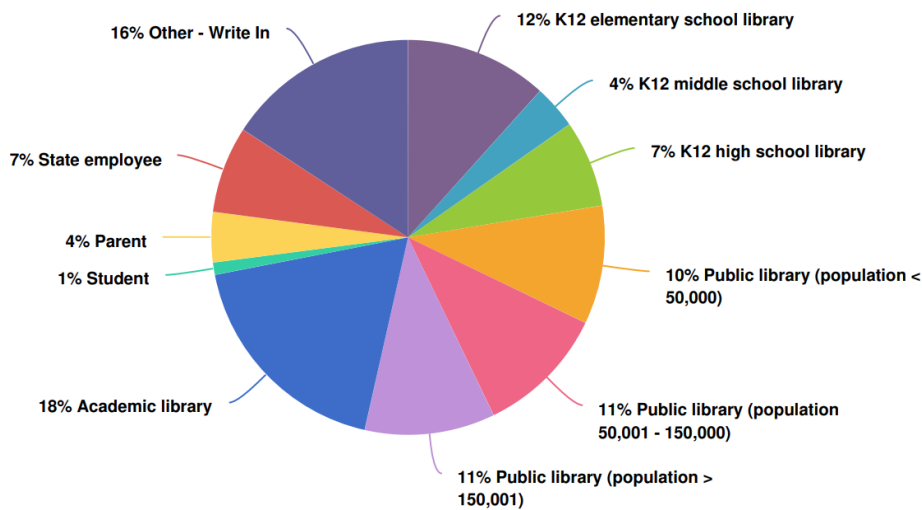
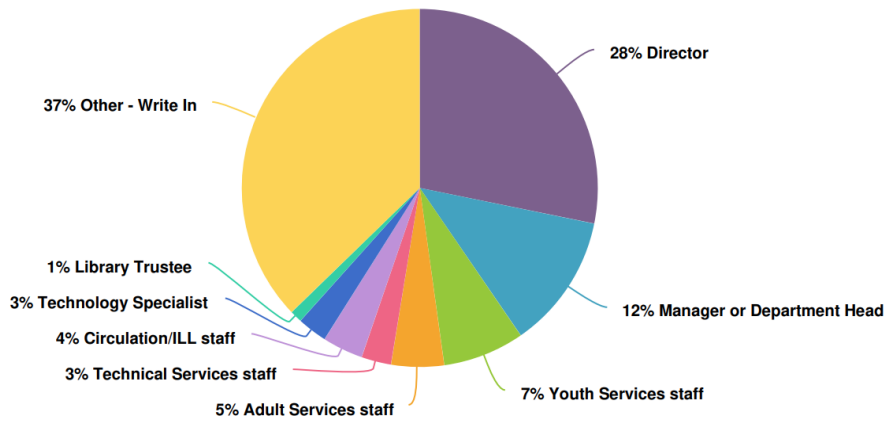


Figure 2. Role of the respondent within their library



Impactful LSTA Programs

Respondents were asked to indicate which LSTA programs had impacts on their libraries and patrons they serve. Respondents rated each provided LSTA program as no impact, somewhat impactful, very impactful, or not applicable. Figure 3 below shows the complete list of LSTA programs and their impact.

Figure 3.a. LSTA program impact

	No impact	Somewhat impactful	Very impactful	Not applicable
Statewide Databases (Discus, Tutor.com, etc.) Count Row %	5 2.3%	31 14.2%	171 78.1%	12 5.5%
Continuing Education for Library Staff and Trustees Count Row %	20 9.4%	68 32.1%	92 43.4%	32 15.1%
Children and Youth Services Count Row %	24 11.4%	47 22.4%	97 46.2%	42 20.0%
Summer Reading (Manuals, Workshops, ReadSquared, Grants) Count Row %	26 12.2%	43 20.2%	97 45.5%	47 22.1%
Talking Books Services Count Row %	22 10.3%	55 25.8%	92 43.2%	44 20.7%
Center for the Book (Young Minds Dreaming, Letters About Literature) Count Row %	48 22.9%	56 26.7%	38 18.1%	68 32.4%
Circulating Kits (Technology and Maker Kits) Count Row %	40 19.0%	58 27.6%	52 24.8%	60 28.6%
State Documents Collections (Documents and Digital) Count Row %	34 15.9%	71 33.2%	67 31.3%	42 19.6%

Figure 3.b. LSTA program impact

	No impact	Somewhat impactful	Very impactful	Not applicable
LSTA Subgrants (Impact, CE/Travel, Tuition Assistance, Bookmobiles) Count Row %	38 18.0%	33 15.6%	76 36.0%	64 30.3%
LSTA (Accessibility Assessments, Technology, Multilingual Collection Development, SC Plants the Seed) Count Row %	28 13.2%	45 21.2%	74 34.9%	65 30.7%
Homework Help Centers Count Row %	44 21.0%	47 22.4%	56 26.7%	63 30.0%
Technology Consulting Count Row %	37 17.5%	51 24.1%	64 30.2%	60 28.3%
General Consulting (Trustee Training, Inclusive Services, etc.) Count Row %	36 17.1%	59 28.0%	48 22.7%	68 32.2%
SCLENDS Count Row %	26 12.6%	27 13.1%	79 38.3%	74 35.9%

Statewide electronic resources impact

Next, respondents were asked to select the level of impact statewide electronic resources had on their libraries. Literature and Language Arts, which includes Literature Reference Center, Novelist, Blooms Literature, Teen Book Cloud, and Tumblebooks, was the highest impact area of electronic resources in the state of South Carolina, with 65.7% of respondents (140) indicated that these programs are very impactful. Figure 4 below shows the complete list of resources provided by the state of South Carolina and their impact.

Figure 4.a. Electronic Resources impact

	No impact	Somewhat impactful	Very impactful	Not applicable
Career & Business (Learning Express, Ferguson Career Guidance Center) Count Row %	21 9.8%	55 25.7%	109 50.9%	29 13.6%
Teacher Resources (StudySC, Teacher Reference Center, Explora) Count Row %	22 10.4%	74 34.9%	93 43.9%	23 10.8%
History, Geography, Social Studies, Biographies (Opposing Viewpoints, CultureGrams, Biographies in Context, etc.) Count Row %	8 3.7%	52 24.3%	138 64.5%	16 7.5%
Math (TumbleMath) Count Row %	25 11.8%	70 33.2%	79 37.4%	37 17.5%
Science (Applied Science & Technology, PeppleGo, Magic Schoolbus) Count Row %	17 8.0%	66 31.0%	107 50.2%	23 10.8%
Literature & Language Arts (Literature Reference Center, Novelist, Blooms Literature, Teen Book Cloud, Tumblebooks) Count Row %	11 5.2%	48 22.5%	140 65.7%	14 6.6%
Health & Medical (Consumer Health Complete, Healthwatch) Count Row %	21 10.0%	61 28.9%	100 47.4%	29 13.7%

Figure 4.b. Electronic Resources impact

	No impact	Somewhat impactful	Very impactful	Not applicable
Tutoring & Test Prep (Tutor.com, Learning Express) Count Row %	21 10.0%	51 24.4%	107 51.2%	30 14.4%
General Reference (Credo, Explora, Britannica, World Almanac) Count Row %	11 5.2%	53 24.9%	137 64.3%	12 5.6%
News and Current Events Count Row %	16 7.6%	72 34.1%	107 50.7%	16 7.6%

Looking Back

Seven themes emerged from the 110 respondent comments on the impact of LSTA funds to patrons and libraries. Five of these themes were mentioned by respondents more than twice. These themes include library capacity, access, library materials, community support and/or connection, and professional development for staff. Figure 5 shows the number of times each theme was mentioned.

Respondents were asked to think back on the last three years and mention any LSTA programs that have stood out to them as being the most impactful to their libraries. 13 respondents indicated “n/a” as their answer to this question. 38 respondents indicated that DISCUS databases have been the most impactful, 22 respondents indicated that the summer reading grants have benefited their libraries the most, and 20 respondents indicated that the Talking Books program has been the most impactful. Figure 6 shows additional programs mentioned by respondents.

Figure 5. Main themes

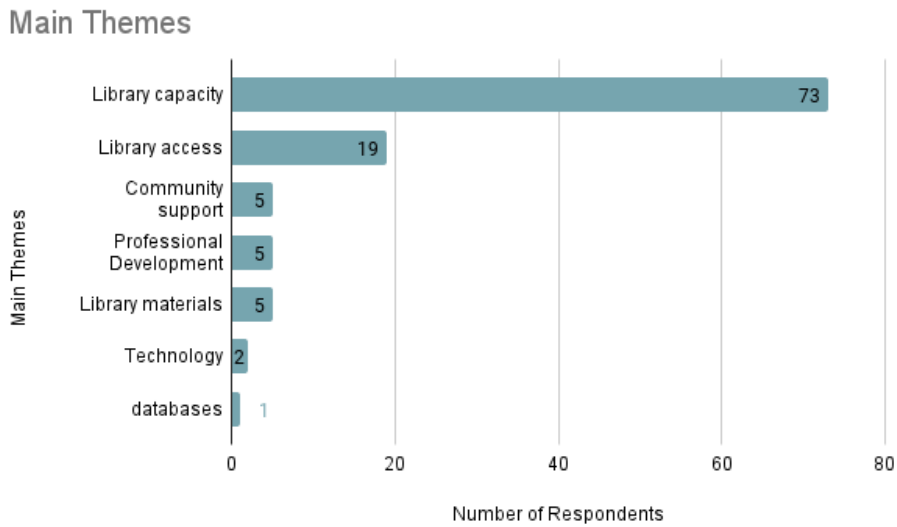
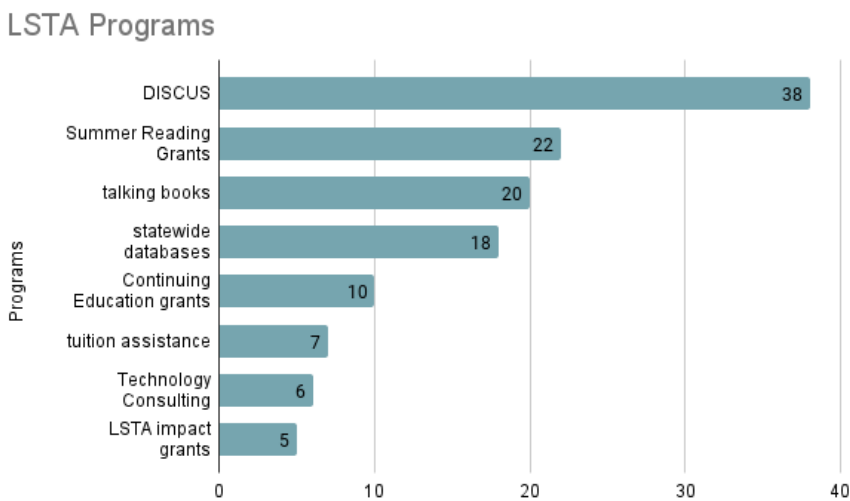


Figure 6. Impactful LSTA Programs



Below are a selection of comments from survey respondents on the impact of these programs on their communities.

“LSTA funds allow me to supplement the print material. Some of my printed material is considered outdated, but having access to current electronic materials that aren’t Google and Sparknotes is a requirement for my school, which is an International Baccalaureate World School.”

“We have a lovely little library, but LSTA funds directed through the State Library allow us to offer so much more both by direct support and also by expanding staff knowledge and experience through continuing education and travel.”

“Our County is mostly rural and our citizens have had greater access to research, information, books, training, and educational classes at no cost to them.”

“The library is viewed as more modern and dynamic because of DISCUS and our annual Summer Reading Program.”

“LSTA funding allows me to provide my patrons with a larger and more diverse collection and competent staff who have received professional development opportunities that we would not have been able to offer with the LSTA funding.”

“[LSTA funding] helps to bring the community closer together.”

“Technology consulting has allowed the Library to maintain an IT infrastructure that is state of the art. This technology has allowed customers access to the most current IT technology and services to span the digital divide.”

“Our library funds can be used for other databases because we know the State Library's available databases complement our subscriptions. We can offer students more resources for their interests.”

“It levels the playing field because students of poverty still have access to quality digital products.”

“Updated technology resource offerings for the community to access. Community members' technology understandings and skills expanded. Technology education and training provided helped patrons overcome barriers to accessing, storing and retrieving information.”

“It has expanded the number and choices of books I can receive.”

Looking Forward

Respondents were asked to think ahead to the years covered by the upcoming Five-Year Plan (fiscal years 2023 - 2027) and discuss changes in the way that LSTA dollars are invested that would significantly improve library services. Recommended changes mentioned more than once include letting directors know further in advance about how funds might be allocated, more small grants, additional technology funding, and continued funding of statewide shared resources.

- Funding specialists to assess library needs
- Hiring more staff
- Professional development/continuing education opportunities
- Marketing library services

Below are a selection of comments from respondents on suggested LSTA funding changes in the next five years.

“Please provide even more money for Impact Grants and for CE opportunities.”

“Please let public library directors know sooner than later about potential allocations that are being considered, whether they are new or continuations of the same. When evaluating products, databases, etc., Please provide an opportunity for directors or their designee(s) to participate in the development of criteria for selection or at least solicit feedback on draft criteria being considered.”

“Funding for specialists to assess library needs in such areas as facilities modifications and improvement and technology assessment as well.”

“More money and innovation in subgrants. Fewer goals/more focus on what grants support. Build a stronger network of libraries by encouraging partnerships (across libraries and across library types).”

“More small grants that we can apply for quickly and easily. Larger impact grants are difficult for us to implement. Small grants that can help improve our services work much better for us.”

“I would like to see more LSTA funding be used for hiring more library personnel who are needed for various services within the library. I would like to see more LSTA funding be used for professional development opportunities.”

“Create advocacy tools for local and state legislature. Create groups aligned around interests to share resources. Create awareness and opportunity to partner with aligned organizations: public schools, community colleges, AG agencies, recreation, etc.”

“I would like to see more databases for history and genealogy, as well as read alouds. made available to state citizens.”

“I would love to see more books be put into audio format whether the books are commercial books that have been adapted or produced by NLS.”

“Make Discus availability more well known in local community libraries.”

“STEM opportunities in summer.”

“Need more services for private residential/ academic programs, for children with disabilities. For example, access to Maker Kits and other forms of technology support.”

"I would love to see a larger focus on the Talking Book Services for our community! Sometimes the only way people find out about services that are available is through word of mouth. It would be wonderful to have a commercial on television to promote their services."

"Any additional resources to support higher ed (2 year colleges). And also "fun" resources such as popular reading ebooks (Overdrive?), videos, music, graphic novels, etc. Our students are increasingly asking for popular leisure materials in addition to material to support their studies."

Additional Comments

"The reporting can often be difficult. Not because it is hard, but it is often extensive. However, the staff at the State Library are so kind, understanding, and helpful that this is only a minor issue."

"Allowing for more time between receiving notice of grant opportunities and their application due dates would be appreciated. It can be difficult to identify applicable outcomes and figure out how to measure them. It can be a challenge to get program participants to take surveys in an attempt to measure outcomes."

"I don't have anything to suggest for improvement at this time other than perhaps to make the grant application process a little bit more automated/digital. Fillable forms on webpages that can be edited and digitally signed, etc."

"Perhaps there should be a way to make reporting for LSTA easier - a way to upload documents into a portal rather than emailing so we can see what we have submitted."

"We need single sign-on through the SC Instruction Hub so that State Library resources can be searched in one "pane of glass" along with other state resources. This would also allow teachers to bring in specific resources through LTI links into learning management systems and to run reports. It is a tragedy that we pay so much money for these state resources with archaic technology that does not fit into a modern digital ecosystem. They are excellent resources, but could be so much more impactful and effective than they are now."

"Looks like SC LSTA program focuses more on public libraries. Could we extend opportunities to academia (academic libraries)? This will help academic libraries fund mini grant projects."

"More material on how to use assistive technology would be helpful. State agencies don't always purchase the material unless it can be justified for employment or higher education."

“More free training. And travel grants. Education grants to pay for training that's not free through ALA.”

“We really enjoy the digital archives that USC provides. We can use more map resources.”

“The digital resources are extremely valuable, as well as the circulating kits. Adding additional book club kits that are specifically for schools would be beneficial.”

“We had some trouble using Tumblebooks. It wasn't easy for us to access and continue to use. I requested help several times but was never able to get my issues resolved.”

“BARD is supposed to be for visually impaired people, however the interface is not intuitive for locating and downloading books. A refined interface would allow me more independence in my library time. I like the service and it is very beneficial for someone with my needs, I very much appreciate the people I interact with, and patient.”

“I always say the same thing... to really have an impact and to really understand what impact we have, project timelines need to be more than one funding year. So many of the impacts we are trying to make are difficult to measure within such a short time frame. The necessity to hurry up and close out a project may also result in more disconnected short term projects rather than areas of investment and inquiry that evolve and produce a multiplier effect. Just my opinion.”

Appendix J: Databases in South Carolina

Prepared by Genya O’Gara, Library Consultant and VIVA Deputy Director

Background

Statewide database programs are a crucial service supported at various levels by the vast majority of state library programs across the United States.¹¹ Meeting user needs in virtual as well as physical spaces is a critical component of state library services; even as physical visits and circulation decline at public libraries (a trend likely to be further exacerbated by the COVID-19 pandemic), both the usage and availability of electronic resources has expanded.¹²

To understand the snapshot of the database resources and programs provided by the state agency, it is important to note that funding models for statewide databases have shifted considerably in the last few decades. For example, between 2000 and 2020 state libraries’ overall spending on statewide database licensing increased from \$42,290,000 to \$74,040,000 (spent by 48 state libraries). Within this increase however, state libraries were very unlikely to be the sole source of support for statewide databases; in fact, in 2020 89.6% of statewide database licensing was carried out by multiple entities and funding sources.¹³ In an informal 2021 survey of state data coordinators, it was found that although the majority of states offer support for a statewide databases program (41 of 44 respondents), many of those are not managed through the state library (only 33 reported state library management). Thirty-six of these respondents also noted the existence of a local e-resource consortium in the state.

Often these statewide database programs are supported in part through LSTA funding, as well as state funding, library cost-shares, grants, and external, but often complementary, consortial programs.¹⁴ Each statewide database program is approached, funded, and supported in a slightly different way. The following snapshots note where LSTA funds have likely supported a particular resource or platform to some extent, but they do not note what other funding or percentage of support this comprises, as this information is beyond the scope of the LSTA evaluation.

State:

South Carolina

Project details/URLs:

- <https://imls-spr.imls.gov/Public/Details/82452> <https://imls-spr.imls.gov/Public/Details/83578>

¹¹ The Institute of Museum and Library Services. 2021. *Functions and Roles of State Libraries: 2000 and 2020*. Washington, DC: The Institute of Museum and Library Services, p.14.; Results from the SDC E-Resources Survey.

¹² The Institute of Museum and Library Services. (2021). *The Use and Cost of Public Library Materials: Trends Before the COVID-19 Pandemic*. Washington, DC: The Institute, p. 6.

¹³ The Institute of Museum and Library Services. *Functions*, p.14.

¹⁴ The Institute of Museum and Library Services, *Functions*, p. 14.

- In FFY 2018 & FFY 2019 a total of \$1,016,927.49 was spent on database resources (\$687,857.65 and \$329,069.84, respectively). This comprises 19.5% of total SC LSTA expenditures, which were \$5,223,691.00 for FFY 2018 & FFY 2019 .

1. Table of Resources:

Italicized resources are either not supported by LSTA funds, or, as in the case of ProQuest resources, it is unclear if they are funded in some part by LSTA funds based on the 2018 and 2019 activity reports examined. Please see DB spreadsheet for more details on specific resources. Additionally, non-specific freely available US Government resources that are listed on the state library website (although not on Discus) have been removed from this table but are still listed on the DB spreadsheet. Finally, databases included in the EbscoHost collection are highlighted on the DB spreadsheet, and are noted at the bottom of this page, but not included individually in the table below.¹⁵

Vendor/Provider	Resource	Vendor/Provider	Resource
Britannica Digital Learning	Britannica Academic	InfoBase	World Almanac for Kids Intermediate
Britannica Digital Learning	Britannica Animal Kingdom	InfoBase	Writer's Reference Center
Britannica Digital Learning	Britannica Spanish: Enciclopedia Moderna	NewsBank	NewsBank: America's Newspapers
Britannica Digital Learning	Britannica Spanish: Escolar	Gale/Cengage	In Context: Biography
Britannica Digital Learning	Britannica Fundamentals	Niche Academy	Niche Academy
Britannica Digital Learning	Britannica Library	NLM	PubMed
Britannica Digital Learning	Britannica School	O'Reilly Media	O'Reilly Online Learning
CapStone	PebbleGo	OCLC	ArchiveGrid
CapStone	PebbleGo Next	OCLC	ClasePeriodica
Ebsco	Learning Express Library	OCLC	WorldCat
Ebsco	Company Profiles	Princeton Review	Tutor.com
Ebsco	EBSCOhost Research Databases	ProQuest	CultureGrams
Ebsco	Explora	ProQuest	Ebook Central

¹⁵ EbscoHost database include: Academic Search Premier, Agricola, Alt HealthWatch, Applied Science & Technology Full Text, Business Source Premier, Computer Source, Consumer Health Reference eBook Collection, eBook Collection (career ebooks), Education Full Text, ERIC, European Views of the Americas: 1493 – 1750, Fuente Académica, Funk & Wagnalls New World Encyclopedia, GreenFILE, Health Source: Consumer Edition, Health Source: Nursing/Academic Edition, History Reference Center, History Reference eBook Collection, Library, Information Science & Technology Abstracts, Library Literature & Information Science Index, Literary Reference Center, Literary Reference Center eBook Collection, MAS Reference eBook Collection, MAS Ultra – School Edition, MasterFILE Premier, MasterFILE Reference eBook Collection

Ebsco	LearningExpress Library	<i>ProQuest</i>	Newspapers: Historical Black Newspaper Collection
Ebsco	NoveList K-8 Plus	<i>SC ETV</i>	Knowitall.org
Ebsco	NoveList Plus	<i>SC ETV</i>	<i>Knowitall.org for Teachers and Parents</i>
Gale/Cengage	In Context: Elementary	<i>SC State Library/DSPACE</i>	<i>South Carolina State Documents Depository</i>
Gale/Cengage	In Context: Opposing Viewpoints	<i>SCIWAY</i>	<i>South Carolina Jobs Directory</i>
Gale/Cengage	Gale PowerSearch	<i>SCIWAY</i>	<i>South Carolina Media – Newspapers, Radio, Television</i>
Gale/Cengage	Poetry for Students	<i>South Carolina State Library/IMLS</i>	<i>StudySC</i>
Gale/Cengage	Short Stories for Students	<i>State Library/IMLS</i>	<i>WorkSC</i>
Info Base	Learn360	Teaching Books	Book Connections
InfoBase	African-American History	Teaching Books	TeachingBooks
InfoBase	Bloom's Literature	Tumbleweed Press	Teen BookCloud
InfoBase	Credo Reference	Tumbleweed Press	TumbleBooks
InfoBase	Credo Reference: DK Eyewitness eBooks	Tumbleweed Press	TumbleMath
InfoBase	Ferguson's Career Guidance Center	<i>Weston Woods</i>	<i>Magic School Bus</i>
InfoBase	World Almanac for Kids Elementary		

2. Access/Scope/Population:

The electronic resources provided by the South Carolina State Library are used throughout the K-12 community, academic institutions, public libraries, state employees, and are available to all citizens. South Carolina had 5,190,000 residents in 2019. Resources are made available most commonly through institutional affiliation. Login is provided through a local library branch, school library, academic library, or through Discus, which provides a space to request a username and password with residency verification. South Carolina also licenses EBSCO Discovery Service software, which provides a way to search resources through indexing and keyword relevance ranking. Discus (<https://www.scdiscus.org/>), South Carolina's Virtual Library is the "information place" for all South Carolinians and provides free access to an electronic library that's available 24/7. Discus is a collection of subscription databases with an array of resources including eBooks, journals, newspapers, encyclopedias, videos, career preparation

tools, and more. Also included in Discus is real-time tutoring available daily for K-12 students and their parents. Discus is meant to ensure equal access to information and learning resources across the state.

In 2018 and 2019 the following vendors licensed databases with South Carolina: BrainPOP Jr., EBSCO, Gale Cengage, LearningExpress Library, NewsBank, Credo Reference, Learn360, TumbleBooks, Tutor.com, World Almanac for Kids Elementary, World Almanac for Kids, and Writer’s Reference Center. Due to matching and other funds, LSTA funding for electronic resources is likely a small part of funds spent; however these funds do also directly support the staffing and platform that makes these resources available, per the electronic services activity reports. Additionally there is at least one resource not included in the database lists available through either the state library site or through Discus, which is listed as having been purchased (Brain Pop). Several other resources, including O’Reilly and ProQuest resources are not referenced in the activity reports, but are likely in some way supported through LSTA funds, as the research consultations and Discus platform are in part funded through LSTA. Finally, Overdrive is listed on the state library website as a resource, but not through Discus. Although it is listed above, it is unclear if any LSTA funds support it.

3. URLs:

All URLs can be found on the South-Carolina-DBs spreadsheet. For most resources access is provided through Discus.

4. URLs usage:

No openly available usage data was found. There are instructions online for school districts trying to obtain usage statistics to databases, which can be found here:

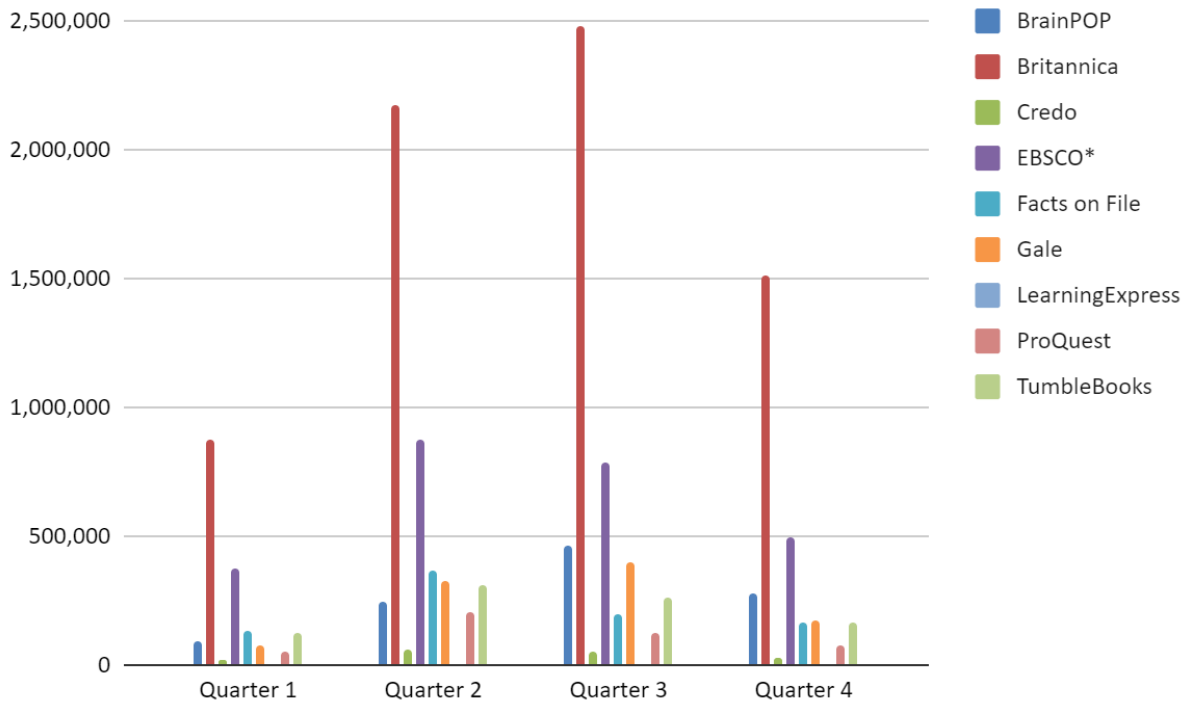
<https://www.scdiscus.org/sites/default/files/docs/UsageReportInstructions.SchoolDistricts.07-2021.pdf>

Institutions can also contact this Discus Office, at discusoffice@statelibrary.sc.gov for usage information.

Discus Usage - Annual Summary by Quarter FY 2018/19

	BrainPOP	Britannica	Credo	EBSCO*	Facts on File	Gale	Learning Express	ProQuest	Tumble Books
Quarter 1	95,128	874,277	17,631	375,902	131,107	72,497	4,345	55,735	127,617
Quarter 2	242,631	2,177,330	59,198	872,865	363,168	322,372	6,700	204,651	308,313
Quarter 3	461,609	2,480,016	51,233	782,272	194,560	396,476	6,457	127,093	260,523
Quarter 4	275,595	1,515,079	26,184	492,074	167,346	175,127	6,010	76,259	166,872
Totals	1,074,963	7,046,702	154,246	2,523,113	856,181	966,472	23,512	463,738	863,325

*Usage of the EBSCO products that retrieve traditional full-text results. Usage of the EBSCO products that do not retrieve traditional full-text results is calculated by the number of searches and is found on the "Qtrly - EBSCO (2)" tab.



Appendix K: Organizational Chart and LSTA funded positions

South Carolina State Library

