

**OCPL Director's Report**  
**November, 2018**

**1. Programs and Services:** The two Hispanic students and their families which were recruited by Volunteer Administrator Janice Lovinggood have continued to assist with programs for the Hispanic community in Walhalla. On September 29, the library held a "Bibliotheca 101" session to improve library awareness. It was conducted by the volunteers. A Dia de los Muertos event was planned for the beginning of November, 2018. These young ladies' mothers have also translated many of the library's handouts and the event calendar into Spanish as well. Youth Services Librarian Kayla Hamilton is also exploring ways to improve cooperation with the School District of Oconee County, especially in areas like reading levels (labelling OCPL books to coordinate with school reading levels) and, along with Acquisitions Manager Leah Kelley, creating kits with small paperback books that can be checked out that correlate to the books that kids read in the classroom.

**2. Usage statistics and narratives:** September and October, 2018, statistics and bi-monthly reports are attached. Figures reflect closings for library holidays (Labor Day holiday) and closing for staff training in October (Columbus Day).

**3. Finance and Budget:** OCPL budget expenditure figures year-to-date in FY19 are attached. The library has ended a subscription to Mango Languages, which was vastly underutilized despite repeated attempts to promote its use. We have substituted Duolingo, a popular free resource for language learning, and will apply the \$4,000.00 saved to another, more needed resource.

**4. Personnel and Training:** As part of the strategic plan, the library is working on internal communication. We are exploring some new tools to use to make that more effective, such as "Slack," for instant messaging. Branch Services Librarian Sue Andrus is also starting a series of regular branch visits to improve communication from the headquarters library to the branches, and to mentor the branch heads. We held a successful staff training day on October 8, with a painting class by Libby Imbody of Walhalla Art Works in the morning, and then branch staff meetings in the afternoon. The director and Technical Services Librarian Phil Bergen attended the South Carolina Library Association conference in Greenville, SC, in October.

**5. Building and Grounds:** We have received additional information from Kyle Reid with County Roads & Bridges regarding the lot in Walhalla for staff parking. There will have to be additional work done on a sidewalk and curb to satisfy the South Carolina Department of Transportation's requirements. This potentially could add costs and time to the project. The study rooms at the Walhalla Library now have power poles in each unit, and additional sound buffering material has been installed. They seem to be very popular. A patron at the Seneca Branch contacted the Clerk to Council about some issues with the grounds at the Seneca Library. We have filled in a hole there which was the result of a collapsed storm drain pipe that was no longer used, and are working to make some long-requested repairs to the brickwork in front of the building.

**6. Technology:** The Walhalla and Salem branches at one time offered a children's computer from AWE Learning. They are now out-of-warranty, and we will be looking to replace them. We will also be looking at adding an additional self-checkout station at the Walhalla Library this year, with funds permitting.

**7. Friends of the Library:** Used Book Sales continue to be well attended. The Friends' report will detail sales figures. The Friends will be assisting with several special projects in the coming months, including assisting with the purchase of a new service desk for the Westminster Branch, and assisting with Read to Succeed donations for the purchase of books for children.

**8. Oconee County:** The library worked with the county on their Comprehensive 2020 Plan, and provided meeting space at the Walhalla Library for public meetings. The library director was also part of the staff group who participated in question and answer sessions for County Administrator candidate interviews in late October, 2018. Questions were submitted in advance, and the question submitted was "What do you see as the position of the library in County government? Do you have a library card?" Two candidates (of three) did possess a library card, and one had even built a library in his previous county of employment.

**9. State Library:** The State Library is providing a \$1,000.00 grant to send the director to the *Library Journal* Directors Summit in San Diego, California, in December, 2018. The summit is an intimate two-day think tank that brings 100+ library leaders and strategic minds from beyond libraries to engage in timely conversations on strategies libraries will be implementing to successfully navigate change now and into the future. Valuable networking time is balanced with robust programming that spans high level thinking to nitty gritty application. The OCPL will also receive \$1,482.22 in South Carolina Education Lottery funds in November, 2018.

**10. Community Involvement:** Quientell Walker, Walhalla Branch Manager, continues to be involved in the effort to bring electric bus service to other parts of the county, particularly Walhalla and Westminster. The survey period has ended. As noted earlier, Volunteer Administrator Janice Lovinggood is working with several volunteers from Walhalla's Hispanic community. The director met with new Pickens County Library System Director Brian Morrison to discuss ways the two county systems (or three, if Anderson County is added) can cooperate more than just having reciprocal borrowing agreements in place. All three county library directors are being invited to meet with the new Dean of Clemson University Libraries to discuss ways that we can partner with the university library as well.

**11. Other:** The Director continues to be active in SCAPLA, the SC Association of Public Library Administrators. We will be attending the annual retreat in Anderson County in November, 2018.

**OCPL Bimonthly Report**  
**Library Usage Statistics**  
**Director: Blair Hinson**

	Sept 2017	Sept 2018	Change	Oct 2017	Oct 2018	Change
<b>Visits to Library</b>	17,403	17,284	-0.7%	19,195	19,692	2.6%
Material Circulation - Adult	16,345	16,057	-1.8%	16,953	17,599	3.8%
Material Circulation - Youth	1,621	1,295	-20.1%	1,649	1,431	-13.2%
Material Circulation - Juvenile	8,067	7,420	-8.0%	8,722	8,390	-3.8%
<b>Total Material Circulation</b>	<b>26,033</b>	<b>24,772</b>	<b>-4.8%</b>	<b>27,324</b>	<b>27,420</b>	<b>0.4%</b>
<b>Internet Users</b>	<b>2,016</b>	1,949	-3.3%	2,299	2,221	-3.4%
Internet Hours of Use	1,246	1,229	-1.4%	1,460	1,422	-2.6%
<b>New Cards Issued</b>	<b>146</b>	164	12.3%	133	217	63.2%
Programs - Adult	12	15	25.0%	12	14	16.7%
Programs Attendance - Adult	72	186	158.3%	67	135	101.5%
Programs - Youth 12-18	6	2	-66.7%	8	5	-37.5%
Programs Att - Youth 12-18	22	29	31.8%	26	21	-19.2%
Programs -Juvenile 6-11	9	5	-44.4%	4	25	525.0%
Programs Att -Juv 6-11	116	28	-75.9%	78	121	55.1%
Programs - Children 0-5	23	3	-87.0%	21	18	-14.3%
Programs - Att - Children 0-5	342	20	-94.2%	297	219	-26.3%
Outreach Activities	4	5	25.0%	3	9	200.0%
Outreach Act. Attendance	218	43	-80.3%	506	689	36.2%
Public Training Sessions	2	1	-50.0%	0	2	
Public Training Participants	9	4	-52.9%	0	25	
Public Training Hours	3	4	33.3%	0	50	
Staff Training Sessions	12	33	175.0%	16	46	187.5%
Staff Training Participants	24	8	-66.7%	18	48	166.7%
Staff Training Hours	188	37	-80.6%	112	76	-32.6%
Number of New Volunteers	4	6	50.0%	5	3	-40.0%
Number of Vol Hours	78	83	6.8%	73	96	32.8%
Meeting Room Use	66	87	31.8%	68	102	50.0%
Meeting Room Attendance	448	622	38.8%	504	796	57.9%
Number of Web Site Hits	11,817	13,475	14.0%	12,925	14,166	9.6%
Wi-Fi Users	2,480	563	-77.3%	1,002	544	-45.7%
Wi-Fi Sessions	4,600	1,743	-62.1%	2,256	1,813	-19.6%
E Book Downloads	1,380	1,806	30.9%	1,405	1,875	33.5%
Mango Adult Users	74	66	-10.8%	67	36	-46.3%
Mango Children Users	0	0		0	0	
Ancestry.com Hits	863	473	-45.2%	2,255	259	-88.5%
		0			0	
		0			0	
Interlibrary Loans	38	41	7.9%	59	44	-25.4%
<b>New Material Added</b>	<b>1,275</b>	<b>1,042</b>	<b>-18.3%</b>	<b>1,330</b>	<b>1,522</b>	<b>14.4%</b>

**OCPL Budget 2018-2019 11-7-18**

<b>Account Number</b>	<b>DESCRIPTION</b>	<b>Budgeted</b>	<b>Spent</b>	<b>Percent</b>	<b>Balance</b>
<b>Local Budget</b>					
010-206-30024-00000	Equip. Maintenance	2,450	2,470	101%	-20
010-206-30025-00000	Professional -Staffmark	102,425	34,140	33%	68,285
010-206-30041-00000	Telecommunications	1,000	152	15%	848
010-206-30056-00000	Data Processing	27,716	27,635	100%	81
010-206-30059-00000	Copier Click Charges - Xerox	10,000	2,550	26%	7,450
010-206-30068-00000	Advertising	700	300	43%	400
010-206-30080-00000	Dues	750	65	9%	685
010-206-30084-00000	School, Training, Sem.	3,300	2,694	82%	606
010-206-30090-00000	Honorarium	900	900	100%	0
010-206-33022-00207	Bldg Maint - Walhalla	7,000	3,773	54%	3,227
010-206-33022-00208	Bldg Maint - Seneca	3,600	2,371	66%	1,229
010-206-33022-00209	Bldg Maint - Westminster	2,500	1,431	57%	1,069
010-206-33022-00210	Bldg. Maint - Salem	2,020	1,694	84%	326
010-206-34043-00207	Electricity - Walhalla	32,500	8,828	27%	23,672
010-206-34043-00208	Electricity - Seneca	17,000	4,281	25%	12,719
010-206-34043-00209	Electricity - Westminster	15,500	2,772	18%	12,728
010-206-34043-00210	Electricity - Salem	5,000	5,000	100%	0
010-206-34044-00207	Water - Walhalla	1,400	365	26%	1,035
010-206-34044-00208	Water - Seneca	1,000	102	10%	898
010-206-34044-00209	Water - Westminster	1,000	95	9%	905
010-206-40031-00000	Sm Capital Equip (Loc)	2,800	658	24%	2,142
010-206-40032-00000	Operational	6,000	5,628	94%	372
010-206-40032-00000-A	Youth Services	2,000	388	19%	1,612
010-206-40033-00000	Postage	1,000	189	19%	811
010-206-40034-00000	Food	500	94	19%	406
010-206-40101-00000	Books (Local)	85,000	37,288	44%	47,712
010-206-40102-00000	Periodicals (Local)	20,000	18,482	92%	1,518
010-206-40103-00000	AV (Local)	10,500	3,722	35%	6,778
010-206-80206-00000	Automobile Maint - Library	3,500	317	9%	3,183
010-206-81206-00000	Gasoline - Library	2,500	962	38%	1,538
010-206-82206-00000	Diesel - Library	2,000	825	41%	1,175
<b>TOTAL LOCAL FUNDS</b>		<b>373,561</b>	<b>170,172</b>	<b>46%</b>	<b>203,389</b>
<b>Misc. Funds</b>					
013-206-60010-00000	*Gifts, Donation (Loc)	23,385		0%	23,385
<b>TOTAL MISC. FUNDS</b>					<b>23,385</b>

**State Aid Budget**

240-206-30018-00255	Travel	300.00		0%	300.00
240-206-30056-00255	Data Processing (State)	\$10,650.00	1,360.30	13%	9,289.70
240-206-30080-00255	Dues	\$1,200.00		0%	1,200.00
240-206-30084-00255	Schools, Train.. (State)	\$2,700.00		0%	2,700.00
240-206-40031-00255	Sm Capital (State)	\$9,207.75		0%	9,207.75
240-206-40032-00255	Operational (State)	\$14,750.00	2,536.04	17%	12,213.96
240-206-40045-00255	IT Equipment	\$2,070.00	1,857.27	90%	212.73
240-206-40111-00255	Books (State)	\$52,500.00	18,165.36	35%	34,334.64
240-206-40112-00255	Periodicals (State)	\$25,000.00	11,405.46	46%	13,594.54
240-206-40113-00255	AV (State)	\$11,600.00	3,233.16	28%	8,366.84
<b>Total State Aid Funds</b>		<b>\$129,977.75</b>	<b>38,557.59</b>	<b>30%</b>	<b>91,420.16</b>

**Program Budget**

Salem - \$155.41

Seneca - \$374.60

Walhalla - \$303.13

Westminster - \$81.89



Oconee County Public Library

# **2018-2020 STRATEGIC PLAN**

As accepted by the  
Library Board of Trustees on  
Monday, September 24, 2018.

## **Acknowledgements**

### **Library Board of Trustees**

**Alisa Suddeth, Chairman**

**William Caster, Vice Chairman**

**Lisa Martin, Secretary**

**Beverley Brackett**

**Allison Griffin**

**Kelly Holleman**

**Maria Jacobson**

**Marie McMahan**

**Chanda Morrison**

### **Oconee County Council**

**Edda Cammick, Chairwoman**

**Julian Davis, Vice Chairman**

**Glenn Hart, Chairman Pro Tem**

**Paul Cain**

**Wayne McCall**

### **Oconee County Administration and Staff**

### **South Carolina State Library**

**Special thanks to all community members who participated in the focus group meetings, and to Robert Moir, Facilitator4Hire, for facilitating the community focus group meetings.**

## Process

The planning process was initiated in January, 2018, by the Library Board of Trustees. The library had not had a comprehensive strategic plan that involved the community and multiple stakeholders in many years. This plan involved input from the Library Board of Trustees, the leadership and staff of the Oconee County Public Library, and community members in two different focus group sessions held at the Walhalla Main Library. In addition, many conversations were held with other stakeholders, from Oconee County Administration and staff, to County Council members, to other library directors and staff members in South Carolina, as well as the South Carolina State Library, which also provided a planning grant using Library Services and Technology Act funds.

Library leadership began formulating a “plan to plan,” and the first community planning meeting was held at the Walhalla Main Library on February 22, 2018. (See Appendix A for a list of those who attended.) Attendees were asked about their general impressions of the county, and asked to identify needs in the county. Then they were asked to determine, in their minds, which of those needs could be best met by the library.

From that meeting, library leadership and staff began determining the best responses to meet those needs. At the spring staff training day on March 30, 2018, the staff spent the day linking the needs that the community had identified to a list of service responses that the library could implement to meet those needs (taken from *Strategic Planning for Results*, by Sandra Nelson for the Public Library Association, a division of the American Library Association, 2008).

Those responses were then presented to the public at a second community planning meeting held on April 26, 2018. (See Appendix B for a list of the attendees.) The task given to attendees of this second meeting was to review the service responses the library staff identified as those which would best meet community needs. They reviewed, refined, and critiqued those responses. After that meeting, in May, 2018, a SWOT (strengths, weaknesses, opportunities, and threats) survey was given to the Oconee County Public Library staff to determine how the responses could be implemented, or how well the library could find resources and expertise in-house and in the community to meet those needs.

Library staff presented a draft of the plan to the Library Board of Trustees at their July 23, 2018, meeting and received additional input. The final plan, a one-page core document, was approved by the Board on September 24, 2018. It is included with this background, and will be the focal point for an ongoing effort to improve the library’s service to the community, while the library will continue to identify and refine possible programs and services, and identify ways to measure the success and outcomes of the plan.





## Oconee County Public Library

# 2018-2020 STRATEGIC PLAN

### **PRIORITY ONE: HELP RESIDENTS UNDERSTAND HOW TO FIND, USE, AND EVALUATE INFORMATION.**

- Encourage new people to use the library and lapsed users to reengage with the library.
- Improve internal communication so our message to our users is consistent and accurate.
- Work to improve our brand across the board, from better staff training and emphasis on service, to new spaces and branding that communicates what the library is all about.
- Seek out opportunities to expand use of information by unserved or underserved populations.

### **PRIORITY TWO: HELP RESIDENTS MAKE INFORMED DECISIONS.**

- Develop a series of programs using community partners to deliver information that residents can use at all stages of their lives to empower them to learn and grow.
- Expand the library's reach by seeking out new partnerships with a variety of community agencies and entities, and by strengthening and nurturing existing partnerships.

### **PRIORITY THREE: HELP RESIDENTS BETTER KNOW THEIR COMMUNITY.**

- Provide a needed space for gathering information about a wide range of community services and features, and sharing that in a variety of media and platforms.
- Participate in a variety of community events and celebrations.
- Engage with community leaders on a regular and consistent basis so that the library has timely information about community needs and can respond quickly and appropriately.

### **PRIORITY FOUR: HELP RESIDENTS SATISFY CURIOSITY THROUGH LIFELONG LEARNING.**

- Work with local literacy groups, schools, and other agencies to promote reading for fun.
- Build a lending library of non-traditional items for checkout.
- Continue to develop high-quality programs about a number of historical, cultural, and education topics of interest to residents.

Mission: The Oconee County Public Library provides resources and welcoming places where people of all ages can understand how to find, use, and evaluate information, make informed decisions, know their community, and satisfy curiosity.

**Priority One: Help Residents Know How to Find, Use, and Evaluate Information**

Where we are now	Where we want to go	Projected timeline/staff involved
<p>OCPL has a staff of dedicated, caring individuals that are talented and are competent.</p>	<ul style="list-style-type: none"> <li>• Establish more regular training on technology, and on each staff member’s job function</li> <li>• Hold training at regular intervals, instead of just at the beginning of a staff member’s employment and at semi-annual staff retreats</li> <li>• Establish a manual for each position in the OCPL system</li> </ul>	<p>Spring, 2019 Branch managers will assist in creating training on technology, communications, time management, and staff relationships. Branch Services Librarian will coordinate and organize the training on a system-wide basis. Staff members will also start writing a manual of their position.</p>
<p>Some staff members feel left out of the loop, and communication across the system is sometimes difficult. Staff members at different branches don’t always feel like they know what is happening.</p>	<ul style="list-style-type: none"> <li>• Establish Slack or another communications tool for more instant communications (besides just email)</li> <li>• Hold bi-weekly staff meetings at each branch</li> <li>• Establish some sort of system-wide newsletter</li> <li>• Establish mentoring program</li> </ul>	<p>Spring/summer, 2019 Slack or another tool will be set up for managers to communicate on their own “Channel,” branch managers will set a time and place for staff meetings at their branches, the Director or their designee will come up with a newsletter for the library system. Branch Services Librarian and Director will set up regular branch visits to assist and support branch managers. Director and managers/librarians will set up a system of cross training for all staff.</p>
<p>The library has a basic Spanish language collection and limited outreach to a growing population of Hispanic users.</p>	<ul style="list-style-type: none"> <li>• Increased number of Spanish language materials in all formats, including e-books and e-audio books</li> <li>• Have programs led by Hispanic volunteers</li> <li>• Have classes in Spanish as well as ESL classes at the library</li> <li>• Find volunteers to serve as reading mentors or coaches</li> <li>• Library will also explore</li> </ul>	<p>Ongoing for collection development; By summer, 2019 for programming and for classes Volunteer Administrator will recruit and train volunteers to assist Branch managers and those who order materials will increase the number and quality of Spanish language materials; Youth Services Librarian will coordinate with School District of Oconee County</p>

	<p>other languages in which to expand services</p> <ul style="list-style-type: none"> <li>Expand services to include citizenship classes, maybe book clubs and other programs</li> </ul>	for literacy and reading coaches
The library has website, social media, and calendar to promote programs and events; and has basic signage at libraries to assist patrons with using certain services.	<ul style="list-style-type: none"> <li>Create LibGuides and short videos for patrons to show them how to use the library, access library services, and use the public access catalog and library databases</li> <li>Improved signage in the libraries so that branches look uniform</li> </ul>	<p>Fall, 2019</p> <p>Technical Services Librarian, Branch Services Librarian, and branch managers will create content to be used with OCPL website (LibGuides) Director and other staff will establish guidelines for brand, signage, style guide for social media, print media, etc.</p>

## Priority 2: Help Residents Make Informed Decisions

Where we are now	Where we want to go	Projected timeline/staff involved
The library offers basic classes on computing, other handheld devices.	<ul style="list-style-type: none"> <li>Partner with SCWorks to offer basic computing classes, resume building workshops, Interview 101 classes</li> <li>Offer classes on Chrome and cloud computing</li> </ul>	<p>Spring/summer 2019</p> <p>Branch managers will schedule classes; branch managers or their designees will be trained on Chrome and on Chromebooks.</p>
The library offers occasional classes and programs with cultural or historical themes.	<ul style="list-style-type: none"> <li>Partnerships with local businesses and Extension service for Adulting 101 classes</li> <li>Partnerships with local businesses for classes on investing, retirement, and job changing</li> <li>Resume having VITA volunteers for yearly tax prep assistance</li> </ul>	Ongoing; Director, Branch Services Librarian, Youth Services Librarian, and branch managers will reach out to community partners for classes
The library occasionally does outreach to local organizations; staff participates in some community events	<ul style="list-style-type: none"> <li>Have staff that feel comfortable making presentations about what the library can offer on a specific topic about life skills, life events, etc., make such presentations to United Way, hospital,</li> </ul>	<p>Ongoing—starting spring, 2019</p> <p>All full time staff</p>

	<ul style="list-style-type: none"> <li>senior centers, etc.</li> <li>Library has parenting programs about literacy, coping skills, etc.</li> </ul>	
--	--	--

### Priority 3: Help Residents Better Know Their Community

Where we are now	Where we want to go	Projected timeline/staff involved
Library has some community information in the form of pamphlets, bulletin boards for flyers, and a community page on the web	<ul style="list-style-type: none"> <li>Library connects with community organizations and creates informational guides, FAQs from patrons, and cross promotes other cultural and heritage organizations</li> <li>Library has presence at community events, like Oktoberfest, Apple Festival, Jazz on the Alley</li> <li>Find ways to get partnerships and even sponsorships from local businesses for events and promotions</li> <li>Provide open house for County employees, County Council, and others to allow them to see the impact the library can have</li> </ul>	<p>Ongoing, starting fall, 2018</p> <p>Managers and leadership;</p> <p>Need training on Website and LibGuide creation</p> <p>Need flexible scheduling to allow for staff to be at off-site events without exceeding allotted hours</p>

### Priority 4: Help Residents Satisfy Curiosity Through Lifelong Learning

Where we are now	Where we want to go	Projected timeline/staff involved
Library holds a variety of programs and classes on computing; has book clubs and occasional speakers on historical and cultural topics	<ul style="list-style-type: none"> <li>Library connects with other partners like the Extension Service or OLLI (Osher Lifelong Learning Institute) to provide programs and classes on variety of topics</li> <li>Library has “non-traditional” items to borrow, such as cake pans, fishing equipment, or other items</li> <li>Library develops</li> </ul>	<p>Ongoing, starting fall, 2018</p> <p>Volunteer Administrator; all staff</p>

	<p>relationships with those who represent underserved populations, and offers programs, services, and events geared to those communities</p> <ul style="list-style-type: none"> <li>• Partner with local Humane Society and other animal advocates to make reading to animals a regular event, instead of just a Summer Reading program</li> </ul>	
<p>Library partners with School District of Oconee County for literacy nights; Library has representative on First Steps board</p>	<ul style="list-style-type: none"> <li>• Library develops more for homeschool groups, like bundles and learning kits that can be borrowed</li> <li>• Library develops system of classification that assists parents in finding age/reading level appropriate resources in the library</li> <li>• Library seeks grants and other resources to assist with literacy</li> <li>• Library seeks to become go-to resource for parents, along with schools, for literacy and reading</li> </ul>	<p>Ongoing, starting fall, 2018 Youth Services Librarian; YS assistant All staff assist with reclassification of materials, grant seeking and writing, and staffing book clubs, teen events, and outreach to underserved populations</p>

## Core Values

**Accessibility:** OCPL will strive to promote and provide open access to all our facilities, information, resources, and services.

**Partnerships and Community Engagement:** We pursue strategic partnerships alliances, and collaborations that support outreach to our community.

**Reading, Literacy, and Lifelong Learning:** We encourage and support the development of literacy at every age level and support reading for information and enjoyment. We support learning as a lifelong activity and see our role as helping to create an educated community.

**Stewardship:** We are trusted, responsible managers of the funds provided by our community.



## OCPL Library Board of Trustee Meetings

### 2019 Schedule

Monday, January 28, 2019, 5:30 p.m.

Seneca Library, 300 E. South 2<sup>nd</sup> Street, Seneca, SC 29678

Monday, March 25, 2019, 5:30 p.m.

Walhalla Library, 501 W. South Broad Street, Walhalla, SC 29691

Monday, May 20\*, 2019, 5:30 p.m.

Westminster Library, 112 W. North Ave., Westminster, SC 29693

Monday, July 22, 2019, 5:30 p.m.

Salem Town Hall, 5 Park Avenue, Salem, SC 29676

Monday, September 23, 2019, 5:30 p.m.

Seneca Library, 300 E. South 2<sup>nd</sup> Street, Seneca, SC

Monday, November 25, 2019, 5:30 p.m.

Walhalla Library, 501 W. South Broad Street, Walhalla, SC 29691

**Note:** Board meetings are held in the odd numbered months of the year on the fourth Monday. \*The May Board meeting is held on the third Monday when Memorial Day falls on the fourth Monday.

## **Bookmobile and Outreach Services**

**September/October 2018**

**Brenda Lee, Bookmobile Manager**

**Collections:** Manager chooses adult collections from Ingram and B&T Leasing Program; requests some juvenile reading materials from B&T Children's Lease Plan. Selects adult DVDs to be ordered.

**Displays:** Bulletins of events at the libraries are displayed as space allows. Friends of the Library book sale announcements are posted. 70<sup>th</sup> Anniversary events and postings displayed.

**Manager's Projects:** Maintaining shelving appearance and keeping up with the weeding. Changing collection codes and rotation of collections as needed is done as time allows.

**Volunteers and Outreach:** The Arc of Oconee County now have more on Thursdays when we go there. They are so eager and polite! Ann Hope Methodist Church stop in Utica was changed to Wednesday afternoons to give our preschool, The Learning Center (located at Open Door Baptist Church) their regular stop time on Mondays. There has been growth at The Crossing! A home school mother with four children and a neighbor, former volunteer Jean Snellings, are coming here for service. [I have to give credit to Jean for her encouragement in making the stop more productive.] I've also added another cul de sac!

I will be losing volunteer Lee Smith in December for personal reasons.

**Comments:** I have the best job in the OCPL system!

# Branch Services

Sept/Oct 2018

Sue Andrus, Branch Services Librarian

## Narrative

### Public Relations

The Publicity Committee has been restructured with the Branch Services Librarian in charge of publicity and marketing.

### Staff Development

Work has begun on a New Hire manual for full time positions. This should streamline and provide consistency for the onboarding process. One goal of this is to create a procedures manual for every full time position.

In Service Day was held at Chattooga Belle Farm on October 8. All staff spent about 90 minutes developing a list of specific actions to take in response to the four priorities of the strategic plan. In the afternoon, staff returned to their branches and did various things that took advantage of the library being closed. Walhalla staff spent an hour in a staff meeting that covered the basics of genealogical research, an ILL refresher, and information about how to print lists from the PAC. Seneca staff broke down shelving and stored it in the meeting room.

### Volunteers and Community Outreach

The Bookmobile stop at Ann Hope United Methodist Church in the Utica area of Seneca has been moved from Route D (2<sup>nd</sup> and 4<sup>th</sup> Monday) from 10-11:30am to Route E (2<sup>nd</sup> and 4<sup>th</sup> Wednesday) from 1:30-3:30pm. The church hosts a dinner every Wednesday night, so there are more potential patrons there at this time.

Two English classes from the Oconee Campus of Tri-County Technical College visited the Walhalla library in October. A total of 25 received a brief lesson in catalog and database searching, a library tour, and reference assistance with their major research paper.

### Manager's Projects

We are collaborating on how to best gather and report the statistics that record the information used by the library system and the State Library. Some modifications to the existing procedures have been made and others are under consideration. The method of collecting statistics about staff training and programming for the SCSL Annual Report is being standardized, and all procedures are being documented.

A regular schedule of branch visits has been initiated. Rather than going to a branch library only when a substitute is needed, the Branch Services Librarian now visits the Salem, Westminster, and Seneca locations once a month. It's been helpful to have one on one discussion about various issues, particularly right now while some statistical reporting procedures are being modified.

### Issues

The PACs at all locations still have intermittent problems connecting to the network. IT Problem Log spreadsheets are in use at each branch to keep track of all IT issues.

As a result of the in-service day presentation by the Sheriff's Department, safety assessments at all locations were conducted by Sgt. McGowan in November. We have contacted him several times since and are still waiting for his report.



## **Programs:**

Beginning in September Salem has changed the name of the Family Story Time to the Pre-School Story Time. Salem had the following regular adult programs for September and October: We have also started a new Mobile Device Help time and Computer Help Time, Time to Read Book Club, and Painting for Fun painting session for adults. In September we had the Do-it-yourself library card holder and T(w)een Book Club program for kids. We also had the Salem Art Show, which made a very successful two day run. In October for the kids programs we had the Eye Candy Art and T(w)een Time Mixed Media Pumpkins craft program. We also had the Basic Computer Class Adult program.

## **Salem Collection Development**

We continue to order well reviewed items for the Salem branch. At the Salem branch we constantly have a lookout for high quality items that interest our patrons. By having a good collection development strategy, we can keep the demand up for circulation at the Salem Library. We will be working on being sure that our money is spent for this year's budget.

## **Weeding**

Salem continues to weed different areas of the library to make room for new books. This past two months we have been concentrating on weeding the Juvenile non-fiction, Juvenile Biography, and Adult-biography and Adult non-fiction section.

## **Volunteers**

The Salem library would like to welcome our new volunteer Cressida Riccardi . The Salem library now is up to three active volunteers again. Our Volunteers continue to volunteer on a regular basis. Volunteers even help out with the programs we put on. These volunteers help us so much by freeing up our time to allow us to do our regular work and to concentrate on helping patrons.

## **Building Maintenance**

Over the past several months even before the end of the last fiscal year the Salem Library has been working on improving the restroom facilities at the Salem Town Hall building and Community Center Building. We have replaced all of the toilets in both those buildings. We have added new sinks in the Salem community Center Building. We have finally ended our improvement program by putting changing tables in the men's restroom. The Salem Town Hall contributed the changing table for the ladies restroom. We hope that these improvements will keep the facilities that we are using in Salem going strong for the next few years.

## **Seneca Library Branch Narrative, September/October 2018**

### **Emily Whitmire Sluder, Branch Manager**

#### **Facilities:**

I have requested the windows to be washed. New cement was poured in front of the book drop where it cracked, making it difficult to move the cart in and out of the book drop. Brush and roots were cleared out of a spot in front of the library near Second Street where old groundcover used to be. We are examining what to plant along the walk leading up to the building. We need to plant grass seed on the areas where the felled tree used to provide shade. We are addressing these issues with Facilities Maintenance.

Update to Xerox issues: Tronda Popham is now the director of procurement for the county. I will be explaining our issues to her and have her get in touch with our Xerox representative. Fortunately, the copiers have only needed repair once since the last report.

**Collections:** I would like to weed more quickly. TLC's web-based cataloging system is wonderful in that it allows us to delete items in the branch. We are creating a bilingual shelf for children's items written in both Spanish and English.

#### **Programs and attendance:**

DIY Pencil Box: 2      Blood Drive: 15

Let's Get Crafty: Mud Mask: 4

Monster Bookmarks: 4      Bat Craft: 4      Halloween Family Fun Night: 12

Spooky Spirited Stories: 5

Let's Get Crafty: Eerie Painting: 15

**Meeting Room:** Groups using our meeting room included the Red Cross, a Girl Scout troop, Safe Harbor, a church committee, Seneca River Women's Auxiliary, Oconee Writers' Association, a book club, Baby Read, The Palmetto Project, and tutoring groups.

**Staffing:** Our part-time employee Josh has taken a full-time job in another library system as of October 30. As of this writing, we are interviewing for his replacement.

**Special Projects:** We are stepping up our weeding and shifting. We hope to have the entire library shifted this year (toward the side with the computers). I was unable to attend SCLA this year due to the need for staff here.

**Statistics: Visits to Library:** September- 6851, October - 7559

**Total Volunteers:** 1

**Volunteer Hours:** September - 4, October - 3

**New borrowers:** September – 89, October – 71

**ILL:** September – 21, October – 26

Please note that public training statistics do not include the many hours we spend helping patrons with their own devices, downloading Overdrive e-books, using the public computers, and troubleshooting their issues.

# **TECHNICAL SERVICES**

September / October 2018

Phillip Bergen, Technical Services Librarian

## **Collections:**

Orders are proceeding well and budget spreadsheets are updated regularly.

## **TLC:**

Nothing to report at this time.

## **Manager's Projects:**

The project to clean up DISCUS records from the catalog has been completed. Top priorities moving forward are to continue to document policies and procedures and to create staff manuals.

## **Staff Development:**

Technical services staff participated in strategic planning and circulation training during the OCPL in-service on October 8. The technical services librarian has also participated in several SC State Library-sponsored webinars related to DISCUS resource management and Spanish language learning.

## **Issues:**

Nothing to report at this time.

## **Volunteers:**

Nancy Woods continues to do an excellent job in mending and repair.

# Walhalla Library

September/October 2018

Quientell Walker, Branch Manager

## Narrative

**Walhalla Collections:** We continue to order materials based on professional reviews, patron requests, “best sellers” list, and within the guidelines outlined in the OCPL book policy. We are still actively engaged in replacing damaged titles from the Fiction collection, and replacing superseded titles in the Non-Fiction collection.

**Overdrive Collection:** With assistance from the Branch Managers and the Youth Services Staff we have been able to continue adding new items to the Overdrive Collection. The collection has continued to show an increased growth of Unique Users. Below is a chart depicting this growth from 2017 to 2018.

	September 2017	September 2018	October 2017	October 2018
Unique Users	414	532	428	556

## Volunteers:

New Volunteers September: 3

New Volunteers October: 3

## Programs:

**September**— Painting Class—7; Books and Chocolate—5; Biblioteca 101—27

**October**— Forever Young Book Club—2; Homeschooling in South Carolina—25

## Meeting Room:

**September**— Baby Read— 5 times; Friends of the Library; Tri-County Home Educators Lego Club; Waters Edge Home Owners’ Association

**October**— Baby Read—4 times; Blue Ridge Insurance Medicare class; DSS; Guardian ad Litem— 2 times; Medicare Classes—2 times; National Youth Advocate Program—2 times; Oconee County Planning and Zoning Commission; Tribble Center; Tri-County Technical College English classes; United Daughters of the Confederacy

**Study Rooms:**

**September—30 uses**

**October— 15 uses**

**Facilities:**

October 30, 2018: A frayed electrical cord has been found in the Youth Services Office Area. It is located on the back wall underneath the counter, and we believe that it is supplying power to an external light. I have attached a photo of the frayed cord. (In progress)

October 26, 2018: We would like to have several areas in the library painted. The areas are: the staff and public restrooms, the Children's area, and touch up in the Meeting Room and the Circulation Desk. Should it be possible could you send someone to measure and provide us with a possible quote? (Initial request was sent in on August 13, 2018. Facilities requested that the work order be resubmitted in October).

October 16, 2018: The lights in Christie's area have gone out; I did replace the bulbs, but after flipping the switch the lights still did not come on. (Resolved)

September 24, 2018: The thermostats located in the break room, on aisle 41, and in the computer area are out. I did check the remaining thermostats and they appear to be functioning normally. We believe that the pans could be full due to the amount of humidity we have been experiencing. (Resolved)

September 17, 2018: A piece of the ridge at the apex of the roof has blown off. The blown piece is still on the roof at this time. I have attached a picture of the issue.

July 23, 2018: If possible we would like to have electrical outlets installed in the new study rooms. (Resolved)

September 12, 2018: In the meeting room one of the vents has an accumulation of some kind. I did attempt to vacuum it; however, it is too large to be sucked out through the grate. I have attached a picture of the accumulation. (Resolved)

**Statistics:**

Category	September 2018	October 2018
Visits to library	5,072	6,153
New Cards Issued	45	87
ILL	16	10

**Staff**

The Westminster Staff enjoyed a partial training day at Chattooga Belle Farm. After lunch staff were able to work on New Patron Welcome Packets, shelf reading, and shelf weeding. Staff much appreciated the change in location and the ability to work at the branch unencumbered. Leah participated in the Drug Training provided by the Sherriff's department.

**Programs/Attendance**

Movie: <i>The Book Club</i>	0	Movie: <i>Mary Shelley's Frankenstein</i>	0
Book Bag Craft	1	Movie: <i>Frankenstein 1931</i>	2
Winnie the Pooh	10	Movie: <i>Bride of Frankenstein</i>	0
Lego Entries	8	T(w)een Craft: Frankentoys	5
Lego Votes	150	Frankenreads	0
Random Fandom: Superheroes	45	Franken Friday Kid's Party	30
Drop-in Craft: Library Card Lanyards	2	Movie: <i>Frankenweenie</i>	5
Library 101: Apps	4	Movie: <i>Alvin and the Chipmunks</i>	0
Craft: Frankenstein Décor	8	<i>Meet Frankenstein</i>	

**Outreach**

Leah was asked to attend for the fifth year the West-Oak Middle School's Literacy Tailgate night to highlight some of the library's services and to sign up cards. People were very impressed with the Launchpads. Several people were new to the area so it was a great way to reach them and show them about the library.

**Manager's Projects**

Lego competition winners were Callie Long for adults; Emily Long for 7-11; Coleman Cannup for 12-17; and Dylan Smith was voted fan favorite. There were no 2 -6 entries.

**Facilities**

We had to have two light fixtures replaced and the seal on one of the toilets had to be tightened. IT updated the public internet computers for eventual upgrades which will include Windows 10 and possibly Chrome. They also removed the Chrome boxes Blair had installed and fixed the previous issues we had with them not logging on. We also received two new circ desk computers which have helped tremendously. There have also been several mice that have moved in with the colder temperatures that have had to be caught. We have put in a work order for one of the street lights in parking lot (again). The Roads and Bridges department came and trimmed the large oak tree so the limbs were no longer blocking the view of oncoming traffic.

**Publicity and Marketing**

We had several social media contests during September and October. We gave away tote bags and bookbucks for the FOL sale by asking interactive questions like what would hope to find at a sale or what is your favorite OCPL memory. Word of mouth, Facebook, and an article *The Journal* wrote were great tools for spreading the word out about Clean Slate program and our free replacement cards for our anniversary festivities. We ended up with a total of 40 participants in the Clean Slate program with \$3354.97 in fines and fees waived. We had 63 people replace their card for free. Not only did we see a return of 40 customers, we had a total of 84 new accounts created just last week (compared to 40 in 2016 and 27 in 2017 for the same week).

**Westminster Library Report  
Leah Price, Branch Manager  
September and October 2018**

Instagram:	Followers	363
Facebook:	Likes	2368
Twitter:	Followers	305
Email:	NA	

**Youth Services Dept.**  
**September/October 2018**  
**Kayla Hamilton, Youth Services Librarian**

**Collection Development:** Collection development is on budget thus far for the year. Kayla has worked with Leah Kelley to budget and implement the use of Baker and Taylor, a book leasing company, at the Salem Branch. This is on a trial basis but its goal is to allow the collection at Salem to rotate through on a schedule allowing the patrons to see more of a variety of materials. Of course, items that are circulating well can be added to the collection. Kayla has ordered a small collection of VoxBooks which have an audio player attached to the book. These titles will be used at locations that are unable to have hanging bags that include a book and CD due to space restrictions.

**Staff Development:** In late September, Kayla attended the SC State Library's Summer Reading Wrap-up at the Calhoun County Library. Through the Wrap-up discussion Kayla was able to develop some new ideas for next year's Summer Reading Program. On October 8<sup>th</sup>, we had the OCPL Staff In-service day and Kayla had the staff vote on reading logs for next Summer Reading Program. During this in-service, the Strategic Plan was discussed. That discussion led to over 20 suggested programs for Youth Services. Kayla will be looking over those suggestions and will try to implement as many as she can throughout the next year. On October 9<sup>th</sup>, Leah Kelley and Kayla meet with Sharon DeRidder about possibly applying for grants for guided reading level books and adding to our Hispanic collection.

**Collaboration:** Kayla has collaborated with the ESOL (English for Speakers of Other Languages) Coordinator for the School District of Oconee County to have a monthly bi-lingual story time. Throughout September and October Kayla has met with many contacts within the Latino community to try to build connections and ask for advice on materials that this community would like to see in the collection. Kayla has been working on a collaborative project that includes the Friends of the Library, Palmetto Basics, and Reach Out and Read. On November 29<sup>th</sup>, Kayla will present a formal proposal to the Friends of the Library asking for them to approve a voucher for a free book at the library from the Friends of the Library. The voucher will be attached to a book that the children of Oconee are given during doctor well checks through the Reach Out and Read program. Kayla and DJ attended the School Library Media Specialist meeting on October 17<sup>th</sup>; afterwards Kayla received multiple requests to attend literacy nights at schools.

**Programs:** Preschool Story Times began on September 4<sup>th</sup>. Kayla also started a new after school program called "STEAM Ahead Story Time" that promoted literacy through science, technology, engineering, art, and math. Both the Preschool Story Time and STEAM Ahead Story Time are offered at each branch weekly. The attendance was phenomenal with 209 in attendance for September and 240 for October for a total of 449 participants. The bilingual Story Time had 9 in attendance in September and no one for October; therefore we are working on marketing strategies to increase attendance. St. John's Lutheran Church Preschool in Walhalla was able to walk to the Walhalla Branch in October for a large crowd of 51. DJ and Rebecca David have also created a Teen Advisory Board (TAB). Currently there are 3 members on TAB and they are working on a fundraising project to help sponsor future programs for tweens and teens.

**Public Training:** Kayla and Leah Kelley have been working on creating public training for parents/guardians that will assist the parents in finding appropriate reading materials. We also hope



to give parents tools to help them read and discuss books with their children. Such as asking the child, "what do you think will happen next?" We are working on grants to fund professionals to provide this training.

**Community Outreach:** Being the Youth Services Librarian, Kayla has been appointed to the First Steps Board as the Oconee County Public Library System's designee. Kayla has formed connections on the Board already and has been working closely with Palmetto Basics (an extension of First Steps), established the Walhalla Branch as a drop off for the Warm a Child campaign, made connections with Head Start, and will be visiting a local daycare for story time at the request of another board member. In September, Kayla went to St. John's Lutheran Preschool for Story Time serving 54 people. A walking tour with James M. Brown Elementary was canceled due to weather; however Kayla went to the school to provide a story time and some information about the local library to the second grade classes (approximately 105). DJ provided story time at a local corn maze the last week in October for a total of approximately 360 people.

**Overview:** In September 2017, Youth Services had 11 programs serving 159 people. This September we had 29 programs serving 280 people. Youth Services added 18 programs and saw a 76% increase in attendance. In October 2017, Youth Services had 15 programs serving 272 people. This October Youth Services had 39 programs serving 739 people. That is an increase of 172% for October.