OCPL Director's Report

July, 2022

- 1. Programs and Services: Summer Reading 2022 has been a major success for the OCPL. The Youth Services Librarian's report will have the details, but participation and completions are up over last year, and our programs were well attended. We have enjoyed our partnership with the Walhalla Performing Arts Center, where we held our two biggest programs. We unfortunately had to turn some away for the June event with the South Carolina Aquarium, since we had over 500 in attendance. We have also started working with our Community Resource Associate, Kerry Leeper Brock, who has hit the ground running, so to speak, by attending numerous community events and also making good contacts with many of the county's social service agencies. Once the policies and procedures are in place, she will also begin direct client service and referral.
- 2. Usage Statistics and Narratives: Usage statistics for May and June and individual branch/department narratives are attached.
- 3. Finance and Budget: OCPL budget figures for FY22 year-to-date and the beginning of FY23 are attached.
- 4. Personnel and Training: Our Community Resource Associate, Walhalla Circulation Manager (Tucker Brown), and full time Youth Services Assistant (Donna J. Roach) positions have all been filled. Sadly, a long time part time circulation assistant, Lois Martin, has left Walhalla for the Anderson Co. Library system. We are advertising for that position. With the coming of the new fiscal year, we will start looking at training opportunities for staff in newer positions, like Christie Johnson on the Bookmobile (to attend the Assoc. of Bookmobile and Outreach Services conference in Arizona in October), and will be showcasing the good work of other staff, like Darcy Arnall (who will be presenting a session at the South Carolina Library Association conference in Columbia in October about producing online content).
- **5. Building and Grounds:** No major repairs were needed at any facility in this period. We will probably have some HVAC challenges in the near future because of older equipment at the Walhalla Main location in particular.
- **6. Technology:** Kajeet Mi-Fi lending is continuing and is now paid for by the library. The work of replacement of switching technology in all of our branches has been delayed again due to supply chain issues (not having the power supplies we need in stock). Since the funding for this came from ARPA grant funding, the State Library has been notified. We may not have the power supplies until October, 2022.
- **7. Friends of the Library:** Used book sales have continued each Thursday from 11:00 to 3:30 p.m. The Friends had excellent sales figures in May and June. They have also been selling some online and have also begun accepting credit cards with a Square reader, so sales have been strong. They funded a new microfilm reader for the Ann Rogers SC History Room as well.

- **8. Oconee County:** COVID-premium checks were received by full time employees in May. The new County budget for FY23 includes a 6% cost-of-living raise for full time employees as well, which will take effect with the July 11 payroll.
- **9. State Library:** We received an American Rescue Plan Act grant from the State Library for \$27,642.46 for new computer switches in our branches, and new Wi-Fi hardware. Since the switches have arrived and have been configured, we were able to pay for \$25, 035.98 of the grant and will be reimbursed for that. The power supplies (delayed by supply chain issues) will be paid for with other funds. The State Library had initially allotted up to \$30,000 to each county system of American Rescue Plan Act funds, so with the remaining \$4,964.02, we will buy new PCs to replace some that have reached end-of-life at the Walhalla and Seneca locations.
- 10. Community Involvement: The Bookmobile was present at Juneteenth celebrations in Seneca on June 18. The Bookmobile was also used as part of our participation in the Read-to-Succeed Summer Camp with the School District of Oconee County. The Comm. Resource Assoc. and the Director have been involved with strategic planning with the Healthy Oconee Coalition.
- 11. Other: The library courier van is no longer functional. We will have to replace the 2012 Dodge Caravan we have been using. The Director will coordinate with the head of Vehicle Maintenance to purchase a new(er) van for courier.

OCPL Bimonthly Report Library Usage Statistics Director: Blair Hinson

					director: Bl	air Hins
	May 2021	May 2022	Change	Jun 2021	Jun 2022	Change
Visits to Library	9,353	10,405	11.2%	12,780	15,541	21.6%
Material Circulation - Adult	10,890	12,649	16.2%	14,165	14,118	-0.3%
Material Circulation - Youth	815	959	17.7%	1,255	1,398	11.4%
Material Circulation - Juvenile	5,521	8,287	50.1%	9,373	12,902	37.7%
Total Material Circulation	17,226	21,895	27.1%	24,793	28,418	14.6%
Internet Users	622	0 *	-100.0%	795	0 %	-100.0%
Internet Hours of Use	275	0 %	-100.0%	355	0 #	-100.0%
New Cards Issued	128	197	53.9%	192	404	110.4%
Programs - Adult	12	5	-58.3%	16	8	-50.0%
Programs Attendance - Adult	93	42	-54.8%	216	141	-34.7%
Programs - Youth 12-18	0	0		2	2	0.0%
Programs Att - Youth 12-18	0	0		18	24	33.3%
Programs -Juvenile 6-11	2	8	300.0%	9	12	33.3%
Programs Att -Juv 6-11	841	2,395	184.8%	625	968	54.9%
Programs - Children 0-5	8	2	-75.0%	28	11	-60.7%
Programs - Att - Children 0-5	159	61	-61.6%	486	484	-0.4%
Outreach Activities	13	16	23.1%	18	12	-33.3%
Outreach Act. Attendance	1,020	2,640	158.8%	691	942	36.3%
Public Training Sessions	0	0		0	0	
Public Training Participants	0	0	DATE SOLD	0	0	
Public Training Hours	0	0		0	0	
Staff Training Sessions	0	0		0	0	
Staff Training Participants	0	0		0	0	
Staff Training Hours	0	0		0	0	
Number of New Volunteers	0	1		0	11	
Number of Vol Hours	42	46	9.5%	7	62	778.6%
Meeting Room Use	4	25	525.0%	20	73	265.0%
Meeting Room Attendance	40	192	380.0%	170	958	463.5%
Number of Web Site Hits	12,655	12,586	-0.5%	14,245	14,617	2.6%
Wi-Fi Users	352	289	-17.9%	390	345	-11.5%
Wi-Fi Sessions	2,586	2,456	-5.0%	2,799	2,652	-5.3%
E Book Downloads	2,216	3,107	40.2%	2,152	2,968	37.9%
Flipster	124	171	37.9%	166	148	-10.8%
Kanopy	1,446	1,951	34.9%	1,990	1,245	-37.4%
Ancestry.com Hits	201	188	-6.5%	157	363	131.2%
Interlibrary Loans	23	36	56.5%	32	52	62.5%
New Material Added	0	1,191		0	1,161	

OCPL Budget 2021-2022 6-30-22					
Account Number	Description	Budgeted	Spent	Percent	Balance
		Budget			
010-206-30024-00000	Equip. Maintenance	1,255	1,255	100%	0
010-206-30025-00000	Professional -Staffmark	110,000	142,443	129%	-32,443
010-206-30041-00000	Telecommunications	1,155	1,147	99%	8
010-206-30056-00000	Data Processing	28,305	28,289	100%	16
010-206-30059-00000	Copier Click Charges - Xerox	10,000	6,708	67%	3,292
010-206-30080-00000	Dues	750	750	100%	C
010-206-30084-00000	School, Training, Sem.	1,014	1,014	100%	C
010-206-30090-00000	Honorarium	900	900	100%	C
010-206-33022-00207	Bldg Maint - Walhalla	7,000	9,742	139%	-2,742
010-206-33022-00208	Bldg Maint - Seneca	3,600	2,858	79%	742
010-206-33022-00209	Bldg Maint - Westminster	2,500	3,932	157%	-1,432
010-206-33022-00210	Bldg. Maint - Salem	2,020	2,585	128%	-565
010-206-34043-00207	Electricity - Walhalla	22,000	15,561	71%	6,439
010-206-34043-00208	Electricity - Seneca	17,000	11,033	65%	5,967
010-206-34043-00209	Electricity - Westminster	15,500	8,524	55%	6,976
010-206-34043-00210	Electricity - Salem	5,000	5,000	100%	(
010-206-34044-00207	Water - Walhalla	1,400	1,691	121%	-291
010-206-34044-00208	Water - Seneca	1,000	1,607	161%	-607
010-206-34044-00209	Water - Westminster	1,000	769	77%	231
010-206-40031-00000	Sm Capital Equip (Loc)	5,454	5,454	100%	(
010-206-40032-00000	Operational	4,670	4,712		-42
010-206-40032-00000-A	Youth Services	2,000	1,954	98%	46
010-206-40033-00000	Postage	35	33	94%	2
010-206-40034-00000	Food	400	396		4
010-206-40045-00000	IT Equipment	3,217	3,209	New State	3
010-206-40101-00000	Books (Local)	93,000	92,808	7600000	192
010-206-40102-00000	Periodicals (Local)	22,200	22,200		(
010-206-40103-00000	AV (Local)	11,300	11,294		
010-206-80206-00000	Automobile Maint - Library	1,500	2,624		-1,124
010-206-80206-00000	Gasoline - Library	2,500	3,957	158%	-1,12
010-206-81206-00000	The same of the sa	1,500	2,219		-719
	Diesel - Library				
TOTAL LOCAL FUNDS	Mino	379,175 Funds	396,666	10376	-17,491
042 206 60040 00000	The second secon	NAME OF TAXABLE PARTY.		0%	47.00
013-206-60010-00000	*Gifts, Donation (Loc)	47,994	20.040	-	47,994
013-080-00805-11001	Nettles Trust	98,940	30,612	3170	68,328
TOTAL MISC. FUNDS 116,32					116,322
Transco Control St.		d Budget			
240-206-30056-00255	Data Processing (State)	\$10,381.06	10,381.06	25-35-35	0.0
240-206-30080-00255	Dues (State)	\$535.00	533.89		1.1
240-206-30084-00255	Schools, Training (State)			#DIV/0!	
240-206-40031-00255	Sm Capital (State)	\$6,715.33	6,707.02		8.3
240-206-40032-00255	Operational (State)	\$12,913.94	12,967.95		-54.0
240-206-40045-00255	IT Equipment	\$12,520.00	12,520.00		0.0
240-206-40111-00255	Books (State)	\$78,584.92	78,536.28		48.6
240-206-40112-00255	Periodicals (State)	\$28,864.00	28,863.82		0.1
240-206-40113-00255	AV (State)	\$16,600.00	16,536.74	100%	63.26
Total State Aid Funds		\$167,114.25	167,046.76	100%	67.49

OCPL Budget 2022-2023 7-11-22					
Account Number	Description	Budgeted	Spent	Percent	Balance
		Budget			
010-206-30024-00000	Equip. Maintenance	2,500	2,475	99%	25
010-206-30025-00000	Professional -Staffmark	140,000	2,818	2%	137,182
010-206-30041-00000	Telecommunications	1,000	- FF 1-54	0%	1,000
010-206-30056-00000	Data Processing	28,817	23,879	83%	4,938
010-206-30059-00000	Copier Click Charges - Xerox	8,500		0%	8,500
010-206-30080-00000	Dues	750		0%	750
010-206-30084-00000	School, Training, Sem.	3,000		0%	3,000
010-206-30090-00000	Honorarium	900	900	100%	0
010-206-33022-00207	Bldg Maint - Walhalla	5,500	1,613	29%	3,887
010-206-33022-00208	Bldg Maint - Seneca	3,500	1,127	32%	2,373
010-206-33022-00209	Bldg Maint - Westminster	2,500	1,080	43%	1,420
010-206-33022-00210	Bldg. Maint - Salem	2,020	1,020	50%	1,000
010-206-34043-00207	Electricity - Walhalla	25,000		0%	25,000
010-206-34043-00208	Electricity - Seneca	16,000		0%	16,000
010-206-34043-00209	Electricity - Westminster	15,500	A LEE OF	0%	15,500
010-206-34043-00210	Electricity - Salem	5,000		0%	5,000
010-206-34044-00207	Water - Walhalla	1,700		0%	1,700
010-206-34044-00208	Water - Seneca	1,200		0%	1,200
010-206-34044-00209	Water - Westminster	1,200		0%	1,200
010-206-40031-00000		2,800		0%	2,800
	Sm Capital Equip (Loc)	6,000	585	10%	5,415
010-206-40032-00000	Operational Youth Services		363	0%	2,000
010-206-40032-00000-A	Constitution of the Consti	2,000		0%	500
010-206-40033-00000	Postage	-		0%	500
010-206-40034-00000	Food	500		#DIV/0!	500
010-206-40045-00000	IT Equipment	05.000		0%	05.000
010-206-40101-00000	Books (Local)	85,000			85,000
010-206-40102-00000	Periodicals (Local)	22,200		0%	22,200
010-206-40103-00000	AV (Local)	11,300		0%	11,300
010-206-80206-00000	Automobile Maint - Library	1,500		0%	1,500
010-206-81206-00000	Gasoline - Library	3,000		0%	3,000
010-206-82206-00000	Diesel - Library	2,000		0%	2,000
TOTAL LOCAL FUNDS		401,387	35,498	9%	365,889
		. Funds		00/1	
013-206-60010-00000	*Gifts, Donation (Loc)	47,994	3,661	8%	44,333
013-080-00805-11001	Nettles Trust	98,940	30,612	31%	68,328
TOTAL MISC. FUNDS 112,661					
	State A	id Budget			
240-206-30056-00255	Data Processing (State)	\$10,773.82	1,246.00		9,527.82
240-206-30080-00255	Dues (State)	\$500.00		0%	500.00
240-206-30084-00255	Schools, Training (State)	\$2,000.00		0%	2,000.00
240-206-40031-00255	Sm Capital (State)	\$10,327.93		0%	10,327.93
240-206-40032-00255	Operational (State)	\$15,000.00		0%	15,000.00
240-206-40045-00255	IT Equipment	\$8,500.00		0%	8,500.00
240-206-40111-00255	Books (State)	\$81,500.00		0%	81,500.00
240-206-40112-00255	Periodicals (State)	\$31,664.00		0%	31,664.00
240-206-40113-00255	AV (State)	\$16,600.00		0%	16,600.00
Total State Aid Fund	ds	\$176,865.75	1,246.00	1%	175,619.75

OCPL Community Resource Policy

Scope: This policy applies at all Oconee County Public Library (OCPL) facilities, including mobile sites.

<u>Purpose:</u> The purpose of this policy is to provide protocols for the Community Resource Associate/Social Worker. This policy and associated protocols describe the role of licensed social workers at OCPL. These protocols are not all inclusive and should be used in addition to critical thinking and evidence-based guidelines.

<u>Policy:</u> It is the policy of the OCPL Community Resource Associate/Social Worker to provide assessment, education, information and referral, case management, and follow-up. OCPL resource assistance is *goal-oriented*, *strengths-based*, and *aligned with the empowerment perspective*.

The OCPL Community Resource Associate/Social Worker must maintain their SC license through the SC Board of Social Work Examiners that qualifies them to provide case management services. In addition, the Community Resource Associate/Social Worker must follow the National Association of Social Workers (NASW) Code of Ethics.

<u>Scope of Services:</u> The OCPL Community Resource Associate/Social Worker shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status. The OCPL Community Resource offers the following services to patrons:

Assessment

Education

Information and Referral

Case Management

Follow-up

The Community Resource Associate/Social Worker does not offer the following services to patrons:

Individual Therapy

Couples Therapy

Family Therapy

Group Therapy

Psychological Testing

Psychiatric services for complex mental health issues

Long-term treatment

However, the OCPL Community Resource Associate can assist patrons in referrals to these types of services.

<u>Protocol:</u> Patron agrees to an assessment of needs and assistance from the Community Resource Associate/Social Worker via verbal confirmation.

Community Resource Associate Expectations

The Community Resource Associate/Social Worker is primarily responsible for providing community resource assistance and reports to the Library Director. It is possible that other OCPL staff/volunteers may engage in resource assistance in the absence of the Community Resource Associate. All OCPL branches will have access to a Community Resources Notebook with information that can be disseminated to patrons. All OCPL branches will also have access to Community Resource Assistance Request forms that patrons may fill out for assistance from the Community Resource Associate/Social Worker.

At any given time, the Community Resource Associate/Social Worker will have ongoing cases in addition to one-time information & referral requests (interactions with patrons seeking a referral to a specific resource i.e. benefits applications, employment assistance, etc.).

Community Resource Associate/Social Worker Responsibilities

- Work collaboratively with the patron to identify and work towards goals.
- Gather information and provide referrals relevant to the patron's case.
- Communicate changes and updates in case status.

Patron Responsibilities

- Communicate needs and goals with Community Resource Associate/Social Worker.
- Work with Community Resource Associate equally while making steps towards case goals.
- Update Community Resource Associate on changes in case status and progress towards goals.

1. Assessment

The Community Resource Associate/Social Worker completes an assessment of the needs of the patron. What is included in the assessment is at the discretion of the Community Resource Associate based on the needs of the patron and their presenting problem(s). The assessment may include the following:

- Behavioral/mental health status, including current functioning and coping
- Substance use/dependency/abuse history
- Crisis risk assessment
- Risk of self-harm, suicidal ideation, homicidal ideation/threats

- Physical and cognitive functioning
- Psychosocial well-being, including ability to fulfill social roles and supports
- Spiritual well-being, including faith community/supports
- · Cultural values, beliefs and practices
- Client strengths, protective factors and points of resilience
- Employment, educational and/or vocational history
- Living arrangements, including stability and suitability and safety of the environment
- Family composition, structure, roles, supports
- Language preference and proficiency
- · Degree of literacy, including financial literacy
- Risk of abuse, neglect and/or exploitation of or by the patron, including underlying causes
- Need for economic or other psychosocial resources, supports and services
- Ability to navigate relevant service systems such as educational, employment, healthcare, housing, legal, nutritional, social service and transportation systems
- Life-span planning needs, including advance care planning, caregiving needs, end of life issues
- · Legal needs
- Perceptions of changes needed to improve patron's situation
- Identification of barriers to services

2. Education

As indicated, the OCPL Community Resource Associate may arrange for education for patrons on an individual and/or group basis. This education may be provided by the Community Resource Associate, by another OCPL employee or by an outside entity (e.g. counselor, attorney, etc.), as appropriate.

3. Information & Referral vs. Case Management

Information & referral is the process used to evaluate the needs of patrons and direct them to the appropriate resource to address that need. For example, a patron may seek out resource assistance applying for SNAP benefits. The Community Resource Associate will assist the patron in completing a SNAP application with the patron. This is a one-time contact that does not require case management.

Case management is a goal-oriented partnership between the Community Resource Associate and the patron, where they are engaged in a collaborative process of identifying, planning, accessing, coordinating, monitoring, evaluating and advocating for resources, supports and services. At OCPL, this is based on the fulfillment of outcomes that are defined with the patron during initial interaction(s) with the Community Resource Associate. It routinely involves multiple contacts and the time-line is typically not at the discretion of either the Community Resource Associate or the patron. For example, ongoing assistance to a patron who is trying to obtain housing or a patron who is filing for disability would be considered case management.

4. Follow-up

The OCPL Community Resource Associate/Social Worker should always attempt to follow up with patrons who request assistance, even if there is no resource to be provided. With information & referral, the follow-up contact may be able to be done via phone call rather than a face-to-face contact. With longer term case management, the follow-up would typically be done in person, but may be completed by phone, if necessary. In all cases, the follow-up contact should try to ascertain that the patron was able to get the assistance they needed, if available.

Procedure: Referral

Initially, clients can be referred through various avenues, most commonly through self-referral or a community partner referral. Paper Community Resource Assistance Request forms are kept in the Community Resource Notebook at the circulation desk of each OCPL branch.

Self-Referral

Patrons are empowered to self-refer for resource assistance at OCPL by filling out a Resource Assistance Request form.

Community Partner Referral

In the case of a community partner referral, it is not necessary for the community partner or patron to fill out the Resource Assistance Request form. The Community Resource Associate/Social Worker may fill out the Resource Assistance Request form with the information known to them at that time (whether sent via email, call/text, or in-person) and date the form with the date the patron was referred.

Whether patrons are self-referred or if they are referred by a community partner, the OCPL Community Resource Associate should make initial contact within 5 business days of receiving the referral. The Community Resource Associate will initially attempt to contact a patron 2 times (via phone or email depending on the patron's documented preference) before closing the case.

Procedure: Initial visit

The Community Resource Associate/Social Worker shall complete a comprehensive, individualized assessment of the patron's needs/goals, determining whether the need is for information and referral or ongoing case management and schedule follow-up contact(s)/visit(s), as appropriate.

Patrons are not required to stay/accept assistance from the Community Resource Associate/Social Worker. Patrons are allowed to leave at any time.

Procedure: Follow-up contacts/visits

The Community Resource Associate/Social Worker shall schedule follow-up contacts/visits with patrons as appropriate for follow-up to determine if the referral(s) given met the patron's need(s) and/or for ongoing case management.

Procedure: Documentation of contacts/visits

A brief summary of patron contacts/visits will be noted in the record to include:

- the start and end time of the contact
- names of any persons who attended with the patron
- all resources/supports/services provided to the patron

A combination of paper and electronic documentation is used for accessibility to patrons and collaboration with community partners. The Community Resource Associate will keep physical files for a minimum of 1 year after the patron is deemed inactive.

Physical documentation of a patron's case is kept in the office of the Community Resource Associate/Social Worker inside of a locked filing cabinet. Access to this filing cabinet is limited to the Community Resource Associate/Social Worker. The Library Director will have access in the absence of the Community Resource Associate, if deemed necessary.

The following documents/resources may be used and collected:

Resource Assistance Request Form

- Resource Assistance Log
- UniteUs (web-based case management platform)
 - o Release of Information
 - UniteUs Intake
 - UniteUs Case Notes

The Community Resource Associate will use both physical files and UniteUs to collect initial intake information and document patron interactions throughout the duration of the case.

Procedure: Closure of a case

A case is moved to "inactive" on a situational basis. For each case, closing or moving to inactive status may be triggered by different events. Some examples include:

- Completion of goals
- Patron not returning calls/emails after 3 attempts to reach out and make progress on case
- Patron not attending 2 consecutive scheduled meetings (with respect to patrons' accessibility and barriers to attendance)
- Patron not participating in established goals as laid out in the case plan (with respect to patrons' accessibility and barriers to participation)
- Patron or Community Resource Associate choose to terminate the case

Checklist items for closing a case include:

- □ Write note in OCPL Resource Assistance Log and UniteUs patron profile regarding closing of case
- □ Move physical file to archive section

Procedure: Community Resource Assistance Fund

The Community Resource Assistance Fund is a resource available for patrons on a case-by-case basis and is administered by the Community Resource Associate/Social Worker. Examples of the uses of this fund include, but are not limited to: ordering vital records, covering the cost of transportation to an appointment, purchasing clothing for an interview, etc. This resource is utilized when there is no option that is more accessible, viable, or efficient for meeting the stated need.

This fund is provided by the Friends of the Library and is managed by the Community Resource Associate/Social Worker. It is the responsibility of the Community Resource Associate/Social Worker to make decisions on how this

fund is utilized and to balance client needs with program capacity. Use of the Community Resource Assistance Fund, including amount spent, shall be noted on the patron's Resource Assistance Log.

Procedure: Mandated reporting

The Community Resource Associate/Social Worker is a mandated reporter. It is the role of the Community Resource Associate/Social Worker to inform patrons during the intake process that he/she/they are mandated reporters, and to use clear and accessible language to do so.

Mandated reporters are required by law to report suspected child and/or elder abuse and neglect to the proper authorities. Additionally, mandated reporters are required to report if it is suspected that an individual will become a harm to themselves or others.

Procedure: Ethics and professional responsibilities

The Community Resource Associate/Social Worker abides by the NASW Code of Ethics, found on the <u>NASW website</u> or in paper format in the Community Resource Associate's office.

The six key ethical principles that drive social work practice are as follows:

- (1) <u>Service</u>: Social workers have a primary goal to help people in need and to address social problems.
- (2) Social Justice: Social workers challenge social injustice.
- (3) <u>Dignity and Worth of the Person</u>: Social workers respect the inherent dignity and worth of the person.
- (4) <u>Importance of Human Relationships</u>: Social workers recognize the central importance of human relationships.
- (5) Integrity: Social workers behave in a trustworthy manner.
- (6) <u>Competence</u>: Social workers practice within their areas of competence and develop and enhance their professional expertise.

Procedure: Confidentiality

As with ethical principles, the OCPL Community Resource Associate/Social Worker abides by the NASW Code of Ethics' standards around privacy and confidentiality in part 1.07 of the document:

"Social workers should respect clients' right to privacy. Social workers should not solicit private information from or about clients except for compelling professional reasons. Once private information is shared, standards of confidentiality apply."

In addition to the confidentiality expectations of the profession of social work, there are also expectations of confidentiality within OCPL Policy as it relates to books and other forms of media that patrons check out from the library. It is inappropriate to discuss, comment on, or otherwise share information on the resources that patrons access from the library.

The Community Resource Associate/Social Worker collects and records information about patrons only as absolutely necessary to the patron's case. The Community Resource Associate does not store vital records or important documents on behalf of the patron (i.e. birth certificates, legal documents, checks/money orders, etc.). After one year of inactivity, as documented in the Resource Assistance Log, any information stored regarding a patron is destroyed.

Procedure: Professional liability

OCPL will cover the cost of professional liability insurance on behalf of the Community Resource Associate/Social Worker as approved by the OCPL Board of Trustees.

Liability insurance is provided through the National Association of Social Workers' insurance company. This coverage is renewed annually and kept on file in the Community Resource Associate's/Social Worker's office.

Bookmobile and Outreach Narrative, May/June 2022

Christie Johnson, Bookmobile Manager

Operations

All regularly scheduled stops were completed with the exception on one canceled outreach stop. Walhalla Library scheduling needs required me to remain in the building. I had two new volunteers begin work during May and June, and continued working with the previous volunteers as well. There was some shuffling and filling in as volunteers were out of town, and it's wonderful to have dedicated people who are willing to step up when needed. The regular patrons are so thankful for our services. One patron in Fair Play asked us to please never stop coming to her stop. I am so glad to be a part of OCPL's reach to the outskirts of the county.

I created a schedule for materials inventory, and prepared my statistics spreadsheet for the new fiscal year. I continue to make some changes to record-keeping methods to better serve my purposes.

I worked closing shifts at the Walhalla Library two Fridays and worked one Saturday, to assist while that branch was short-handed of full time staff.

Outreach

The Bookmobile continues to serve several assisted living homes and preschools/day care facilities on a regular basis, as well as providing services to several people at the Oconee County Detention Center. We began going back to the Oconee Animal Shelter in May, and will soon begin going to the Oconee County Detention Center in person as well. Our last visit to The Learning Center for the school year was in May, and we altered our time there to allow parents and guardians to come on board with the children. We signed up several people for summer reading during that time.

The Bookmobile participated in Juneteenth in downtown Seneca on June 18, where 26 people came on. Along with our Youth Services Librarian, Darcy Arnall, the bookmobile traveled to Read to Succeed at Northside Elementary and two YMCA Camps, as part of the Library's summer reading outreach. Darcy does a fantastic job with the children, and she is a major asset to our library system! The teachers were amazed, and the kids had a wonderful time.

Facilities/Vehicle Management

I visited Vehicle Maintenance twice in June. The first time I dropped off the bookmobile for regular maintenance and a wash. The second time, the air conditioning was struggling to keep up with the heat.

During the last week of June, I did some deep cleaning on the bookmobile. I removed all items from shelves and thoroughly cleaned them. I removed supplies that were no longer needed. I found some items that had fallen behind shelves, and had been given up for lost.

Training

With two new volunteers starting work with me, I have been training them as we work on the Bookmobile.

Statistics

In May, the Bookmobile made 20 stops, for a total of 25.25 hours open, and served 278 patrons. Nine of those stops were Outreach stops, where we served 211 people. Two new cards were issued. Volunteers accrued 33 hours of time, and I had one new volunteer begin work.

In June, the Bookmobile made 23 stops, for a total of 28.75 hours open, and served 416 patrons. Nine of those stops were Outreach stops, where we served 192 people. Six new cards were issued. Volunteers accrued 38 hours of time, and I added another new volunteer.

Branch Services Narrative May - June 2022

Sue Andrus

Community Engagement

Our social worker, Kerry Leeper Brock, began working in May. We partnered with Union County Library to get things started – they were gracious and shared their policy and procedure documents with us.

Oconee County Library is becoming better integrated in the local community. It has been a long and slow process, but things are changing. Our Hispanic Outreach group has used the lot next to the Walhalla Library for their Cinco de Mayo celebration, there is library representation on the Oconee County 250 America committee, our (free!) use of the Walhalla Performing Arts Center for large Summer Reading Program presentations exposes many families to what that facility offers, and our social worker Kerry plans to have "office hours" at the Seneca Library, so she can help those who may need her services the most.

Staffing Information

Tucker Brown was hired as the Circulation Manager at Walhalla. As an undergraduate, he did his practicum for his B.S. in Library Science with us earlier this spring. He brings management experience from his former position at Clemson University, and immediately assumed responsibility for all scheduling and the daily cash drawer process.

The library system has completed the first full year of the EPMS evaluation system. All full time employees have gone through the goal setting and evaluation cycle, so now the process begins again. We feel that this method, using measurable, well-defined goals, yields a reliable description of an employee's strengths and weaknesses.

Library Family

Dan Polk, Branch Manager at the Salem Library, formally announced that he would be retiring on August 1, 2022. He's been with the library system for more than 20 years!

Ann Rogers Memorial Room

May/June 2022 Quientell Walker, Local History Associate

Narrative

Inventory:

I have been engaged in assessing the current Rogers Room Collection. This started with an inventory of the books in the collection. This inventory was completed in May; in total there are 2,009 items listed in the collection and of these 1,998 were found. So far I am able to say that the collection is sound. However, I will need to spend some time to craft a collection development procedure for the Rogers Room Collection. This process would follow the current OCPL Collection Development Policy—but it will also address acquiring titles that represent contemporary views on history and contributions of minorities and women to local and state history.

Also I have completed an inventory of the Seaborn Map Collection. This collection is comprised of photocopies of Colonial and 19th Century maps, and actual maps from the 1930s-1970s. It appears that some maps were added in the 2000s, but overall the collection stops in the 1970s. Similar, to the book collection a tailored collection development procedure will need to be created to ensure the continued use of this collection.

Scanning Project:

We received a temporary loan of Walhalla Middle and High School yearbooks. I decided to reach out the Oconee History Museum to scan the high school yearbooks. This was due to the varied condition of the yearbooks, and my desire not to cause further damage. The Oconee History Museum has a CZUR Overhead Scanner. This device enabled me to scan the yearbooks without causing damage; however, it did take several attempts to get used to the machine. When all of the scanning was completed and the files were checked the yearbooks were promptly returned to the patron. In total I scanned three high school yearbooks at the Oconee History Museum, and five middle school yearbooks at the library.

Microfilm Machine Maintenance:

We have experienced an issue with the ScanPro 3500 Machine. An error message appears on the computer, and then the ScanPro software crashes. To resume work one has to restart the microfilm machine. This has been reported to our vendor Palmetto Microfilm, and I was notified that this is not an issue with the machine, but a common issue with new computers, Dell, HP, and other brands, that have received Microsoft 10 updates and the ScanPro software. Palmetto Microfilm provided instructions on how to fix the issue, and these were forwarded to the County IT Department. Most of the changes were made, but several were omitted for

security reasons. Palmetto Microfilm has been informed about this. Besides this software issue the microfilm machine runs soundly.

OCPL Staff Training:

I have trained one member of the Circulation Department on how to use the ScanPro 3000 Microfilm Machine. I will begin training other Circulation Staff when their schedule permits.

Rogers Room Statistics:

Statistic Recorded	May 2022	June 2022
Walk-In	6	14
Phone Call	0	4
Email/Online	1	0
Books	26	54
Microfilm	16	16
Мар	1	5
ScanPro 3000 Scan Count	6	94
ScanPro 3000 Printer Count	25	114
ScanPro 3500 Scan Count	21	13
ScanPro 3500 Printer Count	72	22
Questions Completed	3	19
Outstanding Questions	6	2

^{*}Some patrons have asked for specific maps. I thought it would be prudent to start recording use of these materials.

Local Area Museums:

I have visited the Oconee History Museum and the Museum of the Cherokee in South Carolina. During these visits I was able to view their public and private collections, and ask several questions. In turn I was asked questions pertaining to our services, visitor interactions, and how we intend to reach out to the community. Overall these visits were insightful, and provided me with a clear understanding of how to make the Rogers Room Collection more accessible. For example, each of the museums have collections of books for research. However, access is limited to museum staff and at one location a staff member has be present when books are being used by a visitor. My goal is to reach out and visit the Seneca Area Museums. These are the Bertha Lee Strickland Cultural Museum and the Lunney Museum.

Outside Activities:

- I resumed attending the Old Pendleton District Genealogical Society meetings. They are held every third Tuesday at the Central-Clemson Regional Library. By taking the time to attend these meetings I will be able to keep abreast of current genealogy and local history trends in the area.
- I am working on a report of the Rogers Room Collection. This report will be an overview
 of the current collection, and discuss changes that can and/or should be made to
 increase accessibility and use.
- I am serving as library representative for the Oconee County 250 America Committee. This committee was formed to aid in the observance of the 250 Anniversary of the American Revolution. Also I am currently serving on a subcommittee to determine a timeline of events that occurred in Oconee County during the American Revolution.
- I visited the South Carolina State Library to meet with Virginia Pierce. She is
 coordinating an African-American Genealogy webinar series, and I have been asked to
 participate in this series. At this time, I am working on a draft presentation and I should
 have it completed in August. My goal is to discuss how I started my personal genealogy
 research and then provide information on the resources available at the library.
- I provided assistance to two patrons in the Rogers Room, and they made of donation of \$10.00 for this assistance.

Salem programs

Salem has received a grant from the Cliffs at the Keowee Falls CRO (Cliffs Residence Outreach) program to help fund our summer reading program. Kayla has come up with our craft programs based on the Oceans of Possibility summer reading theme. The grant has helped to pay for the craft supplies and provided books that will be given out to those that attend the program. Salem has had our regular Family Story Time. With the left over craft supplies Salem has been handing out kids and adult craft kits. Salem also offers digital programs like the Salem Recipe Club and our Zoom book club on a regular basis.

Salem Facilities Upgrade Project

Salem has completed the upgrade renovation project for the year. For the project, Salem has gotten new library furniture which includes one new DVD spinner, new computer tables and chairs, a new stool for the circulation desk, and a new break-room cabinet to put the microwave and coffee maker on. One of the computer desks was donated by Susan Ward in honor of my Mother Sarah Jane Polk who died in 2020. The break-room cabinet was purchased with funds from the Friends of the Library. We also updated the new refrigerator to a black one that better fits in with the new cabinet. The project also included getting new carpeting and painting the entry doors to the library.

Salem Collection Development

Recently, Salem has had more than enough money for ordering books. During May and June, we worked hard to spend our money on the best items we could get for our patrons. We continue to order well reviewed items for the Salem branch. By having a good collection development strategy, we can keep the demand up for circulation at the Salem Library. By purchasing more items, we will have to weed more books. This will also ensure that our collection stays up to-date and current.

Volunteers

Salem has two library volunteers. Kathy Barringer is our current library volunteer. Sally Bouwman has continued to help with our special projects, including getting new carpeting. She came in and helped moved books for three days while we were installing the carpeting. We do appreciate the work that all of our volunteers do.

Facilities:

I have been researching carpet cleaners and pressure washers so that we can maintain these things ourselves. I am reaching out to maintenance to see if they can go ahead and clean the windows and areas above the doors.

I am asking for a new rope for the flagpole as it is very difficult to use. I don't know if we have the wrong kind of rope from when they replaced it a while back, but **only a couple staff are physically able to raise the flags, and this is not sustainable.** There is a torn piece of a since-replaced flag caught at the top of the pole. I will coordinate with the roads dept and the maintenance dept to do this.

Operations:

Our summer bingo program was a great success and more (40+) people attended than I had expected given that May had 4 people. We will do it again in August or September.

The Let's Talk About It book club leader has not had any luck getting any professors to commit to any sessions so it is likely the program won't be taking place in the fall as we hoped. We have contacted many people at multiple area colleges and no one is interested at this point. We will make a final decision on this at the end of July.

Our staff decorated the library for the ocean summer reading theme and created displays for the months. Someone confronted me about the appropriateness of our Pride Month display and asked me to remove it. I directed them to contact the director about the concerns. Many patrons praised the display and we received enthusiastic compliments.

We continue to weed books systematically in line with industry best practices. The shelves are straight and the staff is working hard to keep them maintained.

We have found some workarounds for the computer restrictions, like free scanning apps for smart phones and a free online word processor to direct patrons to. Although the copier/printer can scan to a USB flash drive and you can print PDFs from one, you cannot print Word or other document formats from the printer.

Groups using the meeting room include an HOA board, America's Boating Club, Baby Read, Habitat for Humanity, and others. The study rooms remain popular.

Staffing: KayDee and Martha (Staffmark employees) have left to take full time jobs elsewhere. We have hired Cameron to fill one spot, and we hope to fill the other by the end of July.

Statistics	May 2022	June 2022
Visits to library	3753	5532
New Cards Issued	86	166
ILL	18	27

Walhalla Library

May - June 2022

Tucker Brown, Circulation Manager

Staff Development/New Hires:

With the loss of two circulation assistants earlier this year, one to a closer job to their home and the other in pursuit of a career more in line with their degree, the library is working to find suitable replacements and get them trained by the end of the summer. With this absence comes opportunity as well, with the remaining circulation assistants picking up new skills and projects that were previously under the care of our former hires. With this cross training, the new ideas and viewpoints can be utilized to keep the library fresh to visitors.

Meeting Room:

May – South Oak Home Owners Association meeting, Baby Read x 3, Friends of the Library meeting

June – The Oaks Home Owners Association meeting, Baby Read x 2, Cultural Outreach Committee

Study Room:

May 2022 – 24 uses

June 2022 - 39 uses

Facilities:

The meeting room air conditioning started to lag at the end of May, causing the temperature to climb to uncomfortable levels. Maintenance took a look and swiftly had it fully functional again.

Statistics:

Category	May 2022	June 2022
Visitors	2,709	4,756
New Cards Issued	79	132
ILL	15	24

Westminster Report for May and June 2022

Community, Staff, and Programming

- We had 14 people attend our movie showing of Turning Red in May.
- Staff did an exceptional job of decorating the children's area of the library to make visitors feel like they
 are in an ocean with sea creatures swimming all around them. Books have been flying off the oceanthemed display.
- Staff have done an excellent job of promoting and signing people up for our summer reading program.
 We have also had at least 15 people each day to take advantage of the free lunches. We have had up to 50 on peak days.
- We had a successful Butterfly Puddler adult craft in June. There were 14 attendees (out of 20 who registered and 6 on a waiting list).
- In celebration of National Pollinator Week, over 50 pollinator kits were given out to help educate people
 on the importance of pollinators and ways we can help them.
- Old and new library users, both children and adult, have been excited by the limited edition Baby Yoda/Grogu cards the library has had to offer.
- We still have one user who continues to take advantage of curbside pickup.
- The Westminster library signed up 76 new users in the month of June, which is the highest number of new cards in one month since May of 2017.

Building Management

- Five little kittens were found outside the library in May. The library staff helped them all find a home.
- Two of our HVAC units quit working. One was found to be frozen which was quickly fixed. The compressor needed replaced in the other. It was finally fixed at the end of the heatwave.
- A work order was put in for the maintenance to clean the gutters. After doing so, they decide to add gutter guards.
- A maintenance worker found a zippered wallet with drug paraphernalia in the outside front trash can. Since it contained needles/syringes, the local police were called to take and dispose of it. There was what appeared to be a "cocktail of meth and heroin" in one of the syringes.

Resource Allocation

- While the initial launch of the fishing equipment occurred over two years ago, they
 haven't really been available recently due to theft and COVID, which is why we are
 ecstatic that three different rods have been checked out by three separate people in
 the last month. Two were the children's rod/reel combo and the other was an adult
 rod/reel and tackle box.
- The BBW Seed Library replenished the Oconee History Museum's supply with over 200 more seeds. They were running out (yay!). The Pollinator kits included 150 packs of the BBW flower seeds. A local farmer who heard about the seed library brought in several bags of seeds that he had saved. In our first spring launch of the BBW Seed Library almost 3,000 seed packs have been given out. That means in one year the BBW Seed Library has given out over 4,000 seed packs (that's 40,000+ seeds!) for free to the people of Oconee County!

Month	Packs
June '21	200
July	35
August	304
September	98
October	66
November	46
December	6
January '22	NA
February*	902
March	585
April	134
May	100
June**	209

Table 1: Packs of seeds taken from the BBW Seed Library at library locations

^{*}includes 300 packs for kits

^{**}includes 150 packs for kits

Youth Services Department May - June 2022 Darcy Arnall, Youth Services Librarian

Personnel

While most of May and June are consumed with Summer Reading preparations, promotion, and presentation, we did have another exciting development in Youth Services. In early May, county administration approved for us to finally have a *full-time* youth services assistant. After advertising the position and doing interviews, we chose to promote Donna Jo Roach to the new position, and she officially started those responsibilities on June 15th. A full-time assistant has been the paramount need in Youth Services for many, many years, so we were thrilled to finally create the position. DJ and Darcy spent some time at the end of June planning programs and projects for Fall 2022, and they are both very excited about the possibilities for our department with DJ's new position.

Collection Development & Maintenance

Youth Services closed out the fiscal year on budget in collection development. Excess funds from some Youth Services line items were used to purchase some cheap paperback books for giveaway. We donated some of those books to the local YMCA Camps (see description in "Community Outreach"), and the rest of the books will be available for giveaway at the End-of-Summer Bash in July. Toward the end of June, DJ rotated our LaunchPad collection. Because LaunchPads are not hold-able, we like to shift them between branches roughly once per year so that patrons can see a different selection. Bethany also cataloged several new LaunchPads and 18 new first-grade-level Literacy Kits at the end of June.

Community Outreach

DJ did one preschool outreach visit in May to St. John's on the 5th. We canceled all of our other preschool visits after April because we needed to do elementary school outreach instead. In April, Darcy contacted all of the media specialists and literacy coaches in SDOC offering to make Summer Reading promotional visits in May. Five schools requested a visit including Orchard Park Elementary, Ravenel Elementary, Walhalla Elementary, Westminster Elementary, and Keowee Elementary. Darcy and DJ visited all five schools in the last two weeks of the school year and did a variety of activities including storytelling, music, movement, puppetry, Mad Libs, and trivia with the ultimate goal of encouraging the students to participate in Summer Reading. We estimate that we saw 2,368 people at those visits, and the feedback from teachers and students was overwhelmingly positive. Darcy and DJ have both been recognized repeatedly throughout the summer as "the penguin and the orca" (a costume picture is attached to this report). The school visits were a huge undertaking, but we think that our Summer Reading statistics prove the effort was worth it.

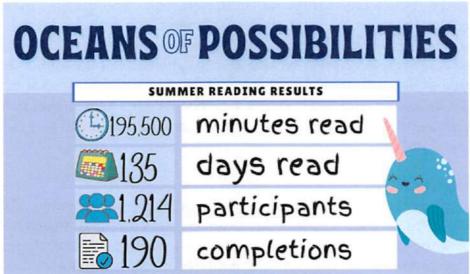
On May 19th, Darcy went to Jazz on the Alley for "Storytime on the Cat Bus" as part of the City of Seneca's celebration of National Transportation Week. The day before, she also appeared with Blair on Seneca CityTalk with 94.1 The Lake to promote the event.

On June 21st, Darcy and Christie took the Bookmobile to the Read to Succeed Camp at Northside Elementary to distribute book bags to the campers. Read to Succeed is for rising 4th-graders who have tested below-grade level in reading, and every year, we donate age-appropriate books to the campers so that they can practice reading at home. Each bag was packed with ten books and a small

stuffed animal. Before distributing the bags, Darcy did a storytime with the students, and then the students got to briefly visit the Bookmobile and pick up their bags. We gave away 60 bags, and all of the students seemed thrilled to receive them. This year was the first time since the pandemic that we have been able to interact with the students and do some activities with them as part of the distribution, and it was a very fun morning! In the same week, Darcy and Christie visited the YMCA Camps at the Walhalla Gymnasium and South Cove County Park to give books to and do storytime with the campers. We gave about 100 books to the campers for a total of 700 books given away so far this summer. We still have a good supply of titles in the basement at Walhalla so we will continue to look for giveaway opportunities throughout the summer.

Summer Reading 2022

As is probably obvious, nearly everything that happens in Youth Services in May and June somehow relates to Summer Reading. We spent hours in May preparing marketing information for our summer events and promoting those activities through as many outlets as possible. Registration for Summer Reading opened on May 23rd, and the program officially started on June 1st. Across the board, participation in Summer Reading 2022 has been excellent. These are the overall statistics as of June 30th:



To put these numbers in perspective, last year at the end of June, we had only 970 participants and 127 completions. So both of our most crucial statistics are significantly higher than they were last year. While there are likely many different contributing factors to increased participation, we feel confident that our larger promotional initiatives play a part in these results.

Programs

Our overall Summer Reading participation has been excellent, and our event attendance has been much the same. In-house youth services programming was paused for the month of May so that we could finish our preparations for Summer Reading and do more extensive outreach. But, we hit the ground running in June with many different programs for all age groups. We have continued to offer most of our staple programs through the summer along with some new events, and everything has been very well-received. This year is the first time in recent memory that OCPL has offered storytime in the summer without requiring pre-registration, and attendance has been high. We did nine storytimes at Walhalla, Westminster, and Seneca in June, which were attended by an impressive 374 people. We did one "special" evening storytime on June 13th that was a big hit. Glow-in-the-Dark Storytime was quite different than anything we have ever done, and it was lots of fun! We turned off

the lights in the meeting room and gave the children glowing shaker eggs and glow bracelets. We did everything from blacklight storytelling to the "Cha Cha Slide". Everyone seemed to have a great time! We had 70 people at the Walhalla Library for that event.

Far and away, the biggest surprise of the summer (so far) was our program with the South Carolina Aquarium. As part of our LSTA Summer Learning Grant, we held this program at the Walhalla Performing Arts Center, and apparently, we advertised it a little too effectively. By the start of the show, we had packed 573 people into the Walhalla Performing Arts Center, and unfortunately we still had to turn families away. We were thrilled to see so much interest in that program, but we hate that some of our patrons did not get to attend the event. The South Carolina Aquarium has visited OCPL a few times in the past, and it has always been a big draw. This year, word really spread about the program, and some people had driven from neighboring counties and states for the event. We have another program at the WPAC in July with Safe Haven & Educational Adventures, and for this one, we are going to focus our marketing a little more exclusively on Oconee County residents. Safe Haven is another great program, but they usually do not draw the crowds that the Aquarium does, so we are hoping that history will not repeat itself. If space at the WPAC is still an issue in July, we may have to explore the possibility of doing reserved seating and/or adding additional shows for next summer.

Another high-interest program that we started this summer is Sensory Playtime. This program is reserved for ages 0-5, and it is an informal, child-directed session that invites the participants to explore six different sensory "centers". Darcy and DJ have been using sensory play periodically at the end of storytime for months, and it is almost always a huge hit with the children. So this summer we wanted to experiment with centering an entire program around sensory play. There has been so much excitement among parents and children about this program that we had to add an additional session, and we are planning to make this program part of our permanent rotation in the fall. The June Sensory Playtime was attended by 40 people.

To summarize, Youth Services offered 31 programs in May and June that were attended by an impressive total of 3,896 people. Some of our other summer programs have included LEGO Club, I Read to Animals (reading to certified therapy dogs), Explorers Club: I Survived a Deserted Island, MakerCart, and Happy Little "Seas" (guided painting with Bob Ross). For a complete list of our programs and attendance, please see the chart at the end of this report. Photos of some of the programs are also attached.

Collaboration

Darcy attended a First Steps meeting in June and discussed a possible collaboration with First Steps to create StoryWalks in some of the downtown districts around Oconee County. At the end of May, Darcy also submitted a conference session proposal to the South Carolina Library Association on the topic of video content creation. If it is accepted, Darcy will be delivering a presentation on that topic at the SCLA Conference this coming October.

Program Attendance

LEGO Club	85
Storytime	444
Sensory Playtime	40
Aquarium	573

I Read to Animals	58
Explorers Club	45
Happy Little "Seas"	24
MakerCart	17

Program Pictures



1: Darcy and DJ as Little Penguin and Franklin the Orca to act out Little Penguin Gets the Hiccups for elementary outreach



2: Outreach to Walhalla Elementary School, scarf songs with first-graders



3: South Carolina Aquarium Show at the Walhalla Performing Arts Center



4: Glow-in-the-Dark Storytime



5: Tweens/Teens: Happy Little "Seas", the finished masterpieces



6: I Read to Animals at the Salem Community Room



7: Storytime at Walhalla



8: Sensory Playtime, water bead fun



9: Explorers Club: I Survived a Deserted Island, testing popsicle stick rafts