

EDUCATION AND CULTURAL
AFFAIRS SUBCOMMITTEE

September 20, 2022

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AGENDA

South Carolina
House of Representatives



Legislative Oversight Committee
EDUCATION AND CULTURAL SUBCOMMITTEE
The Honorable Jeffrey E. "Jeff" Johnson, Chair
The Honorable Kambrell H. Garvin
The Honorable Max T. Hyde, Jr.
The Honorable Michael F. Rivers, Sr.

Tuesday, September 20, 2022
10:30AM
Blatt 321

***Pursuant to Committee Rule 6.8, S.C. ETV shall be allowed access for internet streaming
whenever technologically feasible.***

AGENDA

- I. Approval of minutes**
- II. Discussion of the study of the South Carolina State Library**
- III. Adjournment**

MINUTES

Chair Wm. Weston J. Newton

*First Vice-Chair:
Joseph H. Jefferson, Jr.*

Legislative Oversight Committee



South Carolina House of Representatives

*Kambrell H. Garvin
Rosalyn D. Henderson-
Myers
Jeffrey E. "Jeff" Johnson
John R. McCravy, III
Adam M. Morgan
Melissa Lackey Oremus
Marvin R. Pendarvis
Tommy M. Stringer
Chris Wooten*

*Gil Gatch
William M. "Bill" Hixon
Kimberly O. Johnson
Josiah Magnuson
Timothy A. "Tim" McGinnis
Travis A. Moore
Russell L. Ott
Michael F. Rivers, Sr.
John Taliaferro (Jay) West, IV*

*Jennifer L. Dobson
Research Director*

*Cathy A. Greer
Administration
Coordinator*

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Columbia, South Carolina 29211
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6811**

Room 228 Blatt Building

*Charles L. Appleby, IV
Legal Counsel*

*Lewis Carter
Research Analyst/Auditor*

*Riley E. McCullough
Research Analyst*

Legislative Oversight Committee

**Monday, June 27, 2022
10:00 am Blatt Room 321**

Archived Video Available

- I. Pursuant to House Legislative Oversight Committee Rule 6.7, South Carolina ETV was allowed access for streaming the meeting. You may access an archived video of this meeting by visiting the South Carolina General Assembly's website (<http://www.scstatehouse.gov>) and clicking on *Committee Postings and Reports*, then under *House Standing Committees* click on *Legislative Oversight*. Then, click on *Video Archives* for a listing of archived videos for the Committee.

Attendance

- I. The Education and Cultural Subcommittee meeting was called to order by Chair Jeffrey E. "Jeff" Johnson on Monday, June 6, 2022, in Room 321 of the Blatt Building. All members were present for all or a portion of the meeting.

Minutes

- I. House Rule 4.5 requires standing committees to prepare and make available to the public the minutes of committee meetings, but the minutes do not have to be verbatim accounts of meetings.

Approval of Minutes

- I. Representative Kambrell H. Gavin makes a motion to approve the meeting minutes from prior meeting. A roll call vote was held, and the motion passed.

Rep. Garvin's motion to approve meeting minutes.	Yea	Nay	Not Voting
Rep. Garvin	✓		
Rep. Hyde	✓		
Rep. Rivers			✓ (Not Present)
Rep. J. Johnson	✓		

Discussion of State Library

- I. Chair Johnson reminds State Library personnel that they remain under oath.
- II. Director Leesa Aiken and Deputy Director Chris Yates continue to provide an overview of agency operations. Topics of discussion include:
 - a. E-Rate/Universal Services Assistance to Public Libraries;
 - b. Information Technology assistance and support for public libraries;
 - c. Public library support: circulating kits;
 - d. Public library development consulting services;
 - e. Library signage audit;
 - f. Communication strategies
 - g. Grant workshops;
 - h. Youth mental health first aid;
 - i. Web accessibility;
 - j. Welcome Table SC;
 - k. Interactive sign language;
 - l. SC early learning centers;
 - m. Summer reading and learning grant workshops;
 - n. International games day and ore at your library;
 - o. Literacy 2030;
 - p. Training/continuing education online
 - q. Public library support;
 - r. Public library staff development;
 - s. Library role in emergencies and natural disasters;
 - t. Public library director orientation;
 - u. Public librarian certification programs;
 - v. Public libraries survey;
 - w. State funds to support libraries;
 - x. Strategic direction;
 - y. Research and reference assistance;
 - z. Acquisitions;
 - aa. Library resources;
 - bb. Grants research collection and workshops;
 - cc. Subject guides;
 - dd. Interlibrary loan;
 - ee. Services to institutions and incarcerated individuals;

- ff. Certified public manager program assistance;
- gg. Communications;
- hh. Library voices SC podcast;
- ii. Impact grants for local projects;
- jj. Planning grants for public libraries;
- kk. Minigrants to public libraries;
- ll. Check out SC backpacks;
- mm. Literacy therapy dog;
- nn. K-12 School Technology Initiative;
- oo. Friends of South Carolina libraries;
- pp. Library jobs;
- qq. Preservation;
- rr. Digital projects;
- ss. Rare book collection;
- tt. Federal document depository; and
- uu. StudySC.

III. Subcommittee members ask questions relating to the following:

- | | |
|--|--|
| a. Group purchasing program for county libraries; | m. Outreach about grants research information; |
| b. Information Technology assistance and support for public libraries; | n. Inmates requests; |
| c. Legacy network systems; | o. Library unitization by patrons; |
| d. Gaming; | p. Podcasts; |
| e. Consulting; | q. Funding for various grants; |
| f. Training; | r. Check out SC backpacks; |
| g. Agency evaluation of programs; | s. Literacy dog; |
| h. Public library support exchanges; | t. SC Plant the Seed project; |
| i. Survey; | u. Acquisitions; |
| j. State library card usage; | v. Digitization of documents; |
| k. Data usage for agency decision making; | w. Exhibit marketing; and |
| l. Research and reference assistance; | x. Literary landmark designation program. |

Agency staff respond to the members' questions.

Adjournment

- I. There being no further business, the meeting is adjourned.

STUDY TIMELINE

Timeline of Agency Study

The House Legislative Oversight Committee's (Committee) process for studying the South Carolina State Library (agency, Department, or State Library) includes actions by the full Committee; Education and Cultural (Subcommittee); the agency; and the public. Key dates and actions are listed below.

December 9, 2019	At Meeting 1, the Committee selects the South Carolina State Accident Fund as the next agency for the Healthcare and Regulatory Subcommittee to study.
January 15, 2020	The Committee provides the agency with notice about the oversight process.
February 28 – April 1, 2020	The Committee solicits input from the public about the agency in the form of an online public survey.
May 20, 2020	The South Carolina State Library Fund submits its Program Evaluation Report.
April 8, 2021	At Meeting 2, the Committee receives public input regarding the agencies selected for study, to include State Accident Fund.
January 26, 2022	The Subcommittee holds Meeting 3 with the agency to discuss an overview of its mission, history, resources, major programs, successes, challenges, and emerging issues.
June 6, 2022	The Subcommittee holds Meeting 4 with the agency to discuss its mission, history, resources, major programs, successes, challenges, and emerging issues.
June 27, 2022	The Subcommittee holds Meeting 5 with the agency to discuss its agency deliverables.
September 20, 2022	The Subcommittee holds Meeting 6 with the agency to discuss agency deliverables and law change recommendations.

Figure 3. Summary of key dates and actions in the study process

AGENCY SNAPSHOT

South Carolina State Library

History

- 1929- South Carolina state library board was created
- 1943 –General Assembly began funding the South Carolina State Library Board.
- 1969- By order of the General Assembly, the South Carolina State Library Board was officially reorganized and became the South Carolina State Library.
- 2004- DISCUS launched a billboard campaign to promote databases for children
- 2017- The Inclusive Services Center created to provide services relating to diversity and inclusion.

Agency Mission

We serve the people of South Carolina by supporting state government and libraries to provide opportunities for learning in a changing environment.

Organizational Units

- Administration
- Finance
- Statewide Development
- Library Development
- Statewide Development
- Info Technology
- Communications
- Talking Book Services
- Library Services and Resources
- Library Collections and Services
- Electronic Resources

Resources (FY 22-23)

Authorized FTEs

53
filled FTE positions
at the start of the year

Funding

\$22,546,266
appropriated and authorized

Successes

Identified by the agency

- Leaders in addressing statewide equity issues relating to broadband connectivity
- National participation in library service development
- Digitizing state documents

Challenges

Identified by the agency

Current:

- Retaining qualified staff
- Lacking funding to procure and sustain necessary resources
- Lacking proper parking in the surrounding capital complex area

Emerging:

- Lacking authorization to hire staff
- Lacking appropriate parking
- Digitizing documents

AGENCY PRESENTATION

HOUSE LEGISLATIVE OVERSIGHT COMMITTEE

PROGRAM EVALUATION REPORT

Agency Deliverables – Participation

Deliverable Group 3

Strategic Direction III: Participation

The South Carolina State Library provides equitable access to information.

Departments Involved:

- ❖ Communications
- ❖ Electronic Resources
- ❖ Library Development
- ❖ Library Resources and Services
- ❖ Statewide Development
- ❖ Talking Book Services



State Legislator Resources

District Profiles created with specific information:

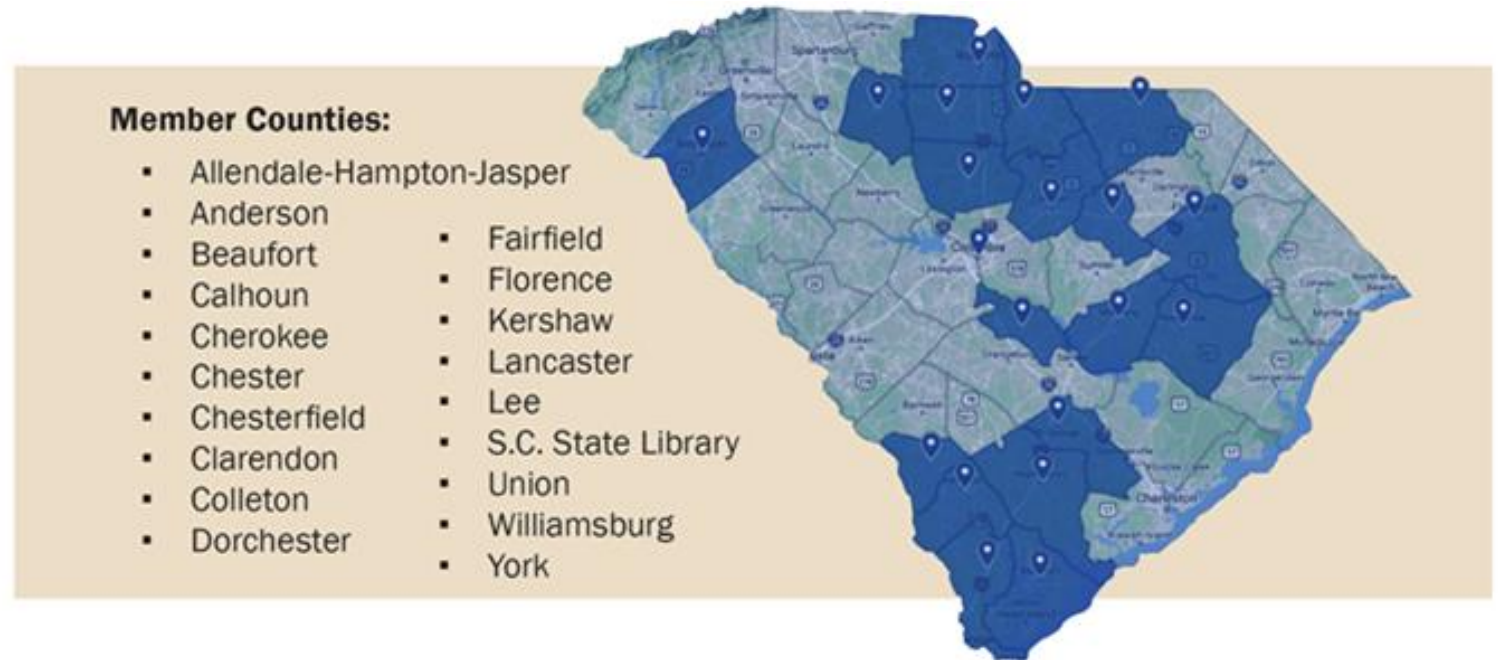
- Demographics
- Education
- Health
- Crime
- Taxes and Revenue
- Voter Registrations
- Commerce and Workforce



SCLENDs: Purpose and Partnership



- 20 libraries participate
- 2.63 Million items = shared holdings of 20 libraries
- Available to 1.5 Million Users
- 755,131 Active SCLENDs Cardholders
- 2.84 Million Items Borrowed
- State Library Pays \$36,000 Annually



- Subscription databases provided for homework and informational purposes
 - Content curated from vetted resources
 - Read-aloud text and language translation available
 - Closed captioning for movies and videos
 - Annual cost - \$2,500,000
-
- Over \$54,000,000 in cost avoidance every year by leveraging State's funds
 - 2016 - 2019, Accessed 52,291,165



Discovery Service



- Google-like search engine searches multiple databases
- Ad-free full text articles, eBooks, biographies, tests, images, and videos
 - [SmartSearch Kids](#) for young students and only searches four Discus databases to return a manageable number of results
 - [SmartSearch](#) for older students and searches approximately 40 Discus databases and AP videos
 - [SmartSearch Plus](#) for State Library cardholders and the general public and searches 45 Discus and State Library resources



3K-Kindergarten

Resources include:

- Animated movies
- Videos
- eBooks
- Interactive quizzes
- Games
- Activities

Featured Elementary Videos >



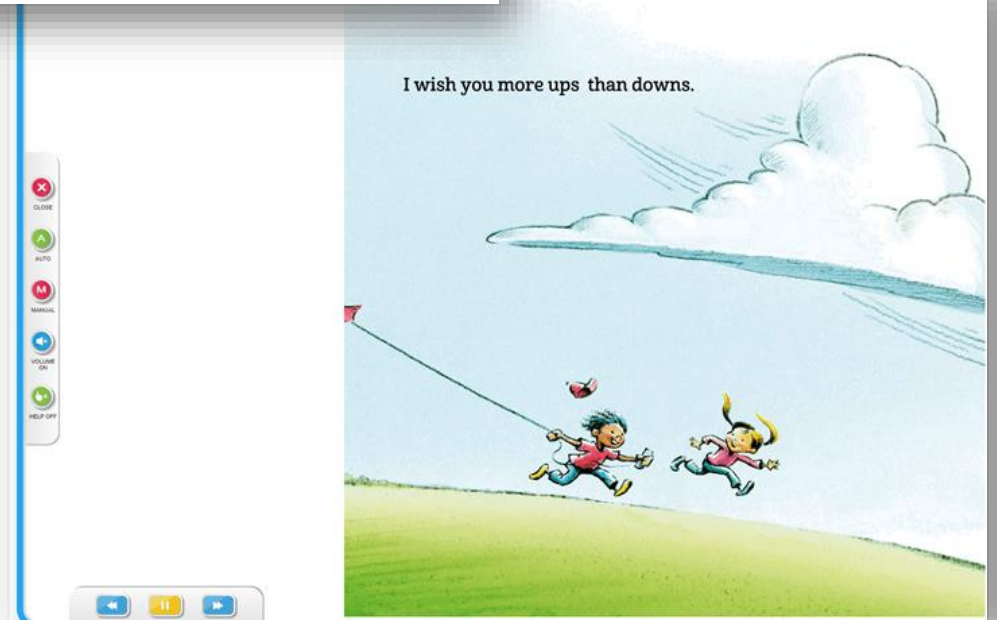
Holiday Kids: All about St. Patrick's Day

Full Video



Reading Rainbow

Video Series



Grades 1-5

Databases used by Grades 1-5:

- Animal Kingdom
- Biography in Context
- Britannica Elementary
- CultureGrams
- Escolar for young Spanish speakers
- Magic School Bus
- PebbleGo Next Biographies
- TumbleBooks
- World Almanac for Kids Elementary

Resources include:

- Animated movies
- Videos
- Interactive quizzes
- Games and activities
- Encyclopedia articles
- Images
- News articles



Berkeley County Schools practicing research skills with The World Almanac for Kids and Discus.

Grades 6-8

Resources include:

- Full-text journal and magazine articles
- Videos
- Interactive quizzes
- Games and activities
- Encyclopedia and news articles

Twenty-Five Databases Offered including:

- Biography in Context
- Britannica Middle School
- CultureGrams
- DK Eyewitness eBooks
- Escolar for young Spanish speakers
- Learn360
- LearningExpress Library
- Magic School Bus
- Opposing Viewpoints in Context
- Peterson's Career Prep
- Teen BookCloud
- World Almanac for Kids Intermediate



8th graders at Muller Road Middle School doing Civil War research

Databases include:

- Auto Repair Source
- Biography in Context
- Bloom's Literature
- Britannica High School
- Credo Reference
- CultureGrams
- Encyclopedia Moderna for older Spanish speakers
- Opposing Viewpoints in Context
- Peterson's Career Prep
- Points of View Reference Center
- Science Reference Center

Resources include:

- Full text journal and magazine articles
- Videos
- eBooks & images
- Science experiments
- Encyclopedia and news articles



Mauldin High School students studying the Holocaust

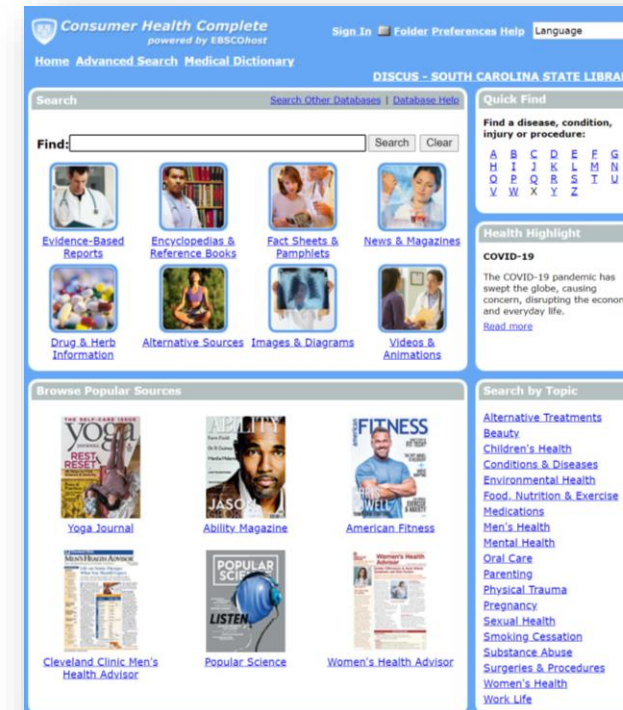
- English language arts
- Mathematics
- Science
- Social studies
- Health
- Visual and performing arts
- STEM and STEAM



Families

Popular family resources include:

- Alt HealthWatch
- Auto Repair Source
- Small Business Reference Center
- Consumer Health Complete
- Newspaper Source Plus
- Peterson's Career Prep



Educators

Databases are used by:

- Teachers
- Guidance counselors
- Media specialists
- Career specialists

Interactive databases have:

- Lessons Plans
- Science Experiments
- Practice Tests
- Interactive Career Tests
- Ebooks
- Videos
- Activities
- Maps
- Timelines

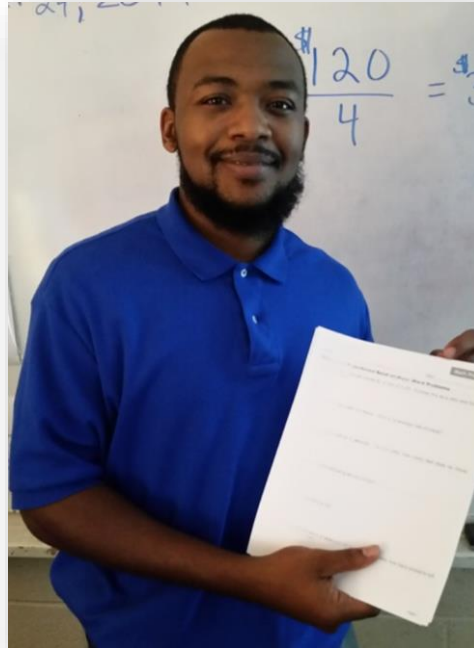


Victoria Inskeep with Liberty Hill Academy learns about using Discus resources to motivate her students.

Educators

All content areas include:

- English language arts
- Mathematics
- Science
- Social studies
- Health
- Visual and performing arts
- STEM and STEAM



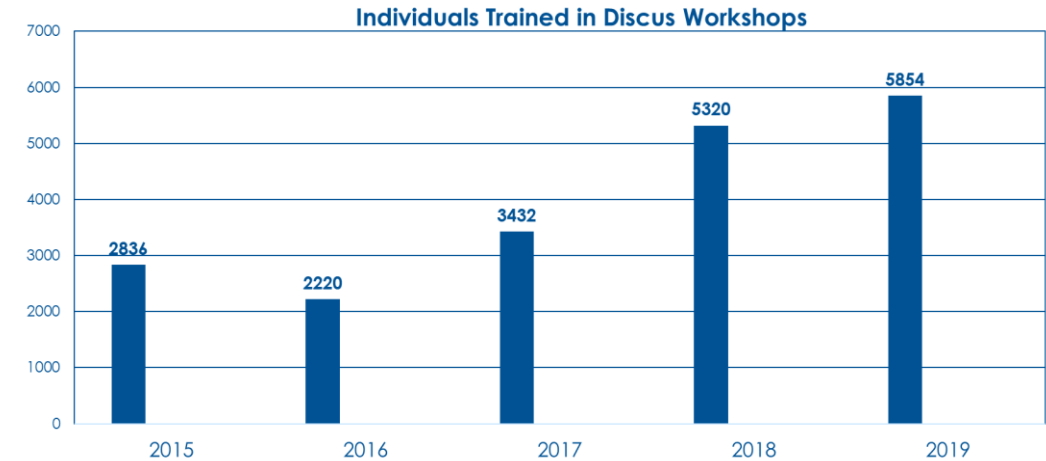
Mr. Reeves, math teacher at Palmetto Middle School uses the printable handouts in World Almanac for Kids - Intermediate with his afternoon class!

Resources are content-rich and include:

- Biographies
- World cultures
- Financial literacy
- Career assessments
- Test preparation
- Many other subjects that prepare students for graduation

Discus Training

- Statewide conferences: Early Childhood Literacy, SC EdTech, Education & Business Summit, LIBRIS, SCASL, and more
- Sessions provided statewide: face-to-face workshops and online training
- Onsite live workshop for educators, media specialists, and librarians
- Provided training to the Department of Social Services for their statewide foster family and group home program
- Partnering with the Department of Education on a Learning Object Repository

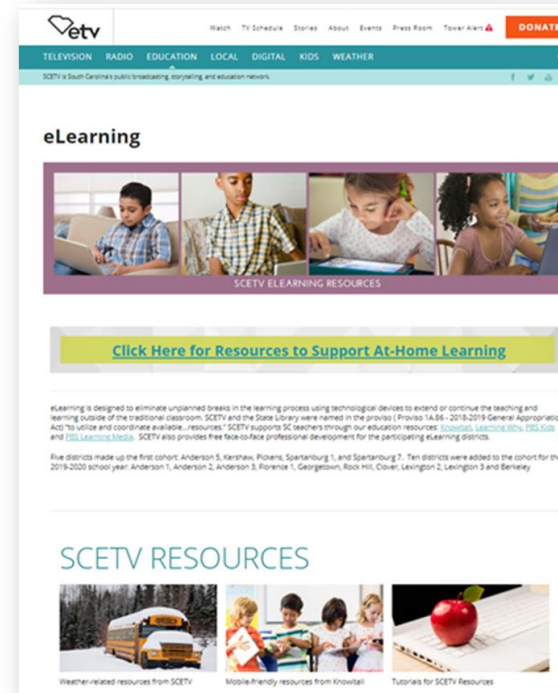


Discus Homeschool Training

eLearning Pilot

Partnered with the Education Oversight Committee and SC ETV to implement Proviso 1A.86 of the 2018-19 General Appropriation Act

- Pilot districts were:
 - Anderson 5
 - Kershaw
 - Pickens
 - Spartanburg 1
 - Spartanburg 7
- The SC State Library provided:
 - Face to face trainings
 - Handouts by resource and age
 - Learning Management System integration instructions
 - A series of videos targeted specifically to the eLearning districts



Tips for Creating eLearning Lessons

- **Utilize your Learning Management System (LMS) to effectively communicate with your students.** Make sure your instructions are clear and precise. You can place links to resources to be used along with any rubrics or other materials needed for the lesson.
- **Create instructional videos so that instructions are clear to your students.** Simply posting written instructions in your Learning Management System (LMS) may not be enough for your students to understand your instructions and expectations for an assignment. Create a screencast (using tools like [Screencastify](#), [Screencast-O-Matic](#), etc.) so students can see and hear the instructions. You could also use tools like [iorad](#) to create tutorial documents.
- **Use online assessment tools to assess understanding of the lesson.** There are many online assessment tools available that allow you get immediate feedback so you can monitor and evaluate learning ([Quizizz](#), [Socrative](#), [Formative](#), Google Forms, etc.). Most of these tools have teacher-created assessments that are already created and allow editing if changes need to be made.
- **Keep in mind the amount of time needed to complete the assigned work.** Lessons do not need to be the length of time of the actual class.
- **Make sure your students understand the district's procedures for working offline and/or downloading resources.** Students that do not have internet access at home will need to download materials and make sure their devices are set to work offline.

Need more help?

TUTORIALS FOR PBS LEARNING MEDIA

- [PBS Learning Media 101](#)
- [PBS Learning Media Help](#)



PASCAL Users

- PASCAL - Partnership Among South Carolina Academic Libraries, a consortium of South Carolina's academic libraries
- Partnership allows the State Library and PASCAL to combine funding to negotiate and purchase subscription academic resources for students at SC colleges of higher education to use in research and career preparation.

PASCAL E-Resources



Core Electronic Resources

Databases

PASCAL provides access to the following databases for all member libraries. In general, patrons at

- Academic Search Premier
- Literature Resource Center
- Institute of Physics Archives
- 3D Human Anatomy & Physiology
- *Nature* Journal Archives (1950-2011)
- *Scientific American* Journal Archives (1948-2011)

E-Books

PASCAL provides member institutions over 300,000 unique e-book titles through three platforms:

- ProQuest Ebook Central - Subscription & Demand Driven Acquisition (DDA)
- EBSCO Academic Collection - Subscription package
- Oxford UPSO Psychology - Perpetual access

Unemployed & Underemployed Citizens

Provide resources to assist persons:

- Researching careers
- Career test preparation
- GED
- Citizenship practice tests
- Videos
- eBooks

Peterson's Career Prep includes:

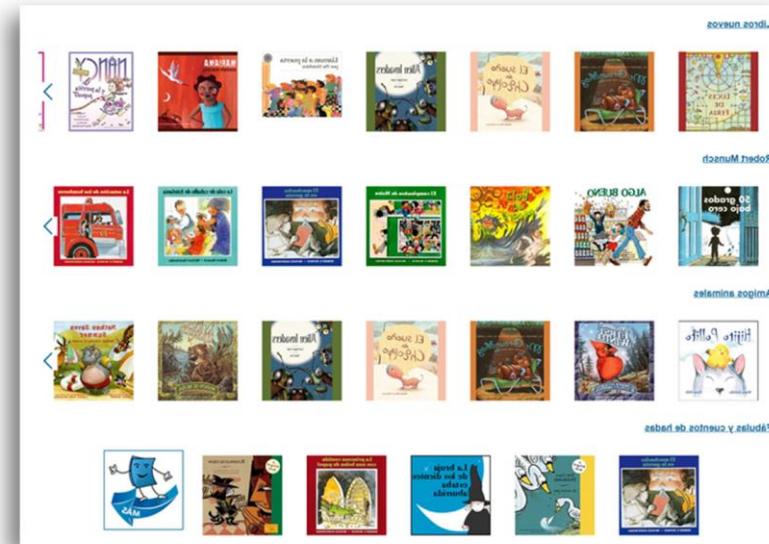
- Interactive career assessment tool
- Resume builder
- Cover letter creator
- Ability to search and apply for jobs

LearningExpress Library includes:

- Practice tests for WorkKeys and GED preparation
- eBooks about job and career goals, focusing on workplace skills such as resume building, interviewing, job search and assessment, and business writing
- Core computer skills tests and practice activities in LearningExpress Library

Non English Speakers

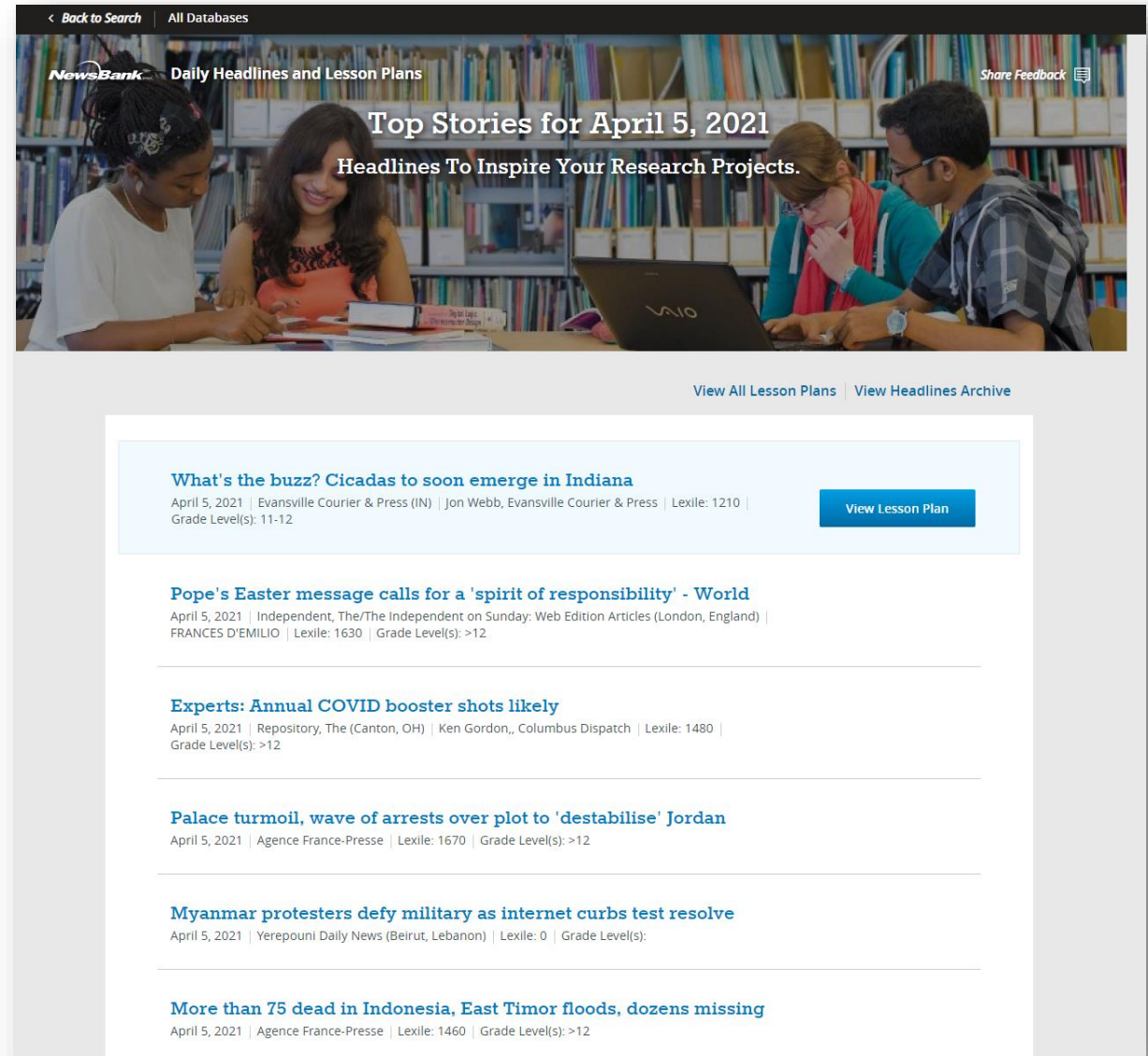
- Provide electronic resources that assist non English speakers with educational tools for:
 - Research
 - News updates
 - Language assistance
 - Literacy
- TumbleBooks Library contains read aloud books in Spanish and French for young learners

An advertisement for Tutor.com. The background is dark grey. On the left, the text "Aprenda un nuevo idioma con" is in white, followed by "tutor.com" in large blue letters. Below that, it says "A Service of The Princeton Review". On the right, a white speech bubble contains the text "Do you speak English?". Below the speech bubble, there is a paragraph in Spanish: "Los tutores están disponibles para ayudar a los estudiantes a aprender francés, alemán, español, italiano e inglés!". At the bottom, the Discus logo is on the left, and the South Carolina State Library logo is on the right, with the text "A service of the" between them.

General Public

Access to electronic newspaper subscriptions:

- Provides over 1,000 full-text US newspapers of major titles including *USA Today*, *Christian Science Monitor*, *The Washington Post*, and others
- Provides articles from over 600 additional U.S. newspapers and over 100 historical and current S.C. newspapers, including *The State* from 1891 - current



The screenshot shows the NewsBank website interface. At the top, there's a navigation bar with links for '< Back to Search' and 'All Databases'. Below this, a header section features the 'NewsBank' logo, the text 'Daily Headlines and Lesson Plans', and a 'Share Feedback' icon. The main content area is titled 'Top Stories for April 5, 2021' and 'Headlines To Inspire Your Research Projects.' Below the title, there's a large image of four students (three girls and one boy) sitting at a table, looking at a laptop. To the right of the image, there are links for 'View All Lesson Plans' and 'View Headlines Archive'. The main content area lists several news stories with their titles, dates, sources, and Lexile/Grade Level information. Each story has a 'View Lesson Plan' button next to it.

What's the buzz? Cicadas to soon emerge in Indiana
 April 5, 2021 | Evansville Courier & Press (IN) | Jon Webb, Evansville Courier & Press | Lexile: 1210 | Grade Level(s): 11-12 | [View Lesson Plan](#)

Pope's Easter message calls for a 'spirit of responsibility' - World
 April 5, 2021 | Independent, The/The Independent on Sunday: Web Edition Articles (London, England) | FRANCES D'EMILIO | Lexile: 1630 | Grade Level(s): >12

Experts: Annual COVID booster shots likely
 April 5, 2021 | Repository, The (Canton, OH) | Ken Gordon,, Columbus Dispatch | Lexile: 1480 | Grade Level(s): >12

Palace turmoil, wave of arrests over plot to 'destabilise' Jordan
 April 5, 2021 | Agence France-Presse | Lexile: 1670 | Grade Level(s): >12

Myanmar protesters defy military as internet curbs test resolve
 April 5, 2021 | Yerepouni Daily News (Beirut, Lebanon) | Lexile: 0 | Grade Level(s):

More than 75 dead in Indonesia, East Timor floods, dozens missing
 April 5, 2021 | Agence France-Presse | Lexile: 1460 | Grade Level(s): >12

State Employees


State Library eBook subscriptions provide access to a custom online library of 5,357 eBook titles on:

- Business
- Desktop and web applications
- Digital media, engineering
- Information technology and software development
- Math and science
- Personal and professional development

Your refinements: SUBJECT Business/Management ✕ Clear

RESULTS PER PAGE 10


Book Results Chapter Results



Preventing Workplace Violence: a Training Guide for Managers and Supervisors : Proven Practices
 Jackson, Rosalind Elsevier 2014
 ISBN: 9780128020814, 9780128009246

Preventing Workplace Violence: A Training Guide for Managers and Supervisors is a video presentation. Length: 25 minutes. In Preventing Workplace Violence: A Training Guide for Managers and Supervisors, presenter Rosalind W. Jackson provides the fundamentals of workplace violence prevention, includi...

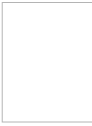
Available



Innovative Business Practices : Prevailing a Turbulent Era
 Vrontis, Demetris;Thrassou, Alkis Cambridge Scholars Publisher 2013
 ISBN: 9781443846042, 9781443849937

This second decade of the millennium finds the world changing at a once unimaginable pace. Businesses, tangled in the interwoven threads of galloping globalization, technological advances, cultural diversity, economic recession and deep-rooted human social evolution, struggle to keep up with inces...

Available



Measuring and Improving Social Impacts : A Guide for Nonprofits, Companies, and Impact Investors
 Epstein, Marc J.;Yuthas, Kristi Berrett-Koehler Publishers, Incorporated 2014
 ISBN: 9781609949778, 9781609949785

Philanthropic NGOs, foundations, and corporations face endlessly competing needs when

Summer Reading Program Coordination

Materials include:

- Program manuals for each library system
 - Promotional materials
 - Consultation
 - Computer software
 - Read throughout the summer
 - Summer Slide - skills lost
 - Encourage lifelong learners
- \$1,000 Grants to library systems
 - Offer programs:
 - Locally interesting
 - Meet local needs
 - Promote reading for enjoyment
 - Bring children and families to the library
 - Example: In 2019, the Colleton County Public Library hosted more than 27 programs



Read To Succeed Summer Camps Book Awards to Public Libraries

Read to Succeed legislation, Act 284 enacted by Legislature in 2014

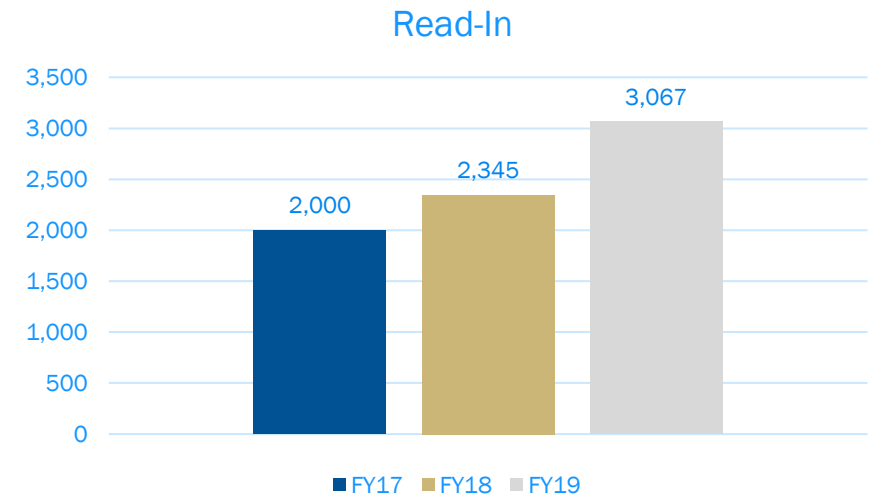
- Mandated for children not reading at grade level
- Pilot Program – to 10 Read to Succeed Summer Camps through partnership with public libraries
- Opportunity to build a stronger collaboration with the Department of Education and libraries
- Provided book collections to ten libraries
- Put books into the hands of students
- Increase literacy and ability
- Influence family reading habits
- 2,400 Children served



Union County Library Summer Reading Program

ReadSC Projects: Read-In

- Encourage Literacy!
- Kids Who Read Succeed
- Event:
 - Parade
 - State House Program
 - Reading on the State House lawn
- Partner Organizations:
 - South Carolina Association of School Librarians
 - First Steps
 - University of South Carolina – Cocky's Reading Express
 - Department of Education
 - Columbia Fireflies



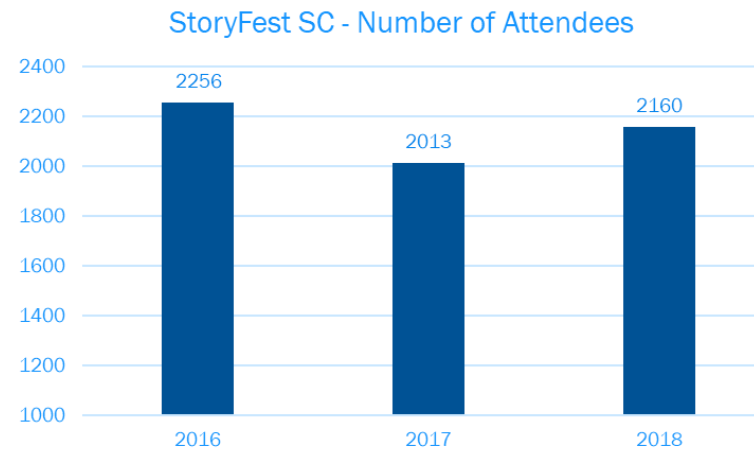
*FY19 event canceled due to weather; 3,067 registered

StoryfestSC

- Kickoff for summer reading
- Literacy-focused event:
 - Two Authors
 - Storytelling
 - Reading
 - Signed books
 - Full day at State Museum
 - Readers theatre
 - Music
- Multicultural celebration



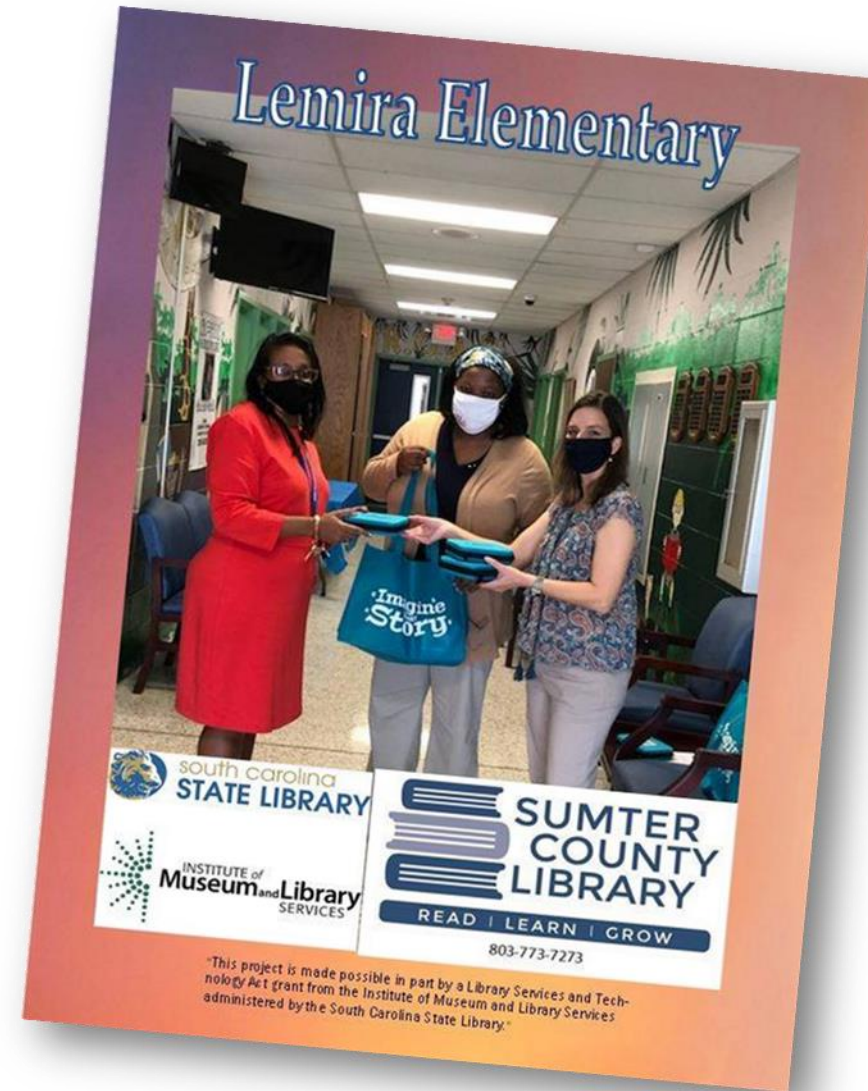
Storyfest 2016



Storyfest 2017

Homework Help Center and Broadband Expansion Project Program

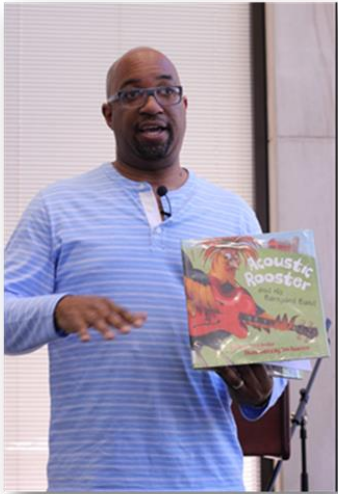
- Pilot program
- Create program to serve students:
 - Complete school assignments
 - Provide afterschool assistance
 - Expand internet connectivity
- 745 devices deployed



Young Minds Dreaming Poetry Contest

- More than 600 students
- Open to students in grades 3rd through 12th, including homeschoolers
- Encourages young writers to capture the power of their words
- Nationally recognized award-winning Poets
- Students read their poems aloud at a celebration filmed by South Carolina ETV

Young Minds Dreaming
Student Poetry Contest



2018 – Kwame Alexander - Newbery medal winner and New York Times bestselling author and poet



2019 – Juan Felipe Herrera - US Poet Laureate, Mexican-American poet and author

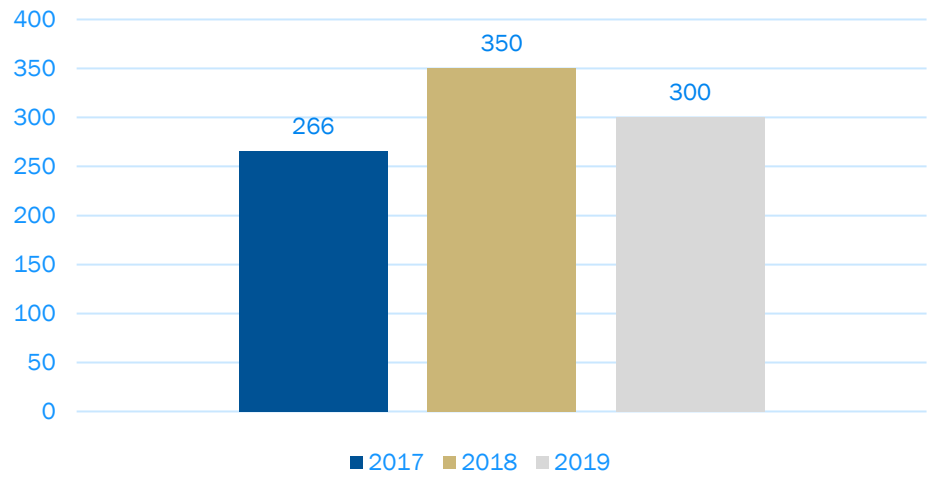


2017 - Jacqueline Woodson - Award-winning author-poet and former National Ambassador for Young People's Literature

ReadSC: Letters About Literature

- Reading-writing contest
- Personal letter to an author, living or dead, from any genre, explaining how that author’s work changed their way of thinking about the world
- Three competition levels with three winners at each level: elementary, middle, and high school

Letters About Literature Participants



2017



2018



2019

SC Plants the Seed

- Promote early literacy
- Provide education on nutrition
- Provide access to healthier foods
- Provide education about safe food preparation
- Food desert
- Target low-income and rural populations
- Supplemental Nutritional Assistance Program (SNAP) Benefits
- \$5.00 = \$10.00 of SNAP Healthy Bucks
- Local farmers – Fresh Produce
- Free books and fresh produce
- Partnership between:
 - Department of Social Services
 - Department of Health and Environmental Control
 - Public libraries
 - Certified South Carolina Farmers

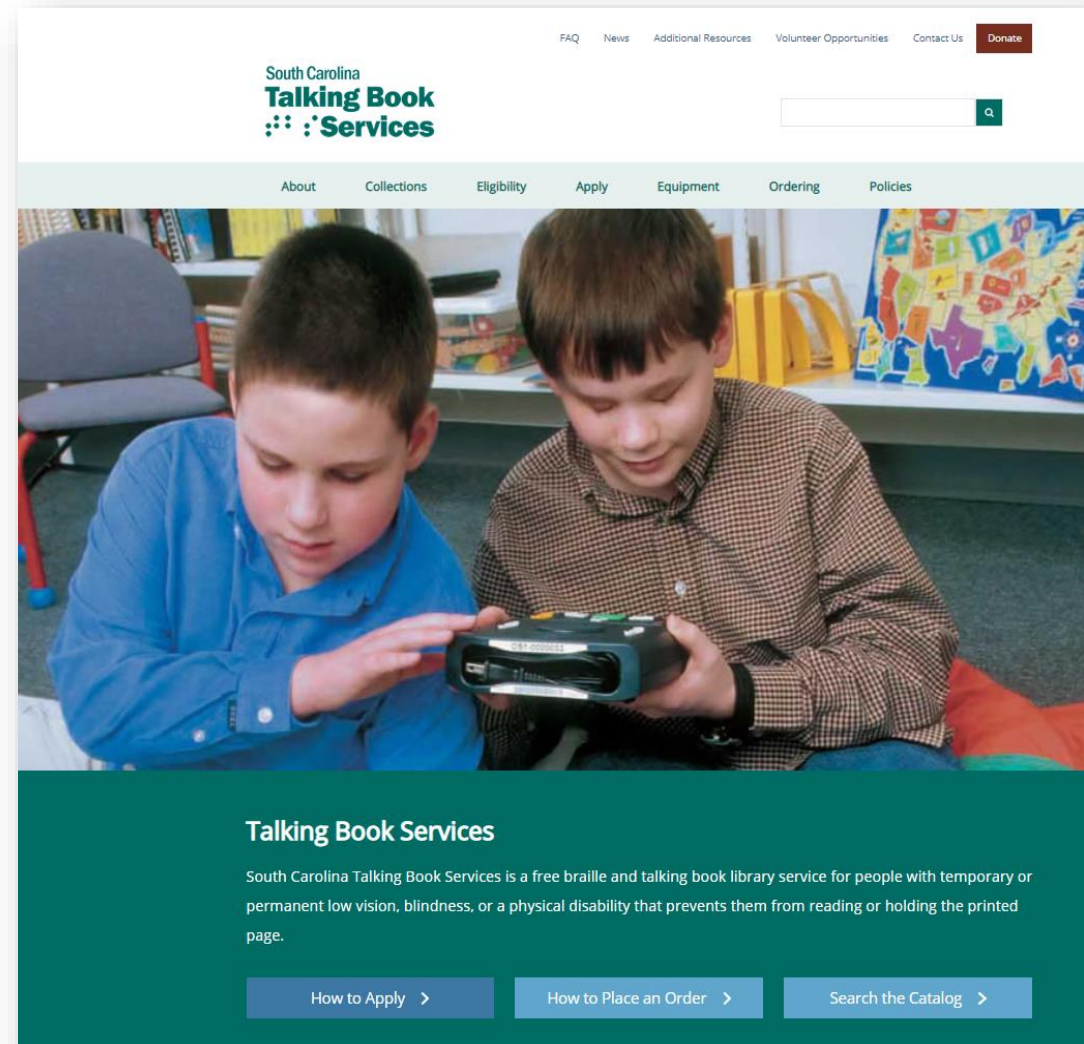


SOUTH CAROLINA
PLANTS THE SEED



Talking Book Services

- Program is a free braille and talking book library service for people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding the printed page
- The rate of vision loss is expected to double by 2030 as the baby boom generation ages
- Any South Carolina resident who is unable to read or use standard print materials as a result of:
 - Temporary or permanent visual or physical limitations
 - Low vision due to problems such as macular degeneration
 - Blindness
 - Physical conditions such as paralysis, missing arms or hands, lack of muscle coordination, or prolonged weakness that prevents a person from holding a book or turning pages
 - Reading disabilities such as dyslexia
 - Institutions serving people with qualifying conditions



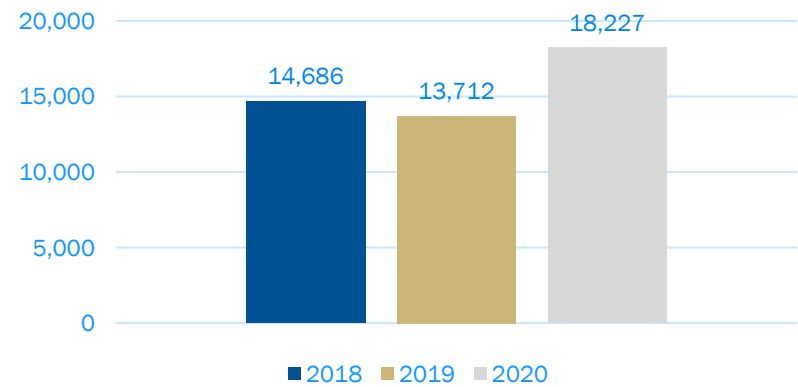
Talking Book Services Collection

- Playback Equipment and books on digital cartridges are mailed to patrons
- Implementation of Duplication On Demand has streamlined distribution with the ability load multiple book titles on a single cartridge
- BARD is a web-based, password-protected service that provides online access to thousands of audio and braille books, magazines, and music scores
- Allows patrons to download titles to their computer, tablet or smartphone
- Large print books
- Descriptive DVDs – provide enhanced and additional commentary to feature films
- Provide specialized circulation and reader advisor services

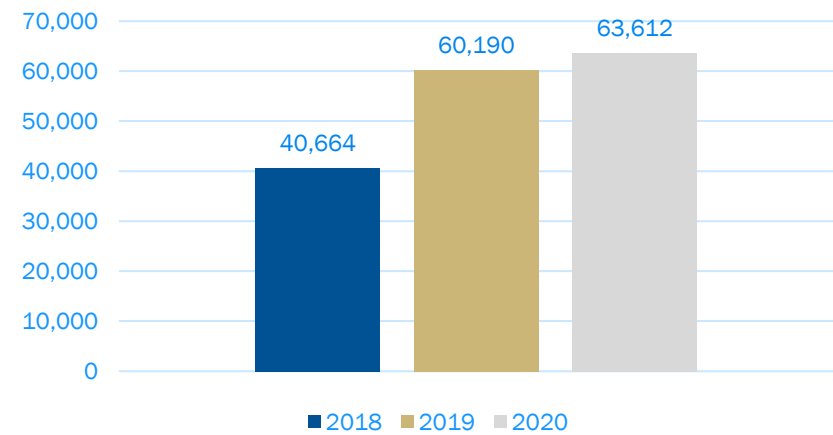


Talking Book Services Patron Stats

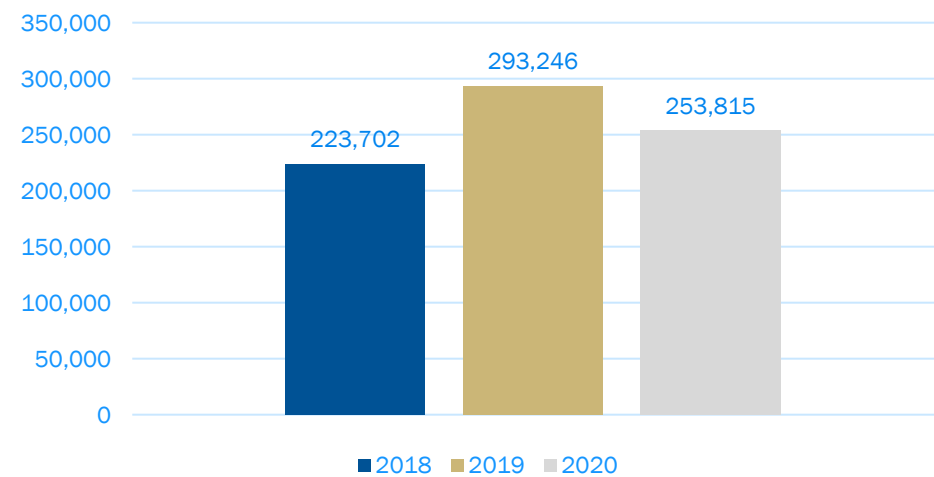
Phone Calls Taken



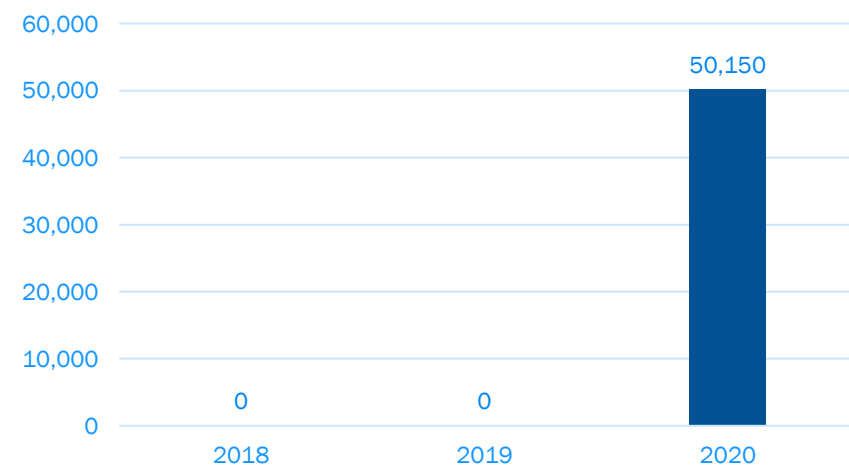
Items Downloaded



Items Circulated



Books on Cartiridges Circulated



Talking Book Services Vision Education Partnership Participation

The group meets regularly to collaborate for services related to blind and visually-disabled

- Member agencies include:

- South Carolina School for the Deaf and the Blind.
- South Carolina State Department of Education Office of Special Education Services.
- USC Upstate Visual Impairment Education Program.
- South Carolina State University Orientation & Mobility Program.
- Medical University of South Carolina Storm Eye Institute. South Carolina Commission for the Blind
- National Federation of the Blind of South Carolina.
- Association for the Education and Rehabilitation of the Blind & Visually Impaired (SC Chapter).
- The Vision Institute of South Carolina

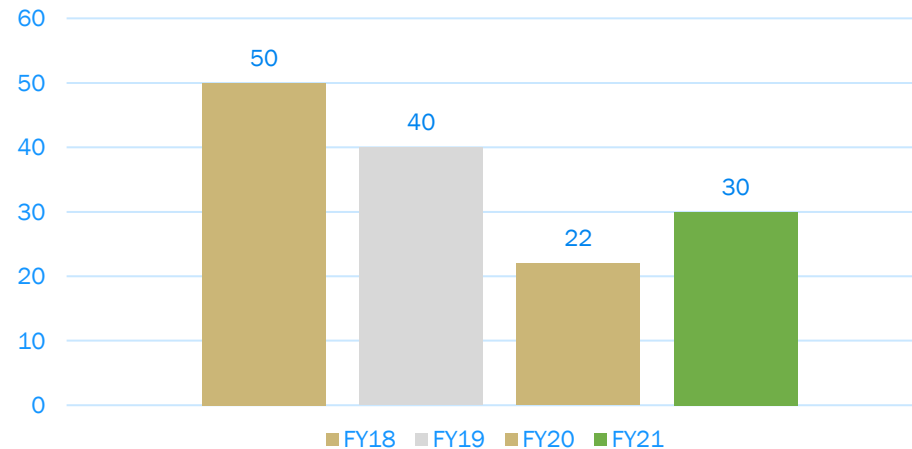


Talking Book Services Annual Student Art Contest

- Annual student art exhibit features artwork created by blind or visually impaired students
- Exhibit highlights the artistic abilities of elementary, middle, high, and homeschooled students



TBS Art Contestants



Talking Book Services: Annual Signature Public Program, Led By Love

- TBS hosted an author talk by Michael Hingson for Blindness Awareness Month
- Hingson, a blind survivor of the 9/11 attack on the World Trade Center, told his life story and detailed how he and his guide dog made it out of the Twin Towers alive



Talking Book Services: Collaborations

- Staff conduct training for collaborative agencies through conferences, taskforces and special committees
- National Federation of the Blind (NFB), South Carolina Commission for the Blind and South Carolina School for the Deaf and Blind (SCSDB)
- Patrons who are incarcerated but have a qualifying condition receive service

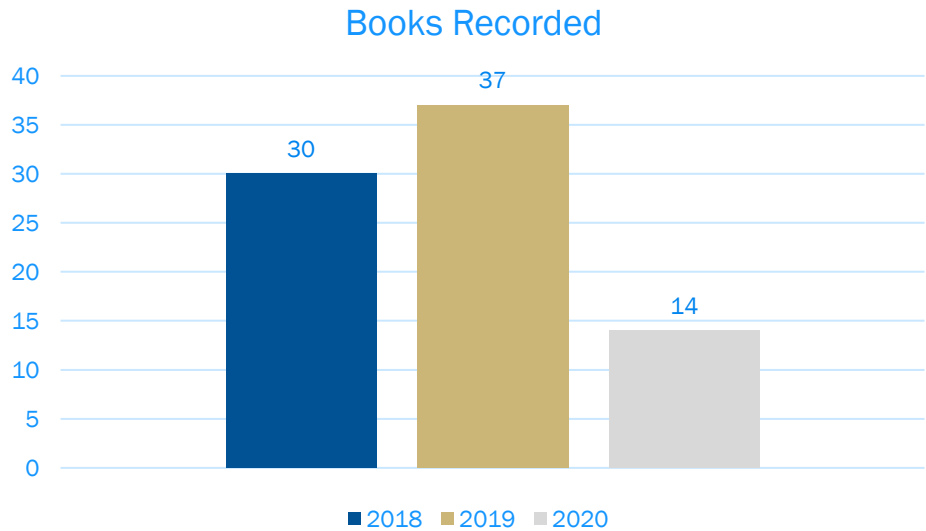
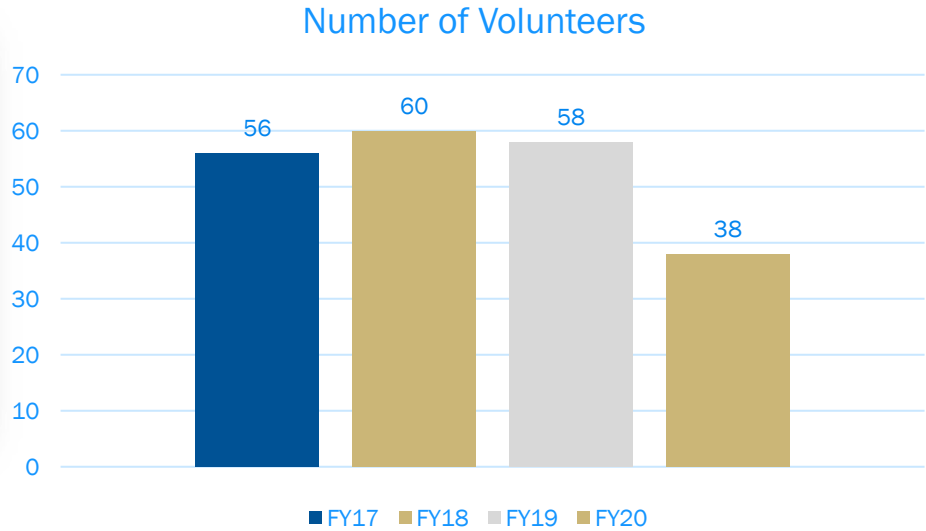


Rocky Bottom Children's Camp of the Blind



Talking Book Services Volunteer Program

- Trained to read and record books
 - Specific to South Carolina traditions and culture
 - Uploaded to the National Library Service for the Blind for nationwide use
- Mobile Recording Studio
- Machine Repair





RECOMMENDED LEGISLATIVE CHANGES

Summary Recommendations

Summary of Change

Update language to current best practices.

Impacted Sections:

- Section 60-1-80
- Section 60-1-120
- Section 60-1-170

Recommended Change

Change Language:

- “Elderly” to “people who are elderly”
- “Physically handicapped” to “people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding a printed page”
- “Poor” to “people with low income”
- “Physically handicapped” to “Print Disabled”

Recommendations

- **SECTION 60-1-80.** State Library to provide to provide assistance to public libraries and county governments.

“...(e) plan and coordinate the provision of library services to groups with special needs, including but not limited to the elderly, the physically handicapped, people who are elderly, people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding a printed page, the unemployed, the underemployed, the poor, people with low income, the functionally illiterate, and these persons people ...”

- **SECTION 60-1-120.** Library services to be rendered to blind and ~~physically handicapped~~ print disabled readers

Library services to be rendered to blind and physically handicapped readers—people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding a printed page. The South Carolina State Library shall provide library service to the blind and physically handicapped readers people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding a printed page in cooperation with the United States Library of Congress. The State Library shall provide books and other reading matter in recorded form, in braille, in large type, or any other medium of reading used by the blind and physically handicapped—people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding a printed page. To this end, the State Library is authorized to contract with the appropriate federal agency or any library for the blind and physically handicapped people with temporary or permanent low vision, blindness, or a physical disability that prevents them from reading or holding a printed page. Services must be rendered in accordance with applicable federal regulations and consistent with the current standards and guidelines for service for the Library of Congress National Library Service for the Blind and Physically Handicapped Print Disabled.

- **SECTION 60-1-170.** Authority of director to cooperate with United States Department of Education and other agencies in the administration of funds.

“... and for library services to the blind and ~~physically handicapped~~ print disabled.”

Summary Recommendations

Summary of Change

Eliminate or update out of date language from 1985 regarding technology and services. Language related to contracts does not follow current procurement code. Language related to qualifications of library staff at state institutions is not enforceable by the State Library.

Impacted Sections:

Section 60-1-110

Section 60-1-140

Section 60-1-150

Recommended Change

Eliminate Language:

- Related to qualifications of library staff of state institutions.
- Related to entering into contracts.

Change Language:

- “Network Computer system and telecommunication systems” to “electronic resources.”
- “Create computer programs and data bases” to “electronic resources.”

Recommendations

- **SECTION 60-1-110.** State Library to assist libraries of state institutions.

~~“... (c)... institution, and the availability of library services to the institutional population, the qualification of personnel for staffing of a library, and the institution's commitment to annual budgetary support for library services.”~~

- **SECTION 60-1-140.** State Library to establish statewide library network.

~~“... (d) ... establish and operate a network computer system and telecommunication systems which will expedite for interlibrary loan, reference, and referral; (e) acquire or create computer programs and data bases electronic resources and make them available to libraries of the network;”~~

- **SECTION 60-1-150.** Authority of public libraries to participate in statewide library network; authority of director to allow participation.

~~“The director of the State Library, subject to the approval of the State Library Board, has the power to enter into agreements with any library located in the State, including private and federal libraries. to allow participation in the state resource sharing network and for coordination of the state library program with any library.”~~

Summary Recommendations

Summary of Change

Update out of date language from 1985 to correspond with legislative changes made in 2000.

Impacted Sections:

Section 60-1-90

Chapter 75-1

Recommended Change

Update to Corresponding Language:

- Local funding cannot be less than provided in the two preceding years. (Statutory Authority: 1976 Code Section 60-1-80, Code of Regulations Chapter 75-1, 7c)
- Legislation applies to all libraries regardless of population size

Change Language:

- “Data bases” to “electronic resources”
- Outdated budget percentages to “balanced budget”

Recommendations

- **SECTION 60-1-90.** Administration of state and federal grants to public libraries;

~~“...In order to qualify for grants, local funding cannot be less than provided in the two preceding years. libraries shall meet maintenance of effort requirements set by the State Library Board in accord with state and federal regulations.”~~

- **Code of Regulations 75-1.** Use of State Aid Funds.

~~“...A...(1) Each public library serving a population of 10,000 or more...”~~

~~“...D...(2) Provide remote access to statewide ~~databases~~ electronic resources coordinated by the South Carolina State Library...(4) Adopt an a balanced annual budget with balanced proportions among personnel (65%—70%), information resources (15%—20%), and maintenance (10%—20%)...”~~

Summary Recommendations

Summary of Change

Add language regarding blindness or low vision. Eliminate or update out of date language from 1962 and 1985 to current practices. Two changes relate to requirements pertaining to entering into procurement contracts. Language related to contracts does not follow current procurement code.

Impacted Sections:

Section 60-1-10

Section 60-1-20

Section 60-1-40

Recommended Change

Add Language:

- Two Board Members who are blind or have low vision.

Change Language:

- “Secretary” to “South Carolina State Library Director”

Eliminate Language:

- Related to the authority to enter into contracts for the state

Recommendations

- **SECTION 60-1-10.** "...Establishment of South Carolina State Library Board;..."

"...The State Library Board shall consist of seven members, one from each of the seven Congressional Districts, of whom two shall meet the legal definition of blindness as defined in Section 43-25-20 or have permanent low vision."

- **SECTION 60-1-20.** Chairman and vice-chairman of board: other officers; board meetings; compensation of members.

"...The ~~secretary~~ South Carolina State Library Director shall attend board meetings but may not vote on any matter before the board."

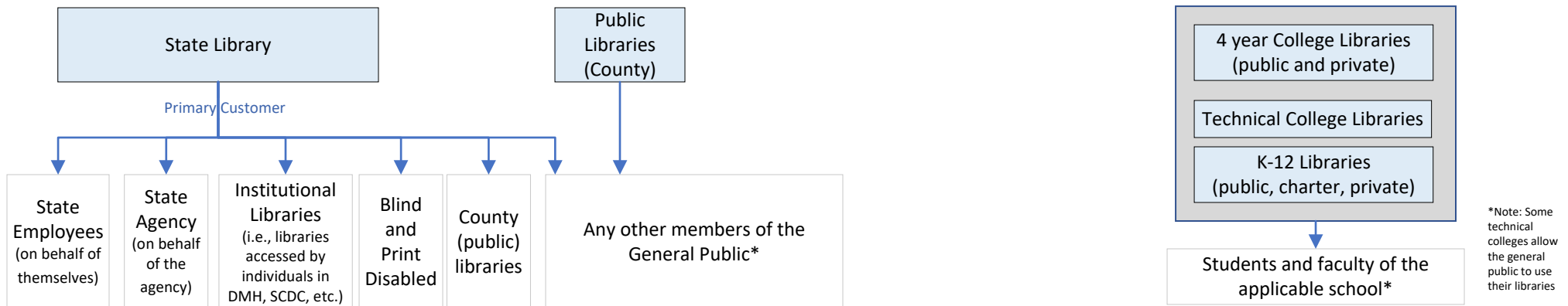
- **SECTION 60-1-40.** Duties and authority of board.

~~"...c) shall prescribe standards of service for South Carolina libraries as may be necessary to carry out the provisions of this chapter; (d) shall administer and distribute state and federal funds or grants from public and private sources in accordance with law and board regulations to county, state institutional, and other libraries in the State;"~~

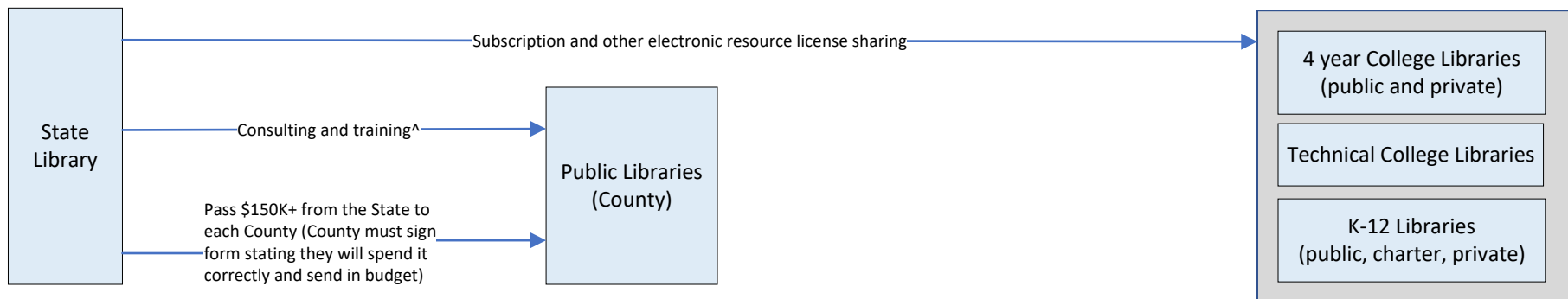
~~"...(f) is authorized to enter into contracts with any person or governmental entity to provide, extend, improve, or coordinate library services or to demonstrate appropriate programs of library services; (g) is authorized to enter into interstate library compacts on behalf of the State for the purpose of improving library services to the citizens of the State;~~

INTERNAL OPERATIONS: FLOWCHARTS

Who do libraries serve?



What role does State Library play with other libraries in the state?

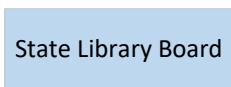


^ For list of individual services see agency Program Evaluation Report

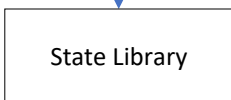
Who has final say on library policy?

Note: Boards determine internal policies and directors manage day to day operations

- The State Library Board
 - sets policy for the State Library
 - does not set policy for public libraries
- State Library policies are not overarching to public libraries.

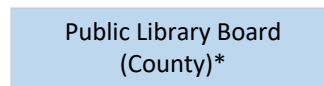


Set Policy*



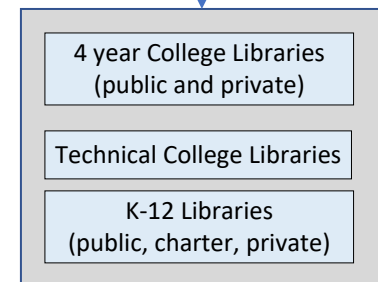
*Determine policy for providing library and information services to state government, South Carolina libraries, and the citizens of the State (S.C. Code Section 60-1-40)

- State Library staff
 - advise/consult public libraries on their existing policies or creation of new policies, which are approved by individual public library boards.
 - do not advocate for individual libraries, groups, materials, or programs.



*It is the State Library's understanding each County Council appoints or elects the members of the county public library board

Applicable Policy Setting Body**



**It is the State Library's understanding the Board of Education sets policy for K-12 public school libraries

What does the General Assembly require of the State Library?

See, S.C. Code Title 60, Chapter 1

Requirements of the agency include, but are not limited to, the following:

- **Provide leadership and guidance** for the planning and coordinated development of **adequate library service** for the people of the State
- **Coordinate** library services of the State **with other educational agencies and services** to increase effectiveness and **reduce duplication**
- **Collect, compile, and publish statistics and information** concerning the **operation of libraries in the State**
- **Maintain a clearinghouse of information, data, and materials** in the field of library and information science
- **Increase the proficiency of** library personnel through provision of in-service and continuing education programs for **library personnel employed in the State**
- Maintain appropriate collections of library materials in any format considered necessary to **supplement the collections of other libraries** in the State and to **meet the research and informational needs** of the **General Assembly, state officers and agencies, and state government employees**
- Organize a system of depository libraries for state publications to **ensure** that the **publications are readily accessible to the citizens of the State**
- Serve as a **depository for federal publications**
- Coordinate a **state plan for federal documents depository libraries**
- **Provide for the citizens of the State specialized library services and materials** not generally appropriate, economical, or available in other libraries of the State

How does the State Library fulfill their responsibilities in law?

What information and skills do State Library personnel need to provide the required services?

(See "What does General Assembly require" to the left for more details)

Location of reference information

Ability to conduct research

Grants writing and fulfillment

How to serve as a State Documents Depository

How to digitize state documents for preservation and access

How to serve as a Federal Documents Depository

Access to, and understanding of how to search, S.C. specific collections (ie. Census information: agriculture, livestock, manufacturing schedules, etc., Columbia City Directories, muster rolls, state historical documents)

Access to, and understanding of, educational resources through Discus

Knowledge of professional development opportunities available for libraries, state employees, etc.

Knowledge of public library program development activities (i.e., STEM activities for kids, programs for seniors, sign language, etc.)

Knowledge of library skills (e.g., cataloging, etc.)

How to serve the blind and print disabled community

How do State Library personnel obtain the information/training/experience needed to provide services to their customers? (See "Public Development Approval Process" document for more details)

In Office Learning

Employee's past experiences and knowledge

Webinar/ Meeting of professionals

Formal Education

Research

Out of Office Learning

In state conference, training, meeting of professionals

Out of state conference, training, meeting of professionals

Formal Education

Out of country conference or training

Through what means do State Library staff provide services to their customers?

(See "Information Provided Approval Process" document for more details)

One Time Live Webinar

One Time In Person Event or Program

Access to State Library collection

State Library Website

Phone Call

Formal Training

Regularly Held Live Webinar

Regularly Held In Person Event or Program

Access to subscription databases (i.e., newspapers.com)

Group Email List

In Person Discussion

Recorded Webinar

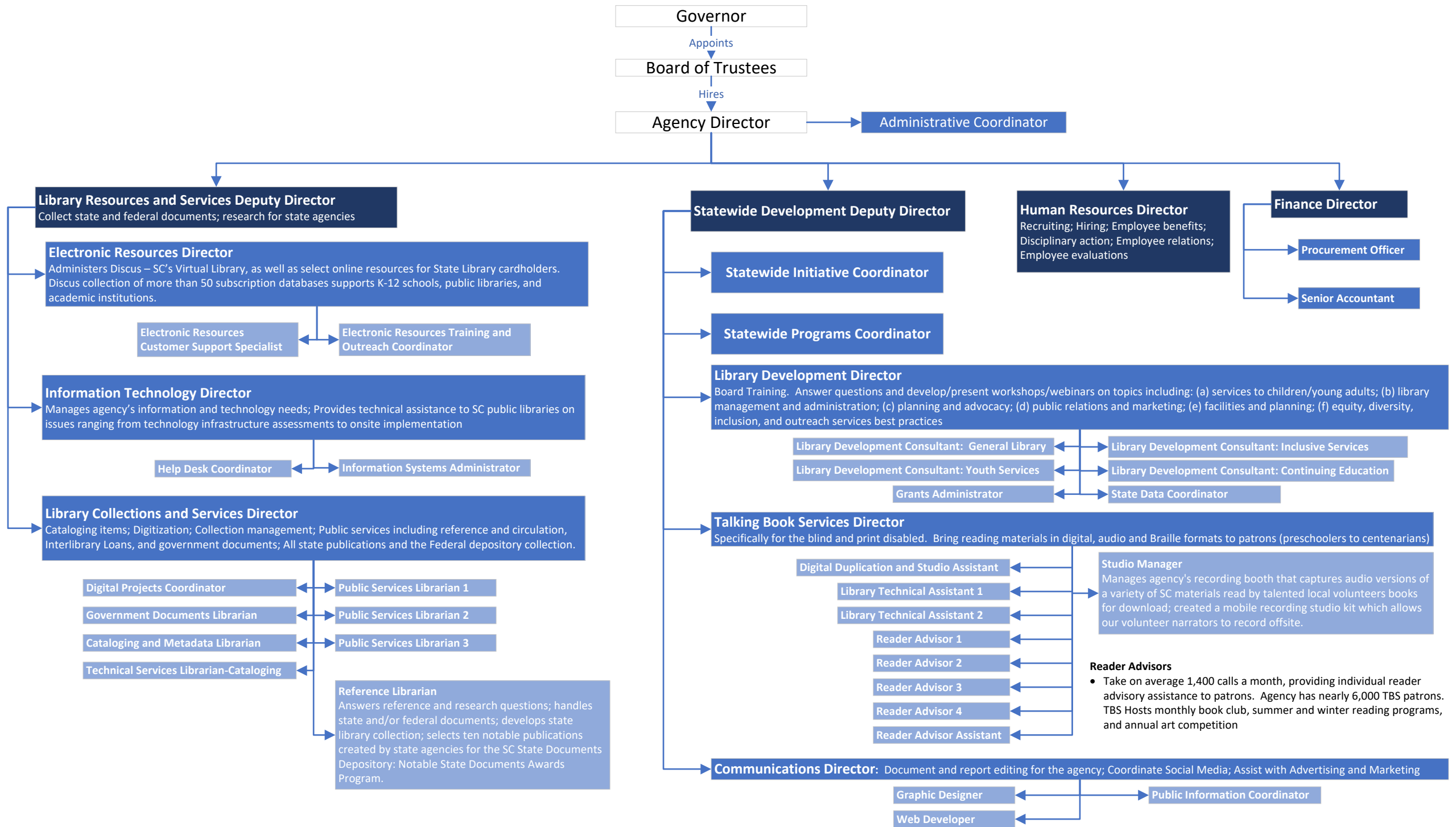
Materials available in person at State Library

Access to electronic resources (i.e., Discus: scdiscus.org)

Personal Email

U.S. Postal Mailings

State Library Organizational Chart



Approval Process: Professional Development (PD) for State Library Personnel

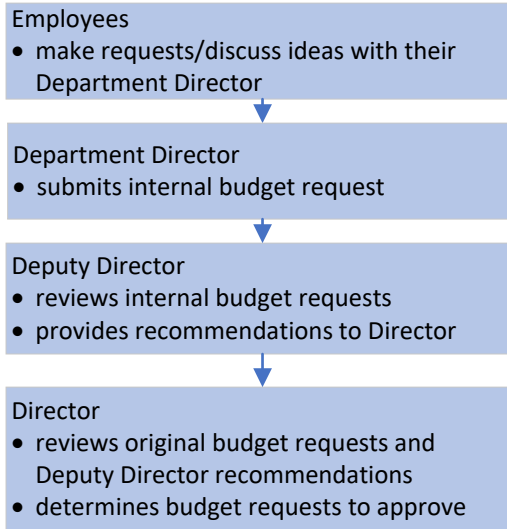
(PD includes conferences, webinars, etc. that have fees/costs and those that are free (entered as line item in budget with \$0 cost))

Annual Agency Internal Budget Request

Annual Internal Budget Request Form

Department Director provides the following:

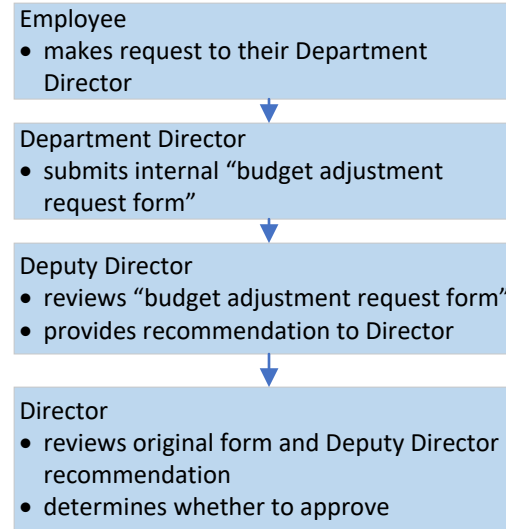
- Regular PD (annual conferences) as part of annual budget process.



ONLINE DASHBOARD
Requests are completed and approved through the agency's online dashboard

New/Revised Request during the Year

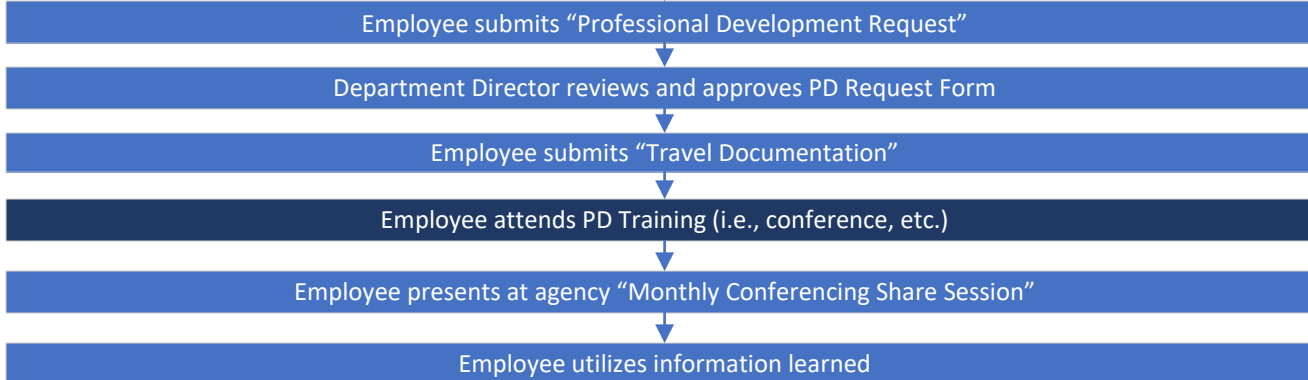
Employee wants to attend PD that was not included in internal budget request



Budget Adjustment Request Form

Department Director provides the following:

- Explanation of why it was not in initial budget request (e.g., rate change that happened during the year or product just became available)
- Necessity of request



Professional Development Request Form

Employee provides the following:

- Describe objective/content that will be covered during training;
- Explain what you hope to learn;
- How will attendance benefit the agency, your fellow employees, and agency mission;
- How do you plan to share information learned with your fellow employees;
- How does it tie into EPMS goals (if presenting, must submit in advance for approval by supervisor and agency director)

Travel Documentation

Employee provides the following:

- Agenda for conference;
- Which session the individual employee desires to attend (helps ensure different employees attend as many different sessions as possible)
- Necessary state travel documents

Monthly Conferencing Share Session

- All agency employees invited to attend, some employees specifically requested to attend
- During the session, those that attended a conference in the last month must present

Ways Employee Utilizes Information Learned at PD

- Immediately through teaching a class to other libraries, etc. (This accounts for some of the 844 training sessions agency personnel offered to others in person or online in FY16-FY21);
- By directly applying the information to the employee's regular job duties

Approval Process: Events and Programs

Process to propose a new one time event/program/webinar*

*NOTE: Not all ideas for suggested programs, events, or trainings require completing the concept paper process outlined below. The following are considerations for whether a concept paper is required:

- Does it directly address a core job responsibility of an employee? (Example: Providing training on how to use our online resources/databases). If so, concept paper most likely not required.
- Staff time required and Cost – If minimal, concept paper most likely not required

Concept Paper Process

Employee provides the following:

- State library strategic goal and objective the idea meets
- IMLS federal purpose the idea meets
- Target audience;
- Summary of project;
- How you determined need for project;
- Budget
- Partnership

Requests are made through the agency's online dashboard

- Requests are completed and approved through the agency's online dashboard
- The system notifies the Deputy Director whenever a submission is entered to ensure a department head cannot unilaterally shut down an employee's ideas
- Independent Project Manager monitoring online dashboard and movement of "concept paper"

Employee

- Comes up with idea for new program
- Submits "concept paper" to explain the idea



Department Head

- reviews concept paper
- approves and sends to Director



Deputy Director

- reviews concept paper
- approves and sends to Director



Director

- reviews original concept paper
- reviews Deputy Director recommendations
- determines whether to approve

Decision to conduct an event, program, or webinar may be determined by the following factors:

First Time Event/Program/Webinar

In response to an **external circumstance/occurrence**. Examples include:

- *#SC Stronger* (Exhibit containing artwork and literature depicting the historic floods commemorating the disaster of October 2015.)
- *Preparing for the Next Wave of Pandemic Fatigued Customers* (2-part webinar offered training to help organizations and their employees create and maintain safe workplace practices and prepare them to better handle customer conflicts.)

In response to **new/changing library best practices**. Examples include:

- *Cataloging Monographs in RDA/Marc21: A Practical Guide* (Introduction to cataloging monographs with RDA (Resource Description & Access). Includes line-by-line explanations of using RDA rules in MARC 21 format.)

In response to **patron/user questions**. Examples include:

- *African American Genealogy Webinar: Beginner Strategies for African American Genealogy*

To support an **existing program or mandate**. Examples include:

- *Letters about Literature* (A reading-writing contest that encourages students to write a personal letter to an author, living or dead, from any genre, explaining how that author's work changed your way of thinking about the world or yourself.)

Whether First Time Event/Program Becomes Ongoing

- Attendance and content of the post evaluations submitted by the attendees.
- Feedback/requests from public library staff or State Library patrons/users on a topic.
- Whether it correlates to a single one-time event (e.g., *Eclipse of 2017; 10th anniversary of 9/11*)

Approval Process: Website Research Guides

State Library staff create research guides applicable to their subject area of expertise. These guides are then posted online.

Research guides are created on a variety of topics intended for different audiences: libraries, the general public, state employees/state agencies, etc. These resource guides are created because we have received multiple requests for information about a certain topic or the topic is an emerging issue.



South Carolina State Library / Subject Guides / Home

Welcome to State Library Subject Guides

Resources and information for the library community, state government, and South Carolina citizens

ALL GUIDES

BY SUBJECT

BY TYPE

BY OWNER

Search:

Showing 16 Subjects

Business and Management 1

Library Director Resources 0

Subject Homepage: <https://guides.statelibrary.sc.gov/business-and-management>

Cataloging 1

Education 3

Evergreen 1

Government and Law 3

Health and Medicine 1

A-Z Database List

Full list of Databases the library subscribes to, including trial access.

Help is Just a Message Away

Running into trouble? [Send a quick email](#) to the reference desk, give us a call at (803) 734-8666, or scroll down to the footer to chat live with one of our helpful librarians.

Hours

Sunday	Closed
Monday	8:30 a.m. - 5 p.m.
Tuesday	8:30 a.m. - 5 p.m.
Wednesday	8:30 a.m. - 5 p.m.
Thursday	8:30 a.m. - 5 p.m.
Friday	8:30 a.m. - 5 p.m.
Saturday	Closed

What is the process?

Who can come up with the idea for a research guide?

- Any staff member. They may...
 - receive requests from customers (i.e., other libraries in the state, members of state government, general public) for information about certain topics;
 - Determine a particular topic has been frequently asked about; or
 - Identify an emerging issue (e.g., *How to preserve items damaged in a flood*)

Who approves moving forward with creating one?

- The applicable department manager, based on the proposed topic of the guide

Who has authority to create a research guide?

- Each department determines the appropriate person within the department that will create the guide

Who has access to publish the research guide online?

- Librarians; and
- Webmaster

Background: The State Library provides advice and consultation to public libraries within the state based on requests from libraries. Among other things, the General Assembly instructed the State Library to "Provide leadership and guidance for the planning and coordinated development of adequate library service for the people of the State." (SC Code Section 60-1-60). While the agency has these responsibilities, the agency is not responsible for governing individual libraries or making final decisions on materials or programs offered within those libraries.

^State Library personnel are responsible for recommending to the State Library Board policies and regulations necessary for carrying out the provisions of S.C. Code Title 60, Chapter 1, and execute those adopted by the board (S.C. Code Section 60-1-50).

Genealogy Resources Available in State Government

Below are genealogy resources available at the State Library and the Department of Archives and History with explanation of communication that occurs between the two agencies. S.C. Code Section 60-1-60(h) requires the state library to coordinate library services of the State with other educational agencies and services to increase effectiveness and reduce duplication.

South Carolina State Library (SCSL)

4,692 In-person visitors FY21-22
69 specific genealogy research requests FY21-22
32 WWII (MIA) Soldiers' information provided to Margraten Cemetery and SC Families
(Maintain historical documents, books, and other publications)

Department of Archives and History (DAH)

75% of 2,000 visitors in 2021 visited the agency to research family history
(Maintain original records authors use to produce historical books)

One-on-one in-person research assistance

The SCSL also offers virtual and in-person training (i.e., African American Genealogy Webinar: How I Found My Enslaved Ancestor; Beginner Strategies for African American Genealogy)

Ancestry.com

Collection of online family history records. Patron must come into the State Library, DAH, or ask personnel on site to find the information. Remote access for everyone is cost prohibitive. (State Library pays a subscription fee for the service. DAH sells microfilm to Ancestry.com and Ancestry.com provides DAH free access as part of the agreement.)

Fold3.com

Collection of military records from Revolutionary War to WWII. Patron must come into the State Library, DAH, or ask personnel on site to find the information. Remote access for everyone is cost prohibitive. (Ancestry.com recently purchased fold3.com. State Library pays a subscription fee for the service. DAH receives the service free from Ancestry.com.)

HeritageQuest

Collection of American genealogical primary sources, local and family histories and finding aids

Newspapers.com

Online newspaper archive (1700-2000) used for genealogy and family research.

Historical Black Newspapers Collection

Nine Historical Black Newspapers (1893-2005) of primary source material used for genealogical and historical research

Federal Document Depository

SCSL is a designated Federal Documents Depository (i.e., 1962 Kennedy Presidential Papers, 1890 agriculture, manufacturing data, muster rolls, Library of Congress Journals 1775-2020)

State Agency Documents (Original)

All State Agency documents created for use; frequently used for genealogy and agency research (i.e. Acts & Resolutions (1808-2021), SC Dept of Education Annual Reports 1922-2021, SCDOT Drawings and Road Construction, etc.)

State and County Documents (1785-August 2022)

State Agency documents may include names of families, individuals, occupations, etc. County records include City and County Directories (1895-). Published family documents detailing family history, relationships, land records, etc.

S.C. Electronic Document Archive (1770-present)

Documents that were provided to SCSL in digital format, retrieved by SCSL using a webcrawler, or an image which was digitally created by SCSL staff for public use

SC State Library Online Catalog and Records Index (SCSL Digital Collections)

Includes born digital documents and digital images created of original documents – **307,406** page views FY22; **8,002** items added in FY22

Definition of "Document" and "Record"

- DAH records are original documents (e.g., contracts and letters that evidence a film company working in S.C.). SCSL documents are created by State Agencies (e.g., directory of film companies that worked in S.C.).

Colonial Land and Court Records (Original documents)

Land grants from the King of England, plats, etc.

Revolutionary and Civil War Records (Original)

Service and pension records, etc. microfilm DAH purchased from the National Archives

State Agency Records (Original)

Agency records that are frequently used for genealogy research include Department of Education, Department of Corrections, and Department of Mental Health

State and Federal Census records (1790-1950)

Note: Federal government keeps them for 75 years before releasing them

State and County Records (back to 1785-1950/1960)

Estate papers, wills, inventories that list names of families and enslaved individuals; county land records and deeds; equity court records; civil and criminal court records

Online Records Index

Includes approximately 400,000 of DAH's 35 million original records that have been digitized so individuals can search and see documents online. Note, DAH continues to receive new original records on a regular basis.

S.C. Electronic Record Archive (2000-present)

Records that were provided to DAH in digital format

S.C. Archives Online Catalog (SC ArchCat)

Online list of all (original and digital) materials available from DAH

Examples of the agencies working together, include the following:

- The two agencies worked together to create the SC Memory Project (scmemory.org) which provides access to historic materials from over 40 cultural heritage institutions across the state.
- DAH website directs individuals to SCSL for additional genealogical resources
- State Library invites DAH to present during State Library webinars

Concerns: How They Can Be Voiced and How They Are Addressed

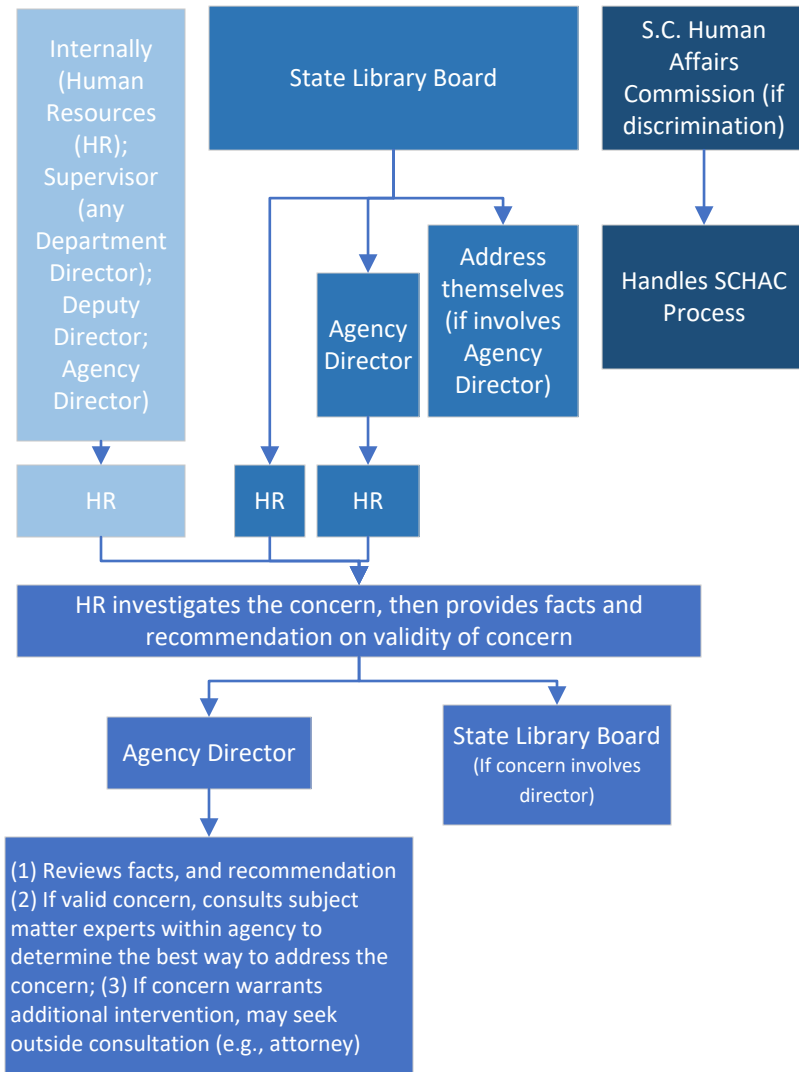
(Includes concerns from employees as well as constituents)

Employee Concerns

Methods through which the employee can report the concern:

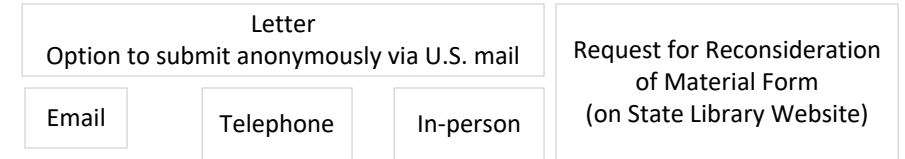


Individuals to whom the employee may share the concern and where it flows:

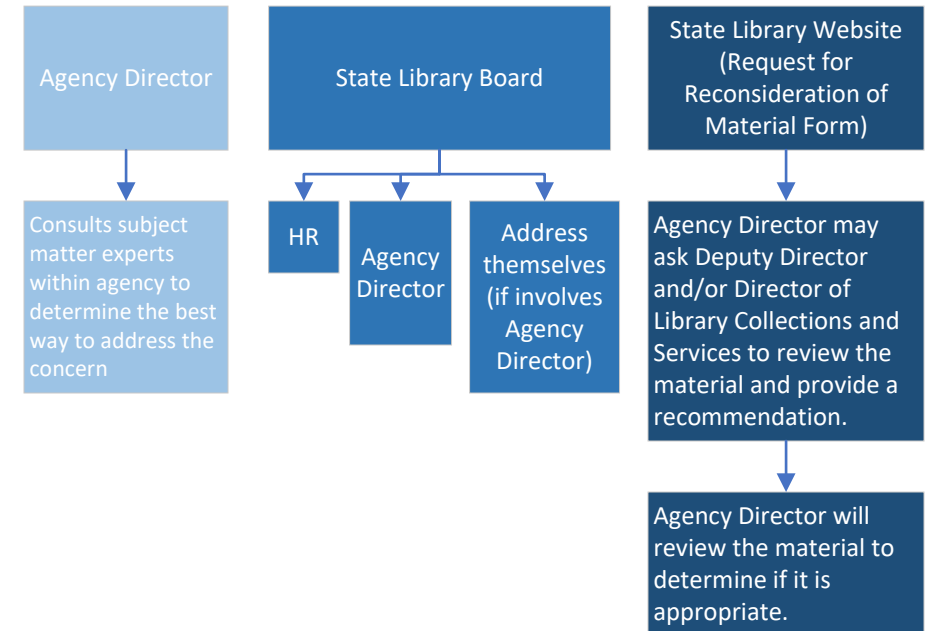


Constituent Concerns

Methods through which the constituent can report the concern:



Individuals to whom the constituent may share the concern and where it flows:



How does individual know their concern was heard?

Employee Concern

- If the report is not anonymous, the employee will be given appropriate information about the outcome of the investigation and decision regarding how it will be addressed.
- If the decision results in disciplinary action of another employee, the reporting employee will not be provided details. There will be a follow up conversation with the reporting employee to ensure the concern has been resolved.

Constituent Concern

- The constituent will be contacted and provided information on how their concern was addressed.



south carolina
STATE LIBRARY

THANK YOU

Leesa Aiken, Director