

AGENDA

Charleston County Public Library

Board of Trustees Meeting

August 23, 2011

5:15pm

#	TIME	TOPIC	WHO	ACTION/ PROPOSED ACTION	FOLLOW-UP
1	5:15	Welcome	Janet Segal		
2	5:20	Public Comment	Janet Segal		
3	5:35	Board Comment	Janet Segal		
4		Freedom of Information Report	Susan Parsons		
5	5:45	Deletions or Additions to Agenda			
6	5:50	Approval of Minutes from Previous Meetings (June 30, 2011 & August 1, 2011))	Janet Segal	Accept	
7	5:55	Employee of The Quarter			
8	6:05	Friends of the Library Update	Dawn Visceglia		
9	6:15	Library Reports A. Strategic Plan 1. Use of Funds for Staff Day B. Programming Report C. Director's Report- D. Henderson	Doug Henderson		
10	6:35	Coastal Community Foundation	Janet Segal		
11	6:55	Budget Approval 1. Maintenance of Effort Waiver 2. Approval of FY12 Budget			
12	7:25	Mt. Pleasant Development and Letter			
12	7:30	Adjournment			

All items on the agenda will be discussed and possible action taken.

This Board meeting will be held in the the auditorium of the Main Library,
68 Calhoun Street, Charleston, South Carolina 29401

CHARLESTON COUNTY LIBRARY
BOARD OF TRUSTEES MEETING MINUTES
August 1, 2011

The Charleston County Library Board of Trustees met for a special meeting on Monday, August 1, 2011, at 9:17a.m. in the boardroom at the Main Library.

Board members present were Ms. Segal, Mr. McKellar, Mr. Fava, Ms. Holladay, and Mr. Clem. Staff member present were Doug Henderson, Cynthia Bledsoe, Jamie Thomas, Angie Sullivan, Jackie Pincus, Amy Quesenbery, Jim Letendre, Gerald Moore, Eunice Stanton, Sherman Pyatt, and Gretchen Sconce. David Warren and Laura Eisenstein were also in attendance, representing Providence Associates.

Ms. Segal called the meeting to order and stated that the media had been informed of the meeting and its agenda.

Strategic Plan

The strategic plan was discussed.

No action was taken.

The meeting adjourned at 12:22p.m.

Respectfully submitted,

Jeanne Holladay

CHARLESTON COUNTY LIBRARY
BOARD OF TRUSTEES MEETING MINUTES
June 30, 2011

The Charleston County Library Board of Trustees met for a regular meeting on Tuesday, June 30, 2011, at 5:15p.m. in the auditorium of the Main Library at 68 Calhoun Street.

Board members present were Ms. Segal, Mr. Fava, Mr. Tinkler, Mr. Clem, Mrs. Epps, Mrs. Chambers, Ms. Holladay, and Ms. Reider. Ms. Hollinshead, Mr. Greene, and Mr. McKellar were unable to attend. Staff members present were Doug Henderson and Susan Parsons. Ms. Dawn Visceglia, representing the Friends of the Library, was also in attendance, as was Ms. Dot Washington, sitting in as the County Council Liaison. Ms. Segal called the meeting to order and stated that the media had been informed of the meeting and its agenda.

Welcome and Board Comments

Ms. Segal welcomed everyone.

Ms. Segal stated that Ms. Blakeslee with the Coastal Community Foundation will be at the August Board meeting to discuss funds. She will be on the agenda, Ms. Segal added, but this will not be an action item.

Mr. Henderson stated that there will be discussion about changing our existing fund.

Ms. Segal welcomed Ms. Dot Washington to the meeting. Ms. Washington noted that she is sitting in for Ms. Anna Johnson, the County Council Liaison.

Minutes of Previous Meeting

The minutes of the May 24, 2011, and the June 8, 2011, were reviewed and accepted with the stipulation that the last sentence in the policy review of Board Bylaws of the May 24, 2011, minutes be changed to state that the Board will not be voting on Bylaws until after the strategic plan is completed.

Friends of the Library Update

Ms. Visceglia reported that five members of the Friends Board will be leaving at the end of the year. She asked that if the Library Board members have any recommendations, please let her or Ms. Everett know.

Mr. Fava asked how many members comprise the Friends Board. Ms. Visceglia responded that the Board is up to twenty-one members, and there are currently eighteen serving.

Ms. Visceglia stated that the President of the Friends Board is currently doing the additional job of the Treasurer, so a Treasurer is needed. The commitment is about five hours per month most of the year, but during the period of the annual big book sale more time is needed from the Treasurer.

Ms. Visceglia stated that next year the Friends would like a mixture of new people with different skills. She noted that they are trying to focus on advocacy, and would like more event and outreach skills.

Ms. Visceglia reported that when the strategic plan consultants spoke with the Friends, they asked where members live in the county. She added that there is a good distribution among members, as they come from all areas.

Ms. Visceglia reported that the Friends Director, Ms. Emily Everett, has visited all of the branch libraries, with the exception of the Dart Branch Library.

Ms. Visceglia noted that the annual book sale sponsorship is underway. Piggly Wiggly and History Press have donated books. Those have been sent to the consignor to see if they can sell them.

Ms. Visceglia stated that sixty tickets have been sold for the Jonathan Green event. The goal of fifty was surpassed.

Ms. Visceglia said that the June book sale was held at the Main Library and the goal of \$10,000 was surpassed, so the events are doing well. She added that there is a lot going on right now for the Friends.

Ms. Reider asked where one could donate books. Ms. Visceglia responded that book donations can be dropped at any library branch. However, she added, it would be great if the donation could wait until after the big book sale, since the Friends are running out of storage space.

Ms. Visceglia said that the Friends have a contract with the Omar Shrine Temple on Patriots Point Road for the big book sale in 2012, but unfortunately, the date will have to be changed.

Library Reports

Mr. Henderson reported that work on the strategic plan is still in process. The consultants will be back at the Main Library again next week.

Mr. Henderson noted that the consultants have interviewed many of the County Mayors. Mayor Swails stated that they are getting ready to build in Mount Pleasant.

Carolina Park has space, and the developer wants to add more residential units. Mr. Henderson added that there was discussion with the planner at Mount Pleasant regarding this space, and it was agreed that this property is too small based on the population growth in Mount Pleasant. Right now there are 62,000 people in the area, and only 16,000 square feet of library space proposed. Mr. Henderson noted that they need 36,000 to 37,000 square feet right now, and this number will go up to 40,000 soon, due to the population increase.

Mr. Henderson stated that he met with Mayor Summey and the Mayor said that he wants a new library at the Shipwatch Mall. He would also like to put in a grocery store, a Walgreens, and a food stamp distribution site in addition to the library. The Mayor also stated that he would like this space to be state of the art. Mr. Henderson noted that he informed Mayor Summey that we would not have money to operate this new building, but Mayor Summey said that it was his job and that he would lobby the County for funding.

Mr. Henderson reported that there will be a new County Administrator this January. He added that the new person may be more receptive or open to our long range plan needs.

Mr. Henderson stated that right now the library in the Cooper River Branch area is too small. Perhaps some other location has been discussed, since there has also been resistance by locals to grocery stores in that area.

Ms. Segal asked whether a new branch would replace the current Cooper River Memorial Library. Mr. Henderson responded that it would.

Mr. Fava noted that the Mayor has already bought Shipwatch Mall.

Mr. Clem asked whether the square footage is consistent with what we have discussed. Mr. Henderson responded that it is, and it is much larger than the current Cooper River Branch Library.

Mr. Henderson reported that Ms. Bledsoe is attending a Council meeting right now. He added that she is there because our request for a policy change is on the agenda.

Mr. Henderson reported that he attended the American Library Association Conference in New Orleans. There were many good vendors.

Mr. Henderson noted that, hopefully, the floating collection will start soon.

Mr. Henderson said that the Young Adult staff member at Dart resigned. We are also interviewing again for the Branch Manager at that location, as well as holding interviews for the Head of the Children's Department at John's Island.

Ms. Segal asked whether Mr. Henderson got a lot of good information at the ALA Conference. Mr. Henderson responded that many programs, such as meeting room bookings, and staff scheduling, are all going on the Internet now. However, he added, if a company goes bankrupt, we would lose everything we have stored on that program.

Mr. Henderson reported that one of our biggest complaints from patrons is that the

Internet in our branches is slow. The State has promised us more bandwidth by August, so that should help.

Mr. Henderson noted that he has looked into purchasing conveyor belts for circulation, because library staff get carpal tunnel issues. A therapist was just recently at the Mount Pleasant Regional Library dealing with this issue, so that is why we are looking at conveyor belts in addition to self-check-out stations.

Mr. Henderson stated that the West Ashley Branch Library will probably be set up for self-check-out next. He added that we cannot afford to do this at Main right now.

Ms. Segal stated that the library does have teens working that were provided, and paid by the County. Mr. Henderson added that they are weeding books and shelving books. We got almost thirty teens and they have been great. We really needed them and are grateful for their help. They will each work 120 hours by July 22.

Ms. Segal asked whether transportation for these teenagers has been a problem. Mr. Henderson said that has been the big challenge. We had to discuss with them what location and hours would work for them.

Policy Approval

Mr. Henderson reported that the Meeting Room Policy needs to be changed. The regional libraries have a different policy than Main, and nobody allows political groups right now.

Mr. Henderson stated that the rooms would still be for non-profit groups and all meetings will be free and open to the public. He noted that adding the political groups and candidates is the right thing to do, since the library is supposed to be a place for all kinds of discussions. Mr. Henderson stated that library programs will still take precedence.

Mr. Henderson reported that effective in September, people will be able to book rooms online. We will also be able to book all of our library programs online and next year people will be able to sign up for Summer Reading online.

Ms. Segal asked how this will work. Ms. Parsons responded that we have purchased modules from Evanced Solutions for booking rooms online. Every library location with meeting space will have its individual calendar online. There will also be a listing of what media equipment is available, the hours of availability, room capacity, and more, listed for each location. Patrons will be able to key in their request for a room, and a designated staff member at each branch will confirm the booking. Ms. Parsons added that this will make it easier for staff, and better for patrons, as they will be able to book from anywhere, at any time.

Mr. Tinkler asked whether the main change to the policy is the addition of political groups and candidates. Mr. Henderson responded affirmatively.

Mr. Tinkler moved to accept the new Meeting Room Policy as written. Ms. Reider seconded the motion and the motion carried.

Ms. Segal noted that the changes to the Library Card Policy have been discussed at previous meetings. Mr. Henderson noted that the main change is that those people who work in Charleston County, regardless of where they live, get a free library card. He added that another change is that there will be no fines for children's materials on children's library cards. However, items checked out on those cards still need to be returned before more items can be checked out.

Mr. Tinkler moved to accept the Library Card Policy as written. Mr. Clem seconded the motion and the motion carried.

Mr. Clem moved to accept the materials fines and fees changes as written. Mr. McKellar seconded the motion and the motion carried.

Mr. Clem noted that there are only material changes to the Gift Policy that were discussed at the previous meeting. He added that the Board wanted to establish different treatment for gifts by value. Additionally, Mr. Clem said that we would leave it up to the donor to estimate the value of a non-cash donation. Donations would then fall into the various categories listed, and donations over \$2,500 need to be approved by the Board of Trustees.

Mr. Clem stated that under the section, Naming of Libraries, there was some discussion regarding the guidelines. It has been decided to leave this section of the policy vague and broad, and let the Board decide according to the size of the gift.

Mr. Tinkler moved to accept the Gift, Solicitation and Acceptance Policy, as well as the Naming of Libraries Policy as written. Ms. Reider seconded the motion and the motion carried.

Officer Elections

Mr. Fava reported that he was the Chairman of the Nominating Committee, and served with Ms. Reider and Ms. Hollinshead.

Mr. Fava said that Ms. Segal, Mr. Greene and Mr. Clem generously agreed to serve in the same capacities again, as Chairperson, Vice Chair, and Treasurer, respectively. Ms. Hollinshead agreed to be the new Secretary.

Ms. Segal asked for any nominations from the floor. There were not any.

Mr. Tinkler moved that Ms. Segal serve as Chairperson, Mr. Greene serve as Vice Chair, Ms. Hollinshead serve as Secretary, and Mr. Clem serve as Treasurer. Ms. Reider seconded the motion and the motion carried.

Miscellaneous Items

Mr. Henderson reported that there will be a meeting on July 12, 2011, at the Town Hall in Mount Pleasant, with Mayor Swails. There will be discussion regarding future changes to Carolina Park.

Mr. Fava asked whether anything has changed with the library's operating budget. Mr. Henderson stated that we are still waiting for our final report from the State. The Library is third on the list to receive lottery funding.

Mr. Henderson reported that we just got a grant from the State for \$20,000, and will use this for pre-literacy programming. We asked for \$50,000, but since we fell short of that we can only do Babygarten at all of the regional libraries.

Mr. Fava wondered what was done with unclaimed lottery funds, as well as unclaimed cash. He stated that it would be nice if we were able to tap into those funds.

Executive Session to Discuss Director's Evaluation

Ms. Segal announced that the Board of Trustees would go into Executive Session to discuss the Director's evaluation.

The Board came out of Executive Session. No action was taken.

Respectfully submitted,

Bettye Anne Chambers, Secretary

Director's Report

August 2011

Welcome back from the break. Summer Reading has now ended and we are getting ready for the One Book Charleston County Program. We need to approve our final budget and we need to prepare our Maintenance of Effort waiver request to the State.

The Summer Reading Program officially ended Sunday, August 14. The Riverdogs hosted 650 kids at their game. The grand prize winners from each branch went on the field with a player and stayed on the field for the National Anthem. The Riverdog staff thought the turnout was fantastic and are looking forward to working with us next year. This year we had over 7,000 kids participate.

We are putting the finishing touches on the One Book calendars and promotional materials. Hampton Park has been confirmed for September 17 and the books are ready to go to the branches. We have 10 libraries hosting book discussions. Three libraries hosting programs and we have the Trident Technical College hosting an evening. Our sponsors and partners include the Avery Research Center, the college of Charleston, the Charleston City Paper, Cinnebarre Theaters, the city of Charleston and the Sue Metzger Estate.

August is when we traditionally approve the annual budget. Perry will be present to answer questions the Board may have. We will also present our request for a Maintenance of Effort waiver. The Board Chair will need to sign the request. We will point out that during a public meeting of the County Council we made the aware of the situation and asked for the funds necessary to meet the Maintenance of Effort requirement.

The Strategic Plan Committee met and the consultant presented some preliminary findings. The biggest discussion centered on developing a new mission and vision statements. A subcommittee will meet to consider the choices. Our hope is to present the plan to the Trustees the evening of Nov. 2. We will then present it to staff the morning of the 3rd, to the Council the afternoon of the 3rd and to the Mayors the evening of the 3rd. You will note on your agenda we are requesting \$2,500 for from the Strategic Plan funds for the day we present to the staff. We saved that amount by getting a \$2,500 grant and would like to use the funds to supply lunch for the staff that day. We will make that a full Staff Development Day. The morning session will include the Strategic Plan presentation and a customer service workshop. In the afternoon we will send staff to the Regional Branches for small group discussions that will be facilitated by Administrative staff.

CHARLESTON COUNTY PUBLIC LIBRARY STATISTICS JUNE 2011

CIRCULATION

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	596,305	597,679	-1374.00
BOOKMOBILE	28,623	27,285	4.90
CRM	112,640	119,757	-5.94
DART	59,555	50,040	19.01
JAMES ISLAND	303,899	277,482	9.52
WEST ASHLEY	291,457	278,892	4.51
VILLAGE	60,764	62,315	-2.49
MT PLEASANT	746,472	763,377	-2.21
ST ANDREWS	594,781	592,671	0.36
DORCHESTER RD	280,999	261,703	7.37
OTRANTO RD	327,010	320,909	1.90
JOHN'S ISLAND	303,219	311,329	-2.60
POE	52,486	47,553	10.37
EDISTO	20,553	20,005	2.74
FOLLY	34,596	33,578	3.03
ST PAULS	34,328	37,362	-8.12
MCCLELLANVILLE	22,936	23,405	-2.00
TOTALS	3,870,623	3,825,342	1.18

USER VISITS

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	427,693	447,664	-4.46
BOOKMOBILE	12,300	11,009	11.73
CRM	167,213	147,243	13.56
DART	153,145	157,906	-3.02
JAMES ISLAND	128,870	130,187	-1.01
WEST ASHLEY	155,908	168,998	-7.75
VILLAGE	17,984	18,614	-3.38
MT PLEASANT	283,125	284,310	-0.42
ST ANDREWS	268,452	281,273	-4.56
DORCHESTER RD	128,409	144,574	-11.18
OTRANTO	172,789	189,117	-8.63
JOHNS ISLAND	141,200	135,403	4.28
POE	5040	8953	-43.71
EDISTO	4059	4173	-2.73
FOLLY	14288	10294	38.80
ST PAULS	10854	12653	-14.22
MCCLELLANVILLE	11615	21708	-46.49
TOTALS	2,102,944	2,174,079	-3.27

PC USE

	YTD TOTAL	PREVIOUS	% change
MAIN	90,559	100,312	-9.72
BOOKMOBILE	0	0	0.00
CRM	32,104	28,735	11.72
DART	18,238	16,419	11.08
JAMES ISLAND	14,451	14,454	-0.02
WEST ASHLEY	19,241	19,267	-0.13

IN-HOUSE USE

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	242,804	246,965	-1.68
BOOKMOBILE	0	0	0.00
CRM	107,588	97,592	10.24
DART	25,685	23,689	8.43
JAMES ISLAND	34,696	24,424	42.06
WEST ASHLEY	115,011	125,402	-8.29
VILLAGE	19,064	18,022	5.78
MT PLEASANT	118,060	118,616	-0.48
ST ANDREWS	100,505	107,885	-6.84
DORCHESTER RD	48,279	39,589	21.95
OTRANTO RD	77,758	64,618	20.33
JOHN'S ISLAND	68,124	77,118	-11.66
POE	4,829	6,035	-19.98
EDISTO	1,424	825	72.61
FOLLY	18,295	18,125	0.94
ST PAULS	4,259	4,762	-10.56
MCCLELLANVILLE	9,493	11,805	-19.58
TOTALS	995,874	985,472	1.06

OUT-OF-COUNTY REGISTRATIONS

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	28	4	600.00
BOOKMOBILE	0	0	0.00
CRM	0	0	0.00
DART	2	2	0.00
JAMES ISLAND	0	0	0.00
WEST ASHLEY	11	25	-56.00
VILLAGE	0	0	0.00
MT PLEASANT	20	32	-37.50
ST ANDREWS	13	16	-18.75
DORCHESTER RD	111	136	-18.38
OTRANTO RD	207	213	-2.82
JOHN'S ISLAND	28	2	1300.00
POE	0	0	0.00
EDISTO	3	3	0.00
FOLLY	0	0	0.00
ST PAULS	0	1	-100.00
MCCLELLANVILLE	4	3	75.00
TOTALS	427	437	-2.29

PC USE (con't)

	YTD TOTAL	PREVIOUS	% change
VILLAGE	3,758	3,468	8.36
MT PLEASANT	41,440	44,801	-7.50
ST ANDREWS	60,911	64,285	-5.25
DORCHESTER	27,190	29,130	-6.66
OTRANTO	39,910	40,125	-0.54
JOHNS ISLAND	41,873	43,419	-3.56

REFERENCE

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	478,902	437,833	9.38
BOOKMOBILE	1,893	1,097	72.56
CRM	114,909	107,061	7.33
DART	25,083	39,747	-36.90
JAMES ISLAND	187,772	180,498	4.03
WEST ASHLEY	122,972	135,919	-9.53
VILLAGE	12,397	13,323	-6.95
MT PLEASANT	219,564	225,692	-2.72
ST ANDREWS	235,141	242,131	-2.89
DORCHESTER RD	172,289	142,624	20.80
OTRANTO RD	214,032	203,307	5.28
JOHN'S ISLAND	172,178	161,405	6.67
POE	5,015	3,285	52.66
EDISTO	629	550	14.36
FOLLY	24,515	20,164	21.58
ST PAULS	706	1,035	-31.79
MCCLELLANVILLE	12,848	13,507	-4.88
TOTALS	2,000,845	1,929,178	3.71

REGISTRATION

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	8,824	7,883	11.94
BOOKMOBILE	431	282	52.84
CRM	2,456	2,353	4.38
DART	760	547	38.94
JAMES ISLAND	1,938	1,797	7.85
WEST ASHLEY	1,700	1,673	1.61
VILLAGE	240	266	-9.77
MT PLEASANT	4,979	5,257	-5.29
ST ANDREWS	3,791	3,754	0.99
DORCHESTER RD	2,913	2,632	10.68
OTRANTO RD	3,278	3,262	0.49
JOHN'S ISLAND	2,392	2,755	-13.18
POE	324	358	-9.50
EDISTO	111	90	23.33
FOLLY	1,197	1,319	-9.25
ST PAULS	285	333	-14.41
MCCLELLANVILLE	177	184	-3.80
TOTALS	35,796	34,745	3.02

PC USE (con't)

	YTD TOTAL	PREVIOUS	% change
POE	835	1,597	-47.71
EDISTO	1,113	718	55.01
FOLLY	1,968	2,133	-7.74
ST PAULS	4,259	4,676	-8.92
MCCLELLANVILLE	2,789	3,058	-8.80
TOTALS	400,639	416,597	-3.83

PROGRAMMING

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN			
NO OF PROG	1,374	1,053	30.48
ATTENDANCE	51,434	39,858	29.04
BOOKMOBILE			
NO OF PROG	0	0	0.00
ATTENDANCE	0	0	0.00
CRM			
NO OF PROG	154	172	-10.47
ATTENDANCE	5,052	4,352	16.08
DART			
NO OF PROG	479	127	277.17
ATTENDANCE	13,205	5,446	142.47
JAMES ISLAND			
NO OF PROG	190	79	140.51
ATTENDANCE	3,852	2,843	35.49
WEST ASHLEY			
NO OF PROG	391	215	81.86
ATTENDANCE	9,406	7,522	25.05
VILLAGE			
NO OF PROG	41	30	36.67
ATTENDANCE	676	539	25.42
MT PLEASANT			
NO OF PROG	434	340	27.65
ATTENDANCE	10,807	12,031	-10.17
ST ANDREWS			
NO OF PROG	685	295	132.20
ATTENDANCE	23,324	10,736	117.25
DORCHESTER RD			
NO OF PROG	432	244	77.05
ATTENDANCE	8,532	7,656	11.44
OTRANTO RD			
NO OF PROG	401	332	20.78
ATTENDANCE	10,002	7,320	36.64
JOHN'S ISLAND			
NO OF PROG	659	614	7.33
ATTENDANCE	15,357	13,899	10.49
POE			
NO OF PROG	170	185	-8.11
ATTENDANCE	1,988	2,236	-11.09
EDISTO			
NO OF PROG	70	27	159.26
ATTENDANCE	372	545	-31.74
FOLLY			
NO OF PROG	73	15	386.67
ATTENDANCE	729	186	291.94
ST PAULS			
NO OF PROG	20	0	200.00
ATTENDANCE	26	0	260.00
MCCLELLANVILLE			
NO OF PROG	59	54	9.26
ATTENDANCE	1,218	1,403	-13.19
TOTALS			
NO OF PROG	5,632	3,782	48.92
ATTENDANCE	155,980	116,572	33.81

CHARLESTON COUNTY PUBLIC LIBRARY STATISTICS JULY 2011

CIRCULATION

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	57,407	56,597	1.43
BOOKMOBILE	3,322	2,644	25.64
CRM	11,256	11,728	-4.02
DART	5,516	4,495	22.71
JAMES ISLAND	28,779	30,449	-5.48
WEST ASHLEY	27,737	27,621	0.42
VILLAGE	6,502	6,143	5.84
MT PLEASANT	71,323	78,840	-9.53
ST ANDREWS	58,216	62,308	-6.57
DORCHESTER RD	26,901	27,873	-3.49
OTRANTO RD	31,327	32,219	-2.77
JOHN'S ISLAND	30,815	29,484	4.51
POE	5,754	5,873	-2.03
EDISTO	2,181	2,129	2.44
FOLLY	3,340	3,555	-6.05
ST PAULS	3,368	4,002	-15.84
MCCLELLANVILLE	2,330	2,420	-3.72
TOTALS	376,074	388,380	-3.17

USER VISITS

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	36,556	37,063	-1.37
BOOKMOBILE	1,041	1,025	1.56
CRM	14,782	16,758	-11.79
DART	17,268	12,135	42.30
JAMES ISLAND	11,355	12,466	-8.91
WEST ASHLEY	11,792	11,703	0.76
VILLAGE	1,942	2,003	-3.05
MT PLEASANT	26,982	29,359	-8.10
ST ANDREWS	24,849	26,827	-7.37
DORCHESTER RD	14,836	14,059	5.53
OTRANTO	15,131	14,427	4.88
JOHNS ISLAND	14,050	12,804	9.73
POE	653	688	-5.09
EDISTO	613	520	17.88
FOLLY	825	737	11.94
ST PAULS	1160	1308	-11.31
MCCLELLANVILLE	1203	1188	1.26
TOTALS	195,038	195,070	-0.02

PC USE

	YTD TOTAL	PREVIOUS	% change
MAIN	8,053	8,028	0.31
BOOKMOBILE	0	0	0.00
CRM	2,722	2,615	4.09
DART	1,520	1,543	-1.49
JAMES ISLAND	1,272	1,249	1.84
WEST ASHLEY	1,506	1,612	-6.58

WIRELESS SESSIONS

	YTD TOTAL	PREVIOUS	% change
MAIN	2,229	n/a	n/a
BOOKMOBILE	0	n/a	n/a
CRM	408	n/a	n/a
DART	329	n/a	n/a
JAMES ISLAND	558	n/a	n/a
WEST ASHLEY	522	n/a	n/a

IN-HOUSE USE

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	22,618	25,330	-10.71
BOOKMOBILE	0	0	0.00
CRM	9,431	9,429	0.02
DART	1,828	2,461	-25.72
JAMES ISLAND	2,688	2,137	25.78
WEST ASHLEY	10,015	9,511	5.30
VILLAGE	1,817	1,623	11.95
MT PLEASANT	12,323	11,073	11.29
ST ANDREWS	9,005	9,766	-7.79
DORCHESTER RD	5,395	3,995	35.04
OTRANTO RD	7,268	5,531	31.40
JOHN'S ISLAND	6,998	5,968	17.26
POE	489	556	-12.05
EDISTO	365	126	189.68
FOLLY	1,776	1,986	-10.57
ST PAULS	458	408	12.25
MCCLELLANVILLE	857	1,137	-24.63
TOTALS	93,331	91,037	2.52

OUT-OF-COUNTY REGISTRATIONS

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	8	0	800.00
BOOKMOBILE	0	0	0.00
CRM	0	0	0.00
DART	0	0	0.00
JAMES ISLAND	0	0	0.00
WEST ASHLEY	1	2	-50.00
VILLAGE	0	0	0.00
MT PLEASANT	6	0	600.00
ST ANDREWS	1	2	-50.00
DORCHESTER RD	17	13	30.77
OTRANTO RD	23	18	27.78
JOHN'S ISLAND	0	2	-200.00
POE	0	0	0.00
EDISTO	0	0	0.00
FOLLY	0	0	0.00
ST PAULS	0	0	0.00
MCCLELLANVILLE	0	0	0.00
TOTALS	56	37	51.35

PC USE (con't)

	YTD TOTAL	PREVIOUS	% change
VILLAGE	289	306	-5.56
MT PLEASANT	3,441	3,720	-7.50
ST ANDREWS	5,116	5,492	-6.85
DORCHESTER	2,361	2,403	-1.75
OTRANTO	3,943	3,237	21.81
JOHNS ISLAND	3,737	3,446	8.44

WIRELESS SESSIONS (con't)

	YTD TOTAL	PREVIOUS	% change
VILLAGE	77	n/a	n/a
MT PLEASANT	1,206	n/a	n/a
ST ANDREWS	884	n/a	n/a
DORCHESTER	734	n/a	n/a
OTRANTO	528	n/a	n/a
JOHNS ISLAND	673	n/a	n/a

REFERENCE

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	41,021	43,744	-6.22
BOOKMOBILE	332	422	21.33
CRM	9,739	10,115	-3.72
DART	1,504	3,643	-58.72
JAMES ISLAND	14,853	17,881	-16.93
WEST ASHLEY	10,192	13,370	-23.77
VILLAGE	1,287	1,104	16.58
MT PLEASANT	25,310	21,211	19.32
ST ANDREWS	21,682	21,195	2.30
DORCHESTER RD	15,248	15,244	0.03
OTRANTO RD	22,146	19,017	16.45
JOHN'S ISLAND	18,567	16,193	14.66
POE	780	463	68.47
EDISTO	124	52	138.46
FOLLY	2,825	2,654	6.44
ST PAULS	80	85	-5.88
MCCLELLANVILLE	1,100	1,821	-39.59
TOTALS	186,790	188,214	-0.76

REGISTRATION

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	768	805	-4.60
BOOKMOBILE	38	19	100.00
CRM	240	217	10.60
DART	45	63	-28.57
JAMES ISLAND	174	184	-5.43
WEST ASHLEY	175	165	6.06
VILLAGE	25	23	8.70
MT PLEASANT	534	582	-8.25
ST ANDREWS	573	439	30.52
DORCHESTER RD	203	292	-30.48
OTRANTO RD	362	279	29.75
JOHN'S ISLAND	209	215	-2.79
POE	42	27	55.56
EDISTO	12	12	0.00
FOLLY	74	129	-42.64
ST PAULS	23	32	-28.13
MCCLELLANVILLE	14	16	-12.50
TOTALS	3,511	3,499	0.34

PC USE (con't)

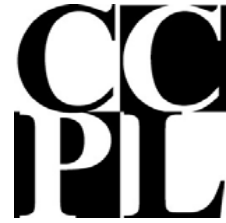
	YTD TOTAL	PREVIOUS	% change
POE	86	92	-6.52
EDISTO	206	93	121.51
FOLLY	181	186	-2.69
ST PAULS	458	408	12.25
MCCLELLANVILLE	217	238	-8.82
TOTALS	35,108	34,668	1.27

WIRELESS SESSIONS (con't)

	YTD TOTAL	PREVIOUS	% change
POE	78	n/a	n/a
EDISTO	50	n/a	n/a
FOLLY	110	n/a	n/a
ST PAULS	55	n/a	n/a
MCCLELLANVILLE	36	n/a	n/a
TOTALS	8,477	n/a	n/a

PROGRAMMING

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN			
NO OF PROG	107	74	44.59
ATTENDANCE	3,673	2,463	49.13
BOOKMOBILE			
NO OF PROG	0	0	0.00
ATTENDANCE	0	0	0.00
CRM			
NO OF PROG	22	8	175.00
ATTENDANCE	2,323	909	155.56
DART			
NO OF PROG	66	10	560.00
ATTENDANCE	2,068	1,270	62.83
JAMES ISLAND			
NO OF PROG	16	7	128.57
ATTENDANCE	438	479	-8.56
WEST ASHLEY			
NO OF PROG	30	30	0.00
ATTENDANCE	712	1,132	-37.10
VILLAGE			
NO OF PROG	18	6	200.00
ATTENDANCE	369	190	94.21
MT PLEASANT			
NO OF PROG	43	37	16.22
ATTENDANCE	1,441	1,662	-13.30
ST ANDREWS			
NO OF PROG	55	35	57.14
ATTENDANCE	1,552	1,922	-19.25
DORCHESTER RD			
NO OF PROG	51	39	30.77
ATTENDANCE	1,328	1,135	17.00
OTRANTO RD			
NO OF PROG	34	25	36.00
ATTENDANCE	611	782	-21.87
JOHN'S ISLAND			
NO OF PROG	66	41	60.98
ATTENDANCE	1,701	1,278	33.10
POE			
NO OF PROG	28	9	211.11
ATTENDANCE	840	113	643.36
EDISTO			
NO OF PROG	5	1	400.00
ATTENDANCE	112	13	761.54
FOLLY			
NO OF PROG	10	3	233.33
ATTENDANCE	237	69	243.48
ST PAULS			
NO OF PROG	3	0	100.00
ATTENDANCE	6	0	100.00
MCCLELLANVILLE			
NO OF PROG	14	9	55.56
ATTENDANCE	384	330	16.36
TOTALS			
NO OF PROG	568	334	70.06
ATTENDANCE	17,795	13,747	29.45



Charleston County Public Library

SERVICE EFFECTIVENESS MEASURES FY2011

<i>Through June 2011</i>	MAIN	MTP	STA	OTR	DOR	JOHNS	W ASH	JAMES	CRM	DART	EDI	FOLLY	STP	MCC	POE	VILL	SYSTEM
TOTAL CIRC/VISIT	1.39	2.64	2.22	1.89	2.19	2.15	1.87	2.36	0.67	0.39	5.06	2.42	3.16	2.27	10.41	3.38	1.84
CIRC/FTE	8,428	32,633	28,493	19,236	18,578	15,855	30,281	37,403	18,022	11,080	22,837	30,752	21,125	14,114	27,993	23,148	18,890
COST/CIRC	6.01	1.33	1.48	2.11	2.13	2.46	1.22	1.16	2.56	4.28	1.46	1.00	1.91	3.17	1.14	2.07	2.36
FTE COST/CIRC	4.45	1.17	1.30	1.82	1.82	2.09	1.09	1.05	1.00	3.47	1.29	0.93	1.69	2.80	1.09	1.86	1.93
FTES	70.75	22.875	20.875	17.0	15.125	19.125	9.625	8.125	6.25	5.375	0.9	1.125	1.625	1.625	1.875	2.625	204.9
FY11 PERSONNEL BUDGET	2,655,903	876,798	770,721	596,019	510,913	633,793	318,186	318,187	229,356	206,624	26,571	32,176	58,051	64,111	57,342	113,027	7,467,778
FY11 BRANCH BUDGET	3,583,755	989,654	877,327	691,503	598,873	746,178	355,216	352,956	288,407	254,910	30,011	34,588	65,409	72,804	60,087	125,944	9,127,622

YEAR-END FISCAL DATA

	FY2011	FY2010	%
Interlibrary Loans	4,511	5,783	-22.00
Reference Questions	2,000,845	1,929,178	3.71
Summer Reading Participants	10544	9875	6.77
User Visits	2,102,944	2,174,079	-3.27
County Population (est. 2011)	360,000	355,276	1.33
Total Circulation	3,870,623	3,834,143	0.95
Circulation per Capita	10.75	10.79	-0.37