

# AGENDA

## Charleston County Public Library

### Board of Trustees Meeting

March 22, 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	5:50	Deletions or Additions to Agenda			
6	5:55	Minutes of Previous Meetings (February 22, 2011, 4:30pm, February 22, 2011, 5:15pm and March 7, 2011)	Janet Segal	Accept	
7	6:00	Friends of the Library Update	Dawn Visceglia		
8	6:05	Board Discussion Topic: Library Card Policy, Who is Eligible and Children's Fines			
9	6:25	Library Reports A. TLC - Jennifer Lively B. Programming Report C. Director's Report- D. Henderson D. Strategic Plan Update - D. Henderson	Doug Henderson		
10	7:10	ByLaws Committee Update	Janet Segal		
11	7:20	Board Meeting Schedule			
12	7:30	Tour of Libraries for the Library Board			
13	7:40	Adjournment			

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

Board Meetings are regularly held in the Board Room of the Main Library at  
68 Calhoun Street, Charleston, South Carolina 29401

CHARLESTON COUNTY LIBRARY  
BOARD OF TRUSTEES MEETING MINUTES  
February 22, 2011

The Charleston County Library Board of Trustees met for a special meeting on Tuesday, February 22, 2011, at 4:30p.m. in the Board Room at the Main Library.

Board members present were Ms. Hollinshead, Ms. Segal and Mr. Fava. Staff members present were Doug Henderson, Cynthia Bledsoe, Perry Litchfield and Susan Parsons.

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

Strategic Plan Committee Discuss Contract Matter

Ms. Segal welcomed everyone and stated that this meeting was held to discuss the strategic plan contract. She noted that the Committee needed to make a recommendation to the Board regarding which company to use for the project, and how much money we are willing to spend, as well as any other details that need changing.

Mr. Fava suggested that the Committee discuss Providence Group first.

Ms. Segal noted that Providence has an issue with interviewing our stakeholders. She noted that they think the Board should not be a part of the interviewing, and she did not agree. She added that she thinks this would be a good opportunity to connect with the community and build relationships.

Mr. Henderson stated that Providence said that they would be afraid that people wouldn't feel free to say what they want if Board members are present during the interviews. He added that the stakeholders who should be interviewed include County Council members and presidents of major corporations, as well as the Mayor, and several state employees.

Ms. Bledsoe stated that we need a plan for the Board to have communication with other groups and with stakeholders, but that should be separate from the long-range plan project. She added that Mr. Henderson has a point in regarding people not saying everything on their mind, while in front of Board members.

Mr. Fava added that he is in favor of the consultants handling these interviews. He noted that stakeholders should be people who can bring money and persuasion to the table, such as mayors, the head of Boeing, and the heads of other large companies. The Board should select the people to be interviewed, but should not be involved in the interviewing process.

Ms. Segal said that she wanted to make sure that the long range plan will have cost estimates. Mr. Henderson assured her that it would. Mr. Fava added that cost is a big factor.

Mr. Henderson noted that we will have to contact the bidding companies soon, and start negotiations with them, since the contract will have to be authorized soon.

Mr. Fava stated that the base price for the Providence contract was \$58,000 and with everything included, it was \$95,000. Ms. Segal asked whether this includes a technology audit. Mr. Henderson responded that the technology audit would cost an additional \$30,000.

Mr. Henderson stated that the Committee should decide whether the technology or phone survey is more important, since we will not be able to afford both surveys.

Ms. Segal told Mr. Henderson that the Committee needs clarification on exactly what the \$58,000 buys. She added that more details are needed.

Ms. Segal stated that we already know some things we need, such as self checkout. Mr. Henderson added that once the public says what they want, technology-wise, the company will tell us what they mean by a technology update.

Ms. Segal noted that it would cost more to conduct an online study. Ms. Bledsoe noted that most of the people that would participate in that survey would be our patrons anyway, so a telephone survey seems the way to go, if we would like to hear from those that don't use our services.

Mr. Fava noted that Providence should be contacted to discuss negotiating the price, details about interviewing stakeholders, and whether or not we should just do a phone survey instead of doing a web survey and a phone survey.

Ms. Segal stated that the amended contract should not exceed \$72,500.00.

Respectfully submitted,

Maya Hollinshead

CHARLESTON COUNTY LIBRARY  
BOARD OF TRUSTEES MEETING MINUTES  
February 22, 2011

The Charleston County Library Board of Trustees met for a regular meeting on Tuesday, February 22, 2011, at 5:15p.m. in the boardroom at the Main Library.

Board members present were Ms. Segal, Ms. Holladay, Mr. Fava, Mr. McKellar, Mrs. Epps, Mrs. Chambers, Mr. Clem, Ms. Hollinshead and Mr. Greene. Ms. Reider and Mr. Tinkler were unable to attend. Staff members present were Doug Henderson, Cynthia Bledsoe, Perry Litchfield, Lorie White, Kathryn Sanders, Angie Sullivan, Vernell Middleton, Holly Crosby, Viola Bailey, Frances Richardson, Roberta Bagasina, and Susan Parsons. Ms. Phoebe Jenkins represented County Council for Ms. Anna Johnson, and Mr. Peter Calcagno, and Chris Gilbert represented the Friends of the Library. 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 and noted that we have a visitor. She introduced Ms. Phoebe Jenkins who will be sitting in for Ms. Anna Johnson, our County Council Liaison. Ms. Jenkins will not have a vote, but she is welcome to ask any questions.

Ms. Segal introduced our two new Board members, Mr. Peter McKellar, and Mr. Steven Clem. She added that we are very happy to have them as members of the Board.

Ms. Segal stated that she had the pleasure of going to the Dart Branch to see Mr. Lewis and his beautifully illustrated book. Seventy-five people attended the event, and it was wonderful.

Minutes of Previous Meeting

The minutes of the November 23, 2010, meeting were reviewed. Mr. Fava moved to accept the minutes with corrections Ms. Hollinshead seconded the motion and the motion carried.

The minutes of the December, 2010, meeting were reviewed. Mr. Greene moved to accept the minutes with corrections Mr. Fava seconded the motion and the motion carried.

The minutes of the January 5, 2011, meeting were reviewed. Mr. Greene moved to accept the minutes with corrections Ms. Holladay seconded the motion and the motion carried.

### Friends of the Library Update

Ms. Gilbert reported that the Friends of the Library had a small discard sale. Carts were on the landing in the Main Library last Sunday. Books were one dollar each. A total of \$117.00 was made. That was good, since there was no paid advertising.

Ms. Gilbert announced that the next book sale would take place at the St. Andrews Regional Library in February. Members are eligible to shop on February 24<sup>th</sup>, and the general public is welcome on the 25<sup>th</sup> and the 26<sup>th</sup> of February.

Ms. Holladay said that she received a solicitation to join the South Carolina Chapter of the Friends of the Library. She inquired whether there was any reason to join. Ms. Ryder responded that it is a good cause.

### Employee of the Quarter

Mr. Henderson announced that Michel Hammes of the Reference Department in the Main Library was named Employee of the Quarter. He added that this is the first time we have submitted our Employee of the Quarter to the County, and Ms. Hammes won that title, also. On February 10<sup>th</sup>, Ms. Hammes will go the County Department Head meeting to be recognized, and on February 15<sup>th</sup>, she will do the same. This Thursday there will be a party for all county employees who have won this award. Mr. Henderson then presented Ms. Hammes with a plaque and read her bio. Ms. Hammes worked very hard on BookFest and made it an extremely successful event.

Ms. Hammes introduced her mother and Mr. Cary Jones of the Reader's Advisory Department at Main. She thanked everyone for the honor, and noted that she is very grateful.

### Library Reports

Ms. Segal stated that it was her pleasure to have worked with the two Board members that have finished their terms and will no longer serve. She thanked Mr. Flynn and Mrs. Edler for everything they have done while they were Board members, and added that the Library has been very fortunate to have them.

Mr. Flynn thanked Ms. Segal and noted that the Board has done some great things over the past eight years, but added that it is healthy to move on.

Mr. Flynn stated that he still plans to be active with the library, and to keep up with what's going on. He noted that he is grateful that there is another attorney on the Board.

Mr. Henderson introduced Mr. Nic Butler, Manager of the Charleston Archive Department.

Mr. Butler stated that there are fascinating historical documents in the department. He added that Mr. Greene started the department in 2002, when the city agreed that records would come to the Main Library.

Mr. Butler noted that there are 18<sup>th</sup>, 19<sup>th</sup>, and 20<sup>th</sup> century materials available, and some are on the Internet for viewing. There is also a Facebook page and a blog.

Mr. Butler said that there are manuscript records from the city of Charleston available from the 1790's. We are the only institution that has these records.

Mr. Butler reported that he is working with the Systems Department in cataloguing. Now all of the rare books are listed in our online catalog, so that everyone will know they are available. He added that historic pamphlets, plats, and maps are also available online, as well as several thousand unique images.

Mr. Butler stated that there are three people working in his department. One is a part time employee, who is an expert in photo shop and digitization. He added that we have partnered with the College of Charleston in hosting a low country digital library. The college trained us how to work the software, and that is where the 5,117 unique images come from. Mr. Butler noted that this is just an example of what is available, and the URL is listed on the bottom of the Charleston Archive flyer. There is a link on our web page.

Mr. Butler noted that if a patron comes in and asks to see the poorhouse records, we do not have space for them in the archive. We have them in the South Carolina Room, so that we can make sure the documents are taken care of.

Mr. Butler reported that we would like to increase our visibility at the library. We do a lot of outreach, but we would also like to have more people coming in to find out what we have available. Mr. Butler stated that this is all owed to Mr. Greene.

Mrs. Epps stated that Mr. Butler has done a commendable job and is enthusiastic. She added that she saw him speak at a Charleston County Retired Educators' meeting, and he made her proud to be associated with the library.

Mr. Tinkler noted that he and Mr. Fava took a tour of the library, and if anyone hasn't been to the Charleston Archive, they should go. He said that it is one of the most fascinating things about the library.

Ms. Holladay stated that the death files are very interesting. Mr. Butler noted that the Archive has those dating back to the 1800's.

Ms. Segal asked who does the paper conservation in the department. Mr. Butler responded that Ms. Liz Newcomb, of the South Carolina Room, has been doing it for years.

Mr. Fava asked whether there is a hole in the history anywhere between the city

and the county, or if there is some topic we just don't have.

Mr. Butler noted that Charleston is a city built on history. There is much that we don't have and that we will never know. The County Council records disappeared in 1865. They were looted, or taken to Columbia and lost. Mr. Butler added that he and Mr. Greene are working on what is left.

Mr. Greene asked Mr. Butler whether he keeps statistics on researchers. Mr. Butler responded that he keeps the number of reference phone calls, and those have gone up. He added that he wished the web page hits were counted, because many people look at that.

Mr. Greene wondered whether the manuscript collections are reported to OCLC. Mr. Butler replied that they aren't, but Ms. Katie Gray, in his department, plans to have those available to OCLC this year. Mr. Greene stated that that should raise the profile here.

Mr. Henderson stated that he and Mr. Butler have walked the Main Library building looking for public space so that they will have a better presence. In addition, the Friends of the Library are looking for a new web provider, and we are looking with them.

Mr. Butler thanked the Board for their time, and added that if anyone had any questions to give him a call.

Ms. Bledsoe reported that children's programs have really increased by huge numbers. Hopefully, this will generate more usage in the library.

Mr. Henderson announced that the new County Council Liaison to the Library Board is Ms. Anna Johnson. She is from District Eight.

Mr. Henderson reported that eleven representatives will be going to Columbia for Legislative Day. We are one of four counties that will be in attendance, and the State Library will be making a presentation. There is a great fear that State Aid will be cut. The State Library will also be asking for lottery funding of \$50,000 for each county library. Mr. Henderson added that we are able to show the state's return on investment in Charleston. There is at least \$8 worth of services for every one dollar that is spent.

Mrs. Epps stated that you never know how many legislators will be there. Mr. Henderson added that he, Ms. Bledsoe, Mr. Letendre, Ms. Segal, three Friends members and two staff members will be attending from Charleston County.

Mr. Henderson reported that there will be about forty people here this Thursday for Board Trustee training by the State Library. There will be Board members from three other counties in attendance, and it should be fun.

Mr. Henderson noted that there will be a meeting here this Friday with the Rice Project. This project traces Charleston's history through rice.

Mr. Henderson noted that the Main Library will be tentatively closing on February

26, 27, and 28, for maintenance. Staff will be sent to other branches to work on those days.

Mr. Henderson stated that representatives of Providence and Ivy, strategic planning firms, will be here to attend a special Board meeting on February 8<sup>th</sup>. They will do a presentation for those present.

#### Board of Trustees Bylaws

Ms. Segal reported that the Board will begin to work on bylaw revisions, if necessary. She asked for volunteers to serve on that committee. She, Mr. Tinkler, and Ms. Ryder all volunteered. Mr. Greene noted that he would serve as he is able, and Ms. Segal stated that this is a good beginning.

Mr. Tinkler asked what the timeline is for this project, and Ms. Segal responded that she thinks we should work on it along with the strategic plan. This is very preliminary.

Mr. Greene noted that our bylaws are fairly generic. Mr. Henderson added that Mr. Knisley, attorney for the County, stated that he would look at them.

#### Financial Update – Quarterly Report

Mr. Litchfield stated that this report covers the first six months of our fiscal year.

Mr. Litchfield reported that the County appropriation is \$75,000 less than the same period for the last fiscal year.

Mr. Litchfield noted that fine income is slightly under budget. However, the collection agency has just started, so we will be monitoring that.

Mr. Fava stated that when he visits the libraries, only West Ashley staff have asked him to pay fines.

Ms. Bledsoe noted in response that fines do not automatically display on the computer screen. She added that this would be helpful though, since staff don't always bring up that screen.

Mr. Henderson noted that the collection agency is now working on accounts from the year 2009.

Mr. Litchfield stated that we have received over \$90,000 in State Fiscal Stabilization funds, better known as stimulus funding.

Mr. Litchfield stated that personnel costs are under budget for the quarter due to vacancies. Library materials are over budget, but this is primarily due to payment of



annual fees for reference databases and prepayment of periodicals.

Mr. Litchfield noted that supplies are under budget for the quarter, but 60.22% higher than the prior year actual. This is due to the annual order of library cards, purchase of RFID tags, and replacement of the book drop at McClellanville.

Mr. Litchfield stated that building repairs and maintenance are a little over budget due to door repairs at several locations, but less than last year because of reduced janitorial costs.

Mr. Litchfield noted that utilities are slightly under budget for the quarter, but much higher than the prior year due to increased rates and the agreement with SCE&G to repay an undercharge.

Mr. Litchfield said that other expenditures are under budget for the quarter, but almost 70% higher than the prior year actual, due to fees in the amount of \$25,000 paid for the materials recovery service.

Mr. Litchfield stated that motor vehicle expenses are over budget due to an unexpected truck repair. Designated fund expenditures include almost \$20,000 for technology enhancements and \$319 in director search-related expenses.

Mr. Litchfield said, as always, if there are any questions, please give him a call.

### Budget Approval

Mr. Henderson noted that Mr. Litchfield will speak about the proposed budget for FY2012. He added that the library is required by the County to submit the budget to them with the numbers they have given us.

Mr. Litchfield stated that he would go over the highlights of the proposed budget. He added that we have concentrated on the dollar amount that we expect from the county.

Mr. Litchfield reported that the budgeted revenues are \$14,402,805 and budgeted expenditures are \$15,605,363 for the fiscal year ending June 30, 2012. He added that the proposed budget has a deficit of \$1,202,558 for the fiscal year. This will be financed through the use of unassigned fund balance, which would leave us with a fund balance of \$1,019,062 on June 30, 2012.

Mr. Litchfield shared a chart with the Board. He noted that the fund balance was at its lowest in 2006.

Mr. Flynn noted that there is a stand we should maintain for the fund balance.

Mr. Litchfield stated that in 2001 and 2002, the funds were pumped in and we had almost \$3 million in our fund balance. However, due to budget cuts, we had to spend much

of that and the fund balance got too low. Mr. Litchfield added that the 2011 number is obviously an estimate.

Mr. Litchfield reported that the County has been maintaining a two month fund balance, so that we can retain a higher credit rating. We project that we will have just under two months funding at the end of this fiscal year. However, Mr. Litchfield noted, if we spend everything we are talking about, this amount will go down substantially, and we won't see that surplus in FY2012.

Mr. Flynn noted that if we really struggle, the County should take care of us, because we have really cut down on personnel and other expenditures.

Mr. Litchfield reported that as of December 31, 2010, we had a 44.5 FTE (full time employee) vacancy.

Mr. Fava asked what constitutes a full time employee. Mr. Litchfield responded that a thirty hour position is entitled to benefits. Our FTE's are blended numbers. We have a much higher percentage of part time employees than the County does.

Mr. Litchfield reported that library materials are budgeted at \$238,549 less than in FY20121, due to anticipated reductions in State Aid.

Mr. Litchfield noted that utility costs are expected to increase approximately 3%; and supplies, building maintenance and building repairs are reduced to reflect cost cutting measures implemented during fiscal year 2010.

Mr. Litchfield stated that the budgeted designated fund expenditures include \$250,000 for technology improvements and \$5,000 for other Board designated funds.

Mr. Litchfield shared a letter that he had written to the Director of the County Budget Department. This is to defend our budget request to the County.

Mr. Litchfield noted that the second paragraph of the letter stated that we need another \$558,185 to comply with Maintenance of Effort.

Mr. Litchfield stated that if we were to have full employment, and spend all the money, our targeted fund balance would be \$1.9 million. Mr. Litchfield added that hopefully, we have overestimated our expenditures. We will constantly be monitoring our fund balance.

Mr. Henderson noted that if we were fully staffed, we would probably have to lay off people next year.

Mr. Litchfield stated that the County is offering early retirement to select people. We have thirty people who are eligible and they had until yesterday to submit their requests. Nine staff members did that, and we are trying to work out how we can say approve their requests.

Mr. Litchfield added that the effects of that are not included in this budget. We would save about \$325,000, so the County would cut our appropriation by that amount. He added that the biggest pressure is that our vacancy cushion will shrink. Seventy-six percent of salaries and benefits will be saved for the next three years, if there is a way to accept the retirement requests.

Ms. Ryder stated that since we have to save 75% of those salaries for three years, this would affect us more in the second and third year. Also, she added, a new personnel budget would have to be created, since there would be a ripple effect. Between 65% and 70% of the budget is personnel costs, so eventually, if things did not improve, cuts would have to be made there. Hopefully, this measure will stop the County from laying off people.

Mr. Henderson noted that the County has made it clear that they will not offer this retirement incentive to people again.

Mr. Fava asked whether these early retirement requests are generally granted. Mr. Litchfield stated that we have a few days to respond to the County Administration, and then it goes from there.

Mr. Litchfield said that we will notify the Board when the Council discusses our budget. After the budget process is complete, we will be asked to approve our actual operating budget. Mr. Litchfield added that at the April meeting we will suggest that letters are sent to Council from the Board. We have seen that be more effective in the past.

#### Additional Hours at Smaller Branches

Mr. Henderson asked the Board to consider the possibility of adding hours to the smaller branches. We would like this to start in April. Mr. Henderson added that this would allow some of our staff to get benefits.

Mrs. Ryder moved to accept the proposal to add hours to the smaller branches. Mr. Tinkler seconded the motion, and the motion carried.

#### Board Applicant Recommendations

Ms. Segal reported that the library has gotten quite a few Board applicants. After discussion, we will send our recommendations to County Council.

Ms. Segal noted that a list of applicants with pertinent information was given to Board members. After discussion, the Board will go to secret ballot and each member will select their top two for recommendation.

The Board discussed the applicants, and what qualifications they would like to see in new Board members.

Mr. Henderson noted that the ballots were filled out and given to Ms. Segal.

Ms. Reider moved to adjourn the meeting. Ms. Holladay seconded the motion, and the motion carried.

Respectfully submitted,

Betty Anne Chambers, Secretary

DRAFT

CHARLESTON COUNTY LIBRARY  
BOARD OF TRUSTEES MEETING MINUTES  
March 7, 2011

The Charleston County Library Board of Trustees met for a special meeting on Monday, March 7, 2011, at 5:30p.m. in the Board Room at the Main Library.

Board members present were Ms. Hollinshead, Mrs. Epps, Ms. Holladay, Mr. Clem, Mr. McKellar, Ms. Reider, Mrs. Chambers Mr. Fava and Mr. Greene. Ms. Segal and Mr. Tinkler were unable to attend. Staff members present were Doug Henderson, Cynthia Bledsoe, Nancy Sullivan and Susan Parsons. Joyce Costello and Chris Gilbert were in attendance, representing the Friends of the Library, as was David Warren from Providence Associates.

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

Strategic Plan Contract Matter

Mr. Greene welcomed everyone and stated that this meeting has been held to discuss the strategic plan contract.

Mr. Greene noted that a handout was distributed and it lists the amendments to the contract that the Board discussed at a special meeting that was held on December 1, 2010. He noted that there was a compromise with the phone samples.

Mr. Henderson stated that the Board also asked about attending interviews with Providence and stakeholders. Mr. Greene responded that some Board members thought it would be beneficial to be there, if applicable. He added that this would be mutually agreeable by all parties.

Mr. Henderson noted that Providence thought that the Board should help set up the interviews, but that they should not be there during the interviews, because people are more likely to be honest and forthright if Board members are not in attendance.

Mr. Henderson stated that Providence has agreed to do a phone survey in lieu of a web survey. He added that they agreed to do the phone survey, but drop the two open ended questions at the end of it. Other than that, Mr. Henderson noted, they are within the guidelines.

Mr. Greene asked what would be lost if the open ended questions are not asked. Mr. Warren responded that those questions give people the opportunity to expand on things, but, he added, Providence should get what they need without those questions and Market Search will achieve that goal very well. Mr. Warren added that when complete, this document will help serve the Friends of the Library, as well as the library system.

Mr. Henderson noted that Providence agreed to the project at a cost not to exceed \$72,000.

Mr. Henderson asked who needed to sign the contract, and Ms. Sullivan responded that he did. Mr. Henderson then noted that it would be sent to the County attorneys.

Ms. Reider moved to accept the strategic plan proposal as amended. Mrs. Epps seconded the motion and the motion carried.

Mr. Fava moved to authorize the Library Director to move forward to complete the contract as presented, and sign it. Mrs. Chambers seconded the motion and the motion carried.

Mr. Henderson stated that a committee meeting regarding the by-laws of the Coastal Community Foundation will take place following this meeting. He stated that a fifth person is needed to spend the interest on the funds. Mr. Clem and Mr. Greene agreed to participate.

Respectfully submitted,

Harlan Greene  
Vice Chairman

DRAFT

**CHARLESTON COUNTY PUBLIC LIBRARY STATISTICS FEBRUARY 2011**

**CIRCULATION**

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	391,511	401,319	-2.44
BOOKMOBILE	17,154	19,898	-13.79
CRM	74,568	80,823	-7.74
DART	37,108	34,207	8.48
JAMES ISLAND	201,335	185,829	8.34
WEST ASHLEY	193,772	183,620	5.53
VILLAGE	39,750	41,610	-4.47
MT PLEASANT	497,749	507,335	-1.89
ST ANDREWS	402,949	398,348	1.16
DORCHESTER RD	186,486	155,395	20.01
OTRANTO RD	217,156	217,720	-0.26
JOHN'S ISLAND	198,836	209,558	-5.12
POE	35,117	31,417	11.78
EDISTO	13,570	13,867	-2.14
FOLLY	22,548	22,577	-0.13
ST PAULS	23,352	24,233	-3.64
MCCLELLANVILLE	14,900	15,547	-4.16
<b>TOTALS</b>	<b>2,567,861</b>	<b>2,543,303</b>	<b>0.97</b>

**USER VISITS**

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	287,171	293,796	-2.25
BOOKMOBILE	8,200	7,629	7.48
CRM	116,658	100,487	16.09
DART	95,711	106,200	-9.88
JAMES ISLAND	89,140	90,072	-1.03
WEST ASHLEY	107,408	118,903	-9.67
VILLAGE	11,860	12,589	-5.79
MT PLEASANT	185,130	184,051	0.59
ST ANDREWS	180,618	188,609	-4.24
DORCHESTER RD	86,663	85,644	1.19
OTRANTO	113,222	122,429	-7.52
JOHNS ISLAND	92,231	88,058	4.74
POE	3096	6331	-51.10
EDISTO	2672	2792	-4.30
FOLLY	8857	6726	31.68
ST PAULS	7452	8101	-8.01
MCCLELLANVILLE	7044	8601	-18.10
<b>TOTALS</b>	<b>1,403,133</b>	<b>1,431,018</b>	<b>-1.95</b>

**PC USE**

	YTD TOTAL	PREVIOUS	% change
MAIN	60,101	68,368	-12.09
BOOKMOBILE	0	0	0.00
CRM	20,864	18,705	11.54
DART	11,930	10,830	10.16
JAMES ISLAND	9,604	9,784	-1.84
WEST ASHLEY	12,593	12,647	-0.43

**IN-HOUSE USE**

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	161,111	162,332	-0.75
BOOKMOBILE	0	0	0.00
CRM	71,709	64,534	11.12
DART	16,738	15,419	8.55
JAMES ISLAND	26,445	16,810	57.32
WEST ASHLEY	71,231	87,247	-18.36
VILLAGE	12,155	11,341	7.18
MT PLEASANT	75,853	80,358	-5.61
ST ANDREWS	65,319	73,141	-10.69
DORCHESTER RD	29,211	24,816	17.71
OTRANTO RD	52,702	42,641	23.59
JOHN'S ISLAND	44,896	52,259	-14.09
POE	3,176	4,077	-22.10
EDISTO	708	547	29.43
FOLLY	12,345	12,046	2.48
ST PAULS	2,814	3,119	-9.78
MCCLELLANVILLE	6,675	6,022	10.84
<b>TOTALS</b>	<b>653,088</b>	<b>656,709</b>	<b>-0.55</b>

**OUT-OF-COUNTY REGISTRATIONS**

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	16	4	300.00
BOOKMOBILE	0	0	0.00
CRM	0	0	0.00
DART	2	2	0.00
JAMES ISLAND	0	0	
WEST ASHLEY	9	17	-47.06
VILLAGE	0	0	0.00
MT PLEASANT	13	20	-35.00
ST ANDREWS	9	10	-10.00
DORCHESTER RD	72	86	-16.28
OTRANTO RD	145	120	16.67
JOHN'S ISLAND	28	1	2700.00
POE	0	0	0.00
EDISTO	2	1	100.00
FOLLY	0	0	
ST PAULS	0	1	-100.00
MCCLELLANVILLE	4	3	33.33
<b>TOTALS</b>	<b>300</b>	<b>265</b>	<b>13.21</b>

**PC USE (con't)**

	YTD TOTAL	PREVIOUS	% change
VILLAGE	2,512	2,245	11.89
MT PLEASANT	27,391	30,749	-10.92
ST ANDREWS	40,239	43,121	-6.68
DORCHESTER	17,632	19,165	-8.00
OTRANTO	25,007	26,853	-6.87
JOHNS ISLAND	27,040	28,919	-6.50

**REFERENCE**

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	310,177	283,122	9.56
BOOKMOBILE	1,387	523	165.20
CRM	76,242	70,356	8.37
DART	16,771	28,005	-40.11
JAMES ISLAND	140,778	117,982	19.32
WEST ASHLEY	80,889	88,497	-8.60
VILLAGE	7,929	9,207	-13.88
MT PLEASANT	139,885	152,568	-8.31
ST ANDREWS	153,027	170,851	-10.43
DORCHESTER RD	108,486	78,047	39.00
OTRANTO RD	139,824	134,449	4.00
JOHN'S ISLAND	105,853	111,348	-4.93
POE	3,257	2,250	44.76
EDISTO	369	369	0.00
FOLLY	15,862	12,626	25.63
ST PAULS	509	748	-31.95
MCCLELLANVILLE	8,452	7,022	20.36
<b>TOTALS</b>	<b>1,309,697</b>	<b>1,267,970</b>	<b>3.29</b>

**REGISTRATION**

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	6,379	5,158	23.67
BOOKMOBILE	303	192	57.81
CRM	1,743	1,534	13.62
DART	490	356	37.64
JAMES ISLAND	1,385	1,230	12.60
WEST ASHLEY	1,148	1,132	1.41
VILLAGE	166	176	-5.68
MT PLEASANT	3,401	3,619	-6.02
ST ANDREWS	2,514	2,655	-5.31
DORCHESTER RD	1,985	1,985	0.00
OTRANTO RD	2,090	2,083	0.34
JOHN'S ISLAND	1,670	1,889	-11.59
POE	216	262	-17.56
EDISTO	79	54	46.30
FOLLY	921	911	1.54
ST PAULS	200	255	-21.57
MCCLELLANVILLE	122	96	27.08
<b>TOTALS</b>	<b>24,812</b>	<b>23,587</b>	<b>5.19</b>

**PC USE (con't)**

	YTD TOTAL	PREVIOUS	% change
POE	528	1,095	-51.78
EDISTO	537	492	9.15
FOLLY	1,172	1,441	-18.67
ST PAULS	2,814	3,033	-7.22
MCCLELLANVILLE	1,767	2,042	-13.47
<b>TOTALS</b>	<b>261,731</b>	<b>279,489</b>	<b>-6.35</b>

**PROGRAMMING**

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN			
NO OF PROG	821	673	21.99
ATTENDANCE	29,694	23,696	25.31
BOOKMOBILE			
NO OF PROG	0	0	0.00
ATTENDANCE	0	0	0.00
CRM			
NO OF PROG	82	126	-34.92
ATTENDANCE	2,280	2,981	-23.52
DART			
NO OF PROG	180	83	116.87
ATTENDANCE	5,022	3,144	59.73
JAMES ISLAND			
NO OF PROG	85	53	60.38
ATTENDANCE	1,423	1,772	-19.70
WEST ASHLEY			
NO OF PROG	240	113	112.39
ATTENDANCE	5,828	2,897	101.17
VILLAGE			
NO OF PROG	22	15	46.67
ATTENDANCE	304	302	0.66
MT PLEASANT			
NO OF PROG	251	226	11.06
ATTENDANCE	6,140	6,112	0.46
ST ANDREWS			
NO OF PROG	439	187	134.76
ATTENDANCE	14,139	4,286	229.89
DORCHESTER RD			
NO OF PROG	259	138	87.68
ATTENDANCE	4,362	2,323	87.77
OTRANTO RD			
NO OF PROG	241	229	5.24
ATTENDANCE	4,793	4,389	9.20
JOHN'S ISLAND			
NO OF PROG	379	400	-5.25
ATTENDANCE	8,409	8,779	-4.21
POE			
NO OF PROG	92	142	-35.21
ATTENDANCE	1,252	1,602	-21.85
EDISTO			
NO OF PROG	27	15	80.00
ATTENDANCE	116	297	-60.94
FOLLY			
NO OF PROG	32	9	255.56
ATTENDANCE	193	130	48.46
ST PAULS			
NO OF PROG	11	0	100.00
ATTENDANCE	2	0	100.00
MCCLELLANVILLE			
NO OF PROG	31	34	-8.82
ATTENDANCE	558	741	-24.70
<b>TOTALS</b>			
NO OF PROG	3,192	2,443	30.66
ATTENDANCE	84,515	63,451	33.20



# Charleston County Public Library

## SERVICE EFFECTIVENESS MEASURES FY2010

<i>Through January 2011</i>	MAIN	MTP	STA	OTR	DOR	JOHNS	W ASH	JAMES	CRM	DART	EDI	FOLLY	STP	MCC	POE	VILL	SYSTEM
TOTAL CIRC/VISIT	1.38	2.71	2.25	2.02	2.17	2.16	1.80	2.25	0.64	0.38	4.49	2.61	3.10	2.15	11.45	3.28	1.84
CIRC/FTE	4,943	19,261	17,133	11,343	10,924	9,128	17,931	21,930	10,659	5,901	13,342	17,604	12,847	8,102	16,732	13,473	11,108
COST/CIRC	9.87	1.24	1.37	2.01	2.04	2.40	1.22	1.05	2.44	4.22	1.20	0.88	1.70	3.28	1.01	1.97	19.40
FTE COST/CIRC	3.70	1.10	1.21	1.70	1.73	2.03	1.09	0.93	1.81	3.35	1.04	0.80	1.51	2.77	0.86	1.76	1.57
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
<b>FY11 PERSONNEL BUDGET</b>	<b>1,292,271</b>	<b>414,003</b>	<b>373,400</b>	<b>284,457</b>	<b>246,125</b>	<b>302,021</b>	<b>186,833</b>	<b>142,948</b>	<b>103,192</b>	<b>88,783</b>	<b>10,666</b>	<b>13,960</b>	<b>27,216</b>	<b>31,406</b>	<b>23,371</b>	<b>54,194</b>	<b>3,594,846</b>
<b>FY11 BRANCH BUDGET</b>	<b>1,778,309</b>	<b>465,891</b>	<b>421,290</b>	<b>333,372</b>	<b>288,701</b>	<b>357,395</b>	<b>209,031</b>	<b>161,099</b>	<b>133,076</b>	<b>113,254</b>	<b>12,428</b>	<b>15,416</b>	<b>30,580</b>	<b>37,817</b>	<b>27,402</b>	<b>60,351</b>	<b>4,445,412</b>

## YEAR-END FISCAL DATA

	FY2011	FY2010	%
Interlibrary Loans		5,783	
Reference Questions		1,929,178	
Summer Reading Participants		9875	
User Visits		2,174,079	
County Population (est. 2011)	360,000	355,276	
Total Circulation		3,834,143	
Circulation per Capita		10.79	





## Director's Report

March 2011

We have signed the agreement with Providence Associates and have begun the strategic planning process. We are already gathering data for the consultants. Questionnaires have been sent to the Trustees and to Branch Managers and Department Heads. The first meetings have been scheduled for April 4, 5 and 6.

Our programming statistics are growing rapidly. We have had over 85,000 people attend our programs, over 69,000 children. That is a 33% increase over last year. Now we need to get those kids checking out more items. The numbers are encouraging and a step in the right direction.

We have been meeting with representatives from the Avery Center to discuss and share in our One Book, One Community program. They will be hosting the 20<sup>th</sup> anniversary of the film The Daughters of the Dust. We will be using the book as our One book. Julie Dash, the author and producer will be in the County for the month of September. The publisher has agreed to do a special run of the book with our logo on the cover. We are also working with the Rice Project folks to see if they can offer some quality programs as a partner.

Cynthia Bledsoe, Deputy Director, and Janet Segal attended the Ways and Means committee in Columbia on March 16, 2011. This is the final hearing before the State Budget is approved. The libraries hoped to fill the meeting room with supporters to remind the legislators that libraries are a valuable resource.

You will notice that the Board Chair has requested that we include a discussion topic to each meeting. Next month we will begin our policy discussion. We thought this might be a good time to discuss library cards. Who can get one, what fees might apply, etc.

# *Library Board of Trustees*

## *Meeting Schedule 2011*

*Library Board meetings are held for the purpose of conducting business necessary for the operations of the public library system in Charleston County. These meetings are scheduled for the 4th Tuesday at 5:15 pm, except where altered by public holiday or anticipated deadlines for action. The following schedule is projected for the remainder of 2011:*

**MARCH 22** in the Main Library Boardroom

**APRIL 26** in the Main Library Auditorium

**MAY 24** in the St. Andrews Regional Library Auditorium

**JUNE 28** in the Main Library Auditorium

**AUGUST 23** in the Main Library Auditorium

**SEPTEMBER 27** in the Main Library Auditorium

**OCTOBER 25** in the Otranto Regional Library Auditorium

**NOVEMBER 22** in the Main Library Auditorium

*Notice of changes or cancellations will be posted as necessary. Committee meetings are called on an as-needed basis.*

## Board Meeting

8. Board discussion about Library Cards. The Board Chair has suggested that each month a topic be brought before the Board as a discussion topic. The Board will begin discussing library policies in April and we felt that we may only be able to get to two or three of the major policy areas the first time around. The first area is library cards. Who is eligible? Do we charge children fines? These are a couple of the things that will need to be decided.

9. The Library Report section will now include the Strategic Plan update. The committee has been selected and is:

Ed Fava	Board of Trustees
Peter McKellar	Board of Trustees
Jeanne Holladay	Board of Trustees
Gerald Moore	Dorchester Regional
Sherman Pyatt	Cooper River
Amy Quesenbery	Main Support Services
Eunice Stanton	Otranto Public Service
Angie Sullivan	James island Clerical
Jackie Peters	Main Library Children's
Lesley Anne Sasser	Friends of the Library
Nancy Sullivan	Facilities and Procurement
Jamie Thomas	PR
Gretchen Scronce	Main TLC

10. The by-laws committee has been putting together a list of suggestions that they may present at the meeting.

11. The Board suggested that Board meetings be moved into the auditorium when the meetings are at Main and to hold some meetings in the regional libraries.

12. Tour of the West Ashley, Folly, James Island, John's Island and St. Paul is scheduled for April 11 at 9:30 AM