

Charleston County Public Library Board of Trustees Agenda

5:15 p.m., September 27, 2016 | Auditorium, Otranto Road Regional Library, North Charleston

- 5:15 p.m.* **1. Welcome and Freedom of Information**..... Andy Brack
- 5:16 p.m.* **2. Public comment**..... Andy Brack
- 5:19 p.m.* **3. Board comment**..... Andy Brack
- 5:22 p.m.* **4. Deletions and additions to the agenda**
- 5:23 p.m.* **5. Minutes (8/23/16)** Andy Brack
- 5:28 p.m.* **6. Friends of the Library update** Brittany Mathis
- 5:33 p.m.* **7. Capital plan update** Janette Alexander
- 5:48 p.m.* **8. Yes Carolina presentation** Jimmie Bailey,
Austin Stone and Molly Crete
- 6:10 p.m.* **9. Library reports**
 - a. Director’s report..... Nicolle Davies/Cynthia Bledsoe
 - i. Peggy Parish Award Pam Cadden
 - b. Audit report.....Ellen Adkins and Charlotte Allen
- 6:30 p.m.* **10. Committee Reports**
 - a. Finance Susan Strunk
 - b. Foundation Steven Clem
 - c. Nominations..... Peggy Reider
 - d. Future.....Maya Hollinshead/Brian Norris
 - e. New committee Andy Brack
- 6:45 p.m.* **11. Adjournment**

Board service

Term ends Dec. 2016: Brack, Manigault, Segal (*), Strother
 Term ends Dec. 2017: Hollinshead, Norris, Reider, Strunk
 Term ends Dec. 2018: Clem, Fava, McKellar
 * open position due to term limit

CHARLESTON COUNTY LIBRARY
BOARD OF TRUSTEES MEETING MINUTES
August 23, 2016

The Charleston County Library Board of Trustees met for a regular meeting on Tuesday, August 23, 2016, at 5:15pm in the auditorium at the Main Library located at 68 Calhoun Street.

Board members present were Mr. Brack, Mr. Fava, Ms. Segal, Ms. Strunk, Mr. McKellar, Mr. Strother, Mr. Norris, Ms. Hollinshead, Mr. Clem, and Ms. Reider. Ms. Manigault was unable to attend. Staff members present were Cynthia Bledsoe, Darlene Jackson, Perry Litchfield, Kevin Crothers and Heather Kiessling. Also present were Brittany Mathis, representing the Friends of the Library, and Janette Alexander, representing Charleston County.

Mr. Brack called the meeting to order and confirmed that the media had been informed of the meeting and its agenda according to the Freedom of Information Act. Mr. Brack stated that a quorum was present.

Public Comment

There was no public comment.

Board Comment

Mr. Brack noted that the agendas appear different than usual; an estimated time for each section was added as a guideline. Mr. Brack also introduced Heather Kiessling as the new administrative assistant. Mr. Brack explained that the board calendar is also new and will serve as a useful tool to know of the big events that the board may want to attend. Mr. Brack said that Nicolle Davies will be starting on September 19, 2016, and a reception will be held on September 22 that the board is welcome to attend.

Mr. McKellar thanked Cynthia for serving as the interim executive director while a new one was found.

Deletions and Additions to the Agenda

Mr. Brack noted that he wants to move item 10, the board committee development, up to above item 8, the library reports.

Review of Minutes

The minutes of June 28, July 7, and July 19 were reviewed and approved as written.

Friends of the Library Update

Ms. Mathis passed out a flyer for Black Ink, an African-American book festival that the Friends of the Library are working with alongside various organizations. The event is Sept. 17 from 1-5pm at Burke High School. The Friends will be selling books at the event.

Ms. Mathis said that they will be hosting a volunteer appreciation lunch on Thurs, Sept. 1 from 11am-1pm in Meeting Room B. Board members were invited to attend.

Ms. Mathis said that the Friends are partnering with ThriftBooks, a web-based bookseller, to sell the leftover books from the Big Book Sale. ThriftBooks will pick up the leftover books, store them in their warehouse, and list them online, then split the profit with the Friends 50/50. The Big Book Sale event is Oct. 14-16 at the Omar Shrine Auditorium. The National Bank of SC and SC Federal Credit Union will be contributing monetarily. Ms. Mathis also said that the nominating committee has been formed by Friends of the Library President Joan Berry Warder and will be meeting to discuss board candidates for 2017. The banned books celebration is also coming up and the Friends will be participating to present a 'read-out' of banned books. The date is forthcoming but will be held at the Avery Institute. Finally, the Friends will need a new space to store their books because their trailer has been treated for termites and it will need to be discarded. The county is also selling the space. A new space and storage unit will need to be found. Ms. Mathis said that the Friends welcome any input on the matter.

Mr. Brack asked Ms. Mathis to get an estimate of the square footage needed to store the books.

Ms. Hollinshead asked for more information about the ThriftBooks partnership. Ms. Mathis explained the difference between ThriftBooks and AbundaTrade. Ms. Hollinshead also asked for a press release about Black Ink.

Mr. Clem asked Ms. Mathis to email the press release about Black Ink to the whole board.

Capital Plan Update

Mr. Brack introduced Janette Alexander of Charleston County to speak about the capital plan update. Ms. Alexander said that they will have their first kickoff meeting the following week, on Monday, August 29. The opening day collection

selection team met and had submittals from all vendors that the library currently works with. The team narrowed it down and will have two different vendors, one for print media and one for media. The administration support center was acquired in June and design services should start in late fall. The Pinehaven demolition is currently waiting on bids. The RFID/AMH consultant is in negotiations on design. Due diligence efforts on library sites have been wrapped up. Ms. Alexander gave project updates for James Island, Pinehaven, Mount Pleasant North, St. Paul's, West Ashley (near West Ashley High), and the CCPL Support Center.

Ms. Segal asked for clarification about the St. Paul's update, specifically concerning the entry and site access for the library.

Mr. McKellar confirmed that the kickoff date is the start of design date.

Mr. Brack noted that the public wants to see a groundbreaking or physical notation of where the buildings are going to go so that the public can see that progress is being made. He suggested putting stakes or tape up where the buildings will go, even if construction is not immediate. He asked that at least one groundbreaking event be in place before November 1. He inquired about the status of Pinehaven, since there has been a stall in the progress. Ms. Alexander explained that there are two or three approvals that must be done before any demolition can occur. She said that it is still too early to confidently give a schedule of start and finish times. She explained that they are trying to move forward with Pinehaven as quickly as possible.

Mr. Fava asked at what point the library could show what the building is going to look like, and suggested a conceptual image to be able to display to the public. Ms. Alexander said that James Island and St. Paul's will probably be the first ready. The drawings will come in 8-12 weeks as the schematics are developed. Mr. Fava asked if there is anything left to be resolved at the Mt. Pleasant site, as the current library is overcrowded and there is a need for the new library. Ms. Alexander said that the team is ready to go on that library, although she noted that it is a large library and will take some time.

Ms. Alexander said that they are going to be developing a social media initiative that will help people know what the statuses of the new buildings are.

Ms. Alexander welcomed Rick Ott of M.B. Kahn, who introduced Tripp Williams and Margaret Rush also of M.B. Kahn. Mr. Ott gave a presentation with information about his company, and gave an overview of some of their current projects. Mr. Ott introduced representatives from various companies that will be working alongside M.B. Kahn to build the libraries. These representatives included: Jerry English of Cummings McCrady, Brian Wurst of LS3P, Tom Hund of MPS, and Myles Glick of GB. Mr. Ott said that he wants the building process to include input from staff and patrons. Mr. Ott also stated that the provided project manual has shaved months off of the building process.

Mr. Fava asked what the company's driving motivation is for the monetary savings included in the presentation if the company does not benefit from it. Mr. Ott explained that savings for the library tends to lead towards future work for his

company, and that he believes public funds should stay in public hands unless utilized for the direct construction.

Mr. McKellar asked if the architects are hiring consulting engineers or if M.B. Kahn will be hiring. Mr. Ott said that except for a few select specialized engineers, the architects will be hiring the engineers.

Mr. Ott said that the board can contact Ms. Alexander with any questions and that Tripp Williams will be at the monthly board meetings with Ms. Alexander.

Mr. Brack thanked the team for coming.

Library Reports

- Director's Report:

Ms. Bledsoe discussed the summer reading program and mentioned that the library has moved to an online format, and that it was successful. She said that the comments were mainly positive. She also said that the opening day collection for the new libraries will be resolved soon and is projected for mid-fiscal year for selectors to sort through the process of selection for the titles.

Ms. Segal asked for explanation of the profiles for selections and Ms. Bledsoe clarified.

Ms. Bledsoe brought attention to hoopla, the library's newest digital collection. Ms. Bledsoe said that it is being used by patrons, and that the digital branch is increasing circulation more than any other. The library receives reports on what the most popular book, movie, etc. was for each month. Ms. Bledsoe also mentioned that the managers attended a diversity training and that they will be offering it at the branches soon so that all front-line staff can attend. She wants this to be one of several types of training. Ms. Bledsoe said that we are excited for Nicolle and mentioned the reception to be held for her.

Mr. Strother thanked Ms. Bledsoe for being a good leader in terms of diversity and inclusivity.

- Financial Report:

Ms. Strunk said that Mr. Litchfield provided a good summary and highlighted some key points. Over \$500,000 was added to the fund balance for this year. Operating revenues were higher due to the Poe branch flooding insurance and lottery funds. Expenditures were 5.5% under budget due to less spent on information resources and understaffing. The total year-end fund balance is a little over 2 million dollars. Ms. Strunk explained that there are some planned expenditures

from this fund balance for the coming year, but not all of it is planned for spending. She mentioned that the actual expenditures have been less than budgeted since 2003. Much of the savings have been due to products/services, which Ms. Strunk praised. She said that staff should be recognized for their efforts in obtaining grants, and the Friends have also been very helpful monetarily.

Mr. Litchfield thanked Ms. Strunk for her takeaways, and stated that the things she highlighted were the same ones he would have. He explained that Webster Rogers, the library's external auditors, provided a report for the board. Mr. Litchfield said that the letters from Webster Rogers are items required from the auditors. The auditors have started their work and it is ongoing; a draft should be available for the September board meeting. Mr. Litchfield requested that the finance committee meet with the auditors before they issue their report. He explained that the library is a component of the county and the report is submitted as part of the county's report, and therefore must be approved before formal issuance.

Ms. Segal asked how long the library has been using Webster Rogers. Mr. Litchfield answered that the library has used them for fifteen years. She asked if there is a limit to how long one should keep the same auditors. Mr. Litchfield said that the only law in South Carolina is that you must have an independent audit. The library has had some auditor rotation based on Webster Rogers staffing and do have a new audit team for this year.

Mr. Norris asked how long a new audit firm would typically take to become in tune with the library. Mr. Litchfield said that typically the library would sign a three or five-year contract with an auditing company, as it costs more for a one-year contract than with a three-year contract broken up into individual years.

Mr. Clem asked if this is the last year of our current agreement. Mr. Litchfield explained that the library is in a year-to-year contract.

Mr. Fava asked how many full time employees the county funds the library for. Mr. Litchfield replied that the county funds 221.875 employees. The county calculates a 3% vacancy allowance for budget dollars, but the actual rate is around 6%.

Mr. Litchfield provided a direct generation of budget report from the accounting software to show that the numbers match. He also provided a recap of grant activity and donations.

WYLA Radio Station Report

Mr. Crothers said that the board had been left out of the loop in regards to the

grant used to fund the radio station. He specified that the library received \$25,000 from the state library for the radio station. The grant came with requirements, namely that the station must have community involvement, information access, lifelong learning, and civic engagement to the target audience. The station has tried to address the requirements of the grant by featuring local artists. Mr. Crothers said that local content creators are featured in the evenings, including a doo-wop group. Nic Butler will fill one of the content vacancies and will have a complex series of programs. The children's department will also be designing programs to put on the air. Mr. Crothers said that they have not made an effort to reach out to the community to ask for their participation on the station. The rest of the programming addresses the needs of the grant because it is community-generated content. About 90% of programming is community programming.

Mr. Brack said that listeners may not know that the programming is local, because there is nothing on the station that informs the listeners. Mr. Crothers said that there is a short announcement twice an hour that mentions that the programs are local and that the station is broadcasted through the library. Library events are also promoted on the radio station.

Mr. Fava asked if there was a way to measure listening audience size; Mr. Crothers said that a company contacted him for information about the station, but the report about listener size is very expensive. He said that he does not believe there is any other radio station that has as much of a hyper focus on local programs. He passed out a sampling of listener comments.

Mr. Crothers said that the station can cater to a variety of people and ages via promos for various programs.

Mr. Brack stated that the station is so eclectic as to be concerning. He said that he doesn't understand what the programming is because there are so many different types of music and programs.

Mr. Crothers said that people like to listen to varieties of music, but Mr. Brack pointed out that jumping from genre to genre is not appealing for him. Mr. Crothers said that he has received feedback that listeners enjoy it.

Mr. Fava asked for clarification that the grant was a one-time grant. He said that the new director will have to give input on the radio station.

Mr. Strother asked how much the station costs; Mr. Crothers said that the grant is not fully used yet and aside from that the only cost is his salary. Ms. Bledsoe added that the other cost is the copyright requirements for the content.

A member of the public praised the radio station and said that she enjoys the music almost all of the time. Another member mentioned her enjoyment of the radio station and that local musicians have been enjoying it as well.

Mr. McKellar said that the matter should be put to a subcommittee or new director.

Board Committee Development

Mr. Brack introduced standing committees in the board. The Finance Committee, composed of Ms. Strunk (chair) and Mr. Fava, will provide an overview on the library's financial position each month and work with staff to craft an annual budget. The Nominations Committee, composed of Ms. Reider, Mr. McKellar, and Ms. Manigault (chair to be determined), will develop a needs assessment of the board and work with the chair on board development as well as identifying possible board candidates. The Foundation Committee, composed of Mr. Clem (as chair), Ms. Segal, and Mr. Strother, will investigate and develop plans, if feasible, for a library foundation for major donations concerning programming and other library system needs. The Future Committee, composed of Ms. Hollinshead and Mr. Norris, will keep the board apprised of relevant library trends and work with the chair and director on the path to a new strategic plan. The board chair will serve as ex-officio for each committee.

Mr. Brack said that members can contact Heather Kiessling to add committee meetings to the board calendar.

The board retreat is tentatively scheduled for January 21 at Drayton Hall. Mr. Brack said that there is some money in the budget to allow someone to get a trustee membership with the American Library Association; interested members can contact Mr. Brack or Ms. Bledsoe.

Mr. McKellar asked about the extent of the board's involvement with the building design process. Mr. Brack said that the library is in the last stages of hiring a project manager that will be at all county building meetings. The design firm has involved some staff and board and has invited those members to attend the upcoming meeting.

Mr. McKellar wants the project manager to let the board know what the progress is and what is going on.

Mr. Brack said that the project manager will give a report each month.

Ms. Bledsoe said that there are numerous logistics going into building libraries, including RFID, moving materials, branch closures, etc. The project manager will coordinate with various persons to facilitate a well-managed project.

Mr. McKellar said that he is more interested in the construction and design and wants to make sure that the building designer has engineers under him.

Naming Opportunity

Mr. Brack explained that the board has the power to name rooms. He said that he would like to honor Ms. Segal for her service on the board by naming a room in her

honor. He asked for board input.

Mr. Fava agreed with the idea of honoring Ms. Segal by naming a room after her. Mr. Clem made a motion for the new community room in the new West Ashley branch be named the Janet E. Segal Community Room upon completion. The motion reads as follows:

“As we all know, while the naming of libraries is a joint effort between us and County Council, the naming of library components is firmly the purview of this Board. To honor a person by naming a component of a library in their honor is a big step, and not one to be entered into lightly. However, from time to time, there will be a person whose contributions of time, talent, and/or treasure are so substantial, and of such great and long-lasting impact to our system, that a permanent tribute to their contribution is warranted.

Because we are now mere weeks away from breaking ground on what will finally be the physical manifestation of a strategic plan, referendum campaign, and building program that has not only been years in the making, but that will transform CCPL into a world-class system, I feel that it is both appropriate and necessary that we recognize and honor the individual who was not only the visionary behind this process, and a tireless leader/soldier/advocate for the process, but the person without whose oftentimes Herculean efforts, this project would – in all likelihood – never have reached fruition.

Therefore, I make a motion that, upon completion of the new West Ashley branch, the community room in that facility be officially named the Janet E. Segal Community Room, and that a plaque commemorating her leadership and advocacy on behalf of CCPL be prominently hung.”

Mr. McKellar seconded the motion. Ms. Segal abstained from the vote and the vote passed unanimously.

Ms. Segal thanked the board for the honor.

Development of Goals for Executive Director

Ms. Strunk said that she would like to keep the goals for the new director limited to five. Ms. Strunk said that it will be helpful to have goals to work on within her first few months. Mr. Brack said that Ms. Davies has indicated an interest in what her goals are.

Mr. Fava said that he believes that the goals are too specific. Ms. Strunk said that she thinks that having structure can be helpful. Mr. Strother agreed with Mr. Fava and said that he believes that the goals are too micromanaging.

Mr. Clem said that they can come up with a list and call them priorities, so that Ms. Davies can work on her own specifics within the broader goals. He also mentioned that her first ninety days will be spent familiarizing herself with the

position.

Mr. Brack said that they should choose five goals to move forward with out of the current nine. Mr. Brack said that they need to have something by the next meeting; Mr. Brack will draft new goal choices to be confirmed via email.

Mr. Fava mentioned that the goals can be lumped into broader terms.

Executive Director Welcome Planning

Ms. Bledsoe said that there will be a drop-in welcome reception for Ms. Davies on Sept. 22 from 9:30am-11am. Ms. Bledsoe asked that a member of the board be present to open the reception and welcome her. Ms. Bledsoe mentioned that Ms. Davies will need time to meet with her senior staff and get settled in her position.

Mr. Brack said that the county council will have a small reception for her as well, and that he will hold a social reception at his own house for her.

Mr. Brack mentioned that the board should review the board bios provided and change anything necessary by Friday. Ms. Bledsoe asked that the first and last meetings that a board member attends be noted in the board meetings so that it can be recorded in the minutes.

Mr. Brack adjourned the meeting at 7:12pm.

Respectfully submitted,

Maya Hollinshead, Secretary

Acting Director's Report August 2016

CCPL's partnership with College of Charleston's Race and Social Justice Initiative continues. Earlier this month free copies of *Between the Word and Me*, the latest book by Ta-Nehisi Coates, were available at all 16 CCPL locations for customers to take and keep. The giveaway was designed to promote a community discussion on race relations and social justice in advance of Coates' October 18 visit and free public lecture on "A Deeper Black: Race in America," at the TD Arena. The event is part of a year-long series of programs sponsored by the College of Charleston's Race and Social Justice Initiative, CCPL, the S.C. Humanities, the S.C. Community Loan Fund, SunTrust, the Avery Institute and the Sophia Institute. Funding, including money to purchase the books, was provided through a grant from Google.

Our Public Relations staff recently created several, shorter addresses for the more popular pages to help public more quickly access specific pages within CCPL's website more easily,

- www.ccpl.org/catalog
- www.ccpl.org/locations
- www.ccpl.org/programs
- www.ccpl.org/downloadablemedia
- www.ccpl.org/researchtools
- www.ccpl.org/askaquestion
- www.ccpl.org/jobs
- www.ccpl.org/librarycard
- www.ccpl.org/gallery

The Lowcountry Children's Museum Fam Jam was Saturday, September 17 from 10 a.m.-2 p.m. in Marion Square. A free family festival that promotes the power of learning through play, CCPL was a community partner for the event, and staffed a CCPL booth to promote programming and assist with an interactive activity for children. As well as promoting library services, CCPL had two interactive activities for children: creating kendamas, Japanese toys (introduced to children's staff at the training with Flow Circus earlier this year), that help develop hand-eye coordination; and playing with the life size "Connect Four" game which was out in front of the tent. Staff reported that, by far, the Connect Four was the hit of the day. Several people wanted to know where to get one. It's definitely an eye-catching piece that draws in both children and adults alike - a nice lure so staff can talk one-on-one with the public. Fam Jam reports it gets over 4,000 attendees. You may recall hearing we have a partnership with the museum and each of CCPL's sixteen branches have at least two passes that can be checked out by CCPL cardholders. Each family pass may be used to receive free admission into the Children's Museum for a family of up to six people within the same household for a period of seven days. This partnership is a great way to let local residents experience and enjoy all the educational opportunities offered by the Museum.

Please join me in wishing Jennifer Rodgers, Human Resources Manager, wishes for a happy retirement. She is leaving Sept. 29, 2016 after 28 years of dedicated service to Charleston County Public Library. She will be missed.

I want to thank the Board for their support during this transition time. We are excited to have Nicolle Davies here and we look forward to working with her. CCPL has a bright future ahead of us.

AUGUST 2016

CIRCULATION

| | CURRENT YTD TOTAL | PREVIOUS YTD TOTAL | % change |
|-----------------|----------------------|-----------------------|---------------|
| MAIN | 60,809 | 65,341 | -6.94% |
| BOOKMOBILE | 4,281 | 3,989 | 7.32% |
| CRM | 16,298 | 19,782 | -17.61% |
| DART | 6,964 | 9,549 | -27.07% |
| JAMES ISLAND | 33,936 | 28,510 | 19.03% |
| WEST ASHLEY | 24,369 | 27,169 | -10.31% |
| VILLAGE | 6,216 | 7,121 | -12.71% |
| MT PLEASANT | 113,930 | 121,682 | -6.37% |
| ST ANDREWS | 74,844 | 76,454 | -2.11% |
| DORCHESTER RD | 22,695 | 28,283 | -19.76% |
| OTRANTO RD | 31,147 | 36,138 | -13.81% |
| JOHN'S ISLAND | 31,608 | 32,724 | -3.41% |
| POE | 4,653 | 5,074 | -8.30% |
| EDISTO | 2,010 | 2,608 | -22.93% |
| FOLLY | 3,560 | 3,849 | -7.51% |
| ST PAULS | 4,165 | 4,184 | -0.45% |
| MCCLELLANVILLE | 1,713 | 2,201 | -22.17% |
| Total Downloads | 104,846 | 92,664 | 13.15% |
| TOTALS | 548,044 | 567,322 | -3.40% |

USER VISITS

| | CURRENT YTD TOTAL | PREVIOUS YTD TOTAL | % change |
|----------------|----------------------|-----------------------|---------------|
| MAIN | 63,477 | 52,578 | 20.73% |
| BOOKMOBILE | 609 | 1,744 | -65.08% |
| CRM | 23,645 | 22,684 | 4.24% |
| DART | 14,426 | 14,066 | 2.56% |
| JAMES ISLAND | 19,017 | 20,868 | -8.87% |
| WEST ASHLEY | 20,113 | 19,745 | 1.86% |
| VILLAGE | 3,249 | 3,581 | -9.27% |
| MT PLEASANT | 49,012 | 49,880 | -1.74% |
| ST ANDREWS | 40,215 | 46,395 | -13.32% |
| DORCHESTER RD | 21,835 | 24,670 | -11.49% |
| OTRANTO | 25,112 | 28,269 | -11.17% |
| JOHNS ISLAND | 20,431 | 21,694 | -5.82% |
| POE | 2,494 | 2,925 | -14.74% |
| EDISTO | 847 | 976 | -13.22% |
| FOLLY | 2,766 | 1,834 | 50.82% |
| ST PAULS | 1,907 | 2,028 | -5.97% |
| MCCLELLANVILLE | 2,264 | 2,075 | 9.11% |
| TOTALS | 311,419 | 316,012 | -1.45% |

PC USE

| | CURRENT YTD TOTAL | PREVIOUS YTD TOTAL | % change |
|-----------------|----------------------|-----------------------|---------------|
| MAIN | 10,684 | 11,844 | -9.79% |
| BOOKMOBILE | 0 | 0 | 0.00% |
| CRM | 5,243 | 5,683 | -7.74% |
| DART | 3,716 | 3,816 | -2.62% |
| JAMES ISLAND | 2,580 | 2,662 | -3.08% |
| WEST ASHLEY | 2,353 | 2,356 | -0.13% |
| VILLAGE | 526 | 641 | -17.94% |
| MT PLEASANT | 5,025 | 5,774 | -12.97% |
| ST ANDREWS | 8,397 | 8,816 | -4.75% |
| DORCHESTER RD | 5,449 | 5,731 | -4.92% |
| OTRANTO RD | 6,439 | 7,599 | -15.27% |
| JOHN'S ISLAND | 4,194 | 4,854 | -13.60% |
| POE | 172 | 246 | -30.08% |
| EDISTO | 156 | 192 | -18.75% |
| FOLLY | 211 | 254 | -16.93% |
| ST PAULS | 584 | 578 | 1.04% |
| MCCLELLANVILLE | 483 | 452 | 6.86% |
| <i>Wifi USE</i> | 37,636 | 40,902 | -7.98% |
| TOTALS | 93,848 | 102,400 | -8.35% |

OUT-OF-COUNTY REGISTRATIONS

| | CURRENT YTD TOTAL | PREVIOUS YTD TOTAL | % change |
|----------------|----------------------|-----------------------|----------------|
| MAIN | 12 | 24 | -50.00% |
| BOOKMOBILE | 0 | 0 | 0.00% |
| CRM | 2 | 2 | 0.00% |
| DART | 0 | 0 | 0.00% |
| JAMES ISLAND | 0 | 1 | -100.00% |
| WEST ASHLEY | 0 | 1 | -100.00% |
| VILLAGE | 0 | 0 | 0.00% |
| MT PLEASANT | 15 | 17 | -11.76% |
| ST ANDREWS | 1 | 2 | -50.00% |
| DORCHESTER RD | 11 | 12 | -8.33% |
| OTRANTO RD | 16 | 12 | 33.33% |
| JOHN'S ISLAND | 0 | 0 | 0.00% |
| POE | 1 | 0 | 100.00% |
| EDISTO | 2 | 0 | 200.00% |
| FOLLY | 0 | 0 | 0.00% |
| ST PAULS | 0 | 0 | 0.00% |
| MCCLELLANVILLE | 0 | 0 | 0.00% |
| TOTALS | 60 | 71 | -15.49% |

REFERENCE

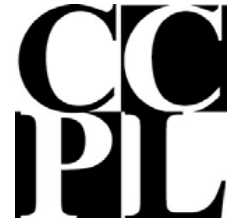
| | CURRENT YTD TOTAL | PREVIOUS YTD TOTAL | % change |
|----------------|----------------------|-----------------------|---------------|
| MAIN | 25,703 | 27,815 | -7.59% |
| BOOKMOBILE | 482 | 210 | 129.52% |
| CRM | 5,630 | 3,368 | 67.16% |
| DART | 3,579 | 3,292 | 8.72% |
| JAMES ISLAND | 5,038 | 4,401 | 14.47% |
| WEST ASHLEY | 6,518 | 5,336 | 22.15% |
| VILLAGE | 409 | 195 | 109.74% |
| MT PLEASANT | 14,138 | 14,134 | 0.03% |
| ST ANDREWS | 22,028 | 13,044 | 68.87% |
| DORCHESTER RD | 5,865 | 5,881 | -0.27% |
| OTRANTO RD | 7,249 | 6,710 | 8.03% |
| JOHN'S ISLAND | 8,680 | 9,124 | -4.87% |
| POE | 242 | 302 | -19.87% |
| EDISTO | 156 | 62 | 151.61% |
| FOLLY | 1,234 | 879 | 40.39% |
| ST PAULS | 1,554 | 307 | 406.19% |
| MCCLELLANVILLE | 1,012 | 998 | 1.40% |
| TOTALS | 109,517 | 96,058 | 14.01% |

REGISTRATIONS

| | CURRENT YTD TOTAL | PREVIOUS YTD TOTAL | % change |
|----------------|----------------------|-----------------------|---------------|
| MAIN | 1,962 | 2,087 | -5.99% |
| BOOKMOBILE | 84 | 89 | -5.62% |
| CRM | 477 | 436 | 9.40% |
| DART | 202 | 200 | 1.00% |
| JAMES ISLAND | 1,060 | 1,099 | -3.55% |
| WEST ASHLEY | 896 | 886 | 1.13% |
| VILLAGE | 209 | 236 | -11.44% |
| MT PLEASANT | 3,183 | 3,119 | 2.05% |
| ST ANDREWS | 1,404 | 1,428 | -1.68% |
| DORCHESTER RD | 625 | 672 | -6.99% |
| OTRANTO RD | 728 | 653 | 11.49% |
| JOHN'S ISLAND | 922 | 961 | -4.06% |
| POE | 166 | 178 | -6.74% |
| EDISTO | 29 | 35 | -17.14% |
| FOLLY | 102 | 101 | 0.99% |
| ST PAULS | 122 | 130 | -6.15% |
| MCCLELLANVILLE | 56 | 92 | -39.13% |
| TOTALS | 12,227 | 12,402 | -1.41% |

PROGRAMMING

| | CURRENT YTD TOTAL | PREVIOUS YTD TOTAL | % change |
|-------------------|----------------------|-----------------------|----------|
| MAIN | | | |
| NO OF PROG | 178 | 193 | -7.77% |
| ATTENDANCE | 7,072 | 7,062 | 0.14% |
| BKMOBILE/OUTREACH | | | |
| NO OF PROG | 3 | 2 | 50.00% |
| ATTENDANCE | 90 | 52 | 73.08% |
| CRM | | | |
| NO OF PROG | 54 | 32 | 68.75% |
| ATTENDANCE | 2,029 | 1,855 | 9.38% |
| DART | | | |
| NO OF PROG | 143 | 150 | -4.67% |
| ATTENDANCE | 2,989 | 3,268 | -8.54% |
| JAMES ISLAND | | | |
| NO OF PROG | 46 | 51 | -9.80% |
| ATTENDANCE | 2,440 | 2,986 | -18.29% |
| WEST ASHLEY | | | |
| NO OF PROG | 48 | 52 | -7.69% |
| ATTENDANCE | 1,895 | 1,803 | 5.10% |
| VILLAGE | | | |
| NO OF PROG | 13 | 18 | -27.78% |
| ATTENDANCE | 304 | 441 | -31.07% |
| MT PLEASANT | | | |
| NO OF PROG | 86 | 94 | -8.51% |
| ATTENDANCE | 4,287 | 5,089 | -15.76% |
| HURD/ST ANDREWS | | | |
| NO OF PROG | 105 | 82 | 28.05% |
| ATTENDANCE | 5,734 | 3,218 | 78.19% |
| DORCHESTER RD | | | |
| NO OF PROG | 70 | 81 | -13.58% |
| ATTENDANCE | 2,644 | 1,848 | 43.07% |
| OTRANTO RD | | | |
| NO OF PROG | 80 | 80 | 0.00% |
| ATTENDANCE | 2,928 | 2,108 | 38.90% |
| JOHN'S ISLAND | | | |
| NO OF PROG | 94 | 108 | -12.96% |
| ATTENDANCE | 3,017 | 2,447 | 23.29% |
| POE | | | |
| NO OF PROG | 68 | 73 | -6.85% |
| ATTENDANCE | 1,817 | 2,058 | -11.71% |
| EDISTO | | | |
| NO OF PROG | 12 | 12 | 0.00% |
| ATTENDANCE | 74 | 107 | -30.84% |
| FOLLY | | | |
| NO OF PROG | 22 | 35 | -37.14% |
| ATTENDANCE | 428 | 898 | -52.34% |
| ST PAULS | | | |
| NO OF PROG | 19 | 4 | 375.00% |
| ATTENDANCE | 878 | 27 | 3151.85% |
| MCCLELLANVILLE | | | |
| NO OF PROG | 16 | 14 | 14.29% |
| ATTENDANCE | 304 | 868 | -64.98% |
| TOTALS | | | |
| NO OF PROG | 1,057 | 1,081 | -2.22% |
| ATTENDANCE | 38,930 | 36,135 | 7.73% |



Charleston County Public Library

SERVICE EFFECTIVENESS MEASURES FY2017

| <i>Through July 2016</i> | MAIN | MTP | STA | OTR | DOR | JOHNS | W ASH | JAMES | CRM | DART | EDI | FOLLY | STP | MCC | POE | VILL | SYSTEM |
|------------------------------|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|
| TOTAL CIRC/VISIT | 0.80 | 2.35 | 1.92 | 1.35 | 1.14 | 1.56 | 1.26 | 1.80 | 0.66 | 0.48 | 2.68 | 1.12 | 2.25 | 0.78 | 1.57 | 1.88 | 1.72 |
| CIRC/FTE | 817 | 3,287 | 2,165 | 1,111 | 985 | 1,050 | 1,599 | 2,405 | 1,127 | 658 | 793 | 1,199 | 1,030 | 558 | 1,167 | 1,342 | 1,819 |
| COST/CIRC | 5.95 | 1.09 | 1.61 | 3.19 | 4.59 | 3.59 | 1.89 | 1.55 | 3.10 | 5.52 | 3.34 | 2.39 | 2.75 | 5.87 | 3.13 | 2.87 | 2.16 |
| FTE COST/CIRC | 4.00 | 0.92 | 1.37 | 2.68 | 4.07 | 2.83 | 1.66 | 1.30 | 2.33 | 4.65 | 2.82 | 2.06 | 2.37 | 4.76 | 2.61 | 2.67 | 1.70 |
| FTES | 37.75 | 17.75 | 17.75 | 15.00 | 12.00 | 15.63 | 7.88 | 7.13 | 7.25 | 5.38 | 1.38 | 1.38 | 2.00 | 1.63 | 2.25 | 2.50 | 154.66 |
| FY17 PERSONNEL BUDGET | 123,333 | 53,782 | 52,607 | 44,638 | 48,070 | 46,481 | 20,879 | 22,221 | 19,076 | 16,447 | 3,087 | 3,417 | 4,888 | 4,333 | 6,849 | 8,943 | 479,050 |
| FY17 BRANCH BUDGET | 183,543 | 63,595 | 62,068 | 53,150 | 54,322 | 58,993 | 23,805 | 26,634 | 25,368 | 19,545 | 3,655 | 3,958 | 5,666 | 5,342 | 8,220 | 9,638 | 607,502 |

YEAR-END FISCAL DATA

| | FY2017 | FY2016 | % |
|-------------------------------|--------|-----------|---|
| Interlibrary Loans | | 4,997 | |
| Reference Questions | | 579,734 | |
| Summer Reading Participants | | 8193 | |
| User Visits | | 1,711,360 | |
| County Population (est. 2013) | | 372,803 | |
| | | | |
| Total Circulation | | 3,068,536 | |
| Circulation per Capita | | 8.23 | |