

OCPL Director's Report

September, 2019

1. Programs and Services: Pre-school Story Times will resume the second week of September. While we have chosen a Youth Services librarian, she will not assume her duties until later in September, so D.J. Roach, the YS assistant, will be covering Story Times. Summer Reading programs finished very strong. We nearly tripled the number of attendees at our programs this year over last (summer, 2018: 717 total for all programs; summer, 2019: 2,109 total for all programs). While the number of people that initially signed up for Summer Reading was down slightly, we feel that this is attributable mainly to the way in which we registered people and counted participation. Overall it was a huge success, and built goodwill with the community and the School District of Oconee County that we can carry over. We also continued to have success with the Cultural Outreach Committee, and are planning a Hispanic Heritage Month kickoff in September.

2. Usage Statistics and Narratives: July and August, 2019, statistics and bi-monthly reports are attached. Figures reflect closings for malware emergency and for Independence Day.

3. Finance and Budget: OCPL budget figures for FY20 year-to-date are attached.

4. Personnel and Training: Youth Services Librarian Kayla Hamilton left the system at the end of July to relocate to Woodruff, SC, and take a position there. The library has interviewed for a replacement, and that person will start hopefully by the end of September. The Director and the Westminster Branch Manager, Leah Price, will attend the Association of Rural and Small Libraries annual conference in Burlington, Vermont, in September, 2019. Leah won the student scholarship (she is currently taking her MLIS courses from Valdosta State) to attend ARSL. We are also planning for our fall staff in-service, which will be on Monday, October 14.

5. Building and Grounds: The HVAC units for the town and for the library were replaced at Salem in late August and early September. This was done by County facilities maintenance staff, and was paid for by the County. The County is currently reviewing RFPs and planning the new roof on the Seneca Branch, which should take place this fall. There have been a couple of citizen complaints about the outside appearance of the Seneca Library, mainly that the grass has not been mowed as regularly as it should be, and the landscaping is bare and "tired-looking." We have contacted facilities maintenance about the mowing and they have done that. We are also working with the Wells Fargo branch in Seneca to use some of their staff as volunteers for assistance with planting trees and shrubs, and installing mulch, at the Seneca Branch. We hope to complete that work in October, 2019, as soon as the weather cools a bit.

6. Technology: In addition to VOX books, the library will also be purchasing and circulating Wonder Books from Playaway, the company that supplies our Launchpads. The first of those should arrive soon. The county also suffered a malware incursion starting on July 18, 2019, that affected the entire county computer network, including all library locations. We will be reviewing our technology to see if there are things we can do to lessen the effects of any future issues like this, for example, buying more Mi-Fi units to use in downtime emergencies.

7. Friends of the Library: Used book sales have been well attended in July and August. The Friends contributed \$7,000 for the new circulation desk in Westminster, which is now complete. They will also be starting a small selling presence at M. Tannery on Ram-Cat Alley in Seneca. The library will send promotional materials like rack cards and our calendar to have available at this new location.

8. Oconee County: Sue Andrus is still updating many of our job descriptions in anticipation of doing staff evaluations on a new form that the county has created, and also in anticipation of a compensation and classification study that the county will undertake later this FY. We're also working with the county to update our continuity of operations plan after the malware attack that took place in July.

9. State Library: The library will be working with the State Library to develop programming about food security and healthy eating using a "Charlie Cart," which is a self-contained mobile kitchen that the State Library will be send to Oconee next summer. Several staff members will be attending training throughout the year to develop programs and learn safe food handling.

10. Community Involvement: OCPL staff have begun working on several projects that resulted from the collaborative effort of area directors to create an area-wide network of shared goals and sharing of ideas. Such projects include a way that patrons from all member libraries, both academic and public, could check things out from other libraries in the cooperative, and also collecting and sharing data on genealogy and other resources that will make people aware of what is available at member libraries. There will also be groups working on sharing programming and ideas for new services in our libraries.

11. Other: The library is working to improve its promotional materials. We have developed an events calendar that is now featuring two months' worth of programming and events, and a new "rack card" for distribution at any of the Welcome Centers, museums, visitor's centers, etc.

OCPL Bimonthly Report
Library Usage Statistics
Director: Blair Hinson

	July 2018	July 2019	Change	Aug 2018	Aug 2019	Change
Visits to Library	21,655	20,067	-7.3%	20,579	16,700	-18.8%
Material Circulation - Adult	18,345	16,713	-8.9%	18,106	16,721	-7.6%
Material Circulation - Youth	2,233	1,652	-26.0%	1,756	1,380	-21.4%
Material Circulation - Juvenile	9,987	8,708	-12.8%	8,555	7,475	-12.6%
Total Material Circulation	30,565	27,073	-11.4%	28,417	25,576	-10.0%
Internet Uses	2,160	0	-100.0%	2,491	1,387	-44.3%
Internet Hours of Use	1,293	0	-100.0%	1,542	622	-59.7%
New Cards Issued	280	194	-30.7%	222	204	-8.1%
Programs - Adult	14	8	-42.9%	13	8	-38.5%
Programs Attendance - Adult	92	82	-10.9%	185	48	-74.1%
Programs - Youth 12-18	0	1		0	0	
Programs Att - Youth 12-18	0	7		0	0	
Programs -Juvenile 6-11	7	4	-42.9%	2	1	-50.0%
Programs Att -Juv 6-11	352	122	-65.3%	52	0	-100.0%
Programs - Children 0-5	3	2	-33.3%	3	2	-33.3%
Programs - Att - Children 0-5	36	16	-55.6%	25	10	-60.0%
Outreach Activities	5	6	20.0%	5	5	0.0%
Outreach Act. Attendance	95	82	-13.7%	101	36	-64.4%
Public Training Sessions	0	0		0	0	
Public Training Participants	0	0		0	0	
Public Training Hours	0	0		0	0	
Staff Training Sessions	2	0	-100.0%	5	0	-100.0%
Staff Training Participants	0	1		8	0	-100.0%
Staff Training Hours	0	1		11	0	-100.0%
Number of New Volunteers	1	0	-100.0%	1	1	0.0%
Number of Vol Hours	87	113	30.1%	24	112	367.7%
Meeting Room Use	15	65	333.3%	15	34	126.7%
Meeting Room Attendance	174	896	414.9%	254	241	-5.1%
Number of Web Site Hits	19,892	17,276	-13.2%	18,874	16,483	-12.7%
Wi-Fi Users	465	315	-32.3%	552	437	-20.8%
Wi-Fi Sessions	1,413	947	-33.0%	1,587	1,255	-20.9%
OverDrive Downloads	2,010	2,119	5.4%	1,840	2,160	17.4%
Flipster Downloads	0	89		0	90	
Kanopy Users	0	610		0	601	
Ancestry.com Hits	469	142	-69.7%	495	122	-75.4%
Interlibrary Loans	58	33	-43.1%	64	50	-21.9%
New Material Added	1,410	1,028	-27.1%	1,143	1,307	14.3%

OCPL Budget 2019-2020, 9-11-19

Account Number	DESCRIPTION	Budgeted	Spent	Percent	Balance
Local Budget					
010-206-30024-00000	Equip. Maintenance	2,450	2,470	101%	-20
010-206-30025-00000	Professional -Staffmark	110,000	20,069	18%	89,931
010-206-30041-00000	Telecommunications	1,000	152	15%	848
010-206-30056-00000	Data Processing	27,716	22,517	81%	5,199
010-206-30059-00000	Copier Click Charges - Xerox	10,000	971	10%	9,029
010-709-30068-00206	Advertising	700	300	43%	400
010-206-30080-00000	Dues	750	145	19%	605
010-206-30084-00000	School, Training, Sem.	3,300	3,131	95%	169
010-206-30090-00000	Honorarium	900	900	100%	0
010-206-33022-00207	Bldg Maint - Walhalla	7,000	2,514	36%	4,486
010-206-33022-00208	Bldg Maint - Seneca	3,600	1,275	35%	2,325
010-206-33022-00209	Bldg Maint - Westminster	2,500	1,305	52%	1,195
010-206-33022-00210	Bldg. Maint - Salem	2,020	1,595	79%	425
010-206-34043-00207	Electricity - Walhalla	27,000	5,019	19%	21,981
010-206-34043-00208	Electricity - Seneca	17,000	2,710	16%	14,290
010-206-34043-00209	Electricity - Westminster	15,500	2,598	17%	12,902
010-206-34043-00210	Electricity - Salem	5,000	5,000	100%	0
010-206-34044-00207	Water - Walhalla	1,400	244	17%	1,156
010-206-34044-00208	Water - Seneca	1,000	303	30%	697
010-206-34044-00209	Water - Westminster	1,000	98	10%	902
010-206-40031-00000	Sm Capital Equip (Loc)	2,800		0%	2,800
010-206-40032-00000	Operational	6,000	2,256	38%	3,744
010-206-40032-00000-A	Youth Services	2,000	322	16%	1,678
010-206-40033-00000	Postage	1,000		0%	1,000
010-206-40034-00000	Food	500	36	7%	464
010-206-40101-00000	Books (Local)	86,000	34,927	41%	51,073
010-206-40102-00000	Periodicals (Local)	22,200	16,317	73%	5,883
010-206-40103-00000	AV (Local)	11,300	4,767	42%	6,533
010-206-80206-00000	Automobile Maint - Library	1,500	441	29%	1,059
010-206-81206-00000	Gasoline - Library	2,500	455	18%	2,045
010-206-82206-00000	Diesel - Library	2,000	372	19%	1,628
TOTAL LOCAL FUNDS		377,636	133,208	35%	244,428
Misc. Funds					
013-206-60010-00000	*Gifts, Donation (Loc)	2,529		0%	2,529
013-080-00805-11001	Nettles Trust	100,744			100,744
TOTAL MISC. FUNDS		(\$7,000 Wish List for Westminster)			68,311
State Aid Budget					
240-206-30056-00255	Data Processing (State)	\$5,000.00	77.00	2%	4,923.00
240-206-30080-00255	Dues (State)	\$500.00		0%	500.00
240-206-30084-00255	Staff Development (State)	\$4,000.00		0%	4,000.00
240-206-40031-00255	Sm Capital (State)	\$7,000.00		0%	7,000.00
240-206-40032-00255	Operational (State)	\$15,000.00	353.05	2%	14,646.95
240-206-40045-00255	IT Equipment	\$2,000.00		0%	2,000.00
240-206-40111-00255	Books (State)	\$70,816.00		0%	70,816.00
240-206-40112-00255	Periodicals (State)	\$27,630.00	7,694.56	28%	19,935.44
240-206-40113-00255	AV (State)	\$16,600.00		0%	16,600.00
Total State Aid Funds		\$148,546.00	8,124.61	5%	140,421.39

Bookmobile and Outreach Services

July/August 2019

Brenda Lee, Bookmobile Manager

Collections: Manager chooses adult collections from Ingram and some from B&T Leasing Program; requests some juvenile reading materials from B&T Children's Lease Plan. Selects adult DVDs to be ordered.

Displays: Bulletins of events at the libraries are displayed when Branches send their postings. Friends of the Library book sale announcements are posted monthly.

Manager's Projects: Maintain shelf appearance and keep up with weeding. Due to summer reading, I was able to keep up with weeding some of the collections on the Bookmobile. Summer Reading signup and verifying took up a portion of time. The kids really loved spinning the wheel for prizes!

Homestead Academy at the Fair Oak Youth Center in Oakway did not get started up as the owner had planned. We saw a few patrons from the community. An announcement will be made when they can officially open.

Volunteers and Outreach: Lee Smith officially resigned due to personal issues as a volunteer. Bev Teague, newest volunteer, took on the extra load of all 4 Wednesdays. Seneca Health and Rehab was dropped due to poor participation.

Comments: This was my second time to participate at "The End of Summer Reading Bash" with the Bookmobile and it was less received than last year. However, I think changing the day to Saturday played a big part.

Again there was a maintenance issue with the passenger seat not holding air. Vehicle Maintenance took care of it as soon as they could.

Branch Services

July/August 2019

Sue Andrus, Branch Services Librarian

Narrative

Public Relations

The library's new logo has been well-received. We have updated many library documents and publicity items to feature the new logo. Many of these documents have been transferred from MS Word or MS Publisher into Canva by Helaina Lefler.

Staff Development

Tiffany Hayes, the Continuing Education Consultant at the SC State Library, is very proactive in keeping us informed about various training opportunities. The "Retaining Institutional Knowledge" webinar on August 27 gave me ideas about how to create "user manuals" for various positions.

Volunteers and Community Outreach

There were some schedule conflicts with Bookmobile volunteers which required me to go with Brenda on a few routes, which is always enjoyable.

Manager's Projects

The county has revised the annual employee evaluation procedure, so at the start of the new fiscal year on July 1 we will be using official job descriptions as the basis of performance evaluation rather than the vague and generic rating form previously used. Some job descriptions have not been updated since the last Compensation and Classification study and are outdated. All job descriptions are being updated and made uniform.

Because there will be no raises in FY 19-20, completing employee evaluations during the pay period of their anniversary is not required as per the county Human Resources Department.

An open-source, free web resource called "When I Work" (www.wheniwork.com) is being tested with our Staffmark employees. We are using it solely to keep track of the number hours worked by each employee. This system keeps track electronically using time punches just like the Paycor system already in use for county employees does.

Hiring guidelines and procedures for the library system were refined and codified prior to the posting of the vacancy created by the departure of Youth Services Librarian Kayla Hamilton in July. Several qualified people applied for the position and interviews were conducted on August 22 and August 28.

Issues

The PACs at all locations still have intermittent problems connecting to the network. IT Problem Log spreadsheets are in use at each branch to keep track of all IT issues.

The county's computer network was hit with a malware attack on July 17. All county offices were prohibited from using computers that accessed the internet via the building wiring from July 18 through July 25. The library databases are not housed on county servers, so we were lucky enough to be able to employ a workaround by using Chromebooks and the two Verizon wireless MiFi hotspots belonging to the Bookmobile at Walhalla and Seneca. The Salem branch was able to connect a Chromebook to the town's wireless network next door. The Westminster branch wrote down circulation information on legal pads and sent photos of this as text messages to staff at Walhalla and Seneca, who then entered the information manually.

Public internet access was blocked from use by the IT Department for several weeks after the malware incursion due to security concerns. During this time library patrons could use the wireless network from their own devices but could not use the public internet terminals or printers.

The battery backup in the UPS (Uninterrupted Power Supply) in the Walhalla staff workroom was replaced by IT during the malware cleanup process on July 20.

Programs:

Pre-school story time has been going good for Salem. Salem had the following regular adult programs for July and August: Time to Read Book Club, Painting for Fun painting session for adults, E-reader Device Help time and Computer Help Time. For our July summer reading programs we had The Oconee County Emergency Services Smoke House, Safe Heave exotic animal program, and Aunt B Local Author program. We had a very good turnout for the Safe Heaven exotic animal program.

Salem Collection Development

We continue to order well reviewed items for the Salem branch. At the Salem branch we constantly have a lookout for high quality items that interest our patrons. By having a good collection development strategy, we can keep the demand up for circulation at the Salem Library. We will be working on being sure that our money is spent for this year's budget.

Outreach Activities

In July Salem hosted a Planning Commission meeting for the County which attracted 30 people who attended. This meeting was helping the county to get input on areas of growth that that Oconee County could pursue in the future. This event was another way in which we continue to provide opportunity either by programs to provide and event where citizens of this part of the county can provide their input. Having our regular programs and other outreach activities like this work to enhance and improve what's available for the citizens of Salem.

Volunteers

The Salem library now has two active volunteers. Linda Cameron and Sally Bouwman are our two current volunteers. Our Volunteers continue to volunteer on a regular basis. Volunteers even help out with the programs we put on. These volunteers help us so much by freeing up our time to allow us to do our regular work and to concentrate on helping patrons.

Continued.....

Maintenance

The Salem library has worked with the county maintenance department to replace the library and the town's HVAC system. This system needed to be replaced since it had started leaking Freon and it used the old Freon which is not used anymore. The library's HVAC system has now been replaced. Maintenance has also made sure the ducts and vents are working as efficient as possible. They will redirect the vents so they go straight out into the library instead of being flush with the ceiling. All of these changes should make the building more efficient and comfortable for library staff and patrons.

Computer Issues:

On July 18 we came in to find out that the county computers had been hit with a Malware attack. To get through we were able to use a chrome book that was connected with the Town of Salem's Wi-Fi network. We were just able to record the checkouts which had to then be entered later. We could however look up a person's account in our library catalog to see what books that were on hold for them. Salem's staff computer's came up first and then the public computers were restored a couple of weeks later.

Seneca Library Branch Narrative, July/August 2019

Emily Whitmire Sluder, Branch Manager

Facilities:

This portion is the same report as the previous four:

Our roof leaks in several places and has for a decade. Maintenance patched up as much as they could but after several days of rain, there are still leaks.

We have also asked for our parking lot to be completely repaved. If that is not possible we at least need to have the lines repainted, as people invent their own parking spaces often.

Update:

I have reached out to the Roads and Bridges director and we will discuss the cost of redoing the parking lot, or at least repainting the lines. A new roof has been built into the budget at \$46,000. We have not determined the date when this project will begin yet.

Collections: I would like to weed more quickly. With no way to store the books, this process is very slow and our shelves remain crowded. We are in the process of shifting after a major weed.

Programs and attendance (planned and run by Seneca staff):

Let's Get Crafty (2)– 8, 6

Bingo (2) – 10, 6

Meeting Room: Groups using our meeting room included the Red Cross, a crafting group, the American Legion Auxiliary, DSS, the Guardian ad Litem program, the DAR, Oconee County Republican Party, the Oconee County Planning Commission, Safe Harbor, a church committee, Seneca River Women's Auxiliary, a homeschoolers' club, Oconee Writers' Association, a book club, Baby Read, and tutoring/study groups.

Staffing: We have been fully staffed during this period and also have our Palmetto Youth Connection employee who is able to work on Saturdays, which is a tremendous help. She will be leaving in September, but we will hopefully get another person after that.

Statistics: Visits to Library: July - 8,042, August – 6769

New borrowers: July – 92, August - 88

Total Volunteers: 1

Volunteer Hours: July – 5, August - 3

ILL: July-21, August- 27

Please note that public training statistics do not include the many hours we spend helping patrons with their own devices, downloading Overdrive e-books, using the public computers, and troubleshooting their issues.

TECHNICAL SERVICES

July / August 2019

Phillip Bergen, Technical Services Librarian

Collections:

- Orders are proceeding well and budget spreadsheets are updated regularly.
- Processing of the children's literacy kits is nearly complete. The first kits will begin to circulate by the end of September.

TLC:

Nothing to report at this time.

Manager's Projects:

- A first draft of the Technical Services Librarian manual has been completed.
- The latest set of 1500 MARC records for LearningExpress online resources was updated in August.
- We have achieved 100% coverage of OverDrive eBook and eAudiobook titles in the catalog.

Staff Development:

Nothing to report at this time.

Issues:

Nothing to report at this time.

Volunteers:

Nancy Woods continues to do an excellent job in mending and repair.

Walhalla Library

July/August 2019

Quientell Walker, Branch Manager

Narrative

Walhalla Collections: We continue to order materials based on professional reviews, patron requests, “best sellers” list, and within the guidelines outlined in the OCPL book policy. Before the departure of Kayla Hamilton, Youth Services Librarian, we decided that it was time to weed the Juvenile collection of damaged and superseded titles. This will be an ongoing project, but it should hopefully be finished soon.

OverDrive Collection: OverDrive has implemented a new curated list called Lucky Day. In short, this list will enable patrons to obtain in demand titles on a first come, first served basis. This has helped to alleviate some of the requests on *Where the crawdads sing*. The collection has continued to show an increased growth of Unique Users. Below is a chart depicting this growth from 2018 to 2019.

	July 2018	July 2019	August 2018	August 2019
Unique Users	566	628	579	622

Programs:

July— Adult Summer Reading Book Discussion—3; Books and Chocolate—7

August— Forever Young Book Club—5; Lego Club

Meeting Room:

July— Baby Read – 5; Clearwater Home Owners Association; DAR; Friends of the Library

August—Baby Read – 3; DHEC; National Youth Advocate Program; SC Commission for the Blind

Study Rooms:

July— 46 uses

August— 14 uses

Facilities:

July 2, 2019: The parking lot light pole located in front of the bicycle stand has started to blink in and out. Resolved.

July 8, 2019: We have water on the floor in the SC Room, and water in a light fixture. The lights are off for now, but we need someone to check on that. Resolved.

July 29, 2019: The locks on both the SC Room and the Director's office are sticking, and we would like to replace them with two locks that we currently have. Also in the SC Room it appears that a ballast has gone out; I did replace the bulbs, but the fixture did not light up. This light is located on back row. Resolved.

August 5, 2019: I found water in a light fixture in the SC Room. I did wipe up the water, but I was unable to determine its entry. This is the same fixture that was reported back in July. Resolved.

August 19, 2019: The dehumidifier is clogged in the SC Room. Resolved.

Statistics:

Category	July 2019	August 2019
Visits to library	6,139	4,986
New Cards Issued	64	62
ILL	11	18

Other Items:

A patron was trespassed at the Walhalla Library on July 19th, 2019. This was due to the patron violating the library code of conduct.

Library services were interrupted in July due to the malware incursion that affected Oconee County government agencies. This event caused library services to be limited.

Christie Johnson, Helaina Lefler, and Abigail White have been providing assistance with the upcoming Literacy Kits.

July and August 2019 Reports for Westminster

August was a busy month for Westminster. After a year-long process going through multiple agencies, and being the first branch to do so, the 1979 circulation desk has been replaced! There were several issues with the desk that Facilities had to address, the biggest being the support. To make sure the desk is sturdy, they attached braces. They also had to flip some of the toe kicks since they had been damaged. We are also waiting on a replacement book return section since the one sent was too severely damaged in transit. Even with the issues, the staff are extremely happy with the new setup. It has made a world of difference in the daily operations. The Friends of the Library really came through as friends in helping us accomplish this.

Collection

While we constantly fight a space issue, the young adult fiction section has always been the section that got left to just continue to be as it was. While we were closed for the desk installation, Tiffany and Leah were able to weed and shift the entire juvenile non-fiction collection allowing us to spread the young adult fiction over three shelves. Better shelved materials means better access and browsing for our patrons. With this task complete, we have officially accomplished our goal of having no materials on the bottom shelves in the stacks.

“Location, location, location. Just like real estate, books often circulate based on their neighborhood. Books on the middle shelf go out more often. There’s a reason why the sugary cereals are on the same grocery store shelves, and the healthy cereals are near the ceiling or the floor. Titles on the bottom and top shelf just don’t check out as often as those on middle shelves.” (source: <https://www.juniorlibraryguild.com/ask-the-librarian-july-2017/>)

Other

The Friends have also been helpful in giving us funds for our Wish List. This year was very nice in that we had time to ponder what was needed and did not have to go through multiple steps. Our funds purchased a nice four-sided slat wall display shelf, a new newspaper shelf, three small shelves, and a water bottle and dispenser for our break hall.

Programs

July had our meeting room hopping with events and reservations, sometimes up to three per day. The summer lunch program continued to be a success and we look forward to it next year. The Westminster branch did not hold any programs during the month of August intentionally because of the uncertainty of the installation date for the desk. Plus, it is always nice to allow staff a break from programs after the busy summer hours.

Social Media Stats

Social media posting took a hit with the computer system crash. When the computers were restored social media was blocked which hindered the ease of posting and responding which then effects the interaction with the community.