

South Carolina State Library

STRATEGIC PLAN 2019-2022

At our core is our commitment to you. Through legislation and funding, the South Carolina State Library has been supporting the work of libraries since 1929. Our people and their desire to strengthen libraries in the state are at the heart of the work we do. We pledge to continuously find new ways to deliver the right resources, offer educational opportunities, use technology to better connect our patrons, and make smart investments so that the State Library continues to serve for years to come.



STATE LIBRARY AT THE CENTER

2019 - 2022

Strategic Directions

INNOVATION

The South Carolina State Library provides guidance for excellence in library services.

COLLABORATION

The South Carolina State Library sustains and enhances its relationships with partners and those we serve.

PARTICIPATION

The South Carolina State Library provides equitable access to information.

PRESERVATION

The South Carolina State Library protects and promotes cultural heritage in the state.

COMMUNICATION

We believe communication in every direction and through multiple methods is essential to doing our work at the highest level.

FLEXIBILITY

An agile organization is one that can change course to provide better services.

COMMUNITY DRIVEN

We believe that by remaining open to our community's needs, we can personalize experiences for individuals and groups.

INCLUSIVITY

We strive to expand opportunities to better connect with others and break down barriers.

PROFESSIONALISM

A well-trained and knowledgeable staff is our greatest asset

Values

Mission

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



- Support training for delivery of excellence in 21st century library service
- Help address the disparities in the library profession.
- Identify new projects and programs to address the needs of the underserved.
- Strengthen relationships and communication among libraries.
- Demonstrate how libraries are essential to educational and economic well-being.
- Facilitate informed governance and civic responsibility.
- Monitoring electronic resource offerings in response to changing information needs.
- Regularly review and negotiate collaborative purchases for statewide access to resources.
- Develop and deliver programs that support literacy for at-risk groups, children, and patrons who need alternative formats.
- Showcase programs and resources in collaboration with other organizations to demonstrate the state's vibrant cultural assets.
- Lead a statewide digitization initiative to protect the past and build on the present.
- Curate, preserve, and highlight a collection of South Carolina-related published materials.

Goals

VISION: WHAT WE ASPIRE

The South Carolina State Library develops, supports, and sustains a thriving statewide community of learners committed to making South Carolina stronger.

MISSION: WHAT WE DO

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

VALUES: WHAT WE BELIEVE

We outwardly demonstrate who we are as an organization through our values. Our people are our greatest resource and our values drive our people.

Communication

We believe communication in every direction and through multiple methods is essential to doing our work at the highest level. As an information organization, we use a transparent process for decision making which encourages creativity and fosters collaboration among staff and our community.

Flexibility

An agile organization is one that can change course to provide better services. We define our organization in this way and pride ourselves in being good stewards of all resources.

Community Driven

Our community is the state. Our value is demonstrated in what we are able to give back as public servants. We believe that by remaining open to our community's needs, we can personalize experiences for individuals and groups.

Inclusivity

We strive to expand opportunities to better connect with others and break down barriers. Integrity, respect, and equality guide our performance and we are committed to hiring staff that reflect our community.

Professionalism

Our staff model professionalism by providing a welcoming environment, excellent customer service, valuing diversity, and supporting multiple methods of service delivery. A well-trained and knowledgeable staff is our greatest asset.

STRATEGIC DIRECTIONS: WHAT WE PROMOTE

Strategic Direction I: Innovation

The South Carolina State Library provides guidance for excellence in library services.

Strategic Direction II: Collaboration

The South Carolina State Library sustains and enhances its relationships with partners and those we serve.

Strategic Direction III: Participation

The South Carolina State Library provides equitable access to information.

Strategic Direction IV: Preservation

The South Carolina State Library protects and promotes cultural heritage in the state.

Strategic Directions & Goals

at a glance

Strategic Direction I: Innovation

The South Carolina State Library provides guidance for excellence in library services.

Goal 1: Support training for delivery of excellence in 21st century library service

We commit to	<ul style="list-style-type: none">• Provide clear, consistent, and reliable communication• Identify gaps in needs and competencies through regular assessment.• Employ new technology to help align training strategies with changes in the profession.• Offer training tools that support the needs of all levels of staff and stakeholders.
---------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Goal 2: Help address the disparities in the library profession.

We commit to	<ul style="list-style-type: none">• Use personal contacts, especially with stakeholder groups, to build capacity for diversity throughout the library profession.• Conduct outreach activities and training to promote interest in the profession for all levels of staff.• Review our ability to leverage agency mandates for funding and the legislation for additional sustainability.• Strongly support opportunities to build leadership skills.
---------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Goal 3: Identify new projects and programs to address the needs of the underserved.

We commit to	<ul style="list-style-type: none">• Identify new opportunities for cultural programming, including special age groups and populations, using data to make decisions.• Undertake additional community assessment and field work to highlight needs across the state.• Utilize our collection and programming resources to support the changing needs of our libraries.• Strive to make secure and lasting partnerships across all sectors.
---------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Strategic Direction II: Collaboration

The South Carolina State Library sustains and enhances its relationships with partners and those we serve.

Goal 1: Strengthen relationships and communication among libraries.

We commit to	<ul style="list-style-type: none">• Work together across departments to engage and connect projects in the field to those in the office.• Build on our investment in current technology and communication tools that we can share with our partners.• Thoughtfully seek to target new partnerships that meet our mandates and mission.• Create a comprehensive campaign to promote our varied services.
---------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Goal 2: Demonstrate how libraries are essential to educational and economic well-being.

We commit to	<ul style="list-style-type: none">• Develop a public relations plan to support library advocacy, highlighting the work of staff and partnerships.• Offer ongoing and comprehensive training for staff, partners, and patrons.• Create strategic communication pieces that showcase our library and partners' shared value.• Support agency outreach that helps libraries demonstrate their significance in their communities.
---------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Goal 3: Facilitate informed governance and civic responsibility.

We commit to	<ul style="list-style-type: none">• Stand as a model of good governance, communicating accurate information regularly.• Proactively partner with state agencies to find crossover opportunities for an informed citizenry.• Utilize the latest technology to preserve what we have and share best practices.• Consistently seek opportunities to increase diversity across our libraries and boards.
---------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Strategic Direction III: Participation

The South Carolina State Library provides equitable access to information.

Goal 1: Monitoring electronic resource offerings in response to changing information needs.

We commit to	<ul style="list-style-type: none">• Regularly review our resources using data analysis, group discussion, and assessments.• Provide easier access to interactive resources, including platforms for different learning styles and accessible kits.• Expand internal electronic resources and technology tools that promote increased agency efficiency.• Provide regular communication to our stakeholders and encourage regular feedback through surveys.
---------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Goal 2: Regularly review and negotiate collaborative purchases for statewide access to resources.

We commit to	<ul style="list-style-type: none">• Proactively seek opportunities for collaborative and cost-saving purchases and pass on to partners as we are able.• Utilize pilot programs to determine quality and utility.• Conduct site visits, produce ongoing communication collateral materials, and research common needs to increase usage from all user groups.• Specifically look for opportunities to support the needs of small libraries.
---------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Goal 3: Develop and deliver programs that support literacy for at-risk groups, children, and patrons who need alternative formats.

We commit to	<ul style="list-style-type: none">• Continue to develop programs across departments to focus on at-risk groups statewide, keeping abreast of needs in the field through our partners.• Highlight models and pilot programs to support these patron groups.• Conduct outreach to identify special populations and opportunities for positive impact in the community.• Provide our resources in inclusive language, as well as other languages and alternative formats.
---------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Strategic Direction IV: Preservation

The South Carolina State Library protects and promotes cultural heritage in the state.

Goal 1: Showcase programs and resources in collaboration with other organizations to demonstrate the state's vibrant cultural assets.

We commit to	<ul style="list-style-type: none">• Bring partners together for joint project efforts and shared resources.• Lead the state on identifying special projects and populations to support South Carolina culture.• Regularly promote State Library and partnership projects to raise visibility for all cultural assets.• Showcase collections and displays at the library weaving in oral history, storytelling, electronic resources, and special items.
---------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Goal 2: Lead a statewide digitization initiative to protect the past and build on the present.

We commit to	<ul style="list-style-type: none">• Become a resource for equipment and resources to assist libraries and other patron groups.• Make technology accessible for outreach projects• Serve as a clearinghouse for files from other agencies that could be shared in a digital format• Support state and national digitization partnerships.
---------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Goal 3: Curate, preserve, and highlight a collection of South Carolina-related published materials.

We commit to	<ul style="list-style-type: none">• Promote the important work of preservationists in the state, hosting and supporting workshops that share everyone's experience and knowledge.• Build, maintain, and share the special collections, particularly the South Carolina collection, of the State Library.• Utilize all the resources of the State Library to celebrate inclusivity, diversity, and partnerships among internal and external teams.• Promote the history and resources of our collections with a special emphasis on audio, recordings, storytelling, and unique South Carolina items.
---------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------