



RICHLAND LIBRARY

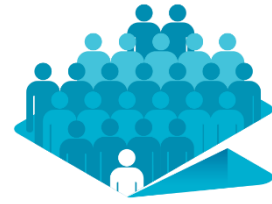
FY 2017 ANNUAL & PHILANTHROPY REPORT

ABOUT US

Richland Library is a vibrant, contemporary organization that provides resources and information that advance the Midlands. Offering state-of-the-art technology, a variety of literary and cultural programs and 11 bustling facilities located throughout the county, Richland Library offers a truly customizable, modern library experience for residents and visitors alike.

Putting the customer's experience first is key to the mission of the library. We embrace learning as one of the key tenets of a library's responsibilities and want to ensure that the residents of Richland County experience excellent customer service as they embark on their learning journey.

Books continue as a mainstay of the library's collection, supported by digital resources, movies, music and many other formats. But learning takes many paths in today's 21st-century library. From makerspaces to sewing classes, early literacy interventions and career coaching, we're inspired to find new ways to serve our super-users, entice new customers and enhance current services.



218,423

Total cardholders

34,931

New cardholders



2,052,867

Visits Systemwide

OUR VISION

We enhance the quality of life for our entire community.

OUR MISSION

We help our customers learn, create and share.



"Our staff are working to set new standards for what a public library can do to create truly positive impacts in the community. They are breaking down barriers to ensure that people have access to the resources and support they need to improve their lives."

*Melanie Huggins,
Richland Library Executive Director*

Our Numbers



REVENUES

24,629,200

County Appropriation

499,673

State Aid

17,701,492

Bond Revenue

1,002,443

Miscellaneous

\$43,832,808

TOTAL

EXPENDITURES

16,192,990

Personnel

4,389,513

Materials

4,036,217

Operations

18,334,578

Capital Projects

\$42,953,298

TOTAL

(Addition to Reserves: \$879,510)

[Full auditor's report available, here.](#)

Enhance the Customer Experience

A preferred destination and point of pride for our community.



2017 National Medal | Systemwide

After back-to-back years as a finalist, the Institute of Museum and Library Services (IMLS) named Richland Library as a winner of the 2017 National Medal for Museum and Library Service, the nation's highest honor given to museums and libraries for their service and dedication to the community.

IMLS highlighted Richland Library's extensive reach in the following areas:



- Responded to the October 2015 historic flooding
- Developed a social awareness task force
- Participated in the White House's ConnectED Challenge
- Provided life skills to local detainees
- Worked with the Affordable Care Act
- Evolved the Business, Careers and Research Center
- Engaged in early literacy efforts for families through Here Comes Kindergarten

The 10 winners of the 2017 National Medal - five libraries and five museums - were selected from 30 national finalists, which IMLS announced in March 2017.

Making it more convenient and enjoyable to interact with the library.



"If we can make reading as popular or as fun as sports... we'll change their outlook and futures." - Mayor Steve Benjamin

Mayor's Books 2 Boys + Girls



The Books 2 Boys and the Books 2 Girls initiatives are a collaborative effort among Columbia Mayor Steve Benjamin, the City of Columbia Parks and Recreation and Richland Library.

The goal is to provide books to children from the park's after-school program. The books vary in reading level, grades 1-5.



- 465 participants
- 1,760 books given out
- Guest readers included Gamecock Men's Basketball Coach Frank Martin and WACH Fox Sports Anchor Corey Miller



"A student's reading ability is the greatest predictor of educational and lifelong success." - South Carolina Superintendent Molly Spearman

Read to Succeed

Richland Library partnered with the South Carolina Department of Education to host a symposium on summer reading camps in an effort to improve literacy rates among students across the state.

- 275 attendees
- 73 school districts represented, 87% of all SC school districts
- 29+ speakers from a variety of school districts sharing their knowledge
- After the symposium, 80% of attendees felt very confident in implementing a camp, as opposed to 35% when they arrived

Expansion of Local History & Digital Collection



Local History digitized thousands of photos from *The State* that otherwise might have been lost forever. Library customers can access these previously unavailable images through our Walker Local and Family History Center Digital Collections.

- 307 boxes containing images from 1955-2000
- 700 images scanned and uploaded, thus far

Collections & Services



Books continue as a mainstay of the library's collection, supported by digital resources, movies, music and many other formats.

In fact, the library offers 6 services—Overdrive, CloudLibrary, Freegal, Hoopla, RBDigital and Flipster—that allow you to read, watch and listen from your favorite digital device.



4,404,707

Items Checked Out
This Fiscal Year

e-Resources:

359,732

eBooks

142,289

eMusic

285,552

Database Usage

34,378

eMagazines

25,933

eVideos

706,089

Document and Article
Retrievals

176,177

eAudiobooks

441,152

Streaming Music



Check Outs By Location

1,152,787

Main

131,012

North Main

255,659

Wheatley

299,936

Ballentine

422,845

Northeast

896

EdVenture

125,212

Blythewood

527,423

Sandhills

20,445

Outreach

34,351

Cooper

487,868

Southeast

701,378

Downloadables

57,231

Eastover

187,664

St. Andrews

Events & Programs

Learning takes many paths in today's 21st- century library. From makerspaces to sewing classes, early literacy interventions and career coaching, we're inspired to find new ways to serve our super-users, entice new customers and enhance current services.



58,578

People attended programs at our libraries.

3,000+

Programs were offered for children, teens and adults.



293,790

People attended outreach programs

13,300+

Outreach programs were offered to children, teens and adults.

Notable Author Visits



Chitra Divakaruni, *August 2016*

Michele Stone, *September 2016*

Austin Kleon, *September 2016*

Leonard Pitts Jr., *February 2017*

Cokie Roberts, *February 2017*

Elizabeth Strout, *March 2017*

Jacqueline Woodson, *March 2017*

Jerry Pinckney, *April 2017*

Jay Asher, *June 2017*

Advance Our Community

Serving as a Catalyst for Community Development



SC Farm to Institution



Thanks to a SC Farm to Institution grant, Richland Library North Main has been able to offer programs, such as DHEC led Nutrition Classes, to more than 200 people since opening the doors to its newly renovated facility in September 2016.



Staff started a Garden Club, held healthy eating and living-focused storytimes, and planted a container garden.

SC Farm to Institution's goal is to foster an appreciation for healthy, local foods and agricultural opportunities.

Growing and Supporting Creative Individuals and Communities



"I've been coming here since I was a kid. It's such an old soul, and now it has a new skin." - Chandni Amin, as seen in Daily Gamecock

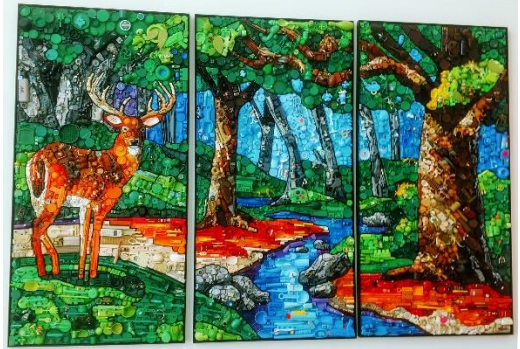
Overdue: An Evening of Music & Art | Main



Customers enjoyed a relaxed evening of live music, art and workshops from some of Columbia's best creatives.

- 1,000+ people attended the library's two Overdue events
- More than two dozen activities were offered at each event, showcasing the new, enhanced spaces on Richland Library Main's Second Level
- Community partners, like The Nickelodeon Theater, The Whig, Kimi Maeda, Marius Valdes and more, helped introduce our thriving creative community to the library's services.





Public Art

The Richland Library Board of Trustees approved and allocated one percent of the construction cost toward public art for each location.

Through an innovative partnership with One Columbia for Arts and History, a custom piece of art has been commissioned for each location that reflects the uniqueness of each community it serves.

Artists:



- **Laurie Brownell McIntosh**, Richland Library North Main
- **Kirkland Smith**, Richland Library Sandhills
- **Ayako Abe-Miller, Barbara Streeter** and **Enid Williams**, Richland Library Ballentine
- **Jarod Charzewski**, Richland Library Blythewood

Strengthening Community Cohesion



One Book, One Community

One Book, One Community uses literature as a lens through which diverse members of our community can think and talk to each other about important issues – especially those issues that might otherwise be divisive or difficult to discuss if not for being able to relate to the book as a common point of reference.



The 2017 One Book, One Community selection was *Grant Park* by Pulitzer Prize winning newspaper columnist and author Leonard Pitts, Jr.

More than 300 people attended the final event with author Leonard Pitts, Jr.

- Grant Park checked out 625 times
- Audiobook checked out 24 times
- eBook checked out 65 times
- Book club sets checked out 8 times

Helping Create a Strong and Resilient Economy



“Keep doing what you are doing as it inspires and encourages the unemployed that a job will happen as long as you take the steps to move forward consistently.”
- Anonymous Customer

You're Hired Young Adult Career Fair

More than 182 individuals attended the You're Hired! Young Adult Career Fair in May 2017. They were able to network and interview with more than a dozen employers, including SCE&G, Palmetto Health Baptist, Chick-Fil-A and SC Works.

Career Coaching

Customers were able to schedule individual one hour career coaching appointments with a certified Career Development Facilitator to learn where they are in the career process and how the library's career services could aid them in their job search.

- 2,151 career coaching appointments
- 1,460 individuals attended 136 career-related programs
- Introduced 67 guest speakers and outside organizations to customers

Transforming Education Outcomes for Youth



"It's all about the kids. Most of the time the focus is on us, but it's great to come out here, show your face, and give back to the kids who support you so much."
—Gamecock Senior Linebacker T.J. Holloman, as seen on Gamecocks Online

Pigskin Poets

Originally launched in August 1997 in Richland Library Main's auditorium, Pigskin Poets has grown in size each year, prompting the move to an off-site location – the Drew Wellness Center – to accommodate the larger crowds.

With each book, song and literacy game shared during the event, the Gamecock football team is helping to combat a loss of learning over the summer and showing their youngest fans that reading is the key to success in school and life.

- Around 450 people attended
- Included 36 student athletes, three cheerleaders and Cocky (mascot)

Summer Learning Challenge 2016

21,286 children, teens and adults participated
909 programs offered
27,444 people attended programs
877,900+ items checked out

Helping Break the Cycle of Poverty



“Richland Library recognized the lack of reliable, trusted information in the community and its unique position as a trusted resource for all residents of Richland County, regardless of race, orientation or income.”
- South Carolina Institute of Medicine and Public Health

Social Work Services

- 828 appointments with clients
- Most popular services included: ACA, affordable housing, Medicaid, SNAP and transportation
- Helped clients get more than \$360,000 in premium tax credits

DJJ & Alvin S. Glenn Expansion

78 classes with adult detainees at Alvin S. Glenn Detention Center

57 classes, serving about 400 adolescents, at the Department of Juvenile Justice

The pre-test and post-test results among adult detainees reported the largest gains in the sessions covering Community Resources (34% increase), Job Skills (26% increase) and Positive Parenting (26% increase).

Building Updates



“The citizens of Richland County recently passed a bond referendum which will net the Richland Library some 59 million dollars. This speaks volumes about the faith and trust that the citizens of Richland County have in their library.” - Congressman Jim Clyburn

In November 2013, Richland County residents passed a \$59 million bond referendum to enhance library facilities. The Richland Library Board of Trustees approved an additional \$6.3 million in funding to expand the scope of the program.

Construction Project Timeline

July 2016:

Discussions for new Edgewood Library Begin

September 2016:

North Main Grand Opening
Main Second Level Reopen
Cooper Construction Begins

October 2016:

St. Andrews Wall-Breaking

February 2017:

Sandhills Grand Opening

March 2017:

Main Garden Level Construction Begins

April 2017:

Wheatley Plan Reveal
Northeast Plan Reveal

May 2017:

Main First Level Reopens

June 2017:

Ballentine Grand Opening
Blythewood Grand Opening

Dog Treats at Sandhills Pick-Up Window



Since opening the new Richland Library Sandhills in February 2017, staff have noticed a number of customers utilizing the pick-up window and bringing their furry-friends.

To enhance the customer experience, they started offering dog treats and interacting with these extended members of the family.

Capital Campaign Budget and Expenditures:

Completed and Open FY17	Spent	% of \$59 Million
Ballentine	\$ 5,223,689.31	8.85%
Blythewood	\$ 2,159,870.57	3.66%
Cooper	\$ 3,198,223.18	5.42%
Learn Freely Bus	\$ 267,601.20	0.45%
North Main	\$ 3,102,468.03	5.26%
Sandhills	\$ 10,367,976.72	17.57%
Total Completed June 30, 2017	\$ 24,319,829.01	41.22%
Under Construction June 30	Spent & Encumbered	% of \$59 Million
Main	\$ 18,451,292.65	31.27%
Northeast	\$ 931,744.33	1.58%
St Andrews	\$ 4,443,814.89	7.53%
Southeast	\$ 962,289.89	1.63%
Wheatley	\$ 426,491.84	0.72%
Completed and in Progress June 30, 2017	\$ 49,535,462.61	83.96%

Learning Centers



In 2013, the Richland Library Foundation Board of Trustees embarked on the Learning Centers Campaign to complement bond referendum funding with private funds, raised for innovative programs and services.

The campaign raised a little more than \$500,000.00. Prior to the design process, we envisioned a separate Learning Center area at each of the five designated locations - North Main, Sandhills, Blythewood, St. Andrews and Northeast.

However, as we got further and further into the design process, it became clear that Learning Center programs and services were so vast that they would need to be offered throughout each building in order to utilize available space to the greatest extent possible.

Learning Centers are welcoming, technologically sophisticated spaces that promote tinkering, mentor-mentee learning styles, formal classes and creativity. The spaces focus on the business and job support needs of adults and engage student learners through high technology options.

With the help of the Nord Family Foundation, a gift of \$100,000 went toward a learning center at Richland Library Blythewood. Instead of receiving personal recognition for this generous donation, the Nord Family asked to dedicate the enhanced space inside in honor of Richard "Dick" Webster, a long-time Richland Library supporter, Friends member and volunteer who donated more than 2,000 hours of his valuable time to the library. Whether it was humbly offering his knowledge or his elbow grease, he always took great joy in finding new ways to be of service. Webster was a caring volunteer who quietly went about improving the lives of everyone with whom he came into contact.

Engage Our Team

Our staff, boards and volunteers are the lifeblood of the library—continuously flowing from one customer and project to another, all while maintaining professional excellence and outstanding customer service.

Staff Accomplishments



SC Thrive's Heart of the Midlands Region Award
Lee Patterson, Richland Library Main



2016 SCLA Outstanding Librarian of the Year
Heather McCue, Richland Library Main

Free Times Power Issue #13
Melanie Huggins, Richland Library



Library Journal's Movers and Shakers
Emily Johansson & Laura Rodgers, Richland Library Main



Exceptional PLA Leadership Fellow
Susan Lyon, Richland Library Main

Our Volunteers

More than 800 volunteers donated 15,500 hours of their time to the library—valued at \$376,000. That's a 120% increase over the previous fiscal year.

29th Annual Volunteer of the Year Awards:

- **Chloe Morgan**, Junior
- **Jesse Morgan**, Teen
- **Carol Gamble**, Adult

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The Richland Library Friends is led by a board of dedicated volunteers who demonstrate a strong commitment to the library and who are personally involved in the organization's varied programs and events.

Our Generous Supporters

July 1, 2016 - June 30, 2017

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