



Horry County Memorial Library Board of Trustees Meeting Agenda

Thursday, July 23, 2020, 4:30 p.m.
Horry County Government & Justice Center
County Council Conference Room
Conway, South Carolina 29526

- I. Call to order – Pledge of Allegiance
- II. Minutes from June 25, 2020 Meeting - Approval
- III. Public Comment
- IV. Director's Report
- V. Executive Session: Director's Evaluation
- VI. Adjourn

Please remember to contact Rebekah Cooke if will **NOT** be attending
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843-915-7457 Cindy Thornley
843-915-7442 Tracey Elvis-Weitzel
843-915-7456 Rebekah Cooke
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Next Board Meeting will be August 27, 2020, 4:30 p.m.

Horry County Memorial Library Board of Trustees

Thursday, June 25, 2020 4:30 p.m.

The Horry County Memorial Library Board of Trustees held their monthly meeting on Thursday, April 23, 2020 commencing at 4:30 p.m. via conference call.

Board members attending were:

Carol Brooks (District 1)	Sarah Fry (District 6)
Betsy Fay (District 2)	Joan Giles (District 7)
Karyl Brown (District 3)	Brenda Blanton Little (District 8)
Marjorie Thompson (District 4)	Teresa Moise (District 9) -- Chairperson
Gini Ingram Abee (District 5)	Jennifer Huber (District 10)
	Ronald Hughes (District 11)

Staff Present:

Cynthia Thornley, Director
Tracey Elvis-Weitzel, Assistant Director

Guests:

Angie Jones, County Treasurer
Barry Spivey, Assistant County Administrator
John Barnhill, Horry County Maintenance & Construction

- I. **CALL TO ORDER – PLEDGE OF ALLEGIANCE:** Teresa Moise called the meeting to order at 4:32 p.m. The Pledge of Allegiance was recited.
- II. **APRIL 23, 2020 MEETING MINUTES:** Ronald Hughes moved that the minutes be approved. Betsy Fay seconding, **MOTION PASSED**
- III. **PUBLIC COMMENT:**
- IV. **THOMPSON BEQUEST UPDATE:**

County Treasurer Angie Jones: Angie Jones provided information as to what rules governed treatment of the money from the Thompson Endowment, specifically with respect to any endowment. Governments are not allowed to invest in anything which carries risk, and any funds not covered by the FDIC must have bank collateral. Ms. Jones is the only signer on the account. As of the previous night, the rates were at 80 basis points, which she said was quite good. To date, the money from the bequest has earned \$84,922. Rates are checked frequently, to ensure the best possible return. The State investment pool is 100% guaranteed, and it is easy to get the money.

Assistant County Administrator Barry Spivey provided more information on this issue.

When money is needed from those funds, Council must do a resolution to direct the treasurer to spend the money. The Library Board will receive monthly reports.

If the board chooses to go with a "permanent fund," the principle cannot ever be spent. Contingencies can be built into the permanent fund for catastrophes.

The board members tended toward the opinion that there was no real advantage to placing the endowment money in a permanent fund. In a budget ordinance, Council can appropriate the money by one reading.

V. LIBRARY ADMINISTRATION BUILDING UPDATE:

John Barnhill, Horry County Maintenance & Construction gave an update on the progress with the Library Administration Building. He has been in touch with the architect. A floor plan has been provided to the board members. More bathroom facilities have been added. The upstairs has been eliminated. The remodeling will use the existing footprint of the building, and adds a reading garden and entry vestibule. The windows will be replaced with more energy efficient ones, which will also help with moisture control.

The reading garden will be a deck, to keep the elevation consistent.

The next step is the design.

Gini Abee asked about the possibility of double doors leading to the reading garden. Mr. Barnhill said it was possible, but showed why the bathroom placement made those not the best idea.

A few interior walls will be redone.

The event space can be sequestered from the office area.

In the technical services area, there are existing double doors.

The upstairs structure will be removed.

Ronald Hughes asked about future more detailed plans. Mr. Barnhill said they would follow, that the board was looking at a space needs analysis. Construction drawings will have more detail, including WiFi and network drops. The HVAC was updated by the county recently, so it will not take much to get it perfect.

The question arose about a generator backup for the tech services area. It was noted that tech services is not IT.

Gini Abee asked what appliances would be in the kitchen. The kitchen will function as a work area for catering, so will include only a refrigerator and prep space, but no oven.

This will make it possible to generate revenue by renting the venue.

There will be a place to store extra tables and chairs, in addition for a space for the public to work.

The "Heritage Library" will include items brought from Conway Library for this county. The shelves already exist. It would need a librarian, but wouldn't need to be open as many hours as the regular library. Special limited hours are standard for this kind of library.

Phase 2 of this process will be the construction drawings

Phase 3 is when the bidding begins to do the work.

The county has paid for Phase 1. Phase 2 is anticipated to cost approximately \$40,000, and then Phase 3 to cost \$17,500. John Barnhill recommended requesting up to \$60,000 to move through both of those phases.

Ronald Hughes asked if the appliances are an extra cost.

The architect will oversee the work. The county will perform the construction management.

This comports with the conditions as set forth in the will, as this building was the original library, and the addition of the Heritage Library makes it an actual library. The family members of the estate approve of these uses.

MOTION: Sunny Fry moved that the Library Board recommend to County Council that up to \$60,000 be authorized to proceed with Phase 2 and Phase 3 of the renovation of the Library Administration Building. Carol Brooks seconding, with no further discussion, a voice vote was taken; **MOTION CARRIED**

VI. DIRECTOR'S REPORT:

RFID: Cindy Thornley reported that the RFID contract has been finalized, and the company is expected to get back to the library with a plan. They hope to start installing tags the first part of July. A vote to close certain branches for this process may be needed, and done remotely. The training will be done virtually.

COVID: Everything is going well with reopening. Regular hours are kept between 8 a.m. and 4 p.m. People have been very cooperative with the 15 minute browsing limit, and 1 hour for using computers. Curbside delivery of materials waxes and wanes.

Patrons are required to wear masks, and masks are provided if needed. Having limited numbers of people in the buildings makes keeping an appropriate distance between them simple.

They continue to promote Hoopla, which is a cloud library. It is difficult to let people know all the things the library has to offer.

*No staff member has yet tested positive for the virus.

GRANTS: The Janet E. Segal Grant of \$1000 to do hydroponics at the Green Sea library was applied for and awarded, although there was a hiccup with respect to notification that they'd gotten the award. This is consistent with trying to focus areas of interest specific to the location. Green Sea is a farming community. This project was the brainchild of the Green Sea librarian, who researched the grant.

A State Library grant of \$1000 was also received for a Bluetooth scanner and printer, a rolling internet source.

50 Chrome books were awarded as well from the State Library, through the CARES act. The library will also be receiving a portable hot spot, and can offer small group instruction.

PROJECT LIST - staff has done a good job, especially with respect to updating the manual. There is also a project to identify all the items on the shelves.

Summer Quest has changed to fit the circumstances created by the pandemic. Eve Thompson is working on this.

The State Park pass program is a big hit. 22 were provided by the State Library and more purchased to meet demand. People check out the passes to visit the state parks.

Betsy Fay asked about possible Saturday hours of operation to accommodate working people. The library is not yet prepared for that, but Director Thornley recommended they be directed to the curbside service.

VII. ADJOURNMENT: There being no further business, Chairperson T. Moise adjourned the meeting at 5:55 p.m.

Item IV

Director's Report, June 2020 Meeting Date, July 23, 2020

Recommendation: None

Action Necessary: None

Cost/Budget Impact: None

Summary

Updates

Conway Library Administration Building

The architect will return the proposal for Phases II and III, soon. The Admin Committee will vote on July 21, about sending the Library Board's recommendation to the full Council. It should go to the County Council for a vote on July 28.

RFID

We are working with Envisionware to schedule training and implementation. I will keep you informed about dates.

Covid-19 Updates

At this point, we have not had any staff members who have received a positive test for COVID. Out of an abundance of caution, we closed the Conway Library and all staff were tested. No one has tested positive at this point.

Virtual Programming & Summer Quest- The virtual programming is going great. The programs posted on Facebook are clever and creative. Whether it is a dramatization of "Jack & the Beanstalk," "Create a Sidewalk Chalk Obstacle Course," or a Culinary program, the posts are fun and well produced. We are also doing Story Times using Facebook Live. The response from the community is good. Be sure to watch your Facebook page from HCML.

Computer Switches, Installation

IT has completed the installation of the new computer switches at all of the library locations. E-rate federal funding was used to purchase this important and needed equipment.

Library Location Updates

Aynor

- Aynor Pilot Club donated \$200 for Summer Quest
- Created outside obstacle course for young customers (or the young at heart). One family said their favorite part was doing the zigzag!
- Donna changed her normal "Pin Bundles," they are now story-time bundles with a surprise craft. They are circulating well. She has to replenish the sets often.
- Cheral created a salt art project to share with Reference librarians as an extra easy craft.
- Donna participated on-screen for YS-Little Red Riding Hood Tuesday Tale Video. She is a natural!
- The branch handled 149 phone calls, 1018 returned items (quarantined & cleaned), nine vehicles for Curbside delivering 38 items. 40 Make 'n Take craft bags were picked up.

Bookmobile

- Allyson and Carin have been helping at branches, as needed, and enjoying getting to know teammates and customers while the Mobile Branch is off road.
- They created a tentative schedule for the Bookmobile to serve as a WiFi Hot Spot in communities, using the new wireless system purchased with E-Rate funds.
- Allyson and Carin are doing "Porch Pick-ups" for child development centers and homebound customers that are interested. They select and deliver materials, while retrieving materials ready to be returned. This process is contactless for the customers and staff.
- The Mobile Branch staff assisted with Summer Quest by assembling children's Make and Take bags for all locations.
- Allyson and Carin are re-imagining the services provided by the Mobile Branch. In light of the pandemic, services that will help strengthen and rebuild communities are the main objective.

Bucksport

- The month of June has been an increasing and wonderful month with customers and projects in the Bucksport library. Veronica and Addison have supplied take-home crafts for the daycares in the community.
- There have been several daycares reaching out to us to help provide services for them without coming to the library. Veronica and Addison have promoted the Summer Quest activities and the postings on Facebook. Addison will be making story time crafts for the daycares to pick up every week.
- There have been 81 reference questions and 10 directional questions. 43 customers used computers. More customers are coming in to check-out materials.
- There were three library cards issued. Supply pick up has been going well, there with 16 Make 'n Take bags, 35 daycare packets, 5 storybook bundles, and 15 Make 'n Create project instruction cards given away for the month.
- In the month of June there were 364 check-outs vs 244 in the month of May. Check-outs are increasing there was a 49% change for the month. Traffic has increased in June an average of 10-15 customers a day an increase of 50% compared to the month of May.
- Veronica and Addison have made book bundles for check-outs. Each book bundle has a theme and the bundles include a song, a craft, and a song along with the books there are four to five books in each bundle.

Carolina Forest

- There are well prepared folders with all handouts for each week of Summer Quest. Lyndsey Maloney did a thorough job preparing the materials.
- Jen is handling Facebook responsibilities and sharing the HCML posts to the CF page. Galen Babb will be substituting to assist while Lyndsey is out.
- Jennifer has completed employee evaluations.
- Jennifer has stopped assigning a single person to handle the curbside deliveries and has instead tasked everyone at the circulation to keep an eye on and handle any curbside deliveries as they come up.
- More people are coming into the branch to return their materials. Quarantining and cleaning materials continues to be the protocol.
- Carla and Erin have begun virtual Story Times using Facebook Live.
- 613 phone calls, 175 of which were for curbside deliveries for 662 items. With the increase of cases as of late, it is expected the number of customers utilizing curbside services will increase.
- In House there have been almost 6000 returns, 3,139 customers for Quick Browse and 210 people for computers. Almost 70 Make 'n Take craft bags were picked up by customers.

Conway

- Filming for Summer Quest began with both Sara and Lynn coordinating with Eve to record storytelling, music and movement, and culinary sessions.
- Conway Library experienced heavier traffic due to serving as a voting site for two precincts.
- Visits to the library increased by the second week in June, averaging about 144 per day.
- Return of library materials steadily increased through the course of the month as customers expressed concerns about holding on to the items for an extended time.
- Staff fielded 664 phone calls during the month and issued 70 new library cards.
- Library traffic remains hearty with total foot traffic being 2,909; 2,523 browsers and 386 computers users.
- 178 vehicles participated in curbside pick-up, serving 237 people, checking out 615 items. 5,780 items were returned throughout the month.
- Customers are participating in the virtual summer programs and retrieving DIY activity bags from the Library. They have picked up 10 Storytime Bundles, 57 Youth Make and Take bags, 10 Writers Club Bookmarks, 22 Adult Make and Takes, 27 coloring pages, and 17 Summer Quest Bingo sheets.

Green Sea/Floyds

- Green Sea/Floyds received the Janet E. Segal Librarians Innovate! Stem Challenge Funds. Melissa wrote a grant proposal for Hydroponic Horticulture in the Library. She looks forward to sharing information with all of the libraries.
- Megan offered a Kinder-readiness program for the community and it was held outside. It was well received after reopening. Unfortunately, it was temporarily stopped because of an increase in COVID-19.
- Melissa, Megan and Erin Edge, from Carolina Forest Library, prepared a Facebook Live Story Time program that went well above expectations. The premier had almost almost 1000 views.
- Melissa and Megan took 96 phone calls during May to inquire about available programing, hours of operations, renewals, etc.
- 72 people requested to use computers in June. There were many customers with their own computers, tablets and cell phones while using the Green Sea Floyds Wi-Fi. Melissa began keeping track of Wi-Fi users at the end of June and will continue tracking Wi-Fi usage through July.
- 44 Make 'n Take/Create craft bags were picked up during June.
- The number of customers in the building and books/DVDs checked out went up considerably in June. However, at the end of June when the number of COVID-19 cases in Horry County increased, there was a decrease in visitors to the building.
- Megan designed an outdoor Sidewalk Chalk Obstacle Course that was phenomenal.

Little River

- The Little River community has been overjoyed to have the Library reopened. They have especially enjoyed the accessibility to computers.
- The number of customers has increased in the past month, likely due to people learning the Library is open and feeling more comfortable moving about.
- Summer Quest, for youth and adults, continues with virtual programs and crafty make & take items.
- Curbside pick-up continues to be liked and enjoyed by customers. We see this service continuing well into the future.

Loris

- Customers are making brief visits. Not seeing many children or families.
- Finishing employee evaluations.
- Curbside pickup is still popular.
- Unemployment is the top need that people have for computer.
- Summer Quest Sidewalk Chalk Obstacle Course on the ramp at the main entrance. We are also offering coloring pages, recipes, make and takes, fun!
- There have been 41 curbside pickups for 109 items. There have been 621 Brief Browsers and 179 computer users.

North Myrtle Beach

- Megan and Ann worked together to create themed bundles of books for the children's section of the library. These bundles provide quick, easy book selection for children and parents.
- Youth Services Librarian's filmed videos to promote HCML's Summer Quest. The videos are uploaded to social media platforms for the library system.
- Emily created many new displays for the library this month including: "Let Freedom Read" and "Head in a Book, Feet in the Sand".
- Summer Quest 'Make and Take' information and packets for children and adults is prominently displayed.
- Curbside pick-up numbers have decreased this month, whereas, the number of customers entering the building holds pick-up has increased.

Socastee

- Elaine and Holly continue to post Adult and Children's Virtual SQ on all of the social media apps.
- Paula changed out all of the display books on the end cap holders with DOA materials
- Bridgette has been helping with shelving returns. This has been important because of the high number of returns.
- Cathy and Holly created 26 Storytime Bundles for the children.
- Rachel cleaned 4,243 returned materials.
- Curbside pickup has dropped since the library has re-opened. There were 156 vehicles.
- There have been 2945 browsers and computer users. 30 Make 'n Take craft bags were picked up and 16 Storytime Bundles checked out.
- There have been 5,598 returns.

Surfside

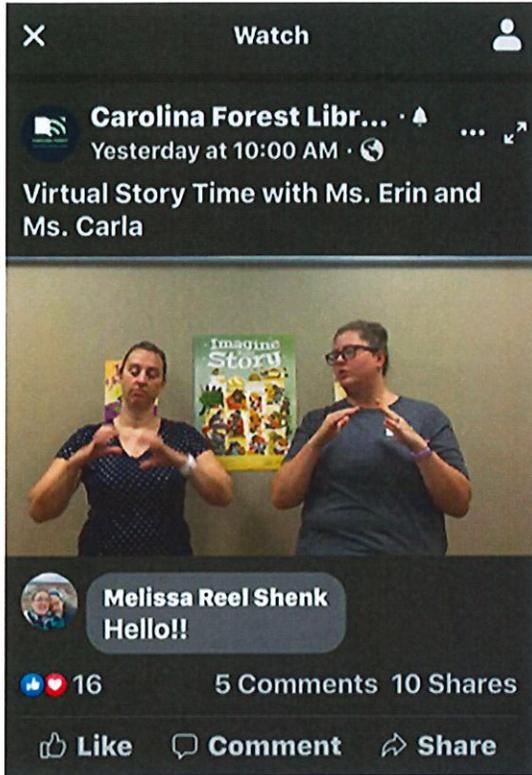
- A 13-year old boy came into the library wanting to get a library card, but his parents were at work. Stevie was able to give him a bunch of discarded comic books to help him in the meantime.
- Summer Quest participants have been active. The staff have been giving the children reading logs and reminding them to sign up online. We've also had a couple of children come in for their prizes.
- Christi and Stevie created book bundles for the Children's Room and Teen Room. Each bundle consists of themed books and a button. Children love to check them out and they get to keep the button!
- Christi's book club book has been hopping. She's had over 18 checkouts, even though the club isn't meeting. Participants are allowed to turn in responses to questions about the reading selection, for a prize.
- Curbside Pickup had 128 vehicles to pick up 368 items.
- There were 28 Make 'n Take craft bags, 22 Make 'n Create Instructions and 15 Book Bundles picked up as a part of Summer Quest for children and adults.

- Curbside pickups have dropped dramatically compared to May. More customers want to come inside for Quick Browse and pick up their holds.
- Computer usage has almost quadrupled since May. More and more customers are coming into the library every day.
- The number of items checked in has almost doubled since May. The majority of the books had their due date extended to 6/30. All books are quarantined, cleaned and sanitized.

Culinary Creations



Virtual Programs



Show off your favorite book with a custom pair of book earrings! Tag us or post a pic in the comme... See More

MAKE AND CREATE

Book Earrings



- 03 Once dry, cut out the book covers (you can cut out the white space now).
- 04 Cut 12 squares from the cardstock template.
- 05 Line up the 12 squares so they line up, and staple the cardstock together. You may have to staple both sides. Push staples down with scissors so they are as flat as possible.
- 06 In the same color as the scrapbooking paper, cut two additional pages and glue on top of your "pages" to cover the staples.
- 07 Take the tacky glue and glue the side where the staple is and bend the book cover (do not fold) around the pages, making sure

MATERIALS

- Modge Podge
- Title Pages printed in color on regular paper
- Book pages printed cardstock
- Scrapbooking paper (preferably double sided)
- Tacky glue
- Jewelry assembly-fishhook ear wires, jump rings (4mm), eye pins (1")
- Foam brush

Additional Materials:

- Stapler
- Scissors
- Needle Nose Pliers

Can you crack the book riddle for today's **#FridayFunDay** Let's see your guess in the comments!



Like Comment Share

Virtual Storytime



Virtual Music & Movement



More Virtual Programs

Horry County Mem...
July 8 at 9:00 AM

Wacky Science Wednesday 3



Plant & Water
your Magic Beans!



MAKE AND CREATE

BBQ Sauce

01 The basic ingredients box provides the base of most BBQ Sauces. Play with the flavors and the balance between savory and sweet.

02 If you have any of the additional ingredients, please add them to create different flavor profiles. What combinations do you prefer?

03 Mix what you think is the best combination of ingredients for your ideal BBQ Sauce. Do a taste test and add more ingredients if you see fit!

BASIC INGREDIENTS

- ketchup
- vinegar
- molasses
- mustard
- brown sugar

ADDITIONAL INGREDIENTS

- Honey
- Garlic powder
- Granulated sugar
- Crushed Red Pepper
- Basil
- Thyme
- Salt
- Oregano



June 2020 Expense Report

ACCOUNT	ACCOUNT DESCRIPTION	BUDGET	YTD EXPENDED	ENCUMBERED	AVAILABLE	% USED
100-10-126-000-500-000-500001-	Salaries-overtime	324	67.74	0.00	256	19.20%
100-10-126-000-500-000-500000-	Salaries-regular	2,179,859	1,998,810.77	0.00	181,049	91.70%
100-10-126-000-500-000-500003-	Salaries-temporary	132,000	108,577.12	0.00	23,423	82.30%
100-10-126-000-500-000-500005-	Board members	2,000	644.10	0.00	1,356	32.20%
100-10-126-000-510-000-510003-	Cellular & data	8,910	6,196.91	0.00	2,713	69.60%
100-10-126-000-584-000-584046-	Chapin Library	35,000	35,000.00	0.00	0	100.00%
100-10-126-000-520-000-520013-	Cleaning supplies	15,000	9,422.27	0.00	5,578	57.10%
100-10-126-000-510-000-510014-	Computer services	138,945	109,788.82	0.00	29,156	79.00%
100-10-126-000-510-000-510000-	Electricity	216,393	215,747.76	0.00	646	99.70%
100-10-126-000-520-000-520007-	Equipment non-capital	4,873	2,528.27	0.00	2,345	51.90%
100-10-126-000-520-000-520000-	Furniture non-capital	20,707	293.03	0.00	20,414	1.40%
100-10-126-000-530-000-530003-	Gas & lubricants	16,478	11,309.61	0.00	5,168	68.60%
100-10-126-000-500-000-500018-	HR Employee medical	21,644	21,644.12	0.00	0	100.00%
100-10-126-000-500-000-500016-	Insurance supplemental tort	1,319	1,064.00	0.00	255	80.70%
100-10-126-000-510-000-510010-	Insurance-bldg/contents	71,465	71,464.10	0.00	1	100.00%
100-10-126-000-500-000-500013-	Insurance-bond	536	419.54	0.00	116	78.30%
100-10-126-000-500-000-500010-	Insurance-health	444,650	417,317.51	0.00	27,332	93.90%
100-10-126-000-500-000-500011-	Insurance-life	4,600	4,571.37	0.00	29	99.40%
100-10-126-000-510-000-510012-	Insurance-other	226	226.20	0.00	0	100.00%
100-10-126-000-500-000-500014-	Insurance-tort	5,895	4,861.68	0.00	1,033	82.50%
100-10-126-000-510-000-510011-	Insurance-vehicle	4,137	4,089.37	0.00	48	98.80%
100-10-126-000-500-000-500012-	Insurance-workers comp	9,306	8,961.13	0.00	345	96.30%
100-10-126-000-510-000-510033-	Interlibrary loan charges	205	132.00	0.00	73	64.40%
100-10-126-000-520-000-520030-	IT equipment non-capital	13,190	9,810.30	0.00	3,379	74.40%
100-10-126-000-510-000-510024-	Maintenance Service Contracts	57,662	51,360.09	2,017.00	4,285	94.50%
100-10-126-000-530-000-530005-	Maintenance-vehicle	13,000	11,689.61	0.00	1,310	89.90%
100-10-126-000-530-000-530000-	Memberships & dues	1,520	1,513.18	0.00	7	99.60%
100-10-126-000-520-000-520004-	Office supplies	21,206	8,298.61	0.00	12,907	39.10%
100-10-126-000-520-000-520023-	Operating expenditures-lottery	16,394	16,367.58	0.00	27	99.80%
100-10-126-000-510-000-510019-	Pest control	7,009	6,243.96	0.00	765	89.10%
100-10-126-000-520-000-520002-	Postage	262	79.20	0.00	183	30.20%
100-10-126-000-520-000-520001-	Printing & binding	8,937	8,937.13	0.00	0	100.00%
100-10-126-000-510-000-510005-	Professional services	14,713	6,713.24	0.00	8,000	45.60%
100-10-126-000-510-000-510025-	Refunds and overpayments	350	0.00	0.00	350	0.00%
100-10-126-000-510-000-510008-	Rents & leases	6,695	6,637.23	0.00	58	99.10%
100-10-126-000-500-000-500007-	Retirement-regular	338,100	309,401.05	0.00	28,699	91.50%
100-10-126-000-510-000-510006-	Service contracts	32,152	26,293.25	5,688.00	171	99.50%
100-10-126-000-520-000-520016-	Specialized supplies	41,158	23,080.24	0.00	18,078	56.10%
100-10-126-000-550-000-550001-	State park pass program	16,421	3,154.26	0.00	13,267	19.20%
100-10-126-000-500-000-500006-	Taxes-FICA	161,793	156,915.45	0.00	4,878	97.00%
100-10-126-000-510-000-510002-	Telephone	21,000	16,501.62	0.00	4,498	78.60%
100-10-126-000-530-000-530001-	Training & meetings	15,000	5,901.75	0.00	9,098	39.30%
100-10-126-000-582-000-582000-	Transfer out	0	0.00	0.00	0	0.00%
100-10-126-000-520-000-520017-	Uniforms & clothing	800	372.60	0.00	427	46.60%
100-10-126-000-580-000-580001-	Vehicle cost recovery	36,293	36,293.00	0.00	0	100.00%
100-10-126-000-510-000-510001-	Water & sewer	23,420	21,151.26	0.00	2,269	90.30%
100-10-126-000-520-000-520018-	Books (Local Funds)	894,579	857,797.22	0.00	36,782	95.90%
	Grand Total	4,982,763	4,766,819.17	9,705.00	796,601	84.50%

Horry County Memorial Library
Public Service Activity for June 2020
Monthly

	Circulation			Reference			Event			Meeting Rm		
	Circulation This Month	This Month Last Year	Percent Change	Reference Questions This Month	Questions This Month Last Year	Percent Change	Event Attendance This Month	Attendance This Month Last Year	Percent Change	Meeting Rm Attendance This Month	Attendance This Month Last Year	Percent Change
Aynor	1,643	1,804	-8.9%	165	62	166.1%	0	739	-100.0%	0	0	0.0%
Bookmobile	6,566	10,000	-34.3%	2	23	-91.3%	0	96	-100.0%	0	0	0.0%
Bucksport	482	524	-8.0%	81	60	35.0%	0	628	-100.0%	0	13	-100.0%
Carolina Forest	10,059	15,131	-33.5%	201	62	224.2%	0	1,048	-100.0%	0	47	-100.0%
Conway	9,218	13,987	-34.1%	697	201	246.8%	0	1,826	-100.0%	832	148	462.2%
Green Sea/Floyds	1,102	1,832	-39.8%	101	24	320.8%	0	1288	-100.0%	0	75	-100.0%
Little River	2,718	3,475	-21.8%	203	83	144.6%	0	560	-100.0%	0	44	-100.0%
Loris	1,999	3,285	-39.1%	195	67	191.0%	0	285	-100.0%	0	138	-100.0%
North Myrtle Beach	8,589	13,590	-36.8%	625	181	245.3%	0	1,666	-100.0%	0	386	-100.0%
Socastee	9,659	13,580	-28.9%	225	48	368.8%	0	1,672	-100.0%	720	265	171.7%
Surfside Beach	8,433	11,854	-28.9%	510	141	261.7%	0	1,669	-100.0%	0	212	-100.0%
cloudlibrary	14,914	9,762	52.8%									
hoopla	4,313	2,770	55.7%									
ILL borrowing	141	404	-65.1%									
ILL lending	40	292	-86.3%									
Online videos							2,516					
Do-It-Yourself activity							571					
Total	79,876	102,290	-21.9%	3,005	952	215.7%	3,087	11,477	-73.1%	1,552	1,328	16.9%

	Public Printing			Computer Access			Customer Traffic			New Customers Registered		
	Public Printing This Month	This Month Last Year	Percent Change	Computer Access This Month	Access This Month Last Year	Percent Change	Customer Traffic Count This Month	Traffic Count This Month Last Year	Percent Change	New Customers Registered This Month	Customers Registered This Month Last Year	Percent Change
Aynor	368	407	-9.6%	86	219	-60.7%	537	1,049	-48.8%	3	30	-90.0%
Bookmobile	0	0	0.0%	0	0	0.0%	0	541	-100.0%	0	14	-100.0%
Bucksport	312	263	18.6%	43	73	-41.1%	406	551	-26.3%	3	12	-75.0%
Carolina Forest	1,771	2,575	-31.2%	220	772	-71.5%	3,622	8,076	-55.2%	72	290	-75.2%
Conway	3,240	5,146	-37.0%	437	1,470	-70.3%	5,084	9,973	-49.0%	70	267	-73.8%
Green Sea/Floyds	244	540	-54.8%	72	475	-84.8%	568	1,886	-69.9%	2	39	-94.9%
Little River	735	1,584	-53.6%	171	386	-55.7%	1,833	3,791	-51.6%	38	110	-65.5%
Loris	1,197	1,755	-31.8%	178	572	-68.9%	851	2,113	-59.7%	16	54	-70.4%
North Myrtle Beach	1,626	3,005	-45.9%	361	1,125	-67.9%	3,687	8,260	-55.4%	56	170	-67.1%
Socastee	1,358	4,339	-68.7%	348	1,094	-68.2%	4,159	8,290	-49.8%	60	187	-67.9%
Surfside Beach	1,541	2,781	-44.6%	420	1,151	-63.5%	3,581	8,315	-56.9%	71	171	-58.5%
Total	12,392	22,395	-44.7%	2,336	7,337	-68.2%	24,328	52,845	-54.0%	391	1,344	-70.9%

	In-house Use		Percent Change
	In-house Use This Month	This Month Last Year	
Aynor	13	0	0.0%
Bookmobile	0	0	0.0%
Bucksport	13	0	0.0%
Carolina Forest	0	0	0.0%
Conway	247	0	0.0%
Green Sea/Floyds	3	0	0.0%
Little River	3	0	0.0%
Loris	18	0	0.0%
North Myrtle Beach	87	0	0.0%
Socastee	3	0	0.0%
Surfside Beach	95	0	0.0%
Total	482	0	0.0%

2019-2020, Retrospect and Accomplishments

Horry County

- **70th Celebration for Horry County Memorial Library, August 21, 2019**

I suggested the idea for this celebration in 2018, and organized staff members to help with planning and implementation. A main focus was to publically express gratitude and recognize the significant \$4.4 million dollar, Thompson Bequest.

This was a true celebration of community. The focus was on the heritage of rich memories and the pivotal significance of libraries as a source of accessible information, education and enjoyment for everyone. The invitations, programs, documentary film, decorations and greeters were all designed, prepared and provided by members of the HCML staff. Community members were an integral part of the program from the presentation of the Colors, to County political leaders, to the closing solo of "Amazing Grace."

The surprise highlight of the day was the announcement by Senator Luke Rankin of another gift to the Horry County Memorial Library. Mrs. Rankin, longtime Conway resident and Conway Library customer, left her home to the Horry County Memorial Library. We were astonished and delighted. The celebration was beyond anything I had even hoped, thanks to the vision and work of library staff and Horry County residents.

- **Grants: Total, \$148,383.30**

- Librarians Innovate (\$1000)
- LSTA Continuing Education, SCLA- (\$1000)
- LSTA Summer Reading (\$1,000)
- MLIS Tuition Reimbursement, Fall (\$1,102.86)
- MLIS Tuition Assistance, Spring, (\$1,102.86)
- 22 State Park Passes, (\$2200)
- E-Rate (\$364.90) Federal Funding, Internet for the Bookmobile to make it a Hot Spot
- E-Rate (\$140,612.68) Federal Funding, replace computer switches

- **Summer Quest 2019- 97% Increased Participation Over Summer Quest 2018**

With an emphasis on outreach throughout Horry County we saw amazing growth in our summer reading participation. Marvel Kits, Adventure Packs and going out to the community along with in-house programming. We have never had these types of numbers. Total Participation increased from approximately 11,500 in 2018 to 22,650 in 2019! Across the country, Summer Reading programs are losing participants, this is atypical and a tribute to the dedication, creativity and work from a staff willing to try new approaches.

- **New Printing Options**
New Printers allow people to print at the library from their phones, tablets, computers, as well as the ability to fax. Customers can print from home or in the libraries. They can also fax from the libraries. Faxing has been the most requested service in the past, and now we offer this.
- **Hurricane Dorian**
Library Staff prepared all of the branches for another hurricane. By preparing for the worst, and hoping for the best, the libraries “weathered” another storm event.
- **Professional Training Day, “Adventure Awaits!”**
Focused on staff working together to contribute ideas for a new Strategic Plan. Afternoon classes offered training in Canva Graphic Design, Sign Language, Cricut Creation, Culinary Class and Literacy Skills for Children.
- **December Honors Luncheon**, a great time to recognize individuals for their years of service and enjoy the fun of everyone’s creativity.
- **Christmas Parades**, Conway and Surfside—the Bookmobile doubled the previous year’s participation by driving in two parades. Great promotion for the Library.
- **RFID RFP/Bidding/ Award Process**
Three companies were evaluated through paper submissions, in-person presentations, bids and award process. Envisionware was selected for the Radio Frequency Identification project.
- **Community Conversations, Conway Library Redesign**
Tracey and I led meetings with Conway residents to gather suggestions and ideas for designing new services for the Conway Library.
- **Loris Library Renovations**
The Loris Library was renovated with new paint, carpet, furniture and design for shelf ends and walls. I worked closely with the Loris manager and staff as well as Horry County Maintenance. This provided real strength in design and implementation.
- **Relocated Library Administration to Technical Services Building**
We relocated to the Technical Services due to the conditions in the Administration Building. Tech Services welcomed eight of us into their small space, and we are living happily in close quarters. The staff have great attitudes, and we remind each other that, “Adventure Awaits...”
- **Architect, Building Drawings**
An architect was chosen and has completed Phase I, building drawings that previously did not exist and design drawings to optimize use of the Library Administration Building.
- **Created Videography Team**
We are producing new virtual content each week. The filming team are a gifted duo that have background and training in film storyboarding, production, editing, online posting, promotion, sets and theater. They are working with creative staff members throughout the libraries to create virtual content for online programs. From Story Time, to Sidewalk Obstacle Courses to Culinary and Wacky Science classes, we are starting to offer content online.

South Carolina

- **I was asked to serve as Treasurer** for the South Carolina Association of Public Library Administrators (SCAPLA). As a part of the Executive Team I assist in decisions for the direction of this group.
- **We sent four new staff members with T Moise and Tracey Elvis-Weitzel** to visit Horry County Representatives and Senators at the South Carolina Legislature. They asked for a \$.25 increase per capita and a share of Lottery Funds for Public Libraries. I continue to contact our County Representatives and Senators through phone calls and letters to remind them of the requests and the value of libraries. The requests will be reviewed in September.
- **South Carolina Library Association Conference in Columbia.** We sent six first-time attendees. They gave presentations during the Poster Sessions about Marvel Kits, Harry Potter Book Club, the Horry County Documentary Film and the Volunteer Fair.
- **Horry County Leadership Institute**
I nominated three staff members to be accepted for this two-year training. Two of our staff were accepted for the Institute. This is the first time our staff have been chosen for this. I served as a Mentor for a trainee in the previous two-year cycle.
- **Future Trainings**
I applied for a grant to send three of the managers (Green Sea/Floyds, Bucksport and Little River), to the Association of Rural Libraries Conference in Kansas City. Due to COVID, the Conference is being rescheduled.
I also enrolled five staff members to attend a two-day History/Genealogy Training in Beaufort, South Carolina. That is also going to be rescheduled.
Two staff members were accepted to attend a Data Analysis Training in Columbia. This is being rescheduled due to COVID.

COVID-19 Closure to the Public

The challenge during this time was to make the workplace as safe as possible, be productive and engaged in tasks that were substantive and would benefit the organization and to learn effective ways to meet, communicate and encourage each other, but not in person.

- **Cleaned and sanitized all Libraries, including almost 300,000 items, (books, Adventure Packs, Marvel Kits, DVDs, CDs, etc.) furniture, work areas, shelving and computers.**
- **Updated and created staff manuals and guides:**
 - **On-Boarding**
 - **EFI/Givex (new printing process)**
 - **Volunteers**
 - **Policies & Procedures**
 - **Interlibrary Loans**
 - **User Experience (UX)**
 - **Tyler Cashiering/Deposits**

- **Safety Training**
 - **Collection Development Principles**
 - **Manager's Training Manual**
 - **Social Media/ Webex Guidelines**
 - **Weekly Conference Calls for Updates**
- **Search Lists**, staff fully searched for the yearly lists of missing library materials to make sure the catalog is accurate.
 - **Supply Inventory**, staff listed all supplies and amounts at their locations. This increased efficiency in sharing with other locations in need and making the most of what we have.
 - **Created Summer Quest Plans B & C in the wake of COVID-19.** Plan A was already developed with new Marvel Kits assembled and we hoped to proceed. Plan B was for all online content, and Plan C was for a combination of A and B. It depended on conditions with COVID, and that kept changing every week.
 - **Children and Adult Summer Quest, Plans and Promotional Materials**
The Staff designed a full program of daily activities, classes, challenges, games and STEM days for six days a week. The promotional materials are beautifully done and families can pick up "Make 'n Take" bag crafts, Book Bundles, At-Home Story Times by coming into the Library, or Curbside.
 - **Developed Curbside Pickup**, very popular with the public.
 - **Developed Re-Opening plans.** The difficulty was that conditions and rules kept changing and there was no prior experience for dealing with a pandemic. I relied on suggestions from staff, information about library practice throughout the country and South Carolina. I also coordinated closely with the Assistant County Administrator, Maintenance and Procurement. As a result, we have been supported with a broader range of experience, advice and supplies. For example, all of our buildings were treated before opening and we have been helped in obtaining UV lights, masks, gloves and disinfectant.
 - **Activity and Training During the COVID Closure**
 - **Webex**
 - **Valerie Gross Webinar**
 - **Read, "Transforming Our Image, Building Our Brand," Gross.**
 - **Universal Classes, Word and Excel**
 - **Library Webinars for Programming**
 - **Improve Facebook**
 - **Quality of Posts**
 - **Editing Team**
 - **Content Sharing by all Locations**
 - **Virtual Programming**
 - **Countywide Egg Hunt, Social Distance Style**
 - **Escape Room**
 - **At-Home Storytimes**
 - **Pertinent information sent frequently to promote new services.**
 - **Re-opening Plan for re-entry post COVID closure**

- Curbside Service, Started April 23, 2020
- Re-opened Libraries, May 18, 2020
- Porch Pick-up & Delivery (Bookmobile)
- Search Lists (yearly)
- Supply Inventory

Goals, 2019-20, Director of Libraries

Horry County Memorial Library

1. Complete a new Strategic Plan for HCML.

The content for the Strategic Plan has been updated and curated by the staff. The plan should be completed by the end of September. Due to the unexpected closure to the public, we chose to focus on completing actual content. We did not know how long we would be closed, and we had to constantly be prepared to re-open on short notice. So, we maximized the time that staff could focus on writing, updating and reviewing new manuals, existing manuals, procedures and policy.

I believe this was the best use of staff time. The strategic plan is focused on updating all written components in the organization. It is also focused on creating a healthy environment for staff and the community to learn, engage and enjoy. We chose to optimize the time available and "just do it." The formal plan will be written and available in September with many of the objectives fulfilled because we seized the opportunity we had to do it. Unconventional approach and effective fulfillment.

2. Develop a recommended plan for optimum use of the Thompson Bequest.

We began implementing the plan by renovating the Administration Building. From late February through the present, the focus has been on dealing with the COVID pandemic, and due to closures of businesses our progress was slowed. We now have design drawings and are proceeding.

I am thrilled with the Board's recommendation to proceed to Phases II and III for the Library Administration Building. The plan incorporates public use as a Heritage Library, public use as a rentable venue, and work spaces for Administration, Technical Services, Bookmobile and Couriers.

The initial plan and drawings for the Administration Building are complete and we are moving forward. We have visited and researched renovation and upgrade ideas accomplished in other libraries. We are developing a list of recommendations for the Conway Library. Even though everything stopped for several months, we are moving forward. The plans for the Conway Library are influenced by plans for the Administration Building because it provides space for the Heritage Library and all of the workspaces previously mentioned. This opens up space in the Conway Library.

Angie Jones, Horry County Treasurer, and Barry Spivey, Assistant County Administrator, spoke with the Board to explain investment parameters and endowment options for the Thompson Bequest funds.

3. Complete Policy and Procedures Manual updates.

This is in process and I expect it to be completed for final review by late October. The staff have contributed their suggestions and these are being evaluated and compiled.

4. Complete RFID installation.

Following the RFP and procurement process, a contract was awarded to Envisionware. Due to COVID-19 closures, Envisionware has been delayed in starting the training. We expect training to begin in a few weeks.

5. Collect \$50,000-100,000 in additional grant support.

We received \$148,383.30 in funding!

Total, \$148,383.30

- o Librarians Innovate (\$1000)
- o LSTA Continuing Education, SCLA- (\$1000)
- o LSTA Summer Reading (\$1,000)
- o MLIS Tuition Reimbursement, Fall (\$1,102.86)
- o MLIS Tuition Assistance, Spring, (\$1,102.86)
- o 22 State Park Passes, (\$2200)
- o E-Rate (\$364.90) Federal Funding, Internet for the Bookmobile to make it a Hot Spot
- o E-Rate (\$140,612.68) Federal Funding, replace computer switches

6. Encourage and support opportunities for staff training and mentoring.

- The enduring and definitive test of training happened without warning during the extended time I was "out-of-office." Tracey Elvis-Weitzel and Jody Gray, assumed my responsibilities at separate times and were excellent. I attribute this to their abilities and work ethic. But, we also cross train and share information so that our organization is designed to function effectively, with backup. One of the questions we ask is, "Who have you trained as backup for your responsibilities?"
- Professional Staff Training Day, "Adventure Awaits"
- Youth Service Librarian chosen by the State Library to attend a one week Conference in Indianapolis, and to serve as a consultant for writing the State Summer Reading curriculum.
- Enrolled and accepted for Data Analysis, History/Genealogy, Rural Libraries Conference- to be rescheduled due to COVID
- Training during COVID
 - o Staff chose computer classes to strengthen skills in Work and Excel
 - o Read "Transforming Our Image, Updating Our Brand," and watched webinar by Valerie Gross

- Grant writing, many staff are involved in writing grants, I review and edit before submitted.
- Manager training, writing evaluations, there is marked improvement
- Citrix Webex, staff use for easy communication and meetings as a secure online platform
- Various library webinars
- Virtual Content Production, filming, editing
- Social Media posting, analysis and content
- Wrote new manuals, updated existing manuals
- Reviewed policy and procedures

When we chose, "Adventure Awaits!" as the training theme for the year, we had no idea a pandemic was coming. I am proud of the Library Staff and appreciate the support we receive from the Library Board and Horry County Government.

Growing in the midst of difficulties depends on how we respond. We are developing new methods and adding new services to deal with the circumstances. Curbside Pickup and Virtual Programming are services that have been well-received and we want to continue these. As a staff we are learning to effectively communicate using different technologies. We support one another and the public through kindness, consideration, technology, information and old-fashioned cleaning.

Character kicks in when personality runs out! All that has been accomplished over the last year is the result of working with an excellent staff who demonstrate character each day. I am fortunate to work with these individuals, in this place, at this time. Thank you for this privilege.

Cindy Thornley, July 2020

Goals, Director of Libraries, 2020-21

- 1. Complete the Administration Building renovation.**
- 2. Complete planning and implementation for updating the Conway Library.**
- 3. Renovate/update the Little River, Aynor, Green Sea/Floyds and Bucksport libraries depending on funding.**
- 4. Complete RFID materials tagging project and install self-service checkouts.**
- 5. Complete the Strategic Plan.**
- 6. Receive \$50,000-\$100,000 in additional funding.**