

**LEXINGTON COUNTY PUBLIC
LIBRARY SYSTEM
MARCH 2019
PERFORMANCE INDICATORS**



PARTNERSHIPS AND RELATIONSHIPS WITH COMMUNITY ORGANIZATIONS

Community outreach and partnerships

- On Tuesday, March 5, Irmo Branch Library presented *Self Defense* in partnership with University of South Carolina Division of Law Enforcement and Safety with **17** attendees. Participants learned self-defense techniques to be prepared and stay safe. Regardless of strength, size, or training, anyone can learn to protect themselves.
- On Thursday, March 7, The ESL students from Lexington 3 Adult Education visited the Batesburg – Leesville Branch Library with **6** students. Students were most excited about the GED practice tests in Spanish available in Learning Express, and the branch's Spanish book collection.
- On Saturday, March 23, Cayce – West Columbia Branch Library presented a *Dia' Celebration* in partnership with the Cayce – West Columbia community with **130** attendees. Participants celebrated diversity in a big way! Dia': Diversity in Action is a national library celebration focusing on children, books, and diversity.

TECHNOLOGY SERVICES

Presenting and demonstrating to patrons in libraries

- Library staff conducted **32** public training workshops with **50** participants including **25** one-on-one technology sessions.

Assisting public with computer and Internet related issues

- Library staff completed **264** eBook related reference transactions.
- Library staff completed **1,383** technology related reference transactions.
- Library staff completed **8,612** general reference transactions.

EMPLOYMENT RELATED SERVICES

Assisting with job searching, resumes, and completing job applications

- Library staff completed **210** job-related reference transactions.

LIFE LONG LEARNING

Conducting literacy programs within the library

- Library staff led **16** adult book discussions with **135** attendees

Conducting educational workshops to support health, financial and legal needs and enhance life

- On Thursday, March 28, Gaston Branch Library presented *Master Gardeners: Heat & Drought Resistant Plants* in partnership with Lexington County Master Gardeners, with **10** attendees. Attendees learned how to use heat and drought resistant plants in their own garden.
- On Monday, March 18, Lexington Main Library presented *Master Gardeners: Shade Gardening* in partnership with Lexington County Master Gardeners with **29** attendees. Attendees learn how to create a shade garden.

Conducting programs with partners — organizations and schools

- On Thursday, March 28, Pelion Branch Library staff attended Pelion Elementary School's *Career Day*. Staff answered questions about the Library and distributed materials about the Library to **600** students.

Presenting and demonstrating to students in schools

- Library staff conducted **86** school and daycare visits to present storytimes and promote library resources to over **2,143** children in an effort to instill early literacy skills.

March 2019 - Monthly Programs and Services Report



Lifelong Learning Programs	Batesburg-Leesville	Lexington	Cayce-West Columbia	Irmo	Chapin	Swansea	Gaston	Pelion	Gilbert-Summit	Mobile Library	South Congaree-Pine Ridge		SYSTEM TOTALS
Adult Programs	8	24	14	15	6	4	2	6	1	0	3	—	83
Attendance	45	149	102	150	67	22	9	44	3	0	32	—	623
Mixed Ages	0	0	0	1	1	1	0	1	0	0	0	—	4
Attendance	0	0	0	15	9	9	0	500	0	0	0	—	533
Children's/Teen Programs	9	48	21	26	23	6	5	7	12	0	14	—	171
Attendance	102	1,147	449	468	387	64	47	33	90	0	331	—	3,118
Outreach Programs	7	14	20	18	6	3	0	5	7	6	3	—	89
Attendance	106	272	475	360	257	64	0	740	155	46	61	—	2,536
Adult Public Training Workshops	8	10	5	6	1	0	0	2	0	0	0	—	32
Adult Public Training Attendees	9	10	5	23	1	0	0	2	0	0	0	—	50
1:1 Training	7	7	5	3	1	0	0	2	0	0	0	—	25
TOTAL # PROGRAMS	32	96	60	66	37	14	7	21	20	6	20	—	379
TOTAL # PARTICIPANTS	262	1,578	1,031	1,016	721	159	56	1,319	248	46	424	—	6,860
Resources Used												Electronic Resources	SYSTEM TOTALS
Adult Books	2,016	14,190	6,883	9,098	2,783	590	606	877	612	1,500	1,119	—	40,274
Children's/Teen Books	2,306	27,490	8,300	9,871	4,301	792	979	1,339	1,383	8,892	2,092	—	67,745
Ebooks	—	—	—	—	—	—	—	—	—	—	—	19,644	19,644
Magazines, Newspapers	200	604	438	383	461	38	44	100	31	95	54	—	2,448
Downloadable Magazines	—	—	—	—	—	—	—	—	—	—	—	1,284	1,284
Adult Audio Books	85	1078	606	1094	271	16	18	101	19	67	56	—	3,411
Children's Audio Books	27	436	221	339	93	3	10	18	2	159	17	—	1,325
DVDs	1,511	4,771	3,608	2,977	852	571	570	950	483	514	487	—	17,294
Children's DVDs	835	3,056	1,264	1,401	445	231	331	279	266	746	392	—	9,246
Database Searches	—	—	—	—	—	—	—	—	—	—	—	20,928	20,928
TOTAL CIRCULATION	6,980	51,625	21,320	25,163	9,206	2,241	2,558	3,664	2,796	11,973	4,217	41,856	183,599
Individualized Assistance	Batesburg-Leesville	Lexington	Cayce-West Columbia	Irmo	Chapin	Swansea	Gaston	Pelion	Gilbert-Summit	Mobile Library	South Congaree-Pine Ridge	Email	SYSTEM TOTALS
General Questions	343	1,724	1,182	1,398	390	330	420	364	416	1,668	372	5	8,612
Job-Related	16	27	79	133	1	3	22	10	17	1	25	0	334
Technology-Related	190	163	497	239	8	40	93	15	37	1	100	0	1,383
Ebook-Related	5	98	51	57	5	0	23	3	7	6	8	1	264
TOTAL ASSISTANCE	554	2,012	1,809	1,827	404	373	558	392	477	1,676	505	6	10,593
Other Library Uses													TOTALS
Door Counter	3,250	24,118	6,163	15,742	4,029	1,644	1,090	1,910	1,519	0	1,852	—	61,317
Meeting/Study Room Use	7	176	139	267	8	1	6	5	7	0	3	—	619
Meeting/Study Attendance	51	1,134	322	658	13	0	13	9	20	0	24	—	2,244
Computer Use	751	1,582	2,368	1,543	278	270	316	334	147	0	303	7,458	15,350
WiFi	193	1567	926	820	167	138	102	127	76	0	94	—	4,210
New Cards Issued	38	323	123	97	30	11	16	17	10	1	11	—	677

Monthly Circulation Report

March 2019
Connect. Engage. Enrich.

Material Type	Batesburg- Leesville	Lexington	Cayce- West Columbia	Irmo	Chapin	Swansea	Gaston	Pelion	Gilbert- Summit	Mobile Library	South Congaree- Pine Ridge	Ebooks	SYSTEM TOTALS
Fiction Adult	841	6,763	3,519	4,631	1,549	280	249	491	239	502	582	—	19,646
Paperback	176	609	177	121	62	77	25	42	26	0	23	—	1,338
NonFiction Adult	573	4,334	1,864	2,853	853	163	243	279	207	310	327	—	12,006
Fiction Young Adult	143	2,107	783	632	376	103	101	216	103	113	157	—	4,834
NonFiction Young Adult	23	202	81	129	27	11	11	12	13	22	13	—	544
Fiction Juvenile	446	6,168	1,332	2,308	962	118	167	272	198	714	412	—	13,097
EASY	1,109	14,022	4,185	4,665	1,917	444	526	591	931	6,264	946	—	35,600
NonFiction Juvenile	585	4,991	1,919	2,137	1,019	116	174	248	138	1,779	564	—	13,670
LARGE PRINT	415	2,445	1,249	1,412	304	70	89	55	133	686	184	—	7,042
Non-Circulating	10	13	49	62	12	0	0	4	2	2	3	—	157
Interlibrary Loan	1	24	20	18	3	0	0	4	5	0	0	—	75
Ebooks	—	—	—	—	—	—	—	—	—	—	—	11,409	11,409
Total Books	4,322	41,678	15,178	18,968	7,084	1,382	1,585	2,214	1,995	10,392	3,211	11,409	119,418
Periodical	200	604	438	383	461	38	44	100	31	95	54	—	2,448
Audio Book Adult	85	1,076	606	1,093	271	16	18	101	19	67	56	—	3,408
Audio Book Juvenile	27	436	221	339	93	3	10	18	2	159	17	—	1,325
Cassette Audio	0	2	0	1	0	0	0	0	0	0	0	—	3
Video Adult	1,511	4,771	3,608	2,977	852	571	570	950	483	514	487	—	17,294
Video Juvenile	835	3,056	1,264	1,401	445	231	331	279	266	746	392	—	9,246
Computer Internet	702	1,467	2,276	1,485	242	258	308	321	117	0	282	—	7,458
Computer Standalone	49	115	106	58	36	12	8	13	30	0	21	—	448
Miscellaneous	0	2	5	1	0	0	0	2	0	0	0	—	10
Downloadable Audio	—	—	—	—	—	—	—	—	—	—	—	7,750	7,750
Downloadable Video	—	—	—	—	—	—	—	—	—	—	—	333	333
Downloadable Music	—	—	—	—	—	—	—	—	—	—	—	152	152
Downloadable Magazines	—	—	—	—	—	—	—	—	—	—	—	1,284	1,284
Total Non-book Items	3,409	11,529	8,524	7,738	2,400	1,129	1,289	1,784	948	1,581	1,309	9,519	51,159
Total Circulation	7,731	53,207	23,702	26,706	9,484	2,511	2,874	3,998	2,943	11,973	4,520	20,928	170,577
Change from Mar 2018	581	-51	-1,179	-2,246	387	-84	278	-629	84	1,150	189	4,219	2,699
YTD Total	67,864	496,643	214,514	243,455	87,450	24,365	27,256	39,444	28,796	110,946	40,137	180,063	1,560,933
Change from YTD '18	2,225	17,471	-15,015	-19,659	-99	-1,243	2,291	-3,854	164	9,527	-38,028	42,395	36,123
Percent Change YTD	3.4	3.6	-6.5	-7.5	-0.1	-4.9	9.2	-8.9	0.6	9.4	5.0	30.8	2.4
New Cards Issued	38	323	123	97	30	11	16	17	10	1	11	—	677

LIBRARY POLICY NO C 10.1
ISSUING LIBRARY CARDS
Revised: August 4, 2006

I. POLICY

To check out library materials, a person must have a valid library card. A library card may be used at any branch of the library system.

II. REGULATIONS

- A. Circulation staff will determine the person's eligibility for a library card according to the regulations in C 10.2, "Determining Eligibility for a Library Card."
- B. Circulation staff may refuse to issue/renew a library card to a person if:
1. Fines in excess of \$5.00 have been incurred. The card may be issued after fines are paid.
 2. Delinquent materials have not been returned.
 3. Adequate verification of identification, residency, and address cannot be supplied.
 4. False information is given.
 5. No permanent address can be provided. This does not apply to a person wishing to apply for a temporary card. See C 10.3, "Issuing a Temporary Library Card."
- C. A person must apply for a library card in person and show verification of identification, residency, and current address. This applies to renewal of library cards as well.
- D. A child under 15 years of age must have a parent, legal guardian, or adult family member over 18 years old sign the application form. The person signing must provide verification of identification, residency, and current address.
- E. A person may not have more than one valid library card.
- F. The person who signs the application form for a card is responsible for all materials checked out on the card. A patron who reports his or her library card lost or stolen is responsible for materials checked out on the card until the date that they report the card lost or stolen.
- G. Persons 60 years old or older are eligible for Senior Citizen Status. They will not be charged overdue fines, but they will be responsible for paying for lost or damaged materials. While their borrowing privileges can be affected for unreturned/damaged items, they will not be turned over to the collection agency.

- H. ~~A patron may check out up to 3 items on the first use of his or her library card. One video title may be included in this group.~~
- I. A patron may not check out materials on an expired library card. Cards will be updated annually, except for temporary cards, which are issued for only 3 months.
- J. A juvenile patron (under 15) may check out juvenile and YA books and juvenile videos.
- K. A patron may obtain a replacement card if it is lost or stolen. See C 10.4, "Replacement Library Cards."
- L. The Director, Deputy Director, or Branch Manager may make exceptions to the above regulations.

III. PROCEDURES

- A. When a person wishes to apply for a new library card, Circulation staff will:
 1. Ask for the person's name and check the registration file in Polaris to see if the person already has a valid library card. If he or she has a valid card, it may be replaced only if it has been lost or stolen. See C 10.4, "Replacement Library Cards."
 2. If the person has an expired card and the registration information is still in the registration file, treat it according to C 10.4, "Replacement Library Cards."
 3. If the person has never had a card, proceed as follows:
 - a. Determine eligibility and verify identification, residency, and current address as detailed in C 10.2, "Determining Eligibility for a Library Card."
 - b. Ask the person to complete an application form, explaining to him or her the information needed.
 - c. After the person has filled out the form, check to see if all the required information is present and legible.
 - d. If the person is not a Lexington County resident and does not own property in Lexington County, collect the \$35.00 non-resident fee in either cash or check.

- e. Register the person in the Polaris system. For a person paying for a non-resident card, the \$35.00 fee should be charged on the Account view in Patron Status, using reason code “Non-resident Fee.” The fee must be paid in full at the time of registration.
 - f. ~~Issue the library card to the patron, explaining that on the first use of the card only 3 items may be checked out, including one video.~~
 - g. After the person signs the card, explain the circulation rules, loan periods, and charges.
- B. When a new library card is issued, remind the patron to report any changes of name, address, and telephone number.

LIBRARY POLICY NO. C 10.2

DETERMINING ELIGIBILITY FOR A LIBRARY CARD

Revised: June 1, 2006

I. POLICY

Persons wishing to obtain a library card must present identification, proof of residency, and current mailing address. Lexington County residents, **current employees of Lexington County government** or persons who pay taxes on property in Lexington County will receive a card at no cost. Residents of other counties must pay an annual fee of \$35.00 to obtain a card. The proof of address is particularly important so the Library can ensure the return of borrowed material.

II. REGULATIONS

- A. Any person may obtain a library card by showing the necessary proof of identification, residency, and current mailing address. If a person asking for a library card intends to reside in Lexington County for 3 months or less, see C 10.3, "Issuing a Temporary Library Card."
- B. Identification, residency, and current address verification for adults and young persons fifteen and older is as follows:
1. Acceptable verification of identification, residency, and current mailing address includes one of the following:
 - a. Valid driver's license with current local address or state-issued ID card (this is the preferred verification source).
 - b. Photo ID from school, employment, military, passport, driver's license with previous address, or immigration card **and** one of the following with a current address:
 - Utility receipt in person's name
 - Rent receipt, with address, in person's name
 - Voter registration card
 - Printed check with current address
 - Vehicle registration or insurance card with current address
 - Cancelled mail to current address
 - Lexington County property tax receipt with current address
 2. Young persons fifteen or older who do not have personal identification may, when accompanied by a parent, legal guardian, or adult family member over 18 years old, be identified by that person. The parent, guardian, or adult family member must have a valid Lexington County Public Library card or meet the identification residency, and address verification requirements listed in B.1. above.

- C. Identification, residency, and address verification for children through age fourteen is as follows:
1. A child must be accompanied by a parent, legal guardian, or any adult family member over 18 years old who will sign the application form and be legally responsible for returning library materials checked out on the child's card.
 2. The parent, legal guardian, or family member must have a ~~valid~~ **current** Lexington County Public Library card or meet the identification, residency, and address verification requirements as listed in B.1. above.
 3. If a child is unaccompanied by a parent, legal guardian, or adult family member, he or she may take an application form home. Before the child may receive a card, however, the person signing the card for the child must come to the library and show identification, residency, and address verification as listed in B.1. above.
- D. Students who attend college in the area and have a permanent residence outside the area must provide verification of both their local address and their permanent residence address.
- E. **Employees of Lexington County Government who live outside of Lexington County must provide their employee identification card and address verification requirements as listed in B.1. above**
- F. Exceptions to the above regulations may be made at the discretion of the Director, Deputy Director, or Branch Manager.

III. PROCEDURES

- A. When a person wishes to obtain a library card, Circulation staff will:
1. Ask if he or she is a resident of Lexington County. If the answer is yes, verify the person's identification and address as detailed in Regulations B. and C. above.
 - a. If there is any question about the person being a Lexington County resident, use ~~the CARD (County Address Range Directory)~~ **property tax database** to verify that the person lives in Lexington County.
 - b. After verifying all information necessary for the person to receive a free card, issue the card as outlined in C 10.1, "Issuing Library Cards."
 2. If the person is not a resident of Lexington County but he or she claims to own property in the County, ask the person to bring in a current tax receipt that has the person's name on it. If the property is in Lexington County and current taxes are paid, the person is eligible for a free card.

3. If the person is not a resident of or does not own property in Lexington County and wants a library card, he or she must pay a \$35.00 annual fee. Verify the person's identification and address as detailed in Regulations B. and C. above. Collect the \$35.00 fee and issue the card as outlined in C 10.1, "Issuing Library Cards."
- B. If a person plans to reside temporarily (3 months or less) in Lexington County and wishes to have a library card, he or she may be eligible for a temporary card according to C 10.3, "Issuing a Temporary Library Card."

LIBRARY POLICY NO. C 10.4
REPLACEMENT LIBRARY CARDS

Revised: January 30, 2002

I. POLICY

The Library will replace library cards that are lost, stolen, or damaged. In some cases a fee will be charged for the replacement.

II. REGULATIONS

- A. Patrons who have lost their library card or claim that it was stolen must present valid verification of identification, residency, and current address as detailed in C 10.2, "Determining Eligibility for a Library Card," before a replacement card can be issued.
- B. Replacement cards will be issued according to the regulations and procedures detailed in C 10.1, "Issuing Library Cards."
- C. The fee for replacing a lost or stolen card is \$2.00. There is no cost for replacing a card that is worn or damaged.
- D. Patrons are responsible for all materials checked out on their card until the date that they report the card lost or stolen.

III. PROCEDURES

- A. When a patron wishes to replace a lost, damaged, or stolen library card, Circulation staff will:
 1. Inform the patron of the cost of replacing a lost or stolen card. If the card is damaged or worn, there is no replacement cost.
 2. Tell the patron that he or she is not responsible for any materials checked out on the card after they have notified the library.
 3. Verify the patron's identification, residency, and current address in accordance with C 10.2, "Determining Eligibility for a Library Card."
 4. Check the patron's account to see if there are unpaid fines or **overdue delinquent** materials that are long overdue ~~before having the patron fill out an application form. If there are fines exceeding \$5.00 or long overdue materials, the fines must be paid or materials returned before a replacement card can be issued.~~

5. Open the patron's registration screen.
 - a. Highlight the old barcode number.
 - b. "Cut" the former barcode and "paste" it into the place for "Former Barcode" on the second view of the patron's registration.
 - c. With the old barcode number still highlighted, erase the old barcode number and scan in the barcode for the new card.
 - d. Save the modified record.
 6. Collect the \$2.00 replacement fee for a lost or stolen card and issue the new card. The \$2.00 should be charged on the account view of the Patron Status Screen in Polaris, using reason code "Lost Card Fee."
- B. If the patron has an expired card and the registration information is still in the registration file, simply update the file.
1. Verify the person's identification, residency, and current address as detailed in C 10.2, "Determining Eligibility for a Library Card." Update the information in the file if necessary.
 2. If the person is not a Lexington County resident or does not own property in Lexington County, collect the full \$35.00 non-resident fee. The fee should be charged on the account view in the Patron Status Screen in Polaris, using reason code "Non-Resident Fee."

LIBRARY POLICY NO. C 10.5

CIRCULATION PERIODS, LIMITS, AND RENEWALS

Revised: June 10, 2004; February 29, 2016

I. POLICY

The Library will circulate books and other materials to the public according to the regulations and schedule below.

II. REGULATIONS

- A. Any person with a valid library card may check out library materials at any location in the system. The materials may be returned at any location in the system.
- B. Patrons should have their library card with them to check out materials. Patrons may check out materials without a card three times during a calendar year if they present valid identification with their picture on it, preferably a current driver's license.
- C. Patrons must give their library card number or the ID Number listed on their account in order for staff to access their account over the phone.
- D. A maximum of 50 items may be checked out on a patron's card at any one time.
- E. There are system-wide limits to the number and loan period of some materials. Additional limits caused by seasonal demand may be placed at the discretion of individual branch librarians. See Schedule of Loan Periods, Limits, and Renewals below.
- F. Renewals may be done in person, online, or by telephone. An item held for another patron may not be renewed.
- F. Items that have reached their renewal limit must be returned to the library so they may be available to other patrons. Patrons may not check out additional items if renewal limits have been reached on materials currently out.
- G. All patron records are strictly confidential. See Appendix.
- H. Reference books, vertical file materials, and certain magazines, the Professional Collection, and computer software do not circulate.

III. SCHEDULE OF LOAN PERIODS, LIMITS, AND RENEWALS

Note: A maximum of 50 items may be checked out on a patron's card at a time.

Books

Adult and Juvenile: 14 days, 2 renewals

~~Adult Fiction: limit 50 titles~~

~~Young Adult Fiction: limit 25 titles~~

~~Juvenile Fiction: limit 25 titles~~

~~Easy Books, Easy Readers, Board Books: limit 25 titles per special collection~~

~~Non-fiction: 6 adult books and 3 juvenile books with the same Dewey number to the left of the decimal point, e.g., 6 or 3 books with 973.~~

Magazines

Adult and Juvenile: 7 days, 1 renewal, limit 10.

Current issues of magazines do not circulate.

Videos/DVDs

Adult and Juvenile: 7 days, 2 renewals, limit ~~7~~ 10 titles (may be multiple volumes).

Audio Books

Adult and Juvenile: 14 days, 2 renewals, limit ~~5~~ 10 titles (may be multiple volumes)

Language Instruction Recordings

Adult and Juvenile: 14 days, 2 renewals, limit 3 titles

A Note on titles with multiple volumes:

Items with two or more volumes that comprise the whole work and must be seen or listened to together count as one title. An example is the film Titanic, which is one film with two physical volumes. There are some multi-volume sets, such as Winds of War, which are comprised of a large number of single volumes that can be watched individually. Each volume in such sets are circulated as single titles.

Downloadables

eBooks, eAudio, eVideos: 14 days, 0 renewals, limit 10 titles

LIBRARY POLICY C 10.6

PLACING HOLDS ON MATERIALS

Revised: March 25, 2014

Effective: March 31, 2014

I. POLICY

The Library is committed to making the materials in the system available to patrons at every branch. To meet this goal, most materials in use or unavailable at a local branch may be held for patrons at any branch in the system.

II. REGULATIONS

- A. Books, videos, audiobooks, compact discs, and other audiovisual materials may be held for patrons and transferred throughout the system. Magazines may not be held.
- B. Patrons may place holds directly from the online catalog or by telephone. Library staff will assist anyone who asks for help in placing a hold. Do not make the hold item specific unless absolutely necessary.
- C. Patrons must have a ~~valid~~ library card to place a hold.
- ~~D. No holds will be taken for items not in the catalog.~~
- E. Holds will be taken and filled on a first come, first served basis. **At no time shall a staff member change a patron's position on the holds queue.** ~~Such actions are unfair to the public.~~
- F. The library will notify patrons by mail, telephone, e-mail, or text when a reserved item is available. It will be held for 5 days from notification. After 5 days it will be placed back in circulation.
- G. A patron may give permission to another patron to check out material the first patron had reserved under his own card. Staff will ask the patron giving this permission to fill out the appropriate Waiver Form. The information from that form will be placed in the notes field of each patron involved. The patron granting this permission may revoke it at any time, and notes shall be removed from both patron's accounts.