



COUNTY COUNCIL OF BEAUFORT COUNTY
 ADMINISTRATION BUILDING
 BEAUFORT COUNTY GOVERNMENT ROBERT SMALLS COMPLEX
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 BEAUFORT, SOUTH CAROLINA 29901-1228
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 VICE CHAIRMAN

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 Steve Fobes
 York Glover
 Roberts "Tabor" Vaux

JOSHUA A. GRUBER
 INTERIM COUNTY ADMINISTRATOR

THOMAS J. KEAVENY, II
 COUNTY ATTORNEY

ASHLEY M. BENNETT
 CLERK TO COUNCIL

AGENDA
 COMMUNITY SERVICES COMMITTEE

Monday, April 16, 2018
 4:00 p.m.

Executive Conference Room, Administration Building
 Beaufort County Government Robert Smalls Complex
 100 Ribaut Road, Beaufort

Staff Support:
 Monica Spells, Assistant County Administrator
 Civic Engagement and Outreach

1. CALL TO ORDER – 4:00 P.M.
2. CONSIDERATION OF A RESOLUTION TO ADOPT THE BEAUFORT COUNTY DISABILITIES AND SPECIAL NEEDS TITLE VI PLAN ([backup](#))
3. UPDATE / BEAUFORT COUNTY LIBRARY SYSTEM BOOKMOBILE
4. CONSIDERATION OF REAPPOINTMENTS AND APPOINTMENTS
 - Library Board / One Vacancy (District 5)
5. ADJOURNMENT



RESOLUTION 2018/

A RESOLUTION ADOPTING A TITLE VI (OF THE CIVIL RIGHTS ACT OF 1964) PLAN FOR THE BEAUFORT COUNTY DISABILITIES AND SPECIAL NEEDS DEPARTMENT

WHEREAS, the Federal government enacted the Title VI of the Civil Rights Act of 1964, as amended, to prevent discrimination on the grounds of race, color, national origin, age, sex, disability, religion, or language, and to ensure that individuals are not excluded from participation in, denied benefits of, or otherwise subjected to discrimination under any program or activity receiving Federal financial assistance on the basis of race, color, national origin, age, sex, disability, religion, or language; and

WHEREAS, it is the policy of Beaufort County Council to assure affirmative compliance with Title VI of the 1964 Civil Rights Act and its related statutes; and

WHEREAS, Beaufort County Council is also committed to assuring every effort will be made to prevent the discrimination of low-income and minority populations as a result of any impact of its programs or activities; and

WHEREAS, throughout the years, additional regulations, statutes, directives, cases, and executive orders have been passed which expand the breadth of Title VI; and

WHEREAS, it is a requirement of the United States Department of Transportation and the South Carolina Department of Transportation (SCDOT) that communities receiving Federal financial assistance adopt a Title VI Plan; and

WHEREAS, the Beaufort County Disabilities and Special Needs Department receives grant funding from SCDOT to provide enhanced transportation options for persons with disabilities in our community to help improve their access to programs and services as a quality of life measure.

NOW, THEREFORE, BE IT RESOLVED, THAT THE COUNTY COUNCIL OF BEAUFORT COUNTY, SOUTH CAROLINA adopts the Beaufort County Disabilities and Special Needs Department Title VI Plan.

DONE this ____ day of April, 2018.

COUNTY COUNCIL OF BEAUFORT COUNTY

BY: _____

D. Paul Sommerville, Chairman

APPROVED AS TO FORM:

Thomas J. Keaveny, II, Esquire
Beaufort County Attorney

ATTEST:

Ashley M. Bennett, Clerk to Council

DRAFT

Notifying the Public of Rights Under Title VI

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

TITLE VI NOTICE OF PROTECTIONS AGAINST DISCRIMINATION

Beaufort County Department of Disabilities and Special Needs (BCDDSN) operates its programs and services without regard to race, color and national origin. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with BCDDSN.

Individuals wishing to request and/or receive additional information on its discrimination obligations, including its complaint procedures, please contact the person listed below or visit the administrative office at the address listed below:

Beaufort County Department of Disabilities and Special Needs
100 Clear Water Way
Beaufort, SC 29906

Mailing Address:
Telephone: 843-255-6300
Email Address: wlove@bcgov.net

Individuals wishing to file a discrimination complaint under Title VI, the written complaint must be filed to the address above within less than 180 days of the alleged discrimination. Written complaints may also be filed with the U. S. Department of Transportation/Federal Transit Administration (FTA) no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA, at the following address:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

For the accommodation of individuals with limited English proficiency, and to document or translate, oral complaints may also be given at the above address.



**Beaufort County Department of
Disabilities and Special Needs
Title VI Plan**

DRAFT



Date Adopted: tentative date **April 23, 2018**

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1.0 Title VI/Nondiscrimination Policy Statement and Management Commitment to Title VI Plan

49 CFR Part 21.7(a): Every application for Federal financial assistance to which this part applies shall contain, or be accompanied by, an assurance that the program will be conducted or the facility operated in compliance with all requirements imposed or pursuant to [49 CFR Part 21].

The Beaufort County Department of Disabilities and Special Needs (BCDDSN) assures the South Carolina Department of Transportation (SCDOT) that no person shall on the basis of race, color, national origin, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.

BCDDSN further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the Executive Director or authorized representative, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in language other than English.
3. Insert the clauses of Section 4.5 of this plan into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against BCDDSN.
5. Participate in training offered on the Title VI and other nondiscrimination requirements.
6. If reviewed by SCDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
7. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
8. Submit the information required by FTA Circular 4702.1B to the primary recipients (refer to Appendix A of this plan)

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.

William J Love, Executive Director, BCDDSN
Signature of Authority

Date: Month/Day/Year

2.0 Introduction & Description of Services

BCDDSNB submits this Title VI Plan in compliance with Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B, published October 1, 2012.

BCDDSN is a sub-recipient of FTA funds and provides and coordinates services to citizens with life-long disabilities in Beaufort County, S.C. Services are provided to individuals with autism, head and spinal cord injuries and other disabilities. The agency provides case management, respite and other services to individuals and their families, including an adult day program and residential services geared toward maximizing independence and potential of their constituents. The agency also provides early intervention services for pre-school aged children and their families. Transportation for program participants is a part of the services offered to support them in achieving maximum independence. More information about services and the service area may be found in Appendix B.

Title VI Liaison

BCDDSN Executive Director or designee
843-255-6300
100 Clear Water Way
Beaufort, SC 29906

BCDDSN has designated a liaison for Title VI issues and complaints within the organization. The liaison is the focal point for Title VI implementation and monitoring of activities receiving federal financial assistance. Key responsibilities of the Title VI Liaison include:

- Maintain knowledge of Title VI requirements.
- Attend training on Title VI and other nondiscrimination authorities when offered by SCDOT or any other regulatory agency.
- Disseminate Title VI information to the public including in languages other than English, when necessary.
- Develop a process to collect data related to race, gender and national origin of service area population to ensure low income, minorities, and other underserved groups are included and not discriminated against.
- Implement procedures for the prompt processing of Title VI complaints.
- Investigate and/or resolve Title VI complaints

2.1 First Time Applicant Requirements

FTA Circular 4702.1B, Chapter III, Paragraph 3: Entities applying for FTA funding for the first time shall provide information regarding their Title VI compliance history if they have previously received funding from another Federal agency.

BCDDSN is not a first time applicant for FTA/SCDOT funding.

The following is a summary of BCDDSN’s current and pending annual federal and state funding.

Current and Pending SCDOT Funding

1. OPT - Section 5310 Rural (Vehicle)	2018	\$50,000.00	Current
2. OPT – Section 5310 Small Urban (Purchase of Service)	2018	\$50,000.00	Current

Current and Pending Federal Funding (non-FTA)

Not Applicable

Current and Pending State Funding (non-SCDOT)

1. SC Disabilities and Special Needs	2018	\$6,396,097.00
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During the previous three years, no Federal or State Agency has completed a Title VI compliance review of BCDDSN. BCDDSN has not been found to be in noncompliance with any civil rights requirements.

2.2 Annual Certifications and Assurances

FTA Circular 4702.1B, Chapter III, Paragraph 2: Every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with the Title VI regulations.

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

BCDDSN will remain in compliance with this requirement by annual submission of certifications and assurances as required by SCDOT OPT.

2.3 Title VI Plan Concurrence and Adoption

This Title VI Plan received SCDOT concurrence on [REDACTED]. The Plan was approved and adopted by BCDDSN of Directors during a meeting held [REDACTED]. A copy of the meeting minutes and SCDOT concurrence letter is included in Appendix C of this Plan.

3.0 Title VI Notice to the Public

FTA Circular 4702.1B, Chapter III, Paragraph 5: Title 49 CFR 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.

3.1 Notice to Public

Recipients/subrecipients must notify the public of its rights under Title VI and include the notice and where it is posted in the Title VI Plan. The notice must include:

- A statement that the agency operates programs without regard to race, color and national origin
- A description of the procedures members of the public should follow in order to request additional information on the grantee's nondiscrimination obligations
- A description of the procedure members of the public should follow in order to file a discrimination complaint against the grantee/subgrantee

The notice is included in Appendix D of this Plan and will be translated into other languages, as necessary.

3.2 Notice Posting Locations

The Notice to Public will be posted at many locations to apprise the public of BCDDSN's obligation under Title VI and to inform them of the protections afforded them under Title VI. At a minimum, the notice will be posted in public areas of BCDDSN's office(s) including the reception desk, the kitchen, the day center program bulletin board, inside BCDDSN vehicles and BCDDSN website <http://www.bcgov.net/departments/Community-Services/disabilities-and-special-needs/index.php>.

A version of this notice is included in Appendix D of this Plan along with any translated versions of the notice, as necessary.

4.0 Title VI Procedures and Compliance

FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to member of the public.

4.1 Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by BCDDSN may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (refer to Appendix E). BCDDSN investigates complaints received no more than 180 days after the alleged incident. BCDDSN will process complaints that are complete.

Once the complaint is received, BCDDSN will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

BCDDSN has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, BCDDSN may contact the complainant. The complainant has ten (10) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days, BCDDSN can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A (Letter of Finding) LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has seven (7) days to do so from the time he/she receives the closure letter or the LOF.

The complaint procedure will be made available to the public on BCDDSN's Administrative Bulletin Board.

4.2 Complaint Form

A copy of the complaint form in English is provided in Appendix E and on BCDDSN's Administrative Bulletin Board.

4.3 Record Retention and Reporting Policy

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Plan to their FTA regional civil rights officer once every three (3) years. BCDDSNB will submit **updated Title VI Plans to SCDOT for concurrence any time a major change occurs in the Plan.**

Compliance records and all Title VI related documents will be retained for a minimum of three (3) years and reported to the primary recipient annually.

4.4 Sub-recipient Assistance and Monitoring

FTA Circular 4702.1B, Chapter III, Paragraph 11: primary recipients should assist their sub-recipients in complying with DOT's Title VI regulations, including the general reporting requirements.

BCDDSN does not have any sub-recipients to provide monitoring and assistance. As a sub-recipient to SCDOT, BCDDSN utilizes the sub-recipient assistance and monitoring provided by SCDOT, as needed. In the future, if BCDDSN has sub-recipients, it will provide assistance and monitoring as required by FTA Circular 4702.1B.

4.5 Contractors and Subcontractors

Each contract you sign with a contractor (and each subcontract the prime contractor signs with a subcontractor) must include the following assurance:

The contractor, sub recipient or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR part 26 in the award and administration of DOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the recipient deems appropriate.

Contractors and subcontractors are responsible for complying with the Title VI Program of the recipient with whom they are contracting. Contractors are not required to prepare or submit Title VI Programs. Recipients are responsible for ensuring that contractors are following the Title VI Program, and complying with Title VI.

5.0 Title VI Investigations, Complaints, and Lawsuits

FTA Circular 4702.1B, Chapter III, Paragraph 7: In order to comply with the reporting requirements of 49 CFR 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations...; lawsuits, and complaints naming the recipient.

In accordance with 49 CFR 21.9(b), BCDDSNB must record and report any investigations, complaints, or lawsuits involving allegations of discrimination. The records of these events shall include the date the investigation, lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit, or complaint; and actions taken by BCDDSN in response; and final findings related to the investigation, lawsuit, or complaint. The records for the previous three (3) years shall be included in the Title VI Plan when it is submitted to [SCDOT] and/or [other primary recipient].

BCDDSN has had no complaints, or lawsuits involving allegations of discrimination on the basis of race, color, or national origin over the past three (3) years. A summary of these incidents is recorded in Table 1.

Table 1: Summary of Investigations, Lawsuits, and Complaints

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Introduction

These procedures apply to complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program and/or activity administered by BCDDSN, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Every effort will be made to obtain early resolution of complaints at the lowest possible level. The option of informal mediation meeting(s) between the affected parties and the investigator may be utilized for resolution, at any stage of the process. BCDDSN will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will include requests for information regarding specific relief and settlement options.

Filing

Any person who believes that he or she or any specific class of persons has been subjected to discrimination or retaliation prohibited by Civil Rights authorities, based upon race, color, sex, age, national origin, or disability may file a written complaint to BCDDSN's Title VI Program Coordinator. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:

- Complaints must be in writing and signed by the complainant(s).
- Complaints must include the date of the alleged act(s) of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which the conduct was discontinued or the latest instance of the conduct).
- Complaint must present a detailed description of the issues, including names, job titles, and addresses of those individuals perceived as parties in the action complained against.

Receipt and Acceptance

Upon receipt of the complaint, the Title VI Program Coordinator will determine its jurisdiction, and need for additional information. The complaint will be forwarded to the SCDOT Secretary of Transportation (Secretary) for a determination of acceptability. The Secretary will notify the complainant, in writing, within ten (10) days of receipt of the complaint.

In order to be accepted, a complaint must meet the following criteria:

- a. The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
- b. The allegation(s) must involve a covered basis such as race, color, sex, age, national origin, or disability.
- c. The allegation(s) must involve a program or activity that receives Federal financial assistance.

SCDOT will assume responsibility for investigating complaints against any of its sub-recipients. Complaints in which SCDOT is named as the Respondent, shall be forwarded to the FHWA or the appropriate Federal agency for proper disposition, in accordance with their procedures.

Dismissal

A complaint may be recommended for dismissal for the following reasons:

- a. The complainant requests withdrawal of the complaint.
- b. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- c. The complainant cannot be located after reasonable attempts to contact the complainant.

Investigation of Complaints

In cases where SCDOT assumes responsibility for investigation, SCDOT will provide the respondent with the opportunity to respond to the allegations in writing. The Secretary will designate an investigative team responsible for evaluating the complaint, developing an investigative plan, conducting interviews, collecting and analyzing evidence, and preparing an investigative report.

SCDOT's final investigative report will be submitted to the Federal Highway Administration (FHWA), or appropriate Federal Agency, within 60 days of receipt of the complaint. FHWA will issue a final agency decision (FAD) and provide written notification of the decision to the complainant and respondent.

Appeals

If FHWA concludes that the respondent is in compliance with laws/regulations and the complainant disagrees, the complainant may, if dissatisfied, file an action in the appropriate U.S. District Court.

Title VI Complaint Procedures

Name(s) of person(s) who may be contacted for additional information to support or clarify your complaint. (Attach additional sheets, if necessary).

	<u>Name</u>	<u>Address</u>	<u>Telephone</u>
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____

What action(s) have you or your representative done to attempt to resolve this complaint? Please include filing dates or other dates as applicable.

<u>Action</u>	<u>Date</u>
<input type="checkbox"/> Filed with the SC Department of Transportation _____	
<input type="checkbox"/> Filed with the Federal Highway Administration _____	
<input type="checkbox"/> Filed with the U.S. Department of Transportation _____	
<input type="checkbox"/> Filed with another Federal agency _____	
<input type="checkbox"/> Filed in Federal Court _____	
<input type="checkbox"/> Other action _____	

Please provide any additional information you feel would be helpful in investigating this matter.

Briefly explain what action you are seeking.

Complainant's Signature

Date

Mail Complaint Form To: Beaufort County Disabilities and Special Needs
100 Clear Water Way
Beaufort, SC 29906
Attn: Title VI Liaison

For Official Use Only

Date Complaint Received: _____

Referred to: _____

Date Referred: _____

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APPENDIX A

FTA CIRCULAR 4702.1B REPORTING REQUIREMENTS FOR TRANSIT PROVIDERS
https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf October 1, 2012; 130 pages

Reporting Requirements

There are many types of recipients of Federal financial assistance: designated recipients, direct recipients, primary recipients and sub-recipients. The reporting and monitoring requirements vary depending on what role an entity serves. One entity could be all four types of recipients, and therefore have many different reporting and monitoring requirements.

BCDDSNB will provide the following documentation to South Carolina Department of Transportation Office of Public Transit with their annual certifications and assurances as applicable and upon request:

- Title VI Notice to the Public, including a locations listing of where the notice is posted.
- Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint).
- Title VI Complaint Form
- List of transit-related Title VI investigations, complaints, and lawsuits.
- Public Participation Plan if applicable, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission.
- Language Assistance Plan if applicable, for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance.
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees.
- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program.

APPENDIX B

BCDDSN CURRENT SYSTEM DESCRIPTION

The Beaufort County Department of Disabilities and Special Needs Board (BCDDSN) is a human service agency located in Beaufort, SC. Our Mission is to provide quality services and support to our consumers and to facilitate opportunities for them to live productively and inclusively in the community.

Funding for service operations is provided through the SC Department of Disabilities and Special Needs, and the Beaufort County government. SC DOT funding has been helpful in allowing the agency to purchase services from a local private provider and to add to its fleet of vehicles used to transport participants to and from the day program, to and from work programs, and for other necessary destinations.

Programs currently operated by the BCDDSN include the following:

- Case management – a link to available services found in and around the county for individuals with life-long disabilities and special needs. Individual and family needs are identified, eligibility, determined, advocacy provided for the individual and family, and coordination of services is offered.
- Adult Day Program – a number of support systems are available to support independent living, including training in social and independent living skills, employment services, career preparation, supervised mobile work crews, day activity and community based services.
- Residential Services – BCDDSN supports eleven Community Training Homes throughout the County offering training and support in developing personal basic skills and community living skills.
- Early Intervention – focuses on early intervention for pre-school children, including in-home training and therapy, introduction of assistive devices, service coordination and family training.

BCDDSN is not a transit agency, but rather provides specialized human service transportation for its target group individuals receiving its services.

SERVICE AREA DEMOGRAPHICS

- County population – 183,149
- African American – 18.7%
- Caucasian – 77.4%
- Population change increased by 15.2% between 2010 and 2017
- Language other than English spoken at home, percent of persons age 5 years+ – 12.0%
- Persons with a disability under age 65 years – 8.3%
- Poverty rate – 10.3%

APPENDIX C

BCDDSN MEETING MINUTES and SCDOT CONCURRENCE

APPENDIX D

TITLE VI NOTICE TO PUBLIC

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

TITLE VI NOTICE OF PROTECTIONS AGAINST
DISCRIMINATION

Beaufort County Department of Disabilities and Special Needs Board (BCDDSNB) operates its programs and services without regard to race, color and national origin. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with BCDDSNB.

Individuals wishing to request and/or receive additional information on its discrimination obligations, including its complaint procedures, please contact the person listed below or visit the administrative office at the address listed below:

Individuals wishing to file a discrimination complaint under Title VI, the written complaint must be filed to the address above within less than 180 days of the alleged discrimination. Written complaints may also be filed with the U. S. Department of Transportation/Federal Transit Administration (FTA) no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA, at the following address:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

For the accommodation of individuals with limited English proficiency, and to document or translate, oral complaints may also be given at the above address.

APPENDIX E

TITLE VI COMPLIANT FORM

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End of Title VI Plan

ADD-ONS

The document(s) herein were provided to Council for information and/or discussion after release of the official agenda and backup items.

Topic: Library Bookmobile 2017-2018 Interim Report
Date Submitted: April 16, 2018
Submitted By: Ray McBride
Venue: Community Services Committee

Beaufort County Library Bookmobile

2017-2018 Interim Report



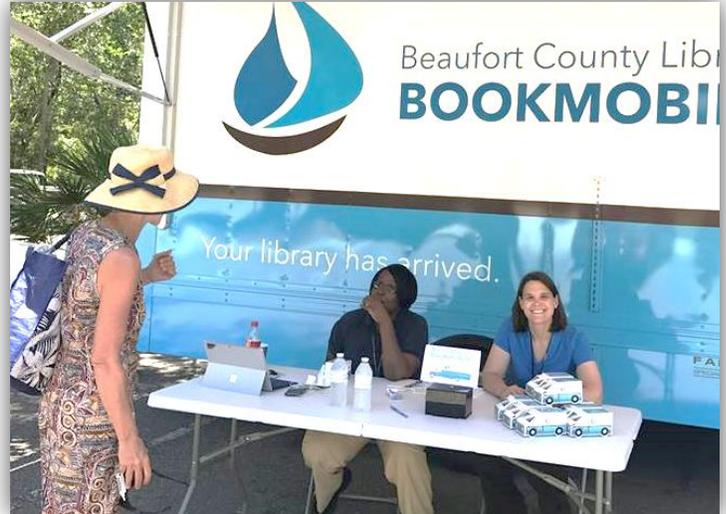
BEAUFORT COUNTY
LIBRARY
For Learning ♦ For Leisure ♦ For Life

Your Bookmobile delivered.

As the Bookmobile approaches one year of service, we celebrate months of visits, events, smiles, and thousands of miles on the road.

This report presents statistical and anecdotal data to capture the value, need, and impact of Bookmobile service in Beaufort County. Along the Bookmobile's first 15,000 miles she has:

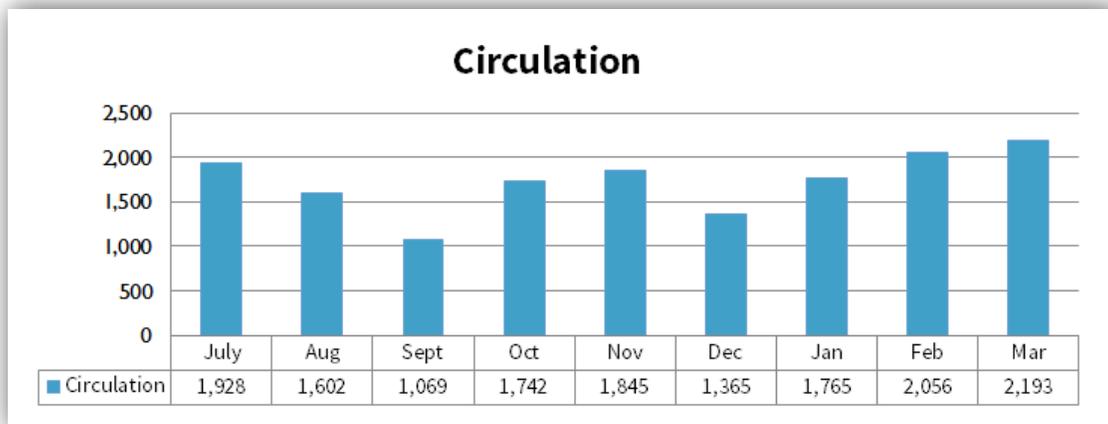
- Greeted over 6,700 people
- Circulated over 15,500 items
- Answered 1,100 reference questions
- Issued 233 new library cards
- Attended 18 events



Beaufort County Library Bookmobile staff members Tracye Blue and Amanda Brewer Dickman.

Statistics

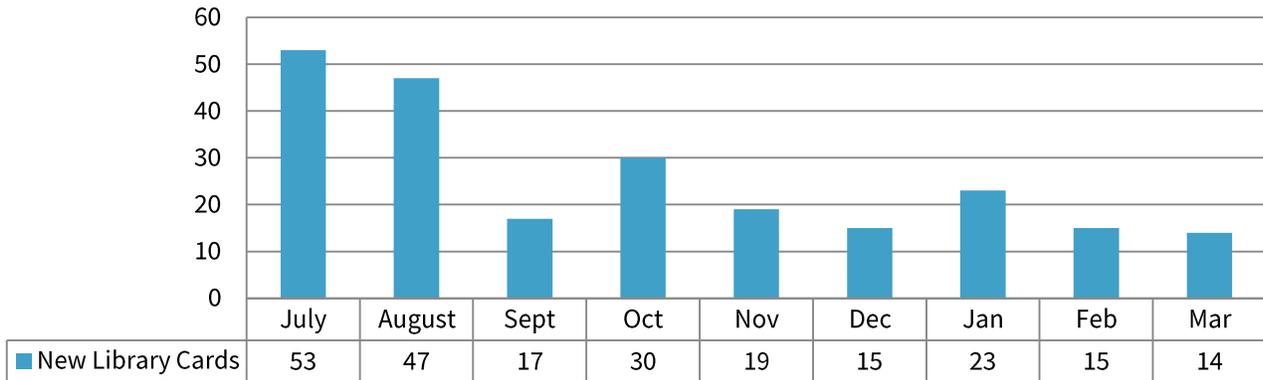
The Bookmobile is on the road 121.5 hours each month. Of those, 64 hours are in operation for the public and the remaining 57.5 hours are in transit. Averaging the hours over 4 weeks, the Bookmobile is on the road 30.25 hours per week. The remaining 7.25 hours of work time is spent loading and unloading materials, cleaning the Bookmobile, ordering new materials, and office work.



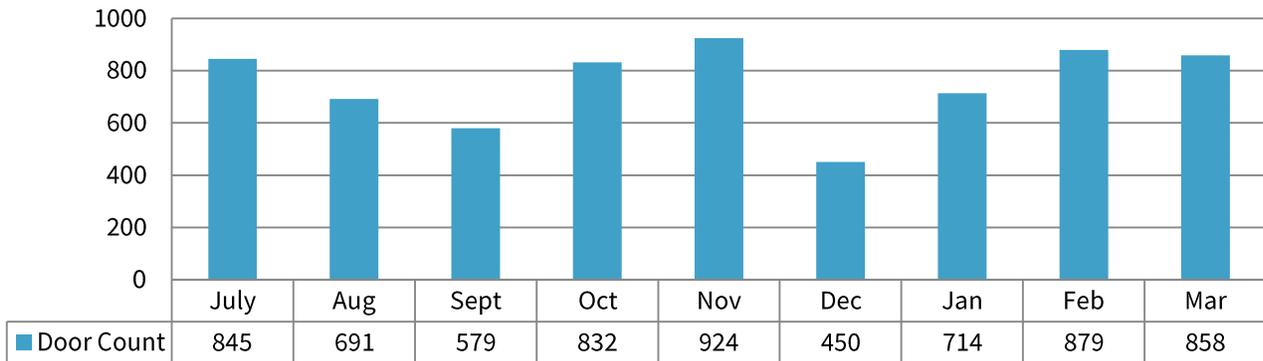
Our circulation statistics indicate during an average month, with no major weather issues (hurricane, September) and holiday closures (December), the Bookmobile circulates an average of 1700 items per month. To begin to track the amount of holds fulfilled, staff tallied the number of “holds” processed in the month of February 2018. In the month of February, staff has processed 191 holds requests. During the month of March, 290 holds were processed.

“We look forward to the Bookmobile because of nice customer service and resourceful librarians.”
 - Mom, Yemassee Heights

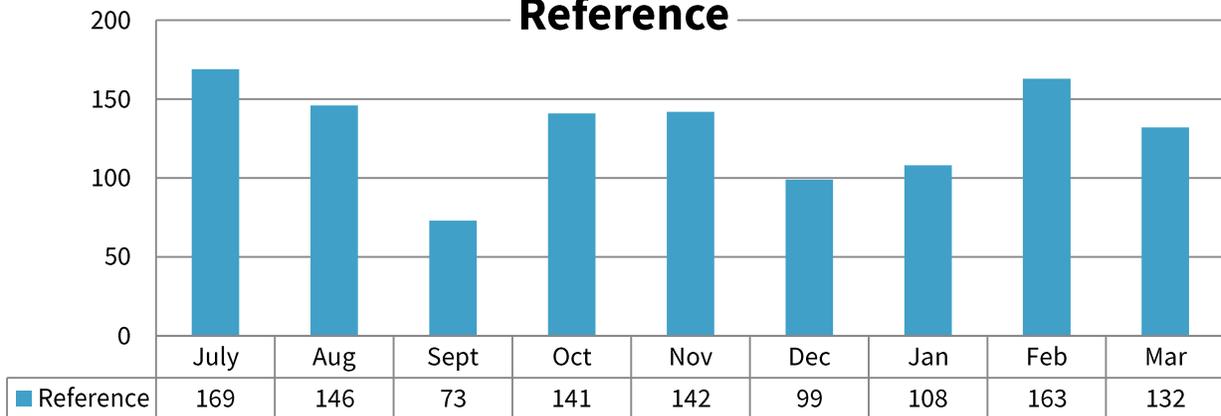
New Library Cards



Door Count



Reference





Fuel Costs

	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Totals
Gallons	227	240.56	206.73	302.36	227.1	190.4	203.6	189.3	253.3	2,040.35
Cost	\$426.73	\$482.23	\$465.34	\$620.88	\$445.06	\$372.16	\$428.38	\$436.49	\$629.40	\$4,306.67

Maintenance Costs

	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Totals
Cost	\$173.47	\$0.00	\$0.00	\$161.39	\$32.49	\$122.47	n/a	n/a	\$489.82

Special Events

The Bookmobile was invited to participate in several events over the course of its first year in operation. Below is a list of all of the events the Bookmobile attended:

- **Port Royal Farmer's Market** June 2017
Attendance: 100, issued 10 new library cards
- **Bluffton Shrimp Festival** July 2017
Attendance: 48, issued 2 new library cards
- **Beaufort Water Festival Parade** July 2017
Attendance: undetermined
- **Healthy Churches (Dale)** July 2017
Attendance: 60, issued 7 new library cards
- **Bluffton Back to School Fun Day** August 2017
Attendance: 100, issued 10 new library cards
- **St. Helena Community Back to School event**
August 2017, *Attendance: 68, issued 3 new library cards*
- **Church of the Palms (Okatie) Back to School event**
August 2017, *Attendance: 30*
- **HHI Italian Fest** September 2017 (*Event canceled - Hurricane Irma*)
- **SC Bookmobile and Outreach Services Exchange** (Columbia)
October 2017
- **St. Helena Community Explosion event** October 2017
Attendance: 56, issued 6 new library cards
- **Habersham Harvest Festival** (two days) October 2017
Attendance: 661, issued 8 new library cards
- **Bluffton Book Festival** November 2017
Attendance: 133, issued 4 new library cards
- **Bluffton Christmas Parade**
December 2017, *Attendance undetermined*
- **Beaufort Christmas Parade**
December 2017, *Attendance undetermined*
- **Lowcountry Book Club Convention**
December 2017, *Attendance: 20*
- **Read Across America**
March 2018, *Attendance: 225*
- **Dale Youth Movement** March 2018, *Attendance: 28*
- **ShopMoreLocal Spring Fair** (Hilton Head) March 2018, *Attendance: 40*
- **KidFest** (Beaufort) April 2018, *Attendance: 301*



The Bookmobile continues to schedule appearances at community events across Beaufort County. Upcoming events include: Soft Shell Crab Festival (April 2018) and Bluffton MayFest (May 2018).

"The Bookmobile is a fun place to learn and a good place to be inside the truck to look at books and sit down to read for a little while. It is cool. I like the mobile truck. It is good."

- Teen, Yemassee Heights



“I like you!”
– Carla Mitchell, Consumer at Beaufort County Disabilities and Special Needs day program



“Loving the Bookmobile. It’s a beautiful thing.
You make communities smile.”
– Teacher, Beaufort Christian School



“I love the bookmobile because I like books and playing on tablets. When I read, I get better at reading.”
– 8 year old, Oak Hill Terrace



Overview of Current Stops

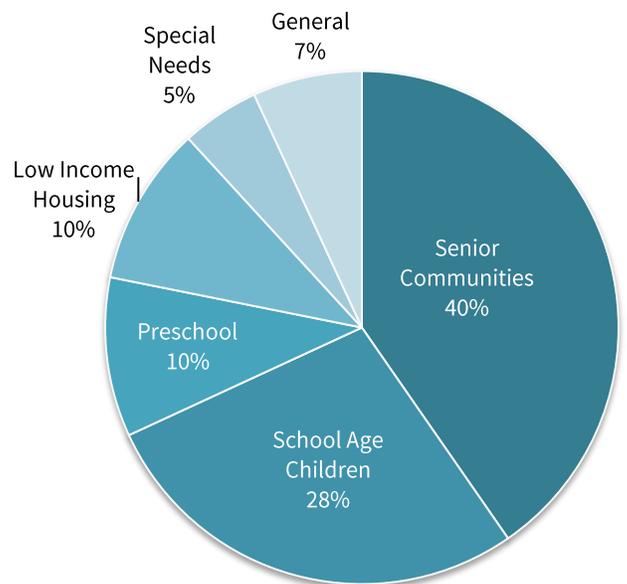
Currently, the Bookmobile makes stops at 40 locations throughout Beaufort County. The schedule is constantly under review for maximum effectiveness. The following criteria influence decisions regarding stops on the current route:

- Potential number of people to be served;
- Specific needs of the population to be served, e. g. handicapped, geographic location;
- Distance from a branch library;
- Availability of restrooms on site, and
- Prior demands on the Bookmobile.

The chart to the right shows the breakdown of our stops by customer profile:

The Beaufort County Library Bookmobile visits:

- 16** senior communities
- 11** school age childcare facilities
- 4** preschool centers
- 4** low income housing neighborhoods
- 2** special needs programs
- 1** health clinic



Customers at the Yemassee Heights stop



Customers at the Church of the Harvest stop

*"I love the bookmobile because it gives my children a chance to read more."
-D. Frazier, resident at Oak Hill Terrace*

Senior Communities

Averaging between 50-60 customers per visit, **Sun City** (Bluffton) is the most active of the 39 stops. The convenience of customers being able to return items checked out, request items, pickup holds, and browse newly released books and movies keeps this stop active. Because the stop is busy, Bookmobile staff operates two service stations (one outside and one inside) to provide faster service.

Comparable to Sun City are **The Seabrook** (HHI) and **The Cypress** (HHI) senior living communities. Average attendance at both of these stops is 10, but these ten customers either no longer drive or limit their driving. They appreciate the Large Print offerings the Bookmobile keeps on hand. Attendance at **Summit Place** (Beaufort), **The Palmettos** (Okatie), **Brookdale** (HHI), **Bloom at Belfair** (Bluffton), and **Bloom at Bluffton** remain consistent. On average, the Bookmobile serves 5-10 residents per visit, who greatly appreciate our book and movie recommendations. In fact, residents at Bloom at Belfair started their own book club and read titles recommended by Bookmobile Librarian Amanda Brewer Dickman and delivered by the Bookmobile.



Sun City customers Mr. & Mrs. Davis



Ms. Wiggins, customer at Morningside stop

Although attendance numbers are lower at **Brookdale Village** (HHI), **The Bayshore** (HHI), and **River Oaks** (Lady's Island), the value to the few who use the Bookmobile is incalculable. Mr. Alexander at Brookdale Village will turn 100 in 2018 and he never fails to greet the bookmobile asking for "action books" because reading is his favorite thing to do. Mr. Fred and Ms. Trudy at River Oaks always board the Bookmobile together. He gets movies and she gets mystery novels. Often, Mr. Fred brings his guitar for an impromptu jam session with Amanda. Service to **The Cottages at Beaufort**, a low income senior housing community in Beaufort, began with great success in March 2018.

Service to **The Cottages at Beaufort**, a low income senior housing community in Beaufort, begins March 2018.

In January and February 2018, attendance at **Morningside** (Beaufort) noticeably decreased. Last summer, this stop had 5-6 residents who frequented the Bookmobile. Several of those residents are currently experiencing declining health conditions causing them to either lose interest or not be alert enough to read or listen to audiobooks.



Book club ladies from Bloom at Belfair

Two residents at Morningside, both avid readers, are faithful to the Bookmobile but don't always want to board the Bookmobile to select books. Instead, they opt to have Bookmobile staff select books for them. As demand on the Bookmobile schedule increases, this stop may be converted to a drop off for those few residents interested in receiving library materials.

Our initial service to **Life Care** (HHI) was very active due in large part to the Activities Director's efforts to promote the Bookmobile. In her absence (December 2017), activity at this stop has declined. In the past few months, two residents anxiously await the Bookmobile. Bookmobile staff has tried to motivate more residents to visit, but unless more residents utilize the stop, this too, may become a drop off location only.

In general, attendance at assisted living communities is varied depending upon weather conditions, health issues, and staff involvement promoting the Bookmobile's arrival. As senior communities open across Beaufort County, the Bookmobile staff will seek to add service to new facilities.



Mr. Cullison, customer at Morningside stop



*"It keeps us sane!"
-Resident, Summit Place assisted living*

Preschool Centers

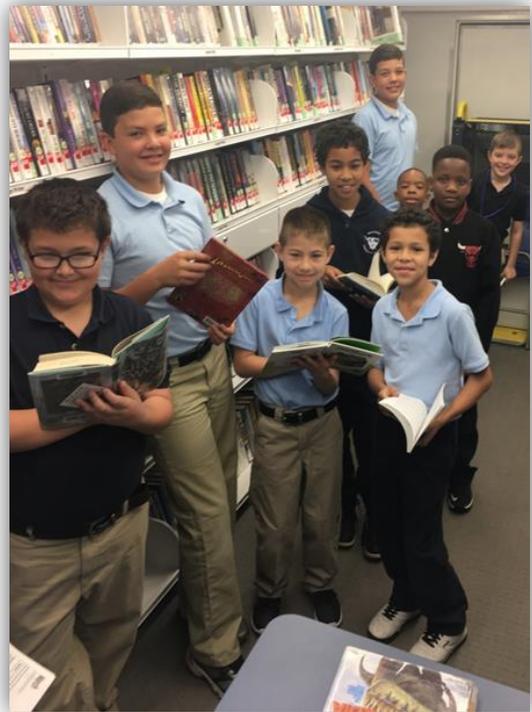
In September 2017, the Bookmobile added preschool centers to the schedule. Three of these centers, **Hobbit Hill Too**, **Sea Island Presbyterian Day School**, and **St. Helena Head Start** were previously visited by St. Helena Library youth services staff. The Bookmobile added these stops in order to continue providing library service to these centers in the absence of a Youth Services Librarian at the St. Helena Branch Library.

Teachers at **St. Helena Head Start** and **Hobbit Hill Too** faithfully utilize checking out items while Bookmobile staff present storytime in their classes. With input from the teachers, Bookmobile staff selects items to match their scheduled lessons and activities. **Sea Island Presbyterian Day School** (Lady's Island), **Little Brown School** (Port Royal), and **Sandalwood** (HHI) utilize storytime but have not checked out items. As of February 2018, St. Helena Library staff has resumed visits to Sea Island Presbyterian Day School.

School Age Centers

The Bookmobile currently visits several centers serving school age children. Since September 2017, the Bookmobile has added visits to 3 home school associations and 3 independent schools with either limited or no library resources.

Bookmobile visits to **Tidal Creek Fellowship**, **Grace Community Church**, and **Maye River Baptist Church** occur during the time Classical Conversations, a local home school association, meets for classes. Stops at **Beaufort Christian School** (Beaufort), **Agape Christian Academy** (Lobeco), and **Lowcountry Montessori** (Shell Point) have been very active with children ages 4- 16 excited to check out books and movies (where school administration allows). **AMIkids** (Seabrook) remains an active stop. AMIkids is a residential program for teen males who have committed a variety of non-violent offenses and are involved with the South Carolina Department of Juvenile Justice. Many of the teens at AMIkids who visit the Bookmobile remark that they “never read much before” or visited their hometown library.



Students at Beaufort Christian School

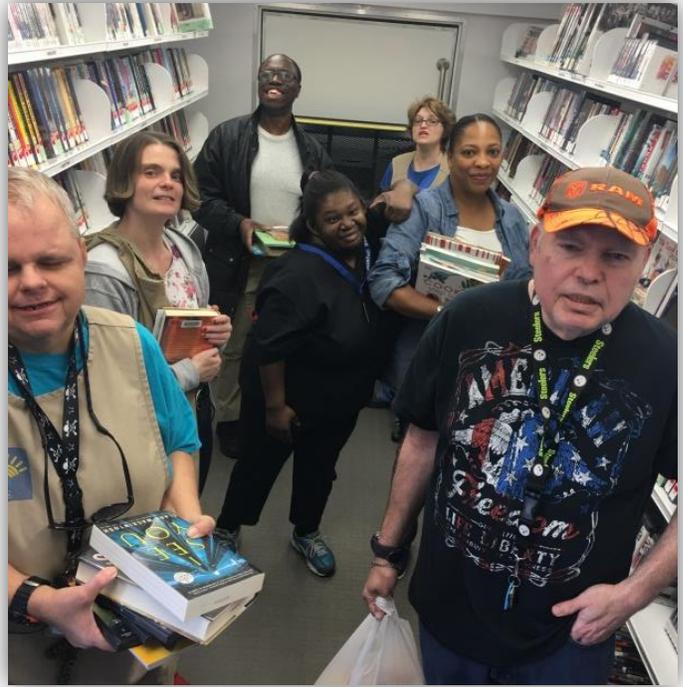
Serving after school centers has been a series of trials and errors. Many of the PALS and YMCA centers previously visited consistently did not have students prepared to visit the Bookmobile and check out items. **Island Recreation** (HHI), **Church of the Harvest** (St. Helena), **Sheldon Boys and Girls Club** are the most productive after school stops in the current schedule.

“I like the bookmobile because it has amazing mangas and books.”
- Student, Agape Christian Academy

Special Needs Population

Stops at two separate agencies, **Beaufort County Disabilities and Special Needs** (Beaufort) day program and at Hilton Head's **Programs for Exceptional People** are both productive in terms of circulation and social interaction. Our customers at both locations have varied interests and appreciate being able to check out items, especially newly released DVDs, on their library cards.

The consumers at these stops that do not want responsibility for returning library items are able to select a book from our collection of donated items on board. The generous support of the Friends of the Library enables us to provide these giveaway books.



Friends at Beaufort County Disabilities and Specials Needs



Bookmobile customers at Programs for Exceptional People

In addition, the consumers at **Programs for Exceptional People** look forward to having a dance party with music sing-alongs and stories provided by Bookmobile staff.

Staffs at both *Beaufort County Disabilities and Special Needs* and at *Programs for Exceptional People* graciously thank us for visiting and work to prepare their consumers for our visits. The success of these two stops is due in large part to the promotion efforts of staff at these facilities.

Neighborhoods

Since the launch of Bookmobile service in June 2017, the Bookmobile makes routine stops at four Beaufort Housing authority neighborhoods: **Oak Hill Terrace** (Port Royal), **Yemassee Heights** (Yemassee), **Marsh**



Customers at Yemassee Heights stop

Pointe (Beaufort), and **Morris Street** (Beaufort). These stops are well attended and the customers enjoy selecting items from the Bookmobile. Next to Sun City, Oak Hill Terrace, Yemassee Heights and Marsh Pointe are among our most productive stops. The residents faithfully utilize the service. In contrast, Morris Street does not have large numbers of visitors, but the residents that utilize the Bookmobile face transportation and physical obstacles to visiting a library branch.

Rural

From the launch of Bookmobile service in June 2017, staff recognized the need for a stop in Big Estates. After trying **Booker T. Washington** center and **Christian Home Society** building, we found success at **Educate to Play** (Big Estates), a community center owned by Mr. William Stewart. With the tireless efforts of building owner Mr. Stewart and nearby resident Brandi Washington, the stop has been successful. New customers have begun to utilize the Bookmobile at this stop as well.

After a “pop up” visit in the summer, a routine stop at **Chelsea Health Clinic** was added to the schedule. One staff member regularly utilizes the Bookmobile. It was intended that the stop be a general spot for Okatie residents (Spring Island and Callawassie) as well as visitors to the health clinic. During one visit, PASOS staff assisted us in registering a few of her clients for library cards. Consistent activity beyond the one staff member at this stop is virtually nonexistent and the stop may be eliminated in the future.



“Since we started visiting the Bookmobile, my daughter and I get more books to read. This year, her reading scores are higher than before.” - Ms. Blake, Marsh Pointe

Suspended Stops

As expected over the course of 9 months of Bookmobile service, several stops did not produce anticipated results. In the first few months of service, the Bookmobile made stops to **Alljoy Public Landing** (Bluffton), **Fort Fremont** (St. Helena Island), **Island Square Shopping Center** (Lady's Island), **Parker's** (Pritchardville), **Naval Heritage Skate Park** (Port Royal), **Food Lion** (Burton), **Walmart** (Lady's Island), and **Wells Fargo** (Sea Pines, HHI) in attempt to make the Bookmobile accessible in active community spaces. Ultimately, these stops did not create enough activity or interest to warrant continued visits.

In an attempt to serve Daufuskie Island residents using Beaufort County's Ferry embarkation location, a stop was scheduled at **Buckingham Landing** (Bluffton). After attempts to publicize the stop to Daufuskie Island residents and promoting the Bookmobile to waiting ferry passengers, there seemed to be lack of interest in the Bookmobile at this location.

Social Services centers

In an attempt to combine Bookmobile service and social service efforts, the Bookmobile scheduled stops at **St. Francis Center** (St. Helena Island) and **Bluffton Self-Help** on days in which these organizations distribute food. At both locations, parking was problematic and the Bookmobile seemed to be more of an obstacle, than a vital service. Service was also offered at **SC Works** (Beaufort) in an attempt to provide library services to jobseekers, however, the stop generated no activity and was unsuccessful.

Senior Communities

Service to **Bloom at HHI**, **Booker T. Washington** (Big Estates), **Scott Center** (St. Helena) and **Helena Place** (Port Royal) was suspended due to lack of interest. The staff at Bloom at HHI suggested the Bookmobile visit other assisted living centers as their residents did not express interest in the Bookmobile. The only resident at this facility that utilized the Bookmobile moved to **The Bayshore** (HHI) and currently receives Bookmobile service there. These stops have been replaced with more active stops.

After-school centers

For several months, Bookmobile staff tried to coordinate stops at after school care centers. Even after working with staff at each center and providing an info letter to parents, visits were not productive in terms of circulation and often, no children to visit the Bookmobile. After repeated attempts to make these stops successful, service to the following centers was suspended in order to provide service elsewhere:

- Of the 7 kids enrolled at **Broomfield** (Lady's Island), only 1 had a library card. This stop could be transferred to children's librarians at a branch library for outreach.
- **Bluffton Recreation Center** (Bluffton) has a large roster of students, but only a few check out materials. This stop could be transferred to children's librarians at a branch library for outreach.
- **YMCA Whale Branch** had 5-7 kids, none have library cards. The stop was transferred to Lobeco Branch Library staff as an outreach visit.
- **YMCA Coosa Elementary** (Lady's Island) had large roster of kids but staff seemed only to want Bookmobile staff to provide activity or storytime. This stop could be transferred to a branch library for outreach.
- **YMCA Lady's Island Elementary** (Lady's Island) had one child that checked out books infrequently while the rest remained inside. Staff wanted the Bookmobile more for story/activity. This stop could be transferred to a branch library for outreach.
- **YMCA Main campus** (Port Royal) has a large amount of children, but staff only wanted Bookmobile staff to provide activity or storytime. The Lobeco Branch Library staff now visits this center.

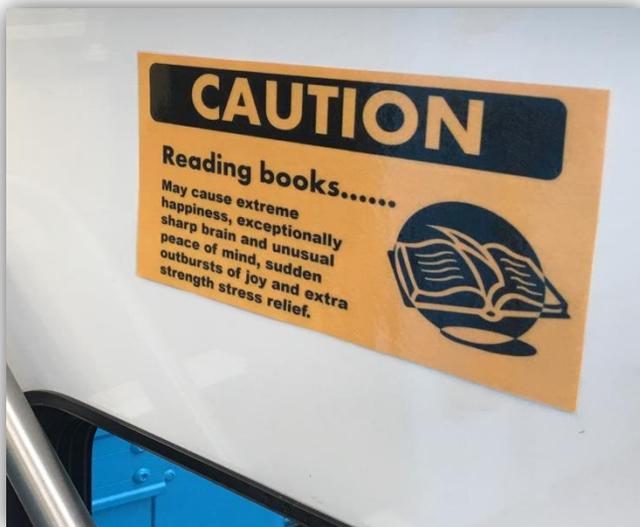
Rural communities

In an attempt to reach the most rural parts of the county, the Bookmobile tried various locations in order to engage the surrounding community. **Christian Home Society** (Jenkins) and **Grays Hill Baptist Church** (Grays Hill) had few visitors but did not develop consistent usage. The Christian Home Society stop was transferred to **Educate to Play** center in Big Estates. The Grays Hill Baptist Church stop was strategically timed to coincide directly prior to Wednesday evening church activities while the church served meal. A mom and her daughter consistently used the Grays Hill Baptist Church stop but the timing of the stop and daylight savings time resulted in the Bookmobile being out at night. With limited interest, the decision was made to suspend the stop.

Stops at the **Seabrook Post Office** and **Sheldon Post Office** were not as productive as Bookmobile staff hoped. The Sheldon Post Office stop was transferred to the **Sheldon Boys and Girls Club** where it is more attended. **Seaside Market** (St. Helena Island) was at times productive and at other times unproductive. Store owners were extremely receptive to the Bookmobile and always happy to display flyers about upcoming Bookmobile visits. Yet, after 5 months, there were no consistent customers, so the decision was made to suspend the stop. The Bookmobile may revisit in the summer to see if summertime produces better results. An unproductive summer stop at **St. Helena Baptist Church** was transferred to nearby **Church of the Harvest** after school center.

Summertime stops

The Bookmobile made a few summertime-only stops during June-August of 2017. The Bookmobile arranged to be at **Dubois Park (Bluffton)** during lunch on Farmer's Market day in hopes that the widely attended Farmer's Market and popular children's playground would draw interest. No "regular" customers developed and the stop became more of a library marketing effort. **Bluffton Boys and Girls Club** and **Grace Chapel AME** (Lady's Island) were very successful stops and Bookmobile staff members intend to revisit during summer 2018.



Customers at Sandalwood Bookmobile stop

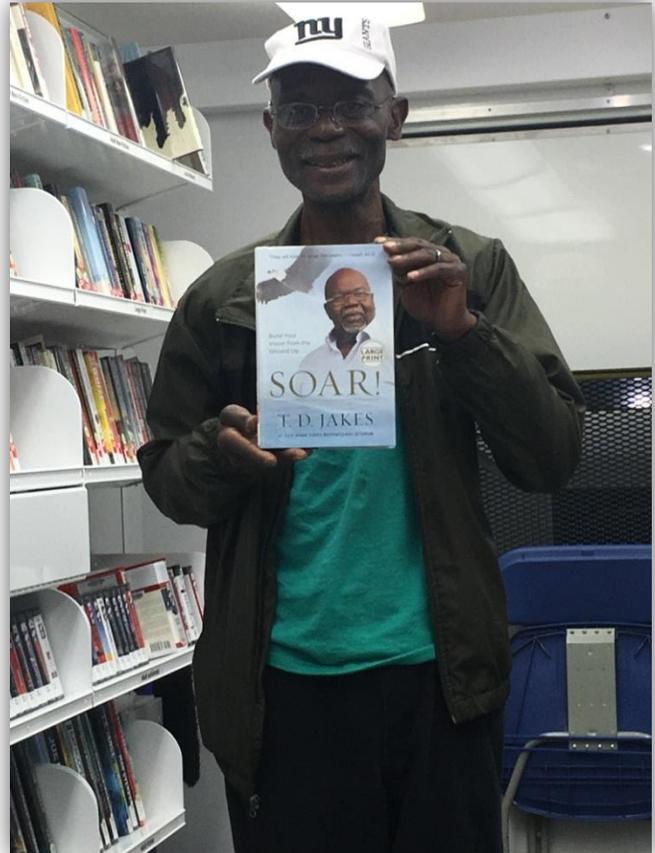
Future Stops

Bookmobile staff continually monitors activity at current stops and seek ways to add new stops or adapt stop day/time to customer's needs. The schedule remains flexible as staff want to ensure the Bookmobile is meeting the needs of the county.

Future stops may include:

- TidePoint / Broad Creek Care Center (HHI) (senior living and assisted living, Sea Pines area)
- Habersham (Burton)
- Spring Island or Callawassie (Okatie)
- Boys and Girls Club, Hilton Head
- Dataw Island
- Fripp Island
- The Retreat at Lady's Island (opening Spring 2018)
- Sprenger Health Care assisted living in Port Royal (open TBD)

Bookmobile staff wants to find productive stops in Okatie, St. Helena, Lady's Island, Burton, and Dale at times and locations that will best benefit residents. Lack of public spaces in these rural areas makes it challenging to find locations for the Bookmobile to set up. The places previously tried seemed logical to initiate Bookmobile service. Nevertheless, it is hard to detect whether time of day, day of week, or lack of interest resulted in the poor performance in these communities.



Mr. Powell, Customer at Big Estates

There are several obstacles affecting that affect scheduling:

- **School dismissal** at 2:45 pm for elementary and 3:45pm for middle and High School affect Bookmobile performance in Dale as parents are picking children from school up during the time the Bookmobile is in their area. Bookmobile staff remains flexible with their scheduling and try to accommodate as many communities as possible within the allotted road schedule.
- **Transit times** from St. Helena Branch Library to all points on the route. Moving Bookmobile staff to Beaufort Branch Library will help decrease transit times.

“My way to get out and read again... When I was young, I would walk to the library at home every week. Keep up the bookmobile. Well worth my tax \$\$.”

– Customer, Burton Wells

Full List of Current and Suspended Stops

Current Stops

Agape Christian Academy, Lobeco
AMI, Seabrook
Bayview Manor, Beaufort
Beaufort Christian School, Beaufort
Benton House, Bluffton
Bloom at Belfair, Bluffton
Bloom at Bluffton, Bluffton
Boys and Girls Club, Bluffton (summer only)
Boys and Girls Club, Sheldon
Brookdale II, Hilton Head
Brookdale, Hilton Head
Burton Wells Rec. Center, Burton
Chelsea Clinic, Okatie/Chelsea
Church of the Harvest, St. Helena Island
Dale Community Center, Dale
Disabilities and Special Needs, Beaufort
Educate to Play, Big Estates
Grace Chapel AME (summer only)
Grace Community Church, Hilton Head
Hilton Head Island Recreation Association
Hobbit Hill, Too, Lady's Island
Life Care, Hilton Head
Little Brown School, Port Royal
Lowcountry Montessori, Shell Point
Marsh Pointe, Beaufort
Maye River Baptist, Okatie/Pritchardville
Mt. Carmel Baptist Church, Seabrook
Morningside, Beaufort
Morris Street, Beaufort
Oak Hill Terrace, Port Royal
Programs for Exceptional People, Hilton Head
River Oaks, Lady's Island
Sandalwood Head Start, Hilton Head
St. Helena Head Start, St. Helena Island
Summit Place, Beaufort
Sun City, Bluffton
The Bayshore, Hilton Head
The Cottages, Beaufort
The Cypress, Hilton Head
The Palmettos, Bluffton
The Seabrook, Hilton Head
Tidal Creek Fellowship, Lady's Island
Yemassee Heights, Yemassee

Suspended Stops

Alljoy Public Landing, Bluffton
Bloom at HHI, Hilton Head
Bluffton Recreation, Bluffton
Bluffton Self-Help
Booker T. Washington Center, Big Estates
Broomfield, Lady's Island
Buckingham Landing, Bluffton
Christian Home Society, Jenkins
Dubois Park, Bluffton
Food Lion, Burton
Fort Fremont, St. Helena Island
Grays Hill Baptist Church, Grays Hill
Helena Place, Port Royal
Island Square Shopping Center, Lady's Island
Naval Heritage Skate Park, Port Royal
Parkers, Pritchardville
Port Royal Center, Port Royal
SC Works Office
Scott Center, St. Helena
Sea Island Presbyterian Day School
Seabrook Post Office, Seabrook
Seaside Market
Sheldon Post Office, Sheldon
St. Francis Center, St. Helena
St. Helena Baptist Church
Walmart, Lady's Island
Wells Fargo, Hilton Head (Sea Pines)
YMCA locations



Bookmobile Librarian Amanda Brewer Dickman

Conclusion

The statistics and customer experience stories provided in this report provide an in-depth analysis of the Beaufort County Library Bookmobile's first year in service. Circulation statistics, number of customers, and the amount of community events attended show the Bookmobile is a cost-effective, relevant, and successful method for delivering library services throughout our expansive county.



Customers at Sun City stop

In essence, this report is proof that exceptional library service can be accomplished with minimal staffing, (two full-time staff members), a selective collection (2500 items) and a 26 foot mobile unit. Moreover, the Bookmobile is a highly visible mobile marketing tool promoting the library on roads across the county daily and at community events throughout the year.

This first year on the road has exceeded initial expectations and provided a baseline from which to build

as we meet the ever changing needs of Bookmobile customers and the population growth across Beaufort county. As we embark on the second year of Bookmobile service, staff will continue to prioritize providing exceptional library service to customers while also seeking ways to gain more customers in more communities. The monthly route schedules will continue to be reviewed in order to maximize every mile and hour spent on the road ensuring that communities wanting service receive service.

Outside of the scheduled Bookmobile stops, Bookmobile staff will begin to make outreach visits to locations that want staff-led programming (ex: storytime, book talks, and instruction) but don't require the Bookmobile for checking out materials. In this way, the reach of Bookmobile and library outreach services expands to more individuals and organizations.

Community event appearances in this next year will be made extra special with the addition of "Pete the Cat" and "Curious George" mascot costumes provided by the Friends of the Beaufort County Library and our Bookmobile-shaped paper banks provided by the *Public Library Foundation of Beaufort County*.

The next year of Bookmobile service will also include advance planning and preparation for purchasing an additional Bookmobile. With one Bookmobile serving northern Beaufort county and another serving southern Beaufort county, Bookmobile staff will be better able to serve the entire county. Two Bookmobiles will decrease time spent in transit and enable more flexible scheduling, not only doubling the number of places to be visited but also being able to schedule stops at times most convenient to customers at those stops.



KidFest

Ultimately, it will mean more books in the hands of readers and more smiles across faces of people across all generations from all corners of Beaufort county.

Bookmobile Support

“I love the Bookmobile. It’s about education...Don’t stop with it!”

- *D. Brown, Big Estates*

“I love the Bookmobile because of wonderful help by librarians and cheerful attitudes.” – *Ms. Ann Walli, The Seabrook, HHI*

“I like the Bookmobile because it is convenient and practical. Without the Bookmobile in Big Estates these people would be lost. They love the Bookmobile.” – *William Stewart, Big Estates*

“I like that it doesn’t make us have to wait until the end of the month.” - *Student, Agape Christian Academy*

“I love that you get children to have beautiful imaginations and to give them books to read.” -*Student, Agape Christian Academy*

“I like the Bookmobile because I like to read and because they take the time out to come give us books.”

- *Student, AMIkids*

“Because I like to get movies like *Thomas, Diego, and Dora.*” - *BJ, 4 years old, Yemassee Heights*

“I love the Bookmobile because they have nice people and books and movies.” – *Young woman, Yemassee Heights*

“I love the Bookmobile because they have a lot of movies that you’ve never seen and they have a lot of books you’ve never read.” - *Young man, Yemassee Heights*

“I love the Bookmobile because it has just what I need.”- *Student, Tidal Creek Fellowship*

“I like the Bookmobile because it is... supercalifragilisticexpialidocious.” - *Student, Tidal Creek Fellowship*

“I enjoyed the first book I got based on my interests in horses. And on the second visit, they presented me with books they selected for me about horse racing like I asked them about.

I love this service.” – *Resident, Brookdale Main*

“Glad you come because it’s not easy to get to a bookstore or buy all of the books you want.” – *Phyllis Gosselin, resident at Benton House of Bluffton*

“I love the Bookmobile because it helps my family.” - *Mom, Yemassee Heights*

