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**Certified Public Manager Project  
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**Lending Library Resource Catalog and Dissemination**

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**S. C. STATE LIBRARY**

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**STATE DOCUMENTS**

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## Introduction

The Office of School Food Services and Nutrition administers the National School Lunch, School Breakfast, After School Snack, Summer Feeding, and Food Distribution Program in South Carolina. This involves:

- Providing federal program funds to participating districts for meals and snacks served in schools;
- Providing special marketing projects and procurement assistance to promote more nutritious eating habits;
- Conducting on-site compliance monitoring;
- Coordinating training, nutrition projects, and grants;
- Administering the Food Distribution Program

The mission of the Office of School Food Services and Nutrition (SFSN), the largest food service program in the Palmetto State, is to guarantee high quality food and nutrition programs in every South Carolina school district through educational support, resources and advocacy. The educational support, resources and advocacy are offered to school districts and the general public in several ways. SFSN has a website that is part of the South Carolina Department of Education (SC DOE) website. SFSN's website has information on all programs administered by SFSN and access to various online publications. SFSN also has a Lending Library that includes a varied amount of training and resource materials pertaining to school food services and nutrition. Before the Lending Library was established, all SFSN training and resource materials were stored at the SC DOE

Audio/Visual Library. All of the resource and training materials could be checked out at a users' request.

In 1998 SC DOE closed the Department's Audio/Visual Library that housed the SFSN resource library. After the closure was announced, the State Agency (SA) staff brought the closure to the attention of the State Library and informed the library system that there was a need for a new location to house the SFSN resources. After several meetings with the State Library, the SFSN Resource library was added to the State Library system. As a result of this cooperative effort, all South Carolinians now have access to the SFSN resources simply by possessing a public library card. This cooperative effort facilitates effective and efficient use of SFSN resources by teachers, administrators, child nutrition professionals and the general public. Additionally, the use of the State Library System allows the SFSN staff to compile a much larger and progressive collection of resources.

While the Lending Library currently has a variety of materials for use, most of the new resource and training materials that should be available to our customers (districts, schools, teachers, students and parents) are not being cataloged and housed into our lending library. Instead, the materials are being stored on an unoccupied desk in the office of SFSN. Potential users of these resources are not able to access them through the library system. In addition to the problem of having inaccessible resource materials, our customers are not always aware of what training materials are available in the Lending Library.

The successful implementation of an improved process for housing the Lending Library materials will resolve a specific management concern and educate our

consumers about the most up-to-date and relevant information; thus, ensuring the proper nutrition and education of students in South Carolina schools.

### **Current Status of Lending Library**

The Lending Library in the Office of School Food Services and Nutrition was established and implemented in 1998. The Office of School Food Services and Nutrition has placed materials in the South Carolina State Library for use by schools in South Carolina for nutrition education and workplace training efforts. Presently, there are approximately 400 titles available, including books, learning kits, videos and tapes. Resource and training materials are available through the local library system in each county, which make their use and return convenient for all schools in the state.

The current process for how new resource materials entered into the Lending Library is described in the “AS-IS’ Process List in the following table.

Tasks	Time
Collection and reception of Lending Library materials from various sources	Periodic
Temporarily store Lending Library Materials in SFSN	30 Min.
Wait for someone on the SFSN staff to review, approve, and write catalog summary for Lending Library materials	Unlimited
Lending Library materials accumulate in temporary storage area until previous step is completed	Unlimited

The effectiveness and integrity of the Lending Library is severely compromised because:

- New resource materials are not being processed into the Lending Library.
- District food service directors and the general public are denied the opportunity to access relevant information and training.
- District food service directors and the general public are not properly informed of the resource and training material that is available for them to use.

Currently there exist approximately 200 titles of resource and training materials waiting to be processed to the Lending Library. This situation came about as a result of having no defined process in place to deal with getting resource and training materials into the Lending Library. It was assumed that the Training Team leader would do everything that was necessary to process any resource materials to the Lending Library. The Training Team leader had many other pressing responsibilities and could not always devote the time and attention needed to process resource materials to the Lending Library. As a result, the resource and training materials started to accumulate on an unoccupied desk outside the office of the Training Team leader.

## **Methodology**

The methodology used to find a solution to the Lending Library problem includes identifying what information is needed and what information is already available. Additionally, a survey of potential users of the Lending Library will inform us of how they feel about the current and desired implementation of the Lending Library. Some information that is needed includes:

1. Who should be assigned the responsibility of processing resource materials for the lending library? (Receiving, reviewing, approving, and cataloging)

2. What administrative support personnel and/or Education Associate staff is available and capable of processing resource materials for the Lending Library?
3. What is the current inventory of resource materials waiting to be processed?
4. What are the various ways or methods that potential users of the Lending Library can be informed of what resource materials are available and how they can be accessed?

The information that is available to us includes:

1. Current position descriptions of each SFSN staff person and a skills assessment of their capabilities.
2. An inventory of the training and resource materials waiting to be processed into the Lending Library.
3. Current methods used by the State Agency for communicating and disseminating information to districts, schools and S. C. citizens via mailings, email, and the Internet.

A survey was given to all South Carolina food service directors to get their opinion of the current implementation of the Lending Library. A copy of the survey is referenced in Appendix A. The questions asked on the survey are listed below:

- Are you aware of the fact that the Office of School Food Services and Nutrition has a Lending Library where you can access food service training and reference materials?
- Are you familiar with the types of resource materials included in the Lending Library and how you can access those materials?

- Have you ever used the Lending Library? If yes, please comment on how easy it is to use and if the resource materials were helpful to you.
- What types of resources and training materials would you like to see in the Lending Library?
- What suggestions do you have that can improve the Lending Library to better suit your needs?

### **Survey Results**

The survey was given to 85 South Carolina food service directors to get their input on how they felt about the current implementation of the Lending Library. 54 respondents (response rate of 64%) completed and returned the survey. A copy of the formal survey results is found in Appendix B. Forty-six respondents answered yes to the question of whether they were aware of the fact that SFSN has a Lending Library where resource materials could be accessed. Eight respondents answered no saying they were unaware that a Lending Library exists. When asked if they were familiar with the types of resource materials included in the Lending Library and how they could access those materials, 37 respondents answered yes while 14 answered no. The respondents were asked if they had ever used the Lending Library and if so, then comment on its ease of use and the value of the materials used. Twenty respondents said they had used the Lending Library while 32 respondents indicated they had never used the Library. The food service directors were asked, in question four of the survey, about the types of resource and training materials they would like to see in the Lending Library. Most of their comments centered around having access to resource and training materials that would contribute to the day-to-day operation of the food service program. They want to see resources that address the topics of sanitation, safety, customer service, employee



certification, and preparing nutritious meals. All of the comments given in response to question four are referenced in Appendix B.

The foodservice directors were then asked in question five what suggestions they have to improve the Lending Library to better suit their needs. Most of their comments suggest that more needs to be done to inform them of the types of resource materials that is available in the Lending Library and how those materials can be accessed. All of the comments given in response to question five are referenced in Appendix B.

### **Summary and Conclusions**

Based on the findings from the survey administered to all SC school food service directors, it is evident that a new process for the Lending Library needs to be developed to get the resource and training materials into the hands of all potential users. The first step to developing the new Lending Library process is to identify all of the inputs to the process. They are as follows:

- Books, tapes, videos, training materials, reference materials, nutrition presentations.
- Labor (Personnel), time, storage space, procedures, approvals.
- Website, brochures, flyers, email, Lending Library instructions.

Listed below is a tasks list, which details the steps and time needed to process resource and training materials for the SFSN Lending Library.

<b>Tasks for Level One</b>	<b>Time</b>
Collection and reception of library resources and training materials in SFSN	Periodic
Temporarily store library materials in SFSN	1 hour
Training team members or appointed staff will review and approve library materials for submission to the Lending Library	3 hours
Write catalog summary for library materials	1 hour
Add catalog summary to the Lending Library catalog document	30 min.
Take new library materials to the SC State Library to be included in the SFSN Lending Library	1 hour
Update the Lending Library list to include new materials	30 min.

<b>Tasks for Level Two</b>	<b>Time</b>
Compose and send email to all SFS directors informing them of the new materials added to the Lending Library and instructions on how the materials can be accessed	30 min.
Send an email to inform the SFSN staff of the new materials added to the Lending Library	30 min.
Update all website information with reference to the contents of the Lending Library	1 hour
Conduct an inventory of the lending Library and remove any outdated materials	2 days

Assuming that the new Lending Library process is approved, the following implementation plan will be implemented:

Implementation Plan	Week Ending 2005						
	2/18	2/25	3/11	3/18	4/1	4/8	7/15
New Lending Library process is approved by SFSN Director	♦						
SFSN Director makes assignments of Lending Library responsibilities	♦						
• Assign someone to collect and receive Lending Library materials		♦					
• Assign someone to store Lending Library materials		♦					
• Assign someone to review Lending Library materials		♦					
• Assign someone to approve Lending Library materials		♦					
• Assign someone to write the catalog summary of Lending Library materials		♦					
• Assign someone to take the library materials to the State Library		♦					
• Assign someone to update the Lending Library catalog on documents and the website		♦					
• Assign someone to send emails to the SFSN staff and directors		♦					
• Assign someone to conduct periodic inventory of Lending Library materials		♦					

Implementation Plan	Week Ending 2005						
	2/18	2/25	3/11	3/18	4/1	4/8	7/15
• Assign someone to remove outdated Lending Library materials		♦					
Conduct any training needed to use the Lending Library			♦				
Begin using new Lending Library process				♦			
Evaluate the new process after the first pass					♦		
Make any adjustments necessary to correct first pass errors						♦	
Conduct a periodic inventory of the Lending Library and remove any outdated materials							♦

The successful implementation of the new Lending Library Process will depend largely on the management support and execution of the tasks listed above. Management must make these assigned tasks a part of the responsible individuals' job description, which should be communicated to them orally and in written form.

The new Lending Library process will be evaluated periodically by executing the following actions:

- An evaluation of the new process will take place after the first group of non-cataloged resource materials is processed and taken to the Lending Library.
- The new process will be evaluated in reference to the time required, the effort involved, and overall efficiency of the process.
- Another survey, on the use, knowledge, and satisfaction of the Lending Library, will be given to all South Carolina food service directors three months after the new process is implemented.

- Adjustments to the new Lending Library process will be considered and implemented based on the findings of each evaluation.

When the new Lending Library process is fully implemented, school food service directors in South Carolina will have more resources at their disposal to assist them in delivering healthy and nutritious meals to all students who choose to participate in the school food program.

## Appendix A

### Lending Library Survey

Survey Questions	YES	NO	COMMENTS
<b>1. Are you aware of the fact that the Office of School Food Services and Nutrition has a Lending Library where you can access food service training and reference materials?</b>			
<b>2. Are you familiar with the types of resource materials included in the Lending Library and how you can access those materials?</b>			
<b>3. Have you ever used the Lending Library? If yes, please comment on how easy it is to use and if the resource materials were helpful to you.</b>			
<b>4. What types of resource and training materials would you like to see in the Lending Library?</b>			
<b>5. What suggestions do you have that can improve the Lending Library to better suit your needs?</b>			

## Appendix B

### Lending Library Survey and Results

<b>Survey Questions</b>	<b># of YES</b>	<b># of NO</b>	<b>COMMENTS</b>
<b>1. Are you aware of the fact that the Office of School Food Services and Nutrition has a Lending Library where you can access food service training and reference materials?</b>	<b>46</b>	<b>8</b>	
<b>2. Are you familiar with the types of resource materials included in the Lending Library and how you can access those materials?</b>	<b>37</b>	<b>14</b>	
<b>3. Have you ever used the Lending Library? If yes, please comment on how easy it is to use and if the resource materials were helpful to you.</b>	<b>20</b>	<b>32</b>	
<b>4. What types of resource and training materials would you like to see in the Lending Library?</b>			
<b>5. What suggestions do you have that can improve the Lending Library to better suit your needs?</b>			

**Question # 4:**

**What types of resource and training materials would you like to see in the Lending Library?**

1. Current nutrition education materials for middle school age and up.
2. Serve Safe tapes
3. Safety issue videos
4. Surveys to help determine what foods students like and dislike.
5. Topics on sanitation.
6. Foreign language applications for Free and Reduced students.
7. Training Kits for F&R meal applications and verification.
8. Customer service training videos
9. Materials that can be downloaded from the internet
10. Resources that will contribute to SFS employee's certification.
11. More standardized menus.
12. HACCP and Safety materials.
13. Turnkey programs with pre and post tests
14. Materials that can be duplicated and passed out at manager's meetings.
15. Serving Line setup and using proper utensils.
16. Production Records Training.
17. "Zero In The Snow" Recent version.

**Question # 5:**

**What suggestions do you have that can improve the Lending Library to better suit your Needs?**

1. Need more materials that contribute to visual learning.
2. Brief descriptions of what materials are included in the library.
3. Keep users informed of what is in the library and delete outdated information.
4. Better notification of what materials are available and how to access it.
5. Have Lending Library resources on-line and updated regularly.
6. Everyone in SFS needs to know that the Lending Library exists.
7. SFS directors should get emails when something new is added to the Library.



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