

OCTOBER 2013



Scotland County, NC

A newsletter for the Scotland County community

Library is well worth investment

For every dollar the County invests in the library, it receives a \$3.43 return on that investment.

As part of an annual report to the Commissioners, Library Director Leon Gyles provided the governing body with a cost benefit analysis based on what it would cost a library user to obtain items without the availability of the library or the services of its staff.

Hardback books, for example, have an estimated cost of \$20 each. The library loaned out 469 books a week in FY 2012-2013 for a weekly benefit of \$9,380.

Also included in the weekly calculations were paperbacks, children's books, videos, audiobooks, magazines, newspapers, adult programs, children's programs and classes, computer use, reference/advisory questions asked, use of research databases like ancestry.com and meeting room use.

In FY 2012-2013, the library's weekly benefit to the County totaled \$31,919, which resulted in an annual benefit of \$1,659,801. Yet the County appropriated local dollars totaling \$374,555.

"Libraries are a valuable community resource," Gyles said. "In a review of the results, it's surprising the value of the library to the citizens of Scotland County."

Books borrowed was the top benefit provided by the library. The [see back page](#)

Grant supports ramp project

The St. Luke United Methodist Men, in partnership with the Aging Advisory Council and Scotland Place Senior Center, will build and install up to 12 wood ramps for older citizens who live in the County.

The project is funded by an \$8,000 Home and Community Care Block Grant for mobility and accessibility improvements. Parks and Recreation will provide in-kind services.

Senior Programs Coordinator Doris Ann Donovan said the Older Americans Act requires that recipients be 60 years or older. She added that priority would be given to residents who are low income, live in a rural area, are minority status and 80 years or older.

"This information will be used to determine if the client is eligible," Donovan said. "The need will be ranked in relation to grant guidelines."

She added, "Should funds run out, we will keep a waiting list in the event additional funds become available."

Parks and Recreation intends to send a letter to home health and other agencies who provide services to older adults for assistance in identifying clients who might need a ramp built.



The County appropriated local dollars totaling \$374,555 and received an annual benefit to the community of nearly \$1.7 million.

Public Health clients express satisfaction with services

The Department of Public Health earned high scores and praise for its services based on a May 2013 customer satisfaction survey.

Customers surveyed were asked to rate Public Health services as excellent, good, fair, poor or not applicable. Space also was available for comments.

Every department within the agency received a primary rating of good to excellent.

Results were based on responses to the following questions:

1. The time between request for appointment and scheduled appointment.
2. Getting through to the office by phone.
3. Convenience of the location of the office.
4. Length of time waiting at the office.
5. Time spent with the person/people you saw.
6. Explanation of what was done for you.
7. The technical skills (thoroughness, carefulness, competence) of the person you saw.
8. The personal manner (courtesy, respect, sensitivity, friendliness) of the person you saw.
9. How would you rate your satisfaction with getting the help that you need.
10. Office hours suitable to your needs.

Family Planning and Adult Health Services was rated as excellent. Comments included "Service is always great" and "Everyone was very friendly and so helpful. I felt comfortable here."

"Wonderful, very helpful and informative" and "Very fast service" were comments used to describe STD/Communicable Diseases.

Clients also praised Pregnancy Test Services with "Very nice and concerned staff" and "The lady managing my paperwork and WIC is polite and gets a good response for her work."

General Clinic Services received a majority of excellent results. "Everyone was very professional, answered all my questions and were very courteous."

Pregnancy Care Management was rated as excellent, Care Coordination for Children, Early Intervention Clinic and Environmental Health/Animal Control as good to excellent.

In Animal Control/Environmental Health, one client requested that a person answer the phone, not a machine.

News of Note

Tennis courts resurfacing begins

Carolina Court Works began resurfacing the hard courts at the Tennis Center October 17. The courts will be available for play when the work is completed in early November.

The courts will be painted the same colors as those seen at the U.S. Open (blue courts, green borders). Parks and Recreation helped make the hard courts resurfacing a capital improvements priority this year.



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PostScripts

Welcome to new County employees **Elizabeth McGuffin**, Health; **Anne Griffin** and **Johnny Walker**, Sheriff;

James Kelley, Jail; and **Laura Tanner** and **Tracy Lytch**, DSS. Part-time in EMS are **Lorianne Knight** and **Manuel Campbell**. **Nikki Sewell** is part-time with Parks and Recreation. Temporary employees include **Shakiyila Gibson**, Jail; and **Vanessa McNair**, Transportation. ☘ Congratulations to **Keith Faulk**, who was named DSS Employee of the Month. Faulk is a Public Buildings employee assigned to provide support at DSS.

Our condolences to ...

the family of former Sheriff's Department employee **Carol Jackson**, who passed away September 28.

the Birthday list for November

1 Charles Blue (Transportation); **2** Roylin Hammond (EMS), Nicole Robinson (DSS) and Carol McCall (Commissioner); **4** Angelica Smiling (EMS); **6** Richard Best (Sheriff); **8** Brian Lowry (Health) and Joshua Medlin (EMS); **9** Lendo Mason (Transportation); **10** Nikki Sewell (Parks and Recreation); **11** Shea Poage (Health); **12** Judy DuBois (DSS) and Wayne Gay (Sheriff); **13** Brandon Cribb (Sheriff); **18** Robert Sampson (EMS), Joy Nolan (Public Works) and Jonathan Smith (Sheriff); **19** Angela Townsend (DSS); **20** Deborah Starr (DSS) and Shakiyila Gibson (Jail); **22** Johnny Brown (DSS); **23** Shep Jones (Sheriff) and Lori Habisch (DSS); **24** Shannon Mixom (DSS) and Adam Liles (Health); **25** Ronald McPherson (Public Buildings), Martha Norfleet (Tax) and Kathy Duke (Public Works); **26** Chad Branham (EMS); **27** Larry Herring (Health); **28** Janna Williams and Carolyn Lewellen (DSS), Betsey Ellerbe (Health) and Haley Powell (Parks and Recreation); **30** Jennifer Byrd (DSS), Michealle Haynes (Health), James McPhatter (Jail) and Corrie Patterson (EMS).

Library benefits an investment

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second most used asset involved reference/advisory questions asked of staff. There were an estimated 323 reference questions a week valued at \$8,721. The total is based on the cost of personnel to respond to the questions.

Coming in third and fourth were videos and children's books, respectively. 392 children's books (\$8) and 230 videos (\$15) were borrowed weekly for a value of \$3,136 and \$3,450. Computer use was fourth at \$12.95 per use for a weekly benefit of \$2914.

Chairman Guy McCook thanked Gyles for the report and added, "This certainly helps the Commisisoners understand a little better the value the library brings to the community."

Proclamation recognizes 4-H week

Chairman Guy McCook signed a proclamation recognizing October 6 to 12 as National 4-H Week in Scotland County. The proclamation was signed during a live broadcast of WLNC where 4-H Agent Angela Galloway discussed the benefits of having an active 4-H in the community.

Medicare open enrollment continues

Medicare open enrollment continues through December 7 at Scotland Place Senior Center on Turnpike Road. Open enrollment is the time to change or add prescription drug coverage. Call 910-277-2585 for more information.

A Matter of Balance class begins

If you or someone you know has fallen. If you are afraid of falling or you are unsteady when standing up or walking, A Matter of Balance classes are being offered 12 p.m. to 2 p.m. Tuesdays through November 20 at Scotland Place Senior Center. The classes are based on a Boston University program that helps participants increase strength, find ways to reduce falls and protect themselves if they do fall. Trained facilitators will follow a predetermined program to meet goals of managing falls. There is no fee. Dress in comfortable clothes. A soup and sandwich lunch will be offered. Call 910-277-2585 for more information.

Veteran's Day ceremony is November 11

A Veteran's Day Ceremony will be held 11 a.m. Monday, November 11, at Legion Park. The keynote speaker will be Representative Garland Pierce. A presentation by the All Veteran Parachute Team will follow the ceremony. In case of inclement weather, the ceremony will be moved to the National Guard Armory. The public is invited to attend.

Girl Scouts tour recycle site



Girl Scouts Troop #1723 and troop leader Kathy Mc Callum studied how to recycle at the County recycle centers. With the assistance of Solid Waste Enforcement Officer J.R. Horne, right, the Girl Scouts learned what items could be recycled. Horne took the troop on a tour of each bin to see what was in them. "They had a better understanding of just what we can and cannot take in at our recycle centers," Horne said.