



Metropolitan
LIBRARY SYSTEM

Engagement Recommendations & Project Proposals

Prepared by Engagement & Program Services

December 2018

Executive Summary

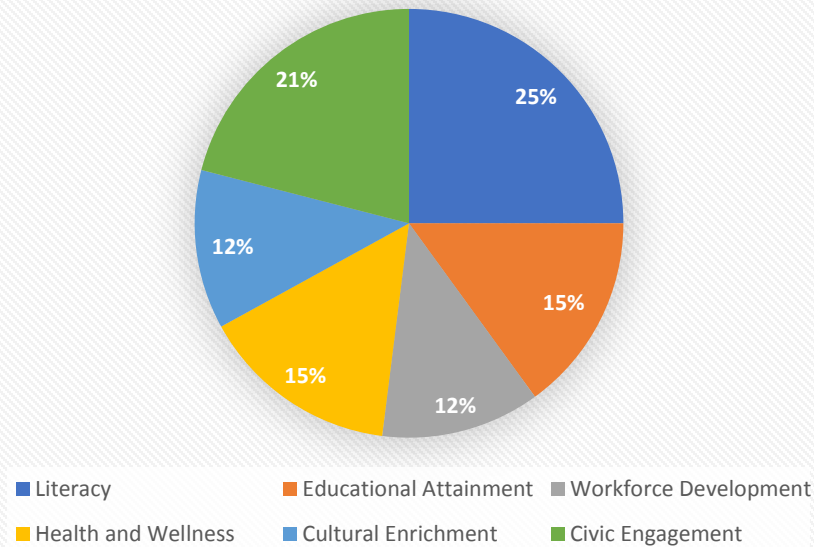
This proposal outlines:

- The work and methodology behind the creation of a systemwide engagement framework
- The definition, principles, and goals of engagement
- Opportunities to add or improve existing library programs and services focused in six areas: Literacy, Educational Attainment, Workforce Development, Health and Wellness, Cultural Enrichment, and Civic Engagement
- An implementation timeline

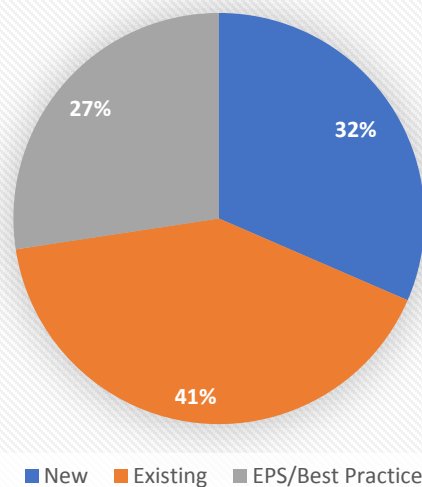
Over the past seven months Engagement Managers, frontline Engagement staff, Engagement and Program Services (EPS), and Planning and Assessment (PLA) have created a Community Needs Assessment, identified six outcomes/priority areas, and created outcome statements for each priority area. Outcome workgroups were then formed to create a systemwide engagement framework of programs and services to achieve our six outcomes. Each workgroup completed an external community resource audit, defined measurements of success, evaluated our current services and programs, defined engagement, created best practices for engagement, and identified new and existing systemwide programs and services to help the library system achieve its outcomes.

A total of 73 opportunities were identified by the six outcome workgroups and each opportunity was submitted as a formal proposal into a Survey Monkey tool to begin a prioritization process. While many of the submitted opportunities touch on multiple outcomes, each proposal had a primary focus on one specific outcome. 25% of the 73 identified opportunities noted Literacy as the primary outcome; 21% of the 73 identified opportunities noted Civic Engagement as the primary outcome; 15% of the 73 identified opportunities noted Educational Attainment as the primary outcome; 15% of the 73 opportunities noted Health & Wellness as the primary outcome; 15% of the 73 identified opportunities noted Workforce Development as the primary outcome; 12% of the 73 identified opportunities noted Cultural Enrichment as the primary outcome. 41% of the 73 proposals were identified as opportunities to modify or expand existing programs or services, while 32% were identified as opportunities to create new programs or services. 27% of the proposals were identified as opportunities to better coordinate resources amongst libraries and departments and create best practices. The following charts provide a breakdown of the 73 submissions.

Primary Outcome Noted for Each Proposal



New vs. Existing vs. EPS/Best Practice Status Noted for Each Proposal



PLA and EPS created a prioritization tool to help compare the strengths, potential impact, and feasibility of each of the 73 proposals. EPS reviewed each submitted proposal and made edits to ensure cohesion amongst all entries. PLA and EPS then determined values for each survey answer. A Strategic Fit and Feasibility score was then assigned to each proposal. Once all the proposals were ranked based off their organizational fit and feasibility, PLA and EPS created an implementation timeline based on quarters; no more than eleven possible projects will occur anytime within each quarter.

Listing of Submitted Ideas & Opportunities

Civic Engagement

- Best Practices to Civic Engagement Programs and Services
- Citizenship Corners Best Practices and Expansion
- Civic Learning Events
- Embedded Librarians/Embedded Civic Officials
- Empathy/Emotional Literacy through Storytimes & Book Clubs
- Human Library
- Legal Instruction in Libraries
- Library Love (Ambassadors and Volunteerism)
- Neighborhood Outreach
- Online Government Resources
- Services for those who served @the Library
- Town Halls, Community Forums, and Voter Forums
- Voter Education Resources

Cultural Enrichment

- Best Practices for Arts and Craft Based Programs
- Best Practices for Large Community Events
- Community Building
- Cultural and Heritage Events
- Cultural Passes to local attractions
- Our World

Educational Attainment

- Difficult Conversations
- Future-Focused Programming for Teens
- Homework Help
- Parenting Classes
- School Collaborations
- STEM/STEAM/STREAM Programming

Health and Wellness

- Art Therapy Workshop
- Developmental Screenings
- Eat, Play, Grow
- Fitness Classes Best Practices
- Health and Safety Fair
- Health and Wellness Resource Guide
- Meditation & Mindfulness Workshops
- Mental Health First Aid for Staff
- Sexual Health and Education Programming
- Vaccinations
- Weight Loss Support

Literacy

- 1,000 Books Before Kindergarten
- Adult Basic Literacy Resources
- Book Club Kits
- Caregiver Resources
- Children's Play Areas
- Early Childhood Literacy Programming
- ESL Classes: Expanded Partnerships
- Expanded School Partnerships
- Reading Events
- Reading Tutoring
- Summer Reading

Workforce Development

- Book a Librarian
- Career Exploration through STEM programs
- Embedded Librarians at Oklahoma Works Centers
- Incorporating Soft Skills into Teen Programming
- Internships Opportunities for Social Worker Practicum Students
- Internships
- Job Fairs
- Library as Job Center: Webpage for Job Seekers and Staff
- Staff Training on Assisting Job Seekers

EPS

- Best Practices for Engagement Outreach
- Coordinating Systemwide Themes
- Customer Relationship Management Database
- Engagement Mentors
- Equity, Diversity, and Inclusion Workgroup
- Evaluation Methods Best Practices and Training
- Loan Management System
- Marketing & Promotion Best Practices
- Programming Best Practices/Planning Guidelines & Workflow
- Programming Meetings
- Reference Best Practices
- Tailored Titles
- Volunteer Background Checks and Best Practices
- Website, Calendar & Meeting Room Implementation
- Yelp for Presenters

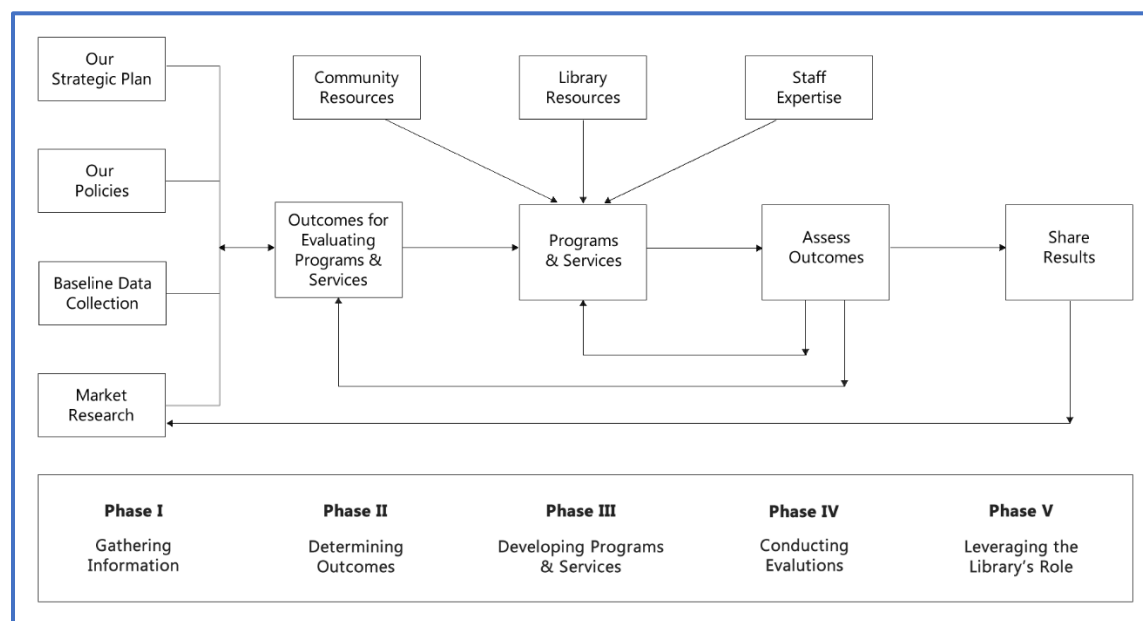
For a brief description of the submissions, visit the **Appendix 2 - Brief Description of Submitted Programs/Services Ideas & Opportunities** document.

Methodology

EPS adopted the Outcome-Based Planning and Evaluation (OBPE) approach as a data-driven way to create, implement, and evaluate library programs and services based on community need.

What is OBPE?

OBPE is a library-industry standard providing a systematic way to plan and evaluate user-centered services and programs. It's also a process in which library services and programs are intentionally designed to impact people in specific ways. Impacts are defined as outcomes that will improve the lives of library customers by helping them obtain desired skills or knowledge, attitudes or behaviors, or make improvements in their condition or status.



OBPE Phases

OBPE consists of five phases ranging from gathering information to leveraging the library's role in the community.

1. Phase I – Gather Information

To understand the needs of Oklahoma County residents, EPS, Engagement Managers, PLA, and other library Engagement staff gathered information to develop a Community Needs Assessment for Oklahoma County.

The needs assessment framework outlined categories ranging from demographics to transportation. The key findings from this 87-page document led to the creation of six

overarching categories (Literacy, Educational Attainment, Workforce Development, Health and Wellness, Cultural Enrichment, and Civic Engagement) the library will use to develop programs and services.

2. Phase II – Define Outcomes

Using the six categories discovered in *Phase I*, staff crafted outcome statements. The outcome statements went through several iterations and review. The finalized outcome statements now serve as the paramount goal for each of the six categories and will serve as a foundation for any programs and services related to that outcome.

Outcome Statements

Literacy	<i>Residents belong to a community of readers and understand literacy is fundamental to their future.</i>
Educational Attainment	<i>Residents reach their educational goals and recognize the importance of lifelong learning.</i>
Workforce Development	<i>Residents gain the knowledge and skills needed to attain their highest level of desired employment.</i>
Health and Wellness	<i>Residents make informed choices about their health and overall well-being.</i>
Cultural Enrichment	<i>Residents value arts and culture and find meaning in the experiences.</i>
Civic Engagement	<i>Residents build community through civic dialogue and action.</i>

3. Phase III – Develop Services & Programs

After finalizing the outcome statements, members from the Adult, Children & Teen Cabinets were asked to select which outcome workgroup they would like to participate in. Staff had an opportunity to rank their preferences. From there, six workgroups were formed to research, plan, and prepare recommendations for achieving the identified outcomes. EPS staff members serve as the chair and co-chair of each of the workgroups.

Outcome Workgroups

Literacy

Chair: Emily Williams, EPS
Assistant Chair: Jessica Gonzalez, EPS
Barbara Beasley, WA (now ED)
Edie Daniel, BE
Anne Hall, ED
Meg Hunt, DC

Educational Attainment

Chair: Kellie Delaney, EPS
Assistant Chair: Teresa Matthews, EPS
Sydney Ashby, SO
Annie Emmons, BI
Molly Giles, AL
George Tocco, MC

Workforce Development

Chair: Julia McConnell, EPS
Assistant Chair: Emily Williams, EPS
Rondia Banks, NW
Natalie Currie, ED
John Hilbert, SO

Health & Wellness

Chair: Kristin Williamson, EPS
Assistant Chair: Julia McConnell, EPS
Dana Beach, CL
Jerod Gerfen, MC
Ruth Smith, SO

Cultural Enrichment

Chair: Teresa Matthews, EPS
Assistant Chair: Kristin Williamson, EPS
Heather Kitchen, NW
Ngoc Nguyen, VI
Abigail Stout, DN

Civic Engagement

Chair: Jessica Gonzalez, EPS
Assistant Chair: Kellie Delaney, EPS
Shanna Allen, CL
Liz Caplan, RE
Judie Matthews, DN

Objectives of the Outcome Workgroups

Each workgroup received a charter detailing their purpose, goals, scope, timeline, meeting schedule, and a list of deliverables. The purpose of the workgroups was to create a systemwide engagement framework of programs and services to achieve their assigned outcome. The focus of the workgroups was strategic, not tactical. It was their job to identify which programs and services we would offer on a system level to reach our desired outcomes. The project teams will plan and design the individual programs on the tactical level.

The workgroups began by completing an external resource audit to determine which organizations in our community are already working in each outcome. The external audit provided us with a list of potential community partners and helped the workgroups avoid duplicating efforts when identifying programs and services. Likewise, the workgroups completed an internal review of programs and services to determine what the library system is already doing to meet the outcomes.

Once the reviews and audits were complete, the workgroups began brainstorming programs and services based on the information they gathered and our community

needs. Each workgroup identified several programs and services they felt would best help the library system achieve the outcomes. While some of the proposals were new programs and services, others were proposed expansions and systemwide coordination of existing programs and services. Most workgroups included best practices and staff training in their proposals. Additionally, EPS also identified some internal facing projects to be included in the overall proposal. The proposals were then entered into a Survey Monkey tool to begin the prioritization process.

Prioritization Methodology

The EPS and PLA have developed a prioritization methodology that takes into consideration the Strategic Fit and Feasibility of the many program and service opportunities have been identified by the six Outcomes Workgroups.

The EPS and Planning Departments then reviewed all the response categories, identified their relationships and assigned relative importance to determine a Strategic Fit and Feasibility score. This score lays the foundation to establish a prioritized list of Engagement Program and Service Opportunities to be used to develop a work plan for upcoming project teams.

The EPS and PLA went through at least 8 iterations of the scoring methodology—reviewing draft prioritization lists based on input from Engagement Managers and the rest of the Outcomes Steering Committee. Ultimately, it was decided that start-up and ongoing resources should not be included in the prioritization methodology; EPS will pursue and put together plans for Programs and Services regardless of their funding scenario. Project teams will be responsible for fleshing out detailed costs and developing proposals for funding, if needed.

The Strategic Fit and Feasibility Score

The Strategic Fit and Feasibility Score accounts for 10 characteristics of the proposals. The maximum possible score is 4.08.

Strategic Fit (Max Score = 3.5)

Strategic Fit accounts for 50% of the Strategic Fit and Feasibility Score. It is comprised of four characteristics with the following maximum values:

- Criticality (4)
- Appealing (4)
- Internal Review Results (3)
- Outcome Prioritization (3)

Feasibility (Max Score = 4.6667)

Feasibility accounts for 50% of the Strategic Fit and Feasibility Score. It is comprised of six characteristics with the following maximum values:

- Policy (4)
- Training (4)
- Coordination (4)
- Risk – If we do it (6)
- Risk – If we don't do it (6)
- Time Sensitivity (4)

View Appendix 3 for the Prioritization Tool Scale Cheat Sheet

4. Phase IV – Conduct Evaluations

Evaluation of success is paramount. Outcome evaluation measures the impact on, benefits to, and positive changes experienced by community members as a result of participating in the library's services or programs. Evaluation provides an evidence-based means of communicating achievement to people inside and outside the library. In planning future programs and services, identifying the means to determine success is conducted in the beginning, as a part of the planning process. As project teams form and begin to create and plan individual programs and services on the tactical level, they will want to design an evaluation strategy, making sure to keep the following questions in mind:

- What information is needed to evaluate the success of the program or service?
- Which data collection methods will yield the most useful findings?
- Will program participants be willing and able to participate in the evaluation process?
- What would indicate success?
- How can success be measured?
- What is the target the library is set to achieve?

5. Phase V – Leverage the Library

After steps are complete, the library will use success stories to leverage our role. These narratives can be used to create support for future initiatives and effectively share our impact. Our target audiences could include: funders, partners, library administrators, library commission, elected officials, library staff and customers, community organizations, other libraries and library systems, local media and social media.

Engagement Principles

Engagement is the practice the library will use for achieving our systemwide outcomes. It encompasses how staff interact with customers and potential customers through spaces and conversations, welcoming interactions and being responsive to customers of all ages, having knowledgeable staff that meet customers where they are, and building relationships and partnerships with the greater community.

It is the community-oriented practice of actively working to fulfill the library's mission and vision by providing positive experiences and interactions. Through the practice of engagement, staff are building library advocates, and at the same time, advocating for those in need.

Enrichment

Engagement staff grow smarter communities by planning and executing programs for library customers of all ages. These programs include early childhood story times, book clubs, LEGO clubs, STEAM programs, and many more. Programs are led by trained librarians, library professionals, or experts in the community. Engagement staff also create passive programs to provide enriching experiences for library visitors. Passive programs invite library customers to participate in an activity that is self-led and unscheduled. Examples include interactive displays, simple crafts, toys in the children's area, etc.

Engagement staff provide enriching experiences to library customers beyond the circulation of materials. Staff create themed displays to highlight the collection and to provide indirect reader's advisory to library customers. Displays also create an opportunity for customers to interact and discover the collection while also creating a more engaging environment for visitors in the library.

The day to day interactions that staff have with customers are an important part of engagement activities. Engagement staff are trained in best practices and demonstrate excellent customer service. They understand developmental stages of children, teens, and adults and interact with different ages according to these developmental needs at points of service, at programs, and when addressing disruptive behavior.

In addition to serving as subject matter experts in age-specific services, engagement staff are also subject matter experts when answering reference questions and reader's advisory services. They understand how to conduct a reference interview, provide reader's advisory, are knowledgeable about library resources, how to evaluate information, and how to instruct customers on using library services.

Engagement staff contribute to workforce development and building soft skills by mentoring and supervising teen and adult volunteers. Teens and adults have meaningful experiences by

volunteering at the library and develop a greater understanding and appreciation of the library's services.

Engagement staff provide services to the public outside the library through outreach activities. These include school visits, library tables at local events, Come Read with Me, and more.

Environment

Engagement staff create a welcoming space for library customers. Seating, shelving, lighting, and other elements are arranged to meet the needs of the community. Thoughtful signage help customers navigate the library and library resources. The collection is browsable and attractive. The library's digital resources are easy to navigate and understand. The library's public computers are conducive to working or enrichment activities and are a welcoming space to library customers of all ages. The catalog is easy for customers to use to locate materials. The library's Wi-Fi is easy for customers to access and provides an important link to the digital world.

Collaboration

Engagement staff collaborate with other departments and access staff to create the best possible experience for our customers and to grow smarter communities. Engagement staff provide feedback to Collection Development and alert them to any new trends or community needs. Development & Volunteer Services procures grants, funding, and volunteers to help achieve engagement goals. Information Technology provides and maintains the technology to both staff and customers. Engagement staff also provide feedback on the library's website and makes suggestions to meet community needs. Learning & Development provide training to help us achieve operational excellence. Marketing works closely with library locations to promote programs and services through traditional mediums like flyers, posters, bookmarks and billboards. Marketing also guides digital marketing through social media, email, screens in the library, and commercials.

Engagement staff assist the Outreach department by interacting with customers at large Outreach events. Likewise, Outreach helps promote programs and services happening at library locations. Special Collections protects, preserves, and provides access to source materials related to the history and culture of Oklahoma and our service area, through programs and other engagement methods.

Goals & Objectives

Based on the results of the Community Needs Assessment, EPS identified six outcomes that the Metropolitan Library System is well positioned to address. EPS met with the Engagement Managers over the course of several meetings to fine tune the outcome statements. A

workgroup was formed to focus on each of the six outcomes and those workgroups developed learning indicators for each outcome.

Outcome Statements

Literacy	<i>Residents belong to a community of readers and understand literacy is fundamental to their future.</i>
Educational Attainment	<i>Residents reach their educational goals and recognize the importance of lifelong learning.</i>
Workforce Development	<i>Residents gain the knowledge and skills needed to attain their highest level of desired employment.</i>
Health and Wellness	<i>Residents make informed choices about their health and overall well-being.</i>
Cultural Enrichment	<i>Residents value arts and culture and find meaning in the experiences.</i>
Civic Engagement	<i>Residents build community through civic dialogue and action.</i>

Learning Indicators

Each of the workgroups developed sample learning indicators. These indicators will be used as mini-outcomes for specific programs and services. During this exercise, four types evolved as focus areas for the learning indicators. They are:

- **Accessing Resources** – utilizing the resources the library system has to offer to meet an individual's specific needs.
- **Building Community** – creating smarter and more engaged communities through programs and services.
- **Growing Confidence/Empowering Individuals** – empowering individuals and giving the confidence to make positive changes in their life.
- **Satisfying Curiosity/Lifelong Learning** – helping individuals change their perspective or behaviors while gaining knowledge and learning new skills.

Recommended Engagement Projects

Literacy Ideas & Opportunities

Project	1,000 Books Before Kindergarten
Description	<p>We invite you to participate in this free program which encourages you to read 1,000 books with your child before he or she starts kindergarten. The concept is simple and the rewards are priceless. Read a book (any book) to your newborn, infant, and/or toddler. The goal is to have read 1,000 books (yes you can repeat books) before your precious one starts kindergarten. Does it sound hard? Not really if you think about it. If you read just 1 book a night, you will have ready 365 books in a year. That is 730 books in two years and 1,095 books in three years. If you consider that most children start kindergarten at around 5 years of age, you have more time than you think (so get started)! Here is how to participate! Read with your child. Studies have shown that reading with your child provides a great opportunity for bonding. Reading together is fun and will create life-long memories for both of you. Keep track of the titles of the books that you read with your child. Make a record of what you are reading in a spiral notebook, on our convenient reading log sheets, online using Beanstack, or by whatever method you want. The journal itself will make a great keepsake item for your child. If you are able to, make sure to keep a record of "any" book that is being read to your child. This includes teachers and siblings. For every 100 books read, kids earn one sticker to take home and one to add to a collage at the library, creating a visual measure of the community's progress. A Metropolitan Library card is not needed to sign up. Once a child finishes 1,000 books, they can pick out a book to take home and keep, have their photo taken, and attend a graduation party at the library. (Idea and language taken from OPPL.org and 1,000 Books Before Kindergarten)</p>
Demonstrated Need	<p>The 1000 Books Foundation is operated exclusively for charitable, literary, and educational purposes. The objectives of this organization are to promote reading to newborns, infants, and toddlers and to encourage parent and child bonding through reading. Numerous studies estimate that as many as one in five children have difficulties learning to read. Reading has been associated as an early indicator of academic success. Public formal education does not typically start until ages 5-6. Before then, parents and caregivers are the first education providers during the 0-5 early critical years. The 1000 Books Before Kindergarten challenge is a simple (read a book, any book to your child, with the goal of reading 1,000 before kindergarten) and very manageable endeavor. The goal of 1,000 Books Before Kindergarten is to provide a simple, innovative yet fun approach to establishing strong early literacy skills.</p>
Outcome	Literacy

Potential Supporting Departments	Business Office, Central Information Services, Collection Development, Engagement and Program Services, Learning and Development, Marketing, Outreach, Planning and Assessment.
Startup Costs	\$100,000 - \$250,000
Ongoing Costs	\$50,000 - \$99,999
Startup Staff Time	80 - 99 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	3.313
Timeline / Workplan	Feb-Apr 2019

Project	Adult Basic Literacy Resources
Description	The Metropolitan Library System connects low-literacy adults with the tools they need to develop basic literacy skills at any age. This project would ensure the development of a formalized community partnership(s) to facilitate adult literacy classes and a collection inclusive of low-literacy/high-interest materials. Additionally, in cooperation with a nonprofit partner, library staff would be trained in identifying and helping low-literacy adults in finding information and using library resources.
Demonstrated Need	The Community Needs Assessment includes a statistic that roughly 12% of Oklahoma county residents are "lacking basic prose literacy skills and corresponding credible intervals." An Oklahoma Department of Libraries report indicates that 19% of Oklahoma County residents read at below a 12th grade level, which impacts all that we do and can inhibit the level of service we provide to those customers.
Outcome	Literacy
Potential Supporting Departments	Collection Development, Development and Volunteer Services, Engagement and Program Services, Learning and Development, Marketing, Outreach
Startup Costs	\$100,000 - \$250,000
Ongoing Costs	\$50,000 - \$99,999
Startup Staff Time	60 - 79 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	3.146
Timeline / Workplan	Jul-Sept 2019

Project	Book Club Kits
Description	Book club kits will be available for residents to checkout. Each kit will contain 10 copies of book title, book summary, discussion questions, book reviews, author information, tips for setting up a book club. Kits can be checked out for six weeks with no renewal. Book titles will be available for children, YA and adults. Kits will need to be placed on hold, allowing 3-4 days for delivery. Each kit needs to be returned in its entirety. Late fees will apply and missing books will be charged accordingly.
Demonstrated Need	Book clubs provide residents the opportunity to engage in shared reading and encourages the enjoyment of reading and books. Book clubs can also help develop literacy skills, reading fluency, build vocabulary, and expand general knowledge (pbs.org). Additionally, providing resources for book clubs, support our Literacy outcome statement of making sure residents belong to a community of readers as well as promoting literacy development. Providing book club kits for residents to check out supports this endeavor and expands opportunities for residents to participate in book clubs by providing ready-made resources for them to use at their leisure and on their schedule. This can also promote and expand opportunities for residents to participate in a variety of formats including family book clubs, parent- child book clubs, community book clubs, etc. and increase library engagement with the community. http://www.pbs.org/parents/education/reading-language/reading-tips/the-benefits-of-kids-book-clubs/
Outcome	Literacy
Potential Supporting Departments	Cataloging & ILL, Central Information Services, Collection Development, Engagement and Program Services, Marketing, Outreach, Technical Processing
Startup Costs	\$10,000 - \$24,999
Ongoing Costs	\$10,000 - \$24,999
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.354
Timeline / Workplan	Oct-Dec 2020

Project	Caregiver Resources
Description	The Metropolitan Library System connects the caregivers of children with books, discussion groups, instruction, and other resources to build and benefit early readers.
Demonstrated Need	This project will help us to meet the Literacy Workgroup goals of: delivering services that meet customer needs, and facilitating the sharing of ideas, resources, and best practices. As the local authority on building early readers, the public library should standardize and promote advice to adults/caregivers. This project will ensure the adoption/standardization of common language and standards across all Metro staff toward achieving this goal. Customers frequently seek the counsel of their local librarians on this topic, and the pursuit of a Caregiver Resources project would ensure that all Metro staff are equipped to provide expert assistance to this effect.
Outcome	Literacy
Potential Supporting Departments	Central Information Services, Collection Development, Development and Volunteer Services, Engagement and Program Services, Learning and Development, Marketing, Outreach
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	80 - 99 hours
Ongoing Staff Time	Less than one hour per offering of the program/service
Prioritization Score	3.021
Timeline / Workplan	Feb-Apr 2019

Project	Children's Play Areas-Specially Designed Spaces
Description	<p>Play is one of the best ways for children to learn language and literacy skills. They learn about language through playing as the activities help them put thoughts into words and talk about what they are doing. MLS provides opportunities for young children and their caregivers to talk, sing, read, write, and play together at the library so that caregivers understand their vital role in helping their children be prepared to start kindergarten. MLS places a great emphasis on play, with prominent play centers and visible toys. MLS' Children's Areas feature parent information, comfy seating, technology, toys, and play areas. MLS' focus on families talking, singing, reading, writing, and playing together means that library spaces are taking on a different look and feel. Every Child Ready to Read and Family Place Libraries calls for our libraries to offer play areas and opportunities for parents to engage with children, including spaces for blocks/manipulatives/transportation toys, dramatic play, gross motor toys, infant toys, puzzles, and writing stations, as well as cozy spots where parents and children can sit and read together.</p>
Demonstrated Need	<p>Playing is one of the five main components of their joint initiative, Every Child Ready to Read (everychildreadytoread.org), which is being proposed as an early childhood programming best practice from the Literacy Workgroup. It is also a main component of Family Place Libraries. A proven change agent, Family Place Libraries, which MLS is a member of, transform libraries into community centers for early literacy & learning, parent education and engagement, family support and community connectivity helping to ensure all children enter school ready and able to learn. The Association for Library Service to Children (ALSC) and Public Library Association's (PLA) joint project "Every Child Ready to Read® 2nd edition" emphasizes the importance of play for the development of early literacy skills. Play is described as one of the best ways children can learn language and literacy skills. (Every Child Ready to Read®, 2011). It is also listed as one of five practices (talking, singing, reading, writing and playing) that are important for parents and caregivers to share regularly with their young children to help them get ready to read. Through play, young children learn about their world. With this knowledge, they can understand books and stories once they begin to read. The first edition of the "Every Child Ready to Read®" project listed six skills necessary for children to successfully learn how to read and write. They included print awareness, letter knowledge, phonological awareness, vocabulary, narrative skills and print motivation, all of which can be learned through play. As stated in The Science of Early Childhood Development report by the Center on the Developing Child at Harvard University, "when we invest wisely in children and families, the next generation will pay that back through a lifetime of productivity and responsible citizenship" and "creating the right conditions for early childhood development is likely to be more effective and less costly than addressing problems at a later age."</p>

Outcome	Literacy
Potential Supporting Departments	Business Office, Development and Volunteer Services, Engagement and Program Services, Facilities Maintenance, Information Technology, Learning and Development, Marketing, Planning and Assessment
Startup Costs	more than \$250,000
Ongoing Costs	\$10,000 - \$24,999
Startup Staff Time	100+ hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	3.271
Timeline / Workplan	Apr-Jun 2019

Project	Customer Relationship Management Database
Description	EPS is seeking software to manage relationships with community organizations. A product to help us maintain contact information for individuals at organizations, schools, and businesses. Right now, most of this information is in the minds of the EPS staff and through email. Currently, there is not a centralized way to maintain this information so anyone in EPS can access it at any given time. We also have multiple lists for schools and for other organizations we've worked with. All lists need to be integrated into a single database allowing for easy retrieval of information. Possibly explore an option similar to Salesforce for Nonprofits.
Demonstrated Need	No community need – but software needed for growth of the department. But this software will help us reach Goal 1 of the 2018-2020 Strategic Plan: MLs strives for Operational Excellence. It will also help us address Objectives 1.2: Provide excellent customer service, Strategy 1.2.1: Equip staff with the training, tools, and resources they need to serve internal/external customers and Objective 1.3: Improve efficiency and effectiveness.
Outcome	Literacy
Potential Supporting Departments	Engagement and Program Services, Information Technology, Learning and Development, Planning and Assessment
Startup Costs	\$,5000 - \$9,999
Ongoing Costs	\$,5000 - \$9,999
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	Less than one hour per offering of the program/service
Prioritization Score	2.396
Timeline / Workplan	Jan-Mar 2020

Project	Early Childhood Literacy Programming
Description	<p>Here at Metro we have had trainings on early childhood literacy programming, such as Mother Goose on the Loose with Dr. Betsy Diamant-Cohen and Super Charging Your Storytimes with Saroj Ghoting. With the changes to our service model and the number of new hires in the past few years, many staff have not had access to these trainings. Because of the lack of consistent trainings across the system for all of our Engagement staff it is difficult to create a cohesive approach to Early Childhood Literacy Programming and to provide consistent experiences for our customers across the system. To accomplish this, the following are needed: Metro system standards/best practices for story time programs for babies, toddlers, and preschool aged children incorporating the 5 Practices of Early Literacy from ECRR2, including recommendations for providing these programs at large libraries and small libraries Metro system standards/best practices for Playtime and 123 Play with Me including recommendations for age appropriate toys, manipulatives and supplies. Training plan for Engagement staff on 5 Practices of Early Literacy, standards/best practices for early childhood programs at Metro and their implementation</p>
Demonstrated Need	<p>Parents, regardless of socioeconomic status, want their children to be successful. But not all parents have the knowledge and resources to help their children with early literacy skills. In Getting it Right from the Start: The Case for Early Parenthood Education, Thomas Sticht found that research shows that the "most successful early childhood education programs include early parenthood education". Studies have shown that the PLA/ALSC sponsored Every Child Ready to Read @ Your Library parent education initiative has an impact on early literacy by encouraging librarians and library staff to widen their focus in programming from just children to children, parents, and caregivers. Librarians are encouraged to teach and model for parents how to be engaged with their children in the Five Practices critical to early literacy: playing, talking, reading, singing, and writing. In Bringing Literacy Home: An Evaluation of the Every Child Ready to Read Program, the authors find that libraries that implemented the ECRR initiative have shifted their focus to parent engagement and that is evident in many aspects of those libraries. It is parent engagement as the child's first and best teacher that leads to stronger early literacy skills in children which leads to greater success in school and life. Many programs fall under the heading of Early Childhood Literacy Programming including story times for babies, toddlers, and preschool age children, Mother Goose on the Loose, 123 Play with Me, Play Times and bilingual storytimes. There is a need to create guidance and best practices for these programs to allow for greater cohesiveness and consistency in implementing these early childhood literacy programs across the system. There is also a need to create training courses for Engagement staff related to these best practices for early childhood literacy programming.</p>
Outcome	Literacy

Potential Supporting Departments	Collection Development, Development and Volunteer Services, Engagement and Program Services, Learning and Development, Marketing, Outreach
Startup Costs	\$10,000-\$24,999
Ongoing Costs	\$1,000 - \$4,999
Startup Staff Time	80 - 99 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	3.229
Timeline / Workplan	Apr-Jun 2019

Project	Engagement Mentors
Description	Formalize staff a mentorship program for Engagement Staff.
Demonstrated Need	No community need – but software needed for growth of the department. But this will help us reach Goal 1 of the 2018-2020 Strategic Plan: MLs strives for Operational Excellence. It will also help us address Objectives 1.2: Provide excellent customer service, Strategy 1.2.1: Equip staff with the training, tools, and resources they need to serve internal/external customers and Objective 1.3: Improve efficiency and effectiveness.
Outcome	Literacy
Potential Supporting Departments	Engagement and Program Services, Human Resources, Learning and Development, Planning and Assessment
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	60 - 79 hours
Ongoing Staff Time	10 - 24 hours
Prioritization Score	2.146
Timeline / Workplan	Apr-Jun 2020

Project	ESL classes - expanded partnerships
Description	Provide free ESL classes at libraries by expanding partnerships with community organizations, agencies and schools. In conjunction with community partners, the libraries will provide space for classes while community partners provide instructors for classes that will meet twice a week for two hours for a period to be determined in conjunction with community partners.
Demonstrated Need	Communities libraries are serving are becoming more diverse. According to key findings in the Community Needs Assessment, the fastest growing demographic in Oklahoma is Latinos, with an 85% increase since 2000. The American Immigration Council fact sheet on Oklahoma immigrants also reports that in 2015 6% of the state's population was comprised of immigrants with the top country of origin being Mexico. In addition, a 2014 report by Jill H. Wilson of the Brookings Institute Metropolitan Policy Program states that almost all growth in the U.S. labor force over the next four decades will come from Immigrants and their children. The report also stated that almost 1 in 10 working adults in the U.S. are considered limited English proficient (LEP) and that they earn 25 to 40 percent less than their English - speaking counterparts. Increasing community partnerships to provide ESL classes at libraries can provide immigrants the opportunity to not only improve their English proficiency but also provide them more employment opportunities to improve their earning power. This not only supports the library outcome for Literacy by helping residents see literacy is fundamental to their future by it also supports the outcome for Workforce Development by helping residents to gain the knowledge and skills needed to attain their highest level of employment.
Outcome	Literacy
Potential Supporting Departments	Collection Development, Engagement and Program Services, Marketing, Outreach, Planning and Assessment
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	25 - 39 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.979
Timeline / Workplan	Oct-Dec 2019

Project	Expanded School Partnerships
Description	<p>Expanding school partnerships begins with developing contacts at local schools such as library media specialists, reading teachers, English teachers, principals, etc. Once a connection has been established, class visits to the library or visits to classrooms by engagement staff can be arranged. Targeting one or two grades per school may be necessary due to staffing concerns. During these visits, library staff would talk about the variety of materials and programs available at the public library. Students and teachers would be encouraged to open library accounts. Library staff could also ask if the school holds events such as an Open House or Parent/Teacher conference nights where the public library could have a presence. These events provide the opportunity to visit with parents as well as their children about resources available at the public library and the importance of reading for a lifetime. School assemblies in May provide the opportunity to advertise the Summer Reading program and encourage children to continue reading during the summer. Another aspect of expanding school partnerships would involve required reading lists. If schools or teachers provided the libraries with these lists, the system could check on availability and order materials for the collection ahead of assignments. Resource sharing would be especially important in our economically challenged areas of the county. If the decision is made to start small and then expand this service, schools with predominately minority populations would seem to be the first priority.</p>
Demonstrated Need	<p>Strengthening and expanding the library system's connection with local schools should positively impact the literacy needs of our community. Literacy skills are essential to a child's success in school as well as throughout their lifetime. Without strong literacy skills, it will be difficult for our community to break the cycle of poverty or see much improvement in readiness for college or the job market. Almost 27% of children in Oklahoma live in poverty; of these, 42.6% of African American children and 40% of Hispanic children in Oklahoma County live in poverty. In the next 10 years, only 23% of new entry level jobs will require a high school diploma or less. Currently, almost 40% of first time college Freshmen are enrolled in remedial classes. By building strong connections with local school, the library system will be able to offer assistance to under-resourced schools, especially in economically challenged area of the county. Staff can introduce students and teachers to the variety of resources, both hard copy and electronic, available through the public library to help with school assignments as well as encouraging reading for pleasure. One of the goals of our strategic plan involves communicating the library's value to the community by expanding awareness of the library system. Schools should be included in this effort to raise awareness of the library's value so that we can reach the library supporters of the future.</p>
Outcome	Literacy

Potential Supporting Departments	Collection Development, Engagement and Program Services, Learning and Development, Marketing, Outreach
Startup Costs	\$10,000-\$24,999
Ongoing Costs	\$10,000 - \$24,999
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	3.146
Timeline / Workplan	Oct-Dec 2019

Project	Loan Management System
Description	EPS purchased a lifetime subscription to the service, Where's What. We were contacted by Where's What and they are closing their site. We are needing to find a loan management system for our lending library comprised of kits, equipment, materials, and more that are essential for programs held in our libraries. Possibly explore an option like Lend-Items.com or Cheqroom.com.
Demonstrated Need	No community need – but software needed for growth of the department. But this software will help us reach Goal 1 of the 2018-2020 Strategic Plan: MLs strives for Operational Excellence. It will also help us address Objectives 1.2: Provide excellent customer service, Strategy 1.2.1: Equip staff with the training, tools, and resources they need to serve internal/external customers and Objective 1.3: Improve efficiency and effectiveness.
Outcome	Literacy
Potential Supporting Departments	Engagement and Program Services, Information Technology, Learning and Development, Planning and Assessment
Startup Costs	\$1,000 - \$4,999
Ongoing Costs	\$1,000 - \$4,999
Startup Staff Time	60 - 79 hours
Ongoing Staff Time	Less than one hour per offering of the program/service
Prioritization Score	2.527
Timeline / Workplan	Oct-Dec 2019

Project	Marketing Best Practices
Description	Best practices for locations on how best to promote programs and services, understanding their role vs. marketing's role, and style guide/branding. Bookmarks and other materials for our outcomes. For example, bookmarks/flyers promoting the library's resources for job seekers that can be taken to job fairs and career centers. A style guide for marketing created at locations for smaller programs would be extremely helpful
Demonstrated Need	In the internal review respondents requested assistance promoting programs and increased coordination from marketing. Active collaboration between locations and marketing will help us achieve organizational excellence, leverage the library's role in the community, and maintain a consistent brand.
Outcome	Literacy
Potential Supporting Departments	Engagement and Program Services, Marketing, Planning and Assessment
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	15 - 24 hours per offering of the program/service
Prioritization Score	2.646
Timeline / Workplan	Jul-Sept 2019

Project	Reading Events
Description	The community recognizes the valuable contribution strategic reading programs like Summer Reading play in supporting educational achievement, literacy, and lifelong learning. We need to build the framework for other reading events to happen in a coordinated, systemwide way. Other weeks- or months-long reading programs, like Teen Read Week and Winter Readfest, have the potential to reach target audiences separate from Summer Reading. Author tours have been most successful when they have been planned well in advance by experienced staff. Currently, individual libraries host special book celebrations around popular titles such as Harry Potter, Captain Underpants, and more. Having a systemwide repository for best practices relating to these programs and planning them in conjunction will be an effective use of our resources, including staff planning time. Program-planning staff will benefit from this coordination of resources and marketing.
Demonstrated Need	The literacy outcome we are working towards states that residents belong to a community of readers and understand literacy is fundamental to their future. One of the hallmarks of our service as a library is bringing books to life and creating excitement about reading. We understand that reading is fundamental to future success. If a child is not reading proficiently by 3rd grade, they are four times more likely to drop out of high school. Only 39% of high school graduates in Oklahoma meet ACT college readiness benchmarks in reading. And in Oklahoma County, 40% of youth seen by intake officers with the Juvenile Bureau were reading 2 or more years below age level. Reading activities and experiences are highlighted again and again in the Possible Tactics of our strategic plan. Celebrations of reading are expected by the community and should be encouraged as regular programming options. Staff need the training and system support to facilitate these programs and services.
Outcome	Literacy
Potential Supporting Departments	Collection Development, Development and Volunteer Services, Engagement and Program Services, Marketing, Outreach, Special Collections
Startup Costs	\$10,000 - \$24,999
Ongoing Costs	\$10,000 - \$24,999
Startup Staff Time	60 - 79 hours
Ongoing Staff Time	8 - 14 hours per offering of the program/service
Prioritization Score	3.146
Timeline / Workplan	Jul-Sept 2019

Project	Reading Tutoring
Description	Coordinated reading tutoring resources are needed in our library system. Staff often get asked for tips for helping school-age children with reading. Staff need to be trained in reading intervention (ways to recognize reading disabilities, practices to help low literacy students, and skills to recognize adults in need). This project team would focus on: 1) A resource page on the website for literacy tips, games parents can print, programs the library offers, and ways the library can help with reading. This could include a way to combine our resources for reading help and co-promote programs like Reading Buddies, Children Reading to Dogs, and Summer Reading as a toolkit for parents and caregivers. 2) Training for staff on reading tutoring, reading intervention, and how to read with children and model reading behavior.
Demonstrated Need	MLS is recognized as an authority on reading and literacy in our community, but our staff are not trained on reading intervention and tutoring basics for school-age children and teens. By giving our staff related tools and more experience in this field, we can leverage our position for greater success. If a child is not reading proficiently by 3rd grade, they are four times more likely to drop out of high school. Only 39% of high school graduates in Oklahoma meet ACT college readiness benchmarks in reading. And in Oklahoma County, 40% of youth seen by intake officers with the Juvenile Bureau were reading 2 or more years below age level. Reading activities and experiences are highlighted again and again in the Possible Tactics of our strategic plan. Staff need the training and system support to facilitate these programs and services with proven educational research and training in their toolbox, which will help us improve student reading levels.
Outcome	Literacy
Potential Supporting Departments	Collection Development, Development and Volunteer Services, Engagement and Program Services, Learning and Development, Marketing, Planning and Assessment,
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	4 - 7 hours per offering of the program/service
Prioritization Score	2.813
Timeline / Workplan	Jan-Mar 2020

Project	Summer Reading
Description	Summer Reading at the library is an all ages program that encourages life-long learning and reading together as a family. With support from the Friends of the Library, the Metropolitan Library Commission, and other community organizations, participants are able to build their home library, read down their library fines, and enter drawings for tablets all by reaching the 10 and 20 hour reading goals. Additional activities like programs and learning tracks encourage participants to explore library services and experience new things.
Demonstrated Need	The percentage of Oklahoma students who meet the ACT college benchmarks has continued to fall over the past five years. 40% of first-time college freshman are enrolled in remedial classes. Research shows that children who do not read or engage in other learning activities during the summer months can lose up to 3 months of reading a math skills. By the time those children reach 6th grade they can be as much as two years behind their peers who do participate in summer learning activities.
Outcome	Literacy
Potential Supporting Departments	Business Office, Cataloging & ILL, Central Information Services, Collection Development, Development and Volunteer Services, Engagement and Program Services, Facilities Maintenance, Information Technology, Learning and Development, Marketing, Outreach, Planning and Assessment
Startup Costs	\$100,000 - \$250,000
Ongoing Costs	\$100,000 - \$250,000
Startup Staff Time	100+ hours
Ongoing Staff Time	more than 150 hours per offering of the program/service
Prioritization Score	3.521
Timeline / Workplan	In progress

Project	Tailored Titles
Description	Tailored Titles is our branded Readers' Advisory Services. Tailored Titles is an online survey for personalized reading lists, a subscription service for genre-based newsletters, and finding your next read on social media. This service needs an evaluation and determination if we can expand Tailored Titles to other age ranges such as Teens and Children.
Demonstrated Need	Since May 2015, over 1300 library customers have taken a part in receiving a personalized reading list through Tailored Titles. There are over 6400 subscriptions to our Tailored Titles newsletters and over 1000s of interactions with customers on Tailored Titles through social media. Currently, the service is being maintained by CIS. This should be shifting over to EPS as a library service. This entry is to formalize the transition to EPS and branding this as an Engagement service.
Outcome	Literacy
Potential Supporting Departments	Collection Development, Engagement and Program Services, Learning and Development, Marketing
Startup Costs	less than \$1,000
Ongoing Costs	\$1,000 - \$4,999
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.771
Timeline / Workplan	In progress
Project	Reference Best Practices
Description	<p>A workgroup will create a best practices document for reference services that will include:</p> <ul style="list-style-type: none"> • Training recommendations • Guidelines for setting boundaries (including the amount of time spent with a customer) • Ethics • How to evaluate resources • Reference Interviews • Suggestive Selling

Demonstrated Need	With our new service model, it imperative that we reevaluate our reference services and best practices. Additionally, we have a great number of new employees who haven't work in libraries before or do not have an MLIS. They will need training and clear expectations on how to deliver reference services.
Outcome	Literacy
Potential Supporting Departments	Engagement and Program Services, Learning and Development
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	25 - 39 hours
Ongoing Staff Time	Less than one hour per offering of the program/service
Prioritization Score	2.688
Timeline / Workplan	Apr-Jun 2019

Project	Yelp for Presenters
Description	EPS will create and maintain a crowd-sources review forum for program presenters. This will differ from the previous Artist and Presenter Database because library staff will be able to easily submit reviews for presenters they have used.
Demonstrated Need	Goal 1 of the Metropolitan Library's strategic plan is that MLS strives for operational excellence. We will improve efficiency and effectively by using data to support decision making.
Outcome	Literacy
Potential Supporting Departments	Business Office, Development and Volunteer Services, Engagement and Program Services, Human Resources
Startup Costs	\$1,000 - \$4,999
Ongoing Costs	less than \$1,000
Startup Staff Time	60 - 79 hours
Ongoing Staff Time	Less than one hour per offering of the program/service
Prioritization Score	2.604
Timeline / Workplan	Oct-Dec 2019

Educational Attainment Literacy Ideas & Opportunities

Project	Collaborative Learning Environments Best Practices
Description	We will create best practices for collaborative learning spaces, such as MakerSpaces, community gardens,
Demonstrated Need	This program helps meet the library's vision "to be the community's hub for critical thinking, creative problem-solving, and life-long enrichment."
Outcome	Educational Attainment
Potential Supporting Departments	Engagement and Program Services
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	60 - 79 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.479
Timeline / Workplan	Oct-Dec 2019

Project	Difficult Conversations
Description	Oklahoma has an alarming high statistics of teen parents and drug use. This program is a way to give teenagers and young adults information about sex and drugs in a nonjudgmental pros and cons environment. The point of the program is not to enforce abstinence but to allow the teens to make their own informed choices. This same measure will be done with drugs where we talk about what are the positive and negative repercussions of taking controlled substances for recreational use. Teens are smart and can find a lot of information online where not all of it is true and can be dangerous to their health. It is important that we offer all the information they need to be properly educated on something they see happening all around them. We offer this program twice a year on rotating issues having a community member with a medical background give the information and allowing open discussion for questions.
Demonstrate d Need	<p>Touchy Subjects (Sex ed, drugs) will meet a community need to provide information about teenage pregnancy and drug use to customers. Through the research of our community needs assessment Oklahoma has received a grade of F for Teen Fertility and has a rate way above the national average. Oklahoma averages 33.4 vs the national average of 20.3 for teen birth rates per 1000 people. These rates have an overall negative effect on our community where the nation averages 50% of teen moms earn a High School Diploma by age 22 compared to 89% who did not give birth as a teen. Even worse teens under the age of 18 who give birth are only 38% likely to earn a high school diploma and 19% for a GED. Another issue that is affecting Oklahoma County is drug and alcohol abuse. Juvenile drug abuse arrest rates for 2016 for Oklahoma vs National is 328 vs 293 per 100,000 people. Two of the top five offenses referred to the Oklahoma county Juvenile Bureau is #4 possession of Dangerous Substances and #5 possession of Marijuana. The statics show that these issues are more likely to affect minority ethnicities which is a large basis of our customers. Lastly, drug overdoses from this lack of knowledge is a huge epidemic shown through a 2013 chart (https://www.ok.gov/health2/documents/UP_Drug_Overdose_Special_Report_OK_1999-2013.pdf) where 85% of drug overdoses in Oklahoma were accidental. This percentage is 660 people or 17.1 at a rate of 1 per 100,000.</p>
Outcome	Educational Attainment
Potential Supporting Departments	Collection Development, Development and Volunteer Services, Engagement and Program Services, Marketing
Startup Costs	less than \$1,000
Ongoing Costs	\$,5000 - \$9,999
Startup Staff Time	40 - 59 hours

Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.271
Timeline / Workplan	Jul-Sept 2020

Project	Evaluation Methods Best Practices & Training
Description	Formalized guidelines are needed so all our libraries are evaluating all of our programs and services in a standard way. This will help us determine if our new programs and services are helping us meet the desired outcomes and can also be applied to existing programs and services. Guidelines will help staff determine which type of data collection and evaluation should be local vs. systemwide, and which methods are the most appropriate for each program. This will include focus groups and customer surveys. A project team that will develop best practices, survey templates, guidelines, and training are needed to realize this effort.
Demonstrated Need	As we continue through the process of Outcome-Based Planning and Evaluation, we need a systemwide methodology in place for collecting data and evaluating our efforts. According to 5 Steps of Outcome-Based Planning and Evaluation for Public Libraries, data collection methods include analyzing outputs, conducting surveys, one-on-one interviews, focus groups, administering tests, and observation. Using these methods will demonstrate accountability and help us be good stewards of our resources as we move forward.
Outcome	Educational Attainment
Potential Supporting Departments	Development and Volunteer Services, Engagement and Program Services, Human Resources, Information Technology, Learning and Development, Planning and Assessment
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	80 - 99 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.479
Timeline / Workplan	Apr-Jun 2019

Project	Future-Focused Programming for Teens
Description	By offering future-focused programming for teens we are helping teens realize and hopefully fulfill their education attainment goals. This means that they will be on the path to have an easier time entering the workforce in Oklahoma. Looking to the future, Oklahoma will have more people with a high school education than jobs that are available to them. Teens will need to seek education beyond high school in order to not fall into this area of possible job shortages. By offering education attainment program for teens once a quarter, we will be supplementing the information they receive at school and providing a place for them to learn, do research, fill out applications, and use our resources to discover and reach their goals.
Demonstrated Need	There is a community need because the amount of Oklahomans entering the workforce with a high school diploma or lower is higher than the amount of jobs available to them. This means that by informing teens of the education opportunities beyond high school, we will be helping them have an easier time entering the workforce. Also, low income families need to know the options available to them, because paying for additional education can seem daunting and they might not have the technology needed to fill out application, scholarships, etc. at home.
Outcome	Educational Attainment
Potential Supporting Departments	Engagement and Program Services, Learning and Development, Marketing
Startup Costs	\$1,000 - \$4,999
Ongoing Costs	\$1,000 - \$4,999
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	4 - 7 hours per offering of the program/service
Prioritization Score	2.896
Timeline / Workplan	Jan-Mar 2020

Project	Homework Help
Description	The library provides Homework Help for K-12 students both physically and virtually to best support student achievement.
Demonstrated Need	<p>Key Findings from the Community Needs Assessment reflect a serious discrepancy in the area of K-12 Education, with greater deficiencies in Math than any other area. While Oklahoma County's graduation rate is on par with the rest of the nation, the quality of education our students are receiving is not preparing them to enter college or the job market.</p> <ul style="list-style-type: none"> • Almost 40% of first-time freshmen are enrolled in remedial classes • The percentage of 2017 ACT-tested high school graduates meeting ACT readiness benchmarks is far below the national average. • The percentage of students meeting ACT benchmarks has declined over the last five years. • Oklahoma spends \$9,604 per child enrolled in K-12 schools. The national average is \$13,897. • Demographic information reflects that we have a growing youth population, and when you combine the demographics of school aged children (5-15 and 15-19 years) this accounts for 20.2% of the total population. Because of this, many caregivers of school aged children are seeking additional ways to supplement their children's education. The library is well situated to provide assistance with homework via our collections, programs, and services. The library can explore options for Homework Help such as increasing the amount of materials in our collections that are designed to build core competencies such as reading comprehension and math skills, Homework Help programs led by staff, investigating which e-resources that offer virtual homework help would work well in our digital collection and investing in appropriate resources, and maintaining curated lists with information on where individuals can find free or low cost tutoring. Libraries should use information from their customer demand and what is available in their own community to help make decisions about which of the above Homework Help engagement activities are most appropriate for their community.
Outcome	Educational Attainment
Potential Supporting Departments	Collection Development, Development and Volunteer Services, Engagement and Program Services, Information Technology, Learning and Development, Marketing, Outreach
Startup Costs	\$25,000 - \$49,999
Ongoing Costs	\$25,000 - \$49,999

Startup Staff Time	25 - 39 hours
Ongoing Staff Time	4 - 7 hours per offering of the program/service
Prioritization Score	3.188
Timeline / Workplan	Jul-Sept 2019

Project	Parenting Classes
Description	Provide classes to help parents understand how to communicate with their teen and child to address some of the critical issues our community faces. Addressing some of the health concerns impacting teens, will empower parents to have the crucial conversations needed to start reversing these statistics.
Demonstrated Need	According to our key findings from the Community Needs Assessment (https://my.metrolibrary.info/drupal/sites/default/files/Key-Findings.pdf), many areas of concern such as health and education deal directly with children and teens. Parents graduating from college is one of the highest indicators if their child will go to college (https://www.insidehighered.com/news/2018/02/08/students-postsecondary-education-arcs-affected-parents-college-backgrounds-study).
Outcome	Educational Attainment
Potential Supporting Departments	Engagement and Program Services, Learning and Development, Marketing
Startup Costs	\$1,000 - \$4,999
Ongoing Costs	\$1,000 - \$4,999
Startup Staff Time	60 - 79 hours
Ongoing Staff Time	4 - 7 hours per offering of the program/service
Prioritization Score	2.563
Timeline / Workplan	Oct-Dec 2019

Project	Programming Best Practices/Planning Guidelines & Workflow
Description	Many libraries have checklists and guidelines currently in place that should be standardized for use across the system. Existing materials from the former Outreach department can be adapted to support a current version. A project team would gather these tools and come to a consensus for combining them into a program planning workflow, ensuring that guidelines exist for both local and system programs. This workflow would ensure collaboration across departments and a consistent timeline and process for all. Separate project teams for age-specific programming best practices are recommended. For example, a teen services group would meet to organize and codify what our goals and outcomes for teen programs are. Examples include: teen services competencies for library staff, basic learning outcomes for teen programs, and required training for teen services staff.
Demonstrated Need	This is a recognized need from the EPS department and engagement staff. A consistent method of planning programs is needed to replace the now defunct Outreach checklists and PPC. It would need to be in place before moving forward with many new projects to support the existing work that is being done planning programs around the system. General age-related best practices and training related to programming are needed for engagement staff.
Outcome	Educational Attainment
Potential Supporting Departments	Engagement and Program Services, Learning and Development
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	100+ hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.604
Timeline / Workplan	Feb-Apr 2019

Project	Programming Meetings
Description	Libraries would send 1 representative to each meeting, who would report back to other age-specific engagement staff at their location. This facilitates communication and honors their experience and expertise. Re-establishing these meetings may build trust and improve our organizational culture as it relates to programming and the related pitfalls of the past few years.
Demonstrated Need	Programming meetings for children, teen, and adult staff are an often-mentioned need by frontline staff. Age-specific programming meetings are beneficial for many reasons (including staff training, resource sharing, establishing support networks, fostering a systemwide perspective, and creating sounding boards for ideas) but the most timely need at this point may be in providing feedback and support to project teams. Numerous proposed projects require staff buy-in and age-related expertise, which these groups could provide. Another avenue is needed to involve more frontline staff than can be on the project teams.
Outcome	Educational Attainment
Potential Supporting Departments	Engagement and Program Services
Startup Costs	\$1,000 - \$4,999
Ongoing Costs	\$1,000 - \$4,999
Startup Staff Time	Less than 10 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.771
Timeline / Workplan	In progress

Project	School Collaborations
Description	<p>As identified in our Community Needs assessment in Oklahoma 52% or less (depending on subject) of students are ready for college level courses when they graduate High School. Also, while Oklahoma's rates of graduation are on par with national averages, 25% of residents have only a HS diploma while 13% have less than a HS diploma. Libraries can be proactive in supporting students and caregivers/educators of those students, not only to read but to attain higher levels of education than current statistics describe. A strong educational foundation will promote lifelong learning in residents, increase their ability to be employed in higher wage jobs, and promote a respect for learning that can be modeled and encouraged in students.</p>
Demonstrated Need	<p>As identified in our Community Needs assessment in Oklahoma 52% or less (depending on subject) of students are ready for college level courses when they graduate High School. Also, while Oklahoma's rates of graduation are on par with national averages, 25% or residents have only a HS diploma while 13% have less than a HS diploma. Building Relationships with county schools acts not only as a support of educationally goals such as reading, writing, comprehension, logical thinking, STEM/STEAM/STREAM, math, science, and research, but also is a foundation part of the library's identity in the community. The Systemwide approach to School collaborations will fall in two focused categories. Inward programs and services that support and draw students to the library and its resources, and Outward programs and services that take our resources and message about programs and services out to the schools and the communities they serve. Inward services could include:</p> <ul style="list-style-type: none"> • Reference Services • Interactive and Large Spaces for students and/or instructors • ONECard • School Visits both general (tours and nonspecific resource availability) and specific (educational programs, computer lab, database or resource training, guided research visits) Outward Services could include: <ul style="list-style-type: none"> ○ School Visits -General information about the Library and Services ○ School Visits – Specific to Summer Reading Program ○ School Visits – As representatives at School Fairs/Back to School Nights/Community Resource • Participate as community presenters at local Head Start/Alternative Learning/Latchkey programs • Connecting the Library Catalog to districts library catalog on their end • In school holds, book drop-off and pickups or services • Onsite or Lending Libraries to schools without resources or ability to visit • Librarians assigned to work with School Librarians and Library Media Assistants Best Practices would be needed for outward school visits and library participation as community presenters as well as Best

	<p>Practices for how the library would provide services to groups visiting at library locations. Training would be needed as follows</p> <ul style="list-style-type: none"> ○ Speaking to small and large groups both in schools (to teachers or students) and in the community at events related to education in Oklahoma County ○ Database and Resources of the system ○ Storytime and EPS Kits
Outcome	Educational Attainment
Potential Supporting Departments	Collection Development, Engagement and Program Services, Learning and Development, Marketing, Outreach,
Startup Costs	\$10,000-\$24,999
Ongoing Costs	\$10,000-\$24,999
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	3.146
Timeline / Workplan	Oct-Dec 2019

Project	STREAM Programming
Description	<p>Ideally we would provide a multi skill level and age targeted set of programs aimed at all of the ages of people that visit the library. A special emphasis on teens and school aged children during special event times of year would be beneficial as we could showcase and interact with ideas being implemented at a national level. Some programs with specific time frames include Teen Tech Week in the spring, Hour of Code in the winter, and National Week of Making in the summer. At the primary and middle school age we can utilize the science kits we have and add some programs that are going well to the system level, such as Lego clubs whether robotic or not, Crazy 8's Math Club, and Minecraft clubs. We can also focus on ensuring that people at each branch who work with these age groups have training on kits, whether by including them in the kit creation process, or creating videos for the kits to post on the intranet that showcase how to use the items in the kits for programs. We can also host programs by groups such as OKC Science Museum. For teens we can provide more opportunities for them to get involved in shaping their own technology education experiences. With some libraries adding maker spaces in we can help them to gain access to the materials in them to create their own projects, and help them to learn about supplemental resources available to them through their schools or local vo-techs/colleges. We can also continue to provide them programming through STEM kits, and take advantage of opportunities like teen tech week grants. Adult STEM programming has to a certain extent been either ignored or attempted with computer classes focusing on basics that are less successful because of the users varying comfort levels. What might be most helpful for this age group is formalizing one on one computer help options for beginners, creating advanced classes for specific skills that are focused on work software, and having science programs on topics of interest through outside presenters such as Tornado preparedness, Making Health Choices, and family targeted science programs like maker fairs. Most of these programs can be done with materials that exist in system already, or with one time purchase, but they require staff buy in and training. Some science programs require outside experts, some of whom can be utilized for free, but require staff time to book and plan. Ideally we would be offering a STREAM focused program at least monthly for our younger patrons at every branch with room for some type of programming, with special programming during the national events mentioned.</p>
Demonstrated Need	<p>STREAM needs that we need to address with programming are: Lack of training in the scientific method and science literacy for young children and school age children. Lack of technology training, such as coding and exposure to technological tools for school age children and teens. Lack of explicit training with low barrier to entry on scientific learning, and a range of emerging technologies for teens and adults. Lack of education and training opportunities for older adults for specific point of need and ongoing computer assistance, especially when reentering the work force and requiring new computer skills. From the Community Needs Assessment: our state faces</p>

	<p>a 22% gap between the current level of basic educational attainment, and the future new jobs created for that population. With fewer low-skilled jobs created, employers will find it increasingly difficult to hire qualified workers, unless significant steps are taken to upskill workers to ensure the workforce is trained. NewsOK has reported that the State of Oklahoma is having a difficult time bringing a wider variety of jobs here. They have also reported that science, technology, and skilled labor jobs are hiring at a much higher rate. Oklahoma students have a 26% success rate on the ACT science readiness score versus a 37% national average. The state education funding crisis has led to STEM funding cuts due to the potential high entry costs for school, along with a lack of available teachers with the necessary training to provide students with guidance. Lack of training and education are hurting Oklahomans ability to get hired, especially in jobs requiring highly skilled workers that often come with higher pay. Knowing how to apply the scientific method (better science literacy) in their daily life should help Oklahomans to make better choices in many areas of their life. This will also make Oklahomans more competitive at the national level, especially when it comes to entering higher education.</p>
Outcome	Educational Attainment
Potential Supporting Departments	Development and Volunteer Services, Engagement and Program Services, Information Technology, Learning and Development, Marketing
Startup Costs	\$,5000 - \$9,999
Ongoing Costs	\$1,000 - \$4,999
Startup Staff Time	60-79 hours
Ongoing Staff Time	4 - 7 hours per offering of the program/service
Prioritization Score	3.063
Timeline / Workplan	Oct-Dec 2019

Project	Website, Calendar & Meeting Room Implementation
Description	Entering to be included in the list of items being prioritized - has a set timeline.
Demonstrated Need	The library system purchased a new website with calendar and meeting room software. This is being entered to place in the priorities list so it does not get overlooked.
Outcome	Educational Attainment
Potential Supporting Departments	Business Office, Cataloging & ILL, Central Information Services, Collection Development, Development and Volunteer Services, Engagement and Program Services, Information Technology, Learning and Development, Marketing, Planning and Assessment, Special Collections
Startup Costs	\$25,000 - \$49,999
Ongoing Costs	\$10,000 - \$24,999
Startup Staff Time	100+ hours
Ongoing Staff Time	Less than one hour per offering of the program/service
Prioritization Score	3.021
Timeline / Workplan	In progress

Workforce Development Literacy Ideas & Opportunities

Project	Book A Librarian
Description	<p>We propose a system wide coordinated Book A Librarian service. Book A Librarian would feature an easy to use method of securing an appointment with a staff person at the customer's desired location, day and time. The customer would be paired with a staff person with the expertise needed to match the topic they would like to cover in the appointment. For example, staff who have been trained to teach customers to use Microsoft Word to create a resume would be identified and matched based on the customer's appointment need. Other areas of expertise could also be identified such as school research projects, applying for government assistance, genealogy, etc. Appointments would last around 30-60 minutes. An evaluation tool could be developed to gauge the effectiveness of individual sessions and the service as a whole. To facilitate a faster roll out that meets the current needs of library staff and customers, the project team could first focus on developing best practices for conducting Book A Librarian sessions and facilitate system wide marketing. Locations that do not currently offer Book A Librarian could begin offering the service as they determine they are ready to do so. The project team could then make recommendations on how to implement a system wide scheduling system to take advantage of unique staff expertise and increase convenience for customers. Topics for the project team to consider include: how implementation will affect locations with various staffing models; exploring and defining the boundaries between excellent customer and reference service vs. giving advice; ensuring staff have the training needed to provide in depth assistance in job seeking, skill building, and digital literacy.</p>
Demonstrated Need	<p>One of the most prevalent needs of customers that visit MLS libraries is extensive help in using a computer to apply for jobs, create resumes or other job seeking related tasks. Staff have identified the underlying cause for in depth assistance is usually lack of confidence and knowledge in using technology or navigating the Internet. Additionally, the Community Needs Assessment revealed a gap between the level of education and skills Oklahomans currently possess and the level necessary to fill the jobs that will dominate the market in the near future. The system has offered basic technology classes to address this need, but they have suffered from poor attendance. Based on staff observations and customer feedback, we infer that customers greatly prefer one on one assistance at their point of need. The Book A Librarian approach allows staff to focus on the person's specific education level and situation, resulting in a more effective experience. Implementing a Book A Librarian service model will also free up staff to create appointments for customers who they identify may benefit from a more personalized experience and allow staff to focus on customers who need more immediate and less in depth assistance in the moment.</p>
Outcome	Workforce Development

Potential Supporting Departments	Engagement and Program Services, Human Resources, Information Technology, Learning and Development, Marketing
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.563
Timeline / Workplan	Jul-Sept 2020

Project	Incorporating Soft Skills into Teen Programming
Description	Programs for older children and teens should incorporate building soft skills, which includes the areas of communication, relationships and collaboration, critical thinking/decision-making, initiative and self-direction. These will result in achievement, healthy behavior, and employability. This project team would use existing resources (examples include: Search Institute's 40 Developmental Assets, YALSA's Teens First Basic Learning Outcomes, US Department of Labor's Mastering Soft Skills for Workplace Success) to build a framework and methodology for identifying and incorporating this type of skill-building into programs and services for this age group. Teen services staff training will be developed to provide ways to build these skill-building practices thoughtfully and reliably throughout our work.
Demonstrated Need	According to the 2007 Every Promise, Every Child: Turning Failure into Action report, a large percentage of young people preparing to enter the workforce over the next two decades are significantly lacking in the "soft" or applied skills — such as teamwork, decision-making, and communication — that will help them become effective employees and managers. Our Community Needs Assessment highlights the effects of unemployment on young adults, noting the negative impacts on the confidence, autonomy, and independence needed for success as an adult. Bolstering soft skills by focusing on social and emotional learning is a proven factor in creating resiliency and supporting other protective factors for youth. By incorporating this type of skill-building into our already existing tween/teen/YA programming and services, we can address the workforce needs of our community, increase the quality and diversity of our programming, and add value to our interactions with these age groups.
Outcome	Workforce Development
Potential Supporting Departments	Development and Volunteer Services, Engagement and Program Services, Learning and Development, Marketing
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	10 - 24 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.854
Timeline / Workplan	Jan-Mar 2020

Project	Internships
Description	<p>We are proposing a formalized internship program with a limited number of positions available, an application process, and a structured curriculum and evaluations. Interns would gain public library experience while extending the reach of our current workforce by helping with shelving and programming, learning about both access and engagement roles, assisting departments, and providing basic computer help for customers. Our initial audience would be OU SLIS students and teen volunteers with extensive experience. The program would have a coordinated departmental and library list of learning opportunities where participants could gain a wide range of experiences. This would provide a broad overview of public library service, structured in a way that is beneficial to our workflow. Internships provide an educational component (coaching, performance reviews, oversight, feedback) that goes beyond volunteering. A project team would plan a standardized process and decide on the number of internships available. Each intern would have a structured experience to provide an overview of libraries and a standard process that would include: collections, engagement, access, learning about various age groups we serve, and visiting multiple libraries in the system. Interns would contribute in some way with a final project that benefits the library system. A central employee, either in HUM or EPS, would be designated to manage internships. This public services internship program could serve as a model and expand to include IT, Marketing and other departmental interns.</p>
Demonstrated Need	<p>By developing an internship program, our library system would provide a pathway for future employees beyond our current volunteer program. Library internships develop our community's workforce and improve our library system's ability to recruit and retain qualified, diverse employees. MLS is the largest library system in Oklahoma and has an ALA-accredited library and information studies program nearby, but no formalized internship program to take advantage of that valuable resource. Internships could be a powerful tool to drive recruitment strategies, educating future library employees and improving our retention rates with a skilled workforce. The high cost of employee turnover and re-training for positions could be reduced. A structured internship program would increase our efficiency and effectiveness, increase our visibility in the community, and establish partnerships that reach new audiences. While the benefits to MLS are visible, an internship program would also be a larger workforce development strategy for our community, especially for students of multiple disciplines, and build a broad layer of community support in young professionals while expanding our current employees' skill base through mutual learning.</p>
Outcome	Workforce Development
Potential Supporting Departments	Development and Volunteer Services, Engagement and Program Services, Human Resources, Learning and Development, Outreach

Startup Costs	\$1,000 - \$4,999
Ongoing Costs	less than \$1,000
Startup Staff Time	80 - 99 hours
Ongoing Staff Time	100 - 150 hours per offering of the program/service
Prioritization Score	2.229
Timeline / Workplan	Jan-Mar 2021

Project	Job Fairs
Description	<p>We would like to propose hosting job fairs in our library locations and having a presence at job fairs around the Oklahoma County area that are hosted by other organizations. Host General Job Fairs in our local libraries Invite local and national business in the Oklahoma City/Oklahoma County area to have an information booth, accept applications and conduct on the spot interviews. Provide job seekers with instructions on interviewing, resume writing, and general job search skills. Instruction can be provided in many different ways. Three examples might be Motivational Speakers Classes Individual help and support by librarians or career professionals Host Industry specific job fairs Invite only companies and organizations within a specific industry such as medical or aeronautics to participate. Invite people who have experience within the industry to speak and/or demonstrate industry skills and techniques. Invite companies and organizations who support the specific industry to participate creating a networking environment. Participate in Job Fairs around the Oklahoma County area that are hosted by other organizations. Provide an information booth highlighting the job resources we have available through our library system.</p>
Demonstrated Need	<p>Unemployed Oklahoman's frequently experience barriers when seeking jobs in the Oklahoma City area. These barriers include but are not limited to the location of job fairs and the targeted audience of a job fair. The overwhelming majority of Job Fairs in the Oklahoma City area are hosted at Educational Institutions like High Schools and College Campuses with a focus on attracting high school and college students to entry level industry careers. Professional job fairs and industry specific job fairs in the Oklahoma City area are consistently hosted at hotels in the Downtown area or in selected areas of the city. Oklahoma Works has two locations, one on the south side of the city and one on the east side of the city where job fairs are hosted at specific times per year. While the unemployment rate is healthy for the state, certain populations are disproportionately affected. For single mothers, the unemployment rate is nearly double that of the state average of 8.3%. Single fathers with children have 4.5% unemployment. In contrast, 2% of married men with children are unemployed and 3% of married women with children are unemployed. Hosting Job Fairs in our local Oklahoma County libraries would break down barriers by providing more accessible locations and offer single parents and families a comfortable familiar environment to explore job opportunities. The benefits of a Job Fair which provides an equal opportunity event for the job seekers and the employers alike are that citizens receive access to a larger number of employers in our community and employers receive a diverse pool of applicants. Our Library System benefits when we participate in Job Fairs hosted by organizations outside of our library system. By having a booth at a job fair that is located at a local school, college, hotel or workforce centers, we can potentially reach a segment of our community that does not come to our library locations. By attending job fairs, we can increase our awareness in our community and educate our community on the job resources available to them through the library. We can market our</p>

	library as a Job Center resource. Job Fairs meet our Workforce Development Outcome by providing Career Exploration opportunities. Residents become aware of careers, organizations, and industries in Oklahoma County and understand the skills and education necessary to obtain these careers. Job Fairs allow residents to see themselves in these careers. The Library becomes the connection between the Oklahoma County workforce and local and national employers. Through Job Fairs, residents are connected with resources, community groups, and government agencies to help them further their careers.
Outcome	Workforce Development
Potential Supporting Departments	Collection Development, Development and Volunteer Services, Engagement and Program Services, Human Resources, Learning and Development, Marketing, Outreach
Startup Costs	\$1,000-\$4,999
Ongoing Costs	\$1,000-\$4,999
Startup Staff Time	80-99 hours
Ongoing Staff Time	15 - 24 hours per offering of the program/service
Prioritization Score	2.896
Timeline / Workplan	Apr-Jun 2019

Project	Library as Job Center Web Page
Description	<p>The Library as Job Center web presence would curate and promote the many community and library resources available to assist residents with skills building and the job seeking process. Access to the page would be prominently featured on www.metrolibrary.org and in navigation menus. Content would be managed and updated by Engagement and Program Services staff. Content would include: Information on Oklahoma county workforce development centers; news on job fairs; links to library resources to build soft skills and assist with the job seeking process such as Lynda.com, Career Cruising, Learning Express Library, Cypress Resume; best practices for resume and cover letter writing, job searching, interviewing and more in the form of a packet to be easily shared with customers. Customers would also have the ability to book one on one appointments with staff. The web page could also serve as a jumping off point for staff assisting customers on this topic.</p>
Demonstrated Need	<p>While current unemployment trends are low, and Oklahoma has a lower unemployment rate than the national average, our Community Needs Assessment revealed many Oklahoma County residents are classified as "working poor." According to the U.S. Bureau of Labor Statistics, "the working poor are people who spent at least 27 weeks in the labor force (that is, working or looking for work) but whose incomes still fell below the poverty level." This disproportionately affects women, people of color, and single parents. Library staff report that many customers visit the library seeking assistance with navigating the job search and application process. While library staff currently provide basic assistance with these topics, our internal review revealed that not all library staff feel comfortable assisting customers in this area or are aware of the resources and services that are available for job seekers. Additionally, staff report many customers lack the digital literacy skills to find job seeking resources and assistance on their own. Centralizing resources and services in one location will facilitate ease of access for these at-risk groups. Source: https://www.bls.gov/opub/reports/working-poor/2016/home.htm</p>
Outcome	Workforce Development
Potential Supporting Departments	Central Information Services, Engagement and Program Services, Information Technology, Marketing
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	25 - 39 hours
Ongoing Staff Time	Less than one hour per offering of the program/service

Prioritization Score	2.896
Timeline / Workplan	Feb-Mar 2019

Project	The Librarian is In / Embedded Librarians at Oklahoma Works Centers
Description	<p>We would like to propose a partnership with the Oklahoma Works Centers in the following ways:</p> <ul style="list-style-type: none"> • We refer our job seekers in our libraries to the workforce centers to take advantage of the resources they offer. • We communicate closely, coordinate with their events and make sure they know of our programs, services, and materials. • We provide bookmarks, calendars, and other materials promoting the library's services, programs, and materials to workforce centers to raise awareness of the library to job seekers. • We provide technology instruction at least once a week at both the Brookwood and Eastside centers. <ul style="list-style-type: none"> ◦ In addition to technology instruction, we will also educate job seekers on library services like Lynda.com, Cypress Resume, Learning Express Library, ESL, etc. • We will sign up job seekers for library cards. • We will have signage clearly signifying the library's presence at the job center, e.g. "The Librarian Is In".
Demonstrated Need	<p>The Oklahoma Works centers provide assistance to both job seekers and employers. In the state of Oklahoma, the unemployment office is not open to job seekers wanting to file in person. Instead all claimants must file online. Additionally, those receiving unemployment are required to register with employment services and in order receive unemployment benefits, proof of active job searching is required. Many job seekers are referred to the Oklahoma Works Centers which have two locations in Oklahoma County. These job centers have a large computer lab where job seekers do not have a time limit. Additionally, the workforce centers also host large scale hiring events. Consequently, the centers offer many advantages and resources to job seekers the library is not equipped to offer. The work force centers are not allowed to advertise as required for their federal funds. Not surprisingly, the workforce development committee was unaware of this resource center until recently. Over the summer the Workforce Development Workgroup toured both the Brookwood Workforce Centers and the East Side Work Force Center. Both the Brookwood and the Eastside centers list technology instruction as one of their top needs, but neither center has the staff available to do one on one computer instruction and/or technology classes. Today, almost all job searches and job applications are online, even for jobs that require little no use of computers. Likewise, many to most jobs require some kind of computers use. Free technology assistance is not available in our community beyond what assistance is available at libraries. Most of the job seekers at the workforce centers are between the ages of 40 and 60. This age demographic is unlikely to have had formal technology instruction and is at even more of a disadvantage if they are beginning a second career. The</p>

	workforce development workgroup feels that we can have the most impact in achieving our outcome if we reach out to job seekers where they already are.
Outcome	Workforce Development
Potential Supporting Departments	Engagement and Program Services, Human Resources, Learning and Development, Marketing,
Startup Costs	\$1,000 - \$4,999
Ongoing Costs	less than \$1,000
Startup Staff Time	80 - 99 hours
Ongoing Staff Time	4 - 7 hours per offering of the program/service
Prioritization Score	2.521
Timeline / Workplan	Apr-Jun 2020

Project	Social Worker Practicum Students as Workforce and Community Development
Description	<p>The profession of Social Work has many of the same goals as those expressed by the ALA. They want to strengthen community, help people find needed resources, and educate people about their rights as citizens. They both understand the importance of equity, diversity, inclusion and social justice. These commonalities make them ripe for collaborations. As libraries begin to experience more patrons facing homelessness and mental health issues, they have begun to work with social workers to a much larger degree. I have worked closely with professors and students of the Anne and Henry Zarrow School of Social Work. These efforts have led to positive behavioral changes of patrons and a growing sense of trust and involvement between the library and the community. If we were to expand this relationship, I believe it could benefit many of our libraries. Practicum students gain valuable real-world work experience and can help library patrons develop in a multitude of ways including workforce development. They can also get patrons ready for the workforce by helping them find needed resources. Last but not least, they can help provide needed soft skills, jobs skills, as well as hope, for many children, tweens, and teens in our community. Social Work Practicum Students can help the library</p> <ul style="list-style-type: none"> Develop collaborations with local agencies to meet needs (food, education, health) Provide computer assistance: FAFSA, SoonerCare, food stamps, etc. Recommend assistance programs to patrons: Variety Care, shelters, food pantries, etc. Develop programs for children and parents that helped strengthen community, self-esteem, social skills, and a positive view of the library Teach homelessness, culture of poverty, and mental health workshops to staff Develop programs with social work principles like Youth Participation in Practice Help with grant writing <p>In turn Practicum students receive a chance to... Engage with individuals, families, groups, organizations and communities Learn about and engage in library policy practice Turn their coursework into programs that help the community in real ways Learn about professionalism and professional ethics Synergy: Allows students to see difference between coursework and school work Network National Association of Social Workers (NASW, 2018)</p> <p>www.socialworkers.org/Advocacy/Social-Justice Council on Social Work Education (CSWE, 2018)</p> <p>https://sites.ewu.edu/assessment/files/2018/03/SOWK_CSWE-Ten-Core-Competencies.pdf John Amundsen (2018, ALA), Office For Diversity, Literacy and Outreach Services. Retrieved from</p> <p>http://www.ala.org/aboutala/offices/diversity Public Library Association (June 8, 2016) Engaged and Inclusive: Libraries Embracing Racial Equity and Social Justice. Retrieved from</p> <p>http://www.ala.org/pla/education/onlinelearning/webinars/archive/socialjustice Carrie Jankowski, MSSW, LCSW Field Education Coordinator Clinical Assistant Professor (405) 325-1395 carriejank@ou.edu Pam Sanford, MSW, LCSW Faculty Field Liaison Anne and Henry Zarrow School of Social Work University of Oklahoma 700 Elm Ave. Norman, OK 73019 405-325-7569</p>

Demonstrated Need	<p>Table 1 presents perceived challenges of the Southern Oaks Community and its members, based on census data. When compared to broader Oklahoma City, Southern Oaks community members experience a higher percentage of unemployment, lower median household income, and high instance of family household income that falls below the Federal poverty level. Approximately one-third of the population does not have health insurance, and two times more community members receive assistance such as Supplemental Nutrition Assistance Program (SNAP) benefits (US Census Bureau, 2010). When looking at these statistics, it is apparent that the community is need of community driven programs and support systems from existing anchor institutions like the library and that community partners including social work practicum students can help to facilitate. A needs assessment survey could be done to see what other Libraries may have the greatest opportunities to incorporate social work practicum students. Other statistics may be helpful since these students will be dealing with basic needs as well as economic needs, including food, shelter, clothing, transportation, health, self-esteem, and others.</p> <table><tr><td>Census Tract 1072.09</td><td>Okla. City</td><td></td></tr><tr><td>Unemployment</td><td>7.2%</td><td>4.0%</td></tr><tr><td>Median Family Income</td><td>\$34,808</td><td>\$60,034</td></tr><tr><td>Non-Family Median Income</td><td>\$23,281</td><td>\$31,752</td></tr><tr><td>Family Income Below Poverty Level (last 12 months)</td><td></td><td>35.5%</td></tr><tr><td></td><td></td><td>14.0%</td></tr><tr><td>ndividuals Without Health Insurance</td><td>28.9%</td><td>18.4%</td></tr><tr><td>SSI Participation</td><td>11.0%</td><td>5.5%</td></tr><tr><td>SNAP Participation</td><td>29.9%</td><td>15.0%</td></tr><tr><td>Gross Rent As Percentage of Household Income 35% or Greater</td><td></td><td>52.1%</td></tr><tr><td></td><td></td><td>40.2%</td></tr></table> <p>Social Work Practicum requirements Someone at library must become a Practicum Supervisor, which is a simple process. That representative must work with the professor in charge as well as students and community partners to help collaborate on activities, programs, and services to meet requirements of the practicum. Developing these relationships has been a pleasure and a valuable learning experience.</p>			Census Tract 1072.09	Okla. City		Unemployment	7.2%	4.0%	Median Family Income	\$34,808	\$60,034	Non-Family Median Income	\$23,281	\$31,752	Family Income Below Poverty Level (last 12 months)		35.5%			14.0%	ndividuals Without Health Insurance	28.9%	18.4%	SSI Participation	11.0%	5.5%	SNAP Participation	29.9%	15.0%	Gross Rent As Percentage of Household Income 35% or Greater		52.1%			40.2%
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		40.2%																																		
Outcome	Workforce Development																																			
Potential Supporting Departments	Development and Volunteer Services, Engagement and Program Services,Human Resources,Learning and Development, Outreach																																			

Startup Costs	\$1,000 - \$4,999
Ongoing Costs	less than \$1,000
Startup Staff Time	80 - 99 hours
Ongoing Staff Time	100 - 150 hours per offering of the program/service
Prioritization Score	2.479
Timeline / Workplan	Jan-Mar 2020
Project	Workforce Development Staff Training
Description	<p>Traditionally, our engagement staff have not provided services tailored to job seekers, despite the numerous job seekers in the library. However, we see a tremendous need for the library to be a job center for customers. In order for the library to be viewed as a job center, staff must have training to meet that expectation and to maintain a high level of service. Likewise, there are special ethical and privacy considerations when helping job seekers. Training should include:</p> <ul style="list-style-type: none"> • Best Practices for helping job seekers • Ethical and Privacy Guidelines • Training on helping customers with resumes and cover • Training on job/career resources and helping customers evaluate job resources • Training on technology instruction
Demonstrated Need	<p>Frontline staff report observing and working directly with library customers who are using the library's resources to look for employment. Many of these customers need in depth help with writing resumes, filling out applications, and navigating the often confusing process of finding a job. Many of these customers are also facing barriers like low educational attainment, poverty, incarceration, food insecurity, homelessness, mental health challenges, and other factors that make finding gainful employment challenging but all the more needed. From our Community Needs Assessment: While the unemployment rate is healthy for the state, certain populations are disproportionately affected. For single mothers, the unemployment rate is nearly double that of the state average of 8.3%.^{lii} Single fathers with children have 4.5% unemployment.^{liii} In contrast, 2% of married men with children are unemployed and 3% of married women with children are unemployed.^{liv} Nationally, unemployment rates for unmarried African Americans is much higher than the national average (9.8% for men and 8.5% for women).^{lv} Unemployment is also dramatically higher for individuals without a high school diploma 7.7%.^{lvi}</p>
Outcome	Workforce Development

Potential Supporting Departments	Engagement and Program Services, Learning and Development,
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	60-79 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.771
Timeline / Workplan	Jul-Sept 2019

Project	STEM Programs
Description	<p>We would like to propose creating a robust consistent K-12 STEM educational experience for all students in Oklahoma County so that they may make informed decisions on STEM career pathways and see the relevance of instruction as it relates to the workforce. We propose that library locations take 3 active steps in creating STEM programs. The first step is to discover STEM related activities already going on in the community around the library location. This step will eliminate duplicate efforts and encourage partnerships. The second step would be to facilitate STEM programs in our library locations and in our community. The focus of these programs should be to co-design the programs with students following the 21-century instruction model. The third step would be to develop community partners to support our STEM programs. Community partners can provide financial, instructional, and practical support by providing opportunities to practice STEM education in real life situations. Community partners will begin a process of creating a local STEM ecosystem where our library locations can play an important role in bridging the gap between students and the growing STEM workforce in Oklahoma. The Targeted audience of Elementary, High School, and Undergraduate Students should be introduced to STEM concepts and careers, encouraged that yes they too can accomplish a task related to a STEM project, and finally we need a way to determine the students who will make a life long commitment to STEM projects and careers based upon our introduction of the STEM concept.</p>
Demonstrated Need	<p>According to the U.S. Bureau of Statistics, the U.S. will have over 1 million job openings in STEM-related fields by the year 2018. This same study demonstrates STEM jobs are expected to increase 21.4% by the year 2025. The Alliance for Science & Technology Research in America (ASTRA) has projected by 2018 there will be 81,000 STEM related Oklahoma jobs that will need to be filled. In addition, ASTRA has reported that only 24.9% of Oklahoma students show interest in STEM. There is a significant gap between the projected STEM jobs available in Oklahoma over the next few years and the students graduating from High School and College with STEM related interest and education.</p>
Outcome	Workforce Development
Potential Supporting Departments	Development and Volunteer Services, Engagement and Program Services, Information Technology, Learning and Development, Marketing
Startup Costs	\$,5000 - \$9,999
Ongoing Costs	\$1,000 - \$4,999
Startup Staff Time	60-79 hours
Ongoing Staff Time	4 - 7 hours per offering of the program/service

Prioritization Score	2.938
Timeline / Workplan	Oct-Dec 2019

Health & Wellness Literacy Ideas & Opportunities

Project	Art Therapy Workshop for Staff: Informed Trauma
Description	A professional Art Therapist will lead 7 Trauma- Informed Workshops for MLS library staff that work with our customers culminating in an art event that will involve customers who wish to participate. Knowledge gained from these workshops will impact future interactions with our customers and MLS colleagues.
Demonstrated Need	Per the APA Trauma is "defined as an exposure to an extraordinary experience that presents a physical or psychological threat to oneself or others and generates a reaction of helplessness and fear". Per OKPolicy.org children living in OK "suffer more trauma than those in any other state". 17.7 percent of our population live in poverty in our county. 26.8% of children in Oklahoma live in poverty, 5,474 children were homeless in OKC in 2016-2017, Oklahoma is ranked one of the most unhealthiest states in the US. In addition to economic causes of trauma, trauma can result from exposure to domestic violence, sexual abuse and devastating weather systems. Truly there is no one cause of trauma. Our MLS Library Staff is in a unique position to address trauma issue, with 3,021,762 visits to our MLS libraries a year, becoming trauma-informed and gaining an understanding of the impact of trauma across the lifespan will allow for our library staff to respond to our customers with even greater compassion. Becoming trauma-informed will not only allow us to improve how we relate to our customers it will also help us relate better to one another through gaining an awareness of triggers. We will have additional skills to reduce conflicts and misunderstandings with our customers and with one another
Outcome	Health and Wellness
Potential Supporting Departments	Engagement and Program Services, Learning and Development
Startup Costs	\$1,000 - \$4,999
Ongoing Costs	\$1,000 - \$4,999
Startup Staff Time	10 - 24 hours
Ongoing Staff Time	8 - 14 hours per offering of the program/service
Prioritization Score	2.479
Timeline / Workplan	Jan-Mar 2020

Project	Developmental Screenings
Description	In a partnership with Child Guidance through the OU Child Study Center, we would offer free child development screenings for families with children birth to age five. These screenings would check for speech, language, behavior, development, vision, and hearing concerns. If a concern is identified, those families can be referred to services to help their child.
Demonstrated Need	Developmental screenings for young children (birth to age five) allows for early interventions for speech, language, vision, hearing, and developmental delay or concerns that can impact a child's ability to learn and thrive in school. Early intervention allows for children to receive services to help address these delays before that child begins school which improves their school readiness significantly over having the child wait to be referred to testing and services once they have entered school. Schools are under-in poor communities and therefore struggle to meet the learning needs of their students and aid them in fulfilling their potential. Inadequate education contributes to the cycle of poverty by making it more difficult for low-income children to lift themselves and future generations out of poverty.
Outcome	Health and Wellness
Potential Supporting Departments	Development and Volunteer Services, Engagement and Program Services, Marketing
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	Less than 10 hours
Ongoing Staff Time	Less than one hour per offering of the program/service
Prioritization Score	2.384
Timeline / Workplan	Oct-Dec 2019

Project	Eat, Play, Grow
Description	Eat, Play, Grow is an early childhood program developed by the Children's Museum of Manhattan, the National Institutes of Health, and a national advisory board of pediatric and health experts, researchers, and community partners. It focuses on ways to enhance children's activity and nutrition through a curriculum using art and literacy based activities.
Demonstrated Need	Oklahoma County has a rating of D or F on most health-related areas. Many of these poor health outcomes are the result of poor diet and lack of physical activity. Creating healthy habits at a young age can help change these trends.
Outcome	Health and Wellness
Potential Supporting Departments	Collection Development, Engagement and Program Services, Learning and Development, Marketing
Startup Costs	\$1,000 - \$4,999
Ongoing Costs	less than \$1,000
Startup Staff Time	60 - 79 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.563
Timeline / Workplan	Oct-Dec 2019

Project	Fitness Classes Best Practices
Description	<p>Exercise and fitness classes have been very popular and in demand at our libraries. We need a set of best practices which will include among others:</p> <ul style="list-style-type: none"> • Determining community need by location • What kind of waivers best fit our needs • Certification of instructors • The role of the library in providing fitness classes
Demonstrated Need	In Oklahoma less than half (43.9%) of adults achieved the equivalent of at least 150 minutes of moderate intensity physical activity per week. Among adolescents, 38.5% of adolescents were physically active at least 60 minutes per day on all 7 days in the past week. Many Oklahoma county residents cannot afford a gym memberships or other exercise classes. Other residents are limited by geography as there is a not a gym in their area.
Outcome	Health and Wellness
Potential Supporting Departments	Engagement and Program Services,
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	10 - 24 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.271
Timeline / Workplan	Jan-Mar 2020
Project	Health and Wellness Resource Guide
Description	The Health and Wellness resource guide would provide information for low-cost/free clinics (medical, dental, vision), wellness centers, food pantries, prescription assistance, substance abuse assistance, mental health counseling, and different community partners/Initiatives that might provide more information. This would be an online resource guide with possible print guides available in our locations.
Demonstrated Need	This system-wide resource guide will specifically address Oklahoma's 16% non-insured rate and 17.7% county poverty rate, providing information about resources for low-cost/free medical, dental, and vision opportunities in the communities we serve. During the process of completing the external audit of resources the health and wellness workgroup found many resources that are already available in the county. It would be beneficial to our customers if we

	could provide them a resource guide that pulls all the information we found together in one place. Finding this information is difficult enough, but add in lack of literacy skills, digital literacy skills, language barriers and other road blocks and people may never get the proper information they need.
Outcome	Health and Wellness
Potential Supporting Departments	Engagement and Program Services, Marketing
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	25 - 39 hours
Ongoing Staff Time	Less than one hour per offering of the program/service
Prioritization Score	2.646
Timeline / Workplan	Apr-Jun 2019

Project	Health & Safety Fair
Description	<p>A health and safety fair would bring community partners together to educate the public on the prevalence of the health challenges in OK County, provide information on making healthier lifestyle choices, and inform the public of the myriad health and safety resources available within their community. In addition to providing this valuable resource to the community, this event would also allow MLS to discover additional community partnerships as well as bolster existing relationships with our area health agencies. The primary space for this event would include informational booths, while adjacent library spaces could be utilized for health screenings and other stand-alone health programs or presentations. Possible community partners to recruit for this event include: area hospitals, OCCHD, grocery retailers, YMCA, area health agencies, disease-specific organizations (i.e. American Heart Association), sporting goods retailers, OSU Extension services, and area municipal partners (i.e. police, fire department, parks and recreation). MLS would also provide an information station to highlight its many physical and digital resources related to health and wellness. Larger regional library locations may be the most appropriate venues for an event of this size and scope to ensure ample physical space for multiple information booths and attendee participation. I do not foresee a large-scale event as described being offered more than once annually per location. Proposed program duration is 3-4 hours.</p>
Demonstrated Need	<p>As outlined in the Community Needs Assessment, the state of Oklahoma is ranked as one of the unhealthiest states in the nation (46th place), and OK County reflects these overall statewide health trends. According to OSDH's State of the State's Health, OK County's most pressing health concerns include: obesity, diabetes, high cholesterol, hypertension, incidence of cancer, physical inactivity, alcohol and tobacco use, poor diet and nutrition and sedentary lifestyles. Not only does OK County receive a grade of D or F in the aforementioned areas, but these health challenges are also recognized as some of the top causes of death within our community. Unintentional injuries (i.e. motor vehicle accidents, accidental falls, drownings, fires, poisonings) are also major causes of death in the county. A health and safety fair would bring community partners together to educate the public on the prevalence of these health challenges, provide information on making healthier lifestyle choices, and inform attendees of the myriad health & safety resources available within their community.</p>
Outcome	Health and Wellness
Potential Supporting Departments	Development and Volunteer Services, Marketing
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000

Startup Staff Time	10 - 24 hours
Ongoing Staff Time	15 - 24 hours per offering of the program/service
Prioritization Score	2.854
Timeline / Workplan	Apr-Jun 2019

Project	Meditation & Mindfulness Workshop
Description	Though the general structure of this proposal can be tweaked, I am proposing a two-part program series to teach attendees about the benefits of meditation and mindfulness, as well as provide hands-on demonstrations and guided practice of the various techniques. I feel a program of this nature could initially be offered on a twice annual basis, or more if warranted by popularity and customer demand. Each class session would last between one and one and a half hours. Potential instructors for this proposed workshop are yet to be determined, but we will need to ensure that the classes follow a secular model of instruction. Similar to our yoga programming schedules, locations could also consider offering regular meditation meetings (weekly, bi-monthly) if they have a quiet space conducive to its practice.
Demonstrated Need	The practice of meditation has enjoyed a long history of providing individuals greater calm, relaxation and overall emotional balance. Mindfulness and meditation have both enjoyed a pronounced popularity in Western secular culture in recent years and are often used in conjunction to enhance the overall health and well-being of its practitioners. This contemporary popularity has also led to an increase in scientific studies to evaluate the many purported claims of its adherents. According to the National Center for Complementary & Integrative Health, there has been some evidence that meditation may lower blood pressure for those at risk, help with psychological distress (i.e. anxiety, depression, anger management, general coping abilities), reduce episodes of insomnia, assist with substance-related impulse control, and slow, stall or reverse cognitive decline caused by normal aging. As documented in the Community Needs Assessment, Oklahoma County has a myriad of overall health challenges. Poor mental health days, suicides, drug deaths, hypertension, smoking and alcohol use are just a few of the top health struggles within our service community. I am proposing that a meditation/mindfulness workshop could act as a complimentary practice to help our community improve their overall health and psychological well-being. Source: https://nccih.nih.gov/health/meditation/overview.htm
Outcome	Health and Wellness
Potential Supporting Departments	Collection Development, Engagement and Program Services, Marketing
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	Less than 10 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.104

Timeline / Workplan	Jan-Mar 2021
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Project	Mental Health First Aid for Staff
Description	<p>The program I am proposing is an intensive series of training to give staff greater confidence when defusing tense situations with our mentally ill customers. Specifically, this training would help staff better assess and employ the most appropriate course of action when addressing contentious disruptions. The Mental Health First Aid USA model provided by the National Council for Behavioral Health could be an effective model to employ. In this training series, library staff would learn to identify different types of mental illness and use a multi-step action plan to properly diagnose a situation and respond appropriately. Specifically, the training would offer role playing and simulations to help staff: assess a mental health crisis, select an appropriate mode of intervention, provide initial assistance, and understand options for connecting mentally ill customers to appropriate professional assistance and resources. Ideally, each library location would have one or more staff complete the training and act as the "crisis expert(s)" at their location. They would also be required to impart their learning to their respective staff.</p>
Demonstrated Need	<p>According to the National Council for Behavioral Health, one in five Americans suffers from mental illness. The 2017 Point in Time Count of Oklahoma City's homeless population reports that 33% of the area homeless population suffer from some form of mental illness. The inclusive philosophical foundations of public libraries as a space for all means that we regularly assist this population within our public spaces. As anyone on the front lines of public libraries can attest, library staff are often tasked with defusing sensitive situations with the mentally ill to ensure the library maintains a welcoming and safe environment for all our users. A random perusal of MLS's "Rules of Conduct Violations" provides ample evidence that these actions are a regular and necessary part of our daily responsibilities. Within the last several years, many library professional organizations have provided a pronounced focus on the unique challenges posed by those suffering mental illness in our libraries. The 2018 ALA, PLA and OLA conferences all provided session offerings on this subject, and while helpful, many of the public staff feel that a more intensive training module is needed to provide a greater sense of confidence when addressing these challenges. A more knowledgeable, skilled and confident staff in this arena will benefit our physical users by lessening the overall impact of these disruptions.</p>
Outcome	Health and Wellness
Potential Supporting Departments	Engagement and Program Services, Learning and Development
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	100+ hours

Ongoing Staff Time	8 - 14 hours per offering of the program/service
Prioritization Score	2.563
Timeline / Workplan	Jan-Mar 2020

Project	Sexual Health and Education programming
Description	<p>In order for the library to serve multiple aspects of sexual health and teen pregnancy prevention, I would like to propose a multi-part service plan. These would all tie in to resources we already have in the library. Beginning with parent workshops would provide the library with more community support. - Teen Speak – a program for parents to attend who are looking for ways to talk to their teens about risky behaviors. There is a book and workbook available by Dr. Jennifer Salerno for this program that gives parent's skill building techniques. This could be tied into George's tough topics program proposal. -Talking to your kids about sex – A program for parents that talks about age appropriate ways to talk about sexual health with kids and teens.- Teen presentations – sex education programming that would provide information about STD and pregnancy prevention, healthy relationships, life/goal setting, and the importance of consent. -Resource Guides in the teen section of libraries:</p> <p>https://thriveokc.org/application/files/6715/4101/5476/Thrive_ReferralGuide_Oct18_Web.pdf - This guide was developed to inform teens, and the adults in their lives, about the importance of sexual health, how to achieve it and where young people can go for sexual health services. We can provide these services easily by collaborating with Thrive Sexual health collective for youth (thriveokc.org). They have been working on creating partnerships with sexual health educators, and medical professionals to decrease teen pregnancy in the county and have seen the rate decline by 38% since beginning their efforts in 2013. While they don't provide the services directly, they have partnerships with community organizations and help find the right providers and health educators to provide the workshops/services needed. They would be a perfect collaboration for the library to make and they've been getting some great press and their work with OKCPS has been overwhelmingly positive. I have more research and have met with the program director of Thrive to get more information about their collective and am happy to provide it upon request.</p>
Demonstrated Need	<p>Based on the community needs assessment, Oklahoma has the 2nd highest percentage of births by teenage mothers with OK county having a higher rate than the state average. Along with the teen birth rate, OK city county exceeds national averages in the occurrence of Chlamydia, Gonorrhea, and Syphilis. High rates of teen pregnancy can affect many of the outcomes our library system has identified. According to Thrive sexual health collective for youth, "Pregnancy and parenting among teens results in greater risks of poverty, health issues, unstable housing and employment, and food insecurity." While Oklahoma state law requires STDs and HIV/AIDS education is taught in schools (which usually only happens in 5th grade), it does not require schools to provide sex education. Local school boards decide whether to teach sex ed, which subjects this education must cover, and the grade level in which topics are introduced. Even if a middle or high school is offering sex education, not all students end of taking it because it is offered as an elective. Libraries can</p>

	help bridge this knowledge gap by providing programming, services, and resources to parents and teens.
Outcome	Health and Wellness
Potential Supporting Departments	Collection Development, Engagement and Program Services, Marketing
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	25 - 39 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.396
Timeline / Workplan	Jul-Sept 2020

Project	Vaccinations
Description	Vaccinations to prevent influenza or preventable childhood illness can minimize sick days and help meet admissions requirements for school-aged children. For many Oklahoma County residents, lack of insurance or a busy schedule makes getting those vaccinations difficult. Partnering with the Oklahoma City-County Health Department to offer free vaccinations in the library would help remove those barriers and allow residents to live a healthier life.
Demonstrated Need	While not directly addressed in the Community Needs Assessment, providing easy access to vaccinations can improve the overall health of residents of Oklahoma County. Approximately 16% of Oklahoma County residents are uninsured and 27.7% of children under the age of 18 are uninsured. Lack of insurance is a barrier for many Oklahoma County residents which prevents them from getting vaccinations.
Outcome	Health and Wellness
Potential Supporting Departments	Central Information Services, Development and Volunteer Services, Engagement and Program Services, Marketing
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	25 - 39 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.146
Timeline / Workplan	Jan-Mar 2021

Project	Weight Loss Support
Description	We would like to provide weight loss support classes to library customers, similar to the Oklahoma County Health department Total Program. While these programs have been offered in some library locations, most occur during working hours. The library will partner with Total Wellness to provide weight loss support, similar to weight watchers meetings, at a variety times and locations. These meetings will provide a support system, diet and nutrition, and exercise groups.
Demonstrated Need	In Oklahoma 33% of adults are obese and 35.2% of adults are overweight, according to the CDC. Obesity is associated with many preventable chronic diseases including heart disease, stroke, type 2 diabetes, and some cancers. Among adults, the medical costs associated with obesity are estimated at \$147 billion. The Robert Wood Johnson Foundation ranks Oklahoma third in the nation for the highest obesity rates in 2017. Additionally, while there are many commercial resources available in the community, many library customers cannot take advantage of these programs due to cost. Geography also plays a part as some customers do not have health and wellness resources closely located to them. Studies have shown a correlation between poverty and obesity. (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3198075/) Sources: https://www.cdc.gov/nccdphp/dnpao/state-local-programs/profiles/pdfs/oklahoma-state-profile.pdf https://stateofobesity.org/states/ok/
Outcome	Health and Wellness
Potential Supporting Departments	Engagement and Program Services, Marketing
Startup Costs	less than \$1,000
Ongoing Costs	\$1,000 - \$4,999
Startup Staff Time	25 - 39 hours
Ongoing Staff Time	4 - 7 hours per offering of the program/service
Prioritization Score	2.604
Timeline / Workplan	Apr-Jun 2020

Cultural Enrichment Literacy Ideas & Opportunities

Project	Arts and Crafts System Programs Best Practices
Description	Proposal is to introduce system wide programs focusing on specific areas of the arts such as painting, drawing, sculpture, textiles, or basket weaving that highlight specific artists/styles and ethnicity/cultures for all ages. Programs should be held throughout the library system and scaled based upon the size of the library and interest. Depending on the area selected and the focus, programs could be held on a smaller scale coinciding with heritage months or on a longer scaled art series that would highlight a different area of the arts throughout the year on a monthly or quarterly basis. This allows the system to bring these meaningful programs to a wide range of audiences and age levels to foster creativity, help supplement a more balanced education, and add meaning to customers daily lives.
Demonstrated Need	Activities involving the arts are recognized to have an important role in our lives and in education; however not all residents within our service area are able to take advantage of these resources. In 2017, a United Way found that nearly half of Oklahomans have not participated in arts/cultural activities in the past year because the events are prohibitively expensive. While Oklahoma county's median household income is \$48,987 (in 2015 dollars), the national average for that same time period is \$55,322. Oklahoma county's poverty rate is at 17.7%, almost 1 in 5 residents. These factors can limit access. Oklahoma does have statewide academic standards for music and visual arts. Standards for the arts are mandated by state law. However, not all K-12 schools in the county offer programs in this area. While larger Oklahoma county school districts offer most fine arts programs in these areas, smaller districts offer few and music is prioritized over art, drama, and dance courses for all ages. In a 2018 survey, Americans for the Arts found that most respondents felt that the arts provided benefits not only to their daily lives, but also fostered creativity required for many of their jobs. Almost all supported arts education, and half felt that not everyone had equal access. System wide programs that are provided at no cost in arts and related crafts will provide residents with additional opportunities to access these important resources/events which provide multiple benefits for all ages. Multiple locations can provide them at a local level fostering access.
Outcome	Cultural Enrichment
Potential Supporting Departments	Engagement and Program Services
Startup Costs	\$1,000 - \$4,999
Ongoing Costs	\$1,000 - \$4,999

Startup Staff Time	40-59
Ongoing Staff Time	Less than one hour per offering of the program/service
Prioritization Score	1.830
Timeline / Workplan	Apr-Jun 2020

Project	Best Practices for Large Community Events
Description	<p>Large community events are social events that allow different races, genders, and ethnicities groups of people within the community to gather at the libraries to learn, to be healthy, and to have fun. These events allow the community to be part of the arts and cultural activities, which is a need that was mentioned in the MLS Community Needs report: "Nearly half of Central Oklahomans report they have not participated in arts and/or cultural activities over the last year because the events are prohibitively expensive." Opening these free events to the public allow the customers to get out of their homes to be more proactive and learn what the libraries can offer to them about arts and cultures along with other resources that they are not aware of. These events will be taken place quarterly for it takes time to plan for the events. The events will be put together by the community organizations, MLS staff, and MLS volunteers. By doing these events, MLS will be committing to learning as enjoyment and meeting the strategic goal 4: "MLS connected with customers on a meaningful level—adding value to each customer interaction and strengthening connections with the communities and people we serve." These events will bring people within the communities together, so the libraries can enrich their lives with learning opportunities.</p>
Demonstrated Need	<p>-Half of Oklahomans report that they have not participated in arts or cultural activities in the last year due to expense. -Nearly half of Central Oklahomans report they have not participated in arts and/or cultural activities over the last year because the events are prohibitively expensive. -Oklahoman is ranked as one of the unhealthiest states in the nation, listed in 46th place in America's Health Rankings by the United Health Foundation. -Oklahoma City is significantly more racially diverse than the state as a whole, except for the American Indian population. Most significant is the 85% increase in the Latino population in Oklahoma since the 2000 census.</p>
Outcome	Cultural Enrichment
Potential Supporting Departments	Business Office, Development and Volunteer Services, Engagement and Program Services, Learning and Development, Marketing, Outreach, Security
Startup Costs	less than \$1,000
Ongoing Costs	\$,5000 - \$9,999
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	8 - 14 hours per offering of the program/service
Prioritization Score	2.229
Timeline / Workplan	Apr-Jun 2020

Project	Community Building Best Practices
Description	Best Practices would help staff provide a consistent experience while supporting residents participating in programming. Such as those that prepare teens with soft skills for interaction and educational skills, combat social isolation in seniors, provide support to those who have special needs or issues and connect residents with services of the library or community 'partners'.
Demonstrated Need	Community building can give residents a place to build relationships, find common interests with others on books, art or cultures other than their own, find a sense of community, discover new ideals or POV, meet to work on skills that help them attain skills, education or knowledge.
Outcome	Cultural Enrichment
Potential Supporting Departments	Engagement and Program Services, Learning and Development, Outreach
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	25 - 39 hours
Ongoing Staff Time	
Prioritization Score	2.438
Timeline / Workplan	Jan-Mar 2020

Project	Coordinating Systemwide Themes
Description	A plan and best practices need to be developed to ensure that library themed days/weeks/months and holidays are coordinated at the system level by EPS. Identified days, weeks, and months should be noted on a calendar and EPS staff should be charged with collaborating with front line staff and departments to ensure a timely roll out of programs and services.
Demonstrated Need	Library themed days, weeks, and months along with holidays (Teen Tech Week, Cultural Heritage Months/Days, National Literacy Month, Banned Books Week, etc.) need to be coordinated at the system level to ensure that the library system adequately prepares and plans relevant programs and services and so that all local library locations have time to plan to participate.
Outcome	Cultural Enrichment
Potential Supporting Departments	Collection Development, Engagement and Program Services, Marketing, Outreach, Special Collections
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.604
Timeline / Workplan	Feb-Apr 2019

Project	Cultural and Heritage Events
Description	<p>Oklahoma City is a more diverse area than the rest of the state and as a foundation for community access the library has a mission to provide inclusion and promote understanding and empathy for all its customers. Diverse Cultural and Heritage events and materials that highlight those of varying race, culture, beliefs and communities, ensures that groups are not underrepresented in the community or in library programming, services or resources offered. Examples of Programs and Services may include:</p> <ul style="list-style-type: none"> • Book Lists or Media Suggestions • Online Resources such as Book Rivers, Banners, Links to Database or Organizations • Programs that highlight Cultural Celebrations • Programs that promote open dialog between differing • Displays highlighting Cultural or Heritage based holidays or celebration days
Demonstrated Need	<p>The American Library Association recognizes the critical need for access to library and information resources, services, and technologies by all people, especially those who may experience language or literacy-related barriers; economic distress; cultural or social isolation; physical or attitudinal barriers; racism; discrimination on the basis of appearance, ethnicity, immigrant status, religious background, sexual orientation, gender identity, gender expression; or barriers to equal education, employment, and housing. Equity, Diversity, and Inclusion are fundamental values of the association and its members, and diversity is listed as one of ALA's Key Action Areas. The Office for Diversity, Literacy and Outreach Services uses a social justice framework to ensure the inclusion of diverse perspectives within our profession and association to best position ALA as a trusted, leading advocate for equitable access to library services for all. Oklahoma City is a more diverse area than the rest of the state and as a foundation for community access the library has a mission to provide inclusion and promote understanding and empathy for all its customers. Diverse Cultural and Heritage events and materials that highlight those of varying race, culture, beliefs and communities, ensures that groups are not underrepresented in the community or in library programming, services or resources offered. Another way to ensure inclusion and to foster a community of understanding and openness to learning of diverse cultures or communities is to offer cultural and heritage events at no cost to the customer, an identified barrier in our Community Needs Assessment, and to promote by example a welcoming and informative space for all residents of the county.</p>
Outcome	Cultural Enrichment
Potential Supporting Departments	Business Office, Collection Development, Development and Volunteer Services, Engagement and Program Services, Marketing, Outreach

Startup Costs	\$,5000 - \$9,999
Ongoing Costs	\$50,000 - \$99,999
Startup Staff Time	25 - 39 hours
Ongoing Staff Time	15 - 24 hours per offering of the program/service
Prioritization Score	2.688
Timeline / Workplan	Feb-Apr 2019

Project	Cultural Passes
Description	This project would acquire general admission passes to local museums which could be checked out with a library card. This will help us establish new community relationships and build on existing ones. We will enable library customers to visit cultural institutions that they may not otherwise have the opportunity to visit due to cost.
Demonstrated Need	50% of Oklahoma County residents have not attended a cultural event in the past year because they are cost prohibitive. Attending cultural events improves quality of life.
Outcome	Cultural Enrichment
Potential Supporting Departments	Business Office, Cataloging & ILL, Collection Development, Engagement and Program Services, Information Technology, Learning and Development, Marketing, Technical Processing
Startup Costs	\$10,000-\$24,999
Ongoing Costs	\$10,000 - \$24,999
Startup Staff Time	100+ hours
Ongoing Staff Time	Less than one hour per offering of the program/service
Prioritization Score	2.229
Timeline / Workplan	Oct-Dec 2020

Project	Equity, Diversity, and Inclusion Workgroup
Description	It is imperative that equity, diversity, and inclusion be a primary focus when developing or evaluating collection development goals, security best practices, marketing plans, hiring practices, staff training, and local and systemwide programming and services. Management must set, enforce, promote, and model policies that reinforce inclusion and value diversity at every level of the library organization. An Equity, Diversity, and Inclusion Workgroup should be formed with the intent to evaluate and explore the following topics: hiring best practices, cultural competency training for all staff, systems for mentoring and supporting employees, best practices for programs and services, and more.
Demonstrated Need	There is a great need to improve equity, diversity, and inclusion among MLS library staff through hiring practices and staff training. There is also a great need to ensure that our programs, services, collections, and organizational policies and procedures are truly inclusive and representative of our diverse community. As stated in a recent Public Libraries article, Reflecting Community: The Importance of Equity, Diversity, and Inclusion in Library Staffing, "We cannot truly meet the needs of our communities if we do not put forth an ongoing effort to incorporate diverse voices and viewpoints into all aspects of our organizations." In the Public Libraries Online article, Diversity in Public Libraries Strategies for Achieving a More Representative Workforce, it is noted that "the general population of the United States is far more diverse than the library profession. Only 62 percent of the United States population identifies as white, and 12 percent are black, 6 percent are Asian, and 19 percent identify as Hispanic or as more than one race. This disconnect between the demographics of librarians and those of the general population results in some stunning contrasts: there is one white librarian for every 1,830 white people in the general population, compared to one Latino librarian for every 9,177 Latinos in the general population. The statistics regarding black librarians are also alarming. Of nearly 120,000 credentialed librarians, a mere 6,160 are black, and there are only 138 African American library directors in the entire country. Despite the fact that African Americans and Latinos are among the biggest supporters of libraries, they are not reflected in the ranks of the workforce." These are important truths and statistics that we must let start and guide our organizational conversations around what it means to truly be committed to diversity in all aspects of our work.
Outcome	Cultural Enrichment
Potential Supporting Departments	Collection Development, Development and Volunteer Services, Engagement and Program Services, Facilities Maintenance, Human Resources, Information Technology, Learning and Development, Marketing, Outreach, Planning and Assessment, Security, Special Collections
Startup Costs	\$10,000 - \$24,999

Ongoing Costs	\$10,000 - \$24,999
Startup Staff Time	100+ hours
Ongoing Staff Time	Less than one hour per offering of the program/service
Prioritization Score	2.396
Timeline / Workplan	In progress – reassigned to LT
Project	Our World
Description	The Our World is a cultural program that brings entertainers from around the world to perform music from different cultures. This program would be offered at least once per year at 8-10 libraries over the course of a week with a few additional performances at local schools, depending on grant funding and the cost of the performers. Performers will be identified from the Arts Midwest Conference which is held every fall. This program would be funded through a grant from the Oklahoma Arts Council.
Demonstrated Need	Less than half of Oklahoma County residents have attended a cultural event in the past year, many because it is cost prohibitive. This would provide residents an opportunity to experience a quality cultural event free of charge at their neighborhood library.
Outcome	Cultural Enrichment
Potential Supporting Departments	Business Office, Collection Development, Development and Volunteer Services, Engagement and Program Services, Marketing,
Startup Costs	\$10,000 - \$24,999
Ongoing Costs	\$25,000 - \$49,999
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.402
Timeline / Workplan	Oct-Dec 2020

Project	Neighborhood Arts
Description	Neighborhood Arts is a performing arts program for families funded in part by the Arts Council Oklahoma City. We bring in musicians, actors, storytellers, and puppeteers to do performances for families with children as a way to introduce kids to different forms of art. Performers tailor their act to fit the summer reading theme and promote library resources.
Demonstrated Need	Providing an opportunity for residents of Oklahoma County to experience a cultural event free of charge. Half of Oklahoma County residents have not attended a cultural event because they are cost prohibitive.
Outcome	Cultural Enrichment
Potential Supporting Departments	Business Office, Collection Development, Engagement and Program Services, Marketing
Startup Costs	\$25,000 - \$49,999
Ongoing Costs	less than \$1,000
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.854
Timeline / Workplan	In progress

Civic Engagement Literacy Ideas & Opportunities

Project	Best Practices for Civic Engagement
Description	MLS must be committed to creating best practices for civic engagement at the Library. Best practices for creating displays, blog posts, and programs that are focused on achieving our civic engagement outcome must be created so that staff have the tools and guidance they need to feel supported and our customers feel welcome in our spaces, no matter their background.
Demonstrated Need	As a civic engagement leader in Oklahoma County, MLS must remain committed to upholding our core value of "Integrity and Trust in Us and by Us: Public confidence can only be achieved when we demonstrate honesty, accountability, and stewardship of the community resources committed to us, including people, time, assets, and funds. In addition, we can only be trusted when we trust our customers, colleagues, and partners." As stated by the Urban Libraries Council, "while the library should have a point of view about issues that matter in the community, it should not have an agenda. Convening community conversations around challenging social issues creates opportunities for exploration and group problem solving. Library leaders can bring information and ideas to the table without offering answers or taking positions on public policy issues. Ensuring balanced perspectives among presenters will facilitate a balanced conversation. The library's reputation as an apolitical, nonpartisan, neutral welcoming place strengthens its power and influence in the community. That reputation is an essential asset that must be preserved."
Outcome	Civic Engagement
Potential Supporting Departments	Collection Development, Engagement and Program Services, Learning and Development, Marketing
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	Less than one hour per offering of the program/service
Prioritization Score	2.646
Timeline / Workplan	Jul-Sept 2019

Project	Citizenship Corners Expansion
Description	With a growing immigrant population, the library can serve as a bridge in raising awareness about the naturalization process and the rights and responsibilities of U.S. citizenship. This nationally accepted library program was created by the Department of Citizenship and Immigration Services (https://www.uscis.gov/citizenship/organizations/libraries/citizenship-corners). This expansion of Citizenship Corners will develop best practices for having Citizenship Corners inside of our libraries, provide a list of criteria to determine if your location is suitable for the Citizenship Corners program/classes, and provide a centralized contact with EPS to streamline the growth of the program. This project could also explore ideas of having naturalization ceremonies and providing additional ESL courses to meet the demand.
Demonstrated Need	Immigrants are a large and growing population in Oklahoma and in the US. In 2014, 1,016,518 persons obtained lawful permanent resident status in the US. By 2019, those individuals will be eligible for Naturalization (2017 Yearbook of Immigration Statistics). According to the American Immigration Council, immigrants account for 6% of the residents of Oklahoma , while more than 5% of residents are native-born US citizens with at least one immigrant parent. In 2017, 3,769 individuals received their residence or naturalization.
Outcome	Civic Engagement
Potential Supporting Departments	Cataloging & ILL, Collection Development, Engagement and Program Services, Learning and Development, Marketing, Outreach
Startup Costs	\$1,000 - \$4,999
Ongoing Costs	\$1,000 - \$4,999
Startup Staff Time	25 - 39 hours
Ongoing Staff Time	4 - 7 hours per offering of the program/service
Prioritization Score	2.479
Timeline / Workplan	Jul-Sept 2020

Project	Civic Learning Events: Information for community understanding, connection and action
Description	<p>Civic Learning Events is comprised of two engagement activities which, separately and combined, offer library patrons the opportunity to delve deeper into topics that concerns the most pressing needs and challenges effacing individuals and the community as a whole. Information sessions traditionally take the form of a presentation to community members about a topic from a vetted, trusted, reliable source. Community conversations are more interactive by design and "are carefully constructed problem-solving dialogues that bring diverse stakeholders together to discuss an important and pressing public issue" (https://www.publicagenda.org/pages/community-conversations) Facilitated dialogue afford those presents the opportunity to hear a myriad of perspectives and brainstorm potential solutions to the problems or challenges in which participants are effaced.Potential Informational Session Topics: Paired with Curated resources (i.e., Lib Guides, Book marks, book talks and discussion guides, etc.)</p> <ul style="list-style-type: none"> • Locating and using credible news sources to address issues • Democracy's promise: Participation - expressing and respecting others' intellectual freedom • Suicide awareness: Recognizing the signs, finding and/or offering help and recovery. • What Does It Mean to Gentrify? Displacement or Hope? • Maps 4 • Concepts of Social Justice-Introduction to key concepts in the field of social justice: racial, economic, gender, dis/ability, food security • On the Edge of Adulthood: My vote matters Community Conversations - Social Justice Dialogues paired with Book Talks Racial Justice: How to have a compassionate and civil conversation regarding the complicated history of race in the United States Gender Justice/the Wage Gap -It's a well-researched and documented fact that there is significant disparity between the wages of men and women. What are the structural factors that perpetuate this trend? What laws policies and organizational practices limit opportunities of different groups? How does this impact our local, state and nation's economy? Economic Justice: Poverty, Homelessness and Hunger - There are 43 million Americans living below the poverty line. For a family of four, this means that they are living on less than \$24,300 per year. 15 million of these people are children under the age of 18. Learn how homelessness and hunger impact health, education, employment and life expectancy.Ending Ageism: Valuing the contributions of every community member over the course of their human developmental lifespan. Every place a safe space: removing internal and external barriers to accepting and embracing transgendered coworkers, family members, neighbors and friends. All of the community conversations or informational sessions could be paired with Book

	Talks such as: The Color of Law by Richard Rothstein; Hillbilly Elegy, by J.D. Vance; Evicted, by Matthew Desmond; Between the World and Me, by Ta-Nehesi Coates and Becoming Ms. Burton, by Susan Burton]
Demonstrated Need	The Civic Learning Event activities proposed address the multiplicity of needs identified in Community Needs Assessment reports' key findings published by EPS in July 2018. This project envisages an holistic approach to addressing critical needs through a kind of civic engagement the ALA describes as "turning outwards" (http://www.ala.org/tools/librariestransform/libraries-transforming-communities/resources-for-library-professionals). In serving our community the information gathered through the community needs assessment will be purposefully shared with public to promote increased awareness, deliberate dialogue and meaningful problem solving among local community members. Community conversations or "turning outwards" builds on the strength of local people who work with a facilitator to collectively brainstorm possible strategies to solve their most pressing needs. Here a two pronged approach is recommended: 1) Host Informational Session to increase public knowledge of the critical problems facing their fellow community members and promising solutions that are implemented locally and statewide; 2) Sponsor Community Conversations which bring people together to build trust and gain a shared understanding of the causes, effects and conditions that underlie persistent problems within their community and; 3) Provide a living laboratory wherein local citizens can access and use the information they gained to brainstorm solutions individually and collectively to improve the lives of their fellow citizens.
Outcome	Civic Engagement
Potential Supporting Departments	Collection Development, Development and Volunteer Services, Engagement and Program Services, Learning and Development, Marketing, Special Collections
Startup Costs	\$,5000 - \$9,999
Ongoing Costs	\$5,000 - \$9,999
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	8 - 14 hours per offering of the program/service
Prioritization Score	2.771
Timeline / Workplan	Jul-Sept 2019

Project	Embedded Librarians/Embedded Civic Officials
Description	MLS librarians would be "embedded" with other professional (e.g. EMTs, teachers, etc) to gain a more accurate picture of their day-to-day work. With this knowledge, that will have a better understanding of that group's information seeking behavior and will be able to make better information recommendations. Likewise, embedded civic officials at the library will have a better understanding of the needs of the library, librarians, and library users. While these program are different, they are reciprocal and generate good will.
Demonstrated Need	Increased specialization and compartmentalization cause professionals to not have information about what each other are doing. Embedded librarians have a unique opportunity to learn about the information needs of professionals and their clients.
Outcome	Civic Engagement
Potential Supporting Departments	Engagement and Program Services, Human Resources, Learning and Development, Marketing
Startup Costs	\$1,000 - \$4,999
Ongoing Costs	\$1,000 - \$4,999
Startup Staff Time	80 - 99 hours
Ongoing Staff Time	4 - 7 hours per offering of the program/service
Prioritization Score	2.229
Timeline / Workplan	Apr-Jun 2020

Project	Empathy/Emotional Literacy through Storytimes & Book Clubs
Description	Social emotional learning fosters empathy, understanding, and resilience and offers a way for library workers to teach people how to relate positively to one another. A key research supported tool for this is immersion in literature, which is shown to increase empathy in 98 percent of readers. By embedding curated booklists in library programs, such as book clubs, and participating in more structured programming (such as Roots of Empathy (https://us.rootsofempathy.org/), we can effectively increase Oklahoman's emotional literacy, which is shown to be a stronger predictor of success for individuals than IQ. Evidence: (http://www.empathylab.uk/empathylab-research-bank)
Demonstrated Need	Increased levels of emotional literacy and empathy can mitigate the consequences of high Adverse Childhood Experience (ACE) scores. More children live in poverty and are vulnerable to ACEs than the national average. It also addresses Oklahoma's mental health crisis, and lost productivity due to poor mental health days.
Outcome	Civic Engagement
Potential Supporting Departments	Collection Development, Engagement and Program Services, Learning and Development, Marketing
Startup Costs	\$1000 - \$4999
Ongoing Costs	\$1,000 - \$4,999
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.771
Timeline / Workplan	Apr-Jun 2020

Project	Engagement Outreach Best Practices
Description	EPS will work on a framework for staff to go out in the community so that a consistent experience is had by residents and the library message is uniform in content if not format.
Demonstrated Need	Oklahoma County has a lack of public transportation, under maintained sidewalks or walking paths and a lack of home access to the internet creating undependable access to programs, resources and digital content. In many cases library outreach into schools, community centers or events is the only contact Oklahoma County residents have with library staff.
Outcome	Civic Engagement
Potential Supporting Departments	Engagement and Program Services, Learning and Development, Marketing, Outreach
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	25 - 39 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	3.229
Timeline / Workplan	Apr-Jun 2019

Project	Human Library
Description	The Human Library (http://humanlibrary.org/) is a movement for social change, based on respectful dialog with members of the community who are unlike you. Participants check out a human "book", who identifies as a member of a certain minority (ex: Muslim, LGBTQ+, individual who is houseless, individual with a mental illness). The human book is able to tell their story, explain their experiences, and have a respectful dialog with the person who has checked them out.
Demonstrated Need	Our library system's core values include respect and commitment to individual growth and learning as enjoyment. A human library is an event that encourages people from different backgrounds to talk with and learn from each other in a safe and supportive environment. The purpose is to create a positive space for dialogues on challenging topics, to break down stereotypes and to celebrate diversity within our community. As a community that struggles with racial imbalance in the criminal justice and education system, as well as one experiencing higher levels of poverty and LGBTQ discrimination than the national average, yet still consistently fails to provide funding or meaningful solutions for any of the above, we are in need of community conversations and group problem-solving. The Human Library fosters this sort of growth.
Outcome	Civic Engagement
Potential Supporting Departments	Engagement and Program Services, Learning and Development, Marketing, Security
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	4 - 7 hours per offering of the program/service
Prioritization Score	2.271
Timeline / Workplan	Oct-Dec 2020

Project	Legal Instruction in Libraries
Description	Legal education on specific topics (tenant law, drug law, guardianship, etc) as well as education on court procedure, legal research, and other general topics.
Demonstrated Need	Navigating the legal world is difficult for a wide variety OK County residents. Giving residents opportunities to learn how the legal system works, the options available to them, how to find a lawyer, how to advocate for themselves, and other topics will allow them to make more informed decisions.
Outcome	Civic Engagement
Potential Supporting Departments	Central Information Services, Collection Development, Engagement and Program Services, Learning and Development, Marketing
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	10 - 24 hours
Ongoing Staff Time	4 - 7 hours per offering of the program/service
Prioritization Score	2.479
Timeline / Workplan	Jul-Sept 2020

Project	Library <3 (Ambassadors & Volunteerism)
Description	<p>The MLS vision is to be the community's hub for critical thinking, creative problem-solving, and life-long enrichment. Life-long enrichment can mean different things to different people. Some it is finding the right book, using the internet to learn something new – but to others it is service to our community for our community. Giving opportunities for different types of volunteering, more individuals can participate furthering the mission and vision of the library through service. We currently have 198,733 and over 777,000 in our service population. What if those 198K could serve as ambassadors for the library and reach the other 580K people? The work that our 500 staff members do as ambassadors could be expanded by another 198,000 people? We present: Metro Ambassadors. Following models established at Austin Public Library (http://library.austintexas.gov/social/ambassador) and Subaru (https://www.subaruambassador.com/) – we create an environment where our community works for us and shares the mission of the library in their communities, work and online. This model will also allows people to provide service to the library on their own speed. If they are not ready to commit to volunteering in one of our libraries for programs – they can share information about the program online so their friends and family can attend the program. They can wear library gear and start conversations with people in the community who may not know where the library is or what services they provide – furthering our mission and reaching more people than we could on our own.</p>
Demonstrated Need	<p>According to a recent Pew study, Americans who never used a library – believe they are good for their communities. Pew identified those users as “Distant Admirers”. They are a majority of nearly 15% of Americans 16 and older and despite their lack of personal use of libraries, their positive views of libraries stem from the fact that 40% of Distant Admirers report that someone else in their household is a library user (Pew Research Institute). As we implement OBPE – it is important to leverage the library using resources outside of the library.</p>
Outcome	Civic Engagement
Potential Supporting Departments	Development and Volunteer Services, Engagement and Program Services, Learning and Development, Marketing, Outreach, Planning and Assessment
Startup Costs	\$,5000 - \$9,999
Ongoing Costs	\$,5000 - \$9,999
Startup Staff Time	60 - 79 hours
Ongoing Staff Time	Less than one hour per offering of the program/service

Prioritization Score	2.229
Timeline / Workplan	Oct-Dec 2020
Project	Town Hall/ Political Debates/ Voter Forums
Description	Town Halls/Community Forums- opportunity for community to talk with each other and determine what issues affect them the most. OR opportunity for an elected officials to listen to community concerns, ask questions, be held accountable Political Debates- non-partisan hosting of debates during races during election season. Opportunity for candidates in smaller races to have debate time in front of voters.Speed-Meeting Elected Officials- opportunity for residents to meet and speak with elected officials in smaller/less publicized offices
Demonstrated Need	OK County residents need non-partisan information so they may make an education decision when participating in their democracy. Allowing residents opportunities to speak with their elected officials or to hear a debate between candidates will encouraged informed voting.
Outcome	Civic Engagement
Potential Supporting Departments	Collection Development, Engagement and Program Services, Learning and Development, Marketing, Security, Special Collections
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	8 - 14 hours per offering of the program/service
Prioritization Score	2.646
Timeline / Workplan	Jul-Sept 2019

Project	Online Government Resources Help
Description	A project team should be formed to develop programs that seek to help customers navigate online government resources. Topics should rotate and classes should be led by official government or agency representatives. Application navigation and assistance workshops could easily be held in the DN computer lab, but programs should be offered at multiple locations across the system.
Demonstrated Need	Navigating online government resources can be difficult to use or get correct instruction on. This program would help customers understand if they were eligible for services, the benefits of a program, and how to use the website to apply or manage their account. We would also like to provide basic information on government service, outside of the website. Example services could include Taxes, FAFSA/student loans, SNAP benefit, ACA/insurance, DHS, etc.
Outcome	Civic Engagement
Potential Supporting Departments	Central Information Services, Collection Development, Engagement and Program Services, Learning and Development, Marketing
Startup Costs	less than \$1,000
Ongoing Costs	\$1,000 - \$4,999
Startup Staff Time	40 - 59 hours
Ongoing Staff Time	4 - 7 hours per offering of the program/service
Prioritization Score	2.854
Timeline / Workplan	Feb-Apr 2019

Project	Neighborhood Outreach
Description	Neighborhoods have untapped potential for expanding and furthering the mission and vision of the library system. Develop best practices for attending neighborhood association meetings, working with neighborhoods and how to sell the library as a service. Also, we would like to see our presence on the Nextdoor app.
Demonstrated Need	According to the US Census, there are over 338,987 house units in Oklahoma County. Most of these housing units are within city limits and a part of an incorporated neighborhood. In Oklahoma City alone, there are over 450 neighborhoods who are active on the Nextdoor App. There are also 19 library libraries within Oklahoma County conveniently located near neighborhoods in each of their service area.
Outcome	Civic Engagement
Potential Supporting Departments	Engagement and Program Services, Learning and Development, Marketing, Outreach
Startup Costs	\$1,000 - \$4,999
Ongoing Costs	\$1,000 - \$4,999
Startup Staff Time	25 - 39 hours
Ongoing Staff Time	4 - 7 hours per offering of the program/service
Prioritization Score	2.104
Timeline / Workplan	Jan-Mar 2021

Project	Services 4 those who served @the Library (Working Title)
Description	<p>Services 4 those who Served @ the Library is based on the idea that the library as a safe space or "third place" can provide a unique setting for Veterans to meet with each other and connect with organizations providing services. The idea of library as a safe space is documented has been fostered by IMLS</p> <p>(https://www.imls.gov/sites/default/files/publications/documents/supporting-veterans-military-families-how-begin.pdf). VetTogether events place a heavy emphasis on ending isolation among Vets and easing their transition from military life to civilian life within their chosen community. Librarians present at these events can use reference interview techniques and information literacy skills to help veterans navigate veterans resources, government programs and other non governmental services within the community designed to serve their needs. The VetTogether events will also serve as an opportunity to feature Oral histories already documented and recorded as well as encouraging others' participation in this activity.</p>
Demonstrated Need	<p>"Services 4 those who served @the Library" (Working title) is a Civic Engagement project designed for Veterans with the following strategic goal in mind: "MLS connects with customers on a meaningful level-adding value to each customer interaction and strengthening connections with the communities and people we serve."An estimated 11% of Oklahoma County residents are military veterans. However, they are not a monolithic group. To serve our Veterans better a first step entails becoming intimately familiar with Veterans lived experiences documenting the diversity of their views, experiences, hopes and generational dreams. To this end we propose supporting and expanding MLS' current efforts to document and share local Veterans' oral histories. A second activity entails hosting VetTogether events. VetTogether events occur nationwide and provide a level of camaraderie, connectivity and hope to this generations' Veterans as they transition out of the military world back into their chosen home communities</p> <p>(https://iava.org/vettogether/). At the nexus of these are promising programs burgeoning nationwide: Vets Connect @the Library. A movement that began in California has led to the creation of resource centers at libraries nationwide (https://calibrariesforveterans.org/), creating in house/online resource affords MLS opportunities for collaboration among different project teams.</p>
Outcome	Civic Engagement
Potential Supporting Departments	Development and Volunteer Services, Engagement and Program Services, Learning and Development, Marketing, Special Collections
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	40 - 59 hours

Ongoing Staff Time	8 - 14 hours per offering of the program/service
Prioritization Score	2.771
Timeline / Workplan	Apr-Jun 2020

Project	Volunteer Background Checks and Best Practices
Description	A standardized process is needed to ensure that background checks for volunteers, paid presenters, and staff are run on a timely basis and in a consistent method. This will result in greater effectiveness, safety, and opportunity for our community. Many initiatives and programs that other proposals will address require working with volunteers and/or outside organizations, so this item is a necessary consideration before others can proceed. This project team would evaluate our current practices relating to background checks and develop a way to make them consistent and equitable across three groups: staff, volunteers, and paid presenters. They would also outline a workflow and best practices for communicating with EPS and DVS about volunteer and paid presenters, all of whom will require background checks.
Demonstrated Need	As we continue to partner and collaborate with outside organizations to accomplish our strategic plan, we need a systemwide plan in place to ensure that we are protecting our staff and customers when it comes to individuals who need background checks. This establishes integrity and public confidence that can only be achieved when we demonstrate accountability. It will improve efficiency and effectiveness and help us to formalize both new and existing partner relationships. "Partners" and "partnerships" appear again and again in our strategic plan. This project will address the framework and logistics needed to make those goals a reality. The practice of volunteering is a path for civic engagement and workforce development. Volunteering at the library, either as an individual or as a presenter, gives many in the community a way to participate and share their expertise with those in need. Half of Oklahomans report that they have not participated in arts or cultural activities in the last year due to expense, and our free library events (facilitated in part by volunteer presenters or paid presenters in need of background checks, and/or supported by volunteers) are a valuable resource.
Outcome	Civic Engagement
Potential Supporting Departments	Development and Volunteer Services, Engagement and Program Services, Human Resources, Planning and Assessment, Security
Startup Costs	\$1,000 - \$4,999
Ongoing Costs	\$1,000 - \$4,999
Startup Staff Time	10 - 24 hours
Ongoing Staff Time	1 - 3 hours per offering of the program/service
Prioritization Score	2.688
Timeline / Workplan	Feb-Mar 2019

Project	Voter Education Resources
Description	MLS is an electoral resource for the residents of Oklahoma County. The Library provides OK County residents with non-partisan voter guides, sample ballots, information on where to find their polling place, and more! MLS is in need of a comprehensive plan to provide OK County residents with voter resources as dictated by the election cycle. As a part of this plan we need to ensure that we develop content for our website (resources, voting timeline, etc.), ensure that every library location has voting guides, develop strategies or best practices around blog content and displays, develop a marketing and social media plan, and ensure that our collection supports civic engagement for all ages. The Library could possibly incentivize the voting process by offering fine waivers for showing your voting registration sticker or by offering a raffle entry.
Demonstrated Need	According to the American Library Association's Smart Voting Starts @ the Library guide, "the library provides a civic space where the public can find all sorts of voting information, speak freely, share similar interests and concerns and pursue what they believe is in their interest. The library is the one institution whose sole function is to provide for the free exchange of information and ideas. As such, the library is one of the few places where citizenship can come to life. As librarians, we have a unique opportunity to share our knowledge, expertise and commitment to creating an informed citizenry by making the library a central player in the electoral process." According to our Community Needs Assessment, voter turnout in OK County for the last major election in 2016 was 67%. As Oklahoma's County's community hub for civic engagement, MLS must be committed to providing voter education resources to our residents and improving voter turnout and engagement.
Outcome	Civic Engagement
Potential Supporting Departments	Collection Development, Engagement and Program Services, Learning and Development, Marketing
Startup Costs	less than \$1,000
Ongoing Costs	less than \$1,000
Startup Staff Time	25 - 39 hours
Ongoing Staff Time	Less than one hour per offering of the program/service
Prioritization Score	2.771
Timeline / Workplan	Feb-Apr 2019

Timeline & Workplan

Timeline may be subject to change

Formatting & Keys

Example (Shaded based on Outcome)
Summer Reading, 3.521 1
Project Title, Prioritization Score, Level of staff time required

Outcome

Literacy	Educational Attainment
Workforce Development	Health and Wellness
Cultural Enrichment	Civic Engagement

Level of Start-up Staff Time Required

1	Less than 10 hours
2	10 - 24 hours
3	25 - 39 hours
4	40 - 59 hours
5	60 - 79 hours
6	80 - 99 hours
7	100+ hours

** Indicates that the Project was moved higher up in workflow due to Project Dependencies*

Ongoing & In-Progress

Quarter	New	Existing	EPS and/or Best Practices
In Progress		Summer Reading, 3.521 7	* Website, Calendar & Meeting Room Implementation, 3.021 7
		* Neighborhood Arts, 2.854 4	* Programming Meetings, 2.771 1
		* Tailored Titles, 2.771 4	
Reassigned to LT first	* Equity, Diversity, and Inclusion Workgroup, 2.396 7		

2019

Quarter	New	Existing	EPS and/or Best Practices
Jan – Mar 2019	1,000 Books Before Kindergarten, 3.313 6	* Caregiver Resources, 3.021 6 (Part of website redesign)	* Programming Best Practices/Planning Guidelines & Workflow, 2.604 7
	* Library as Job Center Web Page, 2.896 3 (Part of website redesign)	* Online Government Resources Help, 2.854 4 (Part of website redesign)	* Coordinating Systemwide Themes, 2.604 4 & Cultural and Heritage Events, 2.688 3
		* Voter Education Resources, 2.771 3 (Part of website redesign)	* Volunteer Background Checks and Best Practices, 2.688 2
Apr – Jun 2019	Job Fairs, 2.896 6	* Health and Wellness Resource Guide, 2.646 3 (Part of website redesign)	* Evaluation Methods Best Practices & Training, 2.479 6
	Health & Safety Fair, 2.854 2	Children's Play Areas-Specially Designed Spaces, 3.271 7	Engagement Outreach Best Practices, 3.229 3
		Early Childhood Literacy Programming, 3.229 6	Reference Best Practices, 2.688 3
Jul – Sept 2019	Civic Learning Events: Information for community understanding, connection and action, 2.771 4	Homework Help, 3.188 3	Best Practices for Civic Engagement, 2.646 4
	Workforce Development Staff Training, 2.771 5	Adult Basic Literacy Resources, 3.146 5	Marketing Best Practices, 2.646 4
	Town Hall/ Political Debates/ Voter Forums, 2.646 4	Reading Events, 3.146 5	
Oct – Dec 2019	Eat, Play, Grow, 2.563 5	Expanded School Partnerships, 3.146 4 & School Collaborations, 3.146 4	Yelp for Presenters, 2.604 5
	Parenting Classes, 2.563 5	STREAM Programming, 3.063 5 & STEM Programs, 2.938 5	Loan Management System, 2.527 5
	* Developmental Screenings, 2.384 1	ESL classes - expanded partnerships, 2.979 3	Collaborative Learning Environments Best Practices, 2.479 5

2020

Quarter	New	Existing	EPS and/or Best Practices
Jan – Mar 2020	Mental Health First Aid for Staff, 2.563 7	Future-Focused Programming for Teens, 2.896 4	Community Building Best Practices, 2.438 3
	* Art Therapy Workshop for Staff: Informed Trauma, 2.479 2	Incorporating Soft Skills into Teen Programming, 2.854 2	Customer Relationship Management Database, 2.396 4
	* Social Worker Practicum Students as Workforce and Community Development, 2.479 6	Reading Tutoring, 2.813 4	Fitness Classes Best Practices, 2.271 2
Apr – Jun 2020	The Librarian is In / Embedded Librarians at Oklahoma Works Centers, 2.521 6	Empathy/Emotional Literacy through Storytimes & Book Clubs, 2.771 4	Best Practices for Large Community Events, 2.229 4
	* Embedded Librarians/Embedded Civic Officials, 2.229 6	Services 4 those who served @the Library (Working Title), 2.771 4	Engagement Mentors, 2.146 5
		Weight Loss Support, 2.604 3	Arts and Crafts System Programs Best Practices, 1.830 4
Jul – Sept 2020	Sexual Health and Education programming, 2.396 3	Book A Librarian, 2.563 4	
	Difficult Conversations, 2.271 4	Legal Instruction in Libraries, 2.479 2	
		Citizenship Corners Expansion, 2.479 3	
Oct – Dec 2020	Human Library, 2.271 4	Our World, 2.402 4	
	Cultural Passes, 2.229 7	Book Club Kits, 2.354 4	
		Library <3 (Ambassadors & Volunteerism), 2.229 5	

2021

Quarter	New	Existing	EPS and/or Best Practices
Jan – Mar 2021	Internships, 2.229 6	Neighborhood Outreach, 2.104 3	
	Vaccinations, 2.146 3		
	Meditation & Mindfulness Workshop, 2.104 1		
Apr – Jun 2021			
Jul – Sept 2012			
Oct – Dec 2021			

Appendix 1 - Internal Program & Service Review

Existing Programs that impact multiple outcomes

- **Adult Volunteers** – Workforce Development, Civic Engagement
- **Book a Librarian / 1-1 Help** – Educational Attainment, Literacy, Workforce Development
- **Coding** – Educational Attainment, Workforce Development
- **Cultural Programs** (Black History Month, Hispanic Heritage Month, etc.) – Cultural Enrichment, Civic Engagement
- **GED, ESL, ABD** – Educational Attainment, Literacy
- **Homework Help/Reading Buddies** – Educational Attainment, Literacy
- **Makerspaces** – Educational Attainment, Workforce Development
- **STEAM** – Educational Attainment, Workforce Development, Cultural Enrichment
- **Teen Volunteer Programs, Summer Reading Volunteers, Teens Service Teams** – Workforce Development, Civic Engagement

Overall Observations

- As a system, we do the most programming in cultural enrichment by far. There isn't, however, a unified philosophy or goal behind this programming.
- We do the least in Civic Engagement, although many respondents were enthusiastic about the potential for these programs.
- Respondents identify a need to help customers with technology skills and job searching. Assistance at the point of need seems to have been the most successful so far.
- Both BE and WA have had a lot of success with their reading programs for kids.
- Children Reading to Dogs has been successful at almost every location across the system.
- Traditionally, there hasn't been an emphasis on adult programming, consequently there isn't a great deal of programming for adults beyond Book Clubs, ESL, and computer help.
- Many mentioned the need for more promotion of events and coordination from marketing.
- Programs that were purely informative that did not have an interactive or an entertainment component were not very successful.
- Likewise, many programs provided an opportunity for community member to socialize and build soft skills.
- Both health and wellness programs and cultural enrichment programs offered programs at no cost not available elsewhere.
- Many libraries report struggling to get teens to attend programs.
- There were many requests for more adult literacy classes, GED, and ESL classes.

Appendix 2 – Brief Description of Submitted Programs/Services Ideas & Opportunities

Civic Engagement

- **Best Practices to Civic Engagement Programs and Services:** The development of best practices for creating displays, blog posts, and programs that are focused on achieving our civic engagement outcome.
- **Citizenship Corners Best Practices and Expansion:** The development of best practices for Citizenship Corners inside our libraries and exploration of expanding this service through naturalization ceremonies @ the Library.
- **Civic Learning Events:** Information for community understanding, connection, and action.
- **Embedded Librarians/Embedded Civic Officials:** Creating opportunities to learn about the information needs of civic professionals and their clients/constituents.
- **Empathy/Emotional Literacy through Storytimes & Book Clubs:** The development of best practices for infusing empathy in storytimes and book clubs.
- **Human Library:** Participants check out a human "book" who is able to tell their story, explain their experiences, and have a respectful dialog with the person who has checked them out.
- **Legal Instruction in Libraries:** Legal education on topics such as tenant law, drug law, guardianship, court procedure, and other general legal topics.
- **Library Love (Ambassadors and Volunteerism):** Providing opportunities for different types of volunteering @ the Library.
- **Neighborhood Outreach:** The development of best practices for attending neighborhood association meetings, working with neighborhoods, and how to sell the library as a service.
- **Online Government Resources:** Programs to help customers understand if they are eligible for government services (tax assistance, FAFSA application assistance, SNAP, DHS, etc.), the benefits of government programs, and how to use the web to apply and manage their online accounts.
- **Services for those who served @the Library:** The development of program and services focused on bringing veterans and active military members together to build community and foster dialogue.
- **Town Halls, Community Forums, and Voter Forums:** Opportunities for community members and government candidates and officials to come together for constructive dialogue.
- **Voter Education Resources:** The development of a comprehensive plan to provide community members with electoral resources and incentivize the voting process.

Cultural Enrichment

- **Best Practices for Arts and Craft Based Programs:** Research and build Best Practices for programs at all age levels that center on attendance at performance art programs or participation in craft/skill-based programs.
- **Best Practices for Large Community Events:** Research and build Best Practices for locations hosting events that may draw large crowds (>100) from the entire system base. (Job Fairs, Geek Con, Literature celebrations like Harry Potter Anniversary, Twilight Prom, cultural festivals, etc).
- **Community Building:** Research and build Best Practices for programs and participation in events that bring customers together to either connect with others with the same interests or give

customers the opportunity to experience another POV from the community. (Civic Engagement by officials, Political Debates, Local neighborhood celebrations as in Stockyard Stampede, etc).

- **Cultural and Heritage Events:** Finding those system wide programs that celebrate the diverse culture and heritage of the residents of Oklahoma County and presenting a yearly plan for EPS to build programming and engagement services for those events. (Black History Month, LBGTQ Awareness, Oklahoma History, etc).
- **Cultural Passes to local attractions:** Research Cultural Passes and their use and send recommendations to EPS (Cowboy Hall of Fame, OKCMoA, Softball Hall of Fame).
- **Neighborhood Arts:** Bringing the annual Neighborhood Arts program (in the framework of Summer Reading) in line with the OBPE model.
- **Our World:** Researching funding and sources to bring Cultural representatives from other countries/cultures and make recommendations on reinstating this program while developing a format in line with OBPE.

Educational Attainment

- **Future-Focused Programming for Teens:** Programs created for teens to fulfill their educational attainment goals and develop a path for entering the workforce.
- **Homework Help:** Provide systemwide Homework Help framework for K-12 students both physically and virtually to best support student achievement.
- **Parenting Classes:** Classes teaching parents how to how to communicate with their children and teens to address some of the critical issues facing our community.
- **School Collaborations:** Develop best practices for engaging with schools outwardly (visiting the school) or inwardly (schools visiting us).
- **STEM/STEAM/STREAM Programming:** Expand and enhance the STEM/STEAM/STREAM offerings at all Metro Libraries. Develop additional STEAM kits and help instill confidence in staff to add STEAM programs to their current offerings through training and best practices.
- **Touchy Subjects (sex.ed, drugs):** Provide best practices for dealing with sensitive but important topics in programs and displays as they relate to ongoing community crises such as teen pregnancy, drug use, and mental health.

Health and Wellness

- **Art Therapy Workshop:** Art therapist lead series of workshops for library staff culminating in an art event. Will benefit future interactions with colleagues and customers.
- **Developmental Screenings:** Provide free developmental screenings in our libraries in partner with OU Child Study Center's Child Guidance Department.
- **Eat, Play, Grow:** Identify supplies, training, and other implementation needs for this nationally recognized early childhood fitness and literacy program.
- **Fitness Classes Best Practices:** Create system standards and best practices for fitness classes; including waivers, partnering with organizations, hiring instructors, etc.
- **Health and Safety Fair:** Plan a Health and Safety Fair with community partners to provide information about a healthy lifestyle and access to health resources.

- **Health and Wellness Resource Guide:** A comprehensive resource guide with information about low/no cost clinics, wellness centers, prescription assistance, counseling, and other community partners available on our website and possibly in print.
- **Meditation & Mindfulness Workshops:** Develop a program series using instructors to teach the benefits and techniques for meditation and mindfulness.
- **Mental Health First Aid for Staff:** Identify potential instructors and specific staff needs for mental health training. Propose using the First Aid USA model.
- **Sexual Health and Education Programming:** Research partner organizations who have established sexual health curriculum and make recommendations for implementation.
- **Vaccinations:** Research partner organizations and feasibility for offering free vaccinations. May tie in with health fair.
- **Weight Loss Support:** Look at other libraries who have implemented this type of program and adapt for our system.

Literacy

- **1,000 Books Before Kindergarten:** Implementing a structured, free program to encourage parents to read 1,000 books with their child before they start kindergarten.
- **Adult Basic Literacy Resources:** Increased community partnership) for adult literacy classes, collection resources and staff training for supporting and helping low-literacy adults.
- **Book Club Kits:** Book club kits will be available for residents to check out.
- **Caregiver Resources:** Standardizing our approach to connecting parents/caregivers of children with books, discussion groups, instruction, and other resources to build and benefit early readers.
- **Children's Play Areas: Specially Designed Spaces:** A systemwide approach to MLS' children's spaces, featuring parent information, appropriate family seating, technology, toys, and play areas.
- **Early Childhood Literacy Programming:** System standards and best practices as they relate to early literacy programming like storytime and playtime, plus staff training.
- **ESL Classes: Expanded Partnerships:** Provide free ESL classes at libraries by expanding partnerships with community organizations, agencies and schools.
- **Expanded School Partnerships:** Formalizing our expectation that libraries establish contacts at their local schools, incorporate outreach best practices, and ask for required reading lists.
- **Reading Events:** Training and system support to facilitate reading-related events.
- **Reading Tutoring:** Training for our staff on reading intervention and tutoring basics for school-age children and teens.
- **Summer Reading:** An all-ages program that encourages life-long learning and reading together as a family/community.

Workforce Development

- **Book a Librarian:** A system wide coordinated Book A Librarian service to provide in-depth assistance at the point of need.
- **Career Exploration through STEM programs:** A consistent K-12 STEM educational experience for students in Oklahoma County so that they may make informed decisions on STEM career pathways.

- **Embedded Librarians at Oklahoma Works Centers:** Collaboration and coordination with Oklahoma Works Centers including offering technology instruction at their locations.
- **Incorporating Soft Skills into Teen Programming:** Bolstering soft skills by focusing on social and emotional learning is a proven factor in creating resiliency; incorporating this skill-building into our already existing programming can address workforce needs.
- **Internships Opportunities for Social Worker Practicum Students:** Practicum students gain valuable real-world work experience and can help library patrons develop in a multitude of ways including workforce development.
- **Internships:** Providing an experience for library school students; also a pathway for future employees beyond our current volunteer program.
- **Job Fairs:** Hosting job fairs in our library locations and having a presence at job fairs around the Oklahoma County area that are hosted by other organizations.
- **Library as Job Center:** Webpage for Job Seekers and Staff – The Library as Job Center web presence would curate and promote the many community and library resources available to assist residents with skills building and the job seeking process.
- **Staff Training on Assisting Job Seekers:** Training for staff on best practices, assisting customers with job searching, and ethical and privacy guidelines.

EPS

- **Best Practices for Engagement Outreach:** Best Practices on how library staff will go into the community and interact with customers and educate them on the services of the library.
- **Coordinating Systemwide Themes:** The development of a plan and best practices to ensure that library themed days/weeks/months and holidays (Family History Month, Pride Month, Banned Books Week, 4th of July, Veterans Day, etc.) are coordinated at the system level by EPS so that libraries and departments can collaborate and roll out related programs and services to our community.
- **Customer Relationship Management Database:** Create or purchase a solution to track relationships with community organizations. A product to help us centralize contact information for individuals at organizations, schools, and businesses.
- **Engagement Mentors:** Formalize staff a mentorship program for Engagement Staff.
- **Equity, Diversity, and Inclusion Workgroup:** The development of a workgroup to address issues of equity, diversity, and inclusion at Metro.
- **Evaluation Methods Best Practices and Training:** Developing and implementing a systemwide methodology for collecting data and evaluating our engagement efforts.
- **Loan Management System:** Select a loan management system for our lending library comprised of kits, equipment, materials, and more that are essential for programs held in our libraries.
- **Marketing & Promotion Best Practices:** Develop best practices for engagement staff on how and when to submit a marketing request plus information for how to promote events within their given community.
- **Programming Best Practices/Planning Guidelines & Workflow:** A program planning workflow (local & system), collaboration across departments, age-specific best practices, and a consistent timeline and process.
- **Programming Meetings:** Age-specific programming meetings for staff training, resource sharing, support networks, fostering a systemwide perspective, and providing feedback to project teams.

- **Reference Best Practices:** Best practices provide overall expectations for Reference interactions (including professional ethics and establishing level of service boundaries).
- **Tailored Titles:** Review and evaluation of Tailored Titles – possibly expand the service to include Teen & Children’s reader’s advisory.
- **Volunteer Background Checks and Best Practices:** A systemwide plan to ensure that we are protecting our staff and customers when it comes to individuals who need background checks.
- **Website, Calendar & Meeting Room Implementation:** Setup and creation of new site through LibraryMarket. Include landing pages for each of the outcomes plus training on how to add events and meeting room reservations from a single site.
- **Yelp for Presenters:** Revise the current Performing Artist Index to make it more user-friendly and include a rating feature for staff to rate performers like Yelp with restaurants and service providers.

Appendix 3 - EPS Prioritization Tool Scale Cheat Sheet

Q11	How CRITICAL is the proposed program/service? (Select all that apply)		
	Answer Options	Keyword	Scale
	It is a matter of life and death for residents		4
	It will break the cycle of intergenerational poverty		3
	It would improve the quality of life for an individual		1
	It would improve the quality of life in the community		2
	It contributes to solving a problem identified as a crisis in the County/City/State		4

Q22	Will this proposed engagement program/service require POLICY changes?		
	Answer Options	Keyword	Scale
	No policy change required. This program/service fits within our existing policy structure.	Fits	4
	Slight policy change required. An existing policy needs to be slightly modified from its original intent.	Slight	3
	Moderate policy change required. An existing policy needs to be moderately modified from its original intent or a new policy must be written that is aligned with spirit of existing policies.	Moderate	2
	Significant policy change required. An existing policy needs to be significantly modified from its original intent or a new policy	Significant	1

Q23	Will this proposed engagement program/service require staff TRAINING?		
	Answer Options	Keyword	Scale
	No training is required. Program/service is straightforward. A simple introduction/description will suffice.	Straightforward	4
	Some training is required. Staff are generally familiar with this program/service. Training will be specific to how to implement at Metro	Some	3
	Considerable training is required. Staff are unfamiliar with this program/service. Training about the need/topic and/or implementation will be required.	Considerable	2
	Significant training is required. Program/Service requires significant explanation due to technology, customer service, community needs, sensitivities, or other complex matter.	Significant	1

Q25	How much COORDINATION will this proposed engagement program/service require?		
	Answer Options	Keyword	Scale
	No coordination is required. This program/service can be implemented in isolation.	Isolation	4
	Some coordination is required. This program/service requires support from 1 or 2 internal departments.	Some	3
	Considerable coordination is required. This program/service requires support from 3-4 internal departments - or - an external organization.	Considerable	2
	Significant coordination is required. This program/service requires support from 5+ internal departments - or - more than 1 external organization.	Significant	1

Q26	How APPEALING will this program/service be to external partners, sponsors, media, etc?		
	Answer Options	Keyword	Scale
	Not at all appealing. External organizations would not understand or want to be associated with this program/service. The media would not find it interesting.	Not at all	0
	Slightly appealing. Potential partners could see their roles with some explanation. Getting buy-in from outside organizations would be a lot of work.	Slightly	1
	Moderately appealing. After pitching and explanations of relevance, media might run a story. Getting buy-in from outside organizations would happen with some effort.	Moderately	2

	Considerably appealing. This would attract the attention of outside organizations who would likely contact us for partner opportunities on this program/service or future ones like it.	Considerably	3
	Significantly appealing. Partners have already indicated interest. Funding for this type of program/service already exist and we would easily qualify. Media would contact us for interviews or highlight this as a story.	Significantly	4

Q27	What are POTENTIAL RISKS to Metro if we DO offer this program/service?		
	Answer Options	Keyword	Scale
	No risks to Metro if we offer this program/service		6
	Negatively impact Metro's reputation		1
	Public Outcry		1
	Financial Risk		1
	Safety/Security		1
	Other (please specify)		1

Q28	What is the LIKELIHOOD that the risks if we DO offer the program (identified in the previous question) will happen?		
	Answer Options	Keyword	Scale
	Very Unlikely	Very Unlikely	5
	Moderately Unlikely	Moderately Unlikely	4
	Neither Unlikely nor Likely	Neither	3
	Moderately Likely	Moderately Likely	2
	Very Likely	Very Likely	1

Q29	If the risks if we DO offer the program/service (identified in the previous two questions) were to occur, how SEVERELY would they impact Metropolitan Library System?		
	Answer Options	Keyword	Scale
	Insignificant (Minimal Impact)	Insignificant	5
	Minor (Short-term impact)	Minor	4
	Moderate (Significant Impact)	Moderate	3
	Major (Major Short-Term Impact)	Major short-term	2
	Catastrophic (Major Long-Term Impact)	Major long-term	1

Q30	What are POTENTIAL RISKS to Metro if we DON'T offer this program/service?		
	Answer Options	Keyword	Scale
	No risks to Metro if we offer this program/service		6
	Negatively impact Metro's reputation		1
	Public Outcry		1
	Financial Risk		1
	Safety/Security		1
	Missed Opportunity		1
	Poor Customer Service		1
	Irrelevant/Behind the times		1
	Underrepresentation or imbalanced program/service offerings		1
	Other (please specify)		1

Q31	What is the LIKELIHOOD that the risks if we DON'T offer the program (identified in the previous question) will happen?		
	Answer Options	Keyword	Scale
	Very Unlikely	Very Unlikely	1
	Moderately Unlikely	Moderately Unlikely	2

	Neither Unlikely nor Likely	Neither	3
	Moderately Likely	Moderately Likely	4
	Very Likely	Very Likely	5

Q32	If the risks if we DON'T offer the program/service (identified in the previous two questions) were to occur, how SEVERELY would they impact Metropolitan Library System?		
	Answer Options	Keyword	Scale
	Insignificant (Minimal Impact)	Insignificant	1
	Minor (Short-term impact)	Minor	2
	Moderate (Significant Impact)	Moderate	3
	Major (Major Short-Term Impact)	Major short-term	4
	Catastrophic (Major Long-Term Impact)	Major long-term	5

Q38	Is the development of this program/service TIME-SENSITIVE?		
	Answer Options	Keyword	Scale
	It is related to a specific month/time of the year or holiday	Specific	3
	It is related to a grant opportunity that has an application deadline	Grant	4
	It has some other time-related sensitivity.	Other	2
	It is not time sensitive	Not	1

	Internal Review Results		
	Answer Options	Keyword	Scale
	Civic Engagement		3
	Literacy		2.5
	Educational Attainment		2
	Workforce Development		1.5
	Health and Wellness		1
	Cultural Enrichment		.5

	Outcome Prioritization based on Staff Survey Results		
	Answer Options	Keyword	Scale
	Literacy		3
	Educational Attainment		2.5
	Workforce Development		2
	Health and Wellness		1.5
	Cultural Enrichment		1
	Civic Engagement		.5

Strategic Fit and Feasibility Score (Max 4.08)

Strategic Fit (Max Avg 3.5 = 50%)

- Criticality (4)
- Appealing (4)
- Internal Review Results (.5 x 6 = 3)
- Outcome Prioritization = (.5 x 6 = 3)

Feasibility (Max Avg 4.6667 = 50%)

- Policy (4)
- Training (4)
- Coordination (4)
- Risk-DO (6)
- Risk- DON'T (6)
- Time Sensitivity (4)

Appendix 4 – Prioritized Listing of Submitted Ideas & Opportunities

SF2a+Feasibility Rank	Program Name	Primary Outcome	Status	SF2a+Feasibility
1	Summer Reading	Literacy	Existing	3.521
2	1,000 Books Before Kindergarten	Literacy	New	3.313
3	Children's Play Areas-Specially Designed Spaces	Literacy	Existing	3.271
5	Engagement Outreach Best Practices	Civic Engagement	EPS	3.229
5	Early Childhood Literacy Programming	Literacy	Existing	3.229
6	Homework Help	Educational Attainment	Existing	3.188
10	Expanded School Partnerships	Literacy	Existing	3.146
10	School Collaborations	Educational Attainment	Existing	3.146
10	Adult Basic Literacy Resources	Literacy	Existing	3.146
10	Reading Events	Literacy	Existing	3.146
11	STREAM Programming	Educational Attainment	Existing	3.063
13	Website, Calendar & Meeting Room Implementation	Educational Attainment	EPS	3.021
13	Caregiver Resources	Literacy	Existing	3.021
14	ESL classes - expanded partnerships	Literacy	Existing	2.979
15	STEM Programs	Workforce Development	Existing	2.938
18	Future-Focused Programming for Teens	Educational Attainment	Existing	2.896
18	Library as Job Center Web Page	Workforce Development	New	2.896
18	Job Fairs	Workforce Development	New	2.896
22	Online Government Resources Help	Civic Engagement	Existing	2.854

SF2a+Feasibility Rank	Program Name	Primary Outcome	Status	SF2a+Feasibility
22	Neighborhood Arts	Cultural Enrichment	Existing	2.854
22	Incorporating Soft Skills into Teen Programming	Workforce Development	Existing	2.854
22	Health & Safety Fair	Health and Wellness	New	2.854
23	Reading Tutoring	Literacy	Existing	2.813
30	Voter Education Resources	Civic Engagement	Existing	2.771
30	Tailored Titles	Literacy	Existing	2.771
30	Empathy/Emotional Literacy through Storytimes & Book Clubs	Civic Engagement	Existing	2.771
30	Programming Meetings	Educational Attainment	EPS	2.771
30	Workforce Development Staff Training	Workforce Development	New	2.771
30	Civic Learning Events: Information for community understanding, connection and action	Civic Engagement	New	2.771
30	Services 4 those who served @the Library (Working Title)	Civic Engagement	Existing	2.771
33	Volunteer Background Checks and Best Practices	Civic Engagement	EPS	2.688
33	Cultural and Heritage Events	Cultural Enrichment	Existing	2.688
33	Reference Best Practices	Literacy	EPS	2.688
37	Town Hall/ Political Debates/ Voter Forums	Civic Engagement	New	2.646
37	Health and Wellness Resource Guide	Health and Wellness	Existing	2.646
37	Best Practices for Civic Engagement	Civic Engagement	New	2.646
37	Marketing Best Practices	Literacy	EPS	2.646
41	Coordinating Systemwide Themes	Cultural Enrichment	EPS	2.604
41	Yelp for Presenters	Literacy	EPS	2.604

SF2a+Feasibility Rank	Program Name	Primary Outcome	Status	SF2a+Feasibility
41	Programming Best Practices/Planning Guidelines & Workflow	Educational Attainment	EPS	2.604
41	Weight Loss Support	Health and Wellness	Existing	2.604
45	Parenting Classes	Educational Attainment	New	2.563
45	Eat, Play, Grow	Health and Wellness	New	2.563
45	Mental Health First Aid for Staff	Health and Wellness	New	2.563
45	Book A Librarian	Workforce Development	Existing	2.563
46	Loan Management System	Literacy	EPS	2.527
47	The Librarian is In / Embedded Librarians at Oklahoma Works Centers	Workforce Development	New	2.521
53	Legal Instruction in Libraries	Civic Engagement	Existing	2.479
53	Citizenship Corners Best Practices / Expansion	Civic Engagement	Existing	2.479
53	Evaluation Methods Best Practices & Training	Educational Attainment	EPS	2.479
53	Collaborative Learning Environments Best Practices	Educational Attainment	EPS	2.479
53	Art Therapy Workshop for Staff: Informed Trauma	Health and Wellness	New	2.479
53	Social Worker Practicum Students as Workforce and Community Development	Workforce Development	New	2.479
54	Community Building Best Practices	Cultural Enrichment	Existing	2.438
55	Our World	Cultural Enrichment	Existing	2.402
58	Equity, Diversity, and Inclusion Workgroup	Cultural Enrichment	New	2.396
58	Customer Relationship Management Database	Literacy	EPS	2.396
58	Sexual Health and Education programming	Health and Wellness	New	2.396
59	Developmental Screenings	Health and Wellness	New	2.384

SF2a+Feasibility Rank	Program Name	Primary Outcome	Status	SF2a+Feasibility
60	Book Club Kits	Literacy	Existing	2.354
61	Difficult Conversations	Educational Attainment	New	2.271
63	Human Library	Civic Engagement	New	2.271
63	Fitness Classes Best Practices	Health and Wellness	Existing	2.271
68	Library <3 (Ambassadors & Volunteerism)	Civic Engagement	Existing	2.229
68	Cultural Passes	Cultural Enrichment	New	2.229
68	Internships	Workforce Development	New	2.229
68	Best Practices for Large Community Events	Cultural Enrichment	Existing	2.229
68	Embedded Librarians/Embedded Civic Officials	Civic Engagement	New	2.229
70	Vaccinations	Health and Wellness	New	2.146
70	Engagement Mentors	Literacy	EPS	2.146
72	Neighborhood Outreach	Civic Engagement	Existing	2.104
72	Meditation & Mindfulness Workshop	Health and Wellness	New	2.104
73	Arts and Crafts System Programs Best Practices	Cultural Enrichment	Existing	1.830

Appendix 5 – Listing by Category (EPS, New, & Existing) of Submitted Ideas & Opportunities

EPS

Engagement Outreach Best Practices	3.23
Website, Calendar & Meeting Room Implementation	3.02
Programming Meetings	2.77
Reference Best Practices	2.69
Volunteer Background Checks and Best Practices	2.69
Marketing Best Practices	2.65
Coordinating Systemwide Themes	2.60
Yelp for Presenters	2.60
Programming Best Practices/Planning Guidelines & Workflow	2.60
Loan Management System	2.53
Evaluation Methods Best Practices & Training	2.48
Collaborative Learning Environments Best Practices	2.48
Customer Relationship Management Database	2.40
Engagement Mentors	2.15

Existing

Summer Reading	3.52
Children's Play Areas-Specially Designed Spaces	3.27
Early Childhood Literacy Programming	3.23
Homework Help	3.19
School Collaborations	3.15
Reading Events	3.15
Expanded School Partnerships	3.15
Adult Basic Literacy Resources	3.15
STREAM Programming	3.06
Caregiver Resources	3.02
ESL classes - expanded partnerships	2.98
STEM Programs	2.94
Future-Focused Programming for Teens	2.90
Neighborhood Arts	2.85
Online Government Resources Help	2.85
Incorporating Soft Skills into Teen Programming	2.85
Reading Tutoring	2.81
Voter Education Resources	2.77
Tailored Titles	2.77
Empathy/Emotional Literacy through Storytimes & Book Clubs	2.77
Services 4 those who served @the Library (Working Title)	2.77
Cultural and Heritage Events	2.69

Health and Wellness Resource Guide	2.65
Weight Loss Support	2.60
Book A Librarian	2.56
Citizenship Corners Best Practices / Expansion	2.48
Legal Instruction in Libraries	2.48
Community Building Best Practices	2.44
Our World	2.40
Book Club Kits	2.35
Fitness Classes Best Practices	2.27
Best Practices for Large Community Events	2.23
Library <3 (Ambassadors & Volunteerism)	2.23
Neighborhood Outreach	2.10
Arts and Crafts System Programs Best Practices	1.83

New

1,000 Books Before Kindergarten	3.31
Job Fairs	2.90
Library as Job Center Web Page	2.90
Health & Safety Fair	2.85
Civic Learning Events: Information for community understanding, connection and action	2.77
Workforce Development Staff Training	2.77
Town Hall/ Political Debates/ Voter Forums	2.65
Best Practices for Civic Engagement	2.65
Mental Health First Aid for Staff	2.56
Eat, Play, Grow	2.56
Parenting Classes	2.56
The Librarian is In / Embedded Librarians at Oklahoma Works Centers	2.52
Social Worker Practicum Students as Workforce and Community Development	2.48
Art Therapy Workshop for Staff: Informed Trauma	2.48
Equity, Diversity, and Inclusion Workgroup	2.40
Sexual Health and Education programming	2.40
Developmental Screenings	2.38
Difficult Conversations	2.27
Human Library	2.27
Internships	2.23
Cultural Passes	2.23
Embedded Librarians/Embedded Civic Officials	2.23
Vaccinations	2.15
Meditation & Mindfulness Workshop	2.10

Appendix 6 – Listing by Outcome of Submitted Ideas & Opportunities

Literacy

Summer Reading	3.52
1,000 Books Before Kindergarten	3.31
Children's Play Areas-Specially Designed Spaces	3.27
Early Childhood Literacy Programming	3.23
Reading Events	3.15
Expanded School Partnerships	3.15
Adult Basic Literacy Resources	3.15
Caregiver Resources	3.02
ESL classes - expanded partnerships	2.98
Reading Tutoring	2.81
Tailored Titles	2.77
Reference Best Practices	2.69
Marketing Best Practices	2.65
Yelp for Presenters	2.60
Loan Management System	2.53
Customer Relationship Management Database	2.40
Book Club Kits	2.35
Engagement Mentors	2.15

Educational Attainment

Homework Help	3.19
School Collaborations	3.15
STREAM Programming	3.06
Website, Calendar & Meeting Room Implementation	3.02
Future-Focused Programming for Teens	2.90
Programming Meetings	2.77
Programming Best Practices/Planning Guidelines & Workflow	2.60
Parenting Classes	2.56
Collaborative Learning Environments Best Practices	2.48
Evaluation Methods Best Practices & Training	2.48
Difficult Conversations	2.27

Workforce Development

STEM Programs	2.94
Job Fairs	2.90
Library as Job Center Web Page	2.90
Incorporating Soft Skills into Teen Programming	2.85
Workforce Development Staff Training	2.77
Book A Librarian	2.56

The Librarian is In / Embedded Librarians at Oklahoma Works Centers	2.52
Social Worker Practicum Students as Workforce and Community Development	2.48
Internships	2.23

Health and Wellness

Health & Safety Fair	2.85
Health and Wellness Resource Guide	2.65
Weight Loss Support	2.60
Eat, Play, Grow	2.56
Mental Health First Aid for Staff	2.56
Art Therapy Workshop for Staff: Informed Trauma	2.48
Sexual Health and Education programming	2.40
Developmental Screenings	2.38
Fitness Classes Best Practices	2.27
Vaccinations	2.15
Meditation & Mindfulness Workshop	2.10

Cultural Enrichment

Neighborhood Arts	2.85
Cultural and Heritage Events	2.69
Coordinating Systemwide Themes	2.60
Community Building Best Practices	2.44
Our World	2.40
Equity, Diversity, and Inclusion Workgroup	2.40
Best Practices for Large Community Events	2.23
Cultural Passes	2.23
Arts and Crafts System Programs Best Practices	1.83

Civic Engagement

Engagement Outreach Best Practices	3.23
Online Government Resources Help	2.85
Voter Education Resources	2.77
Services 4 those who served @the Library (Working Title)	2.77
Empathy/Emotional Literacy through Storytimes & Book Clubs	2.77
Civic Learning Events: Information for community understanding, connection and action	2.77
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Best Practices for Civic Engagement	2.65
Citizenship Corners Best Practices / Expansion	2.48
Legal Instruction in Libraries	2.48
Human Library	2.27
Embedded Librarians/Embedded Civic Officials	2.23

Library <3 (Ambassadors & Volunteerism)
Neighborhood Outreach

2.23
2.10

Appendix 7 – Potential Grant Funding Prospects of Submitted Ideas & Opportunities

- 1000 Books Before Kindergarten
- Children's Play Areas: Specially Designed Spaces
- Collaborative Learning Environments
- Expanded STEM/STEAM/STREAM Programming
- Homework Help
- Neighborhood Arts
Already partially funded by Arts Council OKC
- Our World
Previously funded by Oklahoma Arts Council, NEA
- Summer Reading
Currently and previously partially funded by various organizations