

Bethany Library Service Plan—2008-2009



Your Inviting, Innovative Link to the World.

1) **Metropolitan Library System Mission Statement—**

The Metropolitan Library System facilitates the free flow of information and ideas by providing access to materials, services and programs to Oklahoma County's diverse community.

The Bethany Library opened on January 31, 1965. The Bethany Library joined the Metropolitan Library System later that year.

The Bethany Library is located at 3510 N. Mueller, Bethany, Oklahoma, 73008.

The Bethany Library encompasses 8,280 square feet.

The Bethany Library has seating within the library for 48 library customers.

- a) **Bethany Community Profile**—Bethany is a suburb of Oklahoma City situated on the western side of Oklahoma County. Bethany borders the city of Warr Acres on the north and east and Oklahoma City on the east and south. Bethany is bisected by the famous Route 66 highway. The northwest side of Bethany borders the Wiley Post Airport. The southwest edge of Bethany borders Lake Overholser.

The population of Bethany as reported in the 2000 census is 20,307 residents.

The population of the Greater Oklahoma City Metropolitan Area exceeds 500,000.

The racial make-up of Bethany is 85.79% White, 4.36% African American, 2.87% Native American, 1.38% Asian, and 5.8% were counted as Hispano or Latino of any race.

Households numbered 8,161. Those households with children under the age of 18 constituted 28.1%. Households with someone 65 or over living alone constituted 12.2%. Households with married couples living together constitute 49%. Individuals living alone constitute 31% of all households.

The median income for a household was \$ 35,073, and the median family income was \$43,905. Bethany residents below the poverty line constituted 9% of the population with 6.9% of families falling into this category.

Educational attainment:

- 28.6% of the Bethany population are high school graduates;
- 6% have received an associate degree;
- 15.4% have received a Bachelor's degree;
- 7.7% have received a Graduate or professional degree.
- 27% have attended some college courses but did not attain a degree.

Bethany is home to two universities. Southern Nazarene University is a private, Christian, four year liberal arts university which also offers some Masters level programs including an MBA program.

Bethany is also home to the Southwestern Christian University which is located at 7210 NW 39th Expressway.

- b) **Service hours:** The Bethany Library is open to the public 65 hours per week.
Hours of operation are:

Monday through Thursday—9 A.M.-9 P.M.

Friday—9 A.M.-6 P.M.

Saturday—9 A.M.-5 P.M.

c) **Library Services—**

- i) **Materials Available in the Bethany Library—**(Based on 2007 inventory)

- a) The Bethany Library houses 59,400 items.

Books—31,154 Circulating volumes, 1222 Reference volumes;

Paperback books—17,395 volumes;

Magazines and Newspapers—102 titles with 3367 items;

Sound Recordings, including Books-on-Tape and Books-on-CD's—1606 titles;

Music CD's—1324 titles;

Videotapes and DVD's—2966 titles;

Vertical File materials—various files.

- b) Materials holdings in the Bethany Library by reading level:

Children's materials—18,389 items

Young Adult materials—1252 items

Adult materials—29645 items

Note: Some collections, such as Seasonal, Career Guidance, Family Place, and Magazines cannot be divided into reading levels because they include several reading levels.

Circulating items from any of the Metropolitan Library System libraries may be requested to be sent to the library of the customer's choice.

Materials not found within the Metropolitan Library System libraries may be requested through Inter-library Loan from other library systems.

- ii) **Access to Metropolitan Library System holdings:** Our library catalog is accessed electronically through CyberMars, either in the library on special computer terminals or on the Internet at www.metrolibrary.org.
- iii) **Information Services**—Reference librarians help our customers in filling their needs for relevant information by telephone, by mail or in person.
- iv) **Computer Services**— The Bethany Library offers free Internet access as well as various programs, such as Microsoft Word, Publisher, Powerpoint and Excel. The Bethany Library also offers free Wireless Internet.

Selected databases can be accessed on the Metropolitan Library System webpage at www.metrolibrary.org on the Internet. Many of the databases can be accessed from customers' home computers, but some are only available through Internet access within the Metropolitan Library System libraries.

v) **Programs**—

Adult Programs are provided on a wide range of subjects and of cultural interests, often presenting performances of local groups or informational or craft programs. These are presented one per month on average.

Children's programs and Young Adult programs are generally offered on the following frequencies:

Preschool Storytimes (ages 4-5)—4 weeks in the fall, 4 weeks in the spring;
Toddler Times (ages 2-3)—4 weeks in the fall, 4 weeks in the spring;
Monthly evening storytimes;
Family Place Parent/Child Workshops—Series of 4 meetings held once or twice per year;
4-6 craft or informational programs for elementary-age children during school year;
Holiday themed programs for ages--preschool to 6th grade;
2-3 programs aimed at the teenage population during the school year;
Performances for children during June and July, as well as programs for teens;
Summer Reading Programs for preschoolers through teens;
System-wide programs during National Library Week, Children's Book Week, Spring Break and at other times, as arranged.

- vi) **Meeting Rooms:** A meeting room is available for public use by advance registration. A small fee is required per hour used. The meeting room is 912 square feet. It may be divided into 2 rooms by a sliding wall. Maximum capacity is 140 people. Tables and chairs will limit the number of occupants.

d) **Staff**--8 FTEs and 7 or 8 part-time pages.

e) **Bethany Library Budget for 2007-2008—**

Direct costs: \$ 832,770.00

Indirect costs: 495,755.78

Total Bethany Budget: \$ 1,328,525.78

f) **Annual circulation for fiscal year 2006-2007—**465,209 items were circulated from the **Bethany Library**.

Circulation of the Bethany Library Collection:

Books—31,154 volumes—Circulated 203,564 times;

Paperback books—17,395 volumes—Circulated 115,704 times;

Magazines and Newspapers—102 titles with 3367 items—Circulated 6093 times;

Sound Recordings, including Books-on-Tape and Books-on-CD's—1606 titles—Circulated 21,206 times;

Music CD's—1324 titles—Circulated 22,862 times;

Videotapes and DVD's—2966 titles—Circulated 67,139 times;

Vertical File materials—15 envelopes of vertical file items circulated.

Circulation by Reading level:

Children's materials—18,389 items—Circulated 117,376 times;

Young Adult materials—1252 items—Circulated 8505 times;

Adult materials—31092 items—Circulated 209,650 times.

Note: Some collections, such as Seasonal, Career Guidance, Family Place, and Magazines cannot be divided into reading levels because they include several reading levels.

2) **MLS Strategic Plan—Your Inviting, Innovative Link to the World.**

a) **Service Responses of the Metropolitan Library System:**

i) **Satisfy Curiosity: Lifelong Learning**

The resources you need to explore topics of personal interest and continue to learn throughout your life are at the library.

Goal: All ages realize their library offers topics of personal interest in a variety of formats they find captivating and enriching to their lives.

Goal: Residents see their library as a resource for introductions to an assortment of cultural, civic and/or community interests.

ii) **Visit a Comfortable Place: Public & Virtual Places**

Your library has safe and welcoming physical places to meet and interact with others or to sit quietly and read and has open and accessible virtual spaces that support social networking.

Goal: All ages appreciate their library for its designated places for quiet reading or studying and as a place for social or business activities.

Goal: All ages recognize their library as a great place both physically and virtually to interact with others due to the noteworthy opportunities provided.

iii) **Know How to Find, Evaluate & Use Information: Information Fluency**

When you need information to resolve an issue or answer a question, you have the skills to search for, locate, evaluate, and effectively use information to meet your needs.

Goal: All visitors can expect library staff to have up-to-date knowledge, skills, and abilities to deliver library services.

Goal: All ages can expect friendly guidance on how to locate the best information resources to meet their requests or needs.

iv) **Connect To The Online World: Public Internet Access**

Your library has high-speed access to the digital world with no unnecessary restrictions or fees to ensure that you can take advantage of the ever-growing resources and services available through the Internet.

Goal: All ages discover that their library has current equipment, tools and training for the public to responsibly access the digital world.

Goal: Adults understand that using the Internet is beneficial to development for all ages.

Goal: All ages recognize and use their library's website and its resources as an extension of the physical library.

b) **Service Responses to address this year—**

i) **Satisfy Curiosity: Lifelong Learning**

The resources you need to explore topics of personal interest and continue to learn throughout your life are at the library.

Goal: All ages realize their library offers topics of personal interest in a variety of formats they find captivating and enriching to their lives.

Bethany Library Goal: The library will present the following programs for children and teens:

At least 24 storytimes;

One or two series of Family Place workshops;

4-6 craft or informational programs for elementary-aged children;

4-6 programs to appeal to the teenage population.

Goal: Residents see their library as a resource for introductions to an assortment of cultural, civic and/or community interests.

Bethany Library Goal: The library will host 8 programs to showcase crafts, food, and music of various cultures and for a variety of interests.

ii) **Visit a Comfortable Place: Public & Virtual Places**

Your library has safe and welcoming physical places to meet and interact with others or to sit quietly and read and has open and accessible virtual spaces that support social networking.

Goal: All ages appreciate their library for its designated places for quiet reading or studying and as a place for social or business activities.

Goal: All ages recognize their library as a great place both physically and virtually to interact with others due to the noteworthy opportunities provided.

Bethany Library Goal: The library will purchase two new computer chairs to replace older chairs.

iii) **Know How to Find, Evaluate & Use Information: Information Fluency**

When you need information to resolve an issue or answer a question, you have the skills to search for, locate, evaluate, and effectively use information to meet your needs.

Goal: All visitors can expect library staff to have up-to-date knowledge, skills, and abilities to deliver library services.

Bethany Library Goal: Staff will attend available workshops to enhance their skills in using library resources.

Goal: All ages can expect friendly guidance on how to locate the best information resources to meet their requests or needs.

Bethany Library Goal: Staff will give friendly service and will enhance their communication skills with available workshops.

iv) **Connect To The Online World: Public Internet Access**

Your library has high-speed access to the digital world with no unnecessary restrictions or fees to ensure that you can take advantage of the ever-growing resources and services available through the Internet.

Goal: All ages discover that their library has current equipment, tools and training for the public to responsibly access the digital world.

Goal: Adults understand that using the Internet is beneficial to development for all ages.

Goal: All ages recognize and use their library's website and its resources as an extension of the physical library.

Bethany Library Goal: The Bethany Library will have at least one workshop for library customers on the resources available on the library multi-purpose computers, including the Internet and special databases offered on the library computers and remotely on the library website.

c) **Review of Previous Year's Objectives—**

- i) **System Goal:** The Library will provide inviting and well-maintained facilities to achieve our service responses.

Bethany Library Goal #1: Improve the appearance of the public restrooms.

One of the public restrooms was painted, and the other received a new washable wall covering. The floors have not been replaced.

Bethany Library Goal #2: Increase the number of handicapped parking spaces available.

Upon further study, we have decided that the number of handicapped parking spaces is sufficient. However, we have requested that the lines in the parking lot be redrawn. We will request that this be placed in the budget for '08-'09.

- ii) **System Goal:** The Library will provide services for the information and technology needs of this community on a broad array of topics related to work, school and personal life.

Bethany Library Goal #3: Meet the information needs of the community by providing programs on topics of interest.

The Bethany Library had many programs for adults and for children.

The **Summer at the Library** for 2007 saw 1278 children and 333 teens sign up for the Reading Program. Performances by the Neighborhood Arts groups entertained 1,395 children and adults. Preschool programs attracted 261 to the library. Attendance at the teen programs totaled 64.

Daniel hosted 88 children and parents in the fall 2006 series of Family Place workshops. The spring series of Family Place workshops had a total of 95 participants.

Daniel treated many children to storytimes throughout the year. Daniel presented 38 storytimes (not including the summer storytimes). Attendance at these programs totaled 847.

In addition, Daniel held 6 programs for Elementary school-aged children and teens.

Sharon Nolan provided for 17 programs covering a variety of cultural interests. These were very well attended. Participants totaled 687 at these programs. Sharon met customer needs by holding a Beginning Yoga class with 55 participants.

The Bethany Library also hosted three system-wide programs for all ages with a total attendance of 250 participants.

The Winter Readfest was a big success at the Bethany Library. The library staff signed up 257 senior adults for the Winter Readfest.

Bethany Library Goal #4: Address the growing need for Internet access and word processing.

IT added four additional multipurpose computers for public use. With the implementation of the new sign-up system, the computers are in constant use. The Cybermarts catalogs were moved to the area where the trenching had added additional computer lines. Also, four outlets were added to tables to allow for laptops. Relocating the Cybermarts catalogs enabled the multipurpose computers to be together in one area.

An additional children's computer was added for a total of two computers which are located next to the children's area.

- iii) **System Goal:** The Library will provide a staff skillful in determining users' needs and in locating relevant information that satisfies those needs.

Bethany Library Goal #5: Improve the listening skills of the staff at Bethany.

Dianna Rupp attended The Art of Interpersonal Skills Workshop and the Resolving Conflict Workshop.

Bethany Library Goal #6: Improve the reference assistance given to our customers.

Christine Bassett attended the Reader's Advisory Workshop and the Overview of Databases Workshop.

Bethany Library Goal #7: Improve the reference staff's understanding of the information needs of young adults.

Daniel Fields, Children's and YA Librarian attended the Young Adult Development Course. He also attended the Guidance of Children workshop.

- iv) **System Goal:** The Library will cultivate and maintain strategic relationships with local organizations to improve the local awareness of the economic and informational value of the libraries to a community.

Bethany Library Goal #8: To improve the local community's awareness of the Bethany Library's value.

Daniel Fields sought out many venues for reaching out to the local community. He and several of the library staff took part in the Bethany Fourth of July Parade in July 2006. Daniel also sought opportunities to interact with parents and children at area schools, such as the Western Oaks Elementary Literacy Night at which he

contacted 150 people. He attended 2 Summer Reading Promotion events at the Western Oaks Elementary School, meeting with 620 students. He also attended a Summer Reading Promotion event at the Windsor Hills Elementary School, visiting with 105 students.

Daniel hosted 452 children from area schools, Head Start classes, and daycare groups for storytimes and library tours.

Katrina Prince and Sharon Nolan attended Bethany City Council meetings and Northwest Chamber functions.

Sharon visited area retirement homes and nursing homes to promote the Winter Readfest program for senior adults.

~~~~~

Prepared by Katrina Prince 9/28/07