

Bethany Library Service Plan—2012-2013



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 projected 2010 census shows little change in the population of Bethany.

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

Bethany is a diverse community with the population listed in the latest census as 85.79% White, 4.36% African American, 2.87% Native American, 1.38% Asian, and 5.8% 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 populace have a high school diploma;
- 6% have received an associate degree;
- 15.4% have received a Bachelor's degree;
- 7.7% have received a Graduate or professional degree;
- and 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. The Southwestern Christian University 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 2011 inventory)

- a) The Bethany Library houses approximately 61,000 items.

- Books—31,000 Circulating volumes, 860 Reference volumes;
- Paperback books—17,800 items;
- Periodicals—96 titles of which 10 are Newspapers;
- Sound Recordings, including:
 - Books-on-CD's—1500 titles;
 - Music CD's—1500 titles;
 - DVD's—3265 titles;
 - Vertical File materials—various files.

- b) Materials geared to a specific reading level:

- Children's materials—20,680 items
- Young Adult materials—1990 items
- Adult materials—37,480 items

Note: Some collections, such as those coded "Seasonal", "Foreign Language", "Magazines" and "Family Place", include children's and adult materials.

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 available through an "Inter-library Loan" request. We will try to find another library outside of the Metropolitan Library System willing to loan the material to us for the use of our customers.

- ii) **Access to Metropolitan Library System holdings:** Our library catalog is accessed electronically through CyberMars on special computer terminals in the libraries or on the Internet at www.metrolibrary.org.
- iii) **Information Services**—Reference librarians are glad to help our customers to find materials or information.
- iv) **Computer Services**—The Bethany Library has 11 computers on which customers can access the Internet 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. 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;
1-2-3 Play with Me! (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 programs for the children who are in the middle-school "in-between" age group.

4-6 programs aimed at the teens of our community during the school year;
Performances for children during June and July, as well as programs for teens;
Summer Reading Programs for children from infants 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. The room is rented by the hour for a small fee.
The meeting room is 912 square feet. It may be divided into 2 rooms by a sliding wall. Maximum capacity is 140 people for the undivided room. Tables and chairs may further limit the number of participants than can be accommodated.
Some restrictions to the room use may apply.

d) **Staff**--8 Full time staff members and one half-time staff member and 8 part-time pages.

e) **Bethany Library Budget for 2011-2012**—

Direct costs: \$ 1,033,776.00

Indirect costs: 641,630.64

Total Bethany Budget: \$ 1,675,406.64

f) **Bethany Library items circulated during the fiscal year 2010-2011**—428,330.

Circulation of the Bethany Library Collection:

Books—32,801 volumes—Circulated 261,922 times;

Paperback books—18,350 volumes—Circulated 32,654 times;

Magazines and Newspapers—96 titles with 2734 items—Circulated 5726 times;

Books-on-CD's—1800 items—Circulated 17,425 times;

Music CD's—1572 items—Circulated 16,136 times;

DVD's—3951 items—Circulated 55,791 times;

Vertical File materials—Vertical file items circulated 10 times.

Circulation by Reading level:

Children's materials—20,680 items—Circulated 117,080 times;

Young Adult materials—1900 items—Circulated 16,980 times;

Adult materials—37,480 items—Circulated 217,660 times.

Note: Some collections, such as those coded "Seasonal", "Foreign Language", "Magazines" and "Family Place", include both children's and adult materials.

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 "1-2-3 Play with Me" Workshops (a.k.a. Family Place);

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 6-8 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 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 Bethany Library will purchase two new computer chairs to replace older chairs.

Bethany Library Goal: The Bethany Library will provide a place for customers to register to vote prior to the fall elections.

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.

Bethany Library Goal: Librarians will be given the opportunity to attend the O.L.A. Conference. All staff are encouraged to attend workshops and other professional meetings when approved by the supervisor.

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 by attending appropriate 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.

Bethany Library Goal: The Bethany Library will have one or more workshops 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.

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

Bethany Library Goal:

We will continue to promote databases and websites of interest with bookmarks, fliers, and workshops whenever possible.

c) Review of Previous Year's Objectives—

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;

The Bethany Library exceeded its goal of providing 24 story times by providing a total of 36 Story Times.

One or two series of "1-2-3 Play with Me" Workshops (a.k.a. Family Place);

The Bethany Library exceeded the goal of providing for one series of Family Place—"1-2-3 Play with Me" by having two series of workshops with double sessions of each.

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

The Bethany Library met and exceeded its goal for elementary-aged children by providing 11 programs which included music, crafts, animals, a Halloween party, a tea party, and programs highlighting other countries with appropriate crafts.

3-6 programs to appeal to the teenage population.

The Bethany Library met and exceeded its goal of programs for teens by providing 9 programs including three "Gamefests", chances to learn about geocaching, jewelry making, skateboarding, printmaking, sewing and a visit from the author Maureen Johnson.

The Bethany Library will hold several "Children Reading to Dogs" programs for children to read aloud in a non-threatening atmosphere.

Bethany held three "Children Reading to Dogs" programs.

The Summer Reading Program was a big success in 2011. The Bethany Library had 1460 participants in the Children's Program and 401 participants in the Teen Program.

Attendance in the Neighborhood Arts Programs in the Summer of 2011 totaled 1803. The Bethany Library held double performances of each program due to demand.

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 6-8 programs to showcase crafts, food, and music of various cultures and for a variety of interests.

The Bethany Library met and exceeded this goal by hosting several musical performances and by providing for other opportunities for customers to learn and to have new experiences. Some of this year's offerings were:

"Jazz Pizzazz" performance with Martha Stallings;

Program on labyrinths with an opportunity in the fall and in the spring to walk a labyrinth circuit;

Day of the Dead program with a Mariachi Orgullo de America Band;

Soap making workshop;

Identity Theft seminar;

"Night Tales" Native American stories with Lynn Moroney, Chickasaw storyteller;

Performance of Klezmer music;

A "Silver Strings" performance by the Putnam City High School ensemble;

Holiday Snowflakes needlepoint workshop and a Valentine's needlepoint workshop which were each taught by Myra Woodside;

"Bedpans, Blackball and Bank Robbery" Black History Month program presented by Rhythmically Speaking;

Photo Scrapbooking workshop;

Spring planting workshop;

Jean Hill's Irish Dancers performance;

Manding Jata—Music of Mali, West Africa performance;

Jill Justice on the Harp for a Mother's Day performance;

"Build Your Own Business" workshop;

"Stay Young with Mozart" performance by Wayne McEvelly;

"Physical Health through Mental Health" workshop.

The Winter Readfest for Seniors had 337 entries at the Bethany Library.

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.

Bethany Library Goal: The Bethany Library will hold at least 8 "Coffee, Tea and Games" morning sessions for area adults to meet, converse, and play various board games.

The Bethany Library held two "Coffee, Tea and Games" sessions but attendance was small. We changed these to opportunities for health checks. We held two of the sessions which provided health checks for Seniors and other adults.

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

The Bethany Library continued the annual social activities which are enjoyed by customers of all ages.

The Annual Ice Cream Social attracted two hundred customers.

The "Customer Appreciation Month" Cake and Tea Reception in October attracted 62 of our Bethany Library customers.

Our "Holiday Open House" held in early December attracted 92 customers who enjoyed refreshments and music by Michael Fresonke and his jazz ensemble.

Children had several opportunities to participate in the "Children Reading to Dogs" sessions.

Teachers from area schools met with their students in the Bethany Library to promote the Summer Reading Program by encouraging their students to continue reading and to participate in the reading program.

The Oklahoma City-County Health Department consultants provided monthly developmental screenings in the Bethany Library to discuss with parents how their children are doing in comparison to other children of the same age and any other concerns or issues relating to their children.

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

We purchased two new computer chairs for the public computers.

Bethany Library Goal: The Bethany Library will purchase new chairs for the public seating area or will have the old ones reupholstered. The current chairs are looking worn and a bit shabby.

During the week we were closed for new carpet to be laid, our large comfy chairs, our regular seating chairs, and our soft chairs in the children's area were reupholstered. They look very nice and coordinate well with the new carpet.

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.

The Bethany staff attended E-Media training to learn about the procedures for downloading E-books and E-audiobooks. (2/23/2011)

Librarians attended CONNECT, a new forum for librarians, to learn about available resources and to be improve in giving excellent library service.

Sharon Nolan attended 3-22-2011.
Debbie McPherson attended 6-14-2011.

Regina Fields attended the Word Basics Workshop. (7/13/2010)

Regina Fields attended the Learning Management System Workshop.
(8/31/2010)

Regina Fields attended the Word: Beyond the Basics Workshop. (11/23/2010)

Debbie McPherson attended the Reference Tools 1: The Basics Workshop.
(3/10/2011)

Bethany Library Goal: Librarians will be given the opportunity to attend the O.L.A. Conference. All staff are encouraged to attend workshops and other professional meetings when approved by the supervisor.

Unfortunately, no librarians were able to attend the O.L.A. this year.

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

Debbie McPherson, the YA Librarian, presented a "Library Instruction and Research" workshop for a group of home-schooled students.

Bethany Library Goal: Staff will give friendly service and will enhance their communication skills by attending appropriate workshops.

All Circulation staff attended the Circulation Forum at least once throughout the year to enhance their skills in communication and library procedures. After attending, they shared their knowledge with the rest of the Bethany Library staff during staff meetings.

Regina Fields and Janet Bowen attended--8/04/2010.

Regina Fields attended.—11/03/2010.

Dianna Rupp attended--3/02/2011.

Macey Hernandez and Dianna Rupp attended—5/04/2011.

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.

Bethany Library Goal: The Bethany Library will have one or more workshops 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.

Two of our workshops included Internet resources for the customers relevant to the subject matter of the workshop. These were the "Build Your Own Business" workshop put on by SCORE and the Identity Theft workshop put on by Weokie Credit Union.

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

Bethany Library Goal:

We will develop flyers detailing websites that will help parents to find appropriate websites to use with their children.

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

Bethany Library Goal:

We will develop bookmarks and other hand-outs to give to the public on the available databases and other resources on the library website.

We previously sent a request to Marketing Department which has created wonderful bookmarks on the various databases as a system-wide project.

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Prepared by Katrina Prince 9/29/2011