

Bethany Library Service Plan—2013-2014



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 2010 census is 19,051 residents.

The population of the Greater Oklahoma City Metropolitan Area exceeds 700,000.

Bethany is a diverse community with the population listed in the latest census as 77.6% White, 5.6% African American, 3% Native American, 1.38% Asian, and 13.4% Hispanic or Latino of any race.

Households numbered 7,171. The median income for a household was \$42,147, and the median family income was \$43,905. Bethany residents below the poverty line constituted 16.5% of the population with 6.9% of families falling into this category.

Educational attainment:

86.1% of the Bethany populace have a high school diploma;

25.84% have received a Bachelor's degree.

Bethany is home to two universities, Southern Nazarene University and Southwestern Christian University.

Two school districts cover the city of Bethany: Bethany Schools and Putnam City schools.

- b) **Service hours:** The Bethany Library is open to the public 70 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.

Sunday—1 P.M.-6 P.M.

- c) **Library Services—**

- i) **Materials Available in the Bethany Library—**(Based on July 2012 inventory)

- a) The Bethany Library houses approximately 63,000 items.

Books—34,000 Circulating volumes, 593 Reference volumes;

Paperback books—19,300 items;

Periodicals—76 titles of which 10 are newspapers;

Sound Recordings, which include:

Books-on-CD's—2073 titles;

Playaway's—65 items;

Music CD's—1872 items;

DVD's—4963 titles;

Vertical File materials—various files.

- b) Materials geared to a specific reading level:

Children's materials—20,230 items

Young Adult materials—1750 items

Adult materials—32,900 items

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

Items which can be circulated from any of the Metropolitan Library System libraries may be sent to any other library in the system for use by library customers.

Materials not found within the Metropolitan Library System libraries may be made available to the customer through an "Inter-library Loan" request.

Libraries outside of our system are often willing to loan materials for the use of our customers.

- ii) **Access to Metropolitan Library System holdings:** Our library catalog is accessed electronically through CyberMars 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. Programs may showcase live performances or may be informational workshops or craft programs.

Children find many varieties of programs throughout the year.

Infants through 4 year olds have fun in "1-2-3 Play with Me/Family Place" workshops.

Play & Story Times combine stories, music and nursery rhymes for 18 month through four year olds.

Preschool Story Times bring the fun to children 3 through 6 years.

Elementary school-aged children delight in programs where they can learn, have fun with crafts, be entertained, and enjoy other new experiences.

Programs are presented which are aimed at the teens of our community.

During June and July the Summer Reading Program provides incentives for children and teens to read by rewarding prizes for their achieving different reading goals. Infants and young children will also receive prizes when they achieve goals of listening while someone reads to them.

Special performances are provided for children each week during June and July. Special programs for teens are also presented in June and July.

- 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**--Eight full-time staff members, three half-time staff members and eight library aides.

e) **Bethany Library Budget for 2012-2013—**

Direct costs: \$ 1,164,075.00

Indirect costs: 633,049.89

Total Bethany Budget: \$ 1,797,124.89

f) **Bethany Library collection—circulated during the fiscal year 2011-2012—381,260.**

Circulation of the Bethany Library Collection:

Books—34,041 items—Circulated 252,617 times;

Paperback books—19,291 items—Circulated 29,887 times;

Magazines and Newspapers—76 titles with 1829 items—Circulated 4453 times;

Books-on-CD's—1575 items—Circulated 14,643 times;

Music CD's—1872 items—Circulated 16,964 times;

DVD's—4963 items—Circulated 59,478 times;

Vertical File materials—Vertical file items circulated 10 times.

Circulation by Reading level:

Children's materials—20,230 items—Circulated 129,590 times;

Young Adult materials—1750 items—Circulated 14,610 times;

Adult materials—32,900 items—Circulated 233,104 times.

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

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

a) **Goals of the Metropolitan Library System:**

i) **Ensure a Welcoming Experience**

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

Goal: Visitors are welcomed into an atmosphere of hospitality, exemplary service, and friendly interaction.

Goal: Visitors easily navigate our inviting physical and virtual spaces.

ii) **Satisfy Curiosity and Encourage Lifelong Learning**

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

Goal: Visitors explore their interests using the variety of information at the library.

Goal: Your libraries are centers that offer access to civic, cultural and community enrichment opportunities.

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

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: Our community has access to expert library staff with up-to-date knowledge, skills, and abilities to deliver library services.

Goal: Visitors are connected with library resources at every point of contact.

iv) **Connect To The Online World**

Your library has 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: Our community has access to current technology and digital resources as well as trained staff to help them use the resources effectively.

Goal: Our community has access to a continually growing digital collection and services 24 hours a day, seven days a week.

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

i) **Ensure a Welcoming Experience**

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

Goal: Visitors are welcomed into an atmosphere of hospitality, exemplary service, and friendly interaction.

Bethany Library Goal: Staff will give friendly service and will take advantage of training opportunities to improve their service skills.

Goal: Visitors easily navigate our inviting physical and virtual spaces.

Bethany Library Goal: We will purchase three new computer chairs to replace older chairs.

ii) **Satisfy Curiosity and Encourage Lifelong Learning**

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

Goal: Visitors explore their interests using the variety of information at the library.

Bethany Library Goal:

The Bethany Library will offer:

12 Play and Story Times (for ages—18 month-4 years);

14 Story and Craft Times (for ages—3-6 years);

6 Evening Story Times (for ages—3-8 years);

2 series of 4 "1-2-3 Play with Me" Workshops (a.k.a. Family Place);

8 programs for elementary school-aged children;

4 workshops of "Music with Susan".

In addition, Outreach will provide for a Spring Break program and 8 Neighborhood Arts Program presentations in the summer.

Teens will enjoy 6-8 programs geared to their interests.

One such program will be the "Bethany Library Rocket Academy".

Adults and Seniors will have opportunities to explore their interests using library resources and in programs that introduce new skills and a variety of information.

Goal: Your libraries are centers that offer access to civic, cultural and community enrichment opportunities.

Bethany Library Goal:

Customers will enjoy performances of cultural interest and will have opportunities to meet with others in a festive atmosphere.

iii) **Know How to Find, Evaluate, and Use Information**

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: Our community has access to expert library staff with up-to-date knowledge, skills, and abilities to deliver library services.

Bethany Library Goal: Staff members will be given the opportunity to attend available workshops and professional meetings, including the O.L.A. Conference, to enhance their skills, knowledge, and abilities in using library resources so they are better able to guide customers to appropriate informational sources.

Goal: Visitors are connected with library resources at every point of contact.

Bethany Library Goal: Fliers and other materials will be made available to library customers so that they are aware of library resources.

iv) **Connect to the Online World**

Your library has 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: Our community has access to current technology and digital resources as well as trained staff to help them use the resources effectively.

Staff will attend workshops on technology and resources when available.

Goal: Our community has access to a continually growing digital collection and services 24 hours a day, seven days a week.

Bethany Library Goal: The Bethany Library will have one or more workshops for library customers which will include information on particular resources available on online resources such as e-Media and the databases accessible on the library system's website www.metrolibrary.org.

Bethany Library Goal:

We will continue to promote databases and websites of interest with bookmarks, fliers, and other informational material.

c) **Review of Previous Year's Objectives, 2011-2012—**

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 31 Story Times.

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

The Bethany Library met and exceeded the goal of providing for one or two series

of Family Place workshops by having two series of four "1-2-3 Play with Me" workshops with two sessions of each workshop.

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

The Bethany Library met and exceeded its goal for elementary-aged children's programs by providing 13 programs, including music, crafts, animals, a Halloween party, and programs highlighting other countries.

3-6 programs to appeal to the teenage population.

The Bethany Library met and exceeded its goal of programs for teens by providing seven programs. In addition, the Yu-Gi-Oh! Club met many times through the year. The middle-school aged children enjoyed "Drawing with Danny", Gamefests, and other programs.

The Summer Reading Program was a big success in 2012. The Bethany Library had 999 participants in the Children's Program and 350 participants in the Teen Program. The new level, Early Childhood, for pre-readers had 366 children who participated.

Attendance in the Neighborhood Arts Programs in the Summer of 2012 totaled 1372. 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 26 programs, including musical performances and a variety of learning experiences.

Some of this year's offerings were:

Disaster Preparedness plus Citizen CPR;

Laughter Exercises;

Painting with Watercolors class;

AARP Driver Safety Program;

*Create a Needlepoint Snowflake workshop
and a Needlepoint Heart workshop;*

Veteran's Day Patriotic Music presentation;

Magic as a Hobby;

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

Jean Hill's Irish Dancers performance;

Heartland Voices presented a Mother's Day performance;

Mariachi Orgullo de America presented a Father's Day performance.

The Winter Readfest for Seniors had 494 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 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 activities which are enjoyed by customers of all ages.
This year's Ice Cream Social attracted a hundred and fifty customers.
The "Customer Appreciation Month" Cake and Tea Reception in October attracted 73 Bethany Library customers.
Our "Holiday Open House" held in early December attracted 61 customers who enjoyed refreshments and music by Michael Fresonke and his jazz ensemble.
Bethany customers enjoyed a series of Tai Chi classes to improve their health.
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 provide a place for teens to meet for library-sponsored Yu-Gi-Oh! Club.

The Yu-Gi-Oh! Club met at least once per month during the year.

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.

All the Bethany Librarians attended the i-Weed workshops.

Debbie McPherson attended the reference workshops on magazine and newspapers and on health and medicine materials.

The Bethany Librarians all had an opportunity to attend the CONNECT meetings to share information to improve their knowledge of resources and reference skills.

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.

Katrina Prince attended the O.L.A. Conference, the Creativity Forum, the Tri-System Managers Retreat and the Public Library Conference in Philadelphia.

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.

*All Circulation staff attended the Circulation Forum twice during the year.
After attending, they shared their knowledge with the rest of the Bethany Library
staff during staff meetings.*

*Janet Bowen, Dustin Chandler, and Laura Moody attended the Prepare Training.
Dustin Chandler, Laura Moody, and Donna Durbin attended the V-Circ and Got Cards
Workshop.*

Dustin Chandler and Laura Moody attended the True Colors Workshop.

Debbie McPherson attended the Volunteer Workshop.

Regina Fields and Laura Moody attended the "Know Your Libraries" Workshop.

Laura Moody attended the Chick-Fil-A Leadercast.

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.

The Business of Retiring workshop included Internet resources for retirees.

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.

This is ongoing. The list will be updated.

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

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Prepared by Katrina Prince 9/29/2012