Annual Statistical Report
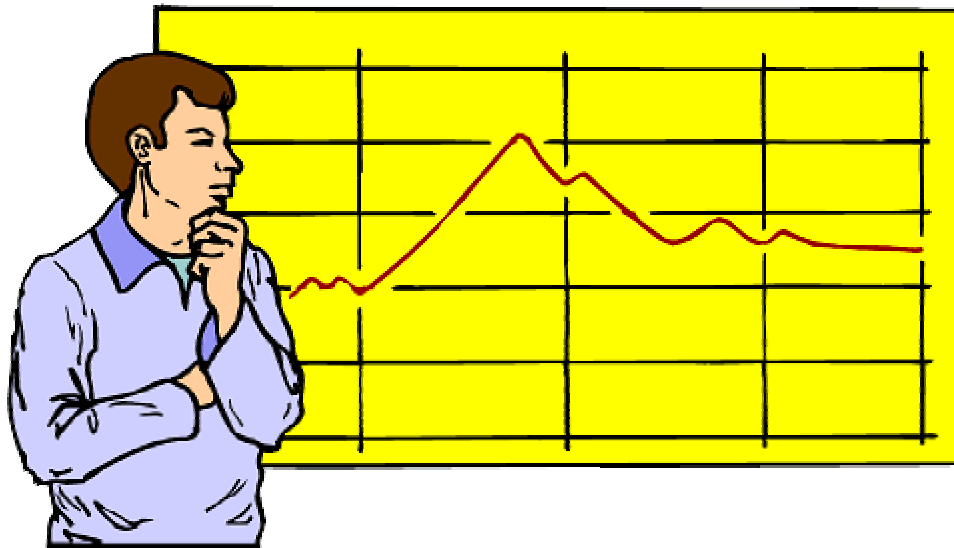
Metropolitan Library System
FY 02-03

Prepared by Planning Services
January 2004

Table of Contents

Introduction

The Metropolitan Library System envisions a future in which all the people of Oklahoma County have equitable access to an information-rich environment of library resources.

 "The Metropolitan Library System will continue to change and evolve, but the spirit of this institution will remain just as it has for the past 100 years – a publicly funded enterprise designed to meet the information needs of the residents of Oklahoma County," stated Donna Morris in the *2001-2002 Annual Report.* The Library has evolved this past year and undergone a number of changes. Some of the most notable transformations from the previous fiscal year are highlighted below.

- Donna Morris, a 33-year veteran of the Metropolitan Library System, was named by the Metropolitan Library Commission as the System's new Executive Director, in November 2002.[i]
- The Drexel Extension Library located at Northwest 16th and Drexel closed its doors on March 3, 2003.[ii]
- The Metropolitan Library System closed the extension library located at 8310 N.E. 36th in Spencer on June 28, 2003.[iii]
- The groundbreaking ceremony for the Choctaw Library was July 2, 2002.[iv]
- For the first time in Metropolitan Library System history, the Edmond Library reached

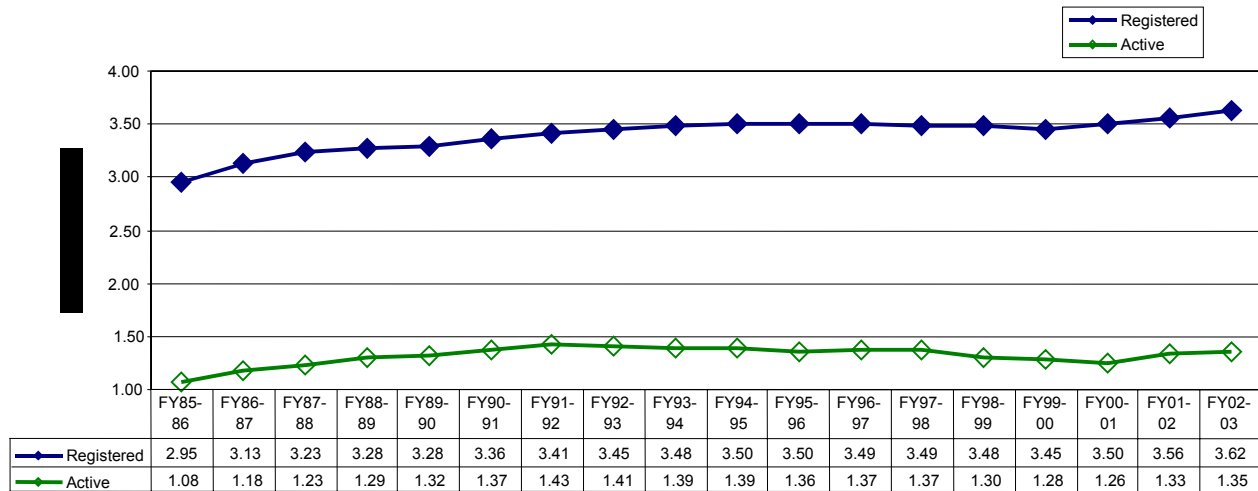 its one millionth checkout in fiscal year 2002-2003.[v]

The purpose of the Annual Statistical Report is to provide a snapshot of the services customers used this past year as compared to previous years. Then, by using the snapshot, we are better able to prepare for our future. Although we will evolve as a system, the spirit of the Metropolitan Library will remain strong as we continue to offer customers high quality customer service, a superior collection of materials, and the latest in technology.

If you have questions regarding this report, please contact Planning Services.

Borrowers

This past fiscal year, MLS issued new library cards to over 42,000 people, an increase of 2.7%. The number of registered borrowers (those who have a MLS library card) increased by 5,250, or 1.5%, while active borrowers remained flat at 37%.
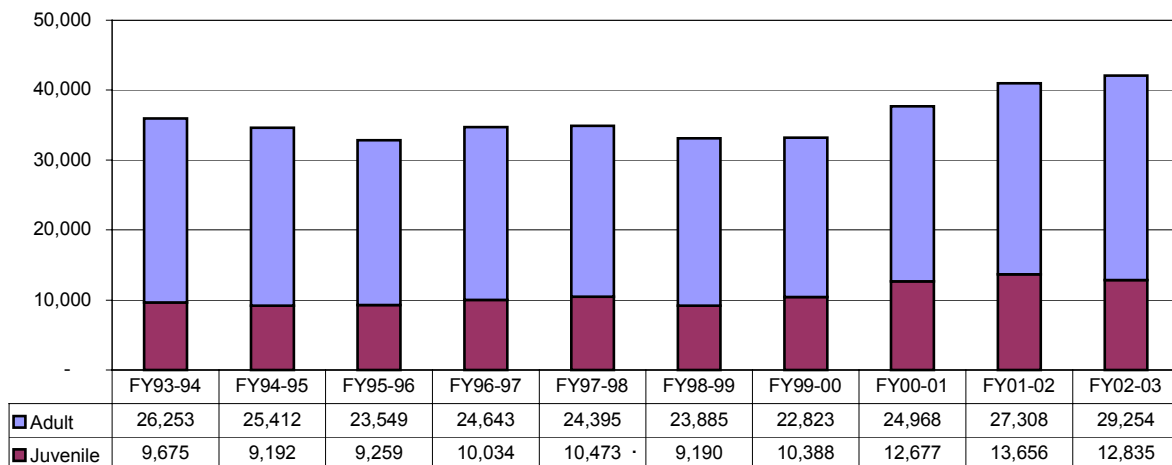
MLS Registered and Active Borrowers

	FY85-86	FY86-87	FY87-88	FY88-89	FY89-90	FY90-91	FY91-92	FY92-93	FY93-94	FY94-95	FY95-96	FY96-97	FY97-98	FY98-99	FY99-00	FY00-01	FY01-02	FY02-03
Registered	2.95	3.13	3.23	3.28	3.28	3.36	3.41	3.45	3.48	3.50	3.50	3.49	3.49	3.48	3.45	3.50	3.56	3.62
Active	1.08	1.18	1.23	1.29	1.32	1.37	1.43	1.41	1.39	1.39	1.36	1.37	1.37	1.30	1.28	1.26	1.33	1.35

Notes:

- Registered borrowers are customers that have a MLS library card.
- Active borrowers are customers that have checked out materials or used the online services during the previous 12 month period.

New Cards Issued

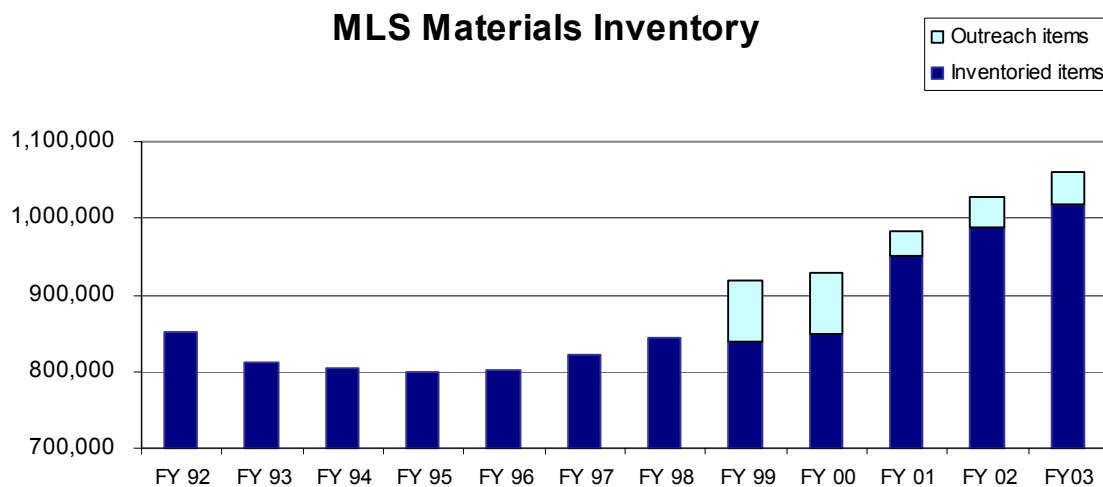|	FY93-94	FY94-95	FY95-96	FY96-97	FY97-98	FY98-99	FY99-00	FY00-01	FY01-02	FY02-03
Adult	26,253	25,412	23,549	24,643	24,395	23,885	22,823	24,968	27,308	29,254
Juvenile	9,675	9,192	9,259	10,034	10,473	9,190	10,388	12,677	13,656	12,835

Materials Collection

The Metropolitan Library System's *A Compass for the Future: 2002-2007* outlines several goals. For our materials collection, the strategic plan included the following:
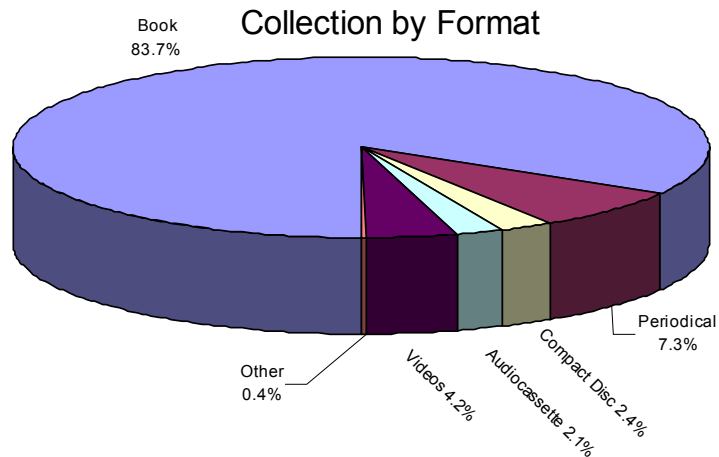
- "The Library will provide current topics and popular titles to help fulfill community residents' appetite for information about popular cultural and social trends and their desire for satisfying recreational experiences."
- "The Library will provide services and resources to serve the need for information to business, career, work, entrepreneurship, personal finances and obtaining employment."

During FY02-03 the number of available titles in our on-line catalog increased by 7.7%. We now have over 1 million items listed in our library catalog and that figure continues to grow to meet the needs and requests of our customers.
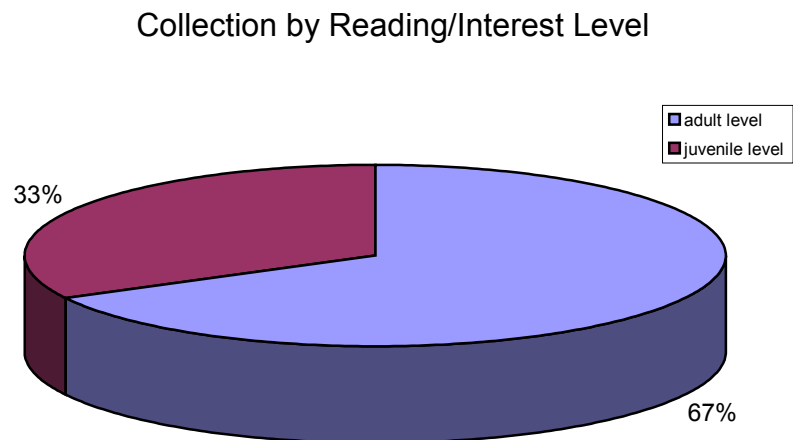
MLS Materials Inventory

Notes: Not included are any periodical issues or documents that are not in our automated inventory system.

Books represent the largest portion of our collection as shown by the chart below. Videos increased from 3.9% in FY 2001-02 to 4.2% in FY 2002-03. Compact discs also increased from 2.2% in FY 2001-02 to 2.4% in FY 2002-03.

Collection by Format

Book
83.7%

Periodical
7.3%

Other
0.4%

Videos 4.2%

Audiocassette 2.1%

Compact Disc 2.4%

Adult level material comprises two-thirds of our collection as shown by the chart below.

Collection by Reading/Interest Level

☐ adult level
☐ juvenile level

33%

67%

Notes: Materials held by Book Centers and Books by Mail are not included. Also not included are any periodical issues or documents that are not in our automated inventory system.
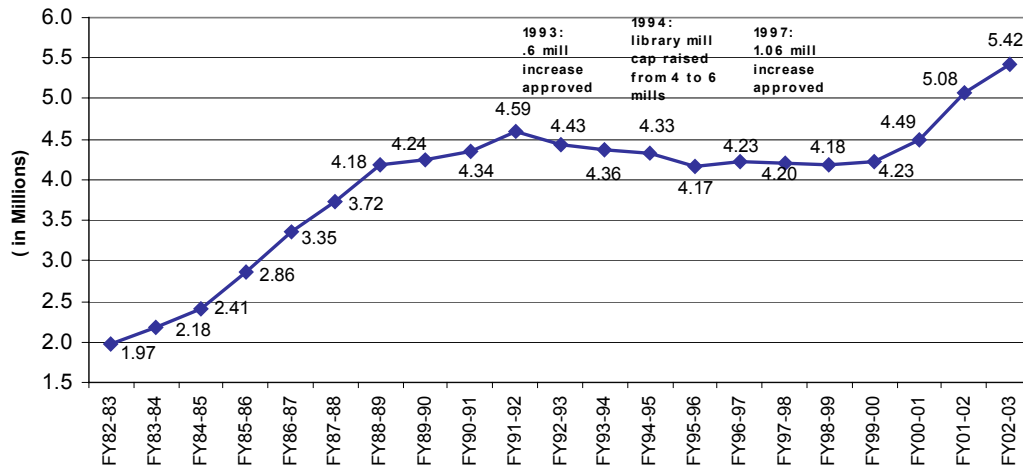
Circulation of Our Collection

Circulation has grown dramatically over the past four years. We have experienced an increase in circulation of 1.24 million items, which represents a 30% increase!
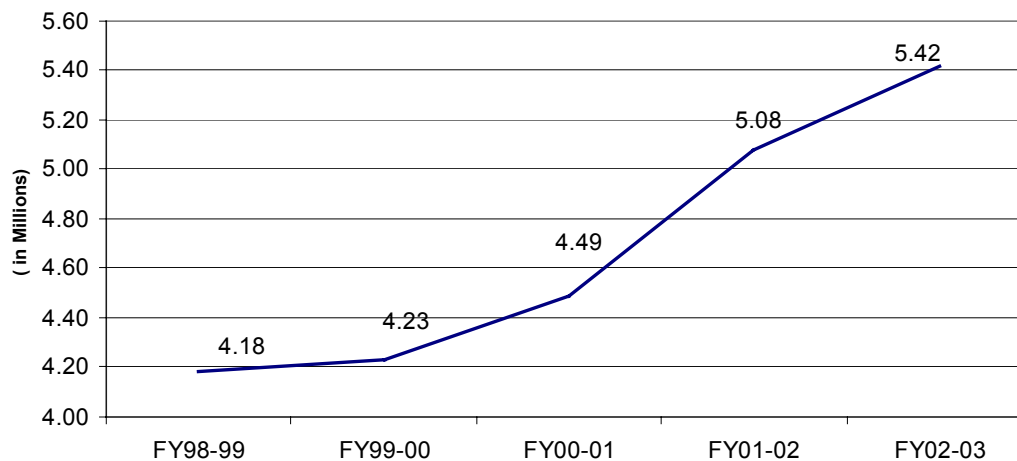
Circulation increased to 5.42 million items during FY 2002-03. This is an increase of 340,000 items over FY 2001-02, a 6.7% increase.

The Edmond Library was the first to circulate 1 million items during a fiscal year. In fact, the Edmond Library circulated 1,053,760 items during FY 2002-03.

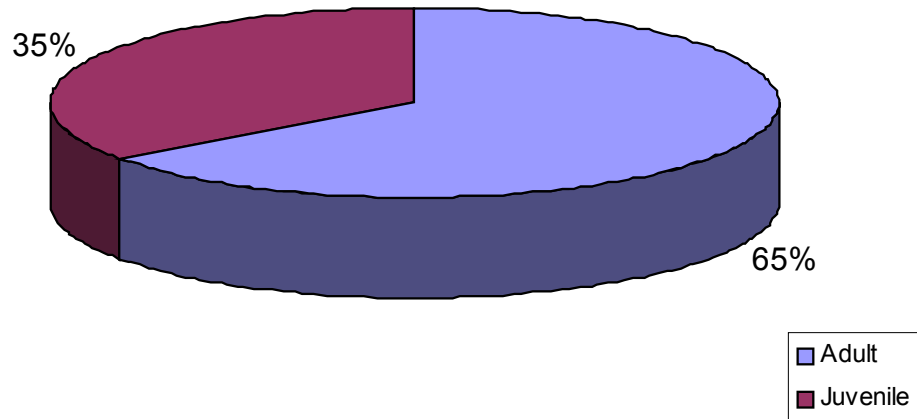## MLS Circulation
21 Year History

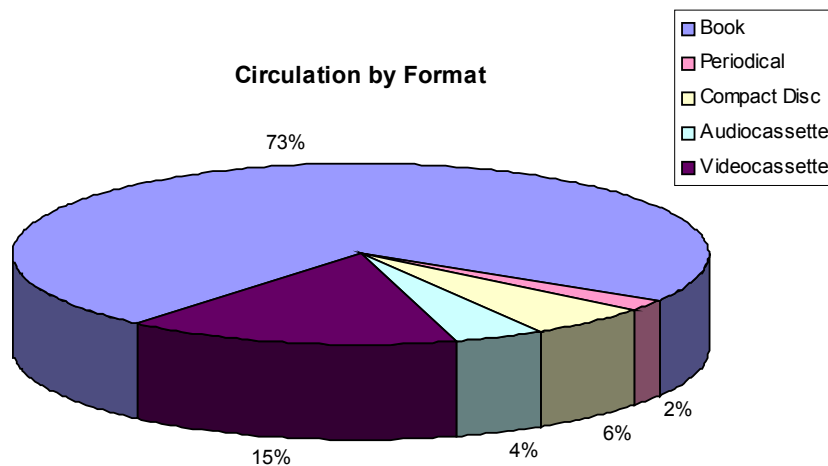

MLS Circulation
5 Year Actual

Last year 65% of our circulation was adult-level material and 35% was juvenile. Video and compact discs circulations by format increased slightly during FY02-03.

Circulation by Reading/Interest Level

35%

65%

■ Adult
■ Juvenile

■ Book
■ Periodical
■ Compact Disc
■ Audiocassette
■ Videocassette

Circulation by Format

73%

15%   4%   6%   2%
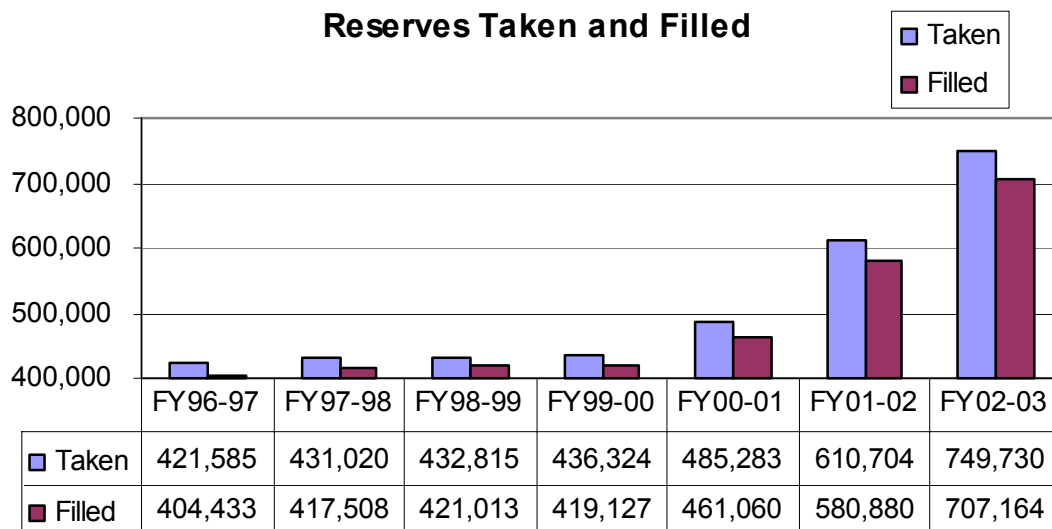
Notes: Materials held by Book Centers and Books by Mail are not included. Also not included are any periodical issues or documents not in our automated inventory system. Video circulation is for a 7 day period.

Reserves

Customers may use CyberMARS to reserve an item the library owns or a staff member may reserve the item for them. The number of reserves taken increased by 139,026 during the last fiscal year, this represents a 23% increase.

Reserves Taken and Filled

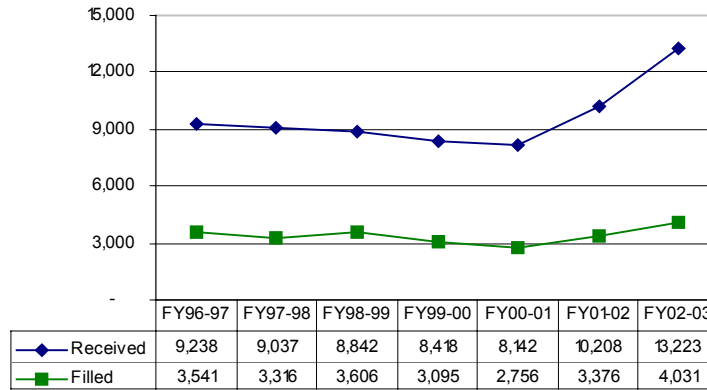|	FY96-97	FY97-98	FY98-99	FY99-00	FY00-01	FY01-02	FY02-03
☐ Taken	421,585	431,020	432,815	436,324	485,283	610,704	749,730
☐ Filled	404,433	417,508	421,013	419,127	461,060	580,880	707,164

Interlibrary Loan

When a library's materials collection does not contain the specific item requested by a customer, Interlibrary Loan may be used to help fulfill their need. We participate in two Interlibrary Loan (ILL) programs:

- Online Computer Literacy Center (OCLC), a national system; and
- Oklahoma Library Technology Network (OLTN), a system within the state of Oklahoma.
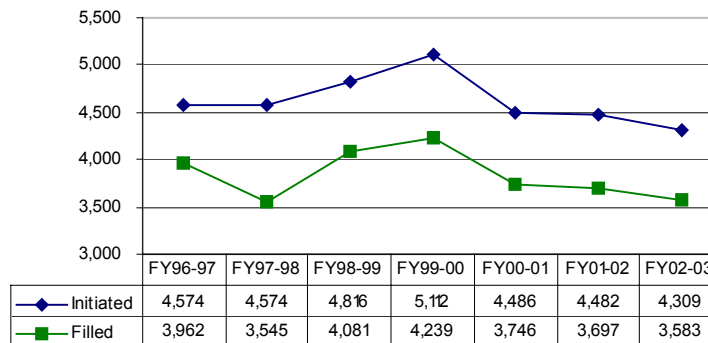
Requests generated by us to other libraries, where we are the borrower, decreased last year. We initiated 4,309 requests for material that the library did not own, a decrease of 173 requests from the previous year. Of these, 83% of the customer's requests were filled.

Other libraries contact us for materials we own that they would like to borrow for their customers. During fiscal year 2002-2003, we received 13,223 requests for material from OCLC, a 30% increase. OLTN requests for material during 2003 increased 2% to 6,712. Statistics are not kept regarding the OLTN fill rate, however, estimates range from one-third to one-half of requests received. OLTN data is summarized by calendar year.
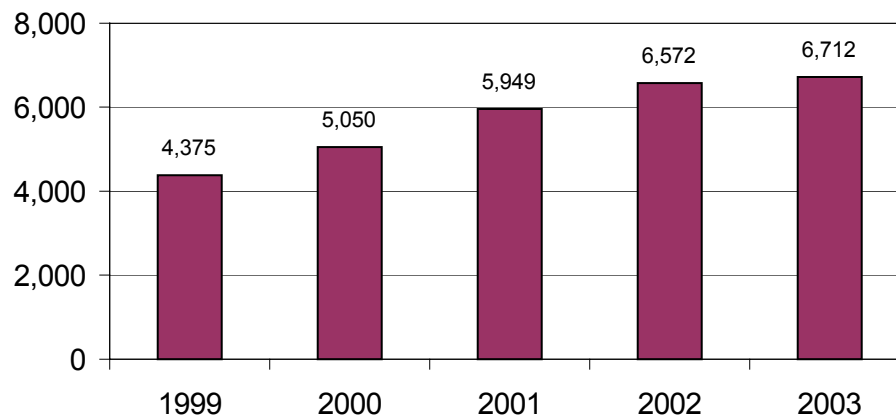
OCLC Interlibrary Loan (MLS as Lender)

	FY96-97	FY97-98	FY98-99	FY99-00	FY00-01	FY01-02	FY02-03
Received	9,238	9,037	8,842	8,418	8,142	10,208	13,223
Filled	3,541	3,316	3,606	3,095	2,756	3,376	4,031

OCLC Interlibrary Loan (MLS as Borrower)

	FY96-97	FY97-98	FY98-99	FY99-00	FY00-01	FY01-02	FY02-03
Initiated	4,574	4,574	4,816	5,112	4,486	4,482	4,309
Filled	3,962	3,545	4,081	4,239	3,746	3,697	3,583

Notes: The Interlibrary Loan Office coordinates the lending and borrowing of materials between the Metropolitan Library System and other libraries through OCLC, a national bibliographic and library service utility. The data presented here comes directly from OCLC.

OLTN Requests for Materials

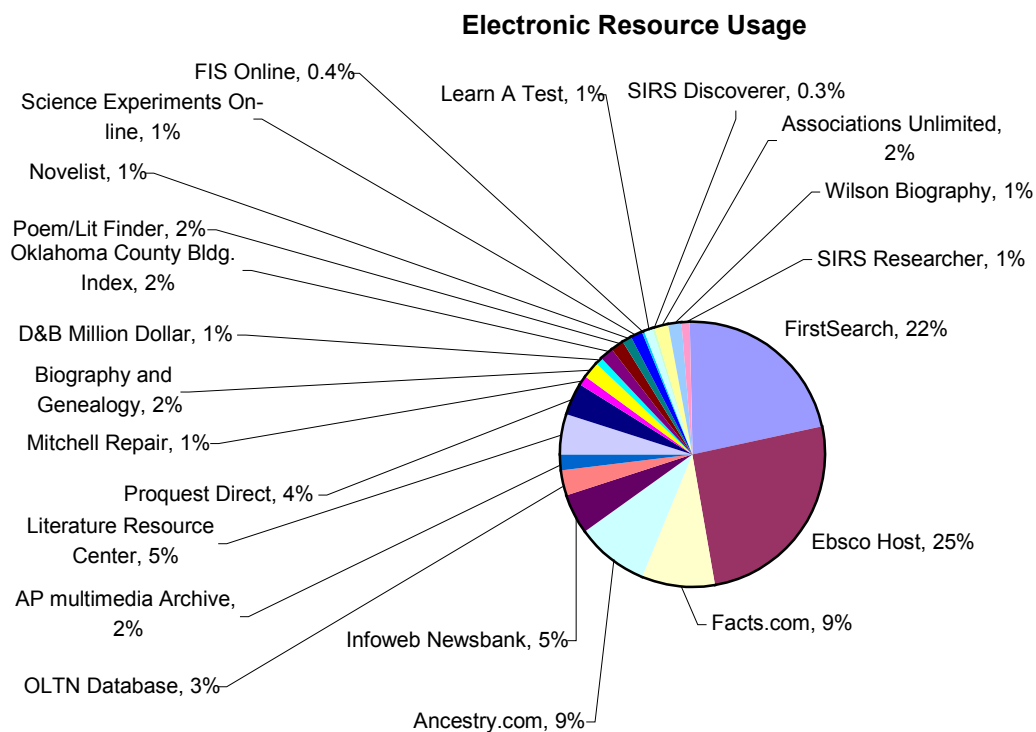| 1999	2000	2001	2002	2003
4,375	5,050	5,949	6,572	6,712

Notes: The Interlibrary Loan Office coordinates the lending and borrowing of materials between the Metropolitan Library System and other libraries through OLTN. Statistics are not kept regarding the fill rate, however, estimates range from one-third to one-half of requests received. Data is summarized by calendar year.

Electronic Materials Collection

The Library subscribes to several electronic resources (also referred to as databases). Electronic resources are subscription services accessible via the Internet, making this information available 24 hours a day.

These electronic resources provide information on a wide variety of topics for our customers. For example, genealogy is very popular with our customers so we subscribe to Ancestry.com. Another resource is the Learn a Test database, which assists those who are preparing to take an exam.
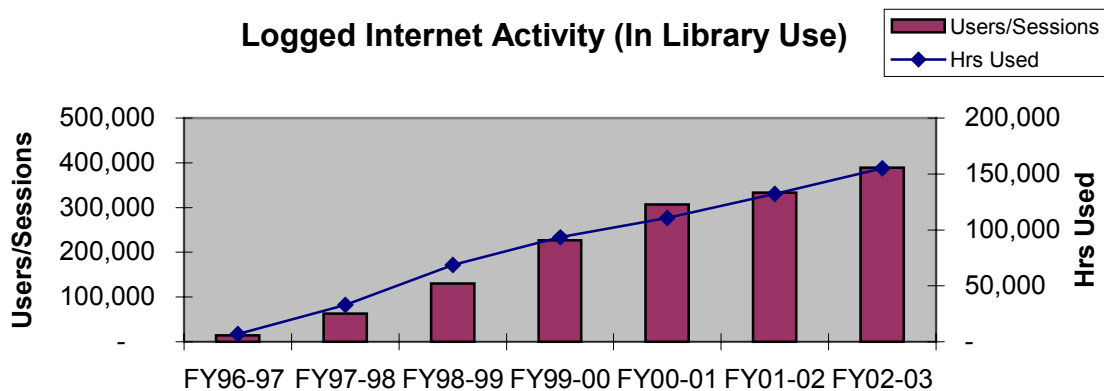
Electronic Resource Usage

FIS Online, 0.4%
Science Experiments On-line, 1%
Novelist, 1%
Poem/Lit Finder, 2%
Oklahoma County Bldg. Index, 2%
D&B Million Dollar, 1%
Biography and Genealogy, 2%
Mitchell Repair, 1%
Proquest Direct, 4%
Literature Resource Center, 5%
AP multimedia Archive, 2%
OLTN Database, 3%
Infoweb Newsbank, 5%
Ancestry.com, 9%
Facts.com, 9%
Ebsco Host, 25%
FirstSearch, 22%
SIRS Researcher, 1%
Wilson Biography, 1%
Associations Unlimited, 2%
SIRS Discoverer, 0.3%
Learn A Test, 1%

Notes: The following databases are funded by ODL (Oklahoma Dept. of Libraries)
Firstsearch, Ebsco Host and SIRS Discoverer

Internet

Library computers provide access to our computerized library catalog called CyberMARS. Additionally, CyberMARS allows our customers to view their borrower record, place reserves and access subscription electronic resources.

Our computers offer free public Internet access, as well as software such as word processing, encyclopedias and children's games.

Internet access is very popular as shown by the chart below. We logged 155,238 hours of customer Internet use during FY 2002-03, which represents a 17% increase from the previous year.

Logged Internet Activity (In Library Use)
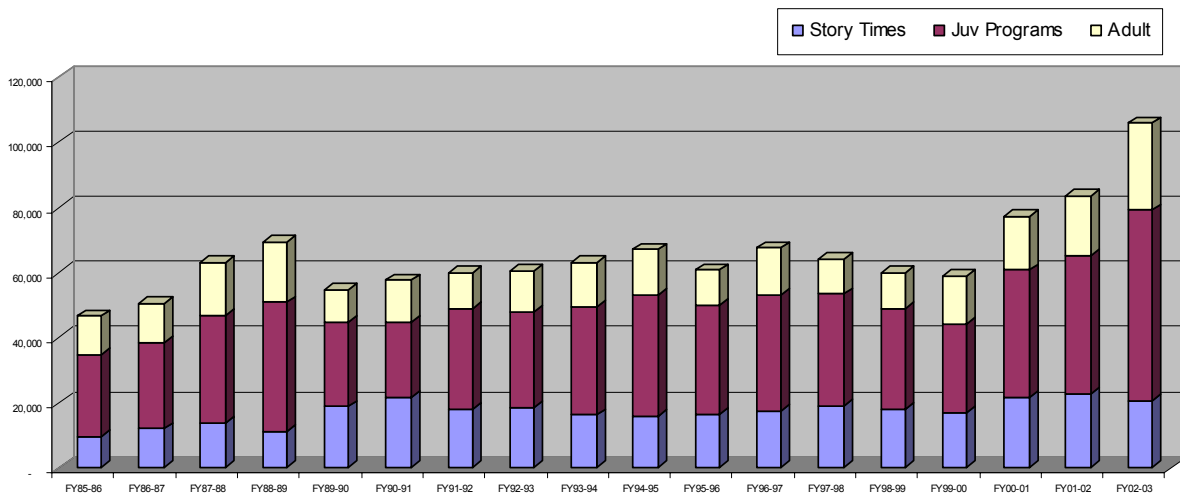
Legend: Users/Sessions, Hrs Used

Notes: Public Internet access was implemented at the Downtown Library on Sept. 3rd, 1996. The library system was awarded a grant from the Bill and Melinda Gates Foundation in December 1999 to purchase computers that provided Internet access and a variety of software for public use.

Events

Program attendance increased during FY 2002-03. For the first time in at least 15 years, we saw total program attendance surpass 100,000 customers. In fact, we had 105,923 customers attend programs during FY 2002-03, which is a 27% increase from the last fiscal year.

Over 58,000 children attended a juvenile program during the year, a 38% increase, and adult program attendance increased by 45% to 26,737 customers. Summer Reading participation was extremely strong as well with over 13,000 children and young adult participants. We also expanded our Family Place programs for parents and caregivers of young children.
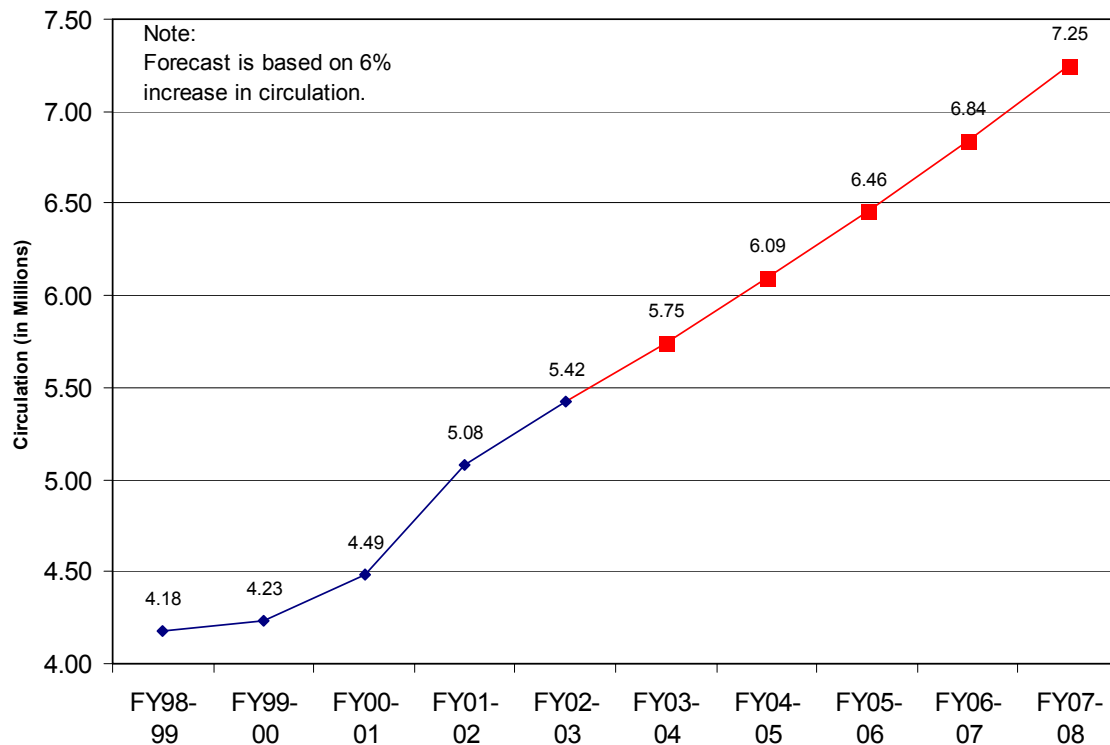
MLS Program-Events Attendance

Summary

We have a library system we can all be very proud to represent. Our collection of materials continues to increase and now stands in excess of 1 million items with circulation figures growing.

In 2004, many changes will be taking place. In January we will move into a new Choctaw library and in the spring there will be a move into the new Downtown building. We will also be vacating our last bookmobile in Luther and moving into a wonderful facility provided by the City of Luther.

We have included a five-year forecast of our circulation, which demonstrates the exciting future for us, the Metropolitan Library System. That future will surely require changes. Yet, our vision, our spirit, will remain constant: To provide an information-rich environment of library resources for all the people of Oklahoma County.

MLS Circulation
(5 Year Actual / 5 Year Forecast)

Note:
Forecast is based on 6% increase in circulation.

FY	Circulation (in Millions)
FY98-99	4.18
FY99-00	4.23
FY00-01	4.49
FY01-02	5.08
FY02-03	5.42
FY03-04	5.75
FY04-05	6.09
FY05-06	6.46
FY06-07	6.84
FY07-08	7.25

End Notes

[i] "Metropolitan Library Commission Names Donna Morris New Library System Executive Director." November 2002. **Library News**, www.metrolibrary.org. December 30, 2003.

[ii] "Drexel Extension to Close, Metropolitan Library System Officials Say." March 2003. **Library News**, www.metrolibrary.org. December 30, 2003.

[iii] "Spencer Extension to Close, Say Metropolitan Library System Officials." May 2003. **Library News**, www.metrolibrary.org. December 30, 2003.

[iv] "Groundbreaking for New Choctaw Library." July 2002. **Library News**, www.metrolibrary.org. December 30, 2003.

[v] "Edmond Library Checks Out Millionth Items." June 2003. **Library News**, www.metrolibrary.org. December 30, 2003.