## The Facts
### LIBRARY OUTREACH & EARLY LITERACY

**1** There were 96.5 million attendees at public library programs in 2013, more than all Major League Baseball and NBA games combined.

**2** Library outreach is taking hold: 7% of those 16 and older have been visited in some way by a librarian in the past 12 months and another 4% have had that experience, but not in the past year.

**3** 58% of Americans think libraries contribute "a lot" toward creating educational opportunities for people of all ages.

**4** 94% of parents say that libraries are important for their children

**5** More than eight in ten (84%) of parents say a major reason they view the library as important is that it helps to develop a love of reading and books.

Facts from the Pew Research Center and the American Library Association

## Come Read with Me – A Rewarding Volunteer Experience

Come Read with Me, a program through our library's outreach services, brings experienced specialists as well as volunteers to local after-school programs to work with children on early literacy skills.

The program connects children with the joys of reading by engaging with them in group discussion about the materials they read and gives children time with volunteers for more individualized attention.

"I help the children select books and lend an ear to listen as they read. Sometimes I will read to the child as well. We try to keep things fun and interesting for them," library volunteer Wanda Patrick said.

Volunteers Sharon Hampton and Wanda Patrick have developed a love of the program and its mission to teach lifelong reading skills. Their volunteer work has helped some children with no reading skills, become readers.

"I always loved reading to my boys and I have missed it. When I found out about come read with me I called up and I started soon afterwards," Hampton said.

Hampton and Patrick have volunteered with the library for over 4 years, and they said they plan to volunteer for many more years to come.

"Since good reading skills are necessary to accomplish anything in life it is important that the library be proactive is helping children to read," Patrick said. "The time we have with the children is not long enough to teach them how to read, but we can show them that reading is fun so they will want to read."

Patrick said her most rewarding experience with the program was working with a child who could not read when he started the program. By the next school year he was reading to her during their sessions.

"I enjoy helping children discover that reading can be fun. I read to one little boy last year that couldn't read. This year he is reading to me and he is so proud of his accomplishment. This makes volunteering worthwhile." - Wanda Patrick, Come Read with Me volunteer

# 8 Things Engagement and Program Services Wants you to Know

**1** **So, what's your department called now again? And how does this best represent what you do?**

We are now called Engagement and Program Services (EPS). The Engagement and Program Services (EPS) department focuses on systemwide services and programs for targeted audiences. Utilizing the Outcome-Based Planning and Evaluation (OBPE) model, EPS will guide library staff in cabinet positions to craft services and programs based on community need. EPS also establishes best practices and trainings essential for the success of engagement staff across the system.

**2** **Who will be a part of this department?**

Six people are assigned to work in EPS – three systemwide managers (Emily Williams, Kristin Williamson and Kellie Delaney) and three programs managers (Jessica Gonzalez, Teresa Matthews and Julia McConnell). Jessica, Teresa and Julia will be transitioning from their respective libraries to new roles in EPS. Support will be provided by an administrative specialist which will be posted soon.

Additionally, frontline engagement staff will play a vital role in developing, creating and implementing local and systemwide programs and services.

**3** **What are your roles? How do the cabinets work?**

A Systemwide Manager and a Programs Manager will be assigned to work with each cabinet: children, teens and adults. Under the direction of the Regional Director, the Systemwide Services Manager plans, coordinates and directs the library system's services for their target audience, to include systemwide and local programs and initiatives. The Programs Manager supports the planning, coordination and direction of the library system's services for a target audience, to include systemwide and local programs and initiatives.

The cabinets are comprised of Engagement Managers who collectively serve as a sounding board, strategic planning team, research and development work group, etc.

**4** **What are your goals for 2018?**

To implement Outcome Based Planning and Evaluation (OBPE) for engagement services. EPS will also focus on providing relevant training for engagement staff.

# 8 Things You Should Know About the New EPS

**1** We are now called Engagement and Program Services (EPS).

**2** We have added some staff.

**3** There are three cabinets with a systemwide manager and programs manager for each one. The cabinets are comprised of engagement managers from each location.

**4** This year our focus is evaluation and training.

**5** Staff can get involved by joining a project team.

**6** Our goal is to give staff the tools they need for success.

**7** The pause is so we can work on mastering the service model and build an infrastructure to support system-wide engagement.

**8** Your ideas are key in designing services and programs for long-term success.

## 8 Things continued...

**5** **Can staff submit ideas to you for system-wide programing? How?**

Our priority is in assessing community needs with an environmental scan, which is the cabinets' current project. There will be opportunities to serve on project teams to help create programs and services to respond to the community needs. We will be tapping into frontline staff's talent and knowledge to help us create new programs and services.

**6** **What's your training focus?**

Our goal is to equip staff with all the tools they need to be successful in their engagement role. In collaboration with the engagement managers we have compiled a list of trainings that will be rolled out in three phases.

**7** **Why do we need to pause?**

To meet the goals of our strategic plan, MLS shifted focus to the access and engagement model. While library staff are mastering the new service model, EPS is building an infrastructure to support systemwide engagement. As stated in the strategic plan, MLS connects with customers on a meaningful level – adding value to each customer interaction and strengthening connections with the communities and people we serve. We want to do this thoughtfully and effectively and need space and time to lay the groundwork.

**What if I want to start a new program?**

Once the community assessment has been

**8** completed and the desired outcomes identified, we will be looking to you to help design services and programs to fulfill those outcomes. Talk to your engagement manager and find out how you can help with the community assessment. Hold on to the great ideas you have and bring them to the project teams in which you will be participating.

# EPS

**Emily Williams**

"I am so proud of how our staff encourage, mentor, and support teens in our community."

## Fun Fact

"I am also an artist and just had a gallery show downtown."

**Kellie Delaney**

"I am passionate about bringing people and information together, which is why I love working in libraries. Libraries are the greatest connectors for our communities. Connecting people with information, people, spaces and so much more."

## Fun Fact

"I will name your baby for free. Plus I hate socks."

**Teresa Matthews**

"I'd wanted to work in a library since I was 12 and was a summer reading volunteer at The Village Library."

## Fun Fact

"I go to Disney a lot and visited 3 Disney castles (Florida/California/Paris) in one year to celebrate my 50th birthday."

**Julia McConnell**

"I am excited to start planning high impact programming for our community. Thinking creatively and strategically is one of my favorite things to do in my job."

## Fun Fact

"I have a Jack Russell Terrier named Molly Marlova Magdalena McConnell."

**Jessica Gonzalez**

"I am so excited about my new role in EPS. I have a love for working with children, families, and schools and for ensuring that staff have the tools they need to be successful. My new job as Programs Manager will allow me to fully engage with both of these passions and provide me with the opportunity to continue to grow professionally!"

## Fun Fact

"I am a new mama to a beautiful, sweet, and joyous baby boy. He is my everything!"

**Kristin Williamson**

"I feel so fortunate to be able to work with all of the amazing staff in our library system as we create meaningful programs and services for the children in our community."

## Fun Fact

"My first concert when I was 4 years old was Weird Al Yankovic and the Monkees."

"I am so proud of how our staff encourage, mentor, and support teens in our community."

- Emily Williams, teen services manager

# Coming Up...

## MARCH

| Date | Event |
| --- | --- |
| All Month | Women's History Month |
| All Month | National Crafts Month |
| All Month | Teen Tech Month |
| Mar. 16 | Freedom of Information Day |
| Mar. 17 | St Patrick's Day |
| Mar. 17 @ 1 PM | Go Green St. Patrick's Day at Myriad Gardens |
| Mar. 20 - 24 | PLA Conference and PLA Virtual Conference at the Service Center |
| Mar. 22 @ 2 PM | Staff Association Meeting |
| Mar. 31 | 1st Quarter Safety Training Due |
| Mar. 31 @1 PM | Easter Eggstravaganza at Myriad Gardens |

## APRIL

| Date | Event |
| --- | --- |
| All Month | Child Abuse Prevention Month |
| All Month | National Poetry Month |
| Apr. 1 | Easter (LIBRARY CLOSED) |
| Apr. 7-8 | LEGO Brickuniverse at the Cox Convention Center |
| Apr. 7 @ 11 AM | EarthFest 2018 at the Martin Nature Park |
| Apr. 8-15 | National Library Week |
| Apr. 8 @ 12 PM | OKC Philharmonic Discovery Series |
| Apr. 10 | National Library Worker's Day |
| Apr. 12 | D.E.A.R. Drop Everything and Read |
| Apr. 12 | Literary Voices Dinner and Lee Brawner Award |
| Apr. 13 | Literary Voices FREE Public Event |
| Apr. 15-22 | National Volunteer Week |

## CELEBRATE

## Freedom of Information Day Mar. 16

Libraries serve an essential function in the community by fulfilling the mission of providing the freedom of information of all kinds to all library customers.

Freedom of Information (FOI) Day is an annual nationwide celebration of the ability of Americans to access U.S. government files. The event occurs on or near Mar. 16 and is also the birthday of James Madison, the father of the Constitution and an advocate for openness in government.

The Freedom of Information Act went into effect July 4, 1967 and was strengthened following the Watergate conspiracy.

The act requires all government agencies to publish documents in the Federal Register so they are accessible. However, agencies do have the right to delete identifying details to preserve the identity of individuals.

There are nine categories of records that may be withheld including national defense information, matters under litigation, and medical files.

It is estimated that it costs agencies about $48 million per year to comply with the Freedom of Information Act. Some Americans disagree with the act because of the cost and time it takes for government personnel to comply.
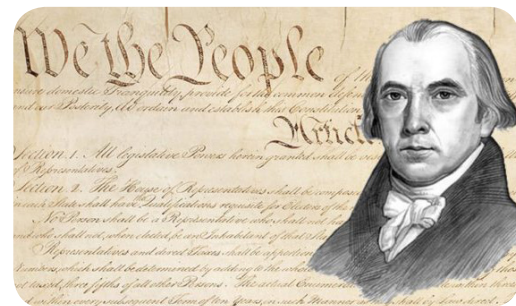
Similar to the values upheld by the Freedom of Information Act, the Library Bill of Rights "affirms that all libraries are forums for information and ideas" and resources should be provided for the "interest, information, and enlightenment of all people".

**Works Cited**
"Freedom of Information Act." Issues & Controversies in American History. Infobase Learning. http://icah.infobaselearning.com/icahencyarticle.aspx?ID=8598.

"Library Bill of Rights", American Library Association, June 30, 2006. http://www.ala.org/advocacy/intfreedom/librarybill

"Madison, James." Issues & Controversies in American History. Infobase Learning. http://icah.infobaselearning.com/icahencyarticle.aspx?ID=13837.

**James Madison**
4th President of the United States

**Born**
March 15, 1751
Westermoreland
Co., Virginia

**Died**
June 28, 1836
Montpelier

**Known as**
- The father of the U.S. Constitution.
- A founder of the Jeffersonian Republican Party.
- An advocate for separation of church and state.
- Sponsor of the first 10 amendments, known as the Bill of Rights.
- An advocate against the Alien and Sedition Acts.
- The War of 1812

"The advancement and diffusion of knowledge is the only gaurdian of true liberty."

- James Madison

# Shelf LIFE

## In Case You Missed It...

**Database Highlight #33: We've Got the AI for That**
Sadie Bruce ◆ Mar. 5
It's Teen Tech Week! Teens are more tech savvy than ever. With coding classes being taught in middle school and the growing debate around artificial intelligence, you might find yourself needing to recommend a database that's focused solely on computers. If so then Computer Source is what you're after.
Read more...

**Access Services Minutes - February 20, 2018**
Risa Sargent ◆ Mar. 6
Read more...

**Shea Serrano Titles in Overdrive Bookclub**
Sadie Bruce ◆ Mar. 7
On March 17th, author Shea Serrano will be visiting the Downtown Library. There are typically waitlists on the physical and digital copies of his books, The Rap Year Book and Basketball (and Other Things). However, starting today, both titles will be available in Overdrive no holds required!
Read more...

**Video - System Update with Kay**
Victoria Garten ◆ Mar. 8
Read more...

**Database Highlight #34: We've got the Lady Controversy for That**
Sadie Bruce ◆ Mar. 12
Who've been creating controversies since before America gained her independence? Women, of course! This week's database highlight, Issues & Controversies in American History, has no shortage of historical controversies presented with the same attention to dual viewpoints as its modern counterpart, Issues & Controversies.
Read more...

**Database Trial: Polling the Nations**
Sadie Bruce ◆ Mar. 14
Polling the Nations is an Online database of public opinion polls containing the full text of 700,000+ questions and responses, from 18,000+ surveys and 1,700+ polling organizations, conducted from 1986 through the present in the United States and more than 100 other countries around the world.
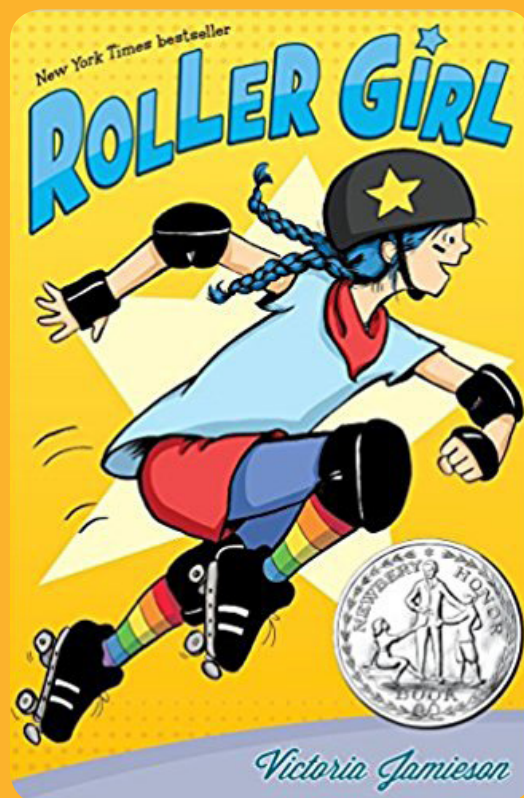Read more...

## Victoria Jamieson Visits Metro Libraries

March 12 - 17 eight library locations will welcome author Victoria Jamieson for a series of graphic novel writing workshops, open discussions and book signings.

Jamieson is is known for her middle-grade graphic novels and early reader picture books, most notably Roller Girl, winner of the Newbery Honor Award.

# Shelf LIFE

## In Case You Missed It Continued...

**Spoticus Coloring Sheet**
Kim Terry ◆ Mar. 14

With spring break ahead, download this PDF of a coloring sheet you can print out for kids (and adults!). If you like this, thumbs up for Victoria! It was her idea.
Read more...

**New Spanish Language eBook Platform Coming to Metro!**
Sadie Bruce ◆ Mar. 14

ODILO

The library will soon launch a new Spanish language eBook platform! The platform is called Odilo and is set to soft launch sometime mid-April 2018. Odilo delivers native Spanish language content from publishers in Spain, South America, and Mexico. Get a sneak peek at the upcoming training.
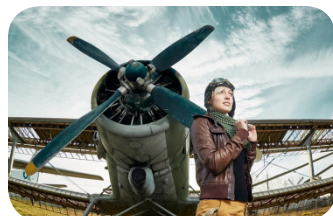
Read more...

## Check Out the Dog-Eared Blog Posts for Women's History Month

**Dare to Dream**
Picture books with strong Female Characters

**Written by**
Josh Jordan

**Her-story**
Historical Fiction Picks

**Written by**
Kassy Nicholson

## Learn More About the New Sign Language Resource

**Signing Savvy**
YOUR SIGN LANGUAGE RESOURCE

How will you introduce customers to our Signing Savvy language resource?

The resource will launch to the public on Mar. 22, 2018. So be sure to take some time to learn how to use Signing Savvy.
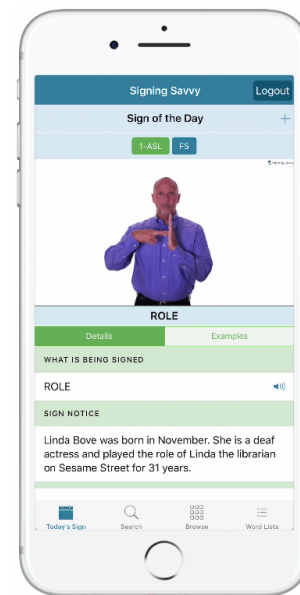
The American Sign Language learning and support site now comes with app access. Customers can learn sign language anywhere, anytime.

**Neat features include:**
- Video Sign on of the Day
- Baby Signs
- Printable Signs (great for an ASL storytime!)
- Deaf Culture and Interpreter blog
- ASL Dictionary

**Advantages of creating an account:**
- Ability to store lists
- Ability to print video frames (for example, in case you wanted to tie sign language to a picture or board book)
- Ability to create your own word lists
- And of course, app access!

**Action Steps**
- Download the app – did you have any trouble?
- Look around the site and/or the app. Do you see anything here you think would be of interest to customers?
- What sort of programming do you think Signing Savvy can support?

Check out Sadie's post about Signing Savvy...