



2018

ANNUAL REPORT

METROPOLITAN LIBRARY SYSTEM



MLS annual report 2018

OUR MISSION is to be the community's hub for critical thinking, creative problem-solving, and lifelong enrichment.

OUR VISION is to grow smarter communities, one person at a time.

OUR VALUES:

Library Customers First: Every person in the Community is a member of the Library, and we are committed to their success and to providing them the highest quality service.

Integrity and Trust in Us and by Us: Public confidence can only be achieved when we demonstrate honesty, accountability, and stewardship of the community resources committed to us, including people, time, assets, and funds. In addition, we can only be trusted when we trust our customers, colleagues, and partners.

Respect for Customers and Each Other: We treat the questions, ideas, and contributions of each of our customers, colleagues, and partners with the highest level of respect.

Freedom to Learn: We treasure and protect each customer's freedom to read, view, and learn in order to achieve his/her highest potential.

Commitment to Learning as Enjoyment: We believe that learning can be deepest and most effective when it is enjoyed, and we are dedicated to providing enjoyable opportunities while delivering on the Mission.

Individual Growth and Organizational Development: We commit to expanding our individual professional knowledge and skills to benefit the Library and its customers.

Fiscal Year 2018:

Focus on Access and Engagement

The Metropolitan Library System is Oklahoma County's hub for critical thinking, creative problem solving, and lifelong learning and enrichment. The Library is a community space where people are encouraged to connect and collaborate. We offer not only a community space, but diverse programming for all ages, information services, and a robust collection of books, movies, music and eResources. We constantly strive to improve and grow our services to give customers the best possible experience.

Our service model focuses on more purposeful interactions with customers through both access and engagement. Access interactions are focused on assisting customers with accessing our materials and services. Engagement interactions are focused on engaging customers that use our services, not just for the interaction in the moment, but in a way that will inspire them to use our services again in the future.

Access

New Capitol Hill Library

The newly renovated 17,000 square foot Capitol Hill Library opened in October 2017, funded through a 2007 Oklahoma City General Obligation bond. The building was designed to exemplify the booming Capitol Hill community and its history, built on the site of the first powered airplane takeoff in Oklahoma. The library houses the system's largest Spanish language collection including nearly 3,000 materials in a variety of genres.



"This is how we are going to win our children back from the streets, by teaching them to read things that will take them to other places, so they know there are other places besides this neighborhood. The world is open to them."

– Mary Sosa, Capitol Hill Library customer and Metropolitan Library Commission member

Borrowing Changes

Flexibility – This past year, the Metropolitan Library System gave customers more flexibility, allowing primary account holders to check out up to 100 physical items at one time with a three week loan period. Eligible items can also be renewed up to eight times, giving customers more time to enjoy their favorite materials.

Convenience – Holds are also a convenient way for customers to get their favorite materials. Up to 50 physical items can now be placed on hold at a time. These items are delivered to their local branch for convenient pickup.

Contact Us at your Convenience

The Central Information Services (CIS) department was created to centralize customer support and make interacting with your local library faster and easier than ever before. CIS staff are located in the Downtown Library, but they answer questions for all locations by phone, text message, email, social media or postal mail – adding up to about 1,800 questions per week. This gives customers the freedom to ask questions at a time that works best for them, through the communication platform that is easiest for them. Local library staff are then able to spend more time helping customers in person, developing programs and establishing relationships in the community.

Digital Access 24/7

We offer a variety of digital collections that are available 24/7 including eBooks, eAudiobooks, movies, TV shows, music, research collections and more!

Some popular resources available from home include genealogy services such as *HeritageQuest Online* and *America's GenealogyBank*, children's resources such as *A to Z the USA*, *Culture Grams* and *World Almanac*, as well as job and career resources such as *Cypress Resume*, *Lynda.com* and *Mergent Intellect*, among a variety of others.

In addition to accessing resources 24/7 from your computer, some of our resources are available from the convenience of a smartphone or streaming service provider like Roku or Amazon Fire.

*We added over
240,000 new
physical materials
to our collection
last year and
almost **500,000**
new eBooks and
eAudiobooks.*

*Our librarians
answered over
238,000
reference questions
last year.*

*Metro Libraries have
over **401,000** active
accounts. We welcomed
about **51,000** new
account holders in 2018.*

*Our libraries loaned over **4.5** million physical materials and almost 2 million digital materials last year.*

There's an App for That!

Hoopla

Stream movies, TV shows and music from your mobile device, Apple TV, Chromecast, Fire TV, Android TV and Roku. Thousands of eBooks and eAudiobooks are also available through Hoopla without ever having to wait for an item or put it on hold.

Kanopy

Access high quality documentaries, indie films and instructional videos at your fingertips with the Kanopy app, Apple TV, Chromecast, Fire TV or Roku. Items are always available, so you never have to wait to watch your favorite titles.

Lynda.com

Want to learn something online? *Lynda.com* is an engaging way to learn about a variety of topics in hundreds of subject areas at your own pace without ever having to leave home or pay for expensive courses.

Mango Languages

Ever wanted to learn a new language? Mango is a self-paced digital learning resource with a variety of foreign language options to make learning on the go fun and easy. Just download the app or access it from your computer.

OverDrive and Libby

OverDrive and Libby are quick and easy apps to use to listen to eAudiobooks and read eBooks from your mobile device or computer.

Speakaboos

If your children love to access games on a smart phone or tablet, Speakaboos is a great educational option that will be sure to keep them busy learning for hours. The app is geared toward early literacy for ages 2 to 6 and includes data for parents on what your children are learning.

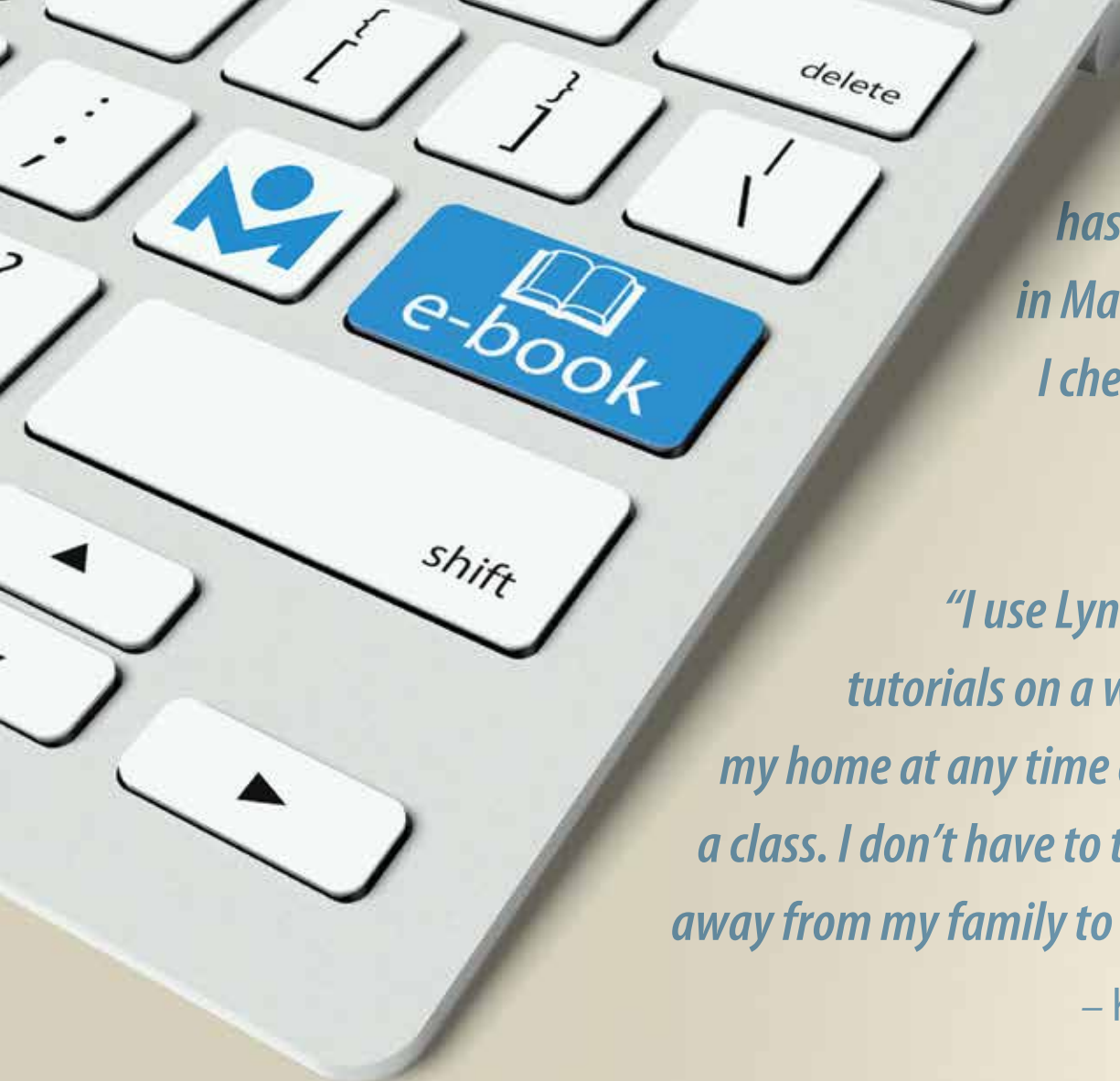
*** Over 7,000 library customers use Hoopla. Hoopla customers downloaded and streamed almost 40,000 items last year.**

*** Customers using Kanopy streamed almost 4,000 movies last year.**

*** Customers checked out almost 2 million digital materials last year.**



Our libraries logged almost 758,000 computer sessions last year from 574 public computers.



“Getting to check out the eBooks has made my life so much easier. I can be in Machu Pichu, Peru and check out a book. I check out books from all over the world.”

— Sue Anthony, Library Customer

“I use Lynda.com because they have free online tutorials on a wide range of subjects. I can do it from my home at any time of day and I don’t have to stop to take a class. I don’t have to take time off from work and take time away from my family to learn the things that I want to learn.”

— Kasandra Dewbre-Burrows, Library Customer

*Our eResources were used over **997,000** times last year.*

Reading Suggestions

Our skilled librarians can help you find your next read!

Novelist

Novelist K-8 and Novelist Plus provides suggested reads or listens across many genres (and for all ages) based on previous books read or listened to or based on title, author, series, or narrator. Novelist can be found on the website under Research.

Online

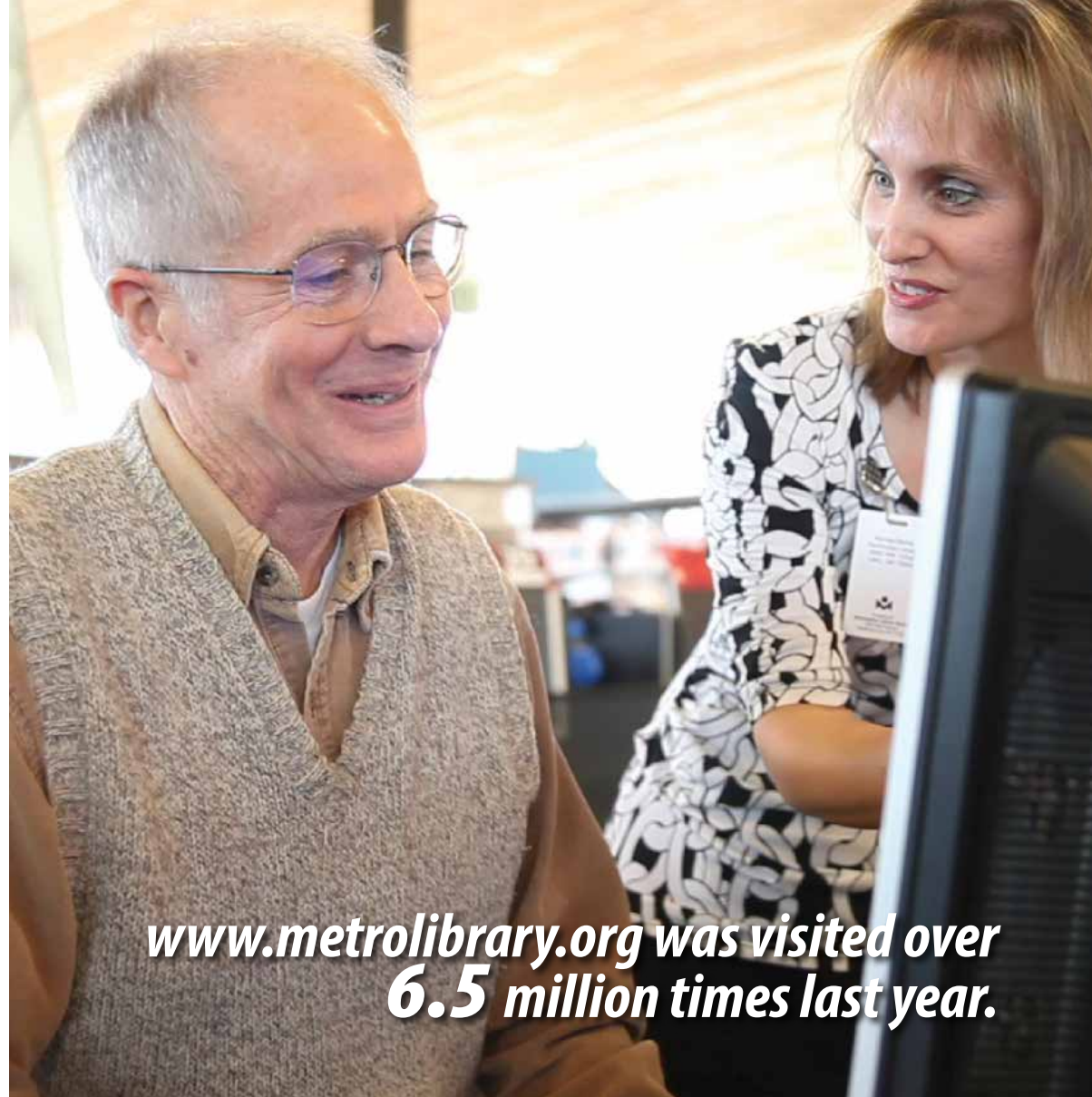
Visit our Tailored Titles page on the Library website to take a reading interest survey and we will develop a personalized reading list based on your responses. You can also subscribe to receive email newsletters based on your favorite genres.

On Social Media

Join us the first Wednesday of the month on Facebook or Twitter to chat with a librarian for personalized book recommendations.

In Person

We welcome you to visit any one of our 19 library locations for an in-person recommendation.



***www.metrolibrary.org was visited over
6.5 million times last year.***

***103,000** people engaged with us on social media last year.*

ENGAGEMENT

Come Read with Me

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 them in group discussion about the materials they read and gives children time with volunteers for more individualized attention.

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"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."

— Wanda Patrick, *Come Read with Me* volunteer



"All of our programs have educational value for our kids." — Aileen Barton, Belle Isle Children's Librarian

Summer Reading

We try to offer not only fun summer programs and events for all ages, but a captivating Summer Reading program. Reading during the summer months helps children retain reading skills they learned during the school year. Children can earn prizes and badges for reaching their reading goals. But the Summer Reading program is not just for kids, the adult program is also a popular summer challenge. Adults can earn prizes and reap the benefits of regular reading, such as decreased stress levels and improved memory. Last year we had over 28,000 summer reading participants, a 24 percent increase over the previous year. Together, participants totaled over 20 million minutes read.

Diversity in Programs and Materials

The Library offers diverse programming for all ages. Some past programs include musical performances from jazz musical group Short Dogg, Adam and Kizzie and Alegria Real; theatrical performances from Rhythmically Speaking; African American history programs; author talks including diverse authors such as Matt de la Peña; special film viewings and more. We also offer a variety of collections specializing in African American and Hispanic history and heritage. Bilingual sessions of the popular *123! Play with Me!* children's program are also available at some of our library locations.

Storytimes

Storytime programs are one of our most popular and widely offered children's programs. We offer a variety of different kinds of storytimes including yoga storytime, *123! Play with Me!* and others. Librarians keep children engaged with lively rhymes and songs. Many libraries offer their storytime programs on the same days and times each week to help parents and children not only read and play together, but develop a sense of community. In addition, these programs help children develop key early literacy and social skills.



*Last year we had over **28,000** Summer Reading participants, a **24%** increase over the previous year.*

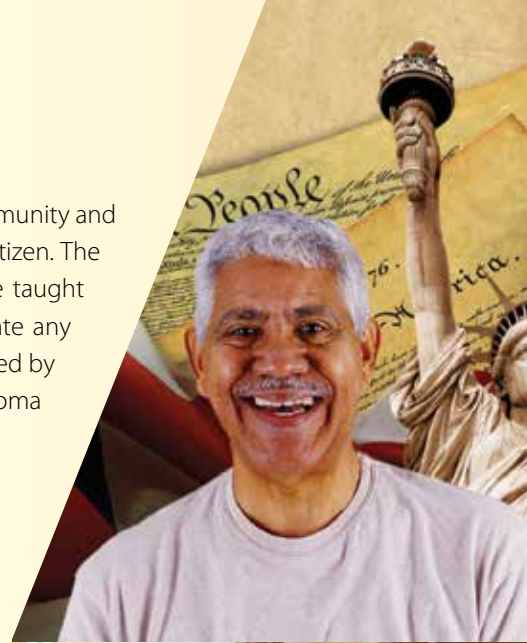
Citizenship Corners

Citizenship programs offered at Metro Libraries help us create a more inclusive community and provide relief assistance to families unsure of what step to take next to become a citizen. The program includes four or five student teachers in each classroom and classes are taught twice per week. The classes are open to the public and designed to accommodate any level of language proficiency. Citizenship Corners is part of a national program funded by a grant from the Institute of Museum and Library Services (IMLS) through the Oklahoma Department of Libraries.

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“Citizenship classes at the library are great. I like it because it is free, it is close to where I live and it is easy - they break it down and they are really good at explaining if you have questions.”

— Yessica, Citizenship Class Student



Over 108,000 customers attended almost 6,000 programs at our libraries last year.

Sensory Playtime

Sensory Playtime is a fun and unique program that gives parents and children the opportunity to learn by exploring with their senses. Sensory play can help develop motor skills by teaching children to coordinate muscle groups as they play. This form of play can also have a calming effect on children. Learning through senses is a valuable learning tool for all children, but it can be particularly beneficial to children with autism, sensory integration dysfunction disorder or other sensory related disorders.

Community Outreach

We want everyone to know what we offer, so our librarians speak at schools, senior centers and other local institutions to help spread the word. We also set up booths at community events where we hand out books and try to connect users with valuable library services.

Author Visits

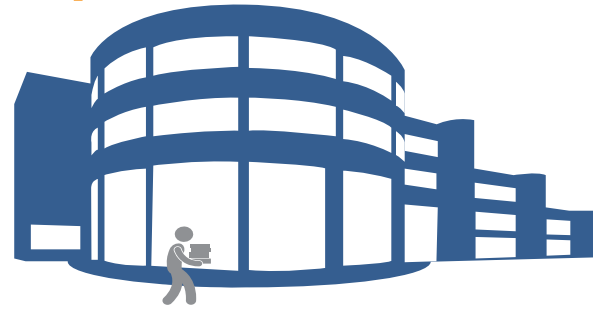
The Library strives to offer a variety of program options for the community to learn and grow, including diverse author programs to give customers the opportunity to see their favorite authors and explore new ones. Some recent author visits include Victoria Jameson, Shea Serrano, Lee Child, Jo Ivester and others.



We grow smarter communities, one person at a time.

TOTAL LIBRARY VISITS

Physical and Online



ATTENDANCE
Programs & Events
108,076



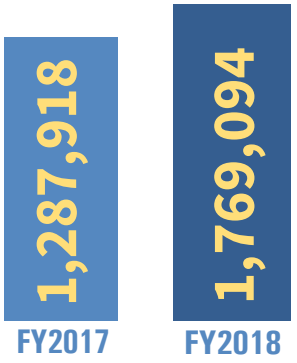
5,983
Programs & Events

NEW ACCOUNTS
51,051

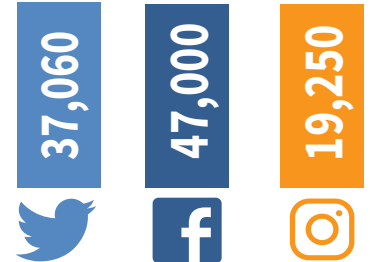


CHECKOUTS
6,276,757

eBook & eAudiobook



SOCIAL MEDIA
Interactions



hoopla®

Movies, eBooks, eAudiobooks
DOWNLOADED / STREAMED

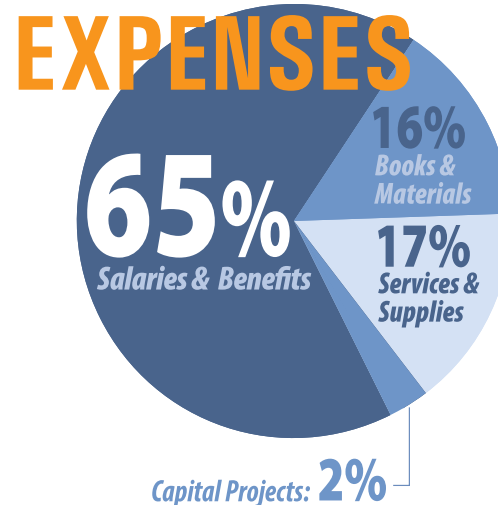
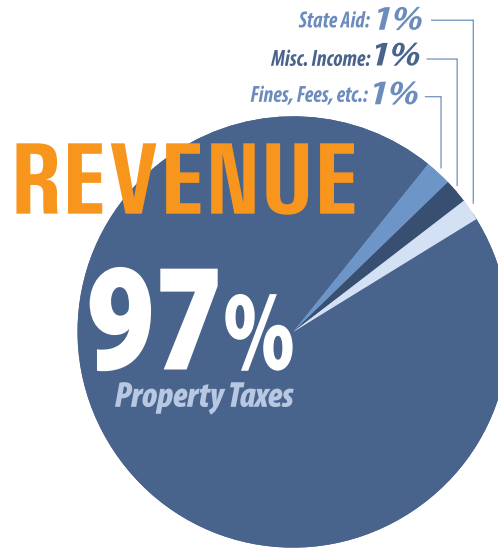
39,959

kanopy

Documentaries, Classic,
Indie & Childrens films

MOVIES STREAMED

3,896



Metropolitan Library Commission FY2017 - 2018

Nancy Anthony, Chair
Dr. Ann Caine, Vice Chair
Brian Alford
Watzell Carlson
Allen Coffey
Bud Elder
Cynthia Friedemann
Helene Harpman
Mayor David Holt
Carolyn Leslie
Penny McCaleb
Tracy McDaniel

Lori Nelson
Mukesh Patel
Kim Patterson
Hugh Rice
Dr. Dennis Shockley
Jim Shonts
Judy Smith
Mary Sosa
Beth Toland
Susan Tucker
Ray Vaughn
Pete White

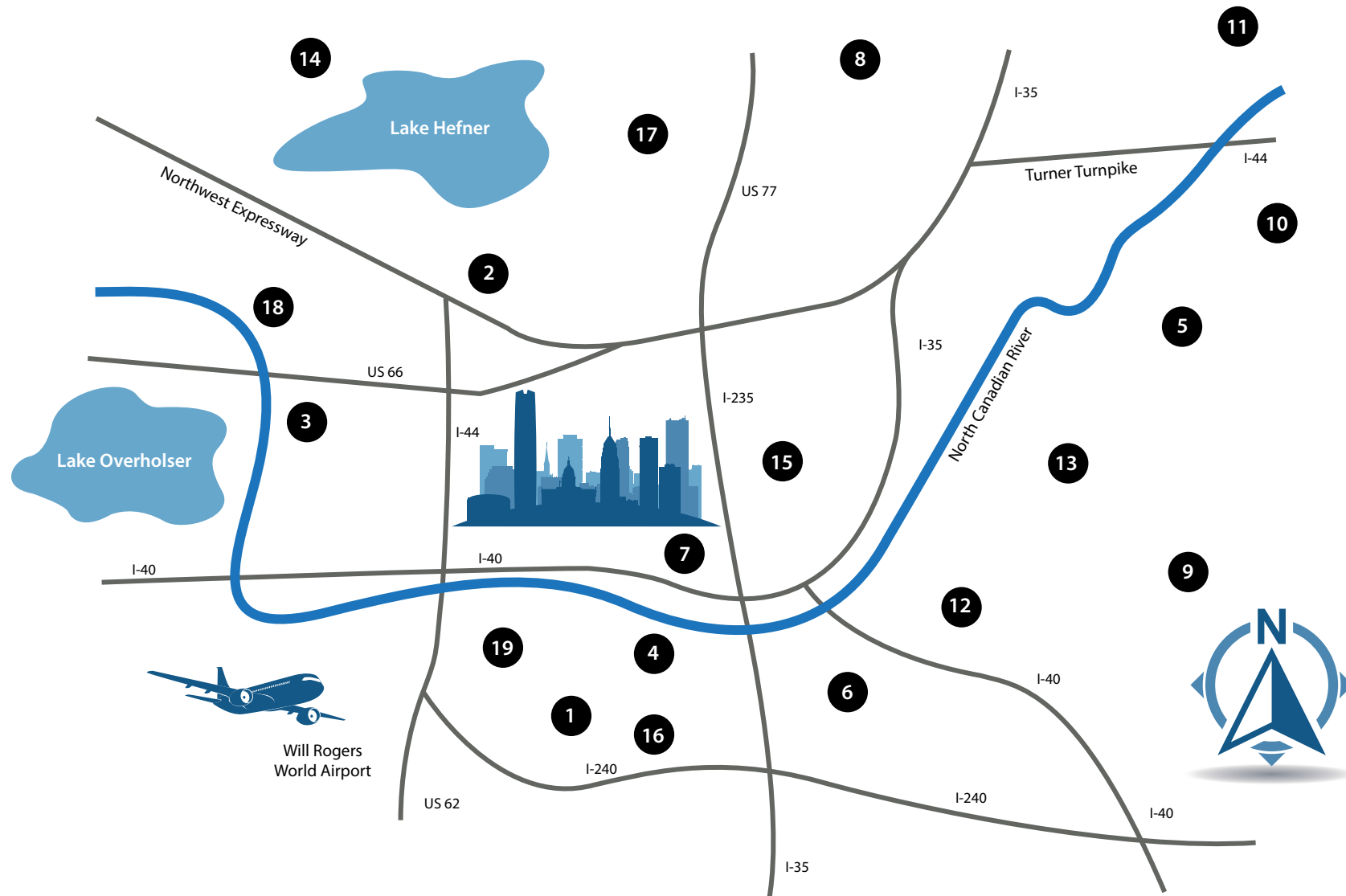


*We grow smarter
communities,
one person at a time.*



Metropolitan Library Locations

1	ALMONTE LIBRARY	2914 SW 59th, Oklahoma City	606-3575
2	BELLE ISLE LIBRARY	5501 N. Villa, Oklahoma City	843-9601
3	BETHANY LIBRARY	7941 NW 23rd, Bethany	789-8363
4	CAPITOL HILL LIBRARY	327 SW 27th, Oklahoma City	634-6308
5	CHOCTAW LIBRARY	2525 Muzzy Street, Choctaw	390-8418
6	DEL CITY LIBRARY	4509 SE 15th, Del City	672-1377
7	DOWNTOWN LIBRARY	300 Park Ave., Oklahoma City	231-8650
8	EDMOND LIBRARY	10 S. Boulevard, Edmond	341-9282
9	HARRAH LIBRARY	1930 N. Church Avenue, Harrah	454-2001
10	JONES LIBRARY	9295 Willa Way, Jones	399-5471
11	LUTHER LIBRARY	310 NE 3rd, Luther	277-9967
12	MIDWEST CITY LIBRARY	8143 E. Reno, Midwest City	732-4828
13	NICOMA PARK LIBRARY	2240 Overholser, Nicoma Park	769-9452
14	NORTHWEST LIBRARY	5600 NW 122nd, Oklahoma City	606-3580
15	RALPH ELLISON LIBRARY	2000 NE 23rd, Oklahoma City	424-1437
16	SOUTHERN OAKS LIBRARY	6900 S. Walker, Oklahoma City	631-4468
17	THE VILLAGE LIBRARY	10307 N. Pennsylvania Ave., The Village	755-0710
18	WARR ACRES LIBRARY	5901 NW 63rd, Warr Acres	721-2616
19	WRIGHT LIBRARY	2101 Exchange, Oklahoma City	235-5035



The Metropolitan Library System of Oklahoma County / www.metrolibrary.org



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