



Metropolitan Library System
2021 Annual Report / 2022 Calendar



From Our Executive Director

Last year, public libraries from every community in the United States were called upon to respond to a plethora of community impacts: COVID-19 and the corresponding health care crisis, a national financial crisis with unprecedented job losses, and social unrest in response to calls for social justice in our communities. Public libraries became the center point of community responses by supporting accurate counts in the US census; supporting remote work and learning; providing access to governmental information and resources to aid those harmed by severe weather and business / employment setbacks; providing resources and services to aid community members facing life's challenges; and facilitating participation in our elections.

The Metropolitan Library System was one of these public libraries supporting their communities in a time of need. MLS began by providing social media content to aid our customer's transition to digital library services the day after we were forced to close due to COVID-19, even though there was no infrastructure in place to do so. We then began supporting remote work and online learning and recreation. MLS responded quickly to the communities needs by immediately transitioning its operations to support the new demands of customers and introduced new technology (the Metro Check Out app) to aid in safe and convenient materials pick up by the customer. Access Services began by modifying customer access to the collection by providing curbside pickup, bonus bags, extending Library by Mail program activities, and offering curbside printables highlighting services and resources available to the customer. Departments and staff shifted quickly to offer virtual programming within a matter of days of our closure in March. The speed at which new services and programs were offered can be witnessed by our nationally recognized

Virtual Children Reading to Dogs program which got off the ground in 10 days. Systemwide engagement generated online thematic programming and take-home activity kits were quickly added to support our customer's needs in education and enrichment.

MLS also worked to support our online community and keep it connected to our real-world community of service. We found new ways to interact with our customers and meet their needs in the dynamic changing environment that was COVID-19. The library supported community groups and movements in meeting community and social needs. We worked with the OKC StorySLAM to offer monthly programming online through special partnerships; historic walking / cycling tours were created to match customers with our resources in new interactive ways; created a 2020 quilt at Southern Oaks to commemorate the year; offered our Author Hour program online fostering interactivity with customers; and offered online interactive health programs such as yoga and tai chi. Summer and Winter Reading were completely transitioned to a virtual format while still maintaining a connection to our customers.

MLS is now a more dynamic and flexible organization that can meet the changing needs of our customers more effectively both in-person and online. We are proud of the staff and their work that has made our transition so effective in this effort. We wish to thank all those whose time and contributions have made us successful in our new digital world of library service.

Dr. Larry Nash White
Executive Director

In the heart of a pandemic, but primed for the future

As a public library system, we depend on the community relationships we build at every library branch, and throughout our system. We are grateful for our volunteers and for our community partners, the Friends of the Metropolitan Library System and The Library Endowment Trust.

Our connection with the Friends goes back to their founding in 1978. The Friends of the Library raise funds through their members and through the sale of used and donated books and materials. Those funds are then granted back to the libraries.

February 2020 was the first time in over 40 years when the Friends were unable to hold their large annual event. Still, their volunteers maintained their online Amazon storefront and operations as much as they were able. As a result, the Friends were still able to make grants to support the library, including scholarships to help MLS staff members continue their education and funding for summer reading prizes across the county.

The Library Endowment Trust has been our community partner since 1986, when the Trust was established by the Friends of the Metropolitan Library System as a way for people to give to the library and to designate funds to help meet future library needs. The Trust raises funds each year through community appeals and by hosting an annual fundraising dinner, Literary Voices®. Due to ongoing pandemic concerns, the Trust again postponed this signature event, which is now planned for September 2022.

Because loyal donors have helped to sustain and grow the Trust, the Library Endowment Trust has been able to do more for our libraries. The Trust recently gifted \$950,000 to help with building state-of-the-art meeting rooms in the new Belle Isle Library. This gift from the Trust was made possible by a planned gift from Gordon E. and LaVerne Taylor. We look forward to celebrating this gift with the Library Endowment Trust when Belle Isle opens in 2022.

Relationships continue to be at the heart of our work. Volunteers are crucial to help us deliver great service and programs to our customers. While we took volunteering virtual for most of the past year, in coming months we will offer opportunities throughout our locations.

Community partnerships are also vital in helping us provide more for customers. During this pandemic year the library system participated as a pick-up location for Oklahoma City Museum of Art's Free Family Days. Five of our locations (Almonte, Capitol Hill, Ralph Ellison, Southern Oaks and Del City) distributed hundreds of free art kits in February and June 2021 because of this partnership. Similarly, we were able to provide free online classes in English as a Second Language and Citizenship due to our relationship with the Community Literary Centers. These classes are taught on zoom by CLC instructors and have helped us to better serve the community in our work together.

1,780
hours given by

99
library volunteers

21
therapy dogs
helped children build
confidence in reading

49
Virtual Children
Reading to Dogs
Programs



Financial Report

	FYE 2021	%	FYE 2020	%
Revenue:				
Property Taxes	41,929,087	96.4%	39,459,366	96.4%
Fines and Copy Services	241,450	0.6%	464,457	1.1%
Gifts and Grants	1,046,630	2.4%	208,169	0.5%
State Revenues	203,135	0.5%	236,276	0.7%
Other	59,371	0.1%	546,836	1.3%
Total Revenue	43,479,673	100%	40,915,104	100%
Expenditures:				
Personnel and Benefits	26,029,963	61.8%	25,095,191	66.4%
Maintenance and Operations	5,941,913	14.1%	4,751,572	12.6%
Programming, Printing, Supplies	977,497	2.3%	879,643	2.3%
Capital Outlays	9,163,491	21.8%	7,079,582	18.7%
Total Expenditures:	42,112,864	100%	37,805,988	100%
Net Changes in Fund Balance	1,366,809		3,109,116	



32,972
New Library
Cardholders



933,755
Wi-Fi Sessions



154,136
Computer Sessions



2,213
Programs



32,135
Program Attendance



815,103
Library Visits

Virtual Checkouts

OverDrive

1,462,397
eBook

1,124,623
eAudiobook

73,192
Digital Magazines

2,660,212
Total OverDrive

EBSCO

28,595
eBook

Kanopy

45,766
Videos

hoopla

35,295
eBook & Comics

50,024
eAudiobook

25,811
Movies & TV

5,680
Music

116,810
Total hoopla

Checkouts by Format

1,526,287
eBook

1,174,647
eAudiobook

73,192
Digital Magazines

71,577
Videos

5,680
Music

Top Used Online Resources

ancestry™

Consumer
Reports™

Learning

Primed for the future

While the health of our community is still on the mend, we're looking to our future with some great new libraries and services.

New Libraries(-ish)

Spring 2022 can't come fast enough for the Belle Isle Library community. The library's renovation construction is scheduled to end in early spring with the grand opening following shortly after. This renovation is the first major remodeling effort for the library since it opened in 1963. The renovation includes an additional 10,000 square feet of space for a much larger meeting area, study rooms, children's programming space, a dedicated teen area and an MLS Studios makerspace.

Plans are also in the works for a new Almonte Library in southwest Oklahoma City. Construction is slated to start in fall 2022 and

the building is scheduled to be complete in late 2023. The new library will be about 20,000 square feet and will feature a public meeting room, children's programming space, an MLS Studios makerspace, study spaces and more. It is being built for flexibility and technology. We are also looking into a feature that holds lockers that can be accessed after normal library business hours. The new library site is just around the corner from the existing site at SW 59th Street and May Avenue.

Not exactly a new full-service physical library, but we recently built our first "Metro Library To Go" kiosk in Edmond's Mitch Park. The 24-hour kiosk contains books and materials to check out and allow for customers to get their holds and return books. It is our first drop off/pickup site just for holds.

MLS Commissioners FY 21

Listed below are commissioners that have served during FY 21 — July 1, 2020 to June 30, 2021.

Brian Alford
Nancy Anthony
Bo Birdsong
Ann Caine, Chair
Watzell Carlson
Jennifer Edmunson
Helene Harpman
Arlita Harris
Rachel Johnson
Elizabeth Larios
Carolyn Leslie
Penny McCaleb

Tracy McDaniel
DJ Morgan
Mukesh Patel
Kim Patterson
Chaya Pennington
Leah Rubio
Jay Scambler
Marguerita Shaw
Dennis Shockley
Jim Shonts
Judy Smith
Mary Sosa (In Memory)

Beth Toland
Susan Tucker
Pete White
Craig Woodruff
Tracey Zeeck

Ex Officio:
OKC Mayor David Holt

County Commissioners:
Kevin Calvey
Brian Maughan



January 2022

SUN	MON	TUE	WED	THU	FRI	SAT
26	27	28	29	30	31	New Year's Day Libraries Closed 1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	Martin Luther King Jr. Day Libraries Closed 17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

A Pandemic Won't Stop Us!

Libraries take pride in being safe, welcoming spaces at all times and especially during times of crisis. COVID-19 made gathering indoors unsafe. Out of concern for the safety and well-being of library staff and the communities we serve, we closed the doors for programming and book browsing in our physical buildings for much of the fiscal year. Closing our doors did not mean we were absent in our communities, but it created a unique opportunity to find new ways to serve our customers and communities.

While most of our in-person and physical services were unavailable while we were closed, we extended online renewal policies, expanded online checkout services and added virtual programming and services.

After returning from our closure in March and April, our libraries expanded to provide more in-person services such as curbside pickup, take-home kits, bonus bags and public computer access.



1,499 Virtual Programs
375 Online Storytimes Offered



27,601 Program Participants

RALPH ELLISON
BRANCH LIBRARY

1500 W. 10TH AVE. S. SALT LAKE CITY, UTAH 84143



February 2022

Black History Month

Ralph Ellison Centennial Celebration

In December 2021, we honored 100 years of having library services in our predominantly Black communities. Opening in 1921, Dunbar Library was the pride of the northeast OKC metro area and was the second library in our system. During the centennial year, we honored and celebrated the librarians, neighborhoods and customers who made these branches an important educational, cultural and recreational center for Oklahoma City.

SUN	MON	TUE	WED	THU	FRI	SAT
30	31	Chinese New Year 1	2	3	4	5
6	7	8	9	10	11	12
13	Valentine's Day 14	Nirvana Day 15	16	17	18	19
20	President's Day 21	22	23	24	25	Friends of the Library Annual Booksale 26
Friends of the Library Annual Booksale 27	28	31	1	2	3	4



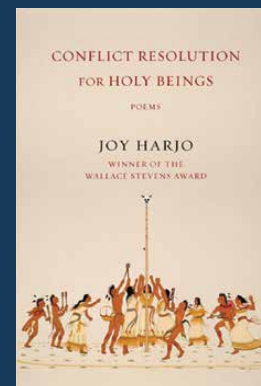
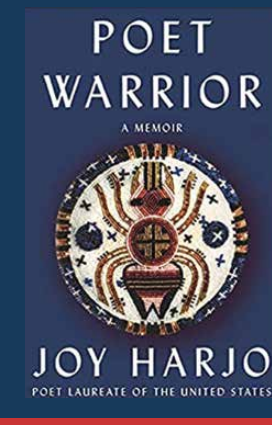
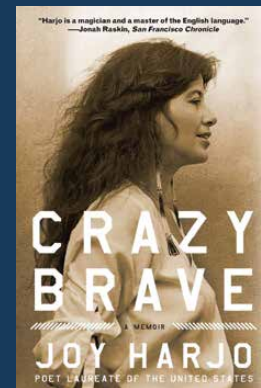
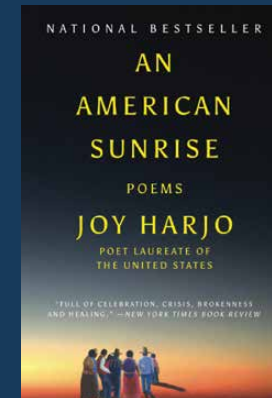
March 2022

Women's History Month

SUN	MON	TUE	WED	THU	FRI	SAT
27	28	1	Read Across America Day 2	3	4	5
6	7	8	9	10	11	12
Daylight Savings Day Begins Set Clock Ahead One Hour 13	14	15	16	St. Patrick's Day 17	Holi 18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Joy Harjo Visit

In April 2021, we organized a virtual visit with Joy Harjo, current U.S. Poet Laureate and an internationally renowned performer, poet and writer of the Muscogee (Creek) Nation. This event was hosted on our Facebook page and has become our most viewed and engaged with post in our Facebook history. More than 2,000 people in over 30 countries viewed Harjo's online visit.





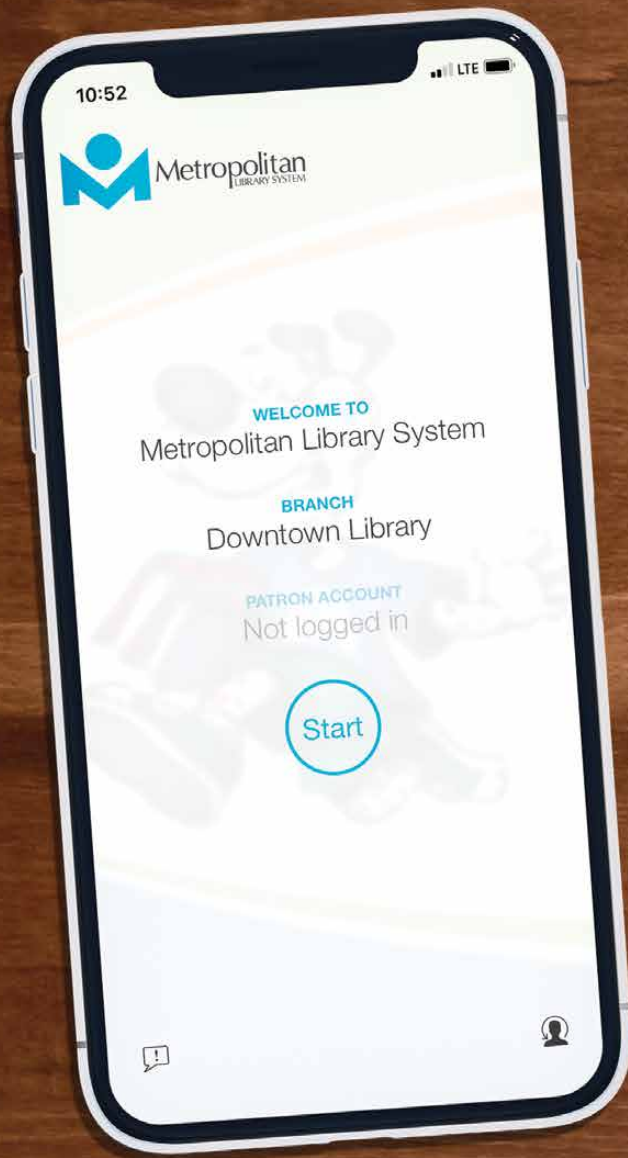
April 2022

National Poetry Month

Curbside Service

Beginning in May 2020, the library began offering curbside service to our customers. Our curbside service allowed customers to receive books and materials even though we weren't fully open to the public. After multiple weeks of library materials being unavailable to our customers, this service put new books and materials in the hands of our community and helped provide connection and comfort during this difficult time.

SUN	MON	TUE	WED	THU	FRI	SAT
27	28	29	30	31	1	2
National Library Week						
Ramadan Starts 3	4	5	Library Giving Day 6	7	8	9
Palm Sunday 10	11	12	13	14	Passover Begins at Sundown 15	16
Easter Libraries Closed 17	18	19	20	21	22	23
24	25	26	27	28	29	30



May 2022

Metro Checkout App

Looking to improve the customer experience and continue our popular curbside service, we launched the Metro Checkout app in January 2021. The free, easy-to-use app allows curbside customers to check into their library upon arrival. Customers can enter the description of their car, what spot they're parked in and information about bonus bags or take-home kits they expect to pick up, and Library staff will drop those items off to them. The app also lets you conveniently checkout books right from your phone. Just scan the book's ISBN code and just like that, the book is checked out to you! The app, available for download in your app store, allows customers to retrieve holds for members of their family who have separate library card accounts.

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5 Cinco de Mayo	6	7
8 Mother's Day	9	10	11	12	13	14
15	16 Vesak	17	18	19	20	21
22	23	24	25	26	27	28
29 Libraries Closed	30 Memorial Day Libraries Closed	31	1	2	3	4



June 2022

Gay Pride Month

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	31	Summer Reading Begins 1	2	3	4
5	6	7	8	9	10	11
12	13	Flag Day 14	15	16	17	18
Juneteeth & Father's Day 19	20	21	22	23	24	25
26	27	28	29	30	1	2

Summer Reading

In FY 21, our Summer Reading program looked much different than it has in years past. Since we were closed to the public in 2020, we came up with a new structure to make the program simple for both staff and participants. This included only one goal level and the same prizes for all ages.

At the end of this fiscal year, the start of the 2021 Summer Reading program, we tried something new with our popular Neighborhood Arts program. Instead of just hosting the performers virtually, we also brought them to neighborhood recreation centers, Boys & Girls clubs, Scissortail Park and Myriad Gardens.



7,693 Participants



7,433,479 Minutes Logged



7,618,594 Points Earned



July 2022

New Del City Library

The new Del City Library opened just in time for our new operating stage of Sit & Stay service. March 5 and 6, 2021 was a busy weekend for the new library with organizing staged tours, checking out books for eager customers and allowing them to sit down and read for a while.

“We have all sorts of wonderful resources: 30 public computers, much larger teen and children’s dedicated spaces, a covered patio for children’s events, private study rooms our customers can use as well as our own spaces for programs and events,” Angel Suhrstedt, library manager, said.

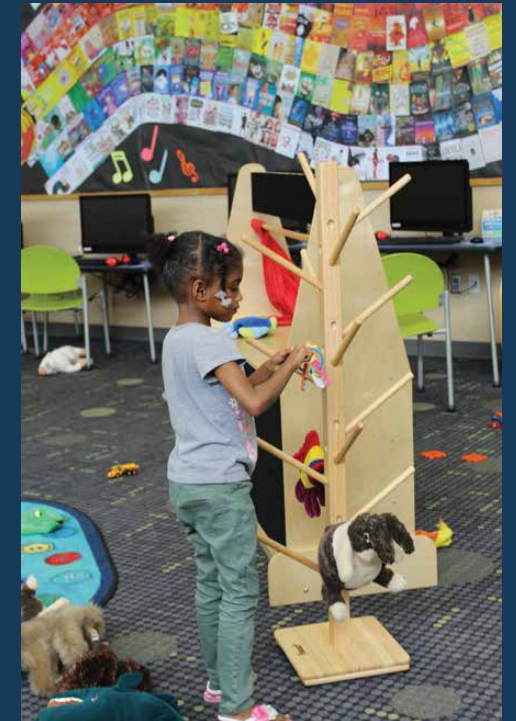
SUN	MON	TUE	WED	THU	FRI	SAT
26	27	28	29	30	1	2
3	4 Independence Day Libraries Closed	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24						
31	25	26	27	28	29 Islamic New Year	30



August 2022

Children's Materials Go Fine Free

This fiscal year we sought to improve access to our materials for our youngest customers. Starting July 1, 2020, we removed all overdue fines for children's materials and established a policy of no more late fees for them. Historically, children's overdue fines amount to less than 0.1% of our budget. As a result, they have little impact on library operations.



SUN	MON	TUE	WED	THU	FRI	SAT
31	1	2	3	4	5	6
7	8	9 Book Lovers Day	10	11	12	13
14	15	16	17	18	19 Krishna Janmashtami	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

LIBRARY RETURN

Return All library materials here. To ensure your account is properly credited, please follow the directions below.

RED: Please return items inside the red slot.

YELLOW: Please return items inside the yellow slot.

GREEN: Please return items inside the green slot.

September 2022

*National
Library Card
Signup Month*

Fine Free for All

Since launching our fine free policy for children's materials in July 2020, we heard a chorus of approval from our customers. This led to adopting a one-year pilot program or trial period of going fine free for all adult materials in July 2021. "Fines are an obstacle that disproportionately impacts families without the means to pay," said Chris Kennedy, MLS deputy executive director of public service. "We have a responsibility to make our materials available to as many people as possible. Removing these fines, while still requiring the items to be returned, will allow more customers to enjoy our materials for education and enrichment."

SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	31	1	2	3
Libraries Closed 4	Labor Day Libraries Closed 5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	Literary Voices with Elizabeth Strout 22	23	24
Rosh Hashanah Begins at Sundown 25	26	27	28	29	30	1



Metropolitan
LIBRARY SYSTEM

www.metrolibrary.org

October 2022

TeenTober

Experience Passes

In November 2020, we established a new service when we partnered with the Oklahoma City Museum of Art to provide vouchers that enable customers to visit the museum for free. These Experience Passes turned out to be a very popular service, and we have already solidified partnerships with two other museums in the metro area. In November 2021, we added the Oklahoma History Museum and its affiliated historical museums and sites as well as the Skeletons: The Museum of Osteology (think skulls, skeletons and bones!).

SUN	MON	TUE	WED	THU	FRI	SAT
25	26	27	28	29	30	1
2	3	4 Yom Kippur Begins at sundown	5	6	7	8 Mawlid
9	10 Indigenous Peoples Day Libraries Closed for Staff Development	11	12	13	14	15
National Friends of Libraries Week						
16	17	18	19	20	21	22
23	24 Diwali	25	26	27	28	29
30	31 Halloween					

OKC StorySLAM presents

PUNK SCENE



Metropolitan
LIBRARY SYSTEM

November 2022

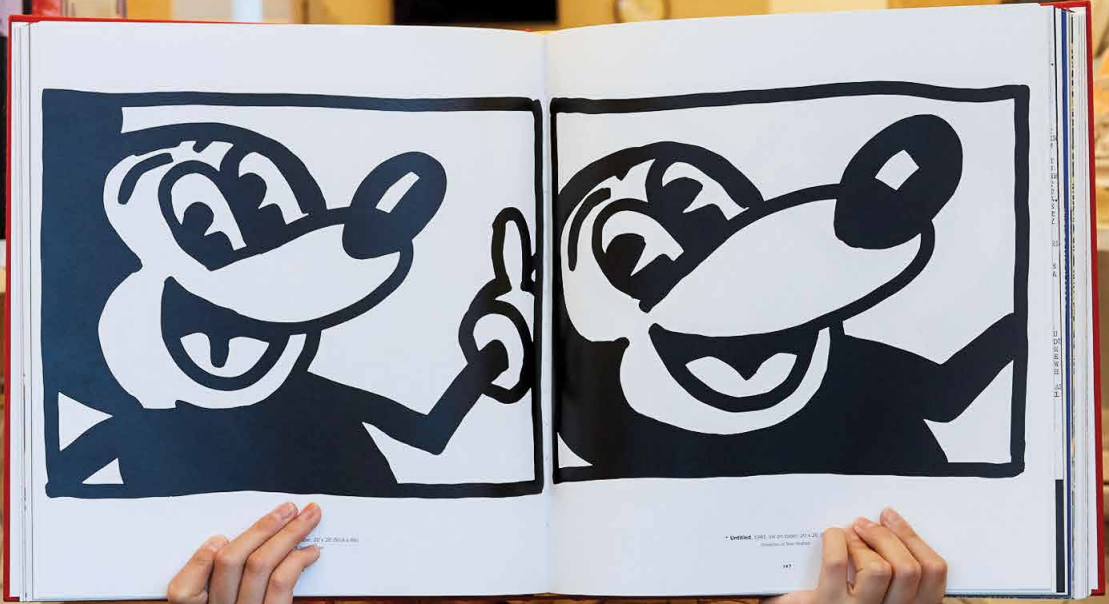
*Native American
Heritage Month*

SUN	MON	TUE	WED	THU	FRI	SAT
30	31	1	2	3	4	5
Daylight Savings Day Ends Set Clocks Back One Hour 6	7	8	9	10	Veterans Day 11	12
13	14	15	16	17	18	19
20	21	22	Libraries close at 6pm 23	Thanksgiving Day Libraries Closed 24	Libraries Closed 25	26
27	28	29	30	1	2	3

OKC StorySLAM

Starting in May 2020, the library partnered with OKC StorySLAM to provide monthly storytelling events through Facebook Live. Founded by a current staff member of the Oklahoma Arts Council, OKC StorySLAM has been a community tradition since 2005. Participants tell personal stories off a chosen theme. All stories must be true, told without notes, and told in seven minutes or less. With the pandemic, StorySLAM was not able to hold its live monthly events, so our library co-produced online events that gave local storytellers a virtual audience.





December 2022

The Oklahoma Contemporary Art Reference Library

In 2021, we partnered with Oklahoma Contemporary Arts Center and Kirkpatrick Foundation to ramp up a specialty book collection for art lovers. This collection holds more than 400 books on contemporary art, the history of art, artists who have drawn a powerful path in the world of contemporary art and more. The grand opening for this unique collection of books was held in October 2021.



SUN	MON	TUE	WED	THU	FRI	SAT
27	28	29	30	1	2	3
4	5	6	7	Bodhi Day 8	9	10
11	12	13	14	15	16	17
Hanukkah Begins at sundown 18	19	20	21	22	23	Christmas Eve Libraries Closed 24
Christmas Libraries Closed 25	Libraries Closed Hanukkah Ends & Kwanzaa Begins 26	27	28	29	30	New Year's Eve 31



January 2023

SUN	MON	TUE	WED	THU	FRI	SAT
New Year's Day Libraries Closed 1	Libraries Closed 2	3	4	5	6	7
8	9	10	11	12	13	14
15	Martin Luther King Jr. Day Libraries Closed 16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4



