



Edmond Library Plan of Service

July 1, 2007
to
June 30, 2008

Edmond Library Plan of Service 2007-2008

As one of the community libraries of the Metropolitan Library System, the Edmond Library is guided by the vision and mission statements of the MLS, and strives to grow with the system in the directions established by the strategic plan for 2002-2007: *A Compass for the Future*.

Vision

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.

Mission

The Metropolitan Library System facilitates the free flow of knowledge and ideas by providing access to materials, services and programs to Oklahoma County's diverse community.

Description of Facility

Although the city of Edmond has a long history of library services dating back to 1890, the current Edmond Library is part of the Metropolitan Library System serving Oklahoma County. The building was originally constructed in 1973 and extensively renovated in 2000. It is a 27,000 square foot facility with a seating capacity of 140. The library is located at the corner of First and Boulevard in the heart of downtown Edmond, adjacent to Shannon Miller Park. The mailing address is 10 S. Boulevard, Edmond, OK 73034.

Edmond Community Profile

CITY LOCATION

Edmond is located 13 miles north of downtown Oklahoma City. Edmond City limits cover 90 square miles in Oklahoma and Logan counties.

POPULATION

Edmond continues to be a rapidly growing community. The 2000 population of Edmond was 68,315. The projected population for 2006 is 73,415. Edmond's growth rate was 31.1% during the 1990s, compared to a 12.9% growth rate for the Oklahoma City metro area and a 13.2% growth rate for the United States as a whole.

The greatest bulk of Edmond's citizens are younger compared to the state and the country as a whole. The median age for Edmond is 34.2 years. Edmond's largest age group is between age 35 and 54. Edmond has the lowest crime rate of any city in Oklahoma with a population of more than 10,000.

AVERAGE HOUSEHOLD INCOME

Average household income in Edmond for 2005 was \$75,168. Edmond experienced a 49.2 % growth in average household income from 1990 to 2000. For comparison, the average household income for the Oklahoma City Metropolitan area was \$52,830. The unemployment rate in Edmond is 2.2%.

EDUCATION

Total enrollment in area public schools for 2005 was 19,183. Graduation rate is 97%. 85% of graduating students plan to attend college. Edmond had 20 National Merit Scholars in the class of 2005.

Public schools in the area include 13 elementary, 5 middle schools, and 3 high schools. The Edmond School District covers 130 square miles in Oklahoma and Logan counties. One outcome of Edmond Schools' recent expansion to include more of Logan County is that the number of citizens residing outside Oklahoma County eligible for library services with a "school card" is expanding dramatically.

Area private schools include five K-12 schools, one K-8 school, and one K-5 school. Most are faith-based.

Average college-entrance test scores for Edmond compared to the U.S. average for 2005:

- Edmond ACT = 23.1 U.S. ACT = 20.9
- Edmond SAT = 1169 U.S. SAT = 1028

In Fall 2005, 15,953 students were enrolled at the University of Central Oklahoma, and 2,052 were enrolled at the Oklahoma Christian University of Science and Arts.

Percent of population with a college degree

- 43.4 % of Edmond residents age 25 or older have a college degree, and 14.4% of that number also hold a graduate degree.

GOVERNMENT

Edmond is a chartered Manager-Council form of government. The Mayor is elected at-large. Council members are nominated from four wards and elected at-large. The City of Edmond budget is comprised primarily of sales tax and utility sales.

ARTS

Edmond is home to Shakespeare in the Park, the Blues & Jazz Festival, Canterbury Arts, the Fine Arts Institute, the Downtown Arts Festival, and the UCO Jazz Lab. Citizens of Edmond supported an initiative to purchase public art for the community; bronze statues were purchased with a partnership of public and private funding from 2002-2005 and mounted in high profile locations around town. Three pieces of public art are adjacent to or visible from the library. The library is located in the midst of the Edmond Cultural District.

POINTS OF INTEREST

Lake Arcadia is located five miles east of the library. The charming, Victorian downtown of Guthrie, OK and the Lazy E arena are sixteen miles north.

Source: *Edmond Economic Development Authority*

Edmond Library Services

Service Hours

- The library is open 70 hours a week. Regular service hours include Monday through Thursday 9am-9pm; Friday 9am-6pm; Saturday 9am-5pm; Sunday 1pm-6pm.

Collection

- A total collection of approximately 142,090 items including 81,656 circulating books, 4,386 reference materials, 35,983 paperback books, 4,858 periodicals, 2,133 audio tapes, 5,847 videos, 1,986 DVDs and 5,241 music and books on CD, according to the July 2006 collection analysis.
- Computer access to the library system's collection of over 1,000,000 items
- Licensed databases for numerous topics, including: associations, auto repair, biographies, current events, finance, genealogy, journal articles, literature, magazine articles, newspaper articles, poetry, readers' advisory, science experiments, and social issues
- Materials from outside the Metropolitan Library System via interlibrary loan

Librarian Assistance

- Library staff are available to assist customers with reference questions during business hours. Eight FTE Librarians are experienced in answering both routine and complex questions.
- Seven staff currently hold MLIS degrees, and several staff have advanced degrees in other fields.

Computer Services

- Six "CyberMars" computers, offering access to the library catalog, reserve services, and customer information
- Fourteen multi-use computers, including Internet access, office software, and databases.
- Four children's computers, offering educational programs and games
- Wireless Internet access, free of charge
- 24/7 library services available at www.metrolibrary.org

Programs & Events

Programs are offered for all ages, with a special focus on children and youth programming. Edmond Library offers Storytimes for pre-schoolers, Toddlertimes, and Lapsits for babies most weeks throughout the year. The library provides "Come Play With Me" workshops for 0-3 year olds in the spring and fall, and open playtimes throughout the year. We offer an annual summer reading program for children and teens.

For seniors, we offer a weekly "coffee break" game and social group, movie/discussion groups, book discussion groups, and the Winter Readfest. A bi-monthly comedy improvisation class is offered for teens. Occasional special events for teens are planned by the Teen Advisory Board. Other programs offered include parenting classes, crafts classes, English as a Second Language and citizenship classes, GED classes, and Farsi classes.

Meeting Rooms & Display Space

Meeting rooms are available to rent for \$10 per hour.

- 2 large meeting rooms seat a combined total of 162
- 1 meeting room seats 15-20
- 1 small group study seats 8, offered at no charge on a first come, first serve basis
- 1 programming room seats 75, reserved for library-related events
- 1 large and 1 small display case are available; these are booked up to two years in advance

Quiet Reading Room

The Fred P. Snyder Quiet Reading Room was included in the renovation plan to provide a pleasant environment for quiet study and reading. It includes 14 lounge chairs; 10 chairs at tables; 8 study carrels. This room affords a beautiful view of Shannon Miller Park and Victorian era houses in the neighborhood.

Staff

28 FTE staff work at Edmond library, including:

- 11 FTE Part-time Pages;
- 6.5 FTE Circulation Clerks;
- 0.5 FTE Technology Assistant;
- 8 FTE librarians;
- 1 FTE Assistant Manager of Library Operations; and
- 1 FTE Manager of Library Operations.
- 46 total staff members currently work at Edmond Library.
- Staff provides approximately 1040 hours of service per week excluding leave time and holidays.

Budget

The annual budget for Edmond Library for FY07, July 1, 2006 – June 30, 2007 is \$1,544,406 in direct costs.

Circulation Statistics

In the fiscal year ending June 30, 2006, Edmond Library's total circulation was 1,230,712. This was approximately a 3.9% increase over the previous year's circulation of 1,184,892 in FY05. Edmond Library produced 20% of the circulation and 20% of the reserve services for the library system in FY06, while utilizing 12% of the budget allocated specifically to branch libraries and extensions.

Metropolitan Library System Strategic Plan

SERVICE RESPONSES

FINANCE RESPONSE

- The Library will have the funds to achieve the facilities and service responses.

FACILITIES RESPONSE

- The Library will provide inviting and well-maintained facilities to achieve our service response.

SERVICE RESPONSE

- The Library will provide services that address self-directed, personal development opportunities.
- The Library will provide services and resources to serve the need for information related to business, career, work, entrepreneurship, personal finances and obtaining employment.
- 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 for the information and technology needs of this community on a broad array of topics related to work, school and personal life.
- The Library will provide a staff skillful in determining users' needs and in locating relevant information that satisfies those needs.
- The Library will provide friendly and efficient customer service consistently exceeding customer expectations.
- The Library will cultivate and maintain strategic relationships with local organizations to improve the local awareness of the economic and informational value of libraries to a community.
- The Library will offer services that cultivate an understanding of world cultures.
- The library will provide services that cultivate local history and genealogy.
- The Library will provide services that inform the public and meet the needs of people to interact with others and participate in public discourse about community issues.

Edmond Library Objectives to Meet Metropolitan Library System Service Responses Planned for July 1, 2007 to June 30, 2008

FACILITIES RESPONSE

The Library will provide inviting and well-maintained facilities to achieve our service responses.

FACILITIES OBJECTIVES.

1. Complete a furniture inspection, and request funding to replace pieces that are in disrepair for FY08 budget by 3/31/07.
2. Request signage for exterior of library for the FY08 budget, by 3/31/07.
3. Review interior signage, and if warranted, request additional professional signage in budget by 3/31/07.

SERVICE RESPONSES

The Library will provide services that address self-directed, personal development opportunities.

LIFELONG LEARNING OBJECTIVES

1. Add a short series of mind-body health classes, such as QiGong or yoga to the FY08 programs by 3/31/07.
2. Investigate the feasibility of adding a conversational French class for adults, and add to FY08 program budget requests by 3/31/07, if warranted.

The Library will provide services and resources to serve the need for information related to business, career, work, entrepreneurship, personal finances and obtaining employment.

CAREER & BUSINESS INFORMATION OBJECTIVES.

1. Partner with NAIC to provide at least 2 programs related to business, career, or personal finance issues during FY08.

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.

CURRENT TOPICS & POPULAR TITLES OBJECTIVES

1. Work with Outreach to provide at least one high-profile adult program, with strong media & community support by June 2008.

The Library will provide a staff skillful in determining users' needs and in locating relevant information that satisfies those needs.

GENERAL INFORMATION OBJECTIVES

1. Implement a training component into monthly reference meetings, in which librarians are encouraged to share either an article or book read; a "best practice;" or a reference tool throughout FY08.

The Library will provide friendly and efficient customer service consistently exceeding customer expectations.

GENERAL INFORMATION OBJECTIVES

1. Utilize LO's recent comprehensive analysis of staffing based on units of service to determine any needed changes. Submit any recommendations for the FY08 budget by 3/31/07.
2. Have October customer appreciation month plan for 2008 outlined by January 31, 2007.
3. Establish a peer-recognition system, by July 1, 2007, to ensure that staff are more consistently recognized for excellent customer service observed by peers.

The Library will cultivate and maintain strategic relationships with local organizations to improve the local awareness of the economic and informational value of libraries to a community.

COMMUNITY REFERRAL OBJECTIVES

1. The library manager or other staff will attend at least 2 meetings of the Edmond City Council by June 2008.
2. The library manager or other staff will attend at least 2 Chamber of Commerce events by June 2008.
3. The library manager and other staff will speak to at least 2 community groups about the library's services during FY08.
4. The library will donate long unclaimed (for at least 3 months) lost and found items to the Edmond Hope Center or the Edmond Alliance for Retarded Citizens by December 2007.
5. The library will make new community contacts and/or will revitalize contact with a previous community partner—at least 5 new or revitalized contacts during FY08.

The Library will offer services that cultivate an understanding of world cultures.

CULTURAL AWARENESS & LOCAL HISTORY OBJECTIVES

- The library will have at least 1 display by June 2008 that raises awareness about world cultures and promotes understanding among diverse populations.
- The library will provide at least 2 programs by June 2008 that raise awareness about world cultures and promote understanding among diverse populations.

The Library will provide services that cultivate local history and genealogy.

CULTURAL AWARENESS & LOCAL HISTORY OBJECTIVES

- The library will continue to network with the Edmond Historical Society and the Edmond Historic Preservation Trust to provide quality information, referrals, and programs. Ongoing.
- In order to spread awareness of our heritage, we will invite the *Edmond Sun* and *Edmond Life and Leisure* to highlight any library programs and displays related to local history.

The Library will provide services that inform the public and meet the needs of people to interact with others and participate in public discourse about community issues.

PUBLIC PLACE OBJECTIVES

1. Work with our City Council representatives or local senators or state representatives, to provide a “town meeting” on some topical community issue by June 2008.

Edmond Library Objectives Accomplished

Facilities Objective

- ✓ Maintenance staff replaced stained carpet with new carpet squares.
- ✓ Requested funds to replace carpet throughout building, 4/17/06. Request was approved for FY07 budget.
- ✓ Requested funding to replace many pieces of furniture that are in disrepair, 4/17/06. Some furniture requests were approved for FY07, and some were not approved.
- Did not install professional signage this year.

Lifelong Learning Objective

- ✓ Some of the programs and services that Edmond Library and Outreach provided during the past year which helped us meet this objective: 1) Summer Reading Program; 2) Winter Readfest; 3) Lapsits; 4) Toddlertimes; 5) Storytimes; 6) Music Play Class; 7) Come Play With Me; 8) Comedy Commandos for teens; 9) Diane's Crafty FAQs; 10) Tai Chi; 11) GED & ESL classes; 12) Coffee Break for 55+; 13) Farsi language class; 14) Three book discussion groups; 15) Parenting classes; 17) Individual computer tutoring; 18) Golden Oldies matinees and discussion group

Career & Business Information Objectives

- ✓ Provided two "Financial Planning for Seniors" classes on 1/25/06 and 6/14/06.
- ✓ Provided AARP Tax help during January – April, 2006.

Current topics & Popular Titles

- ✓ Offered a "recommended by staff" display of titles & book descriptions.
- ✓ Provided many rotating book displays highlighting topical and special interest collections.
- ✓ Provided bestseller lists.
- Did not plan a "well-known adult author program" this year.

General Information—(Customer Service Goal)

- ✓ Provided "Woody Guthrie—Living Legend" program for customer appreciation month, with various activities culminating in a re-enactment on 10/25/05

Community Referral Objectives (strategic relationships)

- ✓ Manager served on the board of the Edmond Senior Community Foundation, and attended a few meetings of the Edmond Human Needs Association, which is currently in hiatus.

- ✓ Manager worked with the Edmond Historic Preservation Trust, the Edmond Centennial Commission, the Edmond Historical Society, the UCO Gerontology Program, and Edmond Parks and Recreation Department to plan and present “Edmond’s Living History Social” for which the library was credited as a partner, 11/17/06.
- ✓ Manager wrote a PR article about the library for *Edmond Life and Leisure*, as the library is one of the representative organizations within the Edmond Cultural District, published 8/10/06.
- ✓ Manager spoke to Edmond Lions’ Club about the library on 11/22/05
- Manager did not attend City Council meetings this year.

Cultural Awareness and Local History Objectives

- ✓ Outreach offered a performance by “Nego Gato,” an Afro-Brazilian dance troupe, on 11/09/05
- ✓ Edmond Library offered a program of “Traditional Native American Stories and Songs” on 11/12/05.
- ✓ Outreach offered “Gumbo Pot” by “Rhythmically Speaking” on 2/27/06.

Public Place Objectives

- Did not plan a program series with the American Institute of Discussion.
- Did not provide a “town meeting” on a topical community issue.

Strategic Partnerships

The Edmond Library cultivates and maintains strategic alliances with many organizations in the community, including:

Edmond Art Association
Edmond Centennial Commission
Edmond Cultural District Planning Committee
Edmond Fine Arts Institute
Edmond Historic Preservation Trust
Edmond Historical Society
Edmond Human Needs Association
Edmond Life & Leisure
Edmond Newcomers' Club
Edmond Parks and Recreation
Edmond Public Schools

Edmond Senior Center
Edmond Senior Community Foundation
Edmond Sun
Edmond Visual Arts Commission
Keep Edmond Beautiful
Mid-Del Adult Learning Center
Project READ
St. Mary's Episcopal School
UCO Chambers Library
UCO Gerontology Department

