



Edmond Library Plan of Service

July 1, 2008 to June 30, 2009

Respect
Excellence
Integrity

Edmond Library Plan of Service 2008-2009

As one of the community libraries of the Metropolitan Library System, the Edmond Library is guided by the vision and mission statements of the Metropolitan Library System, and strives to grow with the system in the directions established by the strategic plan for 2007-2012.

Vision

We are your inviting, innovative link to the world.

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 estimated population for 2006 was 74,400. The Edmond Economic Development Authority projects that Edmond's population will increase by 6.4% over the next five years to reach 79,145 by 2011.

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 34.6 years. Edmond's largest age group, 30.6% of all residents, 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.

MEDIAN HOUSEHOLD INCOME

Median household income in Edmond for 2006 was \$62,165. Edmond's average household income is \$79,720, which is a 12.5% increase from 2000. The unemployment rate in Edmond for 2006 was 2.7%.

EDUCATION

52.4% of Edmond residents age 25 or older possess at least a bachelor's degree, 16.9% of which have a graduate degree, according to 2006 estimates based on the U.S. Census.

In Fall 2006, 15,723 students were enrolled at the University of Central Oklahoma, and 2,120 were enrolled at the Oklahoma Christian University of Science and Arts.

Public schools in the area include 14 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" continues to expand dramatically. Total enrollment in area public schools for 2006 was

19,720. Graduation rate is 97%. 85% of graduating students plan to attend college.

Edmond had 23 National Merit Scholars in the class of 2006. Edmond average SAT scores were 1171, which is 14.6% above the national average. Average ACT scores for Edmond students were 23.2, which is 9.9% above the national average.

Edmond has a substantial population of home schooling families that depend on library materials and services to develop their curricula.

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

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. Our new mayor, Dan O'Neil, put a second library for Edmond in the long range plan for the city.

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: U.S. Census Bureau, Edmond Economic Development Authority, & Oklahoma Employment Security Commission

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 142,702 items including 81,597 circulating books, 4,285 reference materials, 36,946 paperback books, 5,141 periodicals, 1,456 audio tapes, 4,681 videos, 2,913 DVDs and 5,683 music CDs and books on CD, according to the July 2007 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 members currently hold MLIS degrees, and several staff hold advanced degrees in other disciplines.

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 "1,2,3 Play With Me" workshops for 0-3 year olds and their parents 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" social group, book discussion groups, and the Winter Readfest. A series of comedy improvisation classes is occasionally offered for teens. 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 provides 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 FY08, July 1, 2006 – June 30, 2007 is \$1,690,342 in direct costs.

Circulation Statistics

In the fiscal year ending June 30, 2007, Edmond Library's total circulation was 1,262,795. This was approximately a 3% increase over the previous year's circulation of 1,230,712 in FY06.

Your Inviting, Innovative Link To The World

METROPOLITAN LIBRARY SYSTEM SERVICE RESPONSES

Satisfy Curiosity: Lifelong Learning

The resources you need to explore topics of personal interest and continue to learn throughout your life are at your library.

Goal: All ages realize their library offers topics in a variety of formats they find captivating and enriching to their lives.

Goal: Residents see their library as a resource for introductions to an assortment of cultural, civic and/or community interests.

Visit A Comfortable Place: Public & Virtual Places

Your library has safe and welcoming physical places to meet and interact with others or to sit quietly and read, and has open and accessible virtual spaces that support social networking.

Goal: All ages appreciate their library for its designated places for quiet reading or studying and as a place for social or business activities.

Goal: All ages recognize their library as a great place both physically and virtually to interact with others due to the noteworthy opportunities provided.

Know How To Find, Evaluate & Use Information: Information Fluency

When you need information to resolve an issue or answer a question, you have the skills to search for, locate, evaluate, and effectively use information to meet your needs.

Goal: All visitors can expect library staff to have up-to-date knowledge, skills, and abilities to deliver library services.

Goal: All ages can expect friendly guidance on how to locate the best information resources to meet their request or needs.

Connect To the Online World: Public Internet Access

Your library has high-speed access to the digital world with no unnecessary restrictions or fees to ensure that you can take advantage of the ever growing resources and services available through the Internet.

Goal: All ages discover that their library has current equipment, tools and training for the public to responsibly access the digital world.

Goal: Adults understand that using the Internet is beneficial to development for all ages.

Goal: All ages recognize and use their library's website and its resources as an extension of the physical library.

Edmond Library Activities to Meet Metropolitan Library System Service Responses and Goals PLANNED FOR JULY 1, 2008 TO JUNE 30, 2009

Satisfy Curiosity: Lifelong Learning

The resources you need to explore topics of personal interest and continue to learn throughout your life are at your library.

Goal: All ages realize their library offers topics in a variety of formats they find captivating and enriching to their lives.

Activity: Increase awareness among library users and in the community about what the Edmond Library has to offer.

Task: Provide displays of materials in various formats throughout FY09.

Task: Continue to offer the Best Books of the Year display in January 2009.

Task: Library staff will make at least four visits out in the community in FY09, showcasing some of the resources that can be found at the library.

Goal: Residents see their library as a resource for introductions to an assortment of cultural, civic and/or community interests.

Activity: Provide programs of cultural, civic, and community interest at Edmond Library.

Task: Work with Outreach to provide culturally enriching programs during FY09.

Task: Partner with organizations such as Sustainable Edmond, Simple Living Oklahoma, the Health Department, Mid-Del and others to provide programs addressing civic and community interest during FY09.

Edmond Library Activities to Meet Metropolitan Library System Service Responses and Goals

PLANNED FOR JULY 1, 2008 TO JUNE 30, 2009

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Visit A Comfortable Place: Public & Virtual Places

Your library has safe and welcoming physical places to meet and interact with others or to sit quietly and read, and has open and accessible virtual spaces that support social networking.

Goal: All ages appreciate their library for its designated places for quiet reading or studying and as a place for social or business activities.

Activity: Maintain and enhance the aesthetic appeal of Edmond Library.

Task: Finish replacing worn lounge chairs by 6/30/09.

Task: Work with MTC and LO to complete carpet replacement by 6/30/09.

Task: Work with MTC to see that painting requests initiated in 2006 are completed by 6/30/09.

Edmond Library Activities to Meet Metropolitan Library System Service Responses and Goals PLANNED FOR JULY 1, 2008 TO JUNE 30, 2009

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Know How To Find, Evaluate & Use Information: Information Fluency

When you need information to resolve an issue or answer a question, you have the skills to search for, locate, evaluate, and effectively use information to meet your needs.

Goal: All visitors can expect library staff to have up-to-date knowledge, skills, and abilities to deliver library services.

Activity: Ensure that all Edmond staff are well trained to provide skilled and up-to-date services.

Task 1: All reference staff will complete a database searching course by 6/30/09.

Task 2: All reference staff will complete readers' advisory training by 6/30/09.

Task 3: All circulation staff will complete the cash transactions practice module developed by the money transactions committee by 6/30/09.

Goal: All ages can expect friendly guidance on how to locate the best information resources to meet their request or needs.

Activity: Ensure that all Edmond staff are consistently providing friendly and welcoming customer service.

Task 1: All full-time and designated half-time staff will complete at least one customer service training opportunity by 6/30/09.

Task 2: All public service staff will develop the habit of greeting or acknowledging every customer as s/he passes by, whether or not the customer approaches the service desk, throughout FY09.

Task 3: Reference staff and technology assistant will adopt the practice of regularly "roving" through the library to search for customers needing assistance throughout FY09.

Task 4: Managers will model expected behavior for Task 2 and Task 3 throughout FY09.

Task 5: Managers will provide regular monitoring, encouragement, incentives, discussions during staff meetings, and feedback to staff on Task 2 and Task 3 throughout FY09.

Edmond Library Activities to Meet Metropolitan Library System Service Responses and Goals

PLANNED FOR JULY 1, 2008 TO JUNE 30, 2009

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Connect To the Online World: Public Internet Access

Your library has high-speed access to the digital world with no unnecessary restrictions or fees to ensure that you can take advantage of the ever growing resources and services available through the Internet.

Goal: All ages discover that their library has current equipment, tools and training for the public to responsibly access the digital world.

Activity: Provide training opportunities at Edmond Library to facilitate customers' access to the digital world.

Task 1: Provide individual tutoring for use of computer programs and the Internet during FY09.

Task 2: Provide at least 2 computer demonstration classes during FY09.

Task 3: Hire a technology assistant and continue to utilize skilled volunteers or paid presenters who will meet Tasks 1 and 2.

Completed Edmond Library Goals

Status Report for July 1, 2006 – June 30, 2007

Facilities Objective

1. Completed furniture inspection and replaced 8 task chairs, 4 staff lounge chairs, and sent away 1 soft lounge chair and 3 lounge tables that could not be repaired or replaced.
2. Replaced two book trucks, one flat-shelved, and one double-sided with six shelves.
3. Added a child-height water fountain and baby-changing station for the children's area.
4. Exterior signage for the library was not approved.
5. Professional interior signage for the library is not complete.

Lifelong Learning Objective

1. Offered Parent-Child Workshop in autumn and spring during FY07, and open, interactive playtimes most weeks of the year in conjunction with Lapsit storytimes.
2. Offered ongoing ESL and Citizenship classes through a partnership with Mid-Del Learning Center.
3. Offered a variety of parenting classes and developmental screening in partnership with the Oklahoma County Health Department.
4. Offered programs for adults and seniors, including arts and crafts classes, Tai Chi, Farsi language, Coffee Break for Seniors, and book discussion groups.

Career & Business Information Objectives

1. Offered AARP-sponsored, free tax help for seniors and those with lower incomes during the 2007 tax season.
2. Partnered with NAIC (National Association of Investors Corporation) to provide programs and information to people interested in learning about investing.
3. Offered GED classes through partnership with Mid-Del Learning Center.

Current topics & Popular Titles

1. Encouraged readers' advisory development for librarians.
2. Abandoned the "recommended by staff" display due to high-volume checkouts which prevented the display from being consistently stocked.
3. Provided a "Best Books of 2007" display that was enormously popular and consistently well-stocked.
4. Provided several topical and special interest displays during FY07, monthly.
5. Did not provide an adult author program.

General Information—(Customer Service Goal)

1. Sent staff to additional training to meet general knowledge and customer service goals.
2. Provided individual coaching to staff, as needed, to meet customer service standards.
3. “Show and Tell” of best practices, reference tools, article reports or book reports did not become a regular part of reference meetings.
4. Three UCO librarians met with library staff informally, but the large lunch meeting to discuss information referrals, resource sharing, and overview of holdings did not happen.
5. Analyzed staffing patterns and needs. Requested additional staffing based on findings.
6. Manager recommended CAP as needed.
7. October customer service plan for 2007 was outlined by January 31, 2007.

Community Referral Objectives (strategic relationships)

1. Staff spoke to several organizations, classrooms, and community groups about the library’s service.
2. Staff provided a “library presence” at community events to strengthen strategic relationships and increase familiarity with library among the general public.
3. Staff donated long unclaimed lost and found items to the Edmond Hope Center and to the Edmond Alliance for Retarded Citizens
4. The Edmond Human Needs Association stopped meeting in 2006.
5. Staff did not attend 3 Chamber of Commerce events.
6. Staff did not attend 6 meetings of the Edmond City Council during FY07.

Cultural Awareness and Local History Objectives

1. Provided 3 displays by June 2007 to raise awareness about world cultures and promote understanding among diverse populations.
2. Provided 2 programs during FY07 to raise awareness about world cultures and promoted understanding among diverse populations.
3. Partnered with the Edmond Historical Society to provide quality information, referrals, and programming, including the 2006 Edmond Living History Social.
4. The Edmond Sun covered several events that took place during FY07.

Public Place Objectives

1. Did not provide a program series with the American Institute of Discussion during FY07.
2. Invited our state senator and a state representative (separately) to provide a “town meeting,” or similar community event.



Strategic Partnerships

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

AARP Tax Volunteers
Edmond Art Association
Edmond Centennial Commission
Edmond Cultural District Planning Committee
Edmond Fine Arts Institute
Edmond Historic Preservation Trust
Edmond Historical Society
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

