Edmond Library
Plan of Service
July 1, 2009 to June 30, 2010

Respect
Excellence
Integrity

Edmond Library Plan of Service 2009-2010

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 2007 was 75,466. The Edmond Economic Development Authority projects that Edmond's population will increase by 6.2% over the next five years to reach 80,176 by 2012.

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 34.8 years. Edmond's largest age group, 30.3% of all residents, is between age 35 and 54. The Edmond Economic Development Authority reports that "Edmond has one of the lowest crime rates of any city in Oklahoma with a population of more than 10,000."

MEDIAN HOUSEHOLD INCOME

Median household income in Edmond for 2007 was estimated at $66,476.   Edmond's average household income is $84,302, which is a 19% increase from 2000.   The unemployment rate in Edmond for 2007 was 2.3 %.

EDUCATION

52.2% of Edmond residents age 25 or older possess at least a bachelor's degree, 18.1% of which have a graduate degree, according to 2007 estimates based on the U.S. Census.

In Fall 2007, 15,753 students were enrolled at the University of Central Oklahoma, and 2,258 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 2007 was 19,928. Graduation rate is 98.6%. ACT scores are 8% above the national average. SAT scores are 13.6% above the national average. 85% of graduating students plan to attend college.

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. The city is working toward a second library for Edmond.

ARTS

Edmond is home to the Blues & Jazz Festival, Canterbury Arts, the Fine Arts Institute, the Downtown Arts Festival, and the UCO Jazz Lab. Starting in 2002, 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 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. Edmond, itself a point of interest, was named one of America's Top Rated Smaller Cities for 2006-2007.

**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 excepting holidays. Regular service hours include Monday through Thursday 9am-9pm;   Friday 9am-6pm; Saturday 9am-5pm; Sunday 1pm-6pm.

Collection

The July 2008 collection analysis tallied the Edmond Library collection at approximately 158,290 items including these categories:

36,295 adult non-fiction	4,238 reference items	2,178 young adult fiction
14,193 fiction	34,367 paperback items	8,660 juvenile non-fiction
3,333 mysteries	4,231 periodicals	6,632 tween non-fiction
1,964 science fiction	712 audio cassettes	6,164 juvenile fiction
149 short story	1,733 video recordings	3,714 tween fiction
784 westerns	2,548 music CDs	5,431 beginning readers
	3,414 books on CD	15,503 easy books
	3,881 DVDs	

- 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.
- 8 FTE librarians and 2 managers are experienced in answering reference questions.
- Six staff members currently hold MLIS degrees, and several staff hold graduate 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.
- Six 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 many 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. Special programs for teens are planned throughout the year. 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 to individuals and organizations in the community

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

29 FTE staff work at Edmond library, including:
- 11 FTE Part-time Pages;
- 8.5 FTE Circulation Clerks;
- 0.5 FTE Technology Assistant;
- 8 FTE librarians;
- 1 FTE Assistant Manager of Library Operations
- 1 FTE Manager of Library Operations.
- 48 total staff members currently work at Edmond Library.

Budget

The annual budget for Edmond Library for FY08, July 1, 2008 – June 30, 2009 is $1,738,247 in direct costs.

Circulation Statistics

In the fiscal year ending June 30, 2008, Edmond Library's total circulation was 1,250,414. This was a 1% decrease from the previous year's circulation of 1,262,795 in FY07.

System-wide, the Metropolitan Library System circulated 5,757,527 items which was a 4.2% decrease from the FY07 circulation of 6,012,980.

Highlights of Edmond Library circulation statistics by category for July 1, 2007 – June 30, 2008:

173,783 adult non-fiction	126,826 paperback items	19,829 young adult fiction
78,445 fiction	9,487 periodicals	28,650 juvenile non-fiction
23,038 mysteries	10,834 audio cassettes	53,640 tween non-fiction
6,186 science fiction	35,928 video recordings	30,333 juvenile fiction
358 short story	91,094 CDs	32,214 tween fiction
2,529 westerns	89,626 DVDs	74,260 beginning readers
		129,154 easy books

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, 2009 to June 30, 2010

We are focusing on "Connect to the Online World" for some new innovations during the 2010 fiscal year, while maintaining our established activities to continue to meet all of the service responses for the Metropolitan Library System's Strategic Plan.

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 computer tutoring for customers during FY10.
> >
> > **Task 2**: Provide at least 6 computer demonstration classes during FY10.
>
> **Activity**: Library staff will work to improve their technology knowledge and skills, in order to better communicate digital literacy skills to customers.
>
> > **Task 1**: Staff will improve communication about technology problems and training needs by developing a Wiki to which other staff members may respond.
> >
> > **Task 2**: Staff will attend additional training as needed during FY10 to improve computer skills competence.
> >
> > **Task 3**: Manager will evaluate potential need for an additional Technology Assistant, and submit budget request for FY10 by April 2009 deadline, if needed.

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

> **Activity**: Inform parents about educational websites and online resources for children.
>
> > **Task 1**: Compile, design, duplicate, and distribute bookmarks or handouts throughout FY10, highlighting various online resources for children.
>
> **Activity**: Inform seniors about websites that may be of interest and value to them.
>
> > **Task 1**: Once a month, schedule staff members to talk about the "computer tip of the month" during our 55+ Coffee Break for seniors with handouts.

Edmond Library Activities to Meet Metropolitan Library System Service Responses and Goals
PLANNED FOR JULY 1, 2009 TO JUNE 30, 2010
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Connect To the Online World: Public Internet Access (continued)

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

    Task 1: Compile, design, duplicate, and distribute bookmarks or handouts throughout FY10, highlighting various resources on the MLS website.

    Task 2: During meetings and talks with groups in and beyond the library, staff will highlight digital resources available at the Metropolitan Library System during FY10.

Seniors enjoying Edmond Library's weekly 55+ Coffee Break program.

Status Report for Edmond Library Goals
during July 1, 2007 – June 30, 2008

✓ Completed furniture inspection and de-inventoried several items including: several task chairs that were broken, two round accent tables, and a few meeting room chairs.

✓ On or before 4/16/08, entered the following items into the FY09 budget to improve our facility: acoustic panels for meeting rooms, new meeting room tables, shades for the children's programming room, a book case for the end of the children's queue, a booth for the teen area, and a shelving display for the teen area.

✓ Although an individual budget request was not approved, exterior signage is coming to Edmond in the next year or so through a system wide initiative.

✓ Professional interior signage for the library is substantially complete on the adult side.

✓ Offered 1-2-3 Play with Me in autumn and spring during FY08, and offered open, interactive playtimes most weeks of the year in conjunction with Lapsit storytimes.

✓ Offered storytimes most weeks of the year for 4-6 year olds and toddlers.

✓ Offered 3 sessions of music play class twice a month, most months.

✓ Offered ongoing ESL and Citizenship classes through a partnership with Mid-Del Learning Center throughout FY08.

✓ Offered a variety of parenting classes and developmental screening in partnership with the Oklahoma County Health Department throughout the year.

✓ Offered teen programs in coordination with Outreach.

✓ Offered programs for adults and seniors, including arts and crafts classes, Tai Chi, Farsi language, Coffee Break for Seniors, and book discussion groups.

o Did not offer a conversational French class during FY08.

o Did not offer a Qi'Gong or Yoga class during FY08.

o Did not offer business or career classes through NAIC partnership during FY08.

✓ Offered GED, ESL and Citizenship classes throughout FY08 through partnership with Mid-Del Learning Center.

✓ Encouraged readers' advisory development for librarians.

✓ Provided a "Best Books of 2008" display that was enormously popular and consistently well-stocked.

✓ Provided several topical and special interest displays during FY08, monthly.

✓ Through Outreach, provided an Alfalfa Bill Murray program on 10/1/07 which was well attended. The Mayor of Edmond presented Alfalfa Bill with the keys to the city.

o Did not provide a "high-profile" author program during FY08.

✓ Sent staff to additional training to meet general knowledge and customer service goals.

✓ Provided individual coaching to staff, as needed, to improve customer service performance.

❖ Establish a peer-recognition system, by July 1, 2007, to ensure that staff are more consistently recognized for excellent customer service observed by peers. At many staff meetings, and in conferences with individuals, we stressed the importance of peer recognition, and many staff are participating, although the system is not formalized yet.

❖ 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. This happened at about 50% of staff meetings.

✓ Analyzed staffing patterns and needs. Requested additional staffing by 4/16/08 for FY09 budget.

✓ October customer appreciation plan for 2008 was outlined by March 31, 2008.

✓ Staff spoke to several organizations, classrooms, and community groups about the library's service during FY08.

✓ Staff provided a "library presence" at community events to strengthen strategic relationships and increase familiarity with library among the general public.

✓ Staff donated long unclaimed lost and found items to the Edmond Hope Center and to the Edmond Alliance for Retarded Citizens

o Staff did not attend 2 Chamber of Commerce events.

o Staff did not attend 2 meetings of the Edmond City Council during FY08.

✓ The library maintained community contacts during FY08.

✓ The library had at least 1 display during FY08 that raised awareness about world cultures and promotes understanding among diverse populations.

✓ With the help of Outreach, the library provided at least 2 programs during FY08 that raised awareness about world cultures and promote understanding among diverse populations.

✓ The library continued o network with the Edmond Historical Society and the Edmond Historic Preservation Trust to provide quality information, referrals, and programs.

✓ The *Edmond Sun* covered several programs and services during FY08.

o We invited one state senator and one representative to present a "town hall meeting" during FY08, but they did not take us up on this offer.

Strategic Partnerships

The Edmond Library cultivates strategic alliances with several organizations in the community, including:

VITA Tax Volunteers	Edmond Senior Center
Edmond Art Association	Edmond Senior Community Foundation
Edmond Cultural District Planning Committee	*Edmond Sun*
Edmond Fine Arts Institute	Edmond Visual Arts Commission
Edmond Historic Preservation Trust	Keep Edmond Beautiful
Edmond Historical Society	Mindscopes
Edmond Life & Leisure	Oklahoma Home Educators
Edmond Newcomers' Club	Project READ
Edmond Parks and Recreation	UCO Chambers Library
Edmond Public Schools	UCO Gerontology Department

MLS mascot, Spoticus, greets children at Edmond's Arbor Day celebration at the Festival Marketplace.