

SERVICE PLAN
CAPITOL HILL LIBRARY
2010-2011



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Manager of Library Operations
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Mission Statement

The Capitol Hill Library, part of the Metropolitan Library System provides an inviting, innovative link to the world

Current Library Information

Facility Description

The Capitol Hill Library opened on November 1951.

It is a three level building (including a basement area). The building has 16,339 gross sq. ft., which includes a small meeting room and public restrooms in the basement. The public library portion of the building on the ground floor has 8,352 sq. ft. The south portion of the first level houses the garage, and Technical Processing department of the library system. At this time, the second floor houses the Cataloging department. There are 9 off-street parking spaces located on the south side of the building which were added in 1990.

The library address:

Capitol Hill Library
334 S.W. 26th St.
Oklahoma City, OK 73109

Seating capacity: The library has 9 public tables with 4 chairs each (totaling 36), as well as 2 tables and 2 computers in the children's area with a total of 10 seats. There is also a table designated for teenagers with 6 chairs. We have 1 signup computer, 12 Internet computers, and 2 CyberMars computers One CyberMars computer is for standing and therefore has no chair. The total number of seats available for the public is: 66.

Community Profile

Demographics:

Population: Our library services the entire population of Oklahoma City which is 519,030.

More specifically, we serve 6 local zip code areas (73102, 73104, 73108, 73109, 73129, and 73139), which has a total population of 76,147. (2002 Estimate).

Household Income Average: The average household income is \$34,947 for the Oklahoma City area and an average of \$21,070 for the zip codes served.

Education:

Percentage of high school graduates for the overall OKC area is appx. 81.3.

Percentage with a bachelor's degree is appx. 24.

Percentage of high school graduates for the specific zip codes is appx. 65.8.

Percentage with a bachelor's degree is appx. 11.1.

Places of Interest: The library is located one block south of Commerce Street which is the center of local business in Capitol Hill. We are also near the North Canadian River which has occasional community events, and there are several local neighborhood parks. The library building is located at the site of the first power flight made in the state of Oklahoma in 1910. The library is also near the historic Little Flower Catholic Church which is west of the Latino Community Development Agency at SW 10th and Walker.

General Information: The Capitol Hill Library may be best described as a community library located in a challenged yet progressive area of Oklahoma City. The library is used by Euro-Americans and one of the largest Hispanic populations of the city, as well as a good representation of American Indians and African American's. Some of the homeowners are retired, others are working middle class, and still others have moved away and rent their property. As a result, the majority of our customers are low-income renters who are very mobile. Young families continue to utilize the library for school, personal information needs, and overall self improvement, and there is an ongoing appreciation of the library as a viable resource needed for the ongoing community building process.

Service Hours

Monday thru Thursday 9:00 A.M. to 8:00 P.M.
Friday 9:00 A.M. to 6:00 P.M.
Saturday 9:00 A.M. to 5:00 P.M.

Total Hours - - - - - 61

Services (From Materials Selection - Collection Analysis Report)

Our library contains approximately 32,718 circulating items and 800 reference items which include the following categories.

Easys-----2696	Readers -----1068
Tween Fiction-----579	Tween Non-Fiction-----1457
Juvenile Fiction-----937	Juvenile Non-Fiction-----1635
Young Adult Fiction--- 789	Young Adult Non-Fic.----- 39
Adult Fiction-----5458	Adult Non-Fiction-----9559
Large Print-----598	Foreign Language----- 3186
Audiocassettes-----118	CDs----- 2033
Videocassettes-----277	DVDs-----1793
Periodicals-----134 (titles)	

Computer catalogs: Our customers may access the above materials through our CyberMars library catalog, and through our library web site metrolibrary.org.

Librarians: We have two full time librarians and one half-time librarian to assist customers as needed.

Computers: Our library offers additional access to information through 12 public computers which include library databases, and the Internet. In addition, wireless service is available for those with wireless equipment.

Programs: Our library offers a variety of programs throughout the year for all ages.

Children:	Story Times	4 per year,
	Family Place program	1 to 2 per year
	General Children programs	12 to 16 per year
	School Visit	1 to 2 per year
	Summer reading programs	8 per year (Outreach Department)
Teens:	General programs	12 per year
	Reading program	3 per year (Outreach Department)
Adults:	General programs	12 per year
Seniors:	Group visit	1 per year
	Reading program	1 per year (Outreach Department)
Everyone:	General programs	4 per year (2 by Outreach Department)

Public Room Space: The library has a meeting room available in the basement for meetings and programs. We can comfortably seat 24 at tables, 45 in audience style arrangement, and 60 on the floor. When more space is needed, we use the first floor for auditorium style activities which may seat 60 to 70 people on the floor and up to 178 people throughout the entire library area.

Special Services: Because our library serves one of the largest Spanish speaking communities in the Oklahoma City area, we have the largest Spanish language collection within the library system. We also have a medium sized display case where we place a variety of displays throughout the year, and a front window case used for promoting library activities. Our reference materials have been interfiled with our circulating materials. This recent change is expected to continue enhanced usage of both collections and make access easier for staff and customers. .

Staff

Manager of Library Operations

Librarians 2 full time and 1 half time. A second half time position is budgeted for the 2009 - 2010 fiscal year.

Circulation Clerks – 2 full time and 1 half time.

Technology Assistant – 1 half time

Pages – 3 part time

Budget

Our total budget for the fiscal year is \$1,133,178.14

Circulation Statistics (From Materials Selection – Collection Analysis Report)

Easys-----	7747	Readers -----	4868
Tween Fiction-----	2319	Tween Non-Fiction---	3338
Juvenile Fiction-----	3818	Juvenile Non-Fiction--	2914
Young Adult Fiction-	4885	Young Adult Non-Fic.-	98
Adult Fiction-----	22680	Adult Non-Fiction ----	28117
Large Print-----	2000	Foreign Language-----	8785
Audiocassettes-----	526	CDs-----	19178
Videocassettes-----	1749	DVDs-----	23486
Periodicals-----	4335		
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		Total - - - - -	140,843

MLS Strategic Plan

MLS Service Responses:

In an effort to assist the community in addressing stated needs, the Library will emphasize the following service responses:

Visit a Comfortable Place: Public & Virtual Places

Satisfy Curiosity: Lifelong Learning

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

Connect to the Online World: Public Internet Access

Service Responses to Address this Year

Visit a Comfortable Place: Customers will ultimately experience enhanced library facilities at Capitol Hill through the passage of the bond issue December 2007. A new Library Service Center is scheduled to open in the fall of 2009. Staff from Technical Processing and Cataloging are scheduled to re-locate in that facility. Once this process is completed, library staff will assist as needed in preparation for renovation or rebuilding of our library facility.

Satisfy Curiosity: Lifelong Learning: Library customers and potential customers will be encouraged to take advantage of our resources. This will be accomplished as we venture out into the community to promote the library and through our scheduling of activities in the library for customers to attend.

Know How to Find, Evaluate & Use Information: Information Fluency: Customers will receive excellent service by staff trained in use of library resources and in customer service. During the next year, every effort will be made to keep staff informed on library

trends and other issues, and to prepare staff for changes within the library system as they occur. Efforts will also be made to show appreciation to staff for their individual accomplishments as part of the Metropolitan Library System team.

Connect to the Online World: Public Internet Access: Customers will experience a connection to internet and other online resources through the availability of library system computers and Wi Fi services. Additional computers will be added to the library as system budget allows. Customers will also have opportunities to learn more about Internet searching and other computerized processes through workshops offered throughout the year as well as through materials available in the library.

Review of Previous Year's Objectives:

Satisfy Curiosity: Lifelong Learning

Goal 1: All ages realize their library offers topics in a variety of formats they find captivating and enriching to their lives.

Customers have access to information in the form of books, CD's, DVD's, and other formats. In addition, customers may utilize library computers and WiFi technology to access information through database subscriptions and through the internet. Customers continue to experience a shorter waiting period resulting from the addition of 2 public use computers.

Goal 2: Residents see their library as a resource for introductions to an assortment of cultural, civic and/or community interests.

Customers are made aware of library events available for all ages. This is accomplished through our promotional efforts. The library system and staff distributes brochures to customers listing library activities, and we continue to advertise many of our local programs through flyers and our front window display. Whenever possible, customers see us within the local community, attending meetings, and participating in community events. One of our most successful outreach efforts was at the Hispanic Expo sponsored by the Hispanic Chamber of Commerce (July 25, 2009). Customers received promotional materials at that event, and approximately 1,000 books were given away to encourage reading and promote the Metropolitan Library System.

Visit a Comfortable Place: Public & Virtual Places

Goal 1: All ages appreciate their library for its designated places for quiet reading or studying and as a place for social or business activities.

Customers may use any of the public tables for quiet reading or study. There are times of day that are quieter than others, as well as certain areas with less overall traffic. At this time, the library system has been granted additional funding through a 2007 bond election that will allow remodeling or rebuilding of the library with a specific area designated for quiet reading and study.

Goal 2: All ages recognize their library as a great place both physically and virtually to interact with others due to the noteworthy opportunities provided.

Customers have access to our meeting room in the basement of the library. There are also tables in the library where customers may meet for group study and other meetings. Customers are also encouraged to visit the library for the variety of activities that we offer.

Some of the activities included:

Children

Craft programs throughout the year

Summer at the Library (reading) (Over 449 participants)

Neighborhood Arts (Over 529 participants)

Young Adults / Teens

Capitol Hill Artists and Writers (C.H.A.W.) (35 participants)

Game Fest (Over 100 participants)

Summer at the Library (Over 171 participants)

Henna Body Art (20 participants)

Teens continue to enjoy the Young Adult section which was enhanced by a neon sign that reads “Teen Space” (Funded by the Friends of the Metropolitan Library System). Board games have also been donated to provide additional activity.

Adults

Arts and Crafts programs offered throughout the year

Winter Readfest (41 participants)

Conversational Spanish classes (Over 536 participants)

Flu Shot Clinic (100 participants)

Internet Basics (28 participants)

Customers continue to enjoy vinyl chairs purchased for the computer tables as well as other chairs throughout the library that have been refinished.

General Program

Customers continue to enjoy a variety of additional events offered by the Outreach Department of the Metropolitan Library System. They include *Buffaloftiz*, *The Under Water Bridge* – by the performers: Rhythmically Speaking, and *Trip Around the World* which featured Latin America. The December Holiday Open House continues to offer annual family fun. It includes live entertainment, crafts, photos with Santa, and free books. Over 500 attended.

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

Goal 1: All visitors can expect library staff to have up-to-date knowledge, skills, and abilities to deliver library services.

Customers are interacting more with staff trained to assist a wide variety of personalities, needs and interests. In addition to training on library resources, library staff are learning skills on topics of safety preparedness and overall good health. Each day, staff celebrates Customer Service Principles, and are enhancing those discussions to maintain a Customer Service mind set.

Goal 2: All ages can expect friendly guidance on how to locate the best information resources to meet their request or needs.

Library staff continue to gain new skills in the use of library databases, internet, and other resources. When interacting with customers, staff are encouraged to use the sources that offer the best explanation of a topic and offer a variety of levels and formats when needed or available.

Connect to the Online World: Public Internet Access:

Goal 1. All ages discover that their library has current equipment, tools and training for the public to responsibly access the digital world.

Customers have access to 12 public computers along with WiFi Internet access. Library staff, including a part time technical assistant are available daily to assist in using the computers. In addition, computer use classes are offered throughout the year for additional instruction.

Goal 2. Adults understand that using the Internet is beneficial to development for all ages.

In addition to obtaining general information, customers use the Internet for official business, interpersonal communication and entertainment.

Goal 3. All ages recognize and use their library's website and its resources as an extension of the physical library.

Customers may obtain library pamphlets and other materials which include the library website. This site is available for customers to gain enhanced insight to the many services and activities available within our library system.

SUMMARY – The Capitol Hill Library continues to carry out the vision of the Metropolitan Library System which is “Your Inviting Innovative Link to the World.” Customers visit our library each day to obtain library cards and gain access to the variety of print and non-print resources available. Many customers also attend library events and classes in order to interact with each other and find various forms of healthy entertainment. This year we will focus on making our library a more comfortable place, by utilizing available spaces that become available as other departments currently in the building move to a new facility. These new innovations should help make our library even more inviting for our customers.