

**Ronald J. Norick  
Downtown Library  
Service Plan  
FY 10 - 11**



## The Metropolitan Library System Mission

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

## Description of Facility

The Ronald J. Norick Downtown Library  
300 W. Park Ave.  
Oklahoma City, OK 73102

The Downtown Library has a long history of serving the citizens of Oklahoma County. The original Carnegie Library was constructed in 1900 at the corner of Third and Robinson. However, as the community grew a larger space was needed. The Carnegie Library was eventually torn down to make way for a larger building which opened in 1954. Again the community continued to grow and additional space was needed.

The four-story, 114,130 square foot, Ronald J. Norick Downtown Library opened to the public on August 17, 2004. It was built as a project of MAPS, a local tax initiative. The facility includes audiovisual equipment and classroom space for students of all ages and is home to the OKC Downtown College. The overall building is approximately 114,130 square feet. The public library occupies approximately 57,500 square feet of space on the first and second floors, with an additional 79,500 feet of meeting room and atrium space available in the building as well.

1st floor, excluding atrium, DVS, and Café .....	24,426
2nd floor, excluding Outreach.....	26,930
Prorated share of the basement area plus serials area.....	6,171
<b>Total library space .....</b>	<b>57,527</b>

The Atrium and the 4th floor meeting rooms .....	21,973
<b>Total library plus available meeting space.....</b>	<b>79,500</b>

Seating capacity within the library, exclusive of specific use seating, such as chairs at computers or microform readers, is 182. These seating units come in a variety of styles including easy chairs, chairs adjacent to tables, children's seating, benches, and bean bag chairs in the YA area.

## Community Profile

The Downtown Library is located in Downtown Oklahoma City. Office, retail, and cultural and entertainment uses predominate. The library serves the following communities:

- The Downtown Oklahoma City Business District in which the library is located
- Business and residential customers in the 3 mile loop which also includes the Arts District, Bricktown, Midtown, Deep Deuce, and Automobile Alley
- Oklahoma County as a whole due to the specialized resources available at this location

### Downtown Oklahoma City Population 2008 Estimates

Oklahoma City Center Population ..... 8,420  
Three Mile Loop ..... 165,846

- 21% Downtown population increase in the last eight years
- Daytime population in three mile radius exceeds 193,000
- Downtown property values increased 118% since 2000
- \$5 billion in Downtown new developments from 1995-2014
- 8 million Downtown visitors per year
- More than 2300 new Downtown housing units built or planned

--Greater Oklahoma City Chamber

### Oklahoma County Demographics 2008 Estimates

Oklahoma County Population ..... 706,617

- Male ..... 48.8%
- Female ..... 51.2%
- White persons ..... 74.7%
- Black persons ..... 15.6%
- American Indian and Alaska Native persons ..... 3.4%
- Asian persons, percent, 2008 ..... 3.4%
- Native Hawaiian and Other Pacific Islander ..... 0.1%
- Persons reporting two or more races ..... 2.8%
- Persons of Hispanic or Latino origin ..... 12.7%
- White persons not Hispanic ..... 63.2%
- Persons under 5 years old ..... 8.4%
- Persons under 18 years old ..... 26.4%
- Persons 65 years old and over ..... 12.6%
- Median household income, 2007 ..... \$41,598
- Persons below poverty, percent, 2007 ..... 15.9%
- Language other than English spoken at home, % age 5+, 2000 ..... 11.6%
- High school graduates, % of persons age 25+, 2000 ..... 82.5%
- Bachelor's degree or higher, %t of persons age 25+, 2000 ..... 25.4%

--U.S. Census Bureau, State & County QuickFacts

## **Oklahoma City Transient Population**

In January 2009, the Oklahoma City Point-in-Time Count found a total of 1475 homeless persons including individuals and families with children. This is a 4% increase over the 2008 count. The number included people identified as homeless in emergency shelters, transitional housing facilities, crisis facilities, street/public locations, and by aerial count. The Downtown Library was one of the street/public count locations for the survey, and there were 116 respondents counted at the Downtown Library. The site leader reported that they considered this a relatively high number for the library.

--Homeless Alliance

--Site Leader, Point in Time Count for Downtown Library

## **Downtown Oklahoma City Places of Interest**

### **Attractions**

Bricktown  
AT&T Bricktown Ballpark  
Oklahoma River  
Chesapeake Boathouse  
Civic Center Music Hall  
Ford Center  
Cox Business Services Convention Center  
Individual Artists of Oklahoma Gallery  
Myriad Botanical Gardens and Crystal Bridge  
Oklahoma City Museum of Art  
Oklahoma City National Memorial and Museum  
Water Taxi  
Oklahoma River Cruises  
Stage Center  
Coca-Cola Bricktown Events Center  
OKC Convention and Visitors Bureau  
American Banjo Museum

### **Sports**

Oklahoma City Thunder  
Oklahoma Redhawks  
Yard Dawgz

### **Events**

Festival of the Arts  
Oklahoma City National Memorial Marathon  
deadCENTER Film Festival  
Opening Night  
Red Earth Festival  
Devon Energy Holiday River Parade  
Head of the Oklahoma Regatta  
Downtown in December  
Sound Bites in the Park  
Ghouls Gone Wild Parade



## Recent and Future Development

OKC became the home of the newest NBA team: the Oklahoma City Thunder, in 2008

Renovated Ford Center will reopen for the 2009-2010 season

Opening of the American Banjo Museum in September of 2009

Opening of new hotels in the Bricktown area

Construction on City Center Parking Garage as part of Devon project

Devon Tower, construction to begin in 2009

Renovation of the First National Center

American Indian Cultural Center, currently under construction

Core to Shore

- This project will provide a plan for the changes and growth that will result from the upcoming I-40 Crosstown Realignment. Soon after the new freeway is built, the overhead lanes of the current I-40 between Oklahoma and Walker Avenues will be replaced with a new boulevard at ground level. This new street will be the gateway to downtown and encourage new development to compliment recent downtown investments. Completion for the new freeway is targeted for 2012. Construction of the new boulevard will take about 18-24 months and is targeted to start upon completion of the new I-40 Crosstown.

The new I-40 realignment and boulevard will bring significant changes to Oklahoma City, especially to the area between downtown (the “core”) and the Oklahoma River (the “shore”). This will open up new interests for development opportunities and provide better access to neighborhoods and businesses throughout the area between downtown and the river.

MAPS 3 Proposal, which includes eight projects, will be voted on in December 2009. If approved, several of the projects would affect Downtown.

- A new, approximately 70-acre central park linking the core of downtown with the Oklahoma River
- A new rail-based streetcar system, plus potential funding for other rail transit initiatives, such as commuter lines and a transit hub
- A new downtown convention center
- Sidewalks to be placed on major streets and near facilities used by the public throughout the City
- 57 miles of new public bicycling and walking trails throughout the City
- Improvements to the Oklahoma River, including a public whitewater kayaking facility and upgrades intended to achieve the finest rowing racecourse in the world
- State-of-the-art health and wellness aquatic centers throughout the City designed for senior citizens
- Improvements to the Oklahoma State Fairgrounds”

## Service Hours

The Downtown Library is open 70 hours per week:

Monday – Thursday .....	9:00 a.m.-9:00 pm
Friday .....	9:00 a.m.-6:00 pm
Saturday .....	9:00 a.m.-5:00 pm
Sunday .....	1:00 p.m. 6:00 pm

## Services

### Downtown Library Materials Collection (July 2009 Collection Analysis)

Total Holdings by Media Type	
Media	Volumes
Books	95,289
Paperback Books	44,922
Periodicals	17,272
Microform	4,762
Cassettes	1,489
CDs	5,010
Video Recordings	1,842
DVDs	2,898
<b>Total</b>	<b>173,484</b>

Total Holdings by Reading Level	
Reading Level	Volumes
Adult	113,607
YA	2406
Juvenile	14,284
Tween	7,112
Readers	2,267
Easys, board books	12,209
Mixed level	21599
<b>Total</b>	<b>173,484</b>

### CyberMars

The Metropolitan Library System's computerized library catalog includes the holdings of all system libraries. It is available at each of eight dedicated Downtown CyberMars computers or through the library's homepage [www.metrolibrary.org](http://www.metrolibrary.org).

### **Librarian Assistance**

Professional librarians are located at each of four public service desks within the library at all times the library is open, and at the desk in the Oklahoma Room four afternoons per week and by appointment. Assistance available includes:

- Individualized help in locating specific information or materials for customers in person, on the telephone, or by mail or email.
- Individualized guidance and instruction in the use of the library's many tools, whether in traditional book or print format, microform, or electronic format including the Internet.
- Reader's advisory to match customers' informational and recreational needs with available materials.
- Librarians frequently move about the floors of the library to provide assistance to customers
- Information assistance through the *Ask a Librarian* feature of Metropolitan Library System's homepage
- Document delivery service via FAX, email or regular mail, or a customer pickup service.
- Referral to outside sources or agencies that have complementary collections or expertise.

### **Computers and Wireless Access**

The Downtown Library has eight Cybermars computers, one dedicated government documents computer, and six children's computers with educational games. Public multi-use computers offer internet access, word processing, spreadsheets, databases, and other software. There are 27 public use computers that are available at all times the library is open. An additional 14 computers in the computer lab are enabled for public use any time the lab is not booked for programs or training. The entire facility has Wi-Fi, and customers using wireless devices may access the Library's Internet service.

## **Programs**

Programs are offered for customers of all ages including babies, toddlers, preschoolers, school age children, teens, adults, seniors, and families.

- For babies birth to three years, programs available include approximately eight to ten Parent/Child workshops offered in Spring and Fall sessions as well as one Playtime program per month.
- For toddlers and preschoolers age two to five, approximately 36 programs are offered annually including story time and other similar music and aerobic programs.
- For school age children in K through 5<sup>th</sup> grade a variety of programs are offered from reading help to comic book appreciation. Eight summer programs and four quarterly programs are offered in addition to a monthly program.
- Teens are offered approximately one program per quarter in addition to Wednesday night movies most weeks.
- For adults, programs include musical concerts, seasonal events, multicultural programs, book discussions, and computer skills training. Additionally, the library continues to do regular programs in partnership with the OKC Downtown College, the Oklahoma County Law Library, and the Oklahoma City Museum of Art. Two to four genealogy programs are offered per year.
- For Seniors, several programs are offered including the Winter Readfest program.

## **Public Room Space**

Within the Downtown Library there are several meeting rooms including the Children's Programming room with seating for 66, the Jim Thorpe conference room with seating for 12, the Sequoyah conference room with seating for eight, and five study rooms with seating for three to five persons.

In addition, the Downtown Library has access to all of the headquarters meeting spaces which include the auditorium, the preconference room, seven classrooms, a catering kitchen, and the atrium.

The Downtown Library features a large public display space which faces the front entrance of the library. The Philomathia case is approximately 42 inches deep and 22 feet long.



### Unique Services:

- The Oklahoma Collection contains materials that document the history of our city, county, and state, and at the same time makes these materials available to customers. The emphasis of this collection is historical information about Oklahoma City and Oklahoma County although the collection does include materials pertaining to the entire state. This unique collection is currently composed of books, periodicals, atlases, audio and video media, and electronic databases. Librarians actively seek out existing materials as well as documenting “history in the making” by collecting audio, video and printed materials related to significant events in our area. In digital format, the Oklahoma Collection provides a growing number of images and documents to customers through the library’s website:
  - *The Downtown Library provides ongoing maintenance and development of the Oklahoma Images database,*
  - *The Downtown Library provides ongoing maintenance and development of the Oklahoma Folklore Collection.*
  - *Librarians actively collect, process, and provide public access to historical materials and special collections and information.*
- A quiet reading room on the second floor provides table seating for 12 and freshly reupholstered armchairs with seating for 10.
- The Metropolitan Library System Genealogy Collection is housed on the 2<sup>nd</sup> floor, and the Downtown Library provides expert staff to assist in this area. This collection includes historical City Directories, phone books, and some high school yearbooks.
- The Holocaust Resource Collection is an in depth collection on the Jewish Holocaust.
- Compressed shelving houses several unique collections for the library system: Sam’s Photofact collection, historical automotive repair manuals, hard copy of certain archived periodicals, various Government Document documents.
- USGS Topographical map collection is available.
- A Microform collection is available for 1890, 1910, 1920, and 1930 censuses.
- The Philomathia case offers exhibits on a variety of timely and cultural subjects.
- The Downtown Library provides five individually scheduled quiet study rooms with seating for three to five people. These are available for reading, study, instruction, assessments, interviews, and other uses.
- A computer lab contains an instructor’s computer, plus 16 computers which are available for programs, training, or other bookings. When not booked, 14 of them are enabled as part of the general public use system.
- The Downtown Library maintains a microfilm collection of magazines, newspapers and other periodicals primarily covering the period from the 1970s to present. This collection includes microfilm copies of the *Oklahoman* from statehood to present and microfilm copies of the *New York Times* from the 1850s to present. Other unique microfilm maintained for the system includes The *Indian Pioneer Papers* on microform, which is one of only a few sets available in Oklahoma, as well as the Federal land tract books of Oklahoma [Territory] on 22 reels of microfilm.
- The Downtown Library has three pieces of the Colcord furniture on display in public areas because of their historic and aesthetic value.

## Staff by FTE

Manager of Library Operations II.....	1.00
Assistant Manger of Library Operations .....	1.00
Librarians .....	13.275
Associate Librarians.....	1.625
Library Assistant .....	1.00
Technology Assistant.....	1.00
Serials Technician.....	1.00
Circulation Clerks.....	4.75
Pages .....	5.65
<b>Total .....</b>	<b>30.3</b>

## Budget - FY10 budget for the RJN Downtown Library

Direct costs: .....	2,742,656.00
Indirect costs: .....	1,526,726.47
<b>Total .....</b>	<b>4,269,382.47</b>

## Statistics – July 2008 to July 2009 Downtown Circulation by Media and Reading Level

Total Circulation by Media Type	
Media	Volumes
Books	291,100
Paperback Books	198,345
Periodicals	,336
Microform	
Cassettes	6,472
CDs	38,950
Video Recordings	9,788
DVDs	36,656
<b>Total</b>	<b>412,136</b>

Total Circulation by Reading Level	
Reading Level	Volumes
Adult	302,777
YA	9,784
Juvenile	31,998
Tween	17,837
Readers	7,563
Easys, board books	32,237
Mixed level	9,940
<b>Total</b>	<b>412,136</b>

## MLS Strategic Plan

### YOUR INVITING, INNOVATIVE LINK TO THE WORLD

#### **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 library.

## **Downtown Library Service Responses for FY10-11**

### **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.

1. The Downtown Library will have at least one display per month that features a non-book format.
2. The Oklahoma Collection staff will contribute to Oklahoma Voices, a series of audio interviews with Oklahoma citizens remembering both historic and personal events.
3. The Librarian who oversees the Oklahoma Collection will contribute local history essays and articles to the library's website, databases, and monthly magazine which highlight features of the Oklahoma Collection.

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

1. The Downtown Library will present programs that increase cultural or historical awareness
2. The Downtown Library staff will assist the Headquarters Manager in hosting the Downtown Open House which showcases the library as part of the Downtown community.
3. The Downtown Library will offer at least one program that can benefit the homeless community as well as other customers.

### **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.

1. The Oklahoma Collection will be staffed Monday through Thursday afternoons and by appointment. Staff will create a bookmark or flyer highlighting the resources available and encouraging customers to plan a time to come in and browse.
2. The Downtown Library will complete the process of updating the signage on the shelf end panels. This will allow customers to more easily browse the collection by subject. It will also provide a more accurate representation of the content of each row of shelving.
3. The Downtown Library will investigate the possibility of adding a self-checkout on the 2<sup>nd</sup> floor. This would be a convenience for customers who would like to leave the library from the second floor via the elevators into the atrium.
4. The Downtown Library will improve the safety of the central staircase by having a visible edging material added to the front edge of each step for demarcation.

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

1. The Downtown Library will display art from different Oklahoma City area schools in the children's area.
2. The Downtown Library will add a Plan 4 College Center in partnership with the Oklahoma State Regents for Higher Education.

### **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.

1. The librarians of the Downtown Library will attend workshops or MLS training to increase knowledge in specific areas of information or on local resource topics.

**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.

1. The Downtown Library will offer monthly programs about the use of computer programs or the internet.
2. Library staff will give tours which include database or Oklahoma Images overviews.

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

1. A handout featuring a "Website of the Month" which features educational or developmental sites for parents or children will be distributed at each monthly Playgroup Program.

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

1. Downtown staff will provide information about resources available through the library website when providing tours or database training, and when doing presentations.

## Review of FY09-10 Objectives

### 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.

- *Downtown staff members have spoken to various groups about library resources including the Oklahoma Council for History Education, the Oklahoma Historical Society, the Oklahoma Genealogical Society, and various retirement centers and other groups.*
- 1. The Downtown Library will have at least one display per month that features a non-book format.
  - *The Downtown Library has created monthly displays each month that feature media such as CDs or DVDs in addition to books.*
- 2. The Oklahoma Collection staff will contribute to Oklahoma Voices, a series of audio interviews with Oklahoma citizens remembering both historic and personal events.
  - *The Oklahoma Collection coordinator has conducted more than 20 interviews for Oklahoma Voices during the last year.*
- 3. The Librarian who oversees the Oklahoma Collection will contribute local history essays and articles to the library's website, databases, and monthly magazine which highlight features of the Oklahoma Collection.
  - *The Oklahoma Collection coordinator is a regular contributor to INFO, the monthly library magazine. Each month he presents an interesting story from Oklahoma history which is inspired by an Oklahoma Images photograph. He also continues to upgrade the Oklahoma Images database with essays and enhancements.*
  - *He has also written 15 Oklahoma Moments during the last year which are featured on Read About It and on the library's website.*

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

1. The Downtown Library will present programs that increase cultural or historical awareness
  - *The Downtown Library offered a variety of programs including musical performances of classical piano and a holiday choir. Also offered were programs featuring other cultures such as the Asian Festival, the Native American Heritage Month Celebration, and Respect Diversity. Literary programs included the series of Harlem Renaissance book discussion, Oklahoma Goes to the Movies, and the Ann Patchett "Author Confidential" program.*
  - *In January 2009, the Downtown Library provided a live feed of the presidential inauguration in the 46<sup>th</sup> Star Auditorium so that Downtown area customers could view this historic event.*
  - *The Downtown Library hosted the Dear Mr. President photo exhibit in conjunction with the inauguration*



2. The Downtown Library staff will assist the Headquarters Manager in hosting the Downtown Open House which showcases the library as part of the Downtown community.
  - *Several Downtown staff members served on the Open House Planning Committee. The day of the event, Downtown staff manned with two booths in the Atrium, hosted displays in the Oklahoma Room and on the 4th floor, and showed movies. The large display case, as well as the small one in the Children's Area, was coordinated to go along with the event.*
3. The Downtown Library will offer at least one program that can benefit the homeless community as well as other customers.
  - *The Downtown Library offered programs of benefit to the transient population including Wednesday Night at the Movies, Resumes & Internet Job Searching, and musical performance programs.*

### **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.

- *The newly relocated Downtown YA area provides a larger and more welcoming space. Its close proximity to the front of the library provides easier access to librarian assistance as well as safety and comfort.*
  - *The newly updated signage on the end of each shelf end panel in the ANF collection allows customers to better browse that collection by subject.*
1. The Oklahoma Collection will be staffed two weekend afternoons per month in addition to its regular hours of to offer additional opportunities for customers to access the resource available there. Staff will create and distribute a flyer regarding the extended hours.
    - *The Downtown Library has opened the Oklahoma Room each Sunday afternoon in addition to the weekday afternoon hours.*

**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.

- *Oklahoma Room coordinator was interviewed for the Journal Record and credited as a staff member of the library system.*
- 1. The librarians of the DN Library will attend workshops or MLS training to increase knowledge in specific areas of information or on local resource topics.
  - *Downtown librarians and supervisors completed an average of 7 training classes per person during the period between November 1, 2008 and September 30, 2009. In fact, all Downtown staff members completed some training during that time period with an average of 6 trainings per person.*
- 2. At each staff meeting, DN staff will highlight an MLS database to increase staff awareness of the variety of databases offered.
  - *The Downtown Staff reviews an MLS Database at each staff meeting. In addition, Downtown has provided Database of the Month reviews for the Training Times.*

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

1. After each customer interaction, Downtown staff members will make at least one additional offer of help, materials, or services as appropriate. This will ensure that every customer has an opportunity to ask any follow up questions that they might have been hesitant to ask. Staff will have the opportunity to share a little more information about additional materials and services that customers might not be aware of and that are also specific to their needs.
  - *This goal has been a focus throughout the entire year and is included as a part of our Daily Links.*
2. The Downtown Library will develop and offer one course on the use of the internet for specific needs.
  - *The Downtown Library has offered a series of computer classes since January 2009. Topics have included Computer Basics and Word, Email, Internet Searching, PowerPoint, Resume & Job Searching, Internet Fraud, and Email with Gmail. The Computer Basics have been so frequently requested, that they are now offered monthly.*

## 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.

- *To decrease customer wait time, the Downtown Library expanded the hours the Route 66 Computer Lab is open for public use to include all hours that the lab is not scheduled for programs or training.*
- 1. The Downtown Library will provide programming that showcases the use of the internet for fulfilling specific customer needs.
  - *In January 2009, the Downtown Library began offering monthly computer classes. Topics have included Computer Basics, Microsoft Word, Email, Internet Searching, PowerPoint, Resumes and Internet Job Searching, Internet Fraud, and Gmail.*
- 2. Library staff will contact schools in the service area to offer tours which include database or Oklahoma Images overviews.
  - *Library staff provided database training in the computer lab to at least 3 schools as part of their tours at the library.*

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

- *The Downtown Library offered a program for parents and kids to research their family trees together*
- *Videos from Downtown program I Can't Believe I Shot That film contest were posted on YouTube.*
- 1. The Downtown Library will create at least one children's display and one children's bulletin board which features computer technology and the internet.
  - *September 2009, the children's area featured a display about computers and the internet.*
- 2. A handout featuring a "Website of the Month" which features educational or developmental sites for parents or children will be distributed at each monthly Playgroup Program.
  - *From January to July 2009, the Playgroup handout included a website of the month with topics such as the importance of reading, child development, health, and nutrition.*

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

1. Library staff will create a handout to send to adult groups featuring databases and resources available through the MLS website.
  - *The Downtown Library staff has provided handouts when doing presentations to groups.*
2. Staff will create bookmarks featuring databases for children
  - *Although the Downtown Library did not create bookmarks for this purpose, children's librarians distributed bookmarks for teens on various topics including Learning Express Library, Stuff you didn't know you could do (for free!) at your library, and Computer and Internet Classes.*