



Musical group from Tuvan, Huun Huur Tu, performs at Edmond Library to a standing room only audience.

# Edmond Library

## Plan of Service

July 1, 2010 – June 30, 2011



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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 Edmond Economic Development Authority estimates that the population for 2008 was 83,259.

## MEDIAN HOUSEHOLD INCOME

Median household income in Edmond for 2008 was estimated at \$68,296. Edmond's average household income is \$90,913, which is a 19% increase from 2000. The unemployment rate in Edmond for 2008 was estimated at 2.8 %.

## EDUCATION

48.6% of Edmond residents age 25 or older possess at least a bachelor's degree, and 17.1% also have a graduate degree, according to 2008 estimates based on the U.S. Census.

In Fall 2008, 15,724 students were enrolled at the University of Central Oklahoma, and 2,198 were enrolled at the Oklahoma Christian University of Science and Arts.

Public schools in the area include 16 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 2009-10 school year is 20,780. Graduation rate is 98.1%.

All three of Edmond's high schools were among the 2008 list of America's Best High Schools by Newsweek.

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.

## 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 included in *America's Top-Rated Smaller Cities, 2008/09 edition*, by Grey House Publishers.

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



Karen M. working at the circulation desk.

# 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 2009 collection analysis tallied the Edmond Library collection at approximately 140,646 items including these categories:

37,582 adult non-fiction	4,265 reference items	2,780 young adult fiction
10,795 fiction	35,757 paperback items	8,429 juvenile non-fiction
2,913 mysteries	4,326 periodicals	6,922 tween non-fiction
1,444 science fiction	619 audio cassettes	3,933 juvenile fiction
122 short story	1,066 video recordings	3,441 tween fiction
483 westerns	7,267 CDs	5,195 beginning readers
	4,965 DVDs	13,477 easy books

- 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 members are available to assist customers with reference questions during business hours.
- 8 FTE librarians and 2 managers are experienced in answering reference questions.
- Five staff members currently hold MLIS or MLS degrees, and several staff members hold graduate degrees in other disciplines.

## *Computer Services*

- Nine "CyberMars" computers, offering access to the library catalog and customer account access
- 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](http://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*

50 total staff members, (29.5 FTE) work at Edmond library, including:

- 26 part-time Pages
- 4 full-time Circulation Clerks
- 8 half-time Circulation Clerks
- 1 half-time Technology Assistant
- 1 half-time Library Assistant
- 2 full-time Associate Librarians
- 1 half-time Librarian
- 5 full-time Librarians
- 1 Assistant Manager of Library Operations
- 1 Manager of Library Operations



## Budget

The annual budget for Edmond Library for FY10, July 1, 2009– June 30, 2010 is \$1,867,282 in direct costs.

## Circulation Statistics

In the fiscal year ending June 30, 2009, Edmond Library's total circulation was 1,290,176. This was a 3.2% increase from the previous year's circulation of 1,250,414 in FY08.

Highlights of Edmond Library circulation statistics by category for July 1, 2008 – June 30, 2009:

180,184 adult non-fiction	107,268 paperback items	25,042 young adult fiction
87,038 fiction	8,856 periodicals	26,426 juvenile non-fiction
22,828 mysteries	6,257 audio cassettes	31,325 juvenile fiction
7,490 science fiction	9,657 video recordings	56,261 tween non-fiction
423 short story	91,520 CDs	33,364 tween fiction
2,975 westerns	111,139 DVDs	74,039 beginning readers
22,324 large print		135,371 easy books



**Edmond Library was completely recarpeted in October 2008.**

# **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, 2010 TO JUNE 30, 2011

We are focusing on “Visit a Comfortable Place” for some new innovations during the 2010-2011 fiscal year, while maintaining our established activities to continue to meet all of the service responses for the Metropolitan Library System’s Strategic Plan.

## *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:** Enhance the comfort, sense of order, and beauty of Edmond Library’s general areas, quiet reading and studying areas,

Task 1: Replace public task chairs during FY11. (budget due April 2010)

Task 2: Identify any additional worn or broken furniture that needs replacing during FY11. (budget due April 2010)

Task 3: Request capital improvement funds to build cabinetry or moveable wall to shield open storage areas behind the reference desk from public view. (budget due April 2010)

Task 4: Request capital improvement funds to change wall behind circulation desk to shield employee work area from public view. (budget due April 2010)

Task 5: Revisit furniture arrangement throughout the library for optimum comfort and welcoming atmosphere, on a quarterly basis during FY11.

Task 6: All library staff will pick up bits of paper or trash found throughout the library, push chairs back in place, and generally improve our awareness of tidying up during FY11.

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

**Activity:** Edmond Library will continue to offer noteworthy opportunities for people to interact.

Task 1: Continue offering interesting, innovative, free, public programs for all ages during FY11.

Task 2: Continue renting meeting room space to business, community, and civic groups during FY11.



## Status Report for Edmond Library Goals during July 1, 2008 – June 30, 2009

### *Satisfy Curiosity: Lifelong Learning*

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

- ✓ Provided displays of materials in various formats throughout FY09.
- ✓ Continued to offer the Best Books of the Year display in January 2009.
- ✓ Library staff made at least four visits out in the community in FY09, showcasing some of the resources that can be found at the library. Visits included providing a library presence at the Edmond Homeschool Educator's Vendor Fair, the Edmond Historical Society Museum Author Fair, the Edmond Arbor Day Festival, and the Edmond Living History Social.

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

- ✓ Worked with Outreach to provide culturally enriching programs during FY09.
- ✓ Partnered with organizations such as Sustainable Edmond, the U.S. Census, the Oklahoma City-County Health Department, Oklahoma City Community College and others to provide programs addressing civic and community interest during FY09.

### *Visit A Comfortable Place: Public & Virtual Places*

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

- Did not finish replacing worn lounge chairs by 6/30/09, due to budget constraints.
- ❖ Worked with MTC, LO and vendor to complete carpet replacement by 6/30/09.
- ❖ Many, but not all painting requests were completed by Maintenance.

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

**Activity:** Ensure that all Edmond staff members are well trained to provide up-to-date reference and circulation services.

- ❖ Five reference staff members have completed a database searching course.

## Status Report for Edmond Library Goals during July 1, 2008 – June 30, 2009 *(continued from page 9)*

- ❖ Three reference staff members have completed readers' advisory training.
- Circulation staff did not complete the cash transactions practice module developed by the money transactions committee.

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

- Many, but not all staff working service desks completed at least one customer service training opportunity.
- ❖ Many public service staff developed the habit of greeting or acknowledging every customer as they pass by, whether or not the customer approaches the service desk.
- The practice of “roving” through the library to offer assistance to customers who do not approach the information desk has not worked out so well due to staffing patterns, phone calls and business at the desk, and other factors.
- ❖ Managers did a fairly good job of modeling welcoming/greeting behavior and “roving” behavior throughout the year.
- ✓ Managers provided encouragement and discussions during staff meetings, and feedback to staff on welcoming/greeting customers and “roving.”
- ✓ A volunteer Mystery Shopper provided several reports to Library Operations throughout the year, evaluating library staff's service.

### *Connect To the Online World: Public Internet Access*

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

- ✓ Our Technology Assistant and two Computer Volunteers provided individual tutoring for use of computer programs and the Internet throughout the year.
- ✓ Provide at least 2 computer demonstration classes during FY09. Our Technology Assistant has offered at least one class, once a month on rotating topics, including Basic Computer Use for Seniors, Advanced Basic Computer Use for Seniors, and a class on using the CyberMARS catalog.
- Request for additional Technology Assistant was not approved for FY09.

## *Strategic Partnerships*

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

AARP Tax Volunteers  
City of Edmond  
Edmond Art Association  
Edmond Fine Arts Institute  
Edmond Historic Preservation Trust  
Edmond Historical Society  
*Edmond Life & Leisure*  
Edmond Parks and Recreation  
Edmond Police Department  
Edmond Public Schools  
Edmond Senior Center

Edmond Senior Community Foundation  
*Edmond Sun*  
Edmond Visual Arts Commission  
Keep Edmond Beautiful  
Mindscopes  
Oklahoma City University English Department  
Oklahoma Home Educators  
Project READ  
UCO Chambers Library  
UCO Gerontology Department  
UCO Transportation and Parking Services



Summer reading sign-up table, 2009.



Nicole shelving in the children's section.