



# Choctaw Library Service Plan

July 1, 2010

To

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# Choctaw Library Service Plan 2010 - 2011

## **MLS Vision**

The Metropolitan Library System envisions a future in which it is an inviting, innovative link to the world for all the people of Oklahoma County.

## **MLS 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 the Choctaw Library Facility**

This facility opened January 20, 2004 at 2525 Muzzy Street. The award winning structure is 9,000 square feet in space that includes a front porch as part of the east (front) entrance and a covered deck leading to the west entrance. According to the Choctaw fire Marshall, the occupancy capacity for the building is 600 people. We have about 60 chairs of various styles and 20 low stools situated throughout the open area for customers. The meeting room is a large room and will seat between 60 and 100 people depending on the room set-up.

## **Choctaw Community Profile**

### **City location**

Downtown Choctaw is located about 16 miles east of downtown Oklahoma City on Highway 62 (NE 23<sup>rd</sup> Street) in the geographic center of eastern Oklahoma County. Over 29 miles are included in the Choctaw city limits. Choctaw borders Harrah, Jones, Nicoma Park, Midwest City, Oklahoma City, and Spencer.

### **Population**

According to the 2000 census, Choctaw was listed as having 9,377 people and the 2002 estimate as having 10,300. The ethnic makeup of the city was listed as 88.80% white, 1.64% African American, 3.70% Native American, and Hispanic or Latino were 2.79%. In Choctaw age mixes, 24.9% of the people are under 18 years old. Those ranging in age from 18 to 24 were 7.6%. Those aged 25-44 were 28.7%, those 45 to 64 were 27.3% and those older than 64 was 10.6 of the population. The median age is 38 years old.

### **Average Households**

Choctaw at the time of the census had 3,450 households. Sixty eight percent of these were married couples, 35.9 percent had children under the age of 18, and 6.0% consisted of someone who was 65 years or older living alone. The average household size was 2.69 people and the average family size was 2.99 people. The median income for a household is \$49,291 while the median income for a family is \$55,437. The per capita income for the city is \$21,041.

### **Education**

In the general population of those 25 and older, 85% are high school graduates or higher. The Choctaw Nicoma Park School System comprises of 58.5 square miles of Eastern Oklahoma County. There are 4 elementary schools, 2 intermediate schools, 1 middle school, a ninth

grade academy located at the high school and one high school. One elementary and the middle school are located about half a mile from the library. Two elementary schools are located about 4 miles from the library and the high school is located 3 miles from the library. These schools are considered some of the best in the state with a couple of them serving as Great Expectations schools. There is also an Alternate Education Academy that serves students in grades 9-12 from the Choctaw, Harrah, Jones, Luther and Nicoma Park communities. Additional education is provided by the Eastern Oklahoma County Technology Center.

### **Government**

Choctaw is a "Home Rule" city. The government operates under a "council-manager" form of government with the city manager executing the laws and administering the government of the city and the City Council enacting local legislation, adopting budgets and appointing the city manager, city attorney and all judges and boards. Funding for the city is primarily city sales taxes.

### **Points of Interest:**

The **Historical Flower Gardens** are located in the 1 mile distance between Choctaw Road and Henney Street on NE 23<sup>rd</sup> Street (Oklahoma 62). The eastern boundary is one mile west of the eastern boundary of the 1889 Land Run. Set in the 12 large flower gardens are 19 life size Shadow Art Sculptures of the Ghost Riders of the Oklahoma Land Runs and the Early Settlers. There are 17 history plaques about Oklahoma Life in 1889.

Choctaw's **Main Street** features 2 traffic circles surrounded by gardens. The south circle has an open air gazebo that allows outdoor events to take place next to a city park that is located on the north east corner of the intersection. This intersection is one block west of the library along Gilbert. The second circle has the school bell from the first school house. In April 2007 a centennial clock was dedicated to the city and is located in the garden at the intersection of NE 23<sup>rd</sup> Street and Main Street.

**Choctaw Creek Golf Course** is at 2200 N Hiwassee Road and has 18 holes, a driving range, Club House with snack bar, banquet and conference room and pro shop.

**Bouse Park** is a large park that has recently had an all age water feature constructed with an entrance on Indian Meridian. Some of the park is still being restructured into a public park. This is about 4 miles southeast of the library.

The **Choctaw Creek Park** is located within 1.5 miles of the library on North Harper Road between NE 10<sup>th</sup> Street and NE 23 Street. From the first Saturday in June until the last Saturday in October, a Farmer's market is active in the park from 8:00 AM to noon each Saturday. In addition the park hosts Land Run Days and Old Timer's Day in April, Oktoberfest the first week of September, Halloween Haunted Trails in October and Native American Heritage Day and Festival. In addition, the park is available to organizations for festivals and events. A Wildlife Sanctuary and Wetlands Project is located at one end of the park. Walking trails provide a safe avenue for citizens to walk surrounded by nature.

**Lloyd Williamson Memorial Park** is a 3 acre park with soccer fields and play ground located at 14700 Dean Street. It is about one half mile due north of the library,

**Optimist Park** is a neighborhood park with picnic shelter, play ground and baseball field located at 13500 NE 10<sup>th</sup> street between Henney Road and Hiwassee Road. This is about 3 miles southwest of the library.

**Ten Acre Lake Park** is a 40 acre park that offers fishing, picnicking, baseball diamonds, playgrounds, and soccer fields. It is located at 15600 NE 10 Street about 2 miles from the library. It adjoins Bouse Park on the east.

Sources of information included the Choctaw City Webpage and [www.okcommerce.gov](http://www.okcommerce.gov),

## **Choctaw Library Services**

### **Service Hours**

The library is open to the public 61 hours a week. Hours are Monday through Thursday 9:00 AM to 8:00 PM; Friday 9:00 AM to 6:00 PM; and Saturday 9:00 AM to 5:00 PM.

### **Collection**

As of the Choctaw Collection Analysis of July 2008, Choctaw Library has approximately 52,939 items in its collection. This includes 43907 circulating and reference books and periodicals.

Customers have access to the entire MLS collection of over 1 million items via the CyberMars. The Choctaw library has 3 dedicated CyberMars for customer use.

Each customer with an active card has access to licensed databases included in the MLS database system.

Interlibrary loans are used to acquire for customer use items that are not in system.

### **Librarian assistance**

Librarian assistance is offered to all customers by 3 full time librarians (including the manager), 1 half time librarian and one library assistant.

### **Services include:**

Demonstrating how to use the CyberMars.

Going to the shelves with the customer for items of interest.

Looking up materials for customers on CyberMars or other search tools,

Processing Interlibrary Loan items when the needed resource is not in-system,

Readers Advisory

Coordinating, planning and executing programs of interest to the general public.

Answering all directional and reference questions to the best of the resources and the librarian's ability.

Assisting with computer related questions when technical assistant is not present.

Answering questions about the RSS.

Helping customers understand the e-media system.

### **Computer Services**

Help signing in at the signup computer for computer use as needed.

Instruction on use of the Internet and other programs available on the public computers.

The customer has access to the free MLS wireless access service.  
There are 3 CyberMars terminals.  
There are 13 multitask, internet accessible computers available for customer use.  
There are 4 children's computers offering educational programs and games.  
A technical assistant is usually available 4 afternoon/evenings a week.  
The technical assistant will give one on one instruction as needed.  
RSS feed training as needed.  
Customers can access the MLS services 24 hours a day 7 days a week by visiting [www.metrolibrary.org](http://www.metrolibrary.org).

## **Programs**

The Choctaw Library offers programs for all ages.  
Toddler story and activity programs for children under 3 years of age are offered weekly throughout the year.

Preschool story and activity programs are offered weekly throughout the year.

Being a Family Place library, Choctaw offers a series of 4 Parent-child workshops in the spring and fall of the year.

Family Place Open Play is offered monthly.

"Children Reading to Dogs" has been a popular monthly addition during the last 2 fiscal years. It will continue in 2011.

BeTween Books Book Club had a disappointing attendance rate. In June 2009 it was replaced with Book Blast Book Club mainly targeted at struggling readers for the summer months. It had a good attendance during the summer but declined when school started. In spring 2010 it was discontinued. However the parents of the 4 children who attended regularly wanted the program to continue. After consideration, the librarian has planned 2 sessions for the fall as a trial with a new date and time.

Ookami Anime Club for teens meets monthly. It is popular and often has attendees from other libraries clubs.

Oklahoma Connections is offered to "at risk" teens and adults learning to read as adults.

Programs for homeschoolers at the elementary and junior high school level are scheduled regularly.

Adult programs that have been offered for 2 years and we want to offer next year include

- AARP defensive driver's safety classes twice a year
- Author visits and book talks twice a year.
- Business planning workshop at least once a year.
- Customer appreciation celebration in October.
- Genealogy.
- Health related workshops twice a year.
- Intergenerational programs twice a year.

Jewelry and craft programs for teens and adults  
Lifetime Reader's Readfest in February.  
Music Concerts several times a year  
Oklahoma Connections in partnership with EOC Technology Center  
Parent Talk in partnership with the Oklahoma City County Health Department  
Partnership with SBA and SCORE for business related programs  
Choctaw Library Pageturner's Book Club meets the first Saturday every other month.  
Evening and weekend story events for all ages.

This year, new programs will include:

German language and culture classes – 2 6 week sessions in spring and fall.  
Yoga at beginners levels for two multi-week sessions in the fall and the spring.  
Booktoberfest in October.

All librarians have been offering catchy displays for holidays, book promotions, programs and public interest.

Summer Programs are offered twice a week for school age children and once a week for YA and preschool children.

In FY 09-10, there were 634 meetings with a total attendance of 14,216.

205 meetings for adults with attendance of 2,051.

47 teen programs with attendance of 829.

323 programs for children with attendance of 9,651.

59 general audience/senior meetings with attendance of 1685.

### **Meeting Room and Display Space**

Meeting spaces are available for \$10.00 per hour.

The community room can seat 60-80 people at tables or up to 200 at a stand up function.

A covered deck is located on the west end of the building that can seat up to 200 individuals.

An exposed patio is at ground level on the west and can host up to 50 people.

There is one 2 foot square display case by the community room with 4 shelves available and 1 5 foot wide by 6 ¾ foot high display case that is available to be booked.

There is 1 52-inch high 3 shelf shelving unit used for display of library materials for holidays or special programs near the circulation desk. Carts are used for spot displays through the library.

The computer room has 7 computers and chairs for 10 people in it.

### **Quiet Reading Room**

The quiet reading room is located in the south east corner of the library. It has 3 lounge chairs as well as 2 tables with 8 chairs for customer use. The reference automobile repair books are displayed in this room as are the periodicals. Native American art by Enoch Haney and a

calligraphy message from a community in Japan are the major art in the room. Several green plants make this an attractive space.

### **Children's Area**

Though substantial in size, the children's area is crowded with shelves, tables, computers, and chairs. There are three lounge chairs. At the north end of this section there are two children's sized tables with eight child size wooden chairs for family interaction. There is also a spacious area for the 4 child computers. This area is well used and often crowded indicating future space needs consideration. Sub-areas are organized as preschool and school age with appropriate games, activities, and resources in portable shelving.

### **Special Collections**

**Genealogy** reference collection includes genealogy magazines, the Chronicles of Oklahoma magazines, a miscellaneous collection of school yearbooks of local schools and some bound local newspapers from the eighties.

**Family Talk** has children's materials of interest to parents.

**Jobs** collection offer test books and job opportunity information including resumes and career information.

### **Staff**

There are 5 FTE, 4 half time and 6 part time staff including:

- 1 FTE Manager
- 2 FTE librarians
- 2 FTE clerks
- 1 .5FTE librarian
- 1 .5 FTE clerk
- 1 .5 FTE library assistant
- 1 .5 Technology assistant
- 6 PT pages

### **Budget**

The FY09-10 budget for the Choctaw Library was \$690,967.00 in direct costs. The FY10 -11 budget is for \$749,958.00.

### **Circulation Statistics**

In the fiscal year ending June 30, 2009, Choctaw had circulated 202819 items which was a - 8% increase over FY 08-09 circulation.

### **MLS Strategic Plan**

#### **Service Responses**

The Choctaw Library provides services that help customers in self developmental activities as well as serve the need for information related to business and employment. The library provides materials of current interest in the community for informational, cultural, social and recreational needs. It provides information and technology to assist all customers in their professional, school and personal lives. Our staff is trained to determine user needs and respond to those needs while always providing friendly and efficient customer service. Staff

members will maintain strategic relationships with local organizations to improve the local awareness of the economic and informational value of the library in the community. The library offers many avenues to cultivate an awareness of world cultures including genealogy, local history, and other materials. The library provides services that inform the public and meet the needs of people to interact with others and participate in public communications.

## **Service Responses planned for July 1, 2010 to June 30 2011**

### **Primary Strategic Goals:**

The goal that the library system will focus on this year is "Satisfy Curiosity: Lifelong Learning".

### **Facilities Response**

Choctaw library will accomplish its part in this endeavor by:

- Provide ongoing training of staff as it comes available on current equipment, tools and procedures.

  - Ask all staff to request training as needed

  - Arrange for the staff member to have time to attend the training

  - Arrange in house training where possible.

  - Encourage staff members who want to increase their formal training outside of library hours to do so.

  - Add a training component into departmental meetings where staff members can share an article, a book review; a "best practice tip;" or another tool.

Talk to customers:

Consider opportunities for "teachable moments" on "How to get the most from your library" to be anytime customer will ask or listen.

Look for ways to increase individual staff awareness of the generational gaps in technology interfacing that exists to better serve each individual.

Provide roving time for the staff to interact with the customers throughout the building.

This will encourage customers to seek assistance when needed as well as defuse situations before they can escalate into major confrontations and insure that the computer use is friendly and pleasant when possible.

We try to insure that the plants are maintained, the building clean, and enough comfortable places to sit so as to be an inviting environment to encourage learning.

Children's and YA librarians will include demonstrations of virtual resources when appropriate when giving tours and orientations to the students.

Encourage parents to use the school's databases and show them the link as needed. As well as demonstrating MLS data bases as needed.

### **Secondary Strategic Plan goals**

The Choctaw Library staff plan to continue to maintain an inviting, welcoming environment for customers, all day, every day at the Choctaw Library. This will be done by:

Every staff member will smile and offer a pleasant and appropriate greeting, such as “good morning”, or “hello, how may we help you today” when customers arrive in their area. Every staff member will add “please let me know if I can help you with something” or similar phrasing to insure the customer feels welcome to ask for help and about library services.

Every staff member will smile and offer a pleasant and appropriate farewell to each customer as they depart the staff member’s area. They will ask if the customer found what they needed when appropriate. When appropriate, the staff member will suggest other venues to increase the customer’s available resources.

The manager will observe whenever possible the actions of the staff to insure it is carried out.

### **Services Responses**

#### **Self directed, personal development opportunities**

Partner with the local technology center to offer more programs in health, local history and craft or artistic activities. This ongoing partnership serves both parties well.

Explore other avenues of adult and juvenile educational opportunities.

The YA librarian plans to include more school visits to have direct contact to help build rapport between the school and the library.

The children’s librarian has helped establish links to the individual schools’ webpage. She encourages class visits and will continue this practice.

Maintain existing level of individual educational programs such as Spanish language, Yoga and Oklahoma Connections.

#### **Current topics and popular titles**

Continue to build and encourage reader’s advisory development for librarians especially in the teen and children’s area.

Continue to communicate with Selection on titles of interest to our community.

Coordinate with Outreach Services to provide high visibility programs for teens and for adults.

#### **Information and technology needs**

Plan to continue to offer one on one person classes in computer topics ranging from the software programs offered to using the databases.

#### **Customer Service**

Continually analyze the staffing situation and recommend changes in the FY 12 budget.

Create specific customer appreciation plans for October 2011 before the budget input period is over to insure funding is available.

Continue to explore ways to have positive meetings that yield desired behaviors at the staff meetings.

Encourage the existing peer-recognition system to expand and support it by more consistently recognizing staff members for the excellent customer service observed by their peers.

Offer a YA activity each month via the Ookami Anime Club meeting.

YA and Children's Librarian will coordinate to offer like themed programs for the respective ages.

### **Strategic relationships**

Maintain the existing relationships in community groups like Chamber of Commerce, Team Choctaw, Eggs and Issues at the EOC Technology Center, and the Nicoma Park Choctaw Business Women's Club.

Remain an integral member of the EOC Disaster Recovery Resources Association.

Seek to strengthen ties with the schools by developing relationships with the local principals and increasing the contacts with school librarians and teachers in all Choctaw schools to make them aware of programs for the relevant age group.

Over the last year we have partnered with some schools to have links to their school catalogs and the Reading Counts information. Choctaw Nicoma Park schools have a link to the MLS website. (Several of the elementary schools have a link to our website specifically—we continue to maintain a link to the school library catalogs for all the CNP schools. We can use this link to confirm the AR levels for parents.)

Look for additional ways to be involved in the community at local events. This includes Old Timer'

Maintain existing level of attendance at City Council Meetings and other governmental meetings.

Create a directory of local services throughout the community to assist customers through the networking that librarians and library manager do.

Explore ways to network with home school parents. In the spring 2010, this library offered Art Class on Friday mornings facilitated by a home school parent and attended by home schooled children. There were several enquiries about the class for summertime. The children's librarian is considering offering it during the summer in 2011 on an alternate day of the week.

### **Understanding of World Cultures**

Develop a series of programs that emphasize the cultural heritage of Oklahoma during the 2011 calendar year.

Insure adequate materials are available on major cultural groups.

## **Local History**

Continue to work within existing groups to build an understanding of the local community so we can focus resources in a productive manner for customers.

Plan and execute ongoing genealogy or local history workshops perhaps in partnership with the Eastern Oklahoma County Technology Center, the History Center and other local history groups.

Maintain displays offered by local citizens.

## **Choctaw Library Objectives Accomplished**

### **Programming Children**

Toddler and Preschool Story times were offered weekly.

Family Place Parent-Child workshops were planned and held in March 2010. Another series will be offered in October 2010.

Family Place Open Play Time sessions were offered every month as planned and were relatively well attended.

The reading to dogs program was a successful program and will be continued.

Summer Programs offered In July 2009 and June 2010 were a success.

### **Young Adult programs**

Teen Advisory Board was eliminated due to lack of attendance. The Ookami Anime Club has been more successful with the teenagers.

Teen programs both during the school year and during the summer that were offered fluctuated wildly in attendance based on topics but overall were a success.

The Oklahoma Connections programs offered in conjunction with the Eastern Oklahoma Technology Center and the Choctaw High School Alternative School were a resounding success. More are planned for FY 11.

The YA librarian would like to explore a TAB type program via the on-line medium as well as maintain a suggestion box in the YA area.

### **Adult programs**

Spanish language and culture classes were discontinued in May 2010. German class will be offered in the fall 2010.

### **Intergenerational and community participation**

Land Run Days and Old Timer's Day are combined into a single weekend (Thursday-Saturday). The April 2010 event was very well attended and the library got a lot of positive public exposure with students, teachers and families. As an added value, the Library

partnered with local storytellers and an ECU student group did a puppet show in the library booth space.

Library involvement in Christmas on Main Street continues to be mostly the volunteer services of the library manager in planning and working the event. Because of the exposure, families in the community are more aware of library services. Complimentary programs are offered at the library.

### **Group Services offered**

Tours continue to be requested and provided on an ongoing basis as space and time is available.

Story times were prepared for groups upon request and offered both on site and at the school, head start or preschool care facilities.

Library Resource Instruction was provided as a group or individual activity on an "as needed" basis. This will be an ongoing activity offered by the staff.

### **Community information**

The bulletin boards have been a success. Community activities and opportunities are displayed on the east outer wall of the chair room. Library related programs are displayed on the prominent north outer wall of the chair room.

A display area consisting of 2 small tables and wall hung racks has been maintained for non-profit, public service type announcements, news magazines, bus timetables and flyers.

The self-service copier is available to all customers. Staff continues to offer assistance in its use on a one-on-one basis.

The manager and librarian staff will provide book talks or speeches about the library to local community groups who request such service as a method of community outreach.