



Ronald J. Norick
DOWNTOWN LIBRARY
Service Plan
FY 2012-2013

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
Total library space.....	57,527
The Atrium and the 4th floor meeting rooms.....	21,973
Total library plus available meeting space	79,500

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 the heart of 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 and the whole of Oklahoma County due to this location’s specialized resources
- Business and residential customers in an approximate 260-block area which includes the Arts District, Automobile Alley, Bricktown, Deep Deuce, the Flatiron, I-40 expansion area. Midtown and the Presbyterian Health Foundation Research Park.

Downtown Oklahoma City Population

Oklahoma City Center Population	8,329
Downtown Trade Area (15-min drive)	514,887
<ul style="list-style-type: none"> • 21% increase in City Center population from 2000 to 2009 • 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 	

(U.S. Census Bureau)

Oklahoma County Demographics

Oklahoma County Population	718,633
<ul style="list-style-type: none"> ▪ Male ▪ Female..... ▪ White persons ▪ Black persons..... ▪ American Indian and Alaska Native persons ▪ Asian persons, percent..... ▪ Native Hawaiian and Other Pacific Islander..... ▪ Persons reporting two or more races ▪ Persons of Hispanic or Latino origin ▪ White persons not Hispanic ▪ Persons under 5 years old..... ▪ Persons under 18 years old..... ▪ Persons 65 years old and over ▪ Median household income ▪ Persons below poverty ▪ Language other than English spoken at home, % age 5+ ▪ High school graduates, % of persons age 25+..... ▪ Bachelor's degree or higher, % of persons age 25+ 	48.8% 51.2% 64.6% 15.4% 3.5% 3.0% 0.1% 5.3% 15.1% 59.3% 8.5% 25.7% 12.5% \$41,279 17.3% 14.0% 85.3% 28.5%

(U.S. Census Bureau, State & County QuickFacts)

Oklahoma City Transient Population

In January 2011, the Oklahoma City Point-in-Time Count found a total of 1,221 homeless persons including individuals and families with children. This is a 13% increase from last year. The number included people identified as homeless in emergency shelters, transitional housing facilities, meal sites, and street locations. The Downtown Library served as one of the count sites for the survey. There is a new day shelter, WestTown Resource Center, which opened in late August 2011; it remains to be seen what type of impact this will have on the transient population.

*(2011 Point in Time Count Oklahoma City
Homeless Alliance and City of Oklahoma City Planning Department)*

Downtown Oklahoma City Places of Interest

Downtown Attractions

Bricktown	American Banjo Museum
Bricktown Canal	Bass Pro Shop
AT&T Bricktown Ballpark	The Underground
Coca-Cola Bricktown Events Center	Oklahoma River
Civic Center Music Hall	Oklahoma River Cruises
Carpenter Square Theatre	Chesapeake Boathouse
Oklahoma City Philharmonic	Water Taxi of Oklahoma
Chesapeake Energy Arena	Individual Artists of Oklahoma Gallery
Oklahoma City Museum of Art	Film Row
Cox Business Services Convention Center	Devon Boathouse
OKC Convention and Visitors Bureau	
Myriad Botanical Gardens and Crystal Bridge	
Oklahoma City National Memorial and Museum	

Downtown Events

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

Downtown Sports

Oklahoma City Thunder – National Basketball Association

Oklahoma City RedHawks - Pacific Coast League (*minor league baseball*)

Oklahoma City Barons – American Hockey League

Recent and Future Downtown Development

Oklahoma City Economic Growth and Tourism

“Oklahoma City is on the verge of major change. It is anticipated that by the end of 2011, Oklahoma City will see the first construction begin on MAPS3 projects. MAPS3 is a \$777 million dollar citizen approved sales tax that will fund a series of eight projects intended to enhance quality of life and economic development opportunities for the city. Projects include a new downtown convention center, a 70-acre world class central park, a new downtown rail-based streetcar system, and improvements to the Oklahoma River that will result in the finest rowing race course in the world. Completion of the individual projects will be staggered over the next ten years.

Over the past five years, the state of Oklahoma has experienced the fourth highest percentage gain of Leisure and Hospitality jobs in the nation (9.6%). MAPS3 will only contribute to Oklahoma City’s already strong position in attracting new tourism and convention dollars to the economy.”

(http://www.greateroklahomacity.com/clientuploads/pdf/2011_GreaterOKC_EconomicForecast.pdf)

Downtown It!

- The **Downtown It!** Campaign kicked off in downtown Oklahoma City in July 2011. According to their website, the “objective of the campaign is to create conversation and buzz about living, working, shopping, dining and doing business in downtown Oklahoma City.” The Downtown library is actively involved in this program.

Devon Tower

- Construction of the 50-story Devon Tower began in October 2009 and is scheduled for completion in 2012; the tower officially topped out the 50th floor in September, 2011. The office tower, a six-story rotunda and a six-story podium structure will amass over 1,800,000 square feet (167,000 m²) and are estimated to cost \$750 million. When completed, it is expected to be the tallest building in Oklahoma, and among the tallest in the United States.
- Construction to turn the five-story high parking garage formerly owned by the city into a ten-story parking garage with fitness center is complete.

SandRidge Commons

- The new SandRidge Commons is underway and several demolitions occurred on the former Kerr-McGee campus in 2011. SandRidge Energy will triple its downtown workforce after construction of a new building equal in size to the 29-story SandRidge building. The company will employ just fewer than 2,000 people downtown within five years.

Project 180

- Project 180 is a three year, \$140 million redesign of downtown streets, sidewalks, parks and plazas to improve appearance and make the central core more pedestrian friendly. Plans call for the addition of landscaping, public art, marked bike lanes, decorative street lighting, and additional on-street parking spaces.
- The first phase of streetscape construction for Project 180 is slated to begin along Reno in late August 2010.
- Phase two will begin in 2011 and is slated to include construction on East Main Street, Sheridan, Hudson, Park Avenue, Broadway and EK Gaylord. Also included will be renovation of the grand lawn at City Hall.
- The last phase is slated for 2012 and includes NW 4th Street, Robert S. Kerr, West Main Street, Broadway, Harvey and North Walker. This phase will include the renovation of Bicentennial Park, located in front of the Civic Center Music Hall.
- Construction is slated to be completed by January 2014.

Myriad Botanical Gardens

- The Myriad Botanical Gardens and Crystal Bridge reopened during the 2011 Festival of the Arts in April. The official grand re-opening will be held in October 2011 during the first Festival on the Green.

Chesapeake Energy Arena (formerly the Ford Center)

- The Chesapeake Energy Arena renovations continued in 2011 with upgrades to concession areas and more. The building will not completely close again until after the 2010-11 NBA season, when the final phase of improvements gets fully underway. During this period, a major addition will be made, primarily on the southwest side of the building, in order to accommodate a new grand entry with a multi-story atrium, new restaurants and lounges, a family fun zone, team offices, and expanded locker rooms.

Core to Shore

- The Core to Shore project will provide a plan for the changes and growth that will result from the upcoming I-40 Crosstown Realignment. The Oklahoma Department of Transportation has already started re-routing the existing I-40 freeway to approximately S. 7 Street between I-35 and May Avenue.
- 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 of 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 700-acre area between downtown and the Oklahoma River. 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.

American Indian Cultural Center and Museum

- The AICCM is located at the intersection of I-35 and I-40. Several areas are already available for viewing including the Promontory Mound, Gallery building, Hall of the People, Learning Discovery Center, and Visitor Center. The Cultural Center is scheduled for completion in 2015.

MAPS 3

This proposal was approved by voters and will include the following:

- 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

MAPS for Kids

- In June 2011, the Oklahoma City School Board approved a site for a downtown elementary school. The site is at Sheridan and Walker, which is in close proximity to the Downtown Library. Plans have not been finalized; however, the downtown elementary school project was promised to voters as part of a 2001 \$700 million sales tax and bond issue package. An urban elementary school would hopefully entice families with school-aged children to move downtown.

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 2011 Collection Analysis)

Total Holdings by Media Type	
Media	Volumes
Books	87,905
Paperback Books	43,345
Periodicals	16,262
Microform	4,239
Cassettes	313
CDs	6,125
Video Recordings (VHS)	330
DVDs	4,375
Total	162,894

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.

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; Downtown staff answer all system questions that come through *Ask A Librarian*
- 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 32 public use computers that are available at all times the library is open. 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 from birth to three years of age, 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 families, programs available include Bilingual family Story Time and Gallery Stories once a month. The Downtown Library partners with the Oklahoma City Museum of Art and the Oklahoma Science Museum to provide educational programs for the whole family.
- For toddlers and preschoolers from age two to five, approximately 36 programs are offered annually including story time, music play, and preschool aerobics.
- For school age children in K through 5th grade a variety of programs are offered from crafts 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 and the Teen Summer Reading Program. Annual programs such as the teen film contest and lock-in continue to grow in popularity.
- Adult programs include musical concerts, seasonal events, multicultural programs, book discussions, computer skills training, and informational programs sponsored by community organizations. Additionally, the library continues to partner for programs with the OKC Downtown College and the Oklahoma County Law Library.

- Two to four genealogy programs are presented each year by Downtown genealogy specialists both at the Downtown Library and at other library locations.
- 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 Philomatheia case is approximately 42 inches deep and 22 feet long. This case is currently undergoing a renovation to make the lighting more appropriate for high-quality displays.

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 and the Oklahoma Folklore Collection.*
 - *Librarians actively collect, process, and provide public access to historical materials and special collections and information.*

As of October 1, 2011, Downtown will have the position of Oklahoma Collection Coordinator to oversee the current and future growth of this collection.

- A quiet reading room on the second floor provides table seating for 12 and armchairs with seating for 10.
- The Metropolitan Library System Genealogy Collection is housed on the 2nd 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, reference materials, and various Government Document documents.
- USGS Topographical map collection is available.
- A Microform collection is available for 1890, 1910, 1920, and 1930 Oklahoma censuses.
- The Philomatheia 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.
- 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
Oklahoma Collection Coordinator	1.00
Librarians.....	12.65
Associate Librarians	1.50
Library Assistant	1.00
Technology Assistant.....	1.75
Serials Technician	1.00
Circulation Clerks	4.75
Pages	5.65
Total.....	31.30

Budget – FY12 budget for the RJN Downtown Library

Direct costs:	3,266,399.00
Indirect costs:	1,706,720.52
Total	4,973,119.52

Statistics – July 2010 to July 2011 Downtown Circulation by Media and Reading Level

Circulation Highlights by Media Type	
Media	Volumes
Books	276,164
Paperback Books	16,289
Periodicals	7,192
Microform	
Cassettes	2,500
CDs	42,066
Video Recordings	5,253
DVDs	45,897

Circulation Highlights by Reading Level	
Reading Level	Volumes
Adult	283,569
YA	13,888
Juvenile	31,516
Tween	18,027
Readers	7,630
Easy, board books	32,618
Mixed level	8,113

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 FY12-13

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, and will also feature eMedia and Playaway options (as they become available)*
- 2. The Librarian who oversees the Government Documents at the Downtown Library will provide customer handouts on Federal and Oklahoma information sources available online or in our collection both in print and DVD format. The list will be updated semiannually.*

3. *The Oklahoma Collection staff will conduct interviews to add to Oklahoma Voices, a series of audio interviews with Oklahoma citizens remembering both historic and personal events.*
4. *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 will pursue partnerships within the downtown community in order to broaden our resources in offering quality programs.*
3. *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.*
4. *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 complete and distribute a bookmark listing the hours the room is open, highlighting the resources available and encouraging customers to plan a time to come in and browse.*

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 continue to display art from different Oklahoma City area schools in the children's area.*

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 continue to offer monthly programs about the use of computer programs or the internet.*

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.

- 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 FY11-12 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.

1. The Downtown Library will have at least one display per month that features a non-book format.
 - *The Downtown Library has created 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.
 - *Library staff members working with the Oklahoma Collection have 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.*

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 performances of classical piano and guitar, a choral group, and classic movies. Also offered were programs featuring other cultures such as the International Festival and the Japan-American Society of Oklahoma Anime Night. Literary programs included the Laura Bush "Author Confidential" program, story time, and Children Reading to Dogs.*
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.*
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, computer classes, 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.

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.
 - *The Oklahoma Room has been staffed during the last year as scheduled.*
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.
 - *The updates to the first floor signage have not yet been completed due to shifting in the collection, but are planned for the next year.*
3. The Downtown Library will investigate the possibility of adding a self-checkout on the 2nd 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.
 - *A self-checkout station is up and running.*
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.
 - *Completed*

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.
 - *The Downtown Library has displayed art from local schools in our service area on many occasions.*

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.
 - *At every child programming event, educational handouts, flyers, and promotional materials were highlighted. These came from a number of local, state, and federal agencies and all materials included the website of the sponsoring organization. In addition, materials were available throughout the year in a parent education center located in the children’s area.*

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.*