

SOUTHERN OAKS LIBRARY



SERVICE PLAN 2012-2013

Southern Oaks Library Service Plan

MLS Vision Statement

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.

Physical Facilities:	Southern Oaks Library (temporary location) 2914 SW 59 th St. Okla. City, OK 73119
Established:	2011
Space:	12,500 sq. ft.
Meeting Room:	no meeting room at the temporary location
Seating Capacity:	14 customers at tables (not including computer seating) 12 customers in chairs

Library Renovation: The Southern Oaks Library at 6900 S Walker is undergoing an extensive renovation. The library will be expanded from 17,000 square feet to 20,000+ square feet. New areas include updated and expanded restrooms, adult and children's reading areas, study rooms and a drive up bookdrop. We will double the number of public computers from 18 to 36 and add 4 additional children's computers. The staff work area will be enlarged and an automated book sorter will be installed. Additional parking and a new driveway and entrance will be included. We expect to reopen the library in the fall of 2012.

Community Profile

Population: 579,999 (2010 Census)

Population by Race:

White	363,646
African American	87,354
Hispanic	100,038
American Indian	20,533
Hawaiian and other Pacific Islander	586
Other race	59,924
Two or more races	29,977
Asian	23,310

Households: 230,233
Median Household Income: \$60,600

Services

Library Hours:

The library is open to the public 70 hours per week. Hours of operation are:

Monday—Thursday 9:00 a.m. to 9:00 p.m.

Friday----- 9:00 a.m. to 6:00 p.m.

Saturday---9:00 a.m. to 5:00 p.m.

Sunday--- 1:00 p.m. to 6:00 p.m.

Library Collection: The library has a total circulating collection of 101,200 items and 1,881 reference items available to the public.

Books	54,655
Paperbacks	33,183
Periodicals	2,454
CDs	5,751
DVDs	5,157

Public Catalogs & Computers

Library Catalogs: 4

Internet/Multi-Use 18

Children's Computers 2

Website: www.metrolibrary.org

Multi-Use Computers have Internet access with Microsoft Office programs available for our customers. Children's computers offer educational games for entertainment and computer use skill building. The library is a Wi-Fi hotspot.

Programs: Due to limited space at the temporary location, we are not having as many programs as in the past. We have been able to continue our weekly storytimes and Children Reading to Dogs programs. We are also having our Family Place programs this fall.

We have partnered with the OCCC Adult and Family Center to hold our systems programs at their location. These include the Neighborhood Arts during the Summer Reading Program.

Staff

A Customer Service oriented library team available to assist customers in finding materials on all manner of subjects and needs.

Librarians	8.5 FTE
Circ. Clerks	6 FTE
Pages	6.75 FTE

Budget: \$3,167,481.19

Strategic Plan

A new Strategic Plan was developed and approved in 2007. Each of these goals is written from the perspective of what the customer, resident, or user receives rather than from the perspective of what the library will do or provide. This strategic plan is all about what this community gains from the library.

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 physical library.

Last year we decided to concentrate on the objective

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.

- We promoted the numerous databases that are available to our customers by going out in the community and speaking to civic groups and organizations.
- Provided meeting space for a variety of cultural events in the upcoming year. We held cultural fairs as part of the Summer Reading Program at our temporary site which included featuring food and music of different cultures.
- Continued to work with the Oklahoma City Adult Learning Center to provide GED classes and other adult learning opportunities. Classes were held until late March when we closed to move to our temporary site while the library is being renovated. Capitol Hill Library agreed to hold the GED classes at their location until we move back to our library.
- We opened at our temporary location in late April 2011. The location is just 3 miles away from our library, but we have cultivated many new customers. Many of these customers have not used a library in years or not at all. They have taken full advantage of our services and are very appreciative of having the library near them.

This year will concentrate on the objective:

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- While in our temporary location, we will continue to provide seating for customers to the best of our ability, setting up temporary tables and chairs as needed and space allows.
- Showcase the new furniture and décor when the renovation is complete. Encourage customers to use the new reading areas and study rooms for quiet reading and study.
- Promote the expanded meeting space and study rooms to local business and civic groups for meetings, tutoring and study.
- Provide access to the WiFi in a comfortable quiet environment for pleasure and study.

