



Almonte Library

Service Plan
FY 13-14



The Metropolitan Library System Mission 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.

The Metropolitan Library System Vision

Your inviting, innovative link to the world!

Current Library Information

The Almonte Public Library is located at 2914 SW 59th Street in Oklahoma City and is an agency of the Metropolitan Library System serving several southwest Oklahoma City neighborhoods.

Description of Facility

In 2011 the Southern Oaks Library moved to the Almonte Shopping Center for a temporary location while their building on south Walker was getting renovated. Usage at this location included a large community of users that had not previously used Southern Oaks and did not have access to use the library in its permanent location on Walker. The Metropolitan Library System saw a great need for a permanent library in this community.

In February of 2013, The Almonte Library plans to open in a leased store front at 2914 SW 59th, in the Almonte Shopping Center. This current location enjoys a 12,500 square foot store front space for the library and has a capacity of 35,000 library materials with a seating capacity for 60 people, designated spaces for children and teens, a magazine reading area and, includes a multi-purpose room for small meetings.

Community Profile

The community framework this library serves is located in a portion of the southwest quadrant of Oklahoma City, a diverse population with the zip code 73119. This area of Oklahoma City has several public elementary schools, at least one middle school and high school and is on the dividing line between the Oklahoma City Public School District and Western Heights School District.

The community population for a three mile radius of the Almonte Library has a total population of 97,964 according to the 2010 census.

Almonte Library is located approximately 7 miles south of downtown Oklahoma City and slightly northeast of Will Rogers Airport and 3 miles west of Southern Oaks Library.

Below is a demographic break out of the Almonte neighborhood and surrounding communities taken from the Greater Oklahoma City demographics report for 2012, the most recent information available.

Demographics	Number	Housing Occupancy	Number
Population Total	103,879	Renter-occupied	38.70%
Sex		Vacant Housing	9.30%
Male	49.29%	Households	38,775
Female	50.71%	Families	23,821
Age Breakdown		Income	
Under 5	9.24%	Household Income Per Capita	\$14,383
5 -- 9	8.09%	Households w/< \$10K	11.12%
10 -- 19	13.39%	Households \$10--\$20K	15.50%
20 -- 29	16.52%	Households \$20--\$30K	17.40%
30 -- 39	13.75%	Households \$30--\$40K	15.56%
40 -- 49	12.16%	Households \$40--\$50K	10.55%
50 -- 59	11.02%	Households \$50--\$60K	9.71%
60 -- 64	4.26%	Households \$60-75K	8.66%
65+	11.58%	Households \$75-100K	7.07%
75 -- 84	4.00%	Households \$100K >	4.88%
85 +	1.70%	Median household income	\$33,070
Median Age	33.8	Average household income	\$39,885
Race		Median home value	\$46,454
White	60.14%	Average Rent	\$460
Black	6.84%	Educational Attainment	
Hispanic or Latino	36.49%	Population 25 years and over	63,136
American Indian	5.24%	Less than 9th grade	12.8%
an or Other Pacific Islander	0.80%	9th -- 12th grade, no diploma	16.3%
Other	15.93%	High school graduates	31.4%
Two or more Races	9.37%	Some college, no degree	21.2%
Housing Occupancy		Associate degree	4.9%
Total housing units	39,026	Bachelor's degree	9.2%
Owner-occupied	52.70%	Graduate of professional degree	4.1%

Service Hours

The library is open seven days a week for a total of 70 hours per week, with the following operating hours:

Day	Open	Close
Monday--Thursday	9:00	9:00
Friday	9:00	6:00
Saturday	9:00	5:00
Sunday	1:00	6:00

Services Offered

Materials

The Almonte Library opened with sufficient volumes of library materials that will include books, periodicals, audio players, music CD's, books on CD's and DVD's. Below will be a break out of the entire Almonte Library materials collection:

Catalog Computers

The Almonte Library offers access to a total of 4 CyberMars, library catalog only computers.

Computers, Wireless access

In keeping with the mission of the library system we offer our service community access to the Internet, Microsoft Office applications and library-subscribed databases, by currently housing 18 multi-use computers, and we have two computers with educational games for children up to age 8. Along with other agencies we offer wireless connection so customers using wireless devices such as laptops, e-readers, etc., may access the Internet through the library's service.

Librarian Assistance

Librarians of the Almonte Library will seek and apply up-to-date knowledge about library services and materials and act as a gateway to information, materials, and services for all customers. We will serve the public by educating them about the layout of the library, how to use the catalog and databases, the processes for using the services and materials of the library, as well as searching and locating information for our customers.

The Almonte Library will offer guidance in using computer software, teaching customers how to use our databases, frequently used internet websites, and eMedia resources, such as Nooks, Kindles, etc. Public computer specialist and librarians will assist customers with these beginning computer skills and eMedia resource skills.

Programs

The Almonte Library will offer a myriad of programs for children, teens, adults. There are 3.5 FTE librarians other than the library manager who focus their programs for these specific target audiences, Children's, Teens, and Adults. The stats from programs attendance will be provided in future service plans as they become available.

Public Room Space

The Almonte Library has one room available for library programming, library related programs and non-library related use maybe scheduled when the room is not needed for library scheduled events. Room fees are set by the Metropolitan Library System at \$10 an hour.

Unique or Special Services

The Almonte Library will keep statistical information to show the trends and uses of this new library to received guidance for the needs of this community and unique services that might be needed.

Staffing

The Almonte Library has 12 FTE staff members to provide quality customer service to its community listed by position below:

Position	Hours per week	FTE
Library Manager	40	1
Librarian	140	3.5
Public Computer Specialist	40	1
Circulation Clerk	120	3
Library Aides	140	3.5
Total	480	12

Budget

The Almonte Library preliminary budget for 2013/2014, including all expenses equals \$1,124,319.00.

Statistics

The Almonte Library circulation statistics will be provided as they are available.

MLS Strategic Plan--Service Responses

ENSURING A WELCOMING EXPERIENCE

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: Visitors are welcomed into an atmosphere of hospitality, exemplary service, and friendly interaction.

Goal: Visitors easily navigate our inviting physical and virtual spaces.

SATISFY CURIOSITY AND ENCOURAGE LIFELONG LEARNING

The resources you need to explore topics of personal interest and continue to learn throughout your life are at your library.

Goal: Visitors explore their interests using the variety of information at the library.

Goal: Your libraries are centers that offer access to civic, cultural and community enrichment opportunities.

KNOW HOW TO FIND, EVALUATE & USE INFORMATION

When you need information to resolve an issue or answer a question, you have the support and skills to search for, locate, evaluate, and effectively use information to meet your needs.

Goal: Our community has access to expert library staff with up-to-date knowledge, skills and abilities to deliver library services.

Goal: Visitors are connected with library resources at every point of contact.

CONNECT TO THE ONLINE WORLD

Your library has 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: Our community has access to current technology and digital resources as well as trained staff to help them use the resources effectively.

Goal: Our community has access to a continually growing digital collection and services 24 hours a day, seven days a week.

Service Responses to address this year:

Service Response Focus for 2013/2014 Service Plan

ENSURING A WELCOMING EXPERIENCE

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: *Visitors are welcomed into an atmosphere of hospitality, exemplary service, and friendly interaction.*

Goal: *Visitors easily navigate our inviting physical and virtual spaces.*

The Almonte Library is new library in a store front space where we are creating *an inviting, innovative link to the world* for this neighborhood.

The library system will improve this space for our customers, renovating the space after the well worn use of this store front to house the Southern Oaks library during their building renovations.

This renovation will include combining circulation and reference service desks to one space, developing a customer service area for both checkout and informational needs, both in one area. The Southern Oaks library had the reference desk area will become part of the space for the children's area, with a desk for the Public Computer Specialists and the children's computers using the existing power supply available there.

New carpet will be installed and a brighter pattern with vibrant colors will create an inviting space, not only in the general library area, but for children and families to enjoy a welcoming space to read books and enjoy computer games as well.

Shelving that will not be needed for the Almonte Library collection will be removed and the space will be opened up and furniture will be provided for reading and using wireless access for this community to enjoy. During the next few years we will request additional furniture needs to continue to develop an inviting space for the citizens of this neighborhood library.

SATISFY CURIOSITY AND ENCOURAGE LIFELONG LEARNING

The resources you need to explore topics of personal interest and continue to learn throughout your life are at your library.

Goal: Visitors explore their interests using the variety of information at the library.

Goal: Your libraries are centers that offer access to civic, cultural and community enrichment opportunities.

During the early months of 2013 we will develop a plan for offering this community standard library programming that includes children's Story times, 1-2-3 Play with Me, and other children programs that promote activity and reading. For adults we will provide job and career development programs from learning to write resumes to how to prepare for interviews, as well as book clubs and free tax assistance. We will plan after school homework help for teens and other activities these teens would like to do to learn and enrich their lives.

Review of previous year

During this previous year, Southern Oaks was temporarily housed in the store front that will now be the Almonte Library. The customer base at this location brought in over 5600 new library card users and they expressed to the library staff and their city councilman that they wanted a library to stay in this location.

In February 2012 feedback for the Southern Oaks staff was gathered about the customers' wishes to have library services remain at this Almonte location after Southern Oaks Library moves back to their newly renovated location on south Walker.

What we learned is that the need is for a neighborhood library, and would serve many families who have only one vehicle available so walking or buses are the major modes of transportation. Consequently, these customers will not be able to go to the library at Walker or the new SW OKC library of the Pioneer Library System further south on SW 134th and

Pennsylvania. Due to the bus route customers living near Almonte will go back to using the Downtown library if Almonte is no longer open.

The popular services offered at Southern Oaks during their temporary stay seemed to be, computers for adults and children's games, adult library users looking for jobs, customers loved the reserve pickup, they needed Spanish language materials, they loved DVD media and audio materials, computers were heavily used during all hours of operation for internet and other software provided as well as wireless access, families with children enjoyed visiting the library together, parents bring their children and staying with them, they heavily used the children's books and books on the AR reading lists, mentors used Almonte as a location for meeting students, and urban fiction is a popular genre at this location.

When pushed on priorities, all staff agreed on these concepts:

- No less than 12 public computers and a Public Computer Specialist
- Wireless access throughout the building with tables and chairs
- Self pickup reserves
- Self check out
- Children's books
- 2 children's game computers
- Space for parent and child to browse and sit in the children's area
- Space for a very small story time in the children's area

On March 9, 2012, Executive Director Donna Morris met with former commissioner and current city councilman David Greenwell. He wanted to discuss the possibility of keeping the Almonte location open after Southern Oaks re-opens. Greenwell had heard from a number of citizens in his ward who would like to see that location remain open. Analysis showed this location was serving a fairly significant number of new customers who did not use the Southern Oaks location and it appeared to show this was a fairly large underserved area and the library system decided to move forward in determining what it would take to keep this location open in terms of service, collection, staff and money.

On Tuesday, November 6, 2012 the Oklahoma City Council approved the professional services agreement with the Metropolitan Library System to provide library services in the Almonte shopping center, thus creating the new Almonte Library.