

CAPITOL HILL LIBRARY



**334 SW 26th Street
Oklahoma City, OK 73109**



CAPITOL HILL SERVICE PLAN

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 Capitol Hill Library, as part of the Metropolitan Library System, seeks to provide an inviting, innovative link to the world.

FACILITY DESCRIPTION

Capitol Hill Library
334 S.W. 26th St.
Oklahoma City, OK 73109

The Capitol Hill Library opened in November of 1951. It is a three level building (including a basement area). The building has 16,339 gross square feet, and the public service floor has 8352 square feet. A handicapped-accessible restroom is located on the 1st floor, with additional bathrooms downstairs in the basement. A meeting room is located on the 1st floor. The manager's office is housed on the 2nd floor. There are 9 off-street parking spaces located on the south side of the building and 2 additional handicapped parking spaces are on the west side of the building.

Seating capacity: The library has 10 public tables with 4 chairs each (totaling 40). In the children's area there are 2 child-sized tables and 2 computers with a total of 7 seats; additionally, there are 2 easy chairs and a stool. There are also 2 tables in the Teen Space area with 4 chairs. Capitol Hill Library has 1 signup computer, 14 Internet computers, and 2 CyberMars computers. In addition, there are 4 easy chairs and one stool near the sign-up computer screen. Maximum occupancy of the library is 105, according to an inspection from the Fire Marshall on 1/25/12.

COMMUNITY PROFILE

The Capitol Hill Library is located in the south central part of Oklahoma County. The library serves a diverse group of residents of various ages, races and ethnic groups. The Capitol Hill Library may be best described as a community library located in a challenged yet progressive area of Oklahoma City. The library is used by Euro-Americans and one of the largest Hispanic populations of the city, as well as a good representation of American Indians and African Americans. Some of the homeowners are retired, others are working middle class, and still others have moved away and rent their property. As a result, the majority of customers are low-income renters who are very mobile. Young families continue to utilize the library for school, personal information needs, and overall self improvement, and there is an ongoing appreciation of the library as a viable resource needed for the ongoing community building process.

DEMOGRAPHICS

The popularity of the Capitol Hill Library within the community has increased and is reflected in an increase in the circulation of materials from over 90,000 in 1999 to over 155,016 in FY 2011/2012. As part of the Metropolitan Library System, Capitol Hill services the entire population of Oklahoma City, currently estimated at 732,371 and more specifically, the zip code areas: 73102, 73104, 73108, 73109, 73129, and 73139, which has an estimated total population of 83,122. (Source: <http://www.city-data.com/zipmaps/Oklahoma-City-Oklahoma.html#73129>)

DEMOGRAPHICS, OKLAHOMA COUNTY

Column1	Column2	Column3
People QuickFacts	Okla. City	Oklahoma
Population, 2011 estimate	732,371	3,791,508
Population, percent change, April 1, 2010 to July 1, 2011	1.9%	1.1%
Population, 2011	718,633	3,751,351
Persons under 5 years old, percent, 2011	7.8%	7.0%
Persons under 18 years old, percent, 2011	25.4%	24.7%
Persons 65 years old and over, percent, 2011	12.1%	13.7%
Female persons, percent, 2011	51.0%	50.5%
White persons, percent, 2011 (a)	72.0%	75.8%
Black persons, percent, 2011 (a)	15.6%	7.7%
American Indian and Alaska Native persons, percent, 2011 (a)	4.1%	8.9%
Asian persons, percent, 2011 (a)	3.1%	1.8%
Native Hawaiian and Other Pacific Islander, percent, 2011 (a)	0.2%	0.1%
Persons reporting two or more races, percent, 2011	5.0%	5.7%
Persons of Hispanic or Latino origin, percent, 2011 (b)	15.5%	9.2%
White persons not Hispanic, percent, 2011	58.9%	68.2%
Living in same house 1 year & over, 2006-2010	78.5%	81.1%
Foreign born persons, percent, 2006-2010	9.8%	5.2%
Language other than English spoken at home, pct age 5+, 2006-2010	14.9%	8.8%
High school graduates, percent of persons age 25+, 2006-2010	85.4%	85.4%
Bachelor's degree or higher, pct of persons age 25+, 2006-2010	28.2%	22.6%
Veterans, 2006-2010	61,046	327,913
Mean travel time to work (minutes), workers age 16+, 2006-2010	19.9	20.7
Housing units, 2010	319,828	1,664,378
Homeownership rate, 2006-2010	61.7%	68.2%
Housing units in multi-unit structures, percent, 2006-2010	24.4%	15.3%
Median value of owner-occupied housing units, 2000	\$117,500	\$104,300
Households, 2006-2010	279,434	1,421,705
Persons per household, 2006-2010	2.48	2.51
Per capita money income in past 12 months (2010 dollars) 2006-2010	\$25,723	\$23,094
Median household income 2006-2010	\$42,916	\$42,979
Persons below poverty level, percent, 2006-2010	16.8%	16.2%

Column1	Column2	Column3
Business QuickFacts	Okla. City	Oklahoma
Private nonfarm establishments, 2009	22,264	90,347
Private nonfarm employment, 2009	347,805	1,290,278
Private nonfarm employment, percent change 2000-2009	0.9%	7.4%
Nonemployer establishments, 2009	52,847	255,469
Total number of firms, 2007	72,315	333,797
Black-owned firms, percent, 2007	6.5%	3.1%
American Indian- and Alaska Native-owned firms, percent, 2007	3.7%	6.3%
Asian-owned firms, percent, 2007	3.3%	2.0%
Native Hawaiian and Other Pacific Islander-owned firms, percent, 2007	S	0.0%
Hispanic-owned firms, percent, 2007	3.5%	2.3%
Women-owned firms, percent, 2007	27.8%	25.3%
Manufacturers shipments, 2007 (\$1000)	7,039,445	60,681,358
Merchant wholesaler sales, 2007 (\$1000)	27,232,349	48,074,682
Retail sales, 2007 (\$1000)	10,759,969	43,095,353
Retail sales per capita, 2007	\$15,382	\$11,931
Accommodation and food services sales, 2007 (\$1000)	1,500,945	5,106,585
Building permits, 2011	2,155	8,782
Geography QuickFacts	Okla County	Oklahoma
Land area in square miles, 2010	708.82	68,594.92
Persons per square mile, 2010	1,013.8	54.7
FIPS Code	109	40

Source: US Census Bureau State & County QuickFacts: <http://quickfacts.census.gov/qfd/states/40/40109.html>

DEMOGRAPHICS, CAPITOL HILL SERVICE AREA

Column1	Column2
3-Mile Radius Demographics	Okla. City
Population	76,808
White Persons	33.8%
Black Persons	7.8%
Persons of Hispanic or Latino Origin	50.2%
American Indian	4.2%
Asian Persons	0.8%
Pacific Islander	0.1%
Other	0.2%
Mixed	2.8%
Total Households	30,261
Households % Vacant	13.6%
Avg. persons per occupied household	2.94%
% Under 18	29.6%

Source: myMetrolibrary – Resources – Reports and Statistics – Demographic Data – 3-mile radius Demographics (Data for census blocks intersecting radius)

CAPITOL HILL AREA PLACES OF INTEREST

COMMERCE STREET

The library is located one block south of Commerce Street, the center of local business in Capitol Hill. Before eventually becoming a suburb of Oklahoma City, Capitol Hill was an incorporated town, with a decree of incorporation being granted on May 3, 1904. Capitol Hill merged with its larger neighbor to the north in 1911. In 1997, Capitol Hill became an official Main Street community. Today, the district enjoys a rich multi-cultural quality, working with the Capitol Hill Urban Design to maintain the existing historic, architectural and visual character of Commerce Street, while at the same time encouraging compatible, quality, new development.

LATINO COMMUNITY ACTION AGENCY

Located at SW 10th and Walker, the LCDA works to enhance the quality of life of the Latino Community through education, leadership, services and advocacy.

LITTLE FLOWER CATHOLIC CHURCH

Nearby is the historic Little Flower Catholic Church, west of the Latino Community Development Agency. According to an essay by Larry Johnson, as Oklahoma City's Mexican population began to grow, Catholic Bishop Theophile Meerschaert realized a need for a Spanish-speaking clergy to minister to the at that time largely poor and uneducated population. In 1921 the Bishop placed all Mexican Catholics in the state under the care of the Carmelites and in 1922 Father Eduardo Soler arrived to establish a permanent mission. Our Lady of Mount Carmel Chapel was built and began to serve the surrounding community. The church quickly became the focal point for the Mexican community as a school, community center and print shop were established and local doctors and dentists operated a free clinic on the site. By 1926 the mission had grown to such an extent that the small chapel would no longer suffice. Plans were drawn up for the Shrine of our Lady of Carmel and Ste. Therese to be built adjacent to the smaller chapel. Architects Vernon & Reid designed the building and Reinhart & Donovan constructed it. The original design was to be a grand \$500,000 shrine to Ste. Therese (the Little Flower) of Lisieux, but after threats from the local Ku Klux Klan, Bishop Francis Kelly ruled a more modest \$100,000 design would have to do. On March 24, 1927 the beautiful building was dedicated. Little Flower, or Florecita, as it is called by its Hispanic parishioners, continues to serve the community today as it has for more than 80 years.



MANUEL PEREZ PARK

This park was built to honor Private First Class Manuel Perez, Jr. (March 3, 1923–February 13, 1945), born in Oklahoma City, Oklahoma, who was a United States Army soldier who posthumously received the Medal of Honor, the United States' highest military decoration, for his actions in the Battle of Luzon during the Philippines campaign of World War II. Plans are currently underway to revitalize the park to fit in with Oklahoma City's Core to Shore project.



MOUNT ST. MARY HIGH SCHOOL

This is the oldest high school in Oklahoma, and is still in operation today. Built around the time Capitol Hill was being organized, the cornerstone for the academy was laid in 1903. Local farmers donated their time and services toward building the academy out of brick and stone. It was owned by the Sisters of Mercy, an order of Catholic nuns, who dedicated their lives to running a boarding and day school for girls. Mount St. Mary also served as state headquarters for the Sisters of Mercy in Oklahoma. Completed in 1905, 35 girls enrolled for training in academic, musical, cultural and dramatic courses, with the first class graduating in 1907.

OKLAHOMA RIVER

A 7-mile stretch of the North Canadian River has been transformed into a series of river lakes bordered by landscaped areas, trails and recreational facilities and known as the Oklahoma River. Capitol Hill Library is close to the Oklahoma River Trails, with 13 miles of multi-use asphalt trails, located on the north and south banks of the river. Also nearby is the Regatta Park Landing, the heart of the Boathouse District, an emerging world premier site for rowing and canoe/kayak.

SKYDANCE PEDESTRIAN BRIDGE

The design of the Skydance Pedestrian Bridge was inspired by the scissor-tailed flycatcher, Oklahoma's state bird. The 18-story structure is 30-feet wide and stretches 440-feet across the semi-depressed section of the new 10-lane I-40 south of downtown. Wings rise above the bridge as high as 185 feet in the air, and a 66-inch high ornamental metal railing spans the length of bridge. The bridge is made of stainless steel panels, with uplighting that at night emits a glow of different colors.

SERVICES

SERVICE HOURS

The Capitol Hill Library is open to the public 70 hours per week.

Monday – Thursday	9:00 am - 9:00 pm
Friday	9:00 am - 6:00 pm
Saturday	9:00 am - 5:00 pm
Sunday	1:00 pm - 6:00 pm

SERVICES

The library contains approximately 35,543 circulating items and 594 reference items which include the following categories:

Total holdings by media type	
Media	Volumes
Books	16,316
Paperback Books	11,871
Periodicals	2,928
Audio Players	409
DVDs	2,732
CDs	1,880
Total	36,136

Total holdings by reading level	
Reading Level	Volumes
Adult reading level	18,674
YA reading level	1205
Juvenile reading level	2,503
Tween reading level	2,683
Readers	820
Easys, board books	2,136
Total	28,021

CYBERMARS

The online public catalog of the Metropolitan Library System is known as CyberMars. Customers of the Capitol Hill Library may access the collection, as well as other library collections within the system, by logging on in-house at 2 catalog computers or from home at www.metrolibrary.org . Through CyberMars, customers also have access to a growing eMedia and audio media player collection.

LIBRARIANS

The Capitol Hill Library has 2 full-time librarians (one with an MLS degree) and 3 half-time librarians (one with an MLIS degree) to assist customers as needed. Librarians often rove the floor to provide more immediate assistance and to help at the Circulation desk as needed.

COMPUTERS

The Capitol Hill library offers additional access to information through 14 public computers which include programs for word processing and creating spreadsheets, as well as library databases and the Internet. In addition, wireless service is available for those with wireless equipment. There are also 2 children's computers loaded with educational games for younger customers.

SELF-CHECKOUT

Our library has 1 self-checkout computer for customer use.



PROGRAMS

The Capitol Hill Library offers a variety of programs throughout the year for all ages.

Children:

- Story times up to 52 each year
- General children's programs: approximately 90 last year
- School visits: 16 librarian visits to local schools
 - 12 school groups visited the library
 - Weekly daycare visits during Summer Reading program.



Family Place: approximately 8 scheduled programs each year (Outreach)



Summer reading programs:

- 8 per year (Outreach Department)
- 4 per year in library
- 3 per year teen Summer programs (Outreach)

Teens: approximately 80 general programs last year



Reading programs: A variety of reading programs for all ages, including the system wide Summer Reading Program, monthly Children Reading to Dogs, Teen Read Month, BooktoberFest and Winter Readfest in February for seniors.



Adults:

- Capitol Hill Library provided approximately 60 general adult programs
- Outreach provided approximately 6 programs for all ages



PUBLIC ROOM SPACE

The library has two meeting rooms available for library programs public use. The meeting space on the first floor is for general programs. It holds 12 or more tables and approximately 100 chairs. Larger crowds can be accommodated by utilizing floor space. This meeting room is used for classes, concerts, art programs, story times, dance classes, reading programs and more. A second meeting room is available in the basement. It can comfortably seat 24 at tables, 45 in audience style arrangement, and 60 on the floor. Both meeting spaces have sinks with running water. The first floor meeting space also has a small refrigerator and microwave oven.

SPECIAL SERVICES

Because the library serves one of the largest Spanish speaking communities in the Oklahoma City area, it has the largest Spanish language collection within the library system. This collection serves all ages of readers. The library has a small collection of popular children's DVDs in Spanish. There is also a growing collection of bilingual books. The library offers programming in Spanish and provides bilingual speakers at many of the family-oriented programs.

STAFF *(source: CH staffing summary, Planning Dept., updated 2/20/11)*

- Manager of Library Operations: 1 FTE
- Librarians: 3.5 FTE
- Circulation Clerks: 3 FTE
- Technology Assistant: 1 FTE
- Total FTEs: 7
- Library Aide FTE: 2.72

BUDGET (source: Metropolitan Library System Final Budget, FY 2012-2013)

Total budget for the FY 2011-2012 is \$1,436,833.82 *

*Direct costs: \$984,192.00 Indirect cost: \$452,641.82

CIRCULATION STATISTICS

Total circulation by media type	
Media	Volumes
Books	88,104
Paperback Books	14,960
Periodicals	6,438
Audio Players	1,136
CDs	12,984
DVDs	31,394
Total	155,016

Total circulation by reading level	
Reading Level	Volumes
Adult reading level	96,734
YA reading level	6,330
Juvenile reading level	9,161
Tween reading level	8,670
Readers	6,686
Easys, board books	13,095
Total	140,676





MLS STRATEGIC PLAN

MLS SERVICE RESPONSE

In an effort to assist the community

- Ensure a Welcoming Experience
- Satisfy Curiosity and Encourage Lifelong Learning
- Know How to Find, Evaluate & Use Information
- Connect to the Online World

REVIEW OF PREVIOUS YEAR'S OBJECTIVES

Visit a Comfortable Place: Customers found the Capitol Hill Library a safe and welcoming environment. Through outreach, staff encouraged the community to use the library as a place for research, entertainment, enlightenment, networking, meetings, workshops, and more. Plans to refurbish the entry area of the library made it more inviting by sealing up the unused phone booth, painting the walls and paneling, updating the bulletin boards, and laying new carpet tile. Staff reorganized the circulation area and removed clutter to enclosed areas such as the book drop and the back room. Also in the finishing stages is a plan to utilize the second floor as a work space for projects and program planning. Floor space around the reference desk and the circulation desk was opened up in order to improve access to those areas. A volunteer-based program began in January of 2012 and staff has been experimenting with utilizing the meeting room space and basement room for overflow during high traffic times, include after-school programs and Homework Help.

Know How to Find, Evaluate & Use Information: Information Fluency: Library staff put customers on the receiving end of excellent service. Librarians and other staff members sought training opportunities in the use of library resources and customer service by setting training goals and deadlines. Also, staff shared and looked for information on library trends and other issues. Efforts were made by the manager to highlight Capitol Hill staff for their individual accomplishments as part of the Metropolitan Library System team, communicating their accomplishments via forums such as Shelf Life, the intranet, and other venues.

CAPITOL HILL LIBRARY SERVICE RESPONSES FOR FY 13-14

Ensure a Welcoming Experience: Staff at the Capitol Hill Library is dedicated to ensuring our visitors feel welcomed from the moment they walk in the door to the moment they leave.



We will implement our Service Principles to ensure excellent customer service. Librarians and Circulation clerks will regularly greet customers and assist with information needs. Our public computer specialists will help with computer questions, printing issues, and copy machine training. We will improve customer access to materials by providing an additional point of service in the form of a reserve self-pick station, colorful displays featuring materials which can be checked out from our library and programs for customers of all ages.

In addition, we will help ensure a welcoming experience for future customers while we assist in the planning stages for a new building. Staff is involved in gathering data and compiling wish lists to help in the design of a new space.

We will encourage and assist efforts to improve, expand or replace physical facilities through new construction, expansion, renovation, rehabilitation and/or preservation. We are dedicated to being a presence in the community, and show this dedication by our involvement with civic leaders, community activities, and the customers who visit every day.



SUMMARY

The Capitol Hill Library continues to carry out the vision of the Metropolitan Library System which is “Your Inviting Innovative Link to the World.” Customers visit the library each day to obtain library cards and gain access to the variety of print and non-print resources available. Many customers also attend library events and classes in order to interact with each other and find various forms of healthy entertainment. This year, staff will focus on highlighting the Capitol Hill Library as a comfortable place to visit, doing what is necessary to assist in the development of plans needed to renovate or rebuild the library in order to totally update its service capabilities.

