

SOUTHERN OAKS LIBRARY



SERVICE PLAN 2013-2014

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 6900 S Walker Av. Okla. City, OK 73139
Established:	1975
Space:	20,000 square feet
Meeting Room:	one meeting room and two study rooms
Seating Capacity:	35 lounge chairs, 48 chairs at tables (not counting computers)

Library Renovation: The Southern Oaks Library at 6900 S Walker underwent a major renovation, adding 3,000 square feet including new study rooms, reading lounges and expanded restrooms. Public computers were doubled from 18 to 36 and 4 new children's computers were added to give us a total of 6 in the children's area.

Community Profile

Population: 591,967 (2011 estimate)

Population percentage by Race:

White	62.7%
African American	15.1%
Hispanic	17.2%
American Indian	3.5%
Hawaiian or Pacific Islander	0.1%
Two or more races	5.2%
Asian	4.0%

Households:	256,930
Median Household Income:	\$68,677

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 105,017

Books **55,577**

Paperbacks **34,058**

Periodicals **2,429**

CDs **6,692**

DVDs **6,236**

Public Catalogs & Computers

Library Catalogs: 6

Internet/Multi-Use 36

Children's Computers 6

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: Southern Oaks offers a diverse programming schedule for children teens and adults. Examples include preschool storytimes, children reading to dogs, book clubs for children and adults, anime club, craft and music programs.

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 FTE**

Budget: **\$3,063,789.04**

Strategic Plan

A new Strategic Plan was developed and approved in 2012. 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 1: Visitors explore their interests using the variety of information at the library.

Goal 2: Your libraries are centers that offer access to civic, cultural and community enrichments opportunities.

ENSURE 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 1: Visitors are welcomed into an atmosphere of hospitality, exemplary service, and friendly interactions.

Goal 2: Visitors easily navigate our inviting physical and virtual spaces.

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

Goal 2: Visitors are connected with library resources at every point of contact.

CONNECT TO THE ONLINE WORLD: PUBLIC INTERNET ACCESS

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

Goal 2: Our community has access to a continually growing digital collection and services 24 hours a day, seven days a week.

Last year we decided to concentrate on the objective

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.

- While in our temporary location, we continued to provide seating for customers to the best of our ability, setting up temporary tables and chairs as needed and space allowed.
- Showcase the new furniture and décor when open in September.. Encouraged customers to use the new reading areas and study rooms for quiet reading and study.
- Promoted 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.

This year we will concentrate on the objective:

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

Goal 2: Our community has access to a continually growing digital collection and services 24 hours a day, seven days a week.

- We doubled the number of public computers to 36 and will be able to provide quicker access to the internet for our customers.
- Provide computer classes for seniors.
- Add an additional Public Computer Specialist position to provide expert assistance to our customers.
- Promote the new resources to the community through outreach at community trade shows, local chamber of commerce, and neighborhood associations.
- Highlight new services and resources through library newsletters and flyers.
- Provide staff opportunities to attend workshops and classes to improve their knowledge of new technology and digital resources available.

