

SERVICE PLAN

CAPITOL HILL LIBRARY

2007-2008



Phillip Tolbert
Manager of Library Operations
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Mission Statement

The Capitol Hill Library, part of 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.

Current Library Information

Facility Description

The Capitol Hill Library opened on November 1951.

It is a three level building (including a basement area). The building has 16,339 gross sq. ft., which includes a small meeting room and public restrooms in the basement. The public library portion of the building on the ground floor has 8,352 sq. ft. The south portion of the first level houses the garage, and Technical Processing department of the library system. At this time, the second floor houses the Cataloging department. There are 9 off-street parking spaces located on the south side of the building which were added in 1990.

The library address:

Capitol Hill Library

334 S.W. 26th St.

Oklahoma City, OK 73109

Seating capacity: The library has 9 public tables with 4 chairs each (totaling 36), as well as 2 tables and 2 computers in the children's area with a total of 12 seats. There is 1 signup computer, 10 Internet computers, and 3 CyberMars computers. The total number of seats available for the public is: 62.

Community Profile

Demographics:

Population: Our library services the entire population of Oklahoma City which is 519,030.

More specifically, we serve 6 local zip code areas (73102, 73104, 73108, 73109, 73129, and 73139), which has a total population of 76,147. (2002 Estimate).

Household Income Average: The average household income is \$34,947 for the Oklahoma City area and an average of \$21,070 for the zip codes served.

Education:

Percentage of high school graduates for the overall OKC area is appx. 81.3.

Percentage with a bachelor's degree is appx. 24.

Percentage of high school graduates for the specific zip codes is appx. 65.8.

Percentage with a bachelor's degree is appx. 11.1.

Places of Interest: The library is located one block south of Commerce Street which is the center of local business in Capitol Hill. We are also near the North Canadian River which has occasional community events, and there are several local neighborhood parks. The historic Downtown Airpark site is also in the area on South Western near the North Canadian River. The library building is located at the site of the first power flight made in the state of Oklahoma in 1910. The library is also near the historic Little Flower Catholic Church which is west of the Latino Community Development Agency at SW 10th and Walker.

General Information: 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 American's. 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 our 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.

Service Hours

Monday thru Thursday 9:00 A.M. to 8:00 P.M.
 Friday 9:00 A.M. to 6:00 P.M.
 Saturday 9:00 A.M. to 5:00 P.M.

Total Hours - - - - - 61

Services

Our library contains approximately 39,920 circulating items and 1,260 reference items which include the following categories.

Easys-----	2821	Readers -----	998
Tween Fiction-----	586	Tween Non-Fiction----	1239
Juvenile Fiction-----	856	Juvenile Non-Fiction---	2653
Young Adult Fiction--	-601	Young Adult Non-Fic.----	36
Adult Fiction-----	5512	Adult Non-Fiction-----	12725
Large Print-----	620	Foreign Language-----	3001
Audiocassettes-----	371	CDs-----	1814
Videocassettes-----	1280	DVDs-----	886
Periodicals-----	230 (titles)		

Computer catalogs: Our customers may access the above materials through our CyberMars library catalog, and through our library web site metrolibrary.org.

Librarians: We have two full time librarians and one half-time librarian to assist customers as needed.

Computers: Our library offers additional access to information through 10 public computers which include library databases, and the Internet. In addition, wireless service is available for those with wireless equipment.

Programs: Our library offers a variety of programs throughout the year for all ages.

Children:	Story Times	4 per year,
	Family Place program	1 to 2 per year
	General Children programs	12 to 16 per year
	School Visit	1 to 2 per year
	Summer reading programs	8 per year (Outreach Department)
Teens:	General programs	12 per year
	Reading program	3 per year (Outreach Department)
Adults:	General programs	12 per year
Seniors:	Group visit	1 per year
	Reading program	1 per year (Outreach Department)
Everyone:	General programs	4 per year (2 by Outreach Department)

Public Room Space: The library has a meeting room available in the basement for meetings and programs. We can comfortably seat 24 at tables, 45 in audience style arrangement, and 60 on the floor. When more space is needed, we use the first floor for auditorium style activities which may seat 60 to 70 people on the floor and up to 178 people throughout the entire library area.

Special Services: Because our library serves one of the largest Spanish speaking communities in the Oklahoma City area, we have the largest Spanish language collection within the library system. We also have a medium sized display case where we place a variety of displays throughout the year, and a front window case used for promoting library activities.

Staff

Manager of Library Operations
Librarians 2 full time and 1 half time
Circulation Clerks – 2 full time
Technology Assistant – 1 half time
Pages – 3 part time

Budget

Our total budget for the fiscal year is \$896,338.22

Circulation Statistics

Easys-----	10048	Readers -----	4361
Tween Fiction-----	2018	Tween Non-Fiction-----	3255
Juvenile Fiction-----	2889	Juvenile Non-Fiction----	8883
Young Adult Fiction---	2217	Young Adult Non-Fic.-----	63
Adult Fiction-----	19006	Adult Non-Fiction -----	47882
Large Print-----	1628	Foreign Language-----	10897
Audiocassettes-----	2759	CDs-----	20157
Videocassettes-----	21585	DVDs-----	12335
Periodicals-----	4107		
		Total - - - - -	174,090

MLS Strategic Plan

MLS Service Responses:

In an effort to assist the community in addressing stated needs, the Library will emphasize the following service responses:

Lifelong Learning

Career and Business Information

Current Topics & Popular Titles

General Information

Community Referral

Cultural Awareness & Local History

Public Place

Service Responses to Address this Year

Lifelong Learning: As needed, the Capitol Hill Library will work with the Planning Department to assist in the development of the next strategic plan. This would include providing assistance needed in assessing the needs of the Hispanic community.

General Information: As opportunities allow, staff will attend workshops and courses as needed for professional development and job enhancement.

Cultural Awareness & Local History: The Capitol Hill Library will take advantage of opportunities in 2007 to promote the heritage of Oklahoma and commemorate the State Centennial celebration.

Review of Previous Year's Objectives:

Lifelong Learning

We conducted a Family Place Parent/child workshop during the winter of 2006. Because we have limited meeting space in the basement, we partnered, as an experiment with the Latino Development Agency by transporting our equipment and offering parent/child workshops at their facility during the months of February, March, April and May. Our community has special needs which include attendance by entire families rather than just the target child. We also need additional incentives to insure regular attendance, such as food and prizes. Utilizing their facility allowed us needed space to accomplish those things, and we saw a completion of appx. 10 children. We will continue to evaluate the success of the program in order to increase the rate of attendance and generate overall response from a broader segment of the community.

We also established a Teen Advisory Group at Capitol Hill in 2006, which meets monthly.

Career and Business Information

We maintain books and other materials on career planning, and update our pamphlet section with current information of available schools, scholarship programs, and other career and business information. Many of our items are in Spanish to accommodate the needs of our Spanish speaking and bilingual customers. We recently obtained a news stand provided by the weekly publication "El Nacional," a well read local Spanish newspaper which is available to our customers at no cost. In addition, "El Nacional" has provided free copies of local Spanish telephone directories, to be distributed.

Current Topics and Popular Titles

The Capitol Hill Library deselected numerous older and worn materials in order to make room for newer materials and maintain an overall attractive appearance. The circulation rates have been on an uphill sweep over the past few years, due in part to our community outreach and library promotion efforts. We also removed unneeded shelving in order to expand the Children's area, and make room for two computers dedicated for young children.

General Information

We began wireless computer access and totally revised the computer sign-up procedures. We now have 10 computers with internet access and 2 new computers in the children's area.

We also created a new Family Talk collection for parents to use for improved communication with their children on challenging topics.

Community Referral

On July 29, 2006, the Capitol Hill Library participated in the annual Hispanic Expo at the State Fairgrounds, where we promoted the library, and gave free books to the children in attendance. Altogether we estimate that we reached at least 1000 people in one day.

We also maintain relations with the Capitol Hill Main Street Inc., the Hispanic Chamber of Commerce, The Capitol Hill Civic group that meets weekly within the community, and recently we began hosting meetings for LULAC (The League of United Latin American Citizens).

Cultural Awareness & Local History

We maintain a file of information relating to the history of the Capitol Hill area.

During the past year, we also offered the following library programs that further reflected Cultural Awareness:

We offered one program on Native American Heritage:
Indians of Oklahoma - November 15, 2005

For African American Heritage, we offered:
The Gumbo Pot presented by Rhythmically Speaking February 7, 2006. This program described African American heritage in the New Orleans area and dilemmas caused by Hurricane Katrina.

Programs reflected Hispanic Heritage included:
A display on Day of the Dead (November 2005)
Posters displayed on notable Hispanic people (September 2005)
Spanish Language classes (offered during the fall of 2005, the spring of 2006, and the fall of 2006).

Public Place

The Capitol Hill Library has served as a meeting place for information exchange and personal enrichment.

Some of the available components include:

Children – An open atmosphere in the children's area for families to visit and enjoy books, puzzles, toys, etc. Story Times and craft programs have been offered throughout the year.

Some of our programs include:
Animal Care - July 25, 2006
Critter Tales – June 13, 2006
Halloween Open House – October 22, 2005
Making Animal Masks – June 6, 2006
Parent/Child Workshop - winter 2006
Steve Crawford Magic – July 11, 2006
Summer at the Library Programs - summer 2006

Teens (Young Adults) – A Teen area, with books, including college and career materials. Ongoing programs include After School Cool a weekly program allowing friendly conversation and artistic expression. We also have Teen Chat – a teen library advisory group.

Other more specific Teen programs include:

- Chocolate festival - December 8, 2005
- Dance Dance Revolution – September 7, 2006
- Henna: The Joyous Body Art – August 3, 2006
- The Real Harry Potter – November 3, 2005
- Reptiles – July 13, 2006
- Spring Creativity Fair – March 16, 2006

Adults and Seniors – An environment for keeping up with current events with newspapers, magazines, and internet access. Includes table space for one-on-one interaction and a meeting room for group meetings.

Specific adult programs include:

- Basic Photography – July 22, 2006
- Chinese Watercolor painting – September 12, 2006
- Conversational Spanish classes – spring and fall of 2006
- Immigration Forum – Ongoing throughout the year
- Landscape Planning – June 24, 2006
- Making Holiday Craft Ornaments – December 15, 2005
- Senior Luncheon – May 12, 2006

General Programs – Although many of our programs are targeted to specific audiences such as children, teens or adults, they are often attended by general audiences. This is due to the community atmosphere established within the Capitol Hill area. Our most prominent program offered annually is our Holiday Open House during the month of December. This program offers something for everyone, including Photos with Santa, musical entertainment, stories and crafts for children, books given to children.

SUMMARY – The Capitol Hill community continues to grow, renovate, and progress as a quality community of the greater Oklahoma City area. As these advancements are made, the Capitol Hill Library staff will continue to monitor community needs and make adjustments needed to maintain the library as a source of information and overall community spirit.