



# Choctaw Library Service Plan

July 1, 2007

To

June 30, 2008

Report Created September 2006

# Choctaw Library Service Plan 2007-2008

The Choctaw Library is one of the community libraries that are operated by the Metropolitan Library System throughout Oklahoma County. This library strives to exemplify the vision and mission statements of the MLS to the public and follow in the direction established by the strategic plan for 2002-2007: A Compass for the Future.

## **MLS Vision**

The Metropolitan Library System envisions a future in which all the people of Oklahoma County have equitable access to an information-rich environment of library resources.

## **MLS Mission**

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

## **Description of the Choctaw Library Facility**

This facility opened January 20, 2004 at 2525 Muzzy Street which is the northwest corner of Gilbert and Muzzy Streets. The award winning structure is 9,000 square feet in space that includes a front porch as part of the east (front) entrance and a covered deck leading to the west entrance. According to the Choctaw fire Marshall, the occupancy capacity for the building is 600 people. We have about 60 chairs of various styles and 20 low stools situated throughout the open area for customers. The meeting room is a large room and will seat between 60 and 100 people depending on the room set-up.

## **Choctaw Community Profile**

### **City location**

Choctaw is located about 16 miles east of downtown Oklahoma City on Highway 62 (NE 23<sup>rd</sup> Street) in the geographic center of eastern Oklahoma County. Over 29 miles are included in the city limits which border Harrah, Oklahoma City, Spencer, Nicoma Park and Midwest City.

### **Population**

According to the 2000 census, Choctaw was listed as having 9,377 people and the 2002 estimate as having 1030. The ethnic makeup of the city was listed as 88.80% white, 1.64% African American, 3.70% Native American, and hispanic or Latino were 2.79%. In Choctaw age mixes, 24.9% of the people are under 18 years old. Those ranging in age from 18 to 24 were 7.6%. Those age 25-44 were 28.7%, those 45 to 64 were 27.3% and those older than 64 was 10.6 of the population. The median age is 38 years old.

### **Average Households**

Choctaw at the time of the census had 3,450 households. Sixty eight percent of these were married couples, 35.9 percent had children under the age of 18, and 6.0% consisted of someone who was 65 years or older living alone. The average household size was 2.69 people and the average family size was 2.99 people.

The median income for a household is \$49,291 while the median income for a family is \$55,437. The per capita income for the city is \$21,041.

### **Education**

In the general population of those 25 and older, 85% are high school graduates or higher. The Choctaw Nicoma Park School System comprises of 58.5 square miles of Eastern Oklahoma County. There are 4 elementary schools, 2 intermediate schools, and one high school. One elementary and one junior high are located about half a mile from the library. Two elementary schools are located about 4 miles from the library and the high school is located 3 miles from the library. These schools are considered some of the best in the state with a couple of them serving as Great Expectations schools. There is also an Alternate Education Academy that serves students in grades 9-12 from the Choctaw, Harrah, Jones, Luther and Nicoma Park communities. Additional education is provided by the Eastern Oklahoma County Technology Center.

### **Government**

Choctaw is a "Home Rule" city. The government operates under a "council-manager" form of government with the city manager executing the laws and administering the government of the city and the City Council enacting local legislation, adopting budgets and appointing the city manager, city attorney and all judges and boards. Funding for the city is primarily city sales taxes.

### **Points of Interest:**

The **Choctaw Creek Park** is located within 1.5 miles of the library. From the first Saturday in June until the first Saturday in October, a Farmer's market is active in the park from 8:00 AM to noon each Saturday. In addition the park hosts Land Run Days and Old Timer's Day in April and beginning in 2006 the Oktoberfest (held the first week of September). The park is also the location of a Wildlife Sanctuary and Wetlands Project.

Along NE 23<sup>rd</sup> Street (Highway 62) one mile west of the eastern boundary of the 1889 Land Run begins the **Historical Flower Gardens**. Set in the 12 large flower gardens From to Henney Road are featured 19 life size Shadow Art Sculptures of the Ghost Riders of the Oklahoma Land Runs and the Early Settlers. There are 17 history plaques about Oklahoma Life in 1889.

Choctaw's **Main Street** features 2 traffic circles surrounded by gardens. The south circle has an open air gazebo that allows outdoor events to take place next to a city park that is located one lot west of the library. The second circle has the school bell from the first school house.

Bouse Park is the new name for 10-Acre Park which featured fishing, sports and picnicking opportunities and was where the annual Easter Egg Hunts and Fishing Derby were held. A recent donation of about 75 acres of land to the city has greatly expanded the park. It is currently closed due to construction.

Sources of information was the Choctaw City Webpage and [www.okcommerce.gov](http://www.okcommerce.gov),

## **Choctaw Library Services**

### **Service Hours**

The hours of operation are Monday through Thursday 9:00 AM to 8:00 PM; Friday 9:00 AM to 6:00 PM; and Saturday 9:00 AM to 5:00 PM. This means the Choctaw Library is open to the public a total of 61 hours a week.

### **Collection**

As of the Choctaw Collection Analysis of July 2006, Choctaw Library has approximately 49,843 items in its collection. This includes 21,916 circulating and 779 reference catalogued books, 15,757 uncatalogued paperback books, 2880 periodicals, 4,106 audio and CD materials. 3,324 video cassettes, and 1081 DVDs.

There are 6095 volumes of easy and reader materials for the youngest audience, 855 fiction and 2526 nonfiction for grades 3-5 in the tween collection, 4601 items in juvenile non-fiction and reference, 2843 juvenile fiction materials for those in 4-8<sup>th</sup> grade with an additional 152 award books. The Young Adult catalogued fiction collection has about 1043 fictional items in it and there are about 74 non-fiction. There are approximately 14,005 non-fiction items for general audiences in reference, adult non-fiction and family place collections and 6726 items for adult fiction readers. Music CDs comprise 2315 items.

In addition, the customers have access to the entire MLS collection of over 1 million items via the CyberMars. The Choctaw library has 3 dedicated CyberMars for customer use.

Each customer has access to licensed databases for 15 subject areas.

Interlibrary loans are used to acquire for customer use items that are not in system.

### **Librarian assistance**

Librarian assistance is offered to all customers by 4 librarians (including the manager) and one library assistant. These services include helping a customer sign in at the signup computer for computer use, instructing customers on the Internet and other programs available on the public computers, showing them how to use the CyberMars, going with the customer to the shelves for items of interest, looking up materials for them on CyberMars or other search tools, processing Interlibrary Loan items when the needed resource is not in system, providing readers advisory, providing programs of interest to the general public and answering directional and reference oriented routine and complex questions.

## **Computer Services**

The customer has access to the free MLS wireless access service.

There are 3 CyberMars terminals.

There are 13 multitask, internet accessible computers available for customer use.

There are 4 children's computers offering educational programs and games.

A technical assistant is usually available 4 afternoon/evenings a week. He will give one on one instruction as needed.

Customers can access the MLS services 24 hours a day 7 days a week by visiting [www.metrolibrary.org](http://www.metrolibrary.org).

Occasional group classes on computer related topics are offered by the technical assistant.

## **Programs**

The Choctaw Library offers programs for all ages though the major focus is on the youth.

Toddler story and activity programs for children under 3 years of age are offered weekly throughout the year.

Preschool story programs are offered weekly throughout the year.

Being a Family Place library, Choctaw offers a series of 5 Parent-child workshops in the spring and fall of the year.

Family Place Open Play is offered monthly.

Programs are offered twice a week for school age children in the summertime.

Book clubs and other programs are offered about once a month during the school year.

There is a teen advisory board to help plan programs for the teens.

The library provides a program a week for teens in the summer and tries to offer 1 a month during the school year.

Adult programs include

GED instruction,

Spanish language and culture classes,

Storytelling workshops, and

Lets Talk About it Oklahoma which is a 3-4 session program offered once or twice a year.

In FY 06-07, there were 84 adult programs with a total of 515 attending. There were 165 children's programs with 3603 attending and 49 teen programs with 526 attending.

## **Meeting Room and Display Space**

Meeting spaces are available for \$10.00 per hour.

There is one interior community room that can seat 60-80 people at tables or up to 200 at a stand up function.

A covered deck is located on the west end of the building that can seat up to 200 individuals.

An exposed patio is at ground level on the east and can host up to 50 people.

There is one 2 foot square display case by the community room with 4 shelves counting the floor and 2 5 foot wide by 6 ¾ foot high display cases that are available to be booked.

There are 2 52 inch high 3 shelf shelving units used for display of library materials for holidays or special programs.

The computer room has 7 computers and chairs for 10 people in it.

### **Quiet Reading Room**

The quiet reading room is located in the south east corner of the library. It has 4 lounge chairs as well as 2 tables with chairs for customer use. The reference automobile repair books are displayed in this room as are the periodicals. Native American art by Enoch Haney and a calligraphy message from a community in Japan are the major art in the room.

### **Children's Area**

Though substantial in size, the children's area is crowded with shelves, tables, computers, and chairs. There are three lounge chairs and two small "book" tables. At the north end of this section there are two children's sized tables with eight child size wooden chairs for family interaction. There is also a spacious area for the 4 child computers and printer. This area is well used and often crowded indicating future space needs consideration. Sub-areas are organized as preschool and school age with appropriate games, activities, and resources in portable shelving.

### **Special Collections**

Genealogy reference collection includes genealogy magazines, the Chronicles of Oklahoma magazines, a miscellaneous collection of school yearbooks of local schools and some bound local newspapers from the eighties.

Family Talk has items of interest to parents.

Jobs collection offer test books and job opportunity information including resumes and career information.

## **Staff**

There are 6 FTE, 2 half time and 5 part time staff including:

- 1 FTE Manager
- 3 FTE librarians
- 2 FTE clerks (one position currently vacant)
- 1 .5 FTE clerk
- 1 .5 FTE library assistant
- 1 .5 Technology assistant
- 4 PT pages

## **Budget**

The annual budget for the Choctaw Library for FY 07 is \$568,078.00 in direct costs.

## **Circulation Statistics**

In the fiscal year ending June 30, 2006, Choctaw had circulated 18,868,706 items which was a 4.1 increase over FY 05 circulation of 18,118,505 items.

## **MLS Strategic Plan**

### **Service Responses**

The Choctaw Library provides services that help customers in self developmental activities as well as serve the need for information related to business and employment. The library provides materials of current interest in the community for informational, cultural, social and recreational needs. The library provides information and technology to assist all customers in their professional, school and personal lives. Our staff is trained to determine user needs and respond to those needs while always providing friendly and efficient customer service. Staff members will maintain strategic relationships with local organizations to improve the local awareness of the economic and informational value of the library in the community. The library offers many avenues to cultivate an awareness of world cultures including genealogy, local history, and other materials. The library provides services that inform the public and meet the needs of people to interact with others and participate in public communications.

### **Service Responses planned for July 1, 2007 to June 30 2008**

#### **Facilities Response**

The MLS goal is to provide inviting and well-maintained facilities. Choctaw library will accomplish its part in this endeavor by:

Inspecting all furniture, shelving, and other contents of the library to insure all is in good repair and if needed submit budget requests by March 31, 2007 for repairs or replacements

Insure that all building repairs that are not completed by January of this fiscal year are either scheduled with the Maintenance Department or entered into the FY 08 budget.

Review ways to increase the use of the outdoor facilities on the western deck and patio and enter any budgetary needs in the FY 08 budget for items like outdoor chairs that can safely be stored in the storage building.

## **Services Responses**

### **Self directed, personal development opportunities**

Partner with the local technology center to offer more programs in health, local history and craft or artistic activities.

Explore other avenues of adult and juvenile educational opportunities.

Maintain existing level of individual educational programs such as GED, Let's Talk About It Oklahoma, Spanish language and Oklahoma Connections.

### **Provide Information related to business, career, work, finance and employment**

Provide at least 2 programs additional programs related to personal finance or career development.

Explore the possibility of tax assistance during the tax season.

Continue to explore what resources will best fill the customers' needs and request financial assistance in finding them as needed.

### **Current topics and popular titles**

Continue to build and encourage reader's advisory development for librarians especial in the teen and children's area.

Continue to communicate with Selection on titles of interest to our community.

Coordinate with Outreach Services to provide at least 1 high visibility program for teens and for adults.

### **Information and technology needs**

Plan to offer more frequent multi-person classes in computer topics ranging from the software programs offered to using the databases.

Re-create the partnerships with the school librarians to help provide materials they cannot provide their students.

### **Staff Training to provide needed services**

Send newer staff members to relevant workshops to increase their ability to understand what the customer needs and respond to that need.

Send established staff members to workshops that will broaden the scope of what they can offer.

Add a training component into monthly reference meetings where librarians can share an article, a book review; a “best practice tip;” or a reference tool at each reference meeting in FY08.

### **Customer Service**

Continually analyze the staffing situation and recommend changes in the FY 08 budget.

Create specific customer appreciation plans for October 2007 before March 1 2007 to insure funding is available in the budget.

Find a way to have a discussion of desired behaviors at the staff meetings on a regular basis that is positive not corrective.

Encourage the existing “pickle” peer-recognition system to expand and support it by more consistently recognizing staff members for the excellent customer service observed by their peers.

### **Strategic relationships**

Maintain the existing relationships in community groups like Chamber of Commerce, Team Choctaw, Eggs and Issues, and the Nicoma Park Choctaw Business Women’s Club.

Seek to strengthen ties with the schools by developing relationships with the local principles and increasing the contacts with school librarians.

Look for additional ways to be involved in the community at local events.

Maintain existing level of attendance at City Council Meetings and other governmental meetings.

Create a directory of local services throughout the community to assist customers through the networking that librarians and library manager do.

Explore ways to network with home school parents.

### **Understanding of World Cultures**

Develop a series of programs that emphasize the cultural heritage of Oklahoma during the 07 calendar year.

Insure adequate materials are available on major cultural groups.

### **Local History**

Continue to work within existing groups to build an understanding of the local community so we can focus resources in a productive manner for customers.

Plan and execute at least 3 genealogy or local history workshops perhaps in partnership with the Eastern Oklahoma County Technology Center to support and emphasize the MLS oral history project that will come to Choctaw in December 07.

Maintain displays offered by local citizens

## **Choctaw Library Objectives Accomplished**

### **Programming**

#### **Children**

Toddler and Preschool Story times were offered weekly despite losing the children's librarian in November 2005 and not getting a replacement until March 2006.

Family Place Parent-Child workshops were planned and held in September-October, 2005 and February-March 2006.

Family Place Open Play Time sessions were offered every month as planned and were relatively well attended.

Explorer Book Club was an after school program based on books that was started in August 2005 for children in grades K-5. This program was not well attended and ended in the Winter 2006.

Children's Storytelling was a success the first semester but never effectively got going the second semester.

Summer Programs offered In July 2005 and June 2006 were a success. Some tweaking as to timing will be done with the new children's librarian.

#### **Young Adult programs**

Teen Advisory Board met as planned throughout the year but the educational opportunities were not met due to lack of attendance and the loss of the YA librarian in November 05.

Teen programs both during the school year and during the summer that were offered fluctuated wildly in attendance based on topics but overall were a success.

The Oklahoma Connections programs offered in conjunction with the Eastern Oklahoma Technology Center and the Choctaw High School Alternative School were a resounding success. More are planned for FY 07 and 08.

#### **Adult programs**

The adult read and discuss club was discontinued because of a lack of participation. The Let's Talk About It Oklahoma programs offered were a success though we did not get as many participants as anticipated.

Tai Chi classes with Mickey Sherman were a limited success this year but plans are in the works for another instructor to offer Tai Chi in the evenings in November 06.

The monthly parenting/caregiving classes offered by Alesha Lilly of OCCHD were often not well attended or canceled because of a lack of expected attendance.

Spanish language and culture classes continued through the year with a small but determined audience. There was a hiatus of the programs from July-September 2006 due to the instructor being unavailable but the classes have resumed with an increased participation. It has currently expanded to a beginning level for one hour and a more advanced program for the second hour.

The Art of Storytelling classes met with mixed results. The program is being evaluated and revamped to better serve the customers.

A knitting class was introduced in January 2006 and ran through May 2006 that was successful.

Three gardening programs done in partnership with the OSU horticultural Service were successful.

### **Intergenerational and community participation**

Land Run Days and Old Timer's Day are combined into a single weekend (Thursday-Saturday). The April 2006 event was very well attended and the library got a lot of positive public exposure with students, teachers and families.

Library involvement in Christmas on Main Street continues to be mostly the volunteer services of the library manager in planning and working the event. However, this has been very valuable in letting our customers know that we are involved in the community. Children waiting in line for Santa talked to her and felt more comfortable because she was the "library lady. Participation will be limited to planning work due to the absence of the library manager during this time.

### **Group Services offered**

Tours continue to be requested and provided on an ongoing basis as space and time is available.

Story times were prepared for groups upon request and offered both on site and at the school, headstart or preschool care facilities.

Library Resource Instruction was provided as a group or individual activity on an "as needed" basis. This will be an ongoing activity offered by the staff.

### **Community information**

The bulletin boards were rearranged to better serve the public. Job notices and similar information is placed on the bulletin board closest to the door. Community activities and opportunities are displayed on the east outer wall of the chair room. Library related programs are displayed on the prominent north outer wall of the chair room

A display area consisting of a small table and wall hung racks has been maintained for non-profit, public service type announcements, news magazines, bus timetables and flyers.

The self-service copier is available to all customers. Staff continues to offer assistance in its use on a one-on-one basis.

The manager and librarian staff will provide book talks or speeches about the library to local community groups who request such service as a method of community outreach.