

## **Belle Isle Library Service Plan 2008-2009**



**MLS Vision:**

**Your inviting, innovative link to the world.**

**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.**

**Current Library Information:**

**Description of Facility: Opened: 1963 Square footage: 18,848 Address: 5501 N Villa, OKC 73112**

The Belle Isle Library is a two level structure located along a main thoroughfare of Oklahoma City. Meeting rooms are located in the lower level with elevator access. There are three entrances to the library. There are 87 parking spaces plus 4 handicapped. Seating capacity is 89. This includes 24 in the children's room and 5 in the Young Adult area.

**Community Profile: Population 523,060 (OKC 2005 estimate) Household Income Average: \$34,947 Education: Median Age: 34 High School: 81% Bachelors and Higher: 24% (OKC 2005 estimates)**

- Belle Isle is within one mile of Penn Square, 50 Penn Place and Belle Isle Station which are major retail centers for the City.
- Integris Baptist Health Center is within two miles of the library.
- Chesapeake Energy has displaced many tenants from the NW 63<sup>rd</sup> Street and North Western Avenue area.
- The Northwest Expressway is dominant in 'the Oklahoma City retail market as both retail and office tenants are finding it increasingly difficult to lease large spaces from the east of Council Road to Penn Square Mall. There is limited space retail space available.' (Square Feet, May 2007 "The Return of OKC's Northwest Expressway")
- The Asian district (the heart located at 23<sup>rd</sup> and Classen) is becoming a highly visible and vibrant, thriving community. It is locally known as "Little Saigon". The estimated 2005 population of this area is 21, 220. This is 3.1% of the county's total.

Since Belle Isle Library has such a centralized and easily accessed location it draws customers from all over the metropolitan area. Teachers, business professionals, students and adults of all ages seek educational recreational and business resources. We also serve customers from a variety of cultures for which English is their second language. The use by minority groups continues to increase.

**Service Hours:**

The library is open 70 hours per week including the following hours of operation: Monday 9-9, Tuesday 9-9, Wednesday 9-9, Thursday 9-9, Friday 9-6, Saturday 9-5, Sunday 1-6.

**Services:**

- Interlibrary loan
- Microfiche/film reader printer.
- Children's wooden puzzles, two touch and see screens and other toys are available in the children's room for in-library use.
- Small sofa where parents may sit and read to their children.
- Provide three meeting rooms for literacy council tutors and other groups.
- Movie screen, podium, overhead projector, dry erase boards, and a TV/VCR/DVD for meetings when requested.

**Specialized Resources:**

- Databases of Plays, Songs and Spanish language materials in our collection.
- Bibliographies of materials in various foreign languages, basic readers and toddler books.

- Accelerated reading lists provided by schools in our service area.
- Separate section for popular test books for easier customer access.
- Family Place materials.
- Labeled Spanish language materials (fiction and non-fiction).
- Vertical files which contain clippings and pamphlets on Oklahoma information

#### **Materials Collection: (July 2007) Collection Analysis**

			Reference/Circulation Total: 103,894	
BI	MEDIA	BOOKS	2517	60694
BI	MEDIA	PAPERBACK BOOKS	625	28232
BI	MEDIA	PERIODICALS	122	5401
BI	MEDIA	CASSETTES		1025
BI	MEDIA	VIDEO RECORDINGS		2830
BI	MEDIA	CD-ROM	3	3742
BI	MEDIA	DVD-ROM		1970
BI	MEDIA	TOTALS	3267	103894

#### **Reading Levels: (approximates, using location code only)**

	Items	Circulation
Easy (0-Preschool)	8128	64824
Readers (1-2 grade)	2340	15438
Tween (3-4 grade)	6359	30150
Juvenile (5-6 grade)	12163	55349
Young Adult	2328	11954
(Middle & High school)		
Adult	65619	439083

\* Does not include seasonal storage, juvenile new books, foreign language, music, Sequoyah, juvenile award winner, family place, magazines, CD's DVD's and VHS, since they contain materials from multiple reading levels.

Computer access to the library system's collection of over 1,000,000 items via the library's homepage,

**[www.metrolibrary.org](http://www.metrolibrary.org)**.

Licensed databases for numerous topics, including: associations, auto repair, biographies, etc.

#### **Librarian Assistance:**

Staff is available to assist customers during business hours.

- Individualized assistance in locating specific information or materials for customers, in person, on the telephone, or by mail.
- Internet searching as a specific request from the customer, or as a professional tool in the search for information and knowledge.
- Individualized guidance and instruction in the use of the library's many tools, whether in traditional book or print format, or electronic formats, including Internet.
- Readers advisory.

#### **Computers, wireless Access:**

Thirteen multiuse computers, including internet access, office software, and databases.

Five library catalogs offering access to the library catalog, reserve services and customer information.

Four children's computers offering educational programs and games.

Wireless access is available throughout the building.

**Programs:**

Programs are offered for all ages on a wide range of subjects and cultural interests.

**Adults:** Provide at least one monthly program or presentation for adults (including seniors). This includes the following sample partnerships:

- Oklahoma City County Health Department to provide screenings and programs for parents
- Tax-assistance with AARP (January-April)
- Co-partner with SCORE to help customers needing advice on business. (Twice a month)
- Co-partner with Mid-Del Technology center to provide classes for ESL. (9 months, approx.)
- Oklahoma Literacy Council

**Children & Teens:** Provide one or more monthly programs or presentation for children. (Story times)

- Provide quarterly programs for teens. (various)
- Provide Family Place on a rotating basis twice a year.

**Events:** Summer Reading (children & teens-June/July)

- Spring Fling (children-March)
- Neighborhood Arts (children-June)
- Teen programs (summer)
- Our World Series (all ages-fall)
- Teen Read Week (October)
- Winter Readfest (senior adult)

**Public Room Space:**

Three meeting rooms are available to rent for \$10.00 per hour or two can be combined for \$20.00 per hour by advanced registration. The number of tables, chairs and parking spots limits the number of occupants. No exhibit space is available.

**Staff subtotaled by position:**

14.5 FTEs-Manager, Assistant Manager, 3 Associate Librarians (one is 30 hours), 5 Librarians (1 half-time) and 7 Circulation clerks (one is 30 hours & 2 are half-time.) We also have 2 part-time technical assistants and 11 part-time pages.

**Budget:**

Direct: 1,358,501.00 Indirect: 860,192.07 Total: 2,218,693.07 (2006-07)

**Statistics:**

Annual circulation as of June 2007: 695,679; .3 above previous year

**MLS Strategic Plan:****Service Responses:**

- **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.
- **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.
- **Know how to find, evaluate & use information: Information fluency.** When you need information to resolve an issue or answer a question, you have the skills to search for, locate, evaluate, and effectively use information to meet your needs.
- **Connect to the online world: Public internet access.** Your library has high-speed 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.

## **Service Responses to address this year (not continuing services)**

### **Visit a comfortable place**

**Goal: All ages appreciate their library for its designated places for quiet reading or studying and as a place for social or business activities.**

Replace carpet in the public service areas of the library including the lobbies, halls and meeting rooms.

Replace 12 lounge chairs

Replace worn sofas in the staff lounge and the children's room.

Provide more space for customers studying or accessing wireless.

Request two tables and four chairs for studying or wireless use

Replace two analog television sets with digital sets

### **Know how to find, evaluate & use information**

**Goal: All visitors can expect library staff to have up-to-date knowledge skills, and abilities to deliver library services.**

Eliminate vertical file to provide more space for customers studying or accessing wireless

Eliminate the microfilm reader printer and the film cabinets.

Replace the copier that needs repair and replacement parts that have to be ordered from out of the country.

**Goal: All ages can expect friendly guidance on how to locate the best information resources to meet their request needs.**

Send staff to OLA, Encyclomedia and other workshops

## **Review of previous year's objectives (07-08) (only different objectives and not the maintaining are listed)**

### **Completed:**

Received a donation in memory of a former customer for two new recyclable benches on the east and west entries.

Radio controlled clocks

Added periodical binders and shelf files

Replaced 22 task chairs without arms for computer seating

Replaced 15 chairs for tables

Painted frame of library sign and main library sign

End of shelf signage has been received and we are in the process of replacing the old signs.

Added two part-time page positions to help deliver library services in a faster manner. (New system reserves)