

SERVICE PLAN

CAPITOL HILL LIBRARY

2009-2010



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Manager of Library Operations
November 1, 2008

Mission Statement

The Capitol Hill Library, part of the Metropolitan Library System provides an inviting, innovative link to the world

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, 12 Internet computers, and 2 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 (From Materials Selection - Collection Analysis Report)

Our library contains approximately 32,718 circulating items and 800 reference items which include the following categories.

Easys-----	2865	Readers -----	862
Tween Fiction-----	616	Tween Non-Fiction-----	1348
Juvenile Fiction-----	827	Juvenile Non-Fiction---	1844
Young Adult Fiction--	730	Young Adult Non-Fic.---	45
Adult Fiction-----	5308	Adult Non-Fiction-----	10042
Large Print-----	581	Foreign Language-----	2969
Audiocassettes-----	332	CDs-----	1766
Videocassettes-----	400	DVDs-----	1596
Periodicals-----	125 (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 12 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. We have also recently interfiled reference materials with circulating materials. This change is expected to enhance the use of both collections and make access easier for staff and customers.

Staff

Manager of Library Operations

Librarians 2 full time and 1 half time

Circulation Clerks – 2 full time and 1 half time budgeted for 2008 -09 fiscal year.

Technology Assistant – 1 half time

Pages – 3 part time

Budget

Our total budget for the fiscal year is \$1,095,394,38

Circulation Statistics (From Materials Selection – Collection Analysis Report)

Easys-----	8239	Readers -----	4441
Tween Fiction-----	2414	Tween Non-Fiction-----	2809
Juvenile Fiction-----	2800	Juvenile Non-Fiction----	2898
Young Adult Fiction---	3916	Young Adult Non-Fic.-----	92
Adult Fiction-----	20003	Adult Non-Fiction -----	26439
Large Print-----	1565	Foreign Language-----	8234
Audiocassettes-----	1687	CDs-----	19245
Videocassettes-----	5537	DVDs-----	24233
Periodicals-----	3235		
		Total - - - - -	137,787

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:

Satisfy Curiosity: Lifelong Learning

Visit a Comfortable Place: Public & Virtual Places

Know How to Find, Evaluate & Use Information: Information Fluency

Connect to the Online World: Public Internet Access

Service Responses to Address this Year

Satisfy Curiosity: Lifelong Learning: Library customers and potential customers will be encouraged to take advantage of our resources. This will be accomplished through our outreach efforts within the community.

Visit a Comfortable Place: Customers will ultimately experience enhanced library facilities at Capitol Hill through the passage of the bond issue December 2007. Library staff will assist in preparation for expansion and rebuilding of our library facility.

Know How to Find, Evaluate & Use Information: Information Fluency: Customers will receive excellent service by staff trained in use of library resources and in customer service. During the next year, staff will attend available workshops or other training offered on improving knowledge of resources within the library system, as well as workshops on enhancing customer service skills. We will also encourage staff participation in daily Customer Service Principles” celebrations. There will also be continued emphasis on viewing our library as part of the entire Metropolitan Library System.

Connect to the Online World: Public Internet Access: Customers will experience a connection to internet and other online resources through the availability of library system computers and Wi Fi services. Customers will also have opportunities to learn more about Internet searching through workshops offered throughout the year. Library staff will maintain skills in assisting customers through attendance of available workshops and tutorials on internet services. Additional computers will be added to the library as system budget allows.

Review of Previous Year's Objectives:

Satisfy Curiosity: Lifelong Learning

Goal 1: All ages realize their library offers topics in a variety of formats they find captivating and enriching to their lives.

Customers have access to information in the form of books, CD's, DVD's, and video formats. In addition, customers may utilize library computers and WiFi technology to access information through the internet. Customers continue to experience a shorter waiting period resulting from the addition of 2 public use computers.

Goal 2: Residents see their library as a resource for introductions to an assortment of cultural, civic and/or community interests.

Customers are made aware of library programs for all ages. This is accomplished through our promotional efforts. The library system and staff distributes brochures to customers listing programs, and we also advertise many of our local programs through flyers and our front window display. Whenever possible, customers see us within the local community, attending meetings, and participating in appropriate events. One of our most successful outreach programs was at the Hispanic Expo sponsored by the Hispanic Chamber of Commerce (July 26, 2008). Customers received copies of the Info Magazine and other promotional materials at that event, and approximately 1,000 books were given away to encourage reading and promote the Metropolitan Library System.

Visit a Comfortable Place: Public & Virtual Places

Goal 1: All ages appreciate their library for its designated places for quiet reading or studying and as a place for social or business activities.

Customers may use any of the public tables for quiet reading or study. There are times of day that are quieter than others, as well as certain areas with less overall traffic. At this time, the library system has been granted additional funding through a 2007 bond election that will allow remodeling of the library with a specific area designated for quiet reading and study.

Goal 2: All ages recognize their library as a great place both physically and virtually to interact with others due to the noteworthy opportunities provided.

Customers have access to our meeting room in the basement of the library. There are also tables in the library for customers to meet for group study and other needed meetings. Customers also come to the library for the variety of programs that we offer.

Some of the programs included:

Children

Craft programs throughout the year

Summer at the Library programs (Over 300 participants)

Neighborhood Arts (Over 528 participants)

Young Adults / Teens

Teen Advisory Group (35 participants)

Game Fest (Over 100 participants)

Summer at the Library (Over 90 participants)

Horror Make-up (16 participants)

Teens continue to enjoy the Young Adult section which was enhanced by a neon sign that reads “Teen Space” (Funded by the Friends of the Metropolitan Library System) as well as a special shelf for displays.

Adults

Arts and Crafts programs offered throughout the year

Winter Readfest (37 participants)

Conversational Spanish classes (Over 100 participants)

Senior Luncheon Apr. 11, 2008 (25 participants)

Customers continue to enjoy new vinyl chairs purchased for the computer tables as well as other chairs that were refinished.

General Program

Customers continue to enjoy the annual holiday open House in December. This family program features live entertainment, crafts, photos with Santa, and free books. The program serves as an overall good source of family entertainment. Over 600 attended.

Know How to Find, Evaluate & Use Information: Information Fluency:

Goal 1: All visitors can expect library staff to have up-to-date knowledge, skills, and abilities to deliver library services.

Customers are interacting more with staff trained to assist a wide variety of personalities, needs and interests. The library system has provided workshops on a wide variety of topics, including generational diversity, true colors, dealing with difficult customers, etc. These workshops are providing skills for staff to interact more effectively with customers. Each day, staff celebrates Customer Service Principles to create a Customer Service mind set.

Goal 2: All ages can expect friendly guidance on how to locate the best information resources to meet their request or needs.

Library staff is constantly gaining new skills in the use of library databases, internet, and other resources. When interacting with customers, staff is encouraged to use the sources that offer the best explanation of a topic.

Connect to the Online World: Public Internet Access:

Goal 1. All ages discover that their library has current equipment, tools and training for the public to responsibly access the digital world.

Customers have access to 12 public computers. Each day library staff including a part time technical assistant are available to assist in using the computers. Computer Internet classes are offered throughout the year for additional computer instruction.

Goal 2. Adults understand that using the Internet is beneficial to development for all ages.

Customers use the Internet for genealogy, communication and interaction with friends, as well as for overall recreation and information retrieval.

Goal 3. All ages recognize and use their library's website and its resources as an extension of the physical library.

Currently, customers receive all available pamphlets, bookmarks and other promotional items to remind them of our website. Our website is also utilized as the place to apply for library employment.

SUMMARY – The Capitol Hill Library has become a major location for learning and the exchange of ideas. Numerous customers are obtaining library cards, thereby allowing access to print and non-print materials. Customers also have opportunities to interact and learn from each other through the classes, programs and other forms of entertainment that we offer. As our library system focuses this year on connecting to the online world, customers will experience increased promotion of the internet as well as our many databases and other quality online computer resources. In so doing, we hope to further strengthen our mission within the community as an inviting innovative link to the world.