

SOUTHERN OAKS LIBRARY



SERVICE PLAN 2008-2009

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 Okla. City, OK 73139
Established:	1975
Space:	17,000 square feet
Meeting Room:	1 meeting room with capacity for 60 customers
Seating Capacity:	49 customers at 17 tables (not including computer seating) 19 customers in chairs

Community Profile

Population: 519,030 (2002 estimate)

Population by Race:

One Race Only, White	346,226
One Race Only, Black or African American	77,810
One Race Only, American Native	17,743
One Race Only, Asian and Hawaiian and Other Pacific Islanders	17,955
One Race Only, Other	26,705
Two or More Races	19,693
Hispanic	51,368
White alone, Not Hispanic	327,225
Race Alone or in Combination With Other Race:	
White	362,788
Black or African American	83,034
American Native	29,001
Asian and Hawaiian and Other Pacific Islanders	20,966
Other Race	31,382

Households: 204, 434

Median Household Income: \$34,947

Educational Attainment:

Population 25 years and older:	323,219
High school graduate or higher	81.3%
Bachelor's degree or higher	24%

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 108,133 items and 560 reference items available to the public.

Books	61,356
Paperbacks	32,817
Periodicals	5,348
Cassettes	996
Videos	1,973
CDs	3,615
DVDs	2,028

Public Catalogs & Computers

Library Catalogs: 6

Internet/Multi-Use 14

Children's Computers 2

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:

We offer a variety of programs for all ages. Some of the ongoing programs include:

Age Group	Program	Frequency	Time offered
Children	Storytime	weekly	Sept. thru May
Children	Parent/Child Workshop	bi-annually	spring and fall
Teens	After School Cool	weekly	Sept. thru May
Teens	Teen Advisory	monthly	all year
Adults	Book Club	monthly	all year

System programs include the annual Summer Reading Program and the Neighborhood Arts offered during the summer months.

Meeting Room:

One multi-purpose meeting room available for the public. The space can be configured in a variety of ways for a variety of programs or meetings. Seating capacity is 66 audience style and 25 single sided and 50 double sided conference style. Meeting room does have a small counter with a sink for preparing light refreshments.

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	6.75 FTE

Budget: \$2,463,304.02

Annual Circulation:	664,134
Books	342,262
Paperbacks	246,565
Periodicals	16,132
Cassettes	13,012
Videos	23,053
CDs	59,245
DVDs	59,926

Strategic Plan

A new Strategic Plan was developed and approved in 2007. 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: All ages realize their library offers topics in a variety of formats they find captivating and enriching to their lives.

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

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.

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.

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

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

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

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

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

We decided the best way to implement this new strategic plan was to pick one objective and concentrate our efforts on it. This will provide the greatest impact on our customers and have better results. We decided to concentrate on the objective **Know How to Find, Evaluate and Use Information**. This objective really talks about having a well trained, friendly staff who are available to assist our customers in getting the best information to meet their needs. We will work on three areas of developing the staff to meet this objective: Hiring, Training and Resources.

Hiring— hire the best qualified, knowledgeable, and customer service oriented new employees to meet the needs of our customers.

- Use online applications for recruiting and screening
- Conduct telephone interviews
- Use group interviews when possible
- Utilize the Customer Service Assessment Program

Training— It is important the staff keep current on new resources and technology. We will use the following to allow all staff to develop new skills and knowledge:

- Develop regular training schedules for all staff
- Mentor program for all new employees
- Assist Planning Services with developing in house training
- Utilize ODL programs and workshops
- Utilize other outside training opportunities for training.
- Preview and test new resources as they become available.

Resources—The library system continues to purchase and develop new resources for our customers. Online databases, wireless Internet access and self check out just to name a few. We will continue to work with IT and Material Selection in the use and development of these resources in order to better assist our customers.

- Be a pilot site for testing new technology for the system
- Review and recommend new resources for the system
- Provide training for new resources and technology

