



Choctaw Library Service Plan

July 1, 2009

To

June 30, 2010

Report Created September 2009
By Rosemary Czarski
Manager of Library Operations at Choctaw

Choctaw Library Service Plan 2009 - 2010

MLS Vision

The Metropolitan Library System envisions a future in which it is an inviting, innovative link to the world for all the people of Oklahoma County.

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

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

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 aged 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 **Historical Flower Gardens** are located in the 1 mile distance between Choctaw Road and Henney Street on NE 23rd Street (Oklahoma 62). The eastern boundary is one mile west of the eastern boundary of the 1889 Land Run. Set in the 12 large flower gardens are 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 on the north east corner of the intersection. This intersection is one block west of the library along Gilbert. The second circle has the school bell from the first school house. In April 2007 a centennial clock was dedicated to the city and is located in the garden at the intersection of NE 23rd Street and Main Street.

Choctaw Creek Golf Course is at 2200 N Hiwassee Road and has 18 holes, a driving range, Club House with snack bar, banquet and conference room and pro shop.

Bouse Park is a large park that has recently had an all age water feature constructed with an entrance on Indian Meridian. Some of the park is still being restructured into a public park. This is about 4 miles southeast of the library.

The **Choctaw Creek Park** is located within 1.5 miles of the library on North Harper Road between NE 10th Street and NE 23 Street. From the first Saturday in June until the last 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, Oktoberfest the first week of September, Halloween Haunted Trails in October and Native American Heritage Day and Festival. Beginning in December 2008 the city plans a Christmas Festival in the park. In addition, the park is available to organizations for festivals and events. A Wildlife Sanctuary and Wetlands Project is located at one end of the park. Walking trails provide a safe avenue for citizens to walk surrounded by nature.

Lloyd Williamson Memorial Park is a 3 acre park with soccer fields and play ground located at 14700 Dean Street. It is about one half mile due north of the library,

Optimist Park is a neighborhood park with picnic shelter, play ground and baseball field located at 13500 NE 10th street between Henney Road and Hiwassee Road. This is about 3 miles southwest of the library.

Ten Acre Lake Park is a 40 acre park that offers fishing, picnicking, baseball diamonds, playground and soccer fields. It is located at 15600 NE 10 Street about 2 miles from the library. It adjoins Bouse Park on the east.

Sources of information included the Choctaw City Webpage and www.okcommerce.gov,

Choctaw Library Services

Service Hours

The library is open to the public 61 hours a week. Hours 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.

Collection

As of the Choctaw Collection Analysis of July 2008, Choctaw Library has approximately 52,939 items in its collection. This includes 43907 circulating and reference books and periodicals.

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 with an active card has access to licensed databases included in the MLS database system.

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 3 full time librarians (including the manager), 1 half time librarian and one library assistant.

Services include:

Demonstrating how to use the CyberMars.

Going to the shelves with the customer 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 insystem,

Readers Advisory

Coordinating, planning and executing programs of interest to the general public.

Answering all directional and reference questions to the best of the resources and the librarian's ability.

Assisting with computer related questions when technical assistant is not present.

Answering questions about the RSS

Helping customers understand the e-books system

Computer Services

Help signing in at the signup computer for computer use as needed.

Instruction on use of the Internet and other programs available on the public computers. 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.

RSS feed training as needed

Customers can access the MLS services 24 hours a day 7 days a week by visiting

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.

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

Preschool story and activity programs are offered weekly throughout the year.

Being a Family Place library, Choctaw offers a series of 4 Parent-child workshops in the spring and fall of the year.

Family Place Open Play is offered monthly.

"Children Reading to Dogs" has been a popular monthly addition during the last fiscal year. It will continue in 2010.

BeTween Books Book Club had a disappointing attendance rate. In June 2009 it was replaced with Book Blast Book Club mainly targeted at struggling readers for the summer months. It had a good attendance during the summer but has declined since school started. We will review this program to decide if it should be continued into next summer.

Ookami Anime Club for teens meets monthly.

Oklahoma Connections is offered to at risk teens and adults learning to read as adults.

Science Programs for homeschoolers, elementary and junior high school students 4 times

Adult programs this year and we want to offer next year include

- AARP defensive driver's safety classes twice a year

- Author visits and book talks twice a year.

- Business Planning workshop once a year.

- Customer appreciation celebration in October.

- Film discussion programs twice a year

- GED fall and spring 2 days a week

- Genealogy

- Health related workshops twice a year.

Intergenerational programs twice a year.
Jewelry and craft programs for teens and adults
Lifetime Reader's Readfest in February and March.
Music Concerts four times a year
Oklahoma Connections in partnership with EOC Technology Center
Parent Talk in partnership with the Oklahoma City County Health Department
Partnership with SBA and SCORE for business related programs
Spanish language and culture classes – 2 8 week sessions in spring and fall.
Tai Chi at beginner and Intermediate/Advanced levels 2 16 week sessions in the fall and the spring.
Choctaw Library Pageturner's Book Club meets the first Saturday every other month.
Four evening story events

All librarians have been offering catchy displays for holidays, book promotions, programs and public interest.

Summer Programs are offered twice a week for school age children and once a week for YA and preschool children.

In FY 08-09, there were 438 meetings with a total attendance of 9301.

161 meetings for adults with attendance of 1080

35 teen programs with attendance of 582

201 meetings for children with attendance of 6026

41 general audience/senior meetings with attendance of 1613

Meeting Room and Display Space

Meeting spaces are available for \$10.00 per hour.

The community room 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 west and can host up to 50 people.

There is one 2 foot square display case by the community room with 4 shelves available and 1 5 foot wide by 6 ¾ foot high display case that is 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 near the circulation desk.

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 8 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. Several green plants make this an attractive space.

Children's Area

Though substantial in size, the children's area is crowded with shelves, tables, computers, and chairs. There are three lounge chairs. 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. 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 children's materials of interest to parents.

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

Staff

There are 5 FTE, 4 half time and 5 part time staff including:

- 1 FTE Manager
- 2 FTE librarians
- 2 FTE clerks
- 1 .5FTE librarian
- 1 .5 FTE clerk
- 1 .5 FTE library assistant
- 1 .5 Technology assistant
- 7 PT pages

Budget

The FY08-09 budget for the Choctaw Library was \$677471.00 in direct costs. The projected FY09-10 budget is for \$690967.00.

Circulation Statistics

In the fiscal year ending June 30, 2009, Choctaw had circulated 187779 items which was a - 4.8% increase over FY 07-08 circulation of 179122 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. It 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, 2009 to June 30 2010

Primary Strategic Goals:

The goal that the library system will focus on this year is to “Visit a Comfortable Place: Public and Virtual Places”. Our 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 our library for its designated places for quiet reading or studying and as a place for social or business activities.

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

Facilities Response

Choctaw library will accomplish its part in this endeavor by:

- Provide ongoing training of staff as it comes available on current equipment, tools and procedures.

 - Ask all staff to request training as needed

 - Arrange for the staff member to have time to attend the training

 - Arrange in house training where possible.

 - Encourage staff members who want to increase their formal training outside of library hours to do so.

 - Encourage roll play and other activities to stimulate staff to increase their awareness of the skills they need to hone.

 - Add a training component into departmental meetings where staff members can share an article, a book review; a “best practice tip;” or an other tool.

Talk to customers:

- Consider opportunities for “teachable moments” on “How to get the most from your library to be anytime customer will ask or listen.

- Look for ways to increase individual staff awareness of the generational gaps in technology interfacing that exists to better serve each individual.

- Explore the possibility of removing the “map” kiosk or moving it to a less predominant space to provide visual openness to the library.

Provide roving time for the staff to interact with the customers throughout the building.

This will encourage customers to seek assistance when needed, defuse situations before they can escalate into major confrontations and observing that the computer use is friendly and pleasant when possible.

Space arrangements have been revised in the children’s area to make it more customer-friendly by allowing lower displays for the children, shelving for Easy paperback books closer to the Easy collection and more space for children to play in the corner nooks.

Parents and caregivers are encouraged to sit with children on a rug or in chairs during story times and other children's programs. The location of the board books makes it easy for the parent/caregiver and child to sit and read together right by the shelves.

Lounge chairs in the children's area invite youth and parents to spend time together in the library.

We try to insure that the plants are maintained, the building clean, and enough comfortable places to sit so as to be an inviting environment.

Children's and YA librarians will include demonstrations of virtual resources when appropriate when giving tours and orientations to the students.

Encourage parents to use the school databases and show them the link as needed.

Help the customers feel like they are coming to a dynamic friendly place that meets the needs of the customers.

Secondary Strategic Plan goals

The Choctaw Library plan to make noticeable improvement in creating and maintaining an inviting, welcoming environment for customers, all day, everyday at the Choctaw Library will be:

Every staff member will smile and offer a pleasant and appropriate greeting, such as "good morning", or "hello, how may we help you today" when customers arrive in their area. Every staff member will add "please let me know if I can help you with something" or similar phrasing to insure the customer feels welcome to ask for help and about library services.

Every staff member will smile and offer a pleasant and appropriate farewell to each customer as they depart the staff member's area. They will ask if the customer found what they needed when appropriate. **When appropriate, the staff member will suggest other venues to increase the customer's available resources.**

All staff members will participate in this activity while on duty.

The manager will observe whenever possible the actions of the staff to insure it is carried out.

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. This ongoing partnership serves both parties well.

Explore other avenues of adult and juvenile educational opportunities.

The YA librarian plans to include more school visits to have direct contact to help build rapport between the school and the library.

The children's librarian has helped establish links to the individual schools' webpage. She encourages class visits and will continue this practice.

Maintain existing level of individual educational programs such as Spanish language, Tai Chi, and Oklahoma Connections.

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 continue to offer one on one person classes in computer topics ranging from the software programs offered to using the databases.

Customer Service

Continually analyze the staffing situation and recommend changes in the FY 10 budget.

Create specific customer appreciation plans for October 2010 before March 1 2010 to insure funding is available in the budget.

Continue to explore ways to have positive meetings that yield desired behaviors at the staff meetings.

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.

Offer a YA activity each month via the Ookami Anime Club meeting.

YA and Children's Librarian will coordinate to offer like themed programs for the respective ages.

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.

Remain an integral member of the EOC Disaster Recovery Resources Association.

Seek to strengthen ties with the schools by developing relationships with the local principles and increasing the contacts with school librarians and teachers in all Choctaw schools to make them aware of programs for the relevant age group.

Over the last year we have partnered with some schools to have links to their school catalogs and the Reading Counts information. Choctaw Nicoma Park schools have a link to the MLS website.

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 2010 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 ongoing genealogy or local history workshops perhaps in partnership with the Eastern Oklahoma County Technology Center

Maintain displays offered by local citizens

Choctaw Library Objectives Accomplished

Programming

Children

Toddler and Preschool Story times were offered weekly.

Family Place Parent-Child workshops were planned and held in February 2009. Another series will be offered in October 2009.

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

Summer Programs offered In July 2008 and June 2009 were a success.

Young Adult programs

Teen Advisory Board was eliminated due to lack of attendance. The Ookami Anime Club has been more successful with the teenagers.

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 reading to dogs program was a successful program and will be continued.

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 10.

The YA librarian would like to explore a TAB type program via the on-line medium as well as maintain a suggestion box in the YA area.

Adult programs

Tai Chi classes were a big success this year.

Spanish language and culture classes continued to be popular through most of the year. Due to the needs of the instructor, it was not held in the spring 2009.

Intergenerational and community participation

Land Run Days and Old Timer's Day are combined into a single weekend (Thursday-Saturday). The April 2009 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. Because of the exposure, families in the community are more aware of library services.

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 rearranged bulletin boards have been a success. 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 2 small tables 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.