

SOUTHERN OAKS LIBRARY



SERVICE PLAN 2010-2011

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: 546,556 (2008 estimate)

Population by Race:

White	358,922
African American	83,568
Hispanic	78,096
American Indian	19,234
Hawaiian and other Pacific Islander	538
Other race	40,539
Two or more races	20,799
Asian	22,956

Households: 221,754
Median Household Income: \$52,265

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 102,598 items and 2,868 reference items available to the public.

Books **58,389**

Paperbacks **30,758**

Periodicals **4,337**

Cassettes **554**

Videos **672**

CDs **4,558**

DVDs **3,330**

Public Catalogs & Computers

Library Catalogs: 5

Internet/Multi-Use 18

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	Tutoring	weekly	spring and fall
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: \$3,162,847.94

Annual Circulation:	594,117
Books	414,582
Paperbacks	56,536
Periodicals	9,119
Cassettes	4,986
Videos	5,626
CDs	55,821
DVDs	54,014

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.

Last year we decided to concentrate on the objective

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 through the Internet.

- We established a cleaning routine for the computers and equipment each morning and have cleaning swipes available if customers ask for them.
- Maintained computers through regular maintenance from IT which included software updates and cleaning.

- Promoted internet access availability to local community groups through flyers and group tours of local school groups and organizations.
- Provided individualized tutoring for searching and applying for jobs online.

This year we will concentrate on the objective:

Visit a Comfortable Place: Public and 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.

Southern Oaks will be moving to a temporary location late April or May of 2010 while the library is being renovated. It is difficult to know how this will affect this objective since we don't know what kind of space will be available for the public. We will continue to offer excellent customer service and will meet these goals as best we can.

- Provide adequate seating in all areas of the library for casual reading or group study projects.
- Maintain and replace old worn out seating as needed.
- Provide adequate space for computer access.
- Create a welcoming environment for all customers.

