

SERVICE PLAN

CAPITOL HILL LIBRARY

2011-2012



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Manager of Library Operations
October 1, 2010

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., and the public reading area is 8352 Sq. ft. The building underwent several major changes during the past year, as the Cataloging and Technical Processing departments relocated to the new Service Center. In addition, new ADA (Americans with Disabilities Act) improvements were made to the building. As a result, we now have a restroom on the 1st floor and a new meeting room in the recently vacated area on the 1st floor. The manager's office was moved to the 2nd floor, thereby allowing added space on the first floor for customers. There are 9 off-street parking spaces located on the south side of the building which were added in 1990, and 2 additional handicapped parking spaces were added on the west side of the building.

The library address:

Capitol Hill Library
334 S.W. 26th St.
Oklahoma City, OK 73109

Seating capacity: The library has 10 public tables with 4 chairs each (totaling 40), as well as 2 tables and 2 computers in the children's area with a total of 10 seats. There are also 2 tables designated for teenagers with 6 chairs. We have 1 signup computer, 12 Internet computers, and 2 CyberMars computers. One CyberMars computer is for standing and therefore has no chair. The total number of seats available for the public is: 70. Plans are underway to add 2 new computers which will bring us to 14.

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 Oklahoma River which has occasional community events, and there are several local neighborhood parks. 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 31,223 circulating items and 772 reference items which include the following categories.

Easys-----2681	Readers -----907
Tween Fiction-----594	Tween Non-Fiction-----1450
Juvenile Fiction-----933	Juvenile Non-Fiction-----11466
Young Adult Fiction--- 814	Young Adult Non-Fic.----- 36
Adult Fiction-----5586	Adult Non-Fiction-----9669
Large Print-----605	Foreign Language----- 3150
Audiocassettes-----62	CDs----- 2126
Videocassettes-----50	DVDs-----2246
Periodicals-----134 (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 two half-time librarians to assist customers as needed.

Computers: Our library offers additional access to information through 12 public computers which include library databases, and the Internet. 2 additional computers are expected to be added in 2011. 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	20 per year,
	Family Place program	4 per year
	General Children programs	12 to 16 per year
	School Visit	12 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 minimum
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: A new meeting room has been created on the first floor of the library. This is the result of the relocation of the Technical Processing and Cataloging departments to the new Service Center, along with efforts made by the City to make the library more ADA compliant. The room is much larger with the capacity to accommodate between 100 and 150 people, without causing a major disturbance within the rest of the library building. New tables and chairs are being purchased for this new room.

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, which has recently been enlarged as part of the ADA project sponsored by the City. 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. Our reference materials have been interfiled with our circulating materials. This recent change continues to enhance usage of the entire collection and make access easier for staff and customers.

Staff

Manager of Library Operations

Librarians 2 full time and 2 half time. A second half time position was filled as part of the 2009 - 2010 fiscal year.

Circulation Clerks – 2 full time and 1 half time.

Technology Assistant – 1 half time. A second half time position was budgeted for the 2010-2011 fiscal year.

Pages – 3 part time

Budget

Our total budget for the fiscal year is \$1,235,252.81

Circulation Statistics (From Materials Selection – Collection Analysis Report)

Easys-----	7732	Readers -----	5137
Tween Fiction-----	2589	Tween Non-Fiction---	4239
Juvenile Fiction-----	4164	Juvenile Non-Fiction--	2356
Young Adult Fiction-	5192	Young Adult Non-Fic.-	80
Adult Fiction-----	24510	Adult Non-Fiction ----	25602
Large Print-----	1678	Foreign Language-----	9424
Audiocassettes-----	257	CDs-----	16965
Videocassettes-----	58	DVDs-----	27941
Periodicals-----	4335		
		Total - - - - -	142,259

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:

Visit a Comfortable Place: Public & Virtual Places

Satisfy Curiosity: Lifelong Learning

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

Connect to the Online World: Public Internet Access

Service Responses to Address this Year

Visit a Comfortable Place: Customers will utilize enhanced library spaces due to the relocation of the Cataloging and Technical Processing departments who moved into a new Service Center in early 2010. In addition, the City of Oklahoma City facilitated new

ADA improvements, which have provided a restroom on the first floor and a new meeting room. At the same time, the library manager relocated to the 2nd floor where Cataloging was, thereby creating additional space on the first floor for the Teen Center and more space for the Spanish collection. These innovations will also allow for 2 additional Internet computers. Furthermore, work has begun on planning a new library with construction scheduled to begin in 2012.

Satisfy Curiosity: Lifelong Learning: Library customers and potential customers will be encouraged to take advantage of our resources. This will be accomplished as we venture out into the community to promote the library and through our scheduling of activities in the library for customers to attend. Library staff will also seek new innovative ways to interact with customers and develop new activities that will engage customers in the “Lifelong Learning” process. This will include further development of after-school activities for our younger customers including the chess club, book club, and other arts and crafts activities. We will also pursue new computer related technology workshops to further enhance computer skills for adult customers.

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, every effort will be made to keep staff informed on library trends and other issues, and to prepare staff for changes within the library system as they occur. Efforts will also be made to show appreciation to staff for their individual accomplishments as part of the Metropolitan Library System team and for their ability to adapt to changes within the library. There will also be a new effort to enhance employee wellness within the Capitol Hill Library and throughout the 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. 2 additional computers are scheduled to be added to the library in 2011. Customers will also have opportunities to learn more about Internet searching and other computerized processes through workshops offered throughout the year as well as through materials available in the library. Requests have been made to the Materials Selection department to purchase new materials that provide easy to understand explanations of new computer technology. These materials will also be made available to our customers.

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, as well as E-Books, various social networks and other formats. In addition, customers may utilize library computers and WiFi technology to access information through database subscriptions and through the internet.

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 events available for all ages. This is accomplished through our promotional efforts. The library system and staff distributes brochures to customers listing library activities, and we continue to advertise many of our local events through flyers and our front window display. Whenever possible, customers see us within the local community, attending meetings, and participating in community events. One of our most successful outreach efforts was at the Hispanic Expo sponsored by the Hispanic Chamber of Commerce (July 31, 2010). Customers received promotional materials at that event, and approximately 800 books were given away to children to encourage reading and promote the Metropolitan Library System. Altogether, we reached over 2000 people.

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. We also have a new meeting room that may be used when available for a quiet room. A committee has been formed to address renovation or rebuilding the Capitol Hill Library, which will hopefully offer spaces for all ages with quiet spaces included.

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 a new meeting area on the 1st floor of the library. There are also tables in the library where customers may meet for group study and other meetings. Customers are also encouraged to visit the library for the variety of activities that we offer.

Some of the activities included:

Children

Craft programs throughout the year

Reading to Dogs, a new event held throughout the year on Saturday mornings.

Summer at the Library (reading) (Over 1200 participants)

Neighborhood Arts (Over 529 participants)

Young Adults / Teens

Chocolate Festival

Game Fest (Over 200 participants)

Summer at the Library (Over 283 participants)

Teens continue to enjoy the Young Adult section which has been relocated to an area once occupied by the library manager. The sign that reads “Teen Space” (Funded by the Friends of the Metropolitan Library System) has been relocated to this new space. Board games have also been purchased to provide additional activity.

Adults

Arts and Crafts programs offered throughout the year

Winter Readfest (46 participants)

Conversational Spanish classes (Over 500 participants)

Flu Shot Clinic (308 participants)

Computer Basics (including Internet) (over 50 participants)

General Events

Customers continue to enjoy a variety of additional events, some offered by the Outreach Department of the Metropolitan Library System, and others offered from within the library itself. They include: *Passport Adventures* (Dec. 19, 2009), *Secret Agent 23 Skidoo* (Mar. 18, 2010). The December Holiday Open House continues to offer annual family fun. Held on Dec. 5, 2009, the event included live entertainment, crafts, photos with Santa, and free books. Over 800 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. In addition to training on library resources, library staff are learning skills on topics of safety preparedness and overall good health. Staff regularly celebrates Customer Service Principles. We also meet monthly to discuss issues relating to our library and our library system, and have included information from other library system meetings, including the new Circulation Forum.

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

Library staff continue to gain new skills in the use of library databases, internet, and other resources. When interacting with customers, staff are encouraged to use the sources that offer the best explanation of a topic and offer a variety of levels and formats when needed or available. At the time new library cards are issued, we also give customers information about the library, as well as information about services and events offered throughout the library system.

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 along with WiFi Internet access. Library staff, including a part time technical assistant are available daily to assist in using the computers. In addition, computer use classes are offered throughout the year for additional instruction. Plans are underway to add 2 additional public computers in 2011.

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

In addition to obtaining general information, customers use the Internet for official business, interpersonal communication and entertainment. We are also noticing

an increase in the use of personal laptops and various hand held devices through our Wi Fi service.

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

Customers may obtain library pamphlets and other materials which include the library website. This site is available for customers to gain enhanced insight to the many services and activities available within our library system. There is also an increased use of library social networks.

SUMMARY – The Capitol Hill Library continues to carry out the vision of the Metropolitan Library System which is “Your Inviting Innovative Link to the World.” Customers visit our library each day to obtain library cards and gain access to the variety of print and non-print resources available. Many customers also attend library events and classes in order to interact with each other and find various forms of healthy entertainment. This year we will focus on utilizing our new meeting room and enhanced Teen and Spanish areas as a means of further expanding our services. We are also in the process of developing plans needed to renovate or rebuild the library in order to totally update our service capabilities.