

Del City
Library



**Del City Library
Metropolitan Library System
Service Plan
2013-2014**

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 Facility

The Del City Library is located at 4509 SE 15th St. in Del City, Oklahoma. It opened in 1966 as part of the new Del City Community Center. The library 4,900 square feet of public space plus a work room, office and staff break room.

In April of 2012, the Del City Library was closed for a week to replace the carpet and flooring. When the library reopened, the new carpet and the arrangement of shelves and displays created a clean, open and inviting atmosphere for our customers.

The Del City Library has seating for 40, exclusive of the dedicated seating for computers. The maximum occupancy of the library is 55.

On August 28th, 2012, the citizens of Del City approved a Sales Tax initiative by 78% that will be used, in part, to fund a new library.

Community Profile

The Del City Community & Surrounding Service Area

The Del City Library serves the Del City community and the surrounding areas of Tinker Air Force Base, the Southeast corner of Midwest City and a portion of Southeast Oklahoma City. Del City is 7.54 square miles large.

Population

Total Population 21,121

Population by Race

White	14,024
African American	3,720
Asian	337
American Indian and Alaska Native	908
Native Hawaiian and Pacific Islander	42
Other	675
Identified by two or more	1,415

Population by Sex/Age

Male	9,487
Female	11,634
Under 19	5,914
19 & over	15,207
20 - 24	1,478
25 - 34	3,210
35 - 44	2,895
45- 54	2,745
55- 64	2,260
65 & over	2,619
Median Age	34.9

Population by Ethnicity

Hispanic or Latino	1,669
Non Hispanic or Latino	19,452

Household Income

Total Households	8430
\$0 - \$9,999	489
\$10,000 – \$19,999	1,138
\$20,000 – \$29,999	1,324
\$30,000 - \$39,999	1,265
\$40,000 - \$49,999	1,214
\$50,000 - \$59,999	801
\$60,000 - \$74,999	894
\$75,000 - \$99,999	851
\$100,000 - \$124,999	303
\$125,000 - \$149,999	109
\$150,000 & over	50
Median Income	\$40,044

Educational Attainment

Total Population Age 25+	13,739
Grade K-8	3.4%
Grade 9-12	8.8%
High School Graduate	33.1%
Associates Degree	9.0%
Bachelor's Degree	13.2%
Graduate Degree	4.3%
Some College, No Degree	28.3%

Places of Interest

- Tinker Air Force Base

- Mid-Del Public Schools - The K-12 Del City Schools are a part of the Mid-Del School System. It includes three elementary schools, 2 junior high schools and 1 high school.
- Mid-Del Technology Center
- Eagle Lake
- Ray Trent Park
- Eagle Harbor Aquatics Center
- Community Center

Service Hours

The Del City Library is currently open to the public 70 hours a week.

Monday-Thursday	9:00am-9:00pm
Friday	9:00am-6:00pm
Saturday	9:00am-5:00pm
Sunday	1:00pm-6:00pm

Services

Materials Collection

Media Type	Number of Volumes
Books	42,850
Periodicals	1,002
Books on CD	1,794
Music CDs	1,585
Audio Players	408
DVDs	4,206
Total	51,845

Reading Level	Number of Volumes
Children*	17,043
Young Adult	1,451
Adult	33,351

*Includes Easy, Reader, Tween and Juvenile Fiction

Note: Some collections such as those coded "Seasonal," Foreign Language," and "Family Place," contain both Adult and children's materials.

CyberMars and Metrolibrary.org

CyberMars is the proprietary electronic catalog of the Metropolitan Library Systems entire holdings. It is available at the Del City Library through the five dedicated CyberMars computers and through the MLS website, metrolibrary.org.

Metrolibrary.org also provides customer access to their account and allows them to reserve materials as well as manage fines, renewals. It also gives customers remote access to almost all of the databases held by the Metropolitan Library System.

Librarian Assistance

At least one librarian is available all hours that the library is open. The librarians provide a variety of services to our customer, including, but not limited to:

- Providing assistance in locating specific materials, by phone or in person
- Providing recommendations, bibliographies and reader's advisories to customers
- Providing technological assistance with the computers, when a public computer specialist is not available
- Referral to outside organizations and services to meet a customer's specific needs

Computer Access

- 5 catalog computers for public use
- 12 public access computers for all ages
- 2 educational gaming computers for children
- Wireless internet throughout the library and community center
- 5 computers for staff use on the floor
- 4 computers in staff only areas (including the manager's office)

Programs

Children's:

Story time – monthly
1, 2, 3 Play with Me – bi-annually for 4 weeks
Summer Reading Program – June & July
Reading to Dogs – bi-monthly

Young Adults/Teens:

Manga Club – Monthly. Watches, reads and discusses Manga stories; includes related activities.
Monthly programming – includes a variety of topics and activities.

Adult:

Busy Person's Book Club – Monthly

Seniors:

Outreach Arts and Crafts at Oval Ray Apartments – Monthly

Topic specific programming – coordinate with MLS outreach department to produce.

All Ages:

A variety of cultural, civic and community programs coordinated through the MLS outreach department. Monthly.

Summer Arts – June and July. Programming in conjunction with Outreach

Public Room Space

The Del City Library partners with the City of Del City and the Community Center to provide space of programming. The library itself does not have public meeting rooms. It does have a designated quiet area in the northwest corner of the library that is available to customers and for programs.

Staff by FTE

Manager of Library Operations I 1.0
Associate Librarians 3.625
Circulation Clerks3.0
Library Aides3.5
Public Computer Specialist0.5
Total FTE11.625

Budget Total

The Del City Library budget for the FY 2012-2013 is \$861,969.

Annual Circulation FY 2011-2012

Media Type	Number of Circulations
Books	132534
Periodicals	2395
Books on CD	9990
Music CDs	11332
Audio Players	1706
DVDs	36626
Total	194,583

Reading Level	Number of Circulations
Children*	45378
Young Adult	9374
Adult	89151

*Includes Easy, Reader, Tween and Juvenile Fiction

Note: Some collections such as those coded "Seasonal," Foreign Language," and "Family Place," contain both Adult and children's materials.

MLS Strategic Plan

Your Inviting, Innovative Link to the World

Ensure a Welcoming Experience

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: Visitors are welcomed into an atmosphere of hospitality, exemplary service, and friendly interaction.

Del City Objective: Del City staff will engage in a Customer Education campaign that explains the services offered by the Metropolitan Library System, including the creation of a New Customer Packet that will be given when customers sign up for a library card.

Know How to Find, Evaluate & Use Information

When you need information to resolve an issue or answer a question, you have the support and skills to search for, locate, evaluate and effectively use information to meet your needs.

Goal: Our community has access to expert library staff with up-to-date knowledge, skills and abilities to deliver library services.

Del City Library Objective: Librarians will attend a minimum of 3 information management or reference workshops to assist them in staying current with trends and information.

Del City Library Objective: Librarians will be given an opportunity to attend the OLA State Conference.

Del City Library Objective: Support Staff will attend a minimum of 3 workshops/training sessions on customer service and/or communications skills.

Connect to the Online World

Your library has 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: Our community has access to current technology and digital resources as well as trained staff to help them use the resources effectively.

Del City Library Objective: Half Time Computer Specialist will offer a variety of computer classes to increase understanding, safety and productivity when using the internet and other computer applications.

Del City Library Objective: Half-time Computer Specialist will offer computer classes to increase understanding of the MLS website and its resources, including e-media, as an extension of the physical library.

Review of 2011-2012 Service Responses:

Satisfy Curiosity: Lifelong Learning

The resources you need to explore topics of personal interest and continue to learn throughout your life are at the library.

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

Del Library Objective: Using basic market segmentation data librarians will gain a stronger understand the community's interest and tailor programs to fit those needs and insure that all segments of the community are represented.

Del Library Objective: The above data will be used to provide a minimum of 10 story times; 4-6 new programs for each of the following age groups: children, tweens, teens, adults, seniors and families.

2011-2012 Results

The following programming was implemented:

- The Library offers a monthly movie night at the Del City Community Center.
- Reading to Dogs for children takes place on a bi-monthly basis.
- Started a new monthly adult book club.
- Expanded teen programming, to include Manga activities, a book club, Steampunk activities, and other events of interest.

Programming was well-attended.

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

Del Library Objective: Librarians will continue to utilize and work with the MLS Outreach department to provide an assortment of programs to expose the community to new and interesting cultural, civic and community events.

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.

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

Del City Library Objective: In 2012 the Del City Library will be replacing new carpet. To take full advantage of this opportunity, it will also undergo a face lift by rearranging the furniture and shelving to provide the following:

- a. A designated space for studying, tutoring and distant learning
- b. A designated space for social interaction and waiting to meet people for social/business meetings.
- c. A designated teen area for teens to “hang out” and/or study with each other.

2011-2012 Results

A space was created as a Quiet Area for studying and tutoring. All other objectives were not completed and will be revisited in the design of the new library

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

Del City Library Objective: The manager of operations is developing a relationship with the Chamber of Commerce gaining marketing opportunities to promote the multitude of services the library offers to the community.

2011-2012 Results

The former Manager of Operations began a relationship with the Chamber of Commerce that has been continued by the new manager. The current manager is working with the Chamber of Commerce and EastWord News to further promote the services of the Del City Library and the Metropolitan Library System.

Del City Library Objective: The children’s librarian is developing a solid working relationship with the elementary schools to provide a continuous platform to promote in-house programming/services and online research/tutorial assistance.

2011-2012 Results

The Children’s Librarian has a relationship with the activities coordinator of the Mid-Del Schools as well as the private schools and daycares in the Del City area. This has resulted in school groups and daycares attending multiple programs during Neighborhood Arts and author visits. Some of these events had school groups that numbered well over 300 children.

Know How to Find, Evaluate and 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.

Del City Library Objective: Librarians will attend a minimum of 3 information management or reference workshops to assist them in staying current with trends and information.

Del City Library Objective: Librarians will be given an opportunity to attend the OLA State Conference.

2011-2012 Results

The librarians attended CONNECT and participated in a variety of on-line and in-person training on information management and online resources. Two librarians also attended the Collection Management workshop. No librarians were able to attend the OLA conference. This objective will be carried through the 2013-2014 Service Plan.

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

Del City Library Objective: Support Staff will attend a minimum of 3 workshops/training sessions on customer service and/or communications skills.

2011-2012 Results

All Circulation Clerks attend the Circ Forum in August. This objective will be carried over to the 2013-2014 Service Plan.

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

Del City Library Objective: Support Staff will attend a minimum of 3 workshops/training sessions on customer service and/or communications skills.

2011-2012 Results

All Circulation Clerks attend the Circ Forum in August. This objective will be carried over to the 2013-2014 Service Plan.

Connect to the Online World: Public Internet Access

Your Library has high-speed access to the digital world with no unnecessary restrictions of 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.

Del City Library Objective:

Phase 1- With the replacement of carpet in early 2012, current computer area will be resituated to provide increased comfortable and efficient usage.

Phase 2 - In the fiscal year 2012-13, pending approval, 4 new computers will be added to the quiet area. This will alleviate current extended wait times.

2011-2012 Results

These objectives were put on hold. They will be revisited with the planning for the new library.

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

Del City Library Objective: Half Time Computer Specialist will offer a variety of computer classes to increase understanding, safety and productivity when using the internet and other computer applications.

2011-2012 Results

The Part-Time Computer Specialist was not hired. This objective will be carried over to the 2013-2014 Service Plan.

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

Del City Library Objective: Half-time Computer Specialist will offer computer classes to increase understanding of the MLS website and its resources, including e-media, as an extension of the physical library.

2011-2012 Results

The Part-Time Computer Specialist was not hired. This objective will be carried over to the 2013-2014 Service Plan.