Warr Acres Service Plan for FY '10

1) **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.

2) **Current Library Information for the Warr Acres Library**

   a) **Description of Facility**

   The Warr Acres Library, located at 5901 NW 63 in Warr Acres, Oklahoma, has served the residents of Warr Acres and northwestern Oklahoma City since 1967. The spacious 12,500 square foot building sits on the north side of NW 63 in the West Park Mall. The library was built with bonds issued in 1965 and with federal matching funds. The library's interior received a facelift in 2001 as new carpet, chairs & tables, shelving, and desks for the circulation and reference areas were purchased. In 2007, the library parking lot was resurfaced. The public restrooms will receive a much needed facelift in early 2009. One of the unique features of the library is the fireplace in the reading area. There is also an aquarium that continues to fascinate young children. The library has seating for 78 customers.

   b) **Community Profile**

   According to the 2000 census, Warr Acres has a population of 9,735. Population estimates for the years since the census show a slight decrease in the city's population; this is not surprising since Warr Acres is completely surrounded by other municipalities and is almost completely developed. The population of Warr Acres is predominately white with 7.8% black, 2.5% Indian, 2% Asian, and 7.7% Hispanic. The minority populations appear to be increasing. Eighty-five percent of Warr Acres' residents are high school graduates and 23% have a bachelor's degree or higher. The median household income in 1999 dollars was $36,187 with 7% of the families living below the poverty level. Many of the people who use the library do not reside in Warr Acres itself, but in Oklahoma City, Bethany, Yukon, or Piedmont. The demographics of the areas to the east and south of Warr Acres are very similar to the town's statistics (using surrounding zip codes). However, the areas north and west of Warr Acres have less Hispanics, higher attained educational levels, and significantly higher median household incomes.

   Warr Acres has no central business district, no major industries, and no large retail stores. However, numerous small businesses can be found on MacArthur between the Northwest Expressway south to NW 36 Street. There are also several small businesses located on both NW 63 and NW 50 Streets. West Park Mall, where the library is located, has deteriorated significantly in the last two years; only two small stores are still in business. The local post office is located behind the library building. The City Hall, the Police Department, and the Fire Station are located on NW 49 just west of MacArthur. The major road construction on MacArthur between NW 63 and NW 50 was finally completed; the city plans to add a center turn lane between NW 50 and 39th Expressway on MacArthur

in the future. A new hotel is under construction on the NW Expressway just east of MacArthur; two other new businesses will be built near this hotel. A new housing development called Cherokee Crossing is to be built in Warr Acres just south of the Northwest Expressway, east of MacArthur. Eventually, this area will have more than 200 new single family dwellings.

c) **Warr Acres Hours of Service**

Monday	9:00 a.m. – 9:00 p.m.
Tuesday	9:00 a.m. – 9:00 p.m.
Wednesday	9:00 a.m. – 9:00 p.m.
Thursday	9:00 a.m. – 9:00 p.m.
Friday	9:00 a.m. – 6:00 p.m.
Saturday	9:00 a.m. – 5:00 p.m.
Sunday	closed

Total hours of operation: 65

d) **Services**

i) **Materials collection (July '08)**

Collection by Media Type:

Books & Paperback Books	62,969
Periodicals	3,635
Cassettes	143
Video recordings	963
CDs (includes books on CD)	3,931
DVDs	2,420
Total	74,061

Collection by Reading Level:

Adult	39.603
Young Adult (high school)	1,815
Juvenile (grades 5-8)	8,672
Tween (grades 3-4)	5,638
Reader (grades 1-2)	3,315
Easy (Preschool-grade 2)	7,921

[The above does not include items located in Seasonal Storage (722), Foreign Language (261), Family Place (211), or Magazine (3634) as these areas contain materials from multiple reading levels; Music (2509) is also not included in a reading level.]

ii) **CyberMARS**. The Warr Acres Library has four computers to access only the Library Catalog. Access to the library catalog is also available remotely through the library website at www.metrolibrary.org.

iii) **Librarians** are available to provide the following: assistance in locating specific materials or information using print and electronic sources; instruction in the use of the library catalog, the Internet, and Microsoft programs; and readers advisory assistance. Library tours and program presentations by library staff can also be arranged.

iv) **Computers**. Warr Acres currently has fifteen computers for public use and wireless access is available throughout the building.

v) **Programs at Warr Acres**

Age	Program	Frequency
Ages 0-21/2	Play Time w/ stories	60 each year
Ages 0-3	Family Place Workshops	1-2 series per year
Ages 3-5	Preschool Storytimes	24 per year
Ages 3-5	Evening Storytimes	8 per year
K – 6	Various informational, craft, or storytelling programs	8-12 per year
K – 6	Summer programs such as Read to Me & Let's Pretend Craft Days, Game Days	14 each year
YAs	Game Night	4-6 per year
YAs	Warr Acres summer programs based on SRP theme	2-4 each year
YAs	Various informational programs	4-6 per year
Adults	Various informational, craft, or how to programs	8-10 per year
Adults	Coffee Break	1 per month
Adults	Warr Acres Book Club	1 per month
All ages	Family Christmas	1 each year

In addition to the above, Warr Acres hosts several programs arranged by Outreach throughout the year including the summer Neighborhood Arts performances. The Warr Acres Library also participates in the systemwide Summer Reading Program for preschoolers through teenagers. Oklahoma City-County Health Department schedules many Child Guidance Consultations and parenting programs as well. ESL classes are held at the library throughout the school year.

vi) **Public Room Space**. The Warr Acres Library has a 885 square foot meeting room with a center divider. 20 tables and 75 chairs are available for use as well as a podium with a microphone. The room can be reserved at the cost of $10 per hour. There is also a glass display case near the entrance available to the public on a monthly basis.

e) **Staff by FTE**

Position	FTE
Manager	1
Librarian	4.5
Circulation Clerk	5
Technology Assist.	.75
Page	5

f) **Budget** for FY '08-'09 is $1,722,668.10

g) **Statistics**

Circulation by Media Type:

Books & Paperback Books	362,134
Periodicals	8,921
Cassettes	2,603
Video recordings	17,121
CDs (includes books on CD)	50,940
DVDs	45,771
Total	487,490

Circulation by Reading Level:

Adult	268,852
Young Adult (high school)	13,489
Juvenile (grades 5-8)	45,505
Tween (grades 3-4)	28,322
Readers (grades 1-2)	23,748
Easy (Preschool – grade 2)	63,967

[The above does not include circulation figures for items located in Seasonal Storage (2,375), Foreign Language (777), Family Place (1,423), or Magazine (8920) as these contain materials from multiple reading levels; Music (30,023) is also not included in a reading level.]

3) **MLS Strategic Plan—Your Inviting, Innovative Link to the World**

a) **Service Responses**
   i) *Satisfy Curiosity: Lifelong Learning.*
      1) All ages realize their library offers topics in a variety of formats they find captivating and enriching to their lives.
      2) Residents see their library as a resource for introductions to an assortment of cultural, civic and/or community interests.
   ii) *Visit a Comfortable Place: Public & Virtual Places.*
      1) All ages appreciate their library for its designated places for quiet reading or studying and as a place for social or business activities.

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

iii) *Know How to Find, Evaluate & Use Information: Information Fluency.*

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

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

iv) *Connect to the Online World: Public Internet Access.*

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

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

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

b) **Service Responses to address FY '09-10**

i) In accordance with the first goal under Connect to the Online World, Warr Acres will increase customer awareness of our current equipment, tools, and training by creating "Do You Know?" posters monthly. These posters will highlight various online services and the library's technology available to access this information.

Also, our Technology Assistant will be available for one-on-one training sessions for the customers one morning per week and some Saturday mornings beginning in January 2009. We also plan to make the Tech Assistant more visible through better signage.

ii) In accordance with the third goal under Connect to the Online World, Warr Acres will strive to improve customer utilization of the library's website and its resources by creating information sheets or bookmarks highlighting our databases and the library catalog. The information sheets or bookmarks would give basic steps to access the database or search the library catalog. We may explore teaming up with some other libraries so that the bookmarks could be produced through MAC.

iii) Besides the system goals, the reference staff at the Warr Acres Library will continue to work on increasing their familiarity with system databases by periodically completing exercises on certain databases.

c) **Review of Previous Year's Objectives**

Regarding the first goal addressed in the '09 Service Plan, selecting a database each quarter for closer examination, two such exercises have been completed at this time. questions on using Grolier Online and SIRS Discover were developed and completed during the second quarter of 2008. The business databases were selected for the third quarter. The two literary databases will be targeted in the last quarter. In order to provide better service to our customers in the absence of a Tech Assistant, a folder on the F drive was created for librarians to share technology problems and solutions.

As for the second goal addressed in the '09 Service Plan, offering public classes on using the system databases, a class covering EbscoHost was held on September 16. MAC produced a bookmark on the topic with basic searching steps provided by the librarian teaching the class.

The goal of providing an area for teens to gather and interact was not met as adequate space separated from other areas just wasn't available. Instead, we moved the seasonal books away from the Young Adult collection so that we could expand the collection and have space for YA 0displays.