

## Warr Acres Service Plan for FY '11

- 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 received a much needed facelift in the summer of 2009. The exterior is scheduled to receive new paint during FY '10. 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; there are plans to move the post office from its current location in West Park Mall to a building just west of the library. 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 hopes to add a center turn lane between NW 50 and 39<sup>th</sup> Expressway on MacArthur in the future. A new hotel is nearing completion on the NW Expressway just east of MacArthur; two other new businesses are being built near this hotel. Construction has begun on a new housing development in Warr Acres called Cherokee Crossing; the area is located just south of the Northwest Expressway and 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 '09)**

*Collection by Media Type:*

Books & Paperback Books	64,269
Periodicals	3,616
Cassettes	48
Video recordings	434
CDs (includes books on CD)	4,348
DVDs	3,115
Total	75,830

*Collection by Reading Level:*

Adult	40,444
Young Adult (high school)	2,071
Juvenile (grades 5-8)	8,499
Tween (grades 3-4)	5,865
Reader (grades 1-2)	3,447
Easy (Preschool-grade 2)	8,274

[The above does not include items located in Seasonal Storage (734), Foreign Language (274), Family Place (178), or Magazine (3615) as these areas contain materials from multiple reading levels; Music (2429) 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](http://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	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 '09-'10 is \$ 1,213,743.00

g) **Statistics**

*Circulation by Media Type:*

Books & Paperback Books	381,921
Periodicals	8,439
Cassettes	1,031
Video recordings	3,849
CDs (includes books on CD)	50,597
DVDs	52,319
Total	498,156

*Circulation by Reading Level:*

Adult	277,048
Young Adult (high school)	16,071
Juvenile (grades 5-8)	45,749
Tween (grades 3-4)	31,166
Readers (grades 1-2)	23,374
Easy (Preschool – grade 2)	65,263

[The above does not include circulation figures for items located in Seasonal Storage (2,221), Foreign Language (992), Family Place (789), or Magazine (8439) as these contain materials from multiple reading levels; Music (27,043) 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 '10–11; Visit a Comfortable Place**

- i) In an effort to make the library a more welcoming physical place, we will include several budget items aimed at creating a more inviting lobby area. Hopefully, this will make it easier for customers to find out about noteworthy opportunities at the library.
- ii) Now that the major issues of redoing the public restrooms and painting have been addressed, our building would look more appealing if we worked on the landscaping. Many of our bushes have died as well as some trees.
- iii) Since designating "quiet" areas would be difficult in our building, we will continue our efforts to maintain a pleasant atmosphere in the library by following the rules of conduct. This coming year, we plan to look more closely at the library's arrangement to see if some separation could be created between quiet areas and social areas.

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

Regarding the first goal under Connect to the Online World, increasing customer awareness of our current equipment, tools, and training by creating "Do You Know" posters monthly, we decided not to try to create posters on one theme while creating bookmarks on other topics. Our Technology Assistant did begin to offer one-on-one training sessions on Tuesday mornings in August; she also created better signage so that she is more visible to customers.

Regarding the third goal under Connect to the Online World, improving customer utilization of the library's website and its resources, we created several information sheets or bookmarks and will do others through February 2010. The librarians created "Do You Know" bookmarks on accessing our digital audio books and accessing system databases. They also created "Do You Know" flyers on using the library catalog and using the Grolier Online database. One of the librarians taught a class to the public on using NoveList and produced handouts for the class.

Regarding the first goal under Information Fluency, the reference staff improved their familiarity with system databases by completing two exercises highlighting the repair databases.

Though not included in the '10 Service Plan, we have also been working on the Visit a Comfortable Place goals this past year. The exterior of the building will soon receive a new, prettier coat of paint and part of the interior walls will be painted as well. Most of the interior wooden doors will be refinished this fiscal year. The worn out public computer chairs will soon be replaced. We are also adding four more outlets so that customers can plug in their laptops.