



Northwest Library Service Plan

FY 2012 – 2013

The Metropolitan Library System 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

Northwest Library
5600 NW 122nd.
Oklahoma City, OK 73142

The Northwest Library is slated to begin service in January 2012. This 35,000 square foot library features striking visual elements such as the derricks rising from its roof in a tribute to Oklahoma's oil and gas industry. Also unique are the outdoor patios for both children and adults.

The Northwest Library will have broad sustainability features that will allow it to become one of the first LEED (Leadership in Energy and Environmental Design) certified libraries in Oklahoma. These LEED Elements include a drip irrigation system, low flow faucets/toilets to reduce water use, a geothermal heating and cooling system to reduce energy consumption, recycling bins for customers and staff, use of recycled and regionally sourced materials for construction, sustainably harvested wood, low-emitting finishes, and day lighting for interior spaces.

Seating Capacity

• Study Rooms (6).....	40
• Meeting Rooms	248
• Program Room	16
• Lobby.....	6
• Adult Lounge Seating	21
• Adult Table Seating	36
• Adult Patio	22
• Teen Lounge Seating	11
• Teen Table Seating	8
• Children's Area Seating	35
• Children's Table Seating.....	20
• Children's Patio	16
• Seating at Computers	76
• Total	555

Community Profile

The Northwest Library, located in the northwest corner of Oklahoma City/County will particularly serve residents in the zip code areas of 73120, 73134, 73142 and 73162, and nearly 47,000 people will live within the three mile radius of the Northwest Library. The Northwest Library will be the only library in Oklahoma City's Ward 8, which encompasses nearly the entire northwest corner of the city. The library, as part of the Metropolitan Library System, will also serve all the citizens of Oklahoma County and is easily accessible through its close proximity to both the Hefner Parkway which runs north-south through western Oklahoma City and the Kilpatrick Turnpike, a toll road that runs primarily east-west from I-35 to I-40.

Northwest Oklahoma City Demographics Zip Code Tabulation Areas 73120, 73134, 73142, and 73162 2000 Census

Total Population		72814
• White Persons.....	79.2%	57690
• Black Persons	11.4%	8296
• American Indian & Alaskan Native	2%	1416
• Asian Persons.....	3.4%	2473
• Persons of Hispanic or Latino Origin	3%	2194
• Median age years.....		35
• Persons under 5 years old.....		4339
• Persons over 18 years old.....		57455
• Persons 65 years and over.....		9846
• Median household income (1999)		\$44,373
• Persons below poverty (1999).....	6.6%	4829
• Language other than English spoken at home.....	7.5%	5477
• High School graduates	64%	46534
• Bachelor's degree or higher	29%	21113

--U. S. Census Bureau

Oklahoma County Demographics 2010 Estimates

Oklahoma County Population.....	718633
Population, percent change 2000 to 2010.....	8.8%
• White persons.....	64.6%
• Black persons.....	15.4%
• American Indian and Alaska Native persons.....	3.5%
• Asian persons.....	3.0%
• Native Hawaiian and Other Pacific Islander.....	0.1%
• Persons reporting two or more races.....	5.3%
• Persons of Hispanic or Latino origin.....	15.1%
• White persons not Hispanic.....	59.3%
• Persons under 5 years old (2009).....	8.5%
• Persons under 18 years old (2009).....	25.7%
• Persons 65 years old and over (2009).....	12.5%
• Median household income, (2009).....	\$41,279
• Persons below poverty, percent, (2009).....	17.3%
• Language other than English spoken at home, age 5+.....	14%
• High school graduates, age 25+.....	85.3%
• Bachelor's degree or higher, age 25+.....	28.5%

--U.S. Census Bureau, State & County Quick Facts

Northwest Oklahoma City Places of Interest

Martin Park Nature Center on 144 acres in the city's northwest side is an educational facility, recreational area, and wildlife sanctuary. All ages can enjoy the guided nature hikes over 3.5 miles of hiking trails in the woods and grasslands of the park. The park is home to many species of animals, including birds, butterflies, squirrels, fox and reptiles. There is also a hands-on education center showcasing a variety of reptile and insect species, as well as a nature education library. School, home school and scout groups are regular visitors.

Lake Hefner is one of the three urban reservoirs that stores Oklahoma City's water supply. Situated in the northwest part of the Oklahoma City area, its northern edge is located about a mile southeast of the Northwest Library. It has an 18 mile shoreline, and covers 2500 acres. Water recreation activities include fishing, boating, sailing, and sail boarding. Areas around the lake offer picnic areas, parks, playgrounds, a nature trail, running track, softball field, soccer field and golf course. The 9.1 mile Lake Hefner Trails surround the lake and connect with its many recreational areas.

Francis Tuttle Technology Center - Rockwell Campus is one of the three Francis Tuttle campuses located in Oklahoma City. It covers approximately 80 acres, and consists of 7 buildings. This public career and technology education center serves the business community as well as high school and adult students.

Schools in the area include Will Rogers, Wiley Post, Ralph Downs, Harvest Hills and Dennis elementary schools; Hefner Middle School; Putnam City North and John Marshall high schools; and Crossings Christian School. In addition, the Northwest Library will be the closest library to provide services to much of the Deer Creek Public School district which includes four elementary schools, two middle schools, and a high school.

Mercy Health Center – The main campus is located a mile north and a mile east of the library and includes Mercy Hospital and the Oklahoma Heart Hospital. There are five medical buildings which include the Mercy Women's Center and Mercy Neuroscience Institute.

Shopping – Quail Springs Mall is located a mile north and 3.5 miles east of the library close to one of Oklahoma City's busiest intersections, west Memorial Road and north Penn Ave. It contains four major department stores, a 24-screen movie theater, food court, and a total of 130 different stores and restaurants. On the southwest corner of that same intersection is Quail Springs Marketplace and on the northeast side is Memorial Square. Northpark Mall is located 3 miles east of the library. Built in the early 1970's and later expanded, it offers more than 40 specialty stores and restaurants as well as a bargain movie theater.

Sports facilities – Nearby sports facilities includes Hat Trick Indoor Soccer Arena and Lake Hefner Golf Course. Quail Creek, Gaillardia, and the Greens Country Clubs all include golf and other social and recreational activities for members only

Service Hours

The Northwest Library will be open to the public 70 hours per week:

Monday – Thursday	9:00 a.m.-9:00 pm
Friday	9:00 a.m.-6:00 pm
Saturday	9:00 a.m.-5:00 pm
Sunday	1:00 p.m. 6:00 pm

Services

Northwest Library Materials Collection (July 2011 Collection Analysis)

Total holdings by media type	
Media	Volumes
Books	75,110
Paperback Books	25,515
Periodicals	4
CDs	6,798
DVDs	8,262
Total	115,689

Total holdings by reading level	
Reading Level	Volumes
Adult reading level	72,783
YA reading level	3,630
Juvenile reading level	13,684
Tween reading level	9,924
Readers	4,083
Easys, board books	11,585
Total	115,689

CyberMars

The Metropolitan Library System's computerized library catalog includes the holdings of all system libraries including the digital collection. It is available at each of six dedicated CyberMars computers or through the library's homepage www.metrolibrary.org.

Librarian Assistance

Professional librarian assistance will be available at the public service desk, but customers can also expect to be offered assistance anywhere they might be in the public areas. Touchdown stations located on the public service floor will allow staff to better assist customers throughout the building. These stations will contain iPads that staff can carry with them when helping customers so that they can look up shelf numbers or place a reserve without having to return to the service desk. Telephone assistance will be provided from a backroom work area so as to not disrupt the in-person assistance being provided to customers on the public service floor.

Librarians will provide

- Friendly professional assistance in locating materials or specific information for customers in person, over the telephone, and by mail or email
- Friendly and helpful assistance in the use of library resources and services.
- Professional reader's advisory
- Interlibrary loan assistance as needed
- Referral to outside sources or agencies that have specialized collections or expertise as needed.
- Friendly and helpful assistance with public computer related questions or problems as needed

Computers and Wireless Access

The Northwest Library will have 48 public multi-use computers that will offer internet access, word processing, spreadsheets, databases, and other software and will have five children's computers with educational games. In addition, the Northwest Library will have a bank of computers set aside specifically for teens. These eight computers will have a separate sign-up computer and will only be assigned to cardholders that fit the age criteria. The entire facility will have Wi-Fi for customers using wireless devices to access the Library's internet service.

Self-Checkout and Return

The Northwest Library will have a sorter on site. Customers entering the library will drop materials into a book return that will feed directly into this seven-bin sorter. The sorter will clear materials as they are returned and sort them into general shelf location bins. This will facilitate book return to other locations, filling reserves, and shelving. The Northwest Library will also have four self-checkout computers and self-pickup reserves.

Programs

Events will be offered for customers of all ages including babies, toddlers, preschoolers, school age children, teens, adults, seniors, and families. A Library Event Coordinator will oversee all of the events and programming for the library. Programs will include traditional activities such as story times and summer reading and there will also be events specifically targeted to the interests of the northwest community.

Public Room Space

The Northwest Library will have meeting room spaces which include a program room adjacent to the children's and YA areas with seating for approximately 16 and a large meeting room with seating for approximately 240 that could also be divided into two smaller spaces which will seat approximately 100.

Unique Services:

- The Northwest Library will have six study rooms available for customer use.
- An adult reading area provides a place for comfortable seating.
- An adult patio offers customers an opportunity to connect with others in the community and enjoy library materials and Wi-Fi service in an outdoor setting
- An enclosed children’s patio offers children and families an opportunity to enjoy library materials and Wi-Fi service in an outdoor setting.
- The children’s area will include an interactive learning space.

Staff by FTE

Manager of Library Operations II.....	1.00
Assistant Manager of Library Operations	1.00
Librarians/Assoc. Librarians	7.50
Library Event Coordinator	1.00
Public Computer Specialists	2.00
Circulation Clerks.....	6.50
Total	19.00

Part-Time Staff by hours

Library Aide hours.....	18720
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Budget – FY12 budget for the Northwest Library

Direct costs:	5,173,739.56
Indirect costs:	1,141,414.56
Total	4,032,325.00

Statistics – Circulation Statistics not yet available.

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 library.

Northwest Library Service Responses for FY12-13

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.

1. Increase community awareness of new formats including e-media and Playaway through the use of community outreach, displays, one-on-one customer interactions, and information provided during tours.

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

1. Increase community awareness of programs and services offered at the new Northwest Library through community outreach, posters and other signage, one-on-one customer interactions and information provided during tours.
2. Ensure that the community feels that their interests are being considered in library events and programs by surveying library customers about their interests and needs and gathering feedback after library events.

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.

1. Northwest Library staff will make sure reading and study areas stay clean and inviting by regularly cleaning tabletops and roving through the areas routinely throughout each day to ensure that library materials are picked up, trash is disposed of, and surfaces are clean.
2. During holiday seasons the library will be decorated and offer displays appropriate and sensitive to the interests of a diverse community.

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.

1. All Northwest Library staff will attend or participate in at least one job-related training session per year.
2. Circulation staff will each attend at least two Circulation Forums throughout the year.
3. Librarians and associate librarians will attend at least one professional level training session and one Connect Librarian Forum throughout the year.

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

1. Training and information will be provided for staff on new databases and materials formats to ensure that they are able to effectively assist customers with new library resources.

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.

1. Library staff will offer information about YA computer sign up to customers in that age range to ensure that customers are aware of that resource.

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 library.