

*Midwest City Library*  
**Annual Service Plan: FY2014**

**1 July 2013 – 30 June 2014**



Customer Appreciation Month



Crown's Tea

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### 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.

### MLS Vision

Your inviting, innovative link to the world



## City of Midwest City

### I. Community profile<sup>1</sup>

#### A. Population

- 2000 Census: 54,122
- 2011 Estimate: 54,139
- 2016 Projection: 56,468
- Population Breakout (2011 Estimates)

By Single Race Classification		By Gender		By Age	
White alone:	34,942	Female:	28,216	0-4	4,527
Black or African American Alone:	11,806	Male:	25,923	5-14	7,486
Hispanic	3,326			15-19	3,516
American Indian and Alaska Native Alone:	2,060			20-24	3,619
Asian Alone:	957			25 & over	34,987
Some Other Race Alone:	1,125			65 & over	7,018
Two or More Races:	3,248				
				Median Age	34.6

<sup>1</sup> <http://library.demographicsnow.com/?skey=56BB83500F754F5F83B191A034EA47BE>

## B. Household income average

- average: \$51,999
- median: \$42,572
- per capita income: \$21,690

## C. Education

- less than 9<sup>th</sup> grade: 1,115
- some high school, no diploma: 2,880
- high school graduate: 10,227
- some college, no degree: 9,976
- Associate Degree: 3,152
- Bachelor's Degree: 5,154
- Graduate Degree: 2,482

## D. Midwest City's Places of Interest

- Midwest City Hall Arboretum located at 100 N Midwest Boulevard – grounds surrounding the library
- Atkinson Heritage Center located at 1001 N Midwest Boulevard – 1.0 miles north of the library
- Reno Swim and Slide located at 101 South Douglas Boulevard (corner of Reno Ave and S. Douglas Blvd) – less than a mile east of the library
- John Conrad Regional Golf Course located at 711 South Douglas Boulevard – less than a mile east southeast of the library
- Rose State College located at 6420 S.E. 15th Street – 1.5 miles southwest of the library
- Reed Conference Center located at 5800 Will Rogers – 2 miles southwest of the library
- Tinker Air Force Base located south of Southeast 29<sup>th</sup> Street between Douglas Boulevard and Sooner Road – approximately 2 miles south of the library

#### E. General Information

- Midwest City was founded in 1942 by W. P. "Bill" Atkinson, a prominent businessman and builder in Oklahoma.
- Midwest City is a city of 25 square miles whose southern border is Tinker Air Force Base and is part of the Oklahoma City "OKC Metro" Metropolitan Statistical Area.
- Rose State College has a performing Arts Theater with an outdoor amphitheater in Rose State College's Communications Center.
- The Reed Conference Center offers all the latest technological amenities that modern meeting and event planners need to support their organizations in style. The Center is home to the Midwest City Convention and Visitors Bureau.
- Throughout the year, Midwest City is host to many unique special events such as: Star Spangle Salute in July, Global Oklahoma - A Festival of Cultures in October, and Holiday Lights Spectacular in November and December.
- Midwest City was formerly a Certified City and has successfully transitioned to a Century Community.
- Midwest City is part of the "East Is In" initiative, promoting living and working in Eastern Oklahoma County.



## Midwest City Library

### I. Facility

A. Opened in 1985

B. Square footage: 36,000

C. Facility description:

- Entrances on the south and west sides of the building lead the public into the building's lobby. The lobby contains a gallery wall, an inset display area, and separate areas for posting and housing library-related information and community information. A striking feature of the library is a triptych by Wilson Hurley, entitled "Oklahoma Skies." The library's meeting room space is accessible via lobby entrances.
- Located east of the lobby is the Library Commons. This is a large open area which houses the library's circulating and reference collections, and contains public seating and a public computer area. The Quiet Reading Room and the Family Place Room are accessible through the Library Commons, as is the Literacy Link office and tutoring area.
- Located south of the Library Commons is the staff work area. Accessible through this area is the staff lounge, the supply room, the staff locker room and rest room, the librarians' office, and the library operations management office.
- A drive-through materials drop is located on the south side of the building, east of the main entrance.

D. Seating capacity: 388

## II. Services

## A. Operating hours

Day	Hours of Operation	Number of Operating Hours
Monday	9:00am – 9:00pm	12
Tuesday	9:00am – 9:00pm	12
Wednesday	9:00am – 9:00pm	12
Thursday	9:00am – 9:00pm	12
Friday	9:00am – 6:00pm	9
Saturday	9:00am – 5:00pm	8
Sunday	1:00pm – 6:00pm	5
Total Operating Hours per Week		70

## B. Materials (FY2012 Collection Analysis)

## • Reference Collection

BOOKS	308
PAPERBACK BOOKS	179
PERIODICALS	172
TOTAL	<u>659</u>

## • Circulating Collection

BOOKS	55311		
PAPERBACK BOOKS	28809	VIDEOS: DVD	6552
PERIODICALS	4717	AUDIO BOOKS: CD	7184
TOTAL	<u>88837</u>		<u>13736</u>

## B. Electronic Resources

- MetroLibrary Catalog: CyberMars
- MetroLibrary website: [www.metrolibrary.org](http://www.metrolibrary.org)
- Subscription databases
- Electronic books
- Downloadable audio books

## C. Librarian assistance

- Staff the Information Desk during all operating hours
- Assistance with locating information, retrieving library materials, using electronic resources
- Offers instructional services via programs and one-on-one sessions

## D. Computing:

- MetroLibrary Public Computers
  - a. Five computers dedicated to accessing CyberMars
  - b. Twenty-two multiuse computers for access to Microsoft Office software and the Internet
- WiFi: Wireless access available throughout the library building

## E. Public Room Space; exhibits or display space

- Meeting Rooms: Seating Capacity
  - a. Forum Room: 73
  - b. Meeting Room A: 52
  - c. Meeting Room B: 25

## F. Exhibit or Display Space

- Book Displays
  - a. Mobile display unit
  - b. End-of-Range displays
- Display Cases



- a. 1 horizontal
- b. 1 vertical

G. Unique or Special Services

- Special Rooms: Seating Capacity
  - a. Quiet Reading Room: 38
  - b. Family Place Room: 60
- Exhibit or Display Space
  - a. Gallery Wall in Lobby
  - b. Inset Glass-enclosed display in Lobby

H. Staff subtotaled by position – FY2012

- Management: 2/2.0 FTE
- Librarians: 7/6 FTE
- Circulation Clerks: 6/5.0 FTE
- Public Computer Specialists: 3
- Library Aides: 10
- Reserve Pages: 1

I. Budget: \$2,668,665.63 (FY12-13)

J. Statistics

- Materials Circulation

BOOKS	348,153		
PAPERBACK BOOKS	60,388	VIDEOS: DVD	72,250
PERIODICALS	10,087	AUDIO BOOKS: CD	61,190
TOTAL	<u>418,628</u>		<u>133,440</u>

- Program Attendance

Age	Attendance	Programs
Adults	5592	397
Everyone	2754	97
Seniors	805	58
Teens	1455	111
Children	6158	224
<b>Total</b>	<b>16764</b>	<b>887</b>

### III. Metropolitan Library System Strategic Plan: 2012-2015

#### A. Service Responses

- Ensure a Welcoming Experience
- Satisfy Curiosity and Encourage Lifelong Learning
- Know How to Find, Evaluate & Use Information
- Connect to the Online World

#### B. Midwest City Library's Service Goals and Objectives: 2012-2015

- Ensure a Welcoming Experience

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

OBJECTIVE:

- Arrange public computer area and update furnishings.
- Focus in-house training on providing exemplary customer service.

- Satisfy Curiosity and Encourage Lifelong Learning

Goal: Your libraries are centers that offer access to civic, cultural and community enrichment.

OBJECTIVE:

- Provide programs centered on the theme of "The Educations and Culture Place."
- Continue the Mad Scientist series.
- Support community efforts by featuring work of local artisans and nonprofit groups designed to appeal to a large audience in the library lobby display area.
- Honor Oklahoma culture through programs and traveling exhibits from Oklahoma museums and historical centers.

#### IV. Review of FY2013 Service Responses and Accomplishments

SERVICE RESPONSE	Goals and Objectives	Status
Public and Virtual Places	<p><u>Goal:</u> All ages recognize their library as a great place both physically and virtually to interact with others due to the noteworthy opportunities provided.</p> <p>OBJECTIVE: Provide comfortable seating areas for all age customers.</p> <ul style="list-style-type: none"> <li>• Provide programs to keep customers engaged, promoting a desire to be a destination place rather than a stop along the way</li> <li>• Enhance the children's area with toys, new paint, and artwork.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Toys purchased, others ongoing</li> </ul>
	<p><u>Goal:</u> All ages appreciate their library for its designated places for quiet reading or studying and as a place for social, business, or educational activities.</p> <p>OBJECTIVE: Rearrange the library space to create a more user-friendly approach to providing services</p> <ul style="list-style-type: none"> <li>• Arrange public computer area and update furnishings</li> <li>• Utilize space planning to address customer desires and/or concerns</li> <li>• Provide more educational / instructional programs for adult customers</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Ongoing</li> </ul>
	<p><u>Goal:</u> All ages benefit from logical organization of materials.</p> <p>OBJECTIVE: Provide arrangements and materials which are meaningful to library customers.</p> <ul style="list-style-type: none"> <li>• Begin display area for MC local history</li> <li>• Print and display historical photographs</li> <li>• Rotating displays to highlights various parts of the collection</li> <li>• Additional shelving to expand the collection</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Ongoing</li> </ul>