

Warr Acres Service Plan for FY '09

- 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. 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 72 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 is finally completed; hopefully, usage will increase in the coming year now that all lanes on MacArthur are open.

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 '07)**

Collection by Media Type:

Books & Paperback Books	65,100
Periodicals	4,192
Cassettes	307
Video recordings	2,086
CDs (includes books on CD)	3,597
DVDs	1,789
Total	77,071

Collection by Reading Level:

Adult	40,722
Young Adult (high school)	2,004
Juvenile (grades 5-8)	9,472
Tween (grades 3-4)	5,450
Reader (grades 1-2)	3,238
Easy (Preschool-grade 2)	8,290

[The above does not include items located in Seasonal Storage (723), Foreign Language (292), Family Place (248), or Magazine (4192) as these areas contain materials from multiple reading levels; Music (2378) is also not included in a reading level.]

ii) **CyberMARS.** The Warr Acres Library has six 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 twelve 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
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 Break	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	6-8 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	2.8

f) **Budget** for FY '07 is \$1,125, 476.00

g) **Statistics**

Circulation by Media Type:

Books & Paperback Books	354,121
Periodicals	8,048
Cassettes	5,376
Video recordings	33,668
CDs (includes books on CD)	49,713
DVDs	37,296
Total	488,222

Circulation by Reading Level:

Adult	264,533
Young Adult (high school)	10,918
Juvenile (grades 5-8)	48,070
Tween (grades 3-4)	33,462
Readers (grades 1-2)	22,005
Easy (Preschool – grade 2)	65,769

[The above does not include circulation figures for items located in Seasonal Storage (2,148), Foreign Language (706), Family Place (1378), or Magazine (8048) as these contain materials from multiple reading levels; Music (31,168) 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 '08

- i) In accordance with goal #1 under Know How to Find, Evaluate & Use Information, Warr Acres will provide better service to our customers by increasing the librarians' familiarity with system databases. Beginning in January, a database will be selected each quarter for closer examination. Librarians will provide answers to sample questions and report their findings to the group.

Also, we will provide better service to our customers in the absence of a Tech Assistant. We will develop a system of sharing information (utilizing mentoring, tip sheets, discussions, etc.) so that librarians are better able to assist with technology, computer programs, and Internet questions. Librarians will share problem questions and solutions on a regular basis.

- ii) In accordance with goal #2 under Know How to Find, Evaluate & Use Information, Warr Acres help customers locate information by offering public classes on using the system databases more effectively, starting with EbscoHost. We will explore the availability laptops from other locations for the first year or just use projection. We may need to budget for some laptops in the future.

Also, we will establish the practice of periodically roaming throughout the library as an integral part of customer service.

- iii) Besides the two system goals, the Warr Acres Library will begin working on providing a Comfortable Place for our teens to gather and interact. Initially, we will use furniture and materials currently at the library to create a space. After gathering information from teens, other libraries, and catalogs, budget requests for other items will be included in the '09 budget.

c) Review of Previous Year's Objectives.

Regarding the first goal to address from the '08 Service Plan, the book collection at Warr Acres has been thoroughly weeded except for parts of the Easy section. The majority of the sections in the library now have some empty shelf space for new materials and are less crowded. Shelving has been shifted to accommodate more large books in the nonfiction sections, improving the appearance of several areas. Decreasing the number of children's programs offered did allow the children's librarian more time for collection maintenance and training; the Easy section will be finished in the coming year.

As for the second goal, my request to have the exterior of the library painted was not included in the FY '08 budget; this need will be requested again in the FY'09 budget. Funds to refurbish the public restrooms were included in the FY '08 budget so that project should be finished by the end of June '08.