



# MONTHLY ACTIVITY REPORT

## April 2019

### SERVICE HIGHLIGHTS

Services to children and their families were a focus of activity during April.

The Library hosted its 11<sup>th</sup> annual Young Artists Exhibits throughout the month. Fifteen area preschools and childcare centers provided 645 pieces of literature-based artwork to be displayed at the Advanced Learning Library, and the Maya Angelou Northeast, Evergreen, Rockwell, and Westlink branches. Each location hosted at least one reception and special program for the families of the children with art on display. Several children joined the 1000 Books before Kindergarten program and/or received a new library card during their attendance at the receptions.

Wichita Public Library services also were shared with international visitors during April. On April 11, Youth Outreach Librarian Anne Harris hosted Jazmin Cazal for a day of shadowing outreach story times and a visit to the Advanced Learning Library. Kansas Paraguay Partners made Ms. Cazal's visit possible. Five librarians from Russia toured the Advanced Learning Library on April 29 and had an opportunity to meet members of the Youth Services staff team to discuss similarities and differences in public library children's services in the United States and Russia. The Rotary Club of West Wichita hosted the group during their Wichita stay.

The Library hosted a focus group with homeschool parents on April 16. Conversation centered on how homeschool families use Library collections and services in their teaching, how to more successfully reach homeschool families for promotion of Library services and programs, and ideas for enhancing library services for this constituency.

Seventeen Wichita East High School students from the Aces in the Community volunteer program spent time at the Rockwell branch helping to prepare materials for the space-themed 2019 Summer Reading Program, A Universe of Stories. In addition to helping to prepare a bulletin board display that will include a life-sized astronaut, students helped with creating papier-mâché astronaut helmets, cutting backing and straps for pop bottle jet-packs, preparing "haz-mat" boxes for a space camp obstacle course program, and making nametags for story times. Students also assisted with the creation of folder games and flannel board activities to enhance play-based learning in the branch children's room.

## **OTHER NEWS**

The Impact Survey of public computing services was unable to be completed as planned when the University of Washington which supports the survey project initiated an upgrade of computer hardware that included servers used for the survey management. Through some accident of the Impact Survey software, the Library had been able to create and schedule the survey for implementation during this upgrade time without having the conflict noticed by university personnel. The study has been rescheduled for the fall.

Justin Graham of Schaefer Johnson Cox Frey Architecture and Rick Stubbs from the Public Works & Utilities department conducted a site visit to the Evergreen Branch Library on April 26. This is an initial step in developing a plan for renovations needed to consolidate services of the Evergreen Neighborhood Resource Center into the library building.

The Advanced Learning Library technology training team completed 249 Book-A-Librarian appointments during April.

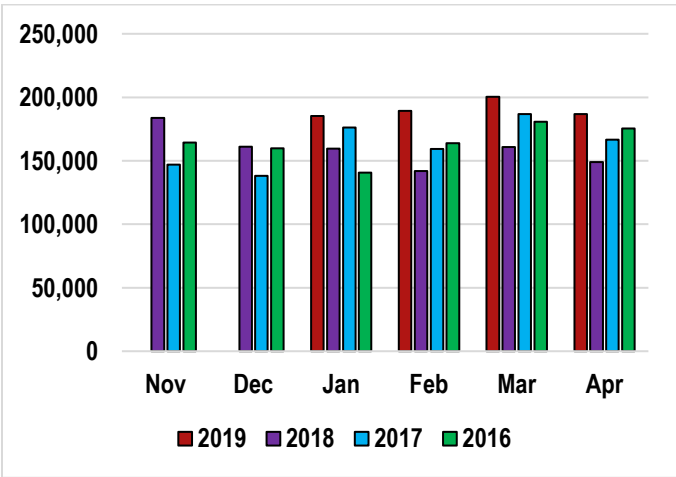
The Burns Research Pavilion hosted out of state researchers from Illinois, Missouri, New York, Ohio, Pennsylvania, Tennessee, and Texas.

Agencies receiving special programs or services during April included: Fingerprints, 2<sup>nd</sup> Street, Shirley Mayes, and West Village head start centers; Wichita State University child development center; Kiddy Kollege/Country Acres; Kiddy Kollege/Tyler; KinderCare/Thurman; KinderCare/Boston; Scribbles & Giggles/Rockhill; Tutor Time/21<sup>st</sup>; Asbury, Basic Beginnings, Central Christian, Discovery Place and Westwood Presbyterian preschools; Cub Scout Pack 806; Little Early Childhood Center; Cheney, Cloud, Colvin, Harry Street, Jackson, Ortiz and Park elementary schools; All Saints and St. Jude schools; Hadley middle school; Wichita South high school; Honey Tree Academy; Friday Review and Libros book clubs; Scott Rice; Grace and Westwood Presbyterian churches; Child Start; Kansas Children's Service League; Rainbows United; WIC offices at the Sedgwick County Health Department, Colvin and Stanley elementary schools; Spring Clean Laundromat; Watermark Books; Wichita Water Center; the Kansas Department of Children and Families; the City of Wichita's Civic Engagement Academy and two family child care homes. Staff presentations were made at the Growing with Children Conference and the Kansas Health Foundation's Healthy Community Initiative.

Youth Outreach Librarian Anne Harris was recognized as an Early Childhood Education Community Partner during the Week of the Young Child Impact Awards on April 13. Adult Programming Section Manager Sara Dixon completed participation in the Wichita Business Journal's Emerging Leaders program. Director of Libraries Cynthia Berner has been selected as a participant in the Business Journal's 2019 Career Women cohort.

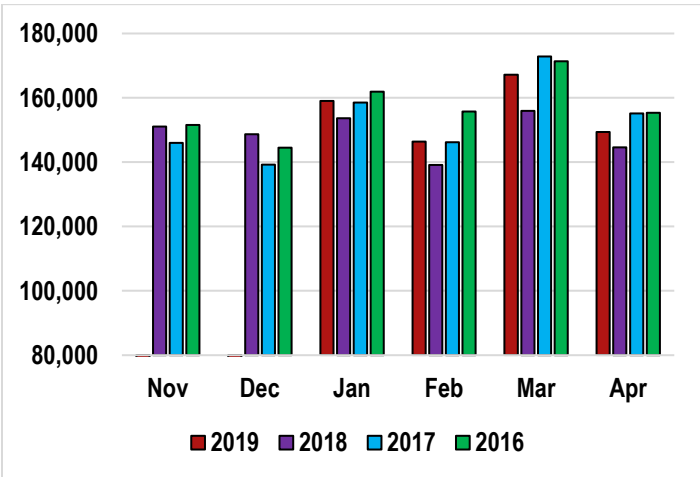
# Service Dashboard

## LIBRARY VISITS (door count, catalog sessions, and website visits)

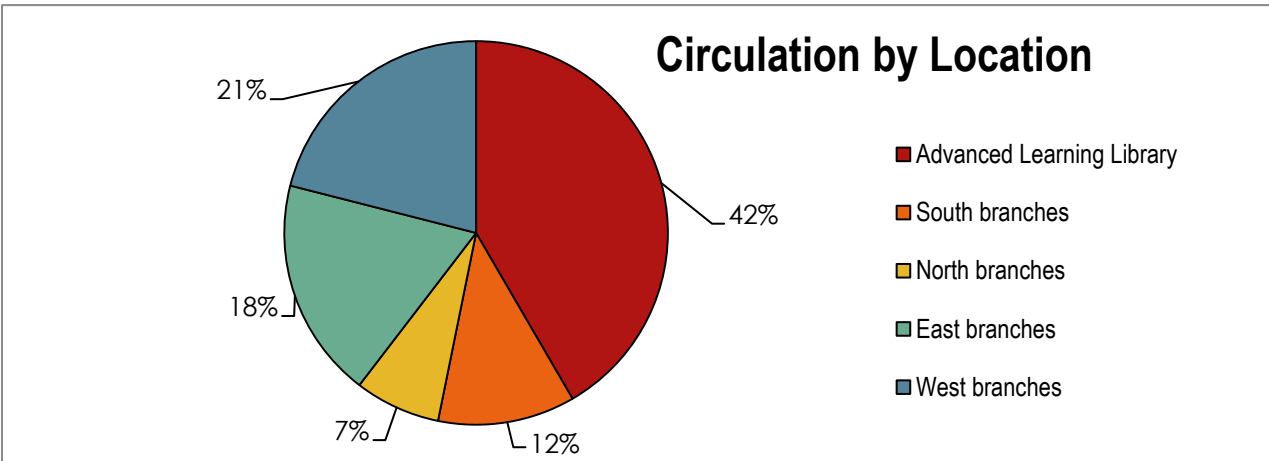


	APRIL		
	2019	2018	% change
Door Counts	83,297	60,218	38.33%
Catalog Use	44,538	42,155	5.65%
Website Visits	58,825	46,472	26.58%
Total	186,660	148,845	25.41%

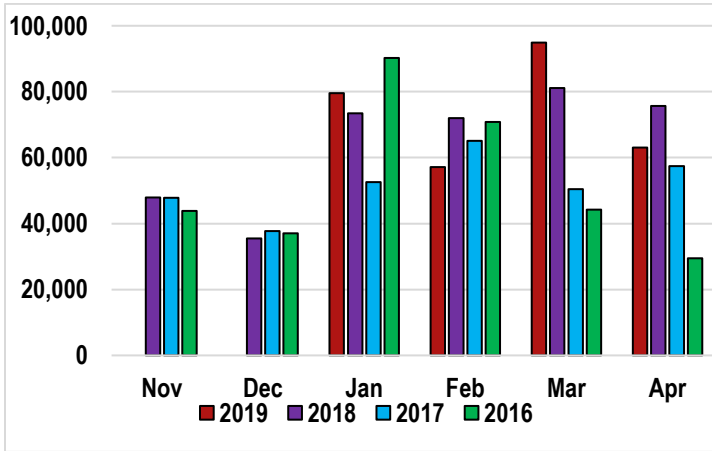
## CHECKOUTS



	APRIL		
	2019	2018	% change
Physical Circ	136,494	133,579	2.18%
E-book Circ	12,931	11,020	17.34%
Total	149,425	144,599	3.34%



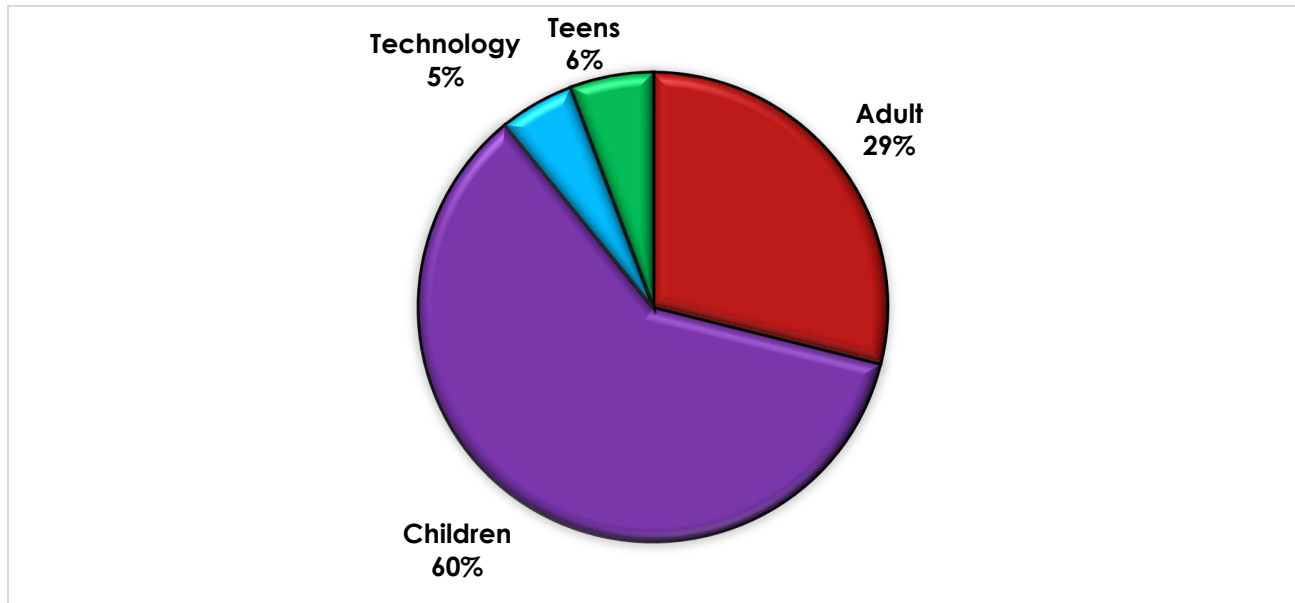
**QUESTIONS ANSWERED (by staff in person/phone and through online services)**



**APRIL**

	2019	2018	% change
In person	9,043	9,741	-7.17%
Online	54,026	65,936	-18.06%
Total	63,069	75,677	-16.66%

**PROGRAM ATTENDANCE**

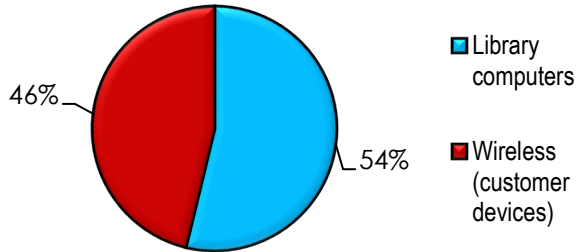


**APRIL ATTENDANCE**

	2019	2018	% change
Adult events	1,931	1,179	63.78%
Children's events	4,030	5,018	-19.69%
Technology training	343	131	161.83%
Teen events	382	65	487.69%
TOTAL	6,686	6,393	4.58%

**PUBLIC COMPUTING**

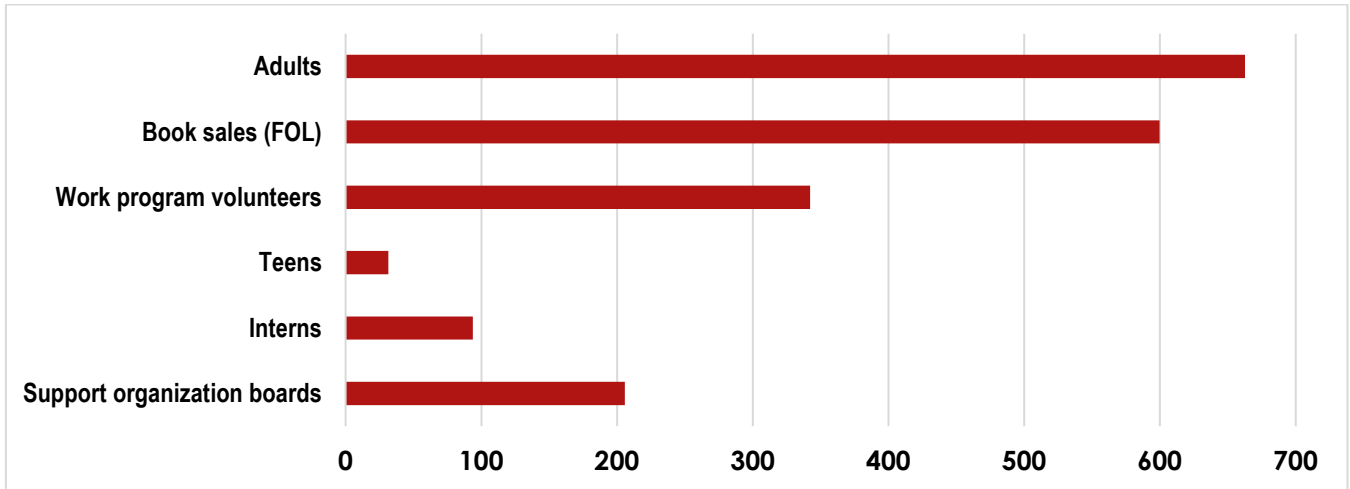
**Method of Computing Access  
(by session)**



**APRIL**

	2019	2018	% change
Library Workstation Sessions	10,788	9,558	12.87%
Wi-Fi Sessions	9,273	3,665	153.02%
Number of Users	2,079	1,161	79.07%
Hours of Access	13,334	7,354	81.32%

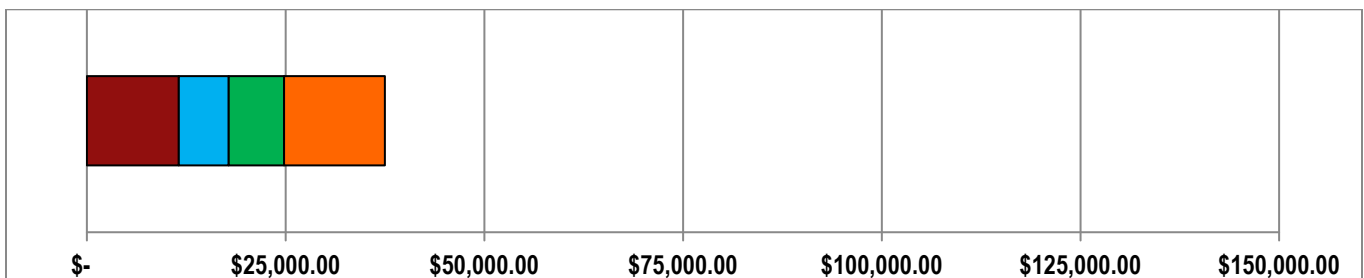
**VOLUNTEERS (hours of service)**



Number of volunteers YTD = 143

Hours of service received = 6,209

**MATERIALS DONATIONS (value if purchased)**



Year to date total = \$37,478

Items added to Library collections YTD = 1,882

## Service Snapshot: Creating Raving Fans

Each week, members of the Library staff take extraordinary initiative in supporting the needs of the community. Examples from the month of April include:

- Evergreen Branch staff member Samantha Rader was able to help an older customer (who is not very computer literate) avoid an “unclaimed money” scam, which looked very official. Samantha gave him some online safety tips such as not clicking on links from strange email addresses.
- A public computer user at the Alford branch library spent more time online than he had planned, leaving him without battery power for his mobile oxygen tank. Staff member Dustin Boettcher was alert to the changes the customer was experiencing and asked how he could be of help. The customer had a backup battery in his car, so Dustin offered him the use of Alford’s walkers and walked alongside of him to his vehicle (and brought the walker back). Dustin’s attentiveness prevented the potential of a serious medical issue for the customer.
- At the Westlink Branch Library, a customer wanted to update the phone number on his resume. He had a print copy but did not have the document saved as an editable computer file. Branch Manager Tracie Partridge was able to scan his printed resume, save it as a PDF file, convert it to a Microsoft Word document, and then e-mail it to him. Although he needed to do some reformatting, he did not have to retype the entire document.
- A customer wanting a telephone number for Wichita Transit so he could find out when the bus would stop at the library approached Advanced Learning Library staff members Arthur Marshall and Myhoa Van. The staff members provided the customer with a route schedule and took extra time to teach the customer how to read the schedule and to know anticipated arrival times.
- A customer had her electricity turned off and was seeking the local address for Westar Energy so she could get information on her account balance. Staff member Samantha Hollenbeck looked up the information and found there was not a local address to refer the customer, only a toll-free number. When Samantha learned that the customer’s cell phone was also out of service, she allowed the customer to make the call from the Circulation desk phone so she could get the situation resolved.
- Library Assistant Debbie Boyer extended a hold for a Linwood customer with transportation challenges. Typically, held items go back on the shelf if they are not borrowed within seven days. When an item showed on the unclaimed list for this particular person, Debbie knew that he was hearing impaired so could not be reached by phone, and that he usually rides a bicycle to visit the library. Since the weather has been rainy all week, Debbie extended the pick-up time by a few extra days to pick up his items before charging his account.
- One day after Advanced Learning Library staff member Jennifer Draper provided some Book-a-Librarian assistance to help a customer with skills relating to job applications, the customer returned to report that she had received a call back on the job for which she had applied. She wanted Jennifer to know that without her help, she would not have been as successful with her application.