



Monthly Activity Report

April 2021

Service Highlights

The Library hosted its 35th annual Academy Award® Short Film program in April. This year's event was conducted online via Eventive due to COVID-19 restrictions on in-person programs. The Library registered 799 customers, who each received access codes to any or all of their preferred categories: Live Action, Animation, and/or Documentary. Total number of views on the combined program counts is 838, which does not account for additional viewers who may have watched from the same login. The programs were free with costs underwritten by support from the Wichita Public Library Foundation. Audience members voted in their favorites and Wichita viewers were in accord with the winning entry in the Animated category ("If Anything Happens I Love You"), but favored "Hunger Ward" in the Documentary category (rather than "Colette") and "Feeling Through" in the Live Action category (rather than "Two Distant Strangers").

Thanks to a \$10,000 grant from the Lattner Family Foundation, the Library was able to add several hundred more Wonderbooks to its collection. In February 2020, the Library added Wonderbooks, picture books and easy readers that come with an attached audio player to the collection. Wonderbooks have an added learning mode to help children think critically about what they just listened to and read.

The Library is a proud community partner of the [Wichita Journalism Collaborative](#), a cohort of news outlets and community partners working together to bring timely and accurate news and information to Kansans. The Collaborative's new focus is providing stories and information about mental health concerns as we navigate through the current stage of the COVID-19 pandemic. Library staff has [curated a list of mental health materials](#) available in the collection, created a video with the Mental Health Association about the new Crisis Cards initiative they've launched, and [circulated a survey](#) that asks residents to submit their stories and information about navigating the pandemic.

Technology Training is increasing as customers become more comfortable with in-person services. In April, technology trainers completed 143 book-a-librarian appointments. Customers were given assistance with resumes, printing vaccine vouchers and filing for unemployment.

The Library received a \$20,000 grant from the Lattner Family Foundation and Wichita Public Library Foundation to create an internet hotspot lending pilot project. The grant will fund the purchase of 50 hotspots with unlimited data to circulate to customers this summer. The goal of the grant is to lessen the digital divide in Wichita's neighborhoods.

This year, the Library will launch a new type of Teen Volunteer program called "Teen Ambassadors." Rather than working in Library buildings, Teen Ambassadors will work from home to write & submit book reviews, boost social media about the Library, and promote teen events and reading throughout the summer. Teens in the program are skilled in creating digital media for school assignments, and are looking forward to putting that skill to use in supporting the Library among their peers.

Other News

Solicitation went out for bids for new sidewalks at the Alford Branch to replace the stepping stones that have become potential tripping hazards, and for the Advanced Learning Library where there is a trail being made from the north parking lot to the west entrance. G-Mac Construction will complete the work.

Communications Specialist Sean Jones attended a webinar called “The Million Dollar Reason Your Library Should Market the Collection and How to Do It,” hosted by the South Central Kansas Library System and featuring Angela Hursh, creator of the Super Library Marketing blog and Senior Engagement Consultant at NoveList. She gave tips to Library marketers on how to effectively market the collection using different platforms, including social media, print and email.

Alford and Walters Branch Manager Robyn Belt participated in an expert panel of front-line librarians during the Wichita Area Library Association’s spring symposium. Along with several other library workers, Robyn discussed the COVID-19 pandemic and how the Black Lives Matter movement has impacted area libraries.

A new LEAN process will replace the current volunteer database (Rovir) with a new software (Vogistics). Vogistics is entirely web-based, which eliminates the need for dedicated hardware and IT support and allows access from any computer with an internet connection.

The Wichita Eagle donated their print city directories from the 1890s to the late 1900s, and their microfilm of the Beacon and Eagle newspapers, to the Special Collections section at the Library. This will allow the Library to have additional print directories on the shelves for customer use, and the microfilm will be used to fill in for missing or damaged rolls, which cannot be replaced.

Westlink Youth Services Librarian Eva Peacock attended Mount Head Start’s virtual meeting to share early literacy concepts with parents and highlight the Library’s 1000 Books Before Kindergarten program. She shared tips about early literacy concepts and read the book *Jump!* by Scott Fischer.

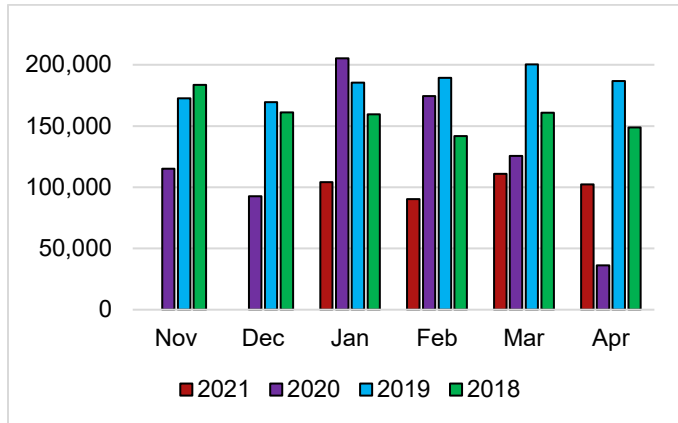
Several community organizations and agencies are contacting the Walters Branch Library about potential partnerships and meeting room use. International Rescue Committee (IRC) is one that helps refugees get on their feet and integrate into a new life in Wichita. They are interested in using the Walters meeting room for its youth summer and school year programs due to internet access and proximity to quality information resources.

In a partnership with KMUW and StoryCorps, the Library presented a program on StoryCorps’ One Small Step, an initiative that brings two people of opposing political viewpoints together to have a conversation on a variety of topics. The program highlighted the work KMUW has recently completed on this initiative (26 conversations), which revealed a common theme: participants had more shared values than disparate. One particular conversation from last year was featured along with a more recently recorded follow up, allowing the two to reconnect and reflect on their experience with One Small Step and how the conversation impacted their world view. The program also featured Dr. Timothy Shaffer of the Institute for Civil Discourse and Democracy from K-State University giving a broader perspective of the importance of such humanizing conversations. The program has been archived and is available on the Library’s YouTube channel.

Service Dashboard

All Library buildings were closed to the public from March 17-May 25, 2020. From November 25, 2020-March 7, 2021, all locations were limited to curbside and drive-up services. Although services have expanded, they are still reduced from pre-COVID levels. The Evergreen Branch closed on November 30, 2020 for renovations and a temporary outlet opened on December 21 at the Evergreen Recreation Center. The Linwood Park Branch closed on January 15, 2021 and the Walters Branch opened on February 1.

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

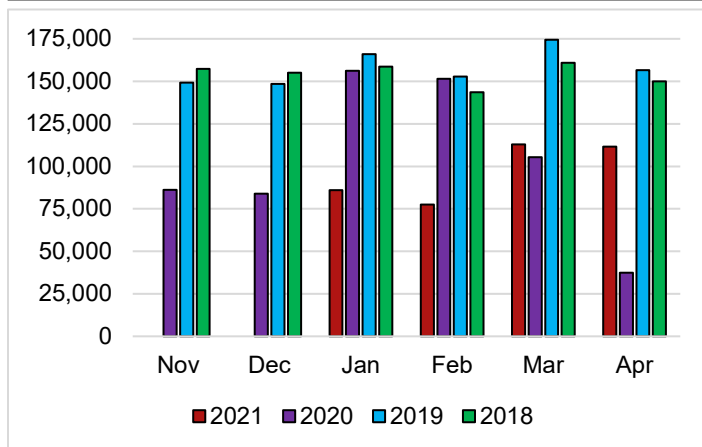


APRIL

	2021	2020	% change
Door Counts	26,645	-	N/A
Catalog Log-ins	33,957	10,836	213.37%
Website Visits	41,589	25,326	64.21%
Total	102,191	36,162	182.59%

The door count for the Angelou Northeast Branch in April 2021 includes only April 1-2 due to equipment failure.

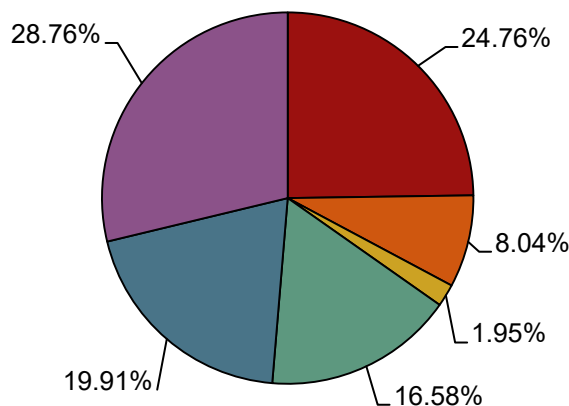
CHECKOUTS



APRIL

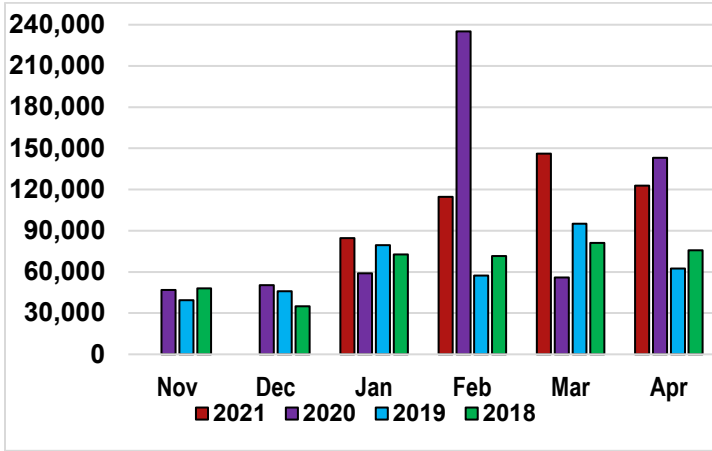
	2021	2020	% change
Physical Circ	79,517	1,232	6,354.30%
Virtual Circ	32,103	36,175	-11.26%
WPL	25,263	27,332	-7.57%
State	6,840	8,843	-22.65%
Total	111,620	37,407	198.39%

Circulation by Location



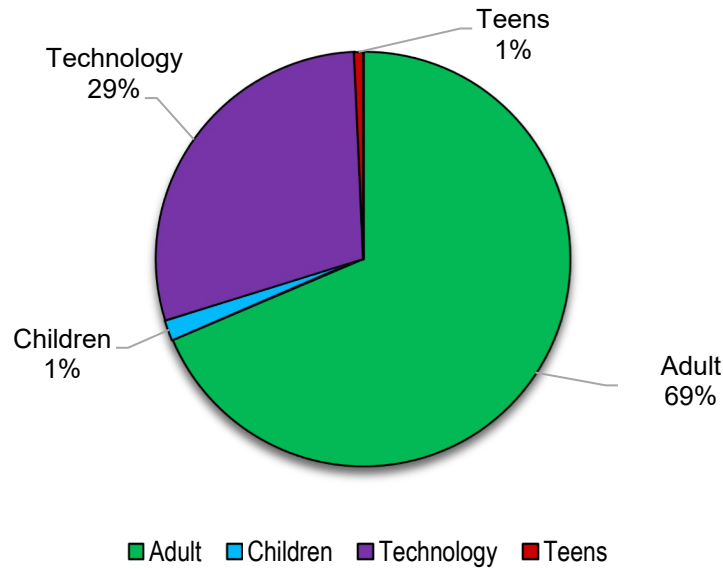
- Advanced Learning Library
- South branches
- North branches
- East branches
- West branches
- Virtual branch

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



APRIL			
	2021	2020	% change
In person	4,723	N/A	N/A
Online	118,068	143,130	-17.51%
Total	122,791	143,130	-14.21%

PROGRAM ATTENDANCE

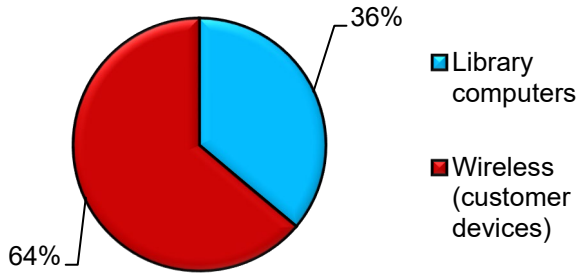


APRIL ATTENDANCE

	2021	2020	% change
Adult events	520	0	N/A
Children's events	12	0	N/A
Technology training	221	0	N/A
Teen events	5	0	N/A
TOTAL	758	0	N/A

PUBLIC COMPUTING

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



APRIL

	2021	2020	% change
Workstation Sessions	3,348	-	N/A
Wi-Fi Sessions	5,918	736	704.08%
Number of Users	450	78	476.92%
Hours of Access	5,714	1,445	295.43%

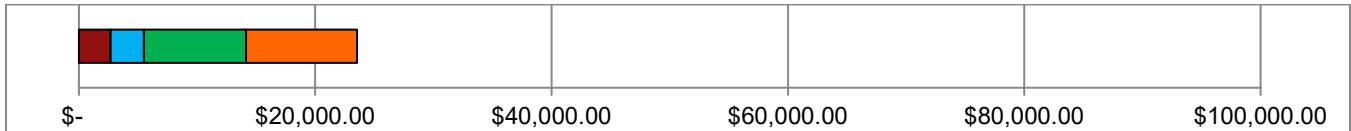
Due to a reporting discrepancy, Wi-Fi usage data at the Advanced Learning Library may be under-reported for April 2021.

VOLUNTEERS (hours of service)

No volunteer hours were recorded in April 2021.

Number of volunteers YTD = 8 Hours of service YTD = 112

MATERIALS DONATIONS (value if purchased)



Year to date total = \$23,539.20 Items added to Library collections YTD = 1,304

Service Snapshot: Recent Raving Fans Stories

Library staff member Cassie Fahey won the first place Raving Fans Award at the staff appreciation program. She was honored for her ability to create raving fans of the Library with her phone reference assistance, helpful attitude and good nature. Cassie said: "You never know when you pick up the phone whose life you might help."

Daniel Pewewardy helped a customer with the Mid America All Indian Center navigate Foundation Directory Online, as well as showed her other resources she could access. She was so impressed she sent an email to Daniel's supervisor: *"I had no idea such things were even offered by the library for nonprofits with just my card! Daniel himself is a great resource, and I appreciate his willingness to share his knowledge."*

Several customers called and wrote in to thank the Library for providing a virtual Academy Awards Shorts Film Festival this year. One customer in particular mentioned that she watches the short films every year with her mother-in-law, who is 90, and that this method was convenient for them.

Teen Librarian Sara Moesel created a recommended reading list for a customer hoping to use it with a teen as a summer project to combat the summer slide. Moesel also provided information about upcoming early registration for the Summer Reading Program and the incentives available to young teen readers for making a habit of reading over the summer.

Barbara Velazquez at the Advanced Learning Library helped a Spanish-speaking customer over the phone schedule an appointment for a COVID-19 vaccine. She walked the customer through the scheduling steps and the customer was able to get an appointment scheduled. The customer was excited and thankful for the help.

Special Collections Manager Michelle Enke helped a customer find information about her birth mother. Newspaper articles and obituaries were located, which took her family back three generations. Suggestions were offered on where else to look for information, such as school and college yearbooks. The customer, who was calling from Pennsylvania, was happy with the information and said: *"I am very grateful for all the help you have given me to find information on my birth mother."*

Librarian Jennifer Durham was helping a customer over the phone with locating an auto repair manual and the customer mentioned how the Library has the best collection of shop manuals he's seen and how impressed he was with how knowledgeable John Cleary is about the manuals! He said the Library is the first place he turns to when he has to fix something on his car.

Rockwell Branch Manager Savannah Ball noticed a regular customer continuously using the disposable masks available to customers each time he came to the branch, often several times in one day. She decided to offer the customer two of the extra cloth masks provided to the Library from FEMA and explained to the customer that the masks could be reused. He thanked her for providing these masks.