



MONTHLY ACTIVITY REPORT

August 2019

SERVICE HIGHLIGHTS

August was a month of author celebrations at the Wichita Public Library.

On the evening of August 8th, the Friends of the Library hosted a visit by author and record-setting hiker Jennifer Pharr Davis who has walked more than 14,000 miles of trails, written articles for the *New York Times*, *Outside* magazine, and *Backpacker*, and has received numerous awards including being named a 2012 National Geographic Adventurer of the Year. Her most recent book, *The Pursuit of Endurance*, discusses setting goals and developing strategies to conquer barriers to achievement. She shared personal stories of her time trekking the Appalachian Trail and what she learned through the experience. More than 200 people were in attendance, the largest audience in her current book tour. Ms. Pharr Davis and her husband were enthusiastic about their visit to Wichita and the Advanced Learning Library, noting that they considered this library the second most attractive library they had seen (ranking only behind the new Central Library in Calgary, Alberta). Additional partners for the event included Bike Walk Wichita, SpinICT, the Hyatt Hotel, and Watermark Books.

The Library's annual Local Author Day was held August 24th at the Advanced Learning Library. The event began with a panel of authors Joe Stumpe, Starla Criser, and Grant Overstake discussing their journeys to publication. Seventy-four authors, aspiring authors and voracious readers attended and offered positive reviews of the event. In the afternoon, the Library's conference center became an expo hall with 283 readers having the chance to become better acquainted with 60 area authors and their works. Authors appreciated the chance to meet other writers working in the area and to bring their own works to the attention of local readers. Attendees were thrilled to see what a large and talented writing community exists in the area. At a time when some suggest that libraries and authors work in competition, Local Author Day provides a way to disprove that myth.

A different type of author event was the focus of the August Senior Wednesday program. Storyteller Priscilla Howe, a favorite children's performer, shared "Grimm for Grownups" in a performance reminding attendees that children's literature can be as entertaining for adults as for younger audiences. As part of each Senior Wednesday program, Library staff prepare a display of related information. An unusual number of fairy tale books were borrowed by the 105 attendees made possible by a grant from Humanities Kansas.

OTHER NEWS

The Library has completed a partnership agreement with the Greater Wichita Ministerial League. The League will provide support to the Library in three ways: promotion of the Library's early literacy projects within their network of influence; promotion of the After Hours Computer Lab at the Angelou Branch Library; participation in the Library's Candid Conversation Steering Committee to plan and implement programming on race and ethnicity to create community dialogue, address conflict resolution, and build knowledge and understanding of Wichita's diverse communities. The Library will provide space for Ministerial League meetings and will provide information about Library events or services of interest to the Ministerial League in a format that can be shared through social media or in newsletters or emails.

The Grace Med Ablah Family Clinic at 3417 S Meridian has become a new Check Up and Check Out (CUCO) partner. At well-child check-ups, clinic patients between 6 months and 5 years of age receive literacy information and a "prescription" for a library visit. Families bring those vouchers to the Library where staff provide them with tours, share information about programs and collections and give the child a free book to add to the family's home library. The adjacency of the clinic to the Lionel Alford branch has already resulted in growing numbers of CUCO families making visits to the library.

Customers have access to several new databases through the State Library of Kansas as the result of a new five-year contract for online services. New resources include Read It!, focusing on grammar and reading assistance, Fold3, a popular genealogy database focusing on United States military records, and a new suite of products from InfoBase Learning.

Seventeen people attended the August SCORE/SBA small business program "Simple Steps to Start your Business" presented by business librarian John Cleary and SCORE mentor Ron Lunsford. John also met with seven SCORE/SBA clients helping collect information for business plan start-up, market research, industry and demographic information and with six people to provide training on use of the Foundation Directory Online database as a tool for researching grant information.

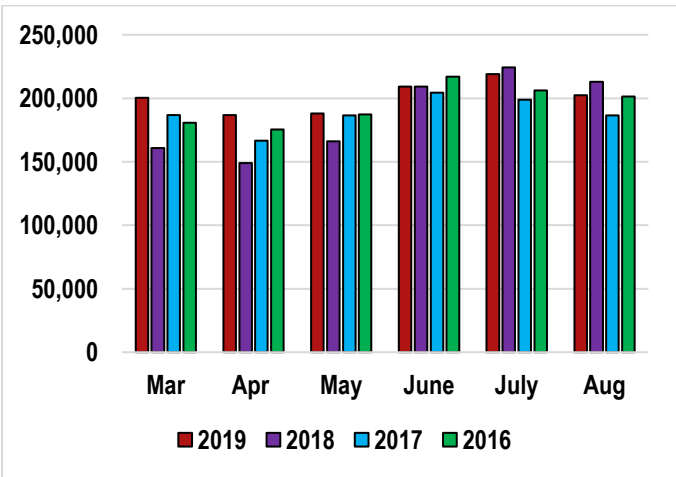
A local homeschool coop group of teens received a tour of the AV Studio after which they were given a small project to produce and edit. Several of the youth stayed an extra hour to continue learning and experimenting with the equipment.

The Burns Research Pavilion hosted out of state researchers from Colorado, Florida, Michigan, Missouri, New Jersey, North Carolina, Texas, and Washington. The Research Pavilion has hosted guests from 27 states in 2019.

Agencies receiving special programs or services during August included: Branches, Bug Lady Science, and Honey Tree academies; Rolling Hills Book Club; Chick-Fil-A/East Central; Spring Clean Laundromat; Bright Minds Learning Center; LaPetite/Waco; Loving Arms Child Care Center; Tutor Time/Maple; Envision Child Development Center; Holy Cross Lutheran Church ESL program; City of Wichita Public Works & Utilities Child Care Licensing Office; YMCA/East Early Learning Center; Fingerprints, Parklane and 2nd Street Head Start centers; Child Start Foster Grandparents; Kansas Department of Children and Families; Greater Wichita Ministerial League; WIC office at the Sedgwick County Health Department, Colvin and Stanley schools; Classical School; Primrose School; Cloud elementary school; Workforce Alliance of South central Kansas; Newman University; USD 259 Secondary Library Staff; Finch Hollow Senior Residences; Launchpad Community Center; Wichita International Net Set Group; and three family care centers. A total of 191 organizations and businesses have now received programs or special services from the Library in 2019.

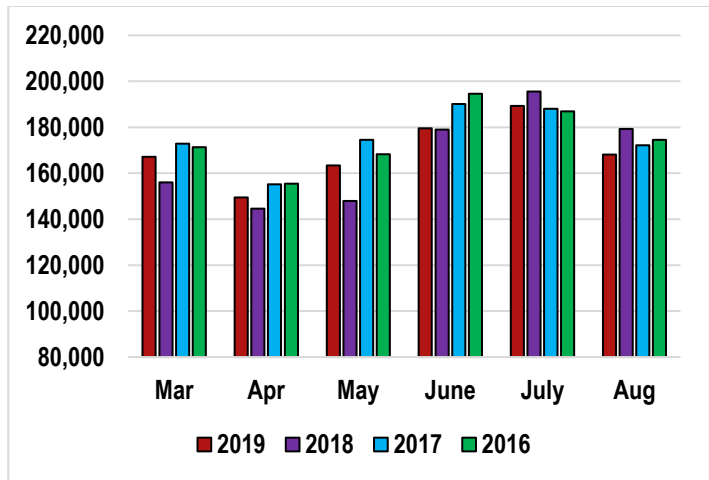
Service Dashboard

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

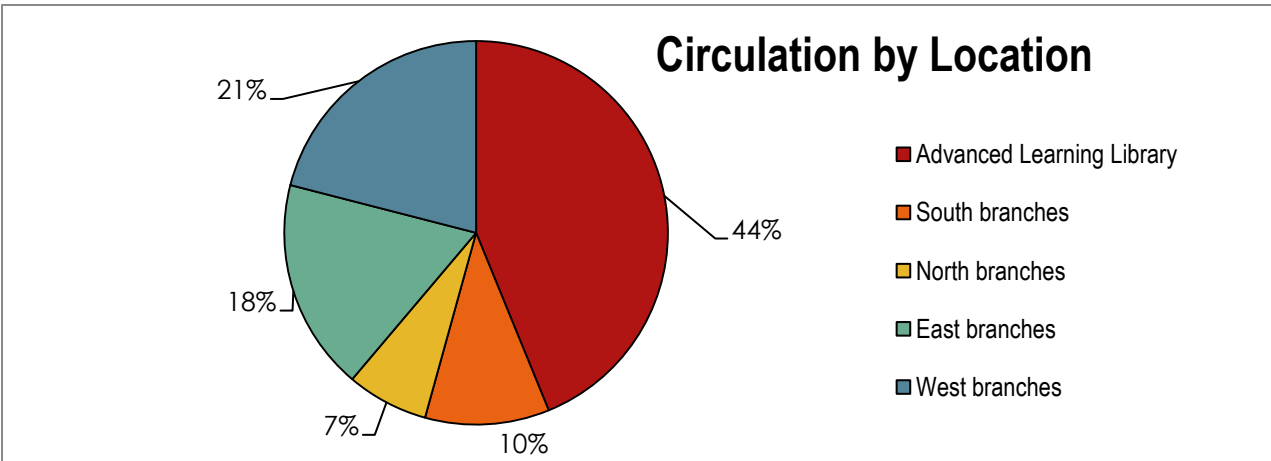


	AUGUST		
	2019	2018	% change
Door Counts	90,041	94,521	-4.74%
Catalog Use	48,431	49,941	-3.02%
Website Visits	63,824	68,434	-6.74%
Total	202,296	212,896	-4.98%

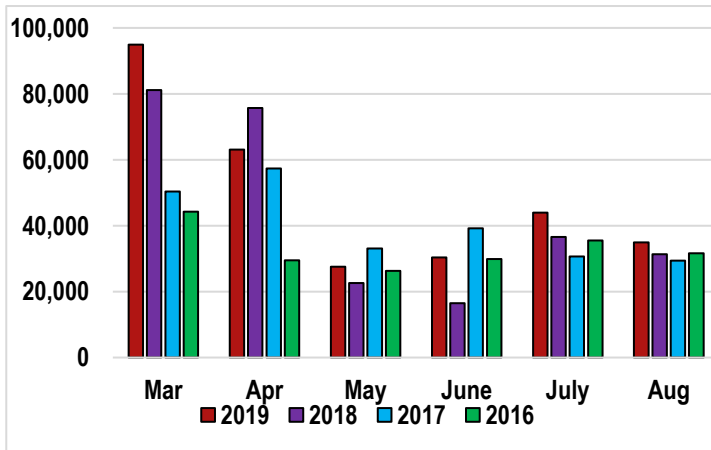
CHECKOUTS



	AUGUST		
	2019	2018	% change
Physical Circ	153,436	166,297	-7.73%
E-book Circ	14,624	13,017	12.35%
Total	168,060	179,314	-6.28%

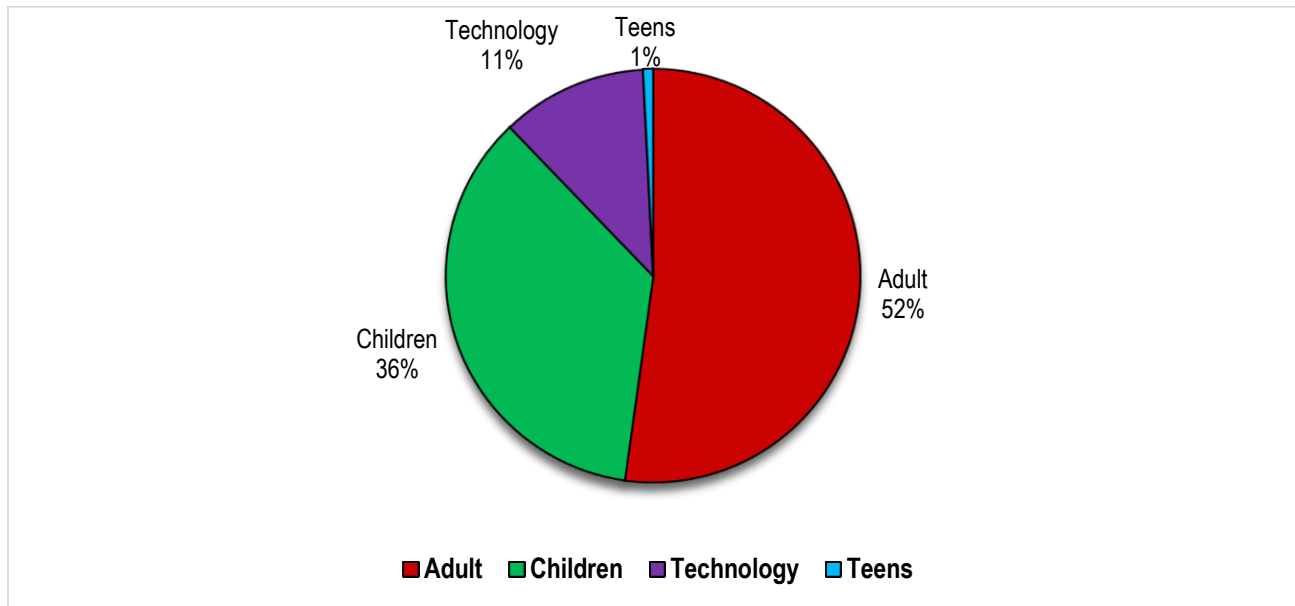


QUESTIONS ANSWERED (by staff in person/phone and through online services)



AUGUST			
	2019	2018	% change
In person	9,127	11,554	-21.01%
Online	25,799	19,804	30.27%
Total	34,926	31,358	11.38%

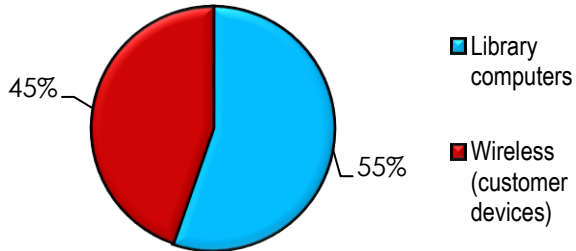
PROGRAM ATTENDANCE



AUGUST ATTENDANCE			
	2019	2018	% change
Adult events	1,888	1,393	35.53%
Children's events	1,289	801	60.92%
Technology training	413	394	4.82%
Teen events	27	221	-87.78%
TOTAL	3,617	2,809	28.76%

PUBLIC COMPUTING

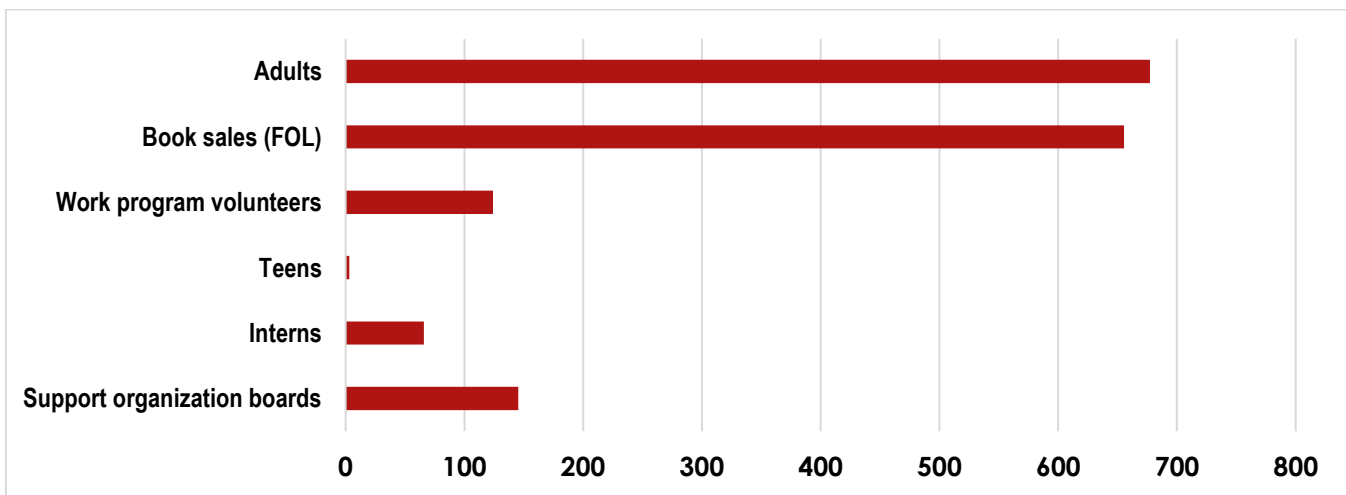
**Method of Computing Access
(by session)**



AUGUST

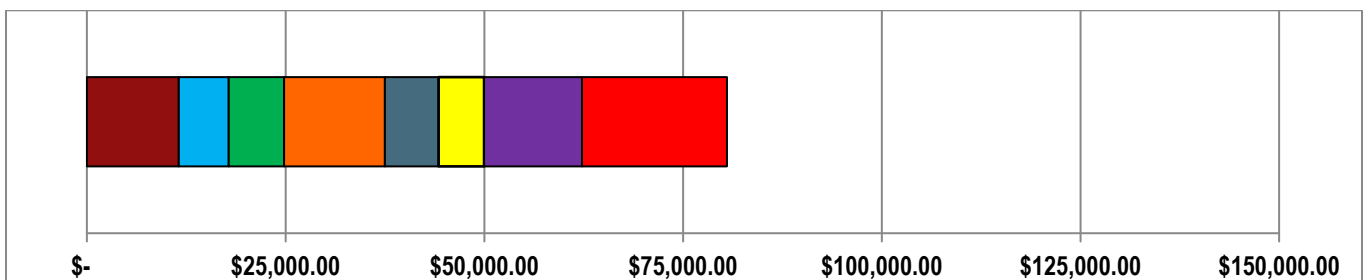
	2019	2018	% change
Library Workstation Sessions	11,519	11,779	-2.21%
Wi-Fi Sessions	9,312	9,473	-1.70%
Number of Users	2,289	2,202	3.95%
Hours of Access	12,459	13,583	-8.28%

VOLUNTEERS (hours of service)



Number of volunteers YTD = 286 Hours of service received 15,603

MATERIALS DONATIONS (value if purchased)



Year to date total = \$80,535 Items added to Library collections YTD = 4,320

SERVICE SNAPSHOT: Recent Raving Fans Stories

A Rockwell branch customer had been having trouble getting an email address to send photos of her damaged car for the claim. She had come into the library to print the photos that she had and then fax them to a number that had been provided to her. She was very worried that the quality of the photos would not show the damage fully once they were printed and faxed. She showed Branch Manager Savannah Ball a message from her insurance agent which included an option to submit the photos online through the company's website. Savannah helped the customer submit the photos through the website to ensure they were of the best possible quality.

An older gentleman visiting the Alford Branch was using the public computers to accept his new offer of employment from Wal-Mart. He was quietly talking on his cell phone to tech support, as he was having trouble finding the links he needed. He wasn't quite understanding the terminology they were using to direct him, so he approached the service desk for assistance. Branch Manager Robyn Belt accepted the phone call and learned the customer had an email with all the necessary information waiting in his inbox. She helped the man log into his account and find the email. There was a short test he needed to take but within a few minutes he had finished all of his tasks. As he thanked the staff, he shared that he had moved from Great Bend to take this job, and felt like he was running into hurdle after hurdle because of computer skills, when those were not even required of his new position. He had walked in frustrated, but felt much better after getting the assistance he needed.

Linwood Library Clerk Dustin Boettcher had a woman ask him to look up a phone number for her bank. She had been having a problem with her account, and wasn't comfortable using a computer. Dustin easily found the customer service she was looking for, but he didn't stop there. Knowing the customer would be discussing sensitive banking information, Dustin offered the empty Linwood meeting room to the customer to use while making her phone call. He considered that she probably wanted the conversation to remain private, and knew that sometimes conversations can be easily overheard in Linwood's small space. The woman gladly accepted his offer, and was able to confidently conduct her business within a short time.

At the Westlink Branch Library, a customer came in to apply for a job online. She had paper copies of the resume and cover letter that she wanted to scan and attach to an email. She was not comfortable using the copier on her own, so Library Assistant Andrea Porter helped her scan the documents to a flash drive. Then, Andrea helped her log onto a computer and walked her through accessing her email account. Andrea showed her how to attach the PDF with her documents to an email. While the customer was composing the body of the email, the website that hosted her email froze and crashed multiple times. She was only able to type one sentence in about 10 minutes because of the website issues, which the customer found very frustrating. Andrea opened up a new Word document and had the customer compose the body of the email in Word, and after the customer was satisfied with what she had written, they were able to copy and paste the text into the body of the email. The customer sent the email and thanked Andrea for all of her help. She even gave Andrea a high five before she left.

Evergreen Branch Library Assistant Mark Cato assisted a 90-year old customer and fellow Royals fan buy tickets to the Royals July 4th game vs. Cleveland. The customer said that the person who usually helps him was not available, and he wasn't sure how to buy the tickets. But then he remembered conversing with Mark about baseball and the Royals during the many years he has been coming to the library. Mark was happy to assist in purchasing the tickets from the Royals website using the library computers and in printing his tickets off.