



Monthly Activity Report

August 2020

Service Highlights

Library staff spent much of August preparing and promoting digital resources for educators, students and parents in advance of the new school year.

The Library received \$1,000 from the Kansas Libraries CARES subgrant, approved by the State Library of Kansas. This grant will support the purchase of e-books to provide online content for students participating in remote learning.

Staff launched an e-card campaign in August, reaching out to school librarians and teachers about the benefits of e-cards for students that may spend some or all of their school years in distance learning or without regular access to their school libraries. Jackson elementary, Discovery intermediate (Goddard), and Marshall and Truesdell middle schools responded with requests for e-cards for each of their students. A teacher at Enterprise elementary did the same for each of the students in her class.

Youth Services Librarian Carol Kotsch and Communications Specialist Sean Jones promoted library resources and best practices to the Wichita Catholic Schools to help librarians practice safe check out procedures and to locate e-books and online resources on the Wichita Public Library's website.

Fall preparations extended beyond back to school planning. Library staff developed two "Welcoming Week" videos (one in English, one in Spanish) to be played during the Immigration Support Services Network's virtual Welcoming Week celebration in September. In order to make the video in both languages, Evergreen Branch staff members Karina Villarreal and Perla Olivas translated the video script and appeared on camera to communicate library resources and services in Spanish.

The Library completed its first virtual series in August. The Fall Gardening Series was a collaborative effort with K-State Research & Extension – Sedgwick County. Over the course of the five-week series that began on July 30, 462 individuals watched live presentations, and 331 people watched the archived videos on the Library's YouTube account.

Other News

The Library completed its biennial participation in the Edge Assessment, a technology assessment that measures the Library's use of technology services, programs and equipment through three focus areas: community value, engaging the community and decision makers, and organizational management. In addition to providing internal metrics, the benchmarks can be used to compare the scope and depth of technology services with those offered by peer institutions. This year, the Library scored high in technology instruction and assistance for customers, organizational management and staff digital expertise, and scored lower than peers in categories relating to access to digital tools and using technology to support civic engagement, health and citizenship assistance. The Library's leadership team will use this information to plan technology services for the coming years.

Librarian John Cleary was featured in a short video through Wichita Independent Business Association highlighting small business services the Library offers to the community. John Cleary exchanged emails with five SCORE/SBA clients to share business information for business plan start-up, market research, industry and demographic information. Some of the businesses researched included window washing, power washing and lawn service.

Staff continues to implement lean process improvements, most recently using digital request lists and tablets to retrieve items that have been placed on hold by customers. This new procedure generates savings by eliminating printed hold reports as well as labels for items that may not be located on shelves.

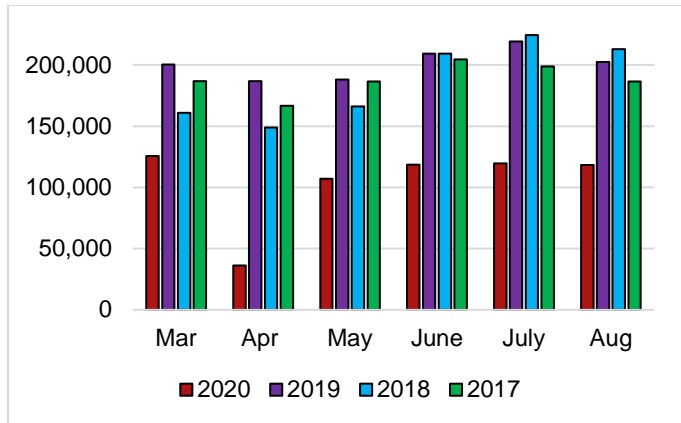
Digital Services staff worked with Rockwell Branch staff to create an express computer station for customers to use. Because of social distancing guidelines, four computers are in use at Rockwell, and staff are consistently having to turn customers away. This solution provides a computer to customers who need a computer for tasks less than 20 minutes.

The Library received its Zoom license, and staff have worked to develop protocols for virtual programming. This includes pre-program Power Point slide decks to promote library services and upcoming programs, uniform introductions, and formal emails to participants with Zoom links and other useful information connected to the program.

Service Dashboard

All library buildings were closed to the public from March 17-May 25. Curbside and drive-up service began May 11, while limited in-person services for all locations except Linwood began May 26. Limited in-person services at Linwood began June 1.

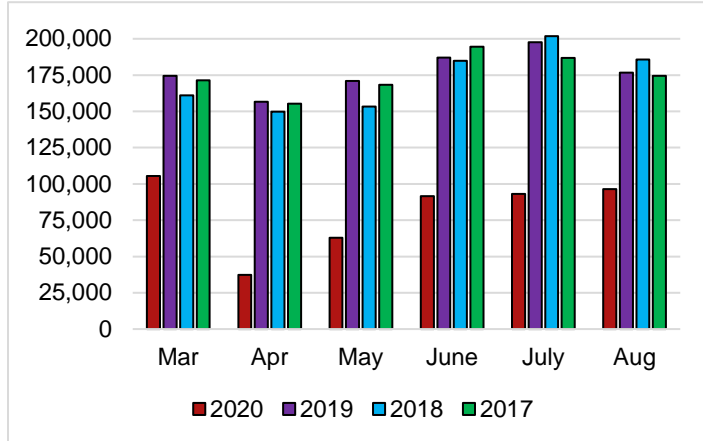
LIBRARY VISITS (door count, catalog sessions, and website visits)



	AUGUST		
	2020	2019	% change
Door Counts	33,363	90,041	-62.95%
Catalog Use	41,979	48,431	-13.32%
Website Visits	43,039	63,824	-32.57%
Total	118,381	202,296	-41.48%

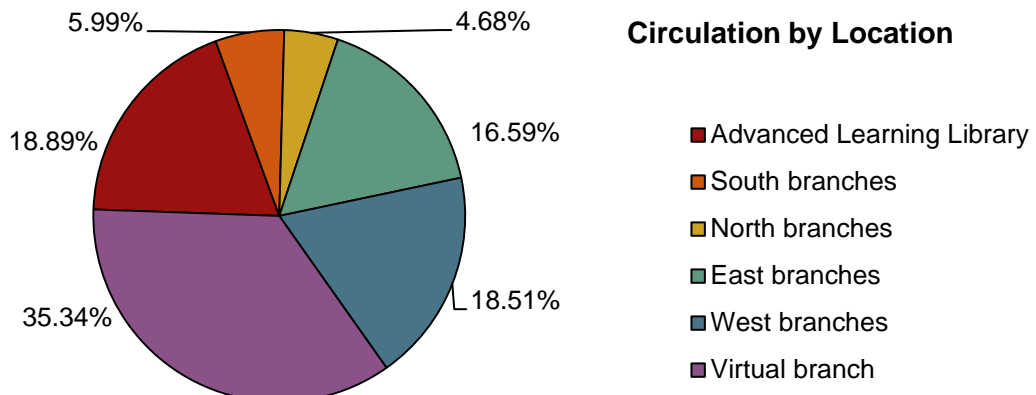
NOTE: Door counts include activity related to curbside materials delivery.

CHECKOUTS

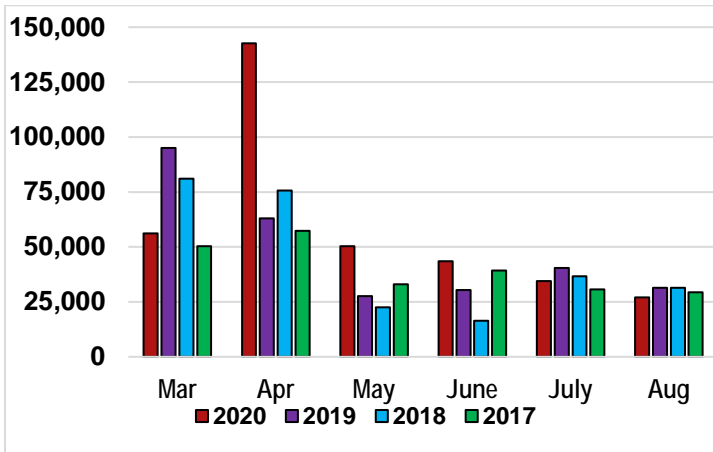


	AUGUST		
	2020	2019	% change
Physical Circ	62,398	153,436	-59.33%
Virtual Circ	34,108	23,144	47.37%
WPL	24,511	14,624	67.61%
State	9,597	8,520	12.64%
Total	96,506	176,580	-45.35%

Circulation by Location



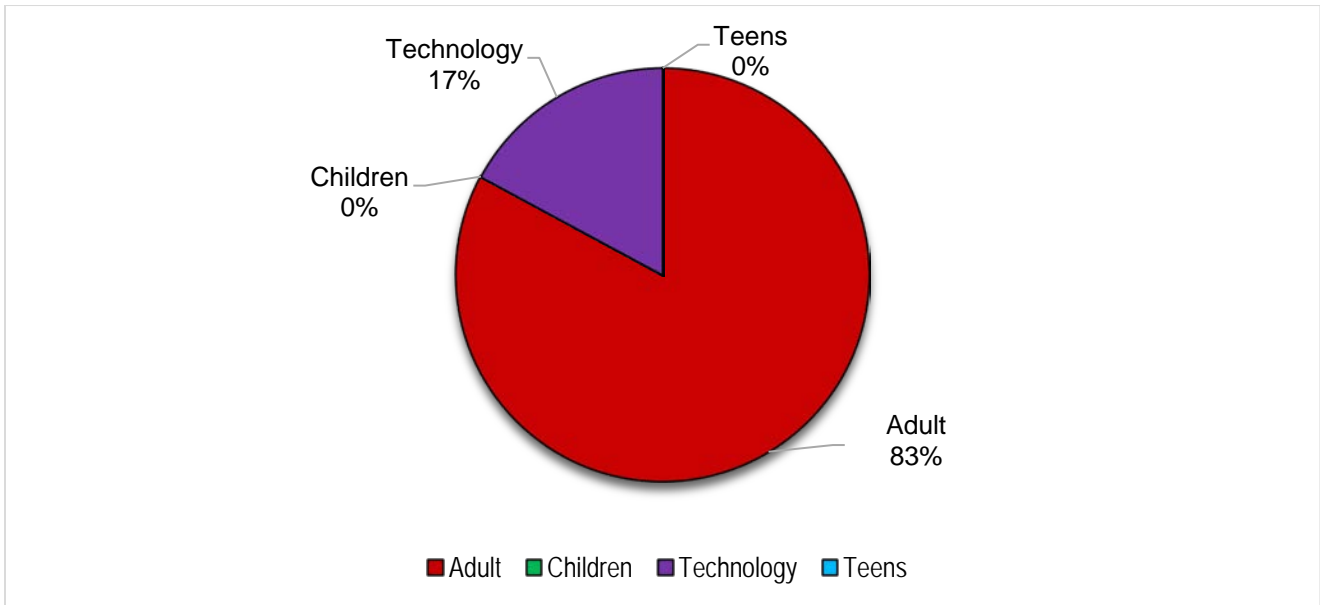
QUESTIONS ANSWERED (by staff in person/phone and through online services)



	2020	2019	% change
In person	N/A	9,127	N/A
Online	27,022	22,220	21.61%
Total	27,022	31,347	-13.80%

In person/phone reference transactions were not counted from March-August 2020. Usage statistics from the Foundation Directory Online database for August 2020 were not available when this report was compiled.

PROGRAM ATTENDANCE

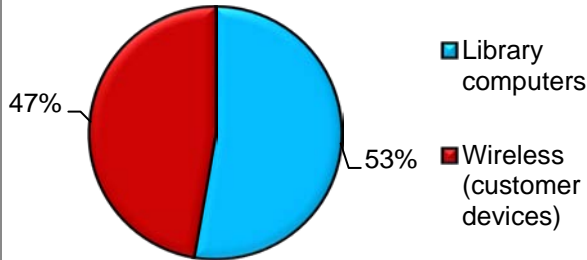


	2020	2019	% change
Adult events	387	1,888	-79.50%
Children's events	0	1,289	-100%
Technology training	80	413	-80.63%
Teen events	0	27	-100%
TOTAL	467	3,617	-87.09%

August attendance reflects Book a Librarian training appointments as well as a limited number of in-person and online events.

PUBLIC COMPUTING

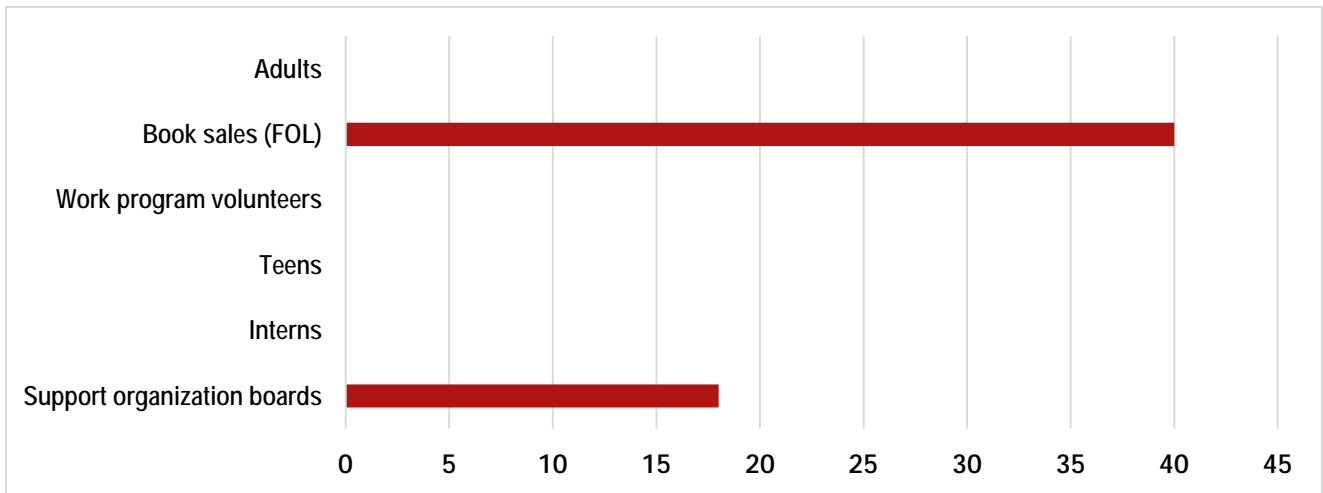
**Method of Computing Access
(by session)**



AUGUST

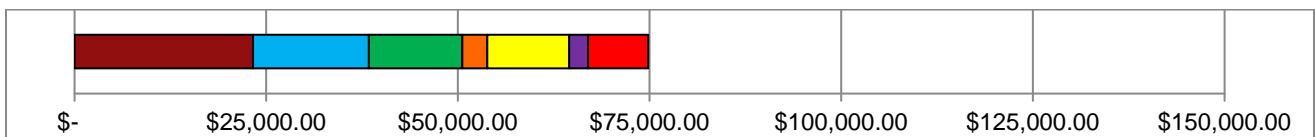
	2020	2019	% change
Workstation Sessions	5,117	11,519	-55.58%
Wi-Fi Sessions	4,585	9,312	-50.76%
Number of Users	560	2,289	-75.54%
Hours of Access	5,521	12,459	-55.69%

VOLUNTEERS (hours of service)



Number of volunteers YTD = 104 Hours of service received = 3,353

MATERIALS DONATIONS (value if purchased)



Year to date total = \$74,817.67 Items added to Library collections YTD = 4,592

Materials donations include items processed from transfer of Kansas DAR library collections

Service Snapshot: Recent Raving Fans Stories

A contractor visited the Alford branch in August to use public computers in order to submit a bid document to a potential customer. The contractor shared that his expertise is working with concrete in the field, not with computers, but his colleague wrote down the bid information onto a sheet of paper and sent him to the library to submit the proposal. Branch manager Robyn Belt assisted the contractor with the start of his public computing session and assured him that staff would be nearby to help when needed. After a bit of additional assistance with adjusting page rulers and columns in order to make it easier to enter information into the job details, the contractor was able to submit the proposal. Visibly relieved to have finished the task, the contractor thanked Robyn not only for the technical assistance but also for the moral support she provided to help him through what he considered to be an intimidating assignment.

A customer using the Grab Bag service wrote: "I just wanted to say thank you to the library staff for their creativity amidst the pandemic. I have a 3 1/2 year old, and we've been making use of the library's 'Grab Bag' option. This service is amazing. (Noah) is absolutely delighted by the choices made for him, and I'm so thrilled that we can get books that feed his interests, whatever they happen to be that week! I wanted to mention especially my interactions with librarian Carla Heideman, who has also taken the time to find some specific books for me on topics I need for toddler education. (We have a new baby in the house, and I needed some help figuring out what to read to encourage a little boy to be loving in a gentle way!) Carla has gone above and beyond, in my opinion, and I'm sure the whole library staff is similarly proving why the library is so relevant to the needs of our community."

An elderly customer in a care home was issued an e-card over the phone during the Library's closure and wanted to extend the expiration date and learn how to check out e-books. Westlink Branch Manager Tracie Partridge had the customer email a copy of her identification to verify her identity. She then talked her through using the Libby app and, after learning that she was reading books on her iPad, issued her a Kansas library card, providing the customer with additional e-books. The customer was grateful for the resources the Library offers.

A customer at the Rockwell Branch filled out a comment card after his visit thanking the staff for their excellent service: "I visited the Rockwell Branch today for the first time to use their computer and printer. The staff provided the best technical assistance a person could ask for. This staff is friendly, competent and kind. This experience was outstanding. Thank you to these exemplary employees!"

Librarian Sara McNeil helped a customer locate a Housing Choice Voucher (Section 8 housing application) on the City of Wichita website and create an email account so he could submit his electronic application and be notified of future approval. The customer thanked Sara for her help and mentioned how convenient it was that he could complete this task with her help.