



Monthly Activity Report

August 2021

Service Highlights

Library staff created welcome packets in English, Spanish, French and Vietnamese for Immigration Support Services Network (ISSN). Each year in September, ISSN hosts Welcome Week, a week dedicated to introducing new residents to Wichita and its services. The Library is a longstanding partner. These welcome packets will be made available for new residents, and Library staff is working on a short introductory video to be played at this year's virtual Welcome Week event.

The Collection Development division began adding materials to the Research Pavilion donated by the Wichita Eagle earlier this year. This donation includes thousands of microfilm rolls and a significant number of Wichita City and Suburban Directories. One directory, 1940, was an especially exciting find. Unlike other years, no one had digitized and shared the volume online, leading our local historian to believe no directory had been published that year.

The Library will soon add five more telescopes to its Library of Things program through funds provided by the Georgia Eakins family through the Wichita Public Library Foundation. This will help reduce the hold list so that customers can more quickly use a telescope. As of this week, there are about 144 holds.

Wichita E-Reads had outstanding circulation in August, with 26,337 checkouts of materials. This is the second highest number of checkouts in a single month from Wichita E-Reads. It is also a 12% increase over August 2020.

The Library is working on new ways to reach educators and young adult customers by developing webpages with content curated for these audiences. The first page is an educator's page that provides easy access to information about the Library's collections and services that can benefit students and teachers. The second webpage will help teens and young adults connect to the Library through research databases, blogs, digital resources and more.



The contractor for the Evergreen remodel finished the drywall and began painting this month. The service desk area is shown in the photo.

Other News

Kristi Dowell was recognized as a 2021 Women in Business Awards honoree through the Wichita Business Journal. She will receive her award at a luncheon in October.

Westlink Branch Manager Tracie Partridge visited Park West Retirement Community to give a presentation about library services to residents. She provided information about the physical and digital materials available with a library card, along with the new Library of Things collections the Library began offering over the summer. The organizer of the program expressed interest in the Library's book sets (for book clubs) and the possibility of taking a monthly trip to the Westlink Branch.

Several Library staff participated in Overdrive's bi-annual conference, Digipalooza. The virtual conference gave staff members information about best practices in e-material ordering, marketing, programming and upcoming changes to the Libby app. Libby, by Overdrive, is the Library's e-book and e-audiobook platform.

Special Collections Manager Michelle Enke submitted the City of Wichita's application to be named Kansas's American World War II Heritage City. This is an honor designated by the Director of the National Park Services. Wichita's application was submitted with a letter of support signed by the entire Kansas Congressional Delegation, and additional letters of support from Mayor Whipple, Denise Sherman (The Kansas African American Museum), Dr. Jay Price (Wichita State University), Patty Gnefkow (Vet-to-Vet Support Command, Inc.) and Margaret Kline (Wichita Genealogical Society).

In order to be considered for designation as an American World War II Heritage City, the application needs to demonstrate Wichita's contributions to the war effort, including defense manufacturing, local enlistments, Armed Forces bases located in the city, community volunteerism and support of the troops. The application also needs to show continued efforts to preserve the heritage and legacy of the city's contributions to the war effort and efforts to continue to honor the legacy of World War II today.

The Special Collections division had out-of-state visitors from Illinois, Kentucky, Oklahoma, Oregon, South Dakota and the country of Eritrea.

Technology Trainers completed 192 Book-A-Librarian appointments in August. Assistance was given for unemployment filing, resume posting and printing, passport applications, printing court documents, phone assistance, tax forms and online security issues.

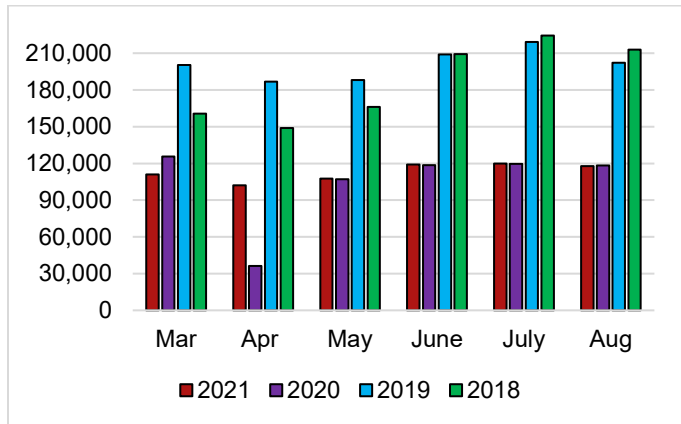
The E-rate funds reimbursement for January-June Cox internet charges for branch libraries has been received in the amount of \$55,961.82.

John Cleary (Advanced Learning Library) worked with six SCORE/Small Business Administration clients this month, helping to collect business information for business plan startup, market research, industry and demographic information. Areas researched were trash services, drone real estate services, office center, bar and lounge, pressure washing and nonprofit.

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 service offerings 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.

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

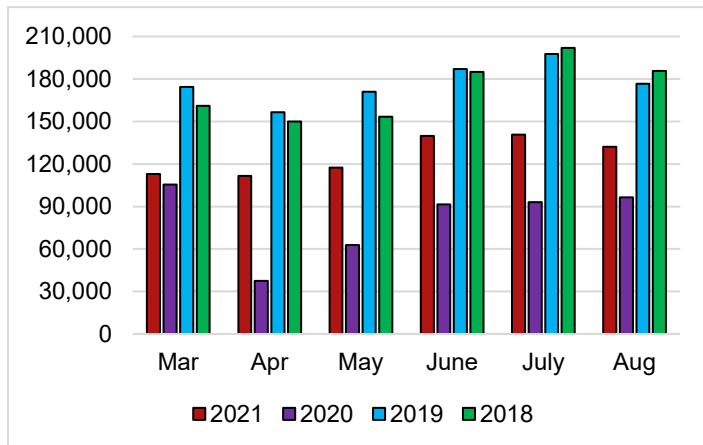


AUGUST

	2021	2020	% change
Door Counts	39,133	33,363	17.29%
Catalog Log-ins	36,073	41,979	-14.07%
Website Visits	42,583	43,039	-1.06%
Total	117,789	118,381	-0.50%

Due to equipment failure, the door count for the Alford Branch is artificially low in August 2021.

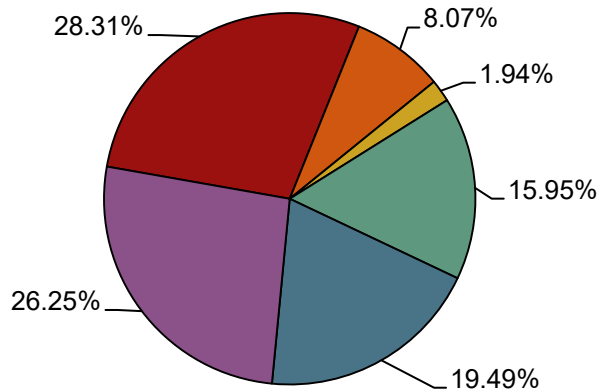
CHECKOUTS



AUGUST

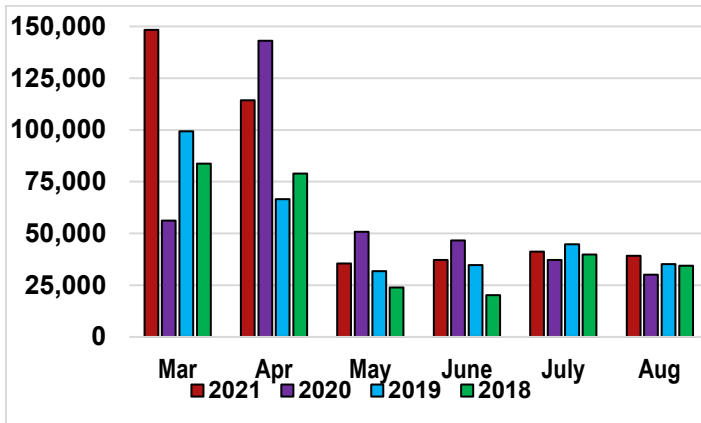
	2021	2020	% change
Physical Circ	97,428	62,398	56.14%
Virtual Circ	34,674	34,108	1.66%
WPL	27,334	24,511	11.52%
State	7,340	9,597	-23.52%
Total	132,102	96,506	36.88%

Circulation by Location



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

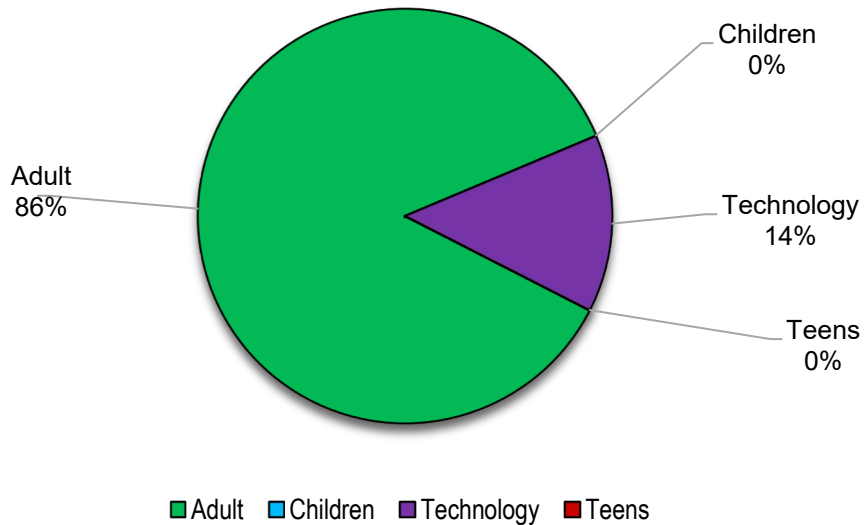
QUESTIONS ANSWERED (by staff in person/phone and through online services)



AUGUST			
	2021	2020	% change
Reference Questions	6,501	1,966	230.67%
Database Searches	29,997	27,132	10.56%
Technology Assistance	2,538	961	164.10%
Book-A-Librarian Appointments	192	77	149.35%
Total	39,228	30,136	30.17%

Some locations did not report the number of reference questions answered or technology assistance provided between June-December 2020.

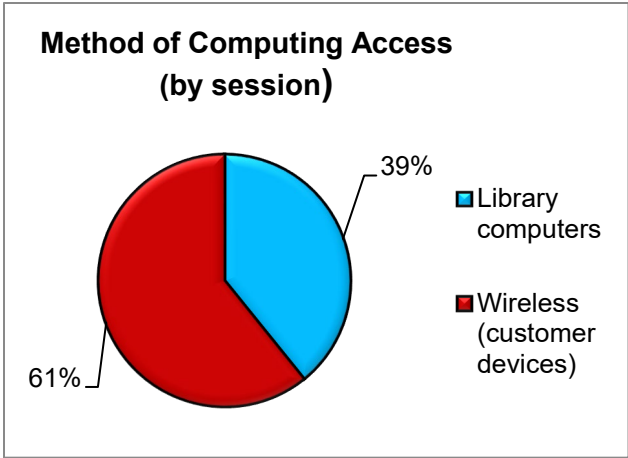
PROGRAM ATTENDANCE



AUGUST ATTENDANCE

	2021	2020	% change
Adult events	616	387	59.17%
Children's events	0	0	N/A
Technology training	99	0	N/A
Teen events	0	0	N/A
TOTAL	715	387	84.75%

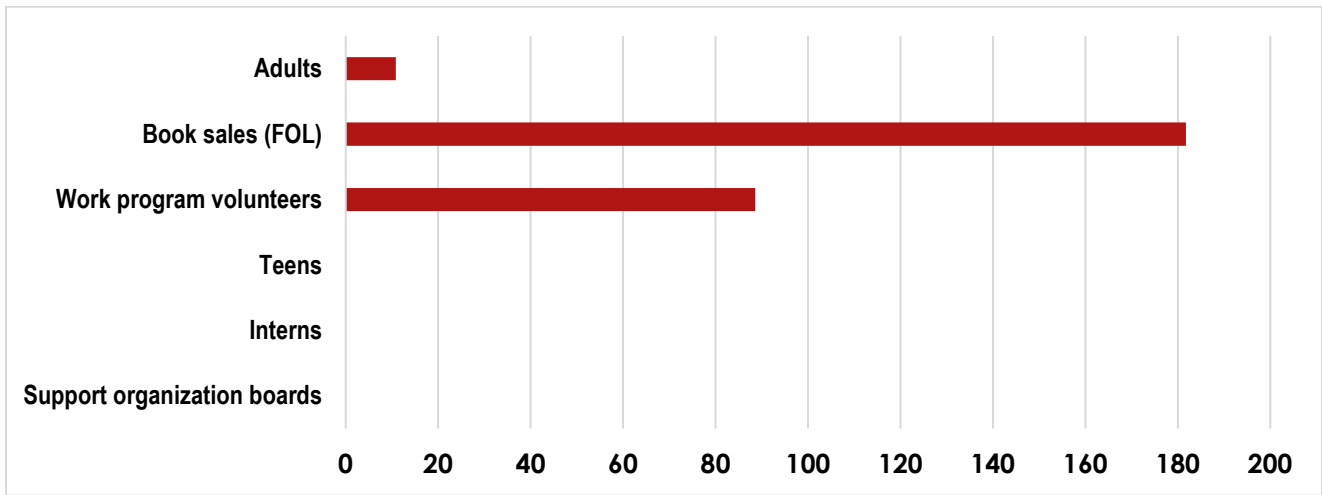
PUBLIC COMPUTING



AUGUST

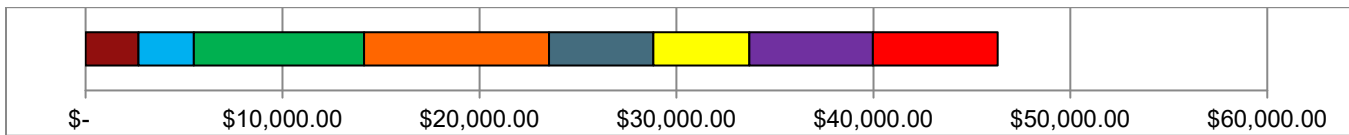
	2021	2020	% change
Workstation Sessions	4,503	5,117	-12.00%
Wi-Fi Sessions	6,987	4,585	52.39%
Number of Users	941	560	68.04%
Hours of Access	7,822	5,521	41.68%

VOLUNTEERS (hours of service)



Number of volunteers YTD = 52 Hours of service YTD = 1,644

MATERIALS DONATIONS (value if purchased)



Year to date total = \$46,306.08 Items added to Library collections YTD = 2,634

Service Snapshot: Recent Raving Fans Stories

While in the process of closing the branch, Eileen Ball (Westlink) noticed an older customer standing in front of the locked door. Eileen opened the door and the customer explained she had promised her daughter she would pick up a hold for her. Eileen took the customer's card number, got the item checked out to her, and brought it to the door. The customer expressed her gratitude and told her how great the library is.

A parent of one of the Teen Library Ambassadors contacted Sara Moesel (Advanced Learning Library) to let her know how much she appreciated the volunteer opportunity for her teen. She saw her teen's skills in time and task management improve throughout the summer and enjoyed how practical the program was in encouraging teens to develop workplace-relevant skills. She hopes to see the program continue.

Misti Hoheisel (Alford) was helping a customer complete their Kansas Unemployment assistance program online. The customer had to upload a resume to the website, and was having a difficult time with the instructions. Misti was able to walk the customer through the process of uploading the required documents and completing the questionnaires. It took more than an hour to help, but it was worth it because the customer was happy the Library was able to help her through the process.

Dawn Shelton (Westlink) helped a pre-med student find an online version of a book she needed for a class. The Library didn't have a print or digital format available, but Dawn checked CloudLibrary, one of the State Library's e-book resources, and saw that they had a digital copy. Dawn set her up with a State Library card so she could complete her paper.

A customer told Rockwell staff that her granddaughter was taken to Oklahoma University and evaluated for verbal skills, self-guided play and other social skills. She said her granddaughter was the only child who lasted the hour, between new adults, toys and skills. The grandmother said she felt that it was because of the child's past attendance at story times at the Library, and she wanted to thank the Rockwell staff.

A phone customer called and exclaimed, "I'm calling because I can't believe this! A friend read that the Library has telescopes to rent – is that really true?" Cassie Fahey (Advanced Learning Library) told the customer about the new Library of Things, referring her to some of the informational videos on YouTube. The customer said, "Thank you so much! You guys mean so much to the City of Wichita."

Jennifer Durham (Advanced Learning Library) assisted a customer over the phone who wanted access to Cloud Library but couldn't remember her username or password. When Jennifer told her she would be able to help her, the customer responded, "I love the staff here! You guys are magicians! Even when I think I won't be able to find a piece of information, you will keep looking until you find it, and everyone has always treated me so well!"

Ben Ropp (Advanced Learning Library) received a compliment after a Book-A-Librarian session: "The help I received today was completely unexpected! The assistance in preparing my resume was invaluable! Excellent direction and suggestions. Extremely pleased! I came to use the computer unaware of this assistance!"