



MONTHLY ACTIVITY REPORT

December 2019

SERVICE HIGHLIGHTS

Library staff used the month of December to reflect on the successes of the year and to complete planning for the year ahead.

Several of the goals from the department's 2019 work plan were successfully achieved. These included:

- An updated master plan for branch libraries was completed with funding for facility updates added into the City Capital Improvement Program.
- The Advanced Learning Library received honorable mention in the Library Journal Landmark Libraries competition.
- Participation in the 1000 Books before Kindergarten program grew by 44%. More than 4,600 families are currently using the program to develop early literacy skills in their children ages 5 and younger.
- Literary reading for adults continued to gain attention through the ReadICT and Big Read Wichita programs as well as another successful Local Author Day.
- Use of the Wichita E-Reads collection grew by 15%, making this virtual branch the fifth largest circulating outlet in the library system.
- Color photocopying for the public was added in all library locations.
- Access to public computing was expanded through the implementation of guest passes in branch libraries and a circulating laptop dispenser in the Advanced Learning Library.
- An agreement to incorporate the Kansas Daughters of the American Revolution library collection into the research holdings of the Advanced Learning Library was approved.
- Several new partnerships with groups such as the Down to the Wire filmmaking competition, the Greater Wichita Ministerial League and the United States Navy's Deferred Entry Program were established to enhance programming or to increase community awareness of library services.
- Policies to guide the development and presentation of programs were approved.
- Universal Service (e-rate) subsidy awards of more than \$100,000 were received.
- A total of 263 organizations and businesses received special services from the Library.
- Residents from 31 states conducted local history or genealogy research in the Advanced Learning Library.

OTHER NEWS

Due to low attendance, the Grow with Google After-Hours Lab at the Maya Angelou Northeast branch library has been cancelled. The program intern has been transferred to the Advanced Learning Library to assist with Book-a-Librarian sessions and to expand Grow with Google classes offered in the Evergy Technology Training Center.

Beginning in January, Kansas Department of Health and Environment approved training for child care providers will be offered on the third Saturday of each month. Classes will help providers to learn more about library resources and services and to assist them with literacy curriculum development. Courses for the first three months of 2020 have already filled to capacity.

Background screenings were performed for January-March 2020 presenters. One agency scheduled for a one-hour presentation on training of assistance dogs cancelled their program due to objections to the new policy. A second agency also declined. Staff are working to find an alternative speaker on a related topic.

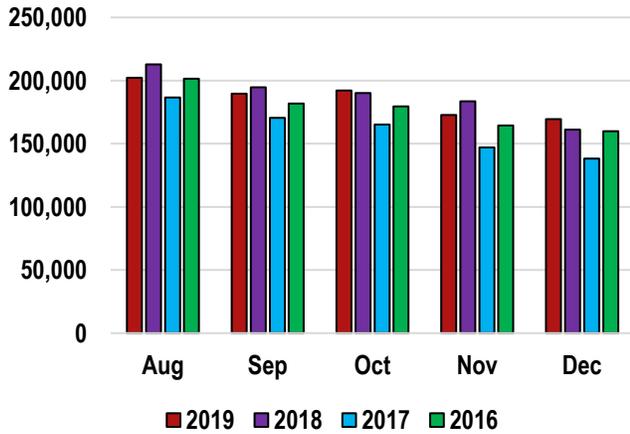
A portion of the Linwood branch has received new carpeting to replace flooring damaged by glass shards during a break-in at the library in the fall.

Agencies receiving special programs or services in December included: Branches and Honey Tree academies; Angel Wings Learning Center and Tree House/Maize child care centers; Via Christi Child Development Center; East Heights UMC Children's Day Out; Evergreen Neighborhood Resource Center; TOP/North early learning center; Fingerprints, The Mount, 2nd Street and Village West head start centers; Habitat for Humanity; Plymouth and Small Wonders preschools; Colvin, L'Ouverture, Spaght and Stanley elementary schools; St. Joseph and Wichita Friends schools; Southeast High School; Oxford Villa Plaza and Prairie Homestead senior living communities; Butler Community College/Andover campus; Kansas Department of Children and Families two WIC clinics and five family care centers.

The Genealogy Section had December out-of-state visitors from Arizona, Colorado, Florida, Illinois, Missouri, Nebraska, Oklahoma and Texas.

Service Dashboard

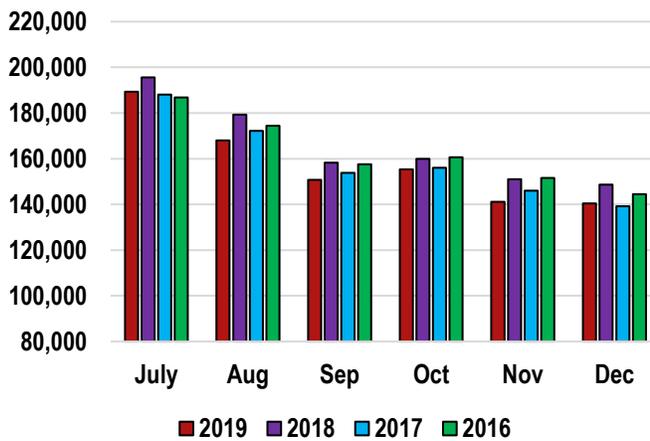
LIBRARY VISITS (door count, catalog sessions, and website visits)



	DECEMBER		
	2019	2018	% change
Door Counts	78,254	69,042	13.34%
Catalog Use	40,076	41,582	-3.62%
Website Visits	51,142	50,534	1.20%
Total	169,472	161,158	5.16%

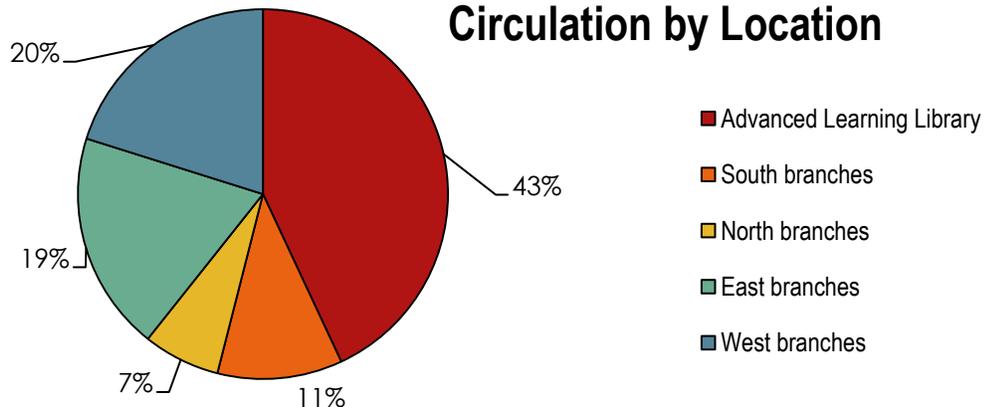
The Rockwell branch counter malfunctioned for several days in November and the Linwood branch counter malfunctioned for three days during September resulting in undercounting of visitors.

CHECKOUTS

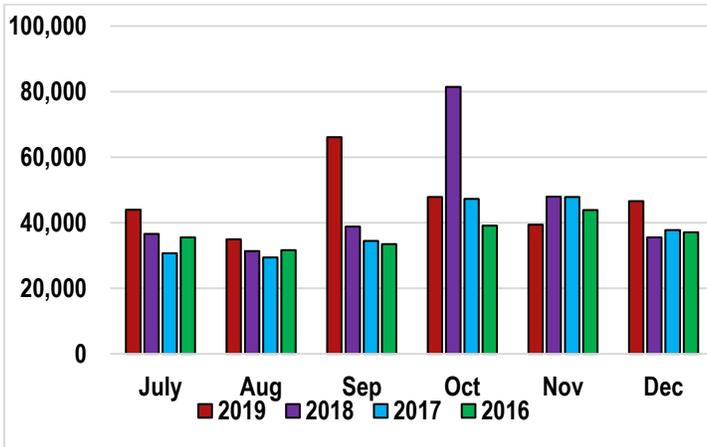


	DECEMBER		
	2019	2018	% change
Physical Circ	127,222	136,144	-6.55%
E-book Circ	13,178	12,546	5.04%
Total	140,400	148,690	-5.58%

Circulation by Location

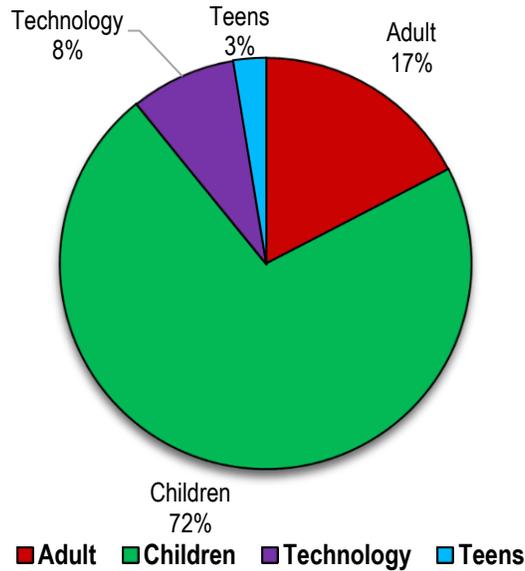


QUESTIONS ANSWERED (by staff in person/phone and through online services)



DECEMBER			
	2019	2018	% change
In person	8,631	8,028	7.51%
Online	37,970	27,466	38.24%
Total	46,601	35,494	31.29%

PROGRAM ATTENDANCE

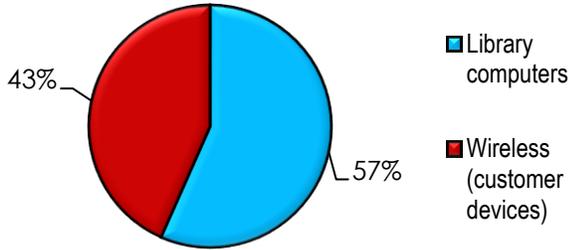


DECEMBER ATTENDANCE

	2019	2018	% change
Adult events	547	253	116.21%
Children's events	2,259	2,049	10.25%
Technology training	261	307	-14.98%
Teen events	79	73	8.22%
TOTAL	3,146	2,682	17.30%

PUBLIC COMPUTING

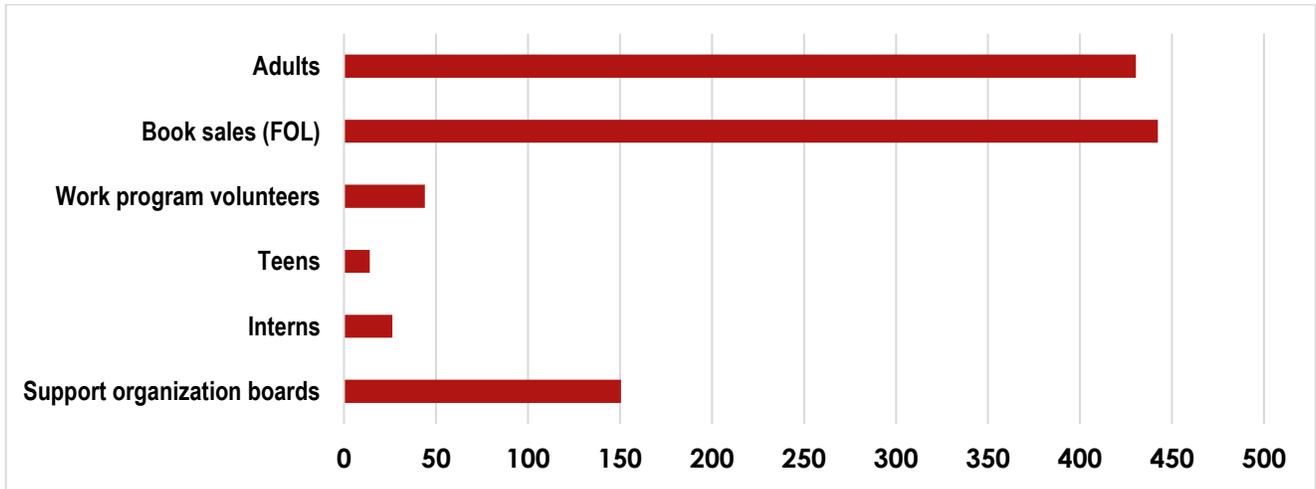
**Method of Computing Access
(by session)**



DECEMBER

	2019	2018	% change
Library Workstation Sessions	8,984	9,885	-9.11%
Wi-Fi Sessions	6,882	7,216	-4.63%
Number of Users	1,741	1,806	-3.60%
Hours of Access	9,887	10,913	-9.40%

VOLUNTEERS (hours of service)



Number of volunteers YTD = 321 Hours of service received 21,167

MATERIALS DONATIONS (value if purchased)



Year to date total = \$150,509 Items added to Library collections YTD = 7,691

Materials donations include holdings processed from transfer of Kansas DAR library collections.

SERVICE SNAPSHOT: Recent Raving Fans Stories

Circulation Library Assistant Megan Hale assisted a customer who struggles with both low vision and mobility issues. He had not used the library for some time because of these challenges, but decided to come back for another visit. Megan provided Raving Fans service for this customer by writing out instructions for how to access the Wichita E-Reads eBooks service in extra-large letters. She also helped him find the audio book collection, recommended titles to match his reading interests and then helped him to checkout three books, taking an extra moment to write the due date for the items in large, bold lettering on his receipt so that he was better able to read it.

Business Librarian John Cleary attended a SCORE event to discuss library resources relevant to members of the local chapter. While there, he was surprised with an award for his “outstanding support” of the SCORE Chapter 0143. Members told John how much they appreciated his work in both offering business workshops and his helpfulness in one on one sessions he schedules with SCORE clients for more in-depth training on business resources.

On December 20th, a longtime phone customer called to inquire about a song she heard on NPR at 5 AM that morning. She wanted to know more about the particular song she heard (title and artist information). Library Assistant Cassie Fahey did some research and continued to ask questions and learn more about the song the customer wanted to identify. They went through several albums, humming songs, until they determined it was the Andy Williams Christmas Album. The customer was given the phone number for Book-A-Holic so she could see about ordering a copy of the album. She called back later to thank Cassie, practically in tears, and said, “The library means so much to me. Thank you for caring. You made my Christmas.”

Evergreen Branch Library Assistant Samantha Rader helped a Spanish speaking customer with online job orientation forms. Initially, her children were helping her fill out the forms, but Samantha overheard them getting exasperated and no longer wanting to help their mom. Samantha found a tool to translate most of the page into Spanish, that way the customer would be able to view and read the checklist of items she needed to complete. Samantha was able to assist the customer with a few items on the checklist and the customer was able to complete the needed items. Samantha shared information about upcoming technology training classes to be offered in Spanish, explained the Book a Librarian service in case she needed help in the future, and made sure the customer received a copy of the Library’s calendar of events. The customer was very interested to learn about the other library programs offered, such as the Cuentos Bilingues bilingual story time.

On Dec. 27, Library Assistant Emma Marlow issued five new cards to customers who were specifically interested in checking out e-books through the Wichita E-Reads service. She walked them through all the steps of searching for a specific author or title, actually checking out an e-book, how to change the default checkout date to 21 days, and how to return items early. One customer said he was getting a Kindle for the holidays and wanted to be prepared with a new library card. Another couple was going on a trip and liked having access to lots of books without the weight of carrying around physical books. Another customer is reading a series and wanted access to e-books. She ended each transaction with “the Library is just a phone call away if you forget how to do something once you get home.” Everyone left very happy.

A customer called the Westlink Branch to reserve a meeting room for a Bible study group, and she also wanted to book the meeting room at the Rockwell Branch. Eva Caudill, Youth Services Librarian, called the Rockwell Branch to verify the meeting room was available, and helped the customer fill out the meeting room agreement form and confirmed payment for both meeting rooms. The customer was happy that she could take care of these reservations in one visit.