



Monthly Activity Report

December 2020

Service Highlights

The Rockwell and Westlink branches created a drive thru concept at both locations to better serve customers while the library operates in a curbside service model. Staff were finding that customers were having difficulty calling into the branches due to the high volume of holds at each location, and customers were also not being served in the order they arrived. The drive thru model allows customers to drive up, have a staff member grab their materials for them, and leave in a quick, safe and efficient manner. KSN reporter Sam Montero [reported on this service](#).

On December 21, the Library introduced Personalized Viewing Lists, a new service similar to Personalized Reading Lists. Customers are able to visit www.wichitalibrary.org/recommendations, fill out a quick form about their favorite types of movies, and staff work with them to curate a list of recommended movies they can then place on hold and borrow.

The Library, in partnership with Suzanne Perez and The Wichita Eagle, launched the fifth installment of the [#ReadICT Reading Challenge](#). The program is designed to encourage adults to read one book from 12 different categories throughout the year. Participants track their progress using the Beanstack app hosted by the Library and are eligible for monthly prize drawings.

In addition to the Library's Grab Bag service, the Rockwell Branch has helped customers access youth materials by creating children's book bundles. Along with picture book and early reader bundles, Rockwell began offering Library Explorer Bundles in December. These bundles are a set of five titles within a single genre.

Technology trainers are working to create virtual programs that will launch in January 2021. With the Library closed to the public, offering technology assistance is a great challenge. Technology training staff is developing classes that use Zoom and other online tools to help customers remotely. While not every level of class will be available, staff is experimenting to find ways to reach customers of all skill levels.

Plans have been finalized for the construction of the Children's STEAM Garden at the Advanced Learning Library. At the December 2019 Library Board meeting, the Board approved that a budget be established for the garden and that the Foundation CEO be authorized to sign a letter of engagement with WDM Architects and sign a contract with Dondlinger Construction. Construction will begin January 11, 2021 with an anticipated completion in March 2021.

Other News

The Library is partnering with Envision, Sonify and the Wichita Community Foundation for a new initiative, “Data-Driven Storytelling: Making Civic Data Accessible with Audio.” This project is focused on using emerging technologies and methods to create data-drive, audio-first stories that are accessible and inclusive of the blind and visually impaired community.

Robinson Middle School’s librarian was pleased with the Library’s “[CQ Researcher](#)” and “[Getting Started](#)” videos shared on YouTube that she is planning an entire lesson around Wichita Public Library e-cards. Staff also created a video discussing Mango Language, both in [English](#) and [Spanish](#).

Each month, Library staff members present to various District Advisory Boards at their monthly meetings. Westlink Branch Manager Tracie Partridge speaks at the District V meeting. Council Member Bryan Frye mentioned interest in having a new library challenge for District Advisory Board members to complete. In response, Library Assistant Eileen Ball created a library bingo challenge. It encourages participants to become more familiar with the resources available at the library. Prizes will be offered for bingos and blackouts.

While Library facilities are closed to the public, staff is using this time as an opportunity to expand in-house training. Technology trainers presented six sessions of two different classes to staff on a variety of services, including research databases, Microsoft Teams, Cloud Library and MobilePrint.

The Library’s partnership with the Greater Wichita YMCA yielded great success with its Cooking Matters® program for parents and caregivers of small children. The series covered classes on kid-approved snacks, kitchen hacks, recipe adjustments and meal planning. Attendance ranged from 20-24 people each week, and many have expressed gratitude for the program.

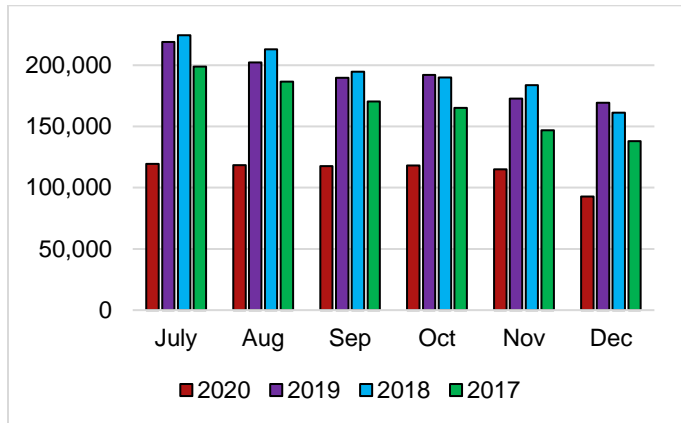
The Tuesday Topics series, in partnership with League of Women Voters Wichita-Metro, continues to be a popular program, especially during the pandemic. In December, 27 customers attended a program that analyzed last year’s presidential election. One customer said: *“I like the group, it’s a smart group and I enjoy the discussion.”* Another customer said they enjoyed the program because their special needs son limits their ability to attend in-person programs, and they feel that with the remote option, they are able to stay more engaged with the community.

Business Librarian John Cleary continues to work with local community members to find grants using the Library’s Foundation Directory. Customers are looking for a variety of different grant funders. For example, a church is looking for grant funding for homeless outreach, food aid/pantry and mental health services during the COVID-19 pandemic. Another is researching grant funding opportunities to help USD 259 students with basic needs.

Service Dashboard

On November 25, 2020, all locations reverted from limited in-person services to curbside and drive-up services due to the rising numbers of COVID-19 cases in Wichita and Sedgwick County. The Evergreen Branch closed at the end of business on November 30 for renovations and a temporary outlet opened on December 21.

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

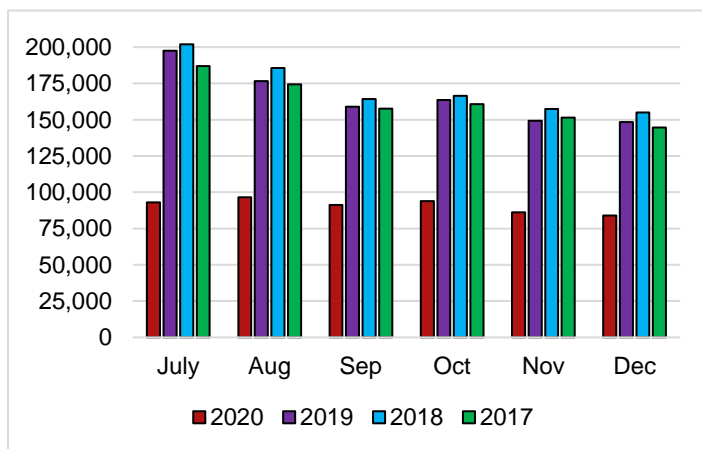


DECEMBER

	2020	2019	% change
Door Counts	12,021	78,254	-84.64%
Catalog Use	38,592	40,076	-3.70%
Website Visits	42,097	51,142	-17.69%
Total	92,710	169,472	-45.29%

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

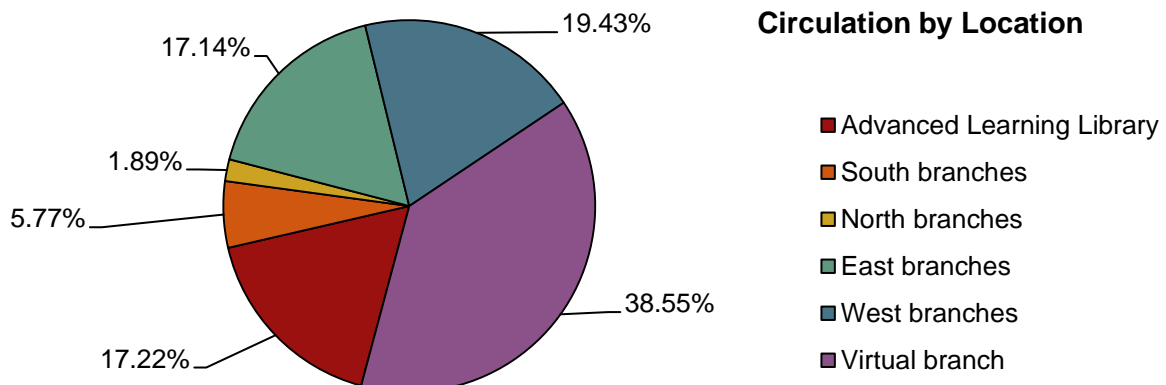
CHECKOUTS



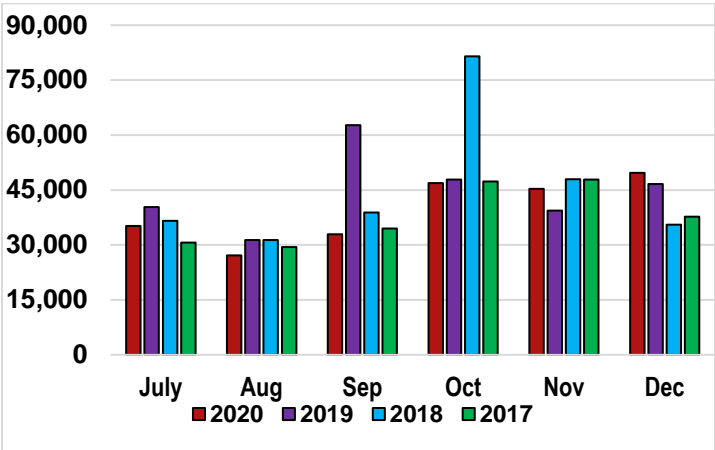
DECEMBER

	2020	2019	% change
Physical Circ	51,566	127,222	-59.47%
Virtual Circ	32,352	21,184	20.57%
WPL	25,542	13,178	93.82%
State	6,810	8,006	-14.94%
Total	83,918	148,406	-43.45%

Circulation by Location



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

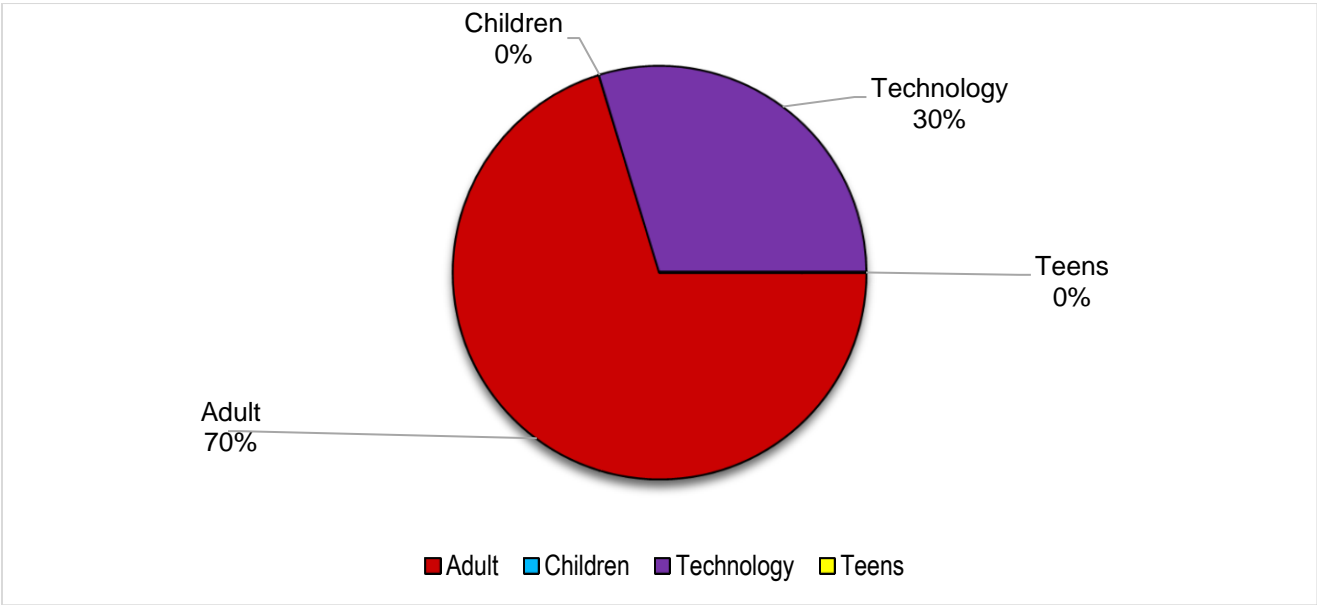


DECEMBER

	2020	2019	% change
In person	N/A	8,631	N/A
Online	49,904	38,035	31.21%
Total	49,904	46,666	6.94%

In person/phone reference transactions were not counted from March-December 2020. Some database usage data not available in time for inclusion in the November 2020 report have been added retroactively.

PROGRAM ATTENDANCE



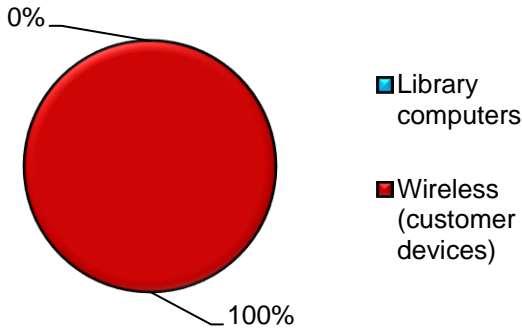
DECEMBER ATTENDANCE

	2020	2019	% change
Adult events	116	547	-78.79%
Children's events	0	2,259	-100.00%
Technology training	49	261	-81.23%
Teen events	0	79	-100.00%
TOTAL	165	3,146	-94.76%

December attendance reflects Book a Librarian technology assistance via telephone and a limited number of virtual programs.

PUBLIC COMPUTING

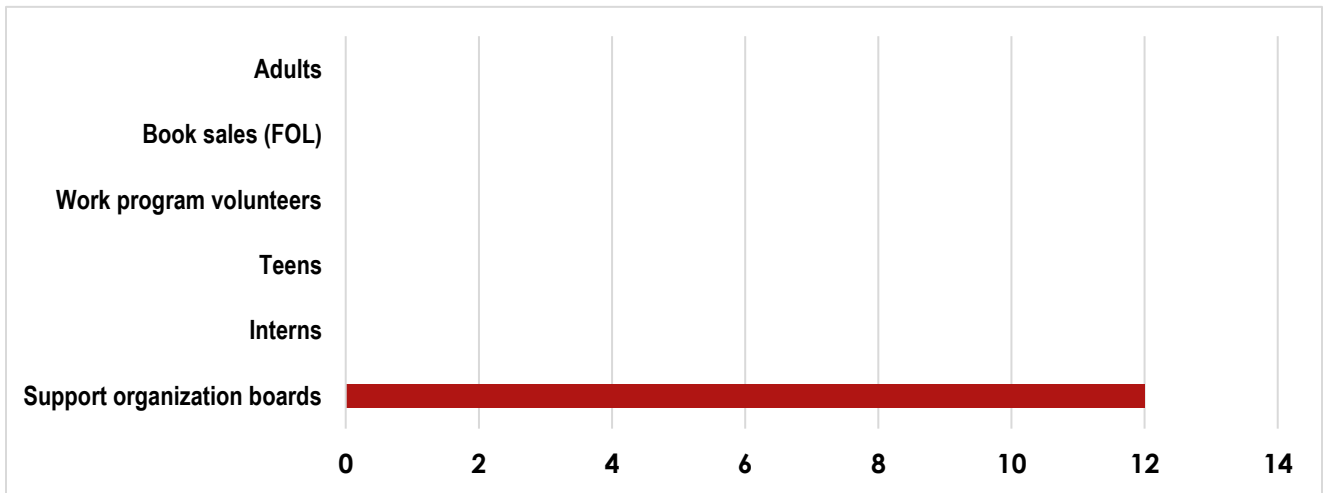
**Method of Computing Access
(by session)**



DECEMBER

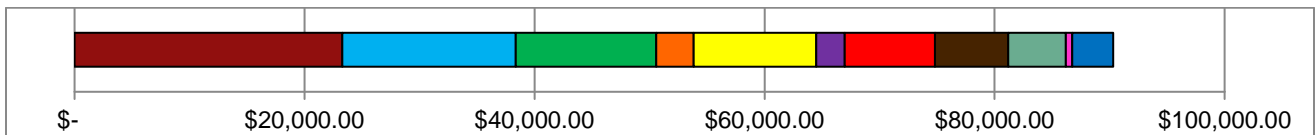
	2020	2019	% change
Workstation Sessions	0	8,984	-100.00%
Wi-Fi Sessions	3,384	6,882	-50.83%
Number of Users	156	1,741	-91.04%
Hours of Access	4,132	9,887	-58.21%

VOLUNTEERS (hours of service)



Number of volunteers YTD = 104 Hours of service received = 3,449

MATERIALS DONATIONS (value if purchased)



Year to date total = \$90,318.70 Items added to Library collections YTD = 5,636

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

Service Snapshot: Recent Raving Fans Stories

A customer called the Westlink Branch wanting 45 materials pulled for her child, who is a voracious reader. Senior Library Assistant Dawn Shelton was able to pull more than 20 materials and emailed the customer instructions for searching the Library's online catalog, adding materials to a list and placing holds on all of those materials at once. The customer sent the following reply: *"Thank you so much for this! I appreciate you and your time. We love the library and having adventures through books! School has us busy and in our free time, we snuggle up with a good book. She's been grabbing the easy readers out of my hand saying, 'Oh Momma, I can read this one!' Next year when she starts kindergarten, she'll be able to read. Thank you again for your time and for caring about us."*

A customer recently purchased several books in memory of her late mother. In a letter with her donation, she wrote: *"...(my mother) was an avid reader, and a former Boston school teacher for nearly 40 years. She moved to Wichita in 2004 and spent the last 10 years of her life living with us. Our trips to the Wichita Public Library are some of the fondest memories of our time together. Thank you for making this wonderful tribute available."*

Research Pavilion staff assisted a customer from Tennessee who needed proof of her grandmother's death in 1948 for a Daughters of the American Revolution application. Kansas death certificates are not public for that year, but staff was able to locate her obituary in both The Wichita Eagle and Wichita Beacon for her. *"Thank you so very much. These obits confirm her middle name...and give her complete date of birth and date and place of death, none of which we had. Many thanks!"*

The Rockwell Branch has received excellent internal customer service from other library locations as they've transitioned to a drive-through model. Staff from Digital Services, IT, Support Services and staff from other branches.

Senior Library Assistant Colleen Strouse received a phone call from a customer whose whole family was diagnosed with COVID-19. The customer needed to renew a book that had a hold on it (which she couldn't do online), but said she'd get out and return the book if she needed to. Colleen looked at the catalog and noted three other copies coming due, so she made an exception and renewed the title for her so she wouldn't have to leave quarantine. The customer thanked Colleen and said she was going to cry because staff was willing to do that for her.

A customer called and wanted to register for a library card, but her account had a bankruptcy on it. After confirming with the customer that she had paperwork to bring in, staff worked together to expedite the bankruptcy process to assist the customer in getting a library card. Several staff members worked behind the scenes to clear the bankruptcy and issue her a new card.