



MONTHLY ACTIVITY REPORT

February 2020

SERVICE HIGHLIGHTS

Technology resources and services were a focus of Library activity in February.

An initial collection of Wonderbooks is now available at the Advanced Learning Library, Rockwell and Westlink branches. These books include an audio player with two modes: “Read-Along Mode” that reads the story aloud while the child follows along, and “Learning Mode” that asks questions to help develop a child’s reading comprehension. The initial collection was assigned to the three busiest locations as a way to best test the durability and circulation procedures of the collection. If the initial test is successful, the collection will be expanded to all Library locations later this year.

Digital access to Value Line is now available in the Library’s virtual branch. This service is a financial publication that provides investment research on for more than 6,000 stocks, 18,000 mutual funds, 200,000 options and other securities.

Although the shortest month of the year, the Wichita E-Reads collection set another new record for use, driven in large part by the addition of e-audiobook titles. The decision to invest in an e-audiobook simultaneous use plan has proven to be financially beneficial as 185 of the 200 titles with simultaneous access were borrowed more than 1,300 times in the 37 days since this format was added to the digital branch collection.

Public computing policies have been revised to remove the account in good standing requirement in order to use library computers and WIFI connectivity. The purpose of the change is to remove a barrier to digital inclusion for individuals with fees on their accounts.

Two of the Library’s Short Story Dispensers were relocated in February. A dispenser previously assigned to the Dole VA Medical Center moved to the Wichita State University campus, where the monthly use increased nine-fold. A dispenser previously placed at the University of Kansas Pediatric Clinic has been moved to the Hunter Health Clinic. During the first month, use of this dispenser remained about the same but is now reaching a more diverse audience. The Library’s third dispenser remains at the Reverie Roasters Douglas Flagship location where it is one of the well-used United States dispensers provided by Short Editions.

OTHER NEWS

More than 750 people attended this year's Academy Award Shorts Film Festival. This was the 34th year the Library has offered this program, which gives Wichitans the opportunity to view nominated short films in three categories. Two all-day screenings of all categories were held at the Advanced Learning Library, with several category-specific screenings held at various branch locations throughout the week-long festival.

A new "Become an Informed Voter" tile has been added to the research tools section of the Library's website. The page, part of a larger project encouraging civic engagement, includes information about state and national elections, voter registration information, and simplified access to digital reference resources that provide access to political and election issues.

Full-time staff members from the Evergreen branch joined co-workers from the Evergreen Neighborhood Resource Center to discuss plans for coordinating efforts as part of the planning consolidation of operations as the library facility is remodeled into a community center.

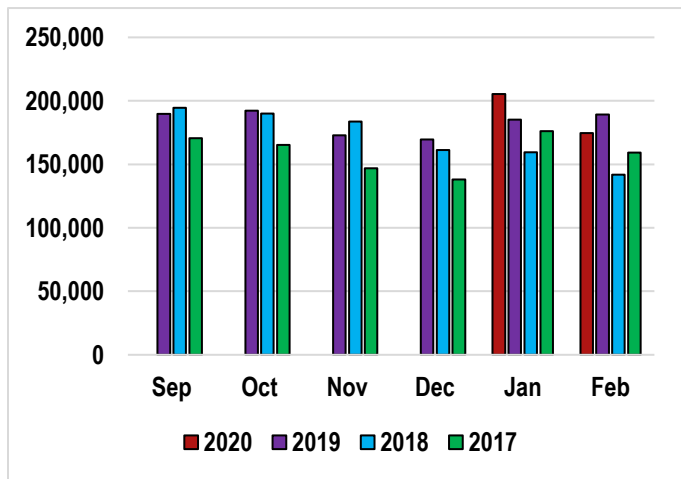
Business Specialist John Cleary co-presented a SCORE program, "Business Planning," on February 22. Twenty people attended this program, including participants in the farming, retail, beauty and automotive industries. Several databases were introduced to help participants plan and grow small businesses.

The Burns Research Pavilion hosted out-of-state researchers from Alaska, California, Missouri, Montana, Nebraska and Oklahoma.

Agencies receiving special programs or services included: Branches, Bug Lady Science, Honey Tree, and New Song academies; Dovereur de Livres and Libros book clubs; Envision Child Development Center; Bright Minds Learning Center; LaPetite/Waco, Loving Arms, Tutor Time/Maple, and YMCA/East child care centers; Kiddy Kollege Child Care Center; Princeton Early Learning Center; 2nd Street, Fingerprints, and Parklane head start centers; the Department of Children and Families, WIC offices on Clifton and at the Sedgwick County Health Department; Discovery Place preschool; Kidslink Preschool; Southeast High School; Gordon Parks Academy; Resurrection school; Buckner, Cloud, Colvin, Franklin, and Kensler elementary schools; Halstead High School; St. Francis of Assisi school; the Downtown Senior Center and three family care centers.

Service Dashboard

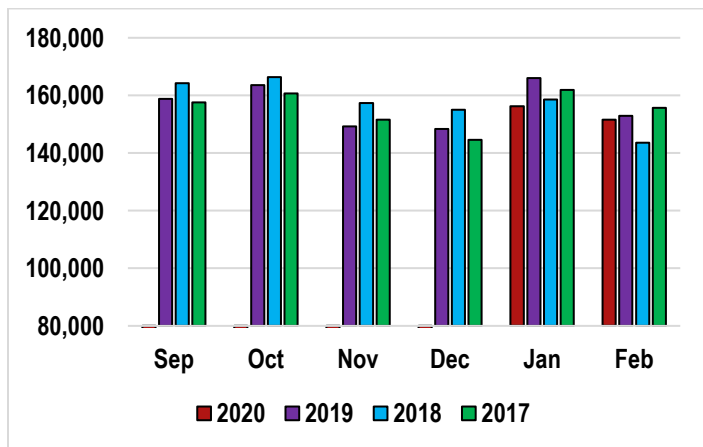
LIBRARY VISITS (door count, catalog sessions, and website visits)



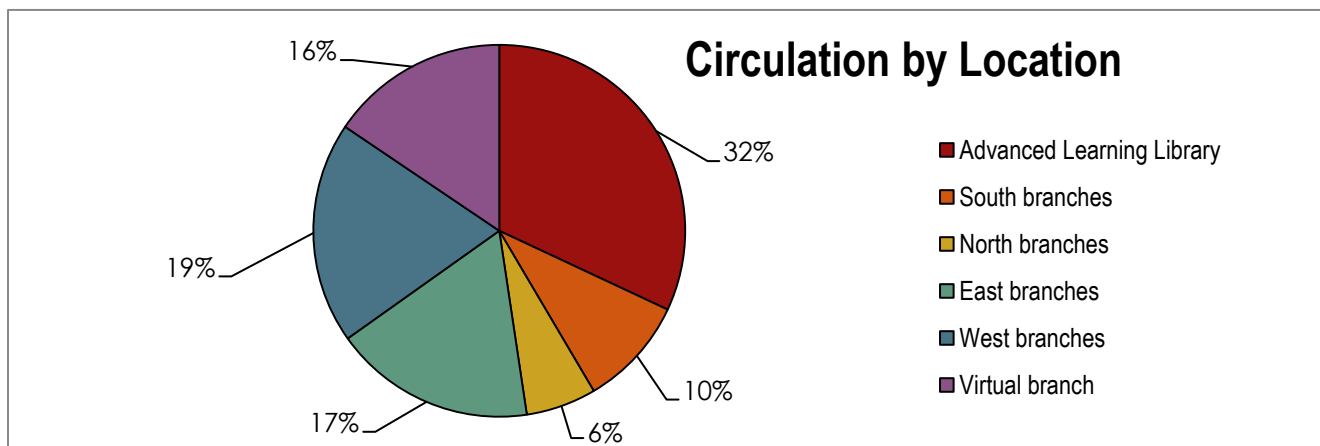
FEBRUARY			
	2020	2019	% change
Door Counts	73,588	83,650	-12.03%
Catalog Use	41,278	42,918	-3.82%
Website Visits	59,680	56,382	5.85%
Total	174,546	182,950	-4.59%

The Advanced Learning Library's east entry door counter and the Westlink branch door counter malfunctioned during February, resulting in an undercounting of visitors.

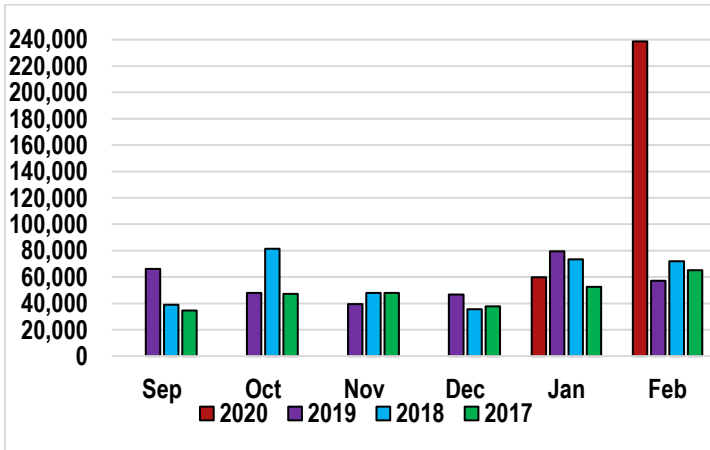
CHECKOUTS



FEBRUARY			
	2020	2019	% change
Physical Circ	127,159	133,645	-4.85%
Virtual Circ	24,412	19,250	26.82%
WPL	15,777	12,715	24.08%
State	8,635	6,535	32.13%
Total	151,571	152,895	-0.87%



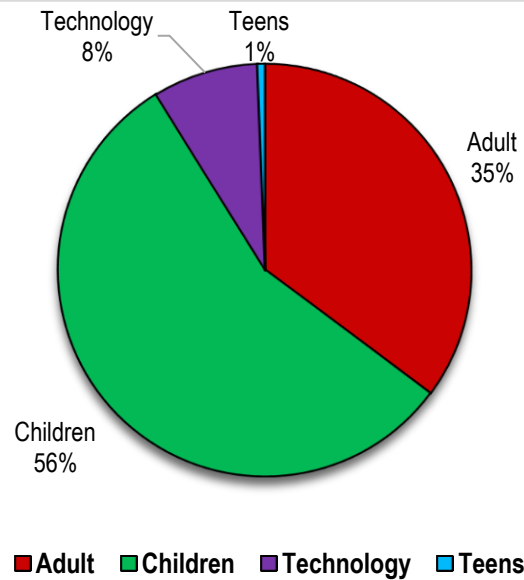
QUESTIONS ANSWERED (by staff in person/phone and through online services)



FEBRUARY			
	2020	2019	% change
In person	9,980	7,708	29.48%
Online	228,625	49,466	362.19%
Total	238,605	57,174	317.33%

Unusually high use reports from Britannica Library and EBSCO Research Databases account for the extreme increase in questions answered during the month.

PROGRAM ATTENDANCE

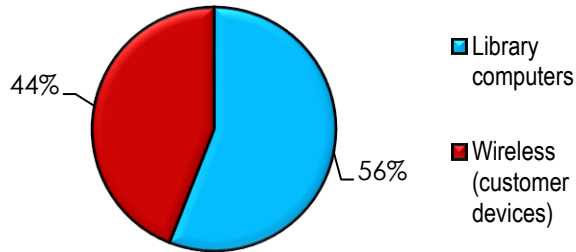


FEBRUARY ATTENDANCE

	2020	2019	% change
Adult events	1,796	1,862	-3.54%
Children's events	2,839	2,778	2.20%
Technology training	419	324	29.32%
Teen events	27	106	-74.53%
TOTAL	5,081	5,070	0.22%

PUBLIC COMPUTING

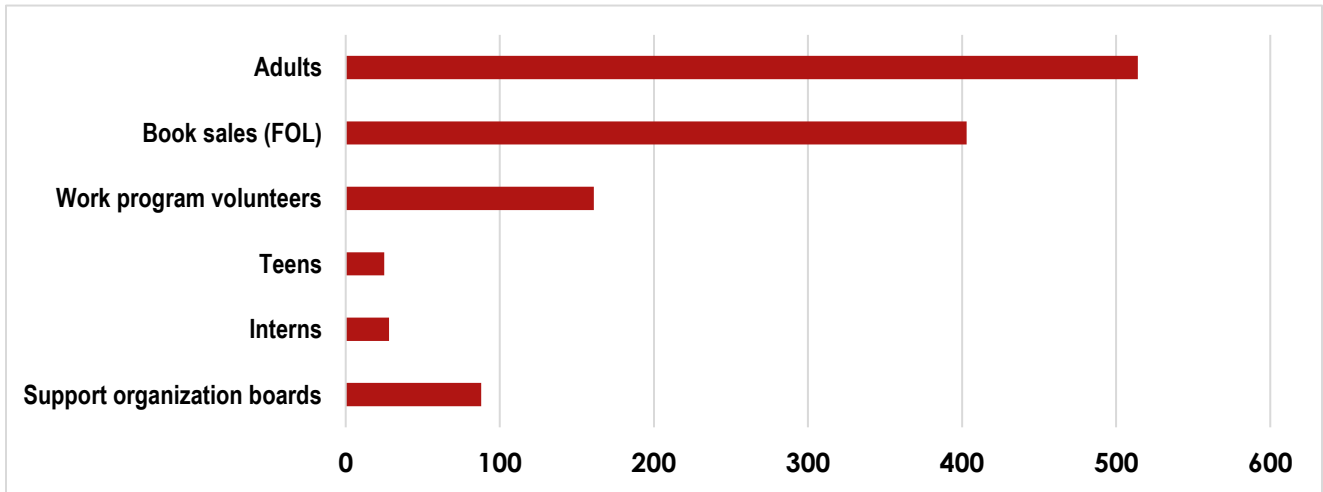
**Method of Computing Access
(by session)**



FEBRUARY

	2020	2019	% change
Library Workstation Sessions	10,257	9,799	4.67%
Wi-Fi Sessions	8,068	7,814	3.25%
Number of Users	2,207	1,914	15.31%
Hours of Access	11,544	11,385	1.40%

VOLUNTEERS (hours of service)



Number of volunteers YTD = 102 Hours of service received = 2,451

MATERIALS DONATIONS (value if purchased)



Year to date total = \$38,372.69 Items added to Library collections YTD = 2,196

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

SERVICE SNAPSHOT: Recent Raving Fans Stories

The drive-up window at the Advanced Learning Library was temporarily out of service while new guttering was added to the building. During that time, a customer called and spoke to Library Assistant Megan Hale and expressed frustration because she has trouble getting in and out of her vehicle, which is why she enjoys the drive-up service. Megan went to the customer's vehicle, grabbed her library card, checked out and presented her materials. The customer was thrilled for the assistance.

A blind customer scheduled a Book-A-Librarian appointment at the Evergreen Branch. Staff member Samantha Rader researched accessibility websites and apps the customer could use to navigate her Android phone. The customer has called back to schedule another session so she can continue working with Samantha.

After a Book-A-Librarian appointment at the Westlink Branch, a customer sent a thank you note to the branch: "I just wanted to say thank you for this service – it was so helpful. Andrea (Porter) was very knowledgeable and patient. She answered all of my questions, and I'm currently reading an e-book because of her assistance."

A teen customer was scheduled (in a general sense) to meet with the Homeless Outreach Team to arrange the purchase of a bus ticket home to their family, but was having trouble getting the officers. Library staff also contacted the department but was only able to leave a voicemail. Library staff worked with the security guard to track down someone that could help them. Given the customer's age and sensitive nature of the situation, all were concerned for the wellbeing of the customer. After continuing to reach out, the security guard was able to speak with someone from the United Way. They were able to offer the teen a safe space to wait for the HOT member and arrange the purchase of the bus ticket. The teen customer was grateful to staff for looking out for them, assisting them, and providing a guest pass so they could get their affairs in order and figure out living arrangements at their new destination.

A college student from Fort Hays State University, in his final year for his Geology Degree, had to take an elective and decided to take a film class. He was tasked with writing a paper but did not have a lot of term paper experience during his Geology studies, and he wasn't sure what a "scholarly" article was. Librarian Daniel Pewewardy showed him how to use the Library's databases to access peer reviewed articles that fit within the qualifications for valid sources based off the assignment's prompt. Daniel also showed the student how to access the Fort Hays library resources since he was a long distance learner and didn't realize his access to the University's library.