



# Monthly Activity Report

## February 2021

### Service Highlights

The Dr. Ronald W. Walters Branch opened for curbside service on Monday, February 1. Customers are appreciative of the new location in southeast Wichita. Carla Eckels with KMUW visited the branch on Tuesday, February 2 and [took a video](#) of the installation crew placing the new sign on the building. Plans for a grand opening celebration are in the works and will take place when gathering limits are higher due to COVID-19.

During curbside and drive up window service, staff has found creative ways to provide materials to customers. Recently, the Rockwell Branch began checking out #ReadICT book bundles. Each bundle features three titles that fulfill one or more categories for the Reading Challenge. They also introduced picture book bundles for young readers.

The NEA Big Read: Wichita concluded on Sunday, February 21. Over the six-week program, participants enjoyed virtual programs and book discussions focused on "Circe" by Madeline Miller. Many programs were recorded and placed on the [Big Read Wichita YouTube page](#) for customers to view at a later date. In total, the online videos received 1,435 views. Customers enjoyed the online programs and asked the Library to consider virtual programs or recording live programs for future Big Reads for better accessibility. More information about the Big Read is at [www.bigreadwichita.org](http://www.bigreadwichita.org).

Throughout the month, technology trainers and youth services librarians have put together microprograms, bite-sized programs to inform customers about library resources and services, and also entertain through fun story times. To complete some of the videos, staff continued to learn new software programs like Camtasia, Adobe Presenter and Zoom. Visit the Library's [YouTube channel](#) to view these and other programs.

Dr. Jim Hoy presented a program on Kansas Legends and Folklore thanks to the generosity of a Humanities Kansas Speakers Bureau grant. His stories were entertaining and interesting. One customer responded, *"Dr. Hoy holds such a treasure trove of Kansas lore and history that it is entertaining to hear his recounting of these tales. I appreciated his emphasis on what was told as true and heard as truth versus what was heard as exaggerated or untruth. The appeal of folklore is that it allows the hearer to make the decision on what is believable which may or may not be what was actual. The value of lore is in the quality of the telling and general intrigue of the story and that it has regional relevance. Kansas has its own style of folklore which suits our state and closely reflects the people proud to call it home."*

## Other News

The Library applied for Universal Services (e-rate) funding for its branch internet services for 2021. The Library requested \$106,994.74 in funding for 2021. The Universal Services Fund is a federal program designed to help schools and libraries acquire high-speed internet through a rebate-type program. Libraries can apply to receive back a portion of the amount they spend on internet services each year. The rebate amount is based on the number of students in USD 259 eligible for the National School Lunch Program. The Library is eligible for 90% reimbursement of internet expenditures through the e-rate program. The process can take several months before a determination of award is received, which isn't guaranteed.

The Library was approved for Universal Services (e-rate) funding for its branch internet service for 2020. The Library will receive \$106,035.16 in funding for 2020.

The Library experienced several unexpected closures in February due to weather. The Library was closed on Sunday, Feb. 14, due to snow and anticipated street conditions. The Library was closed Wednesday, Feb. 17 and Thursday, Feb. 18 to conserve energy in the wake of record-setting low temperatures and high energy usage.

Customer-submitted short stories began circulating in the three short story dispensers as part of the Library's initiative to include local stories in the dispensers. The dispensers are located at Reverie Coffee Roasters, Hunter Health Clinic and Ablah Library at Wichita State University.

Barrett, a 1000 Books before Kindergarten finisher, came through the drive-through window, which was busy at the time, so staff asked the customer to pull into a parking stall. Children's Librarian Hannah Adamson delivered the prizes to the mother and child curbside. The mom asked if Hannah could take their photo in front of the Keeper statue, and she had even made a certificate of completion for her child. Barrett was going to celebrate his accomplishment with cupcakes at the park and graciously invited Hannah to attend, but she told him she had to stay and work at the library.

Staff at the Alford and Walters Branch helped customers receive their COVID-19 vaccines this month by assisting several with printing the voucher Sedgwick County requires at the appointment. Most customers they are assisting are aged 65 and older.

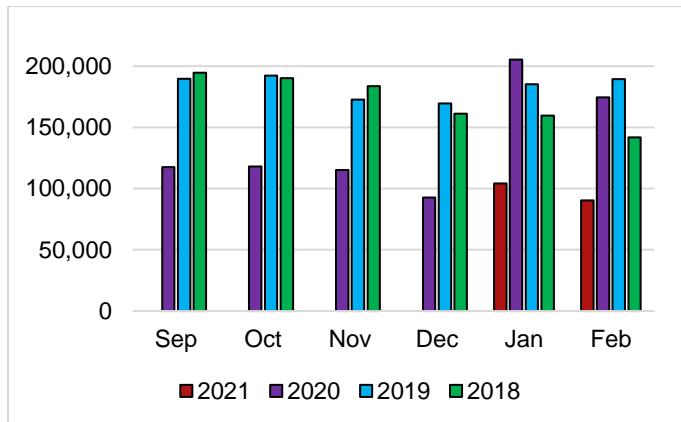
Book bundles at the Rockwell Branch continue to be a hit with customers. This month, a customer thanked staff for having the bundles available. She said the bundles became an adventure for her children, who were always eager to go through and see what books they received.

In early February, the Library had its first unexpected "hit" of the new year: *Four Winds*, by Kristin Hannah. In the five weeks since its release, customers have placed a total of 480 holds on the four formats of the title that the Library currently offers (print, audio cd, e-book, and e-audiobook), including a stunning 167 holds on the hardcover. While it used to be relatively common for fiction books to have print hold queues over 100 customers long, this is the first one in a long time.

## Service Dashboard

On November 25, 2020, all locations reverted from limited in-person services to curbside and drive-up services due to the rising number of COVID-19 cases in Wichita and Sedgwick County. The Evergreen Branch closed on November 30 for renovations, while a temporary outlet opened on December 21 at the Evergreen Recreation Center. The Linwood Park Branch closed on January 15, 2021 and the Walters Branch opened on February 1.

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

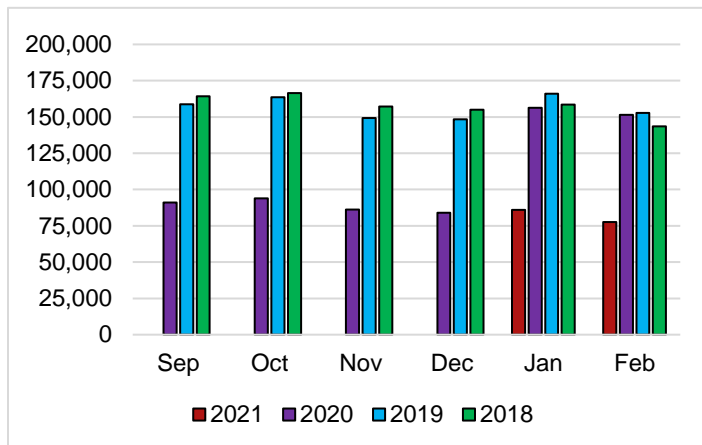


#### FEBRUARY

	2021	2020	% change
Door Counts	8,977	73,588	-87.80%
Catalog Log-ins	39,288	41,278	-4.82%
Website Visits	41,986	59,680	-29.65%
Total	90,251	174,546	-48.29%

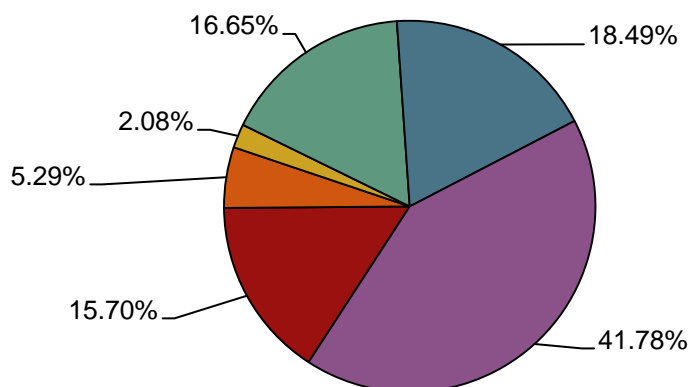
Door counts include activity related to curbside materials delivery.

### CHECKOUTS



#### FEBRUARY

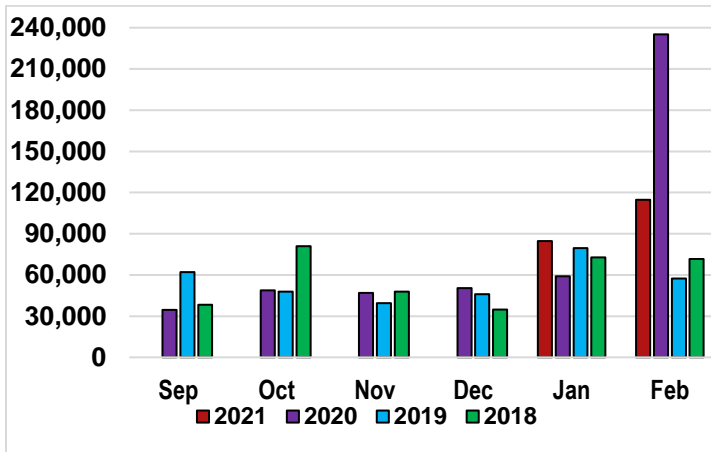
	2021	2020	% change
Physical Circ	45,125	127,159	-64.51%
Virtual Circ	32,386	24,412	32.66%
WPL	25,896	15,777	64.14%
State	6,490	8,635	-24.84%
Total	77,511	151,571	-48.86%



#### 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)

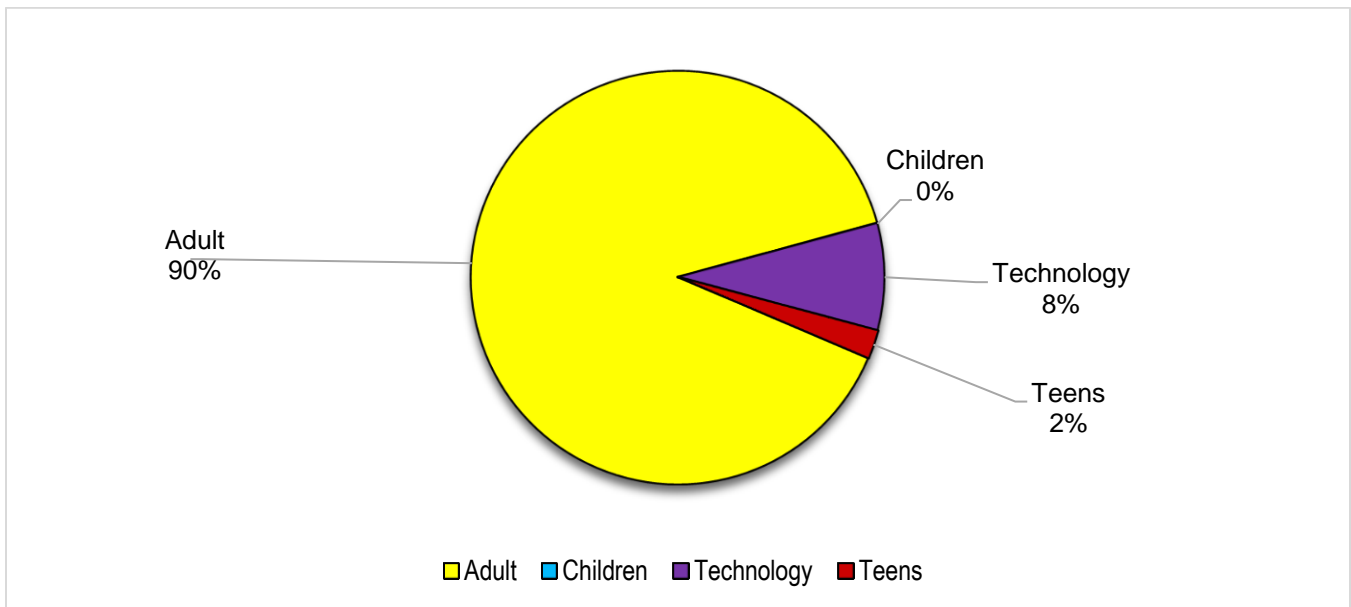


FEBRUARY			
	2021	2020	% change
In person	2,320	9,388	-75.29%
Online	112,295	225,801	-50.27%
Total	114,615	235,189	-51.27%

Some locations did not report in-person and telephone reference transactions in February 2021.

Some database usage statistics from January 2020-January 2021 have been revised as of this report.

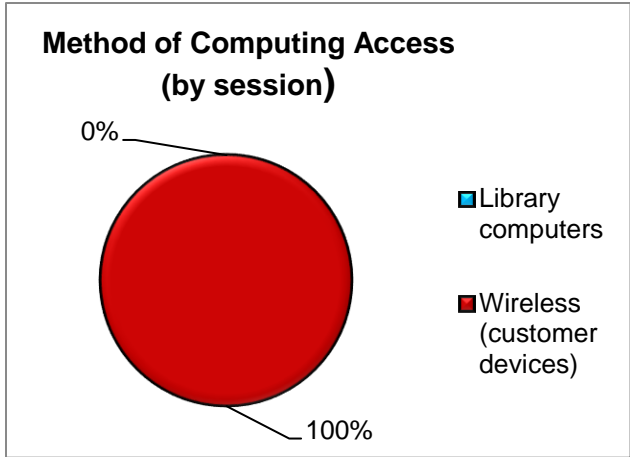
## PROGRAM ATTENDANCE



FEBRUARY ATTENDANCE			
	2021	2020	% change
Adult events	516	1796	-71.27%
Children's events	0	2839	-100.00%
Technology training	48	419	-88.54%
Teen events	13	27	-51.85%
<b>TOTAL</b>	<b>577</b>	<b>5081</b>	<b>-88.64%</b>

February 2021 attendance reflects Book a Librarian technology assistance via telephone in addition to virtual programming.

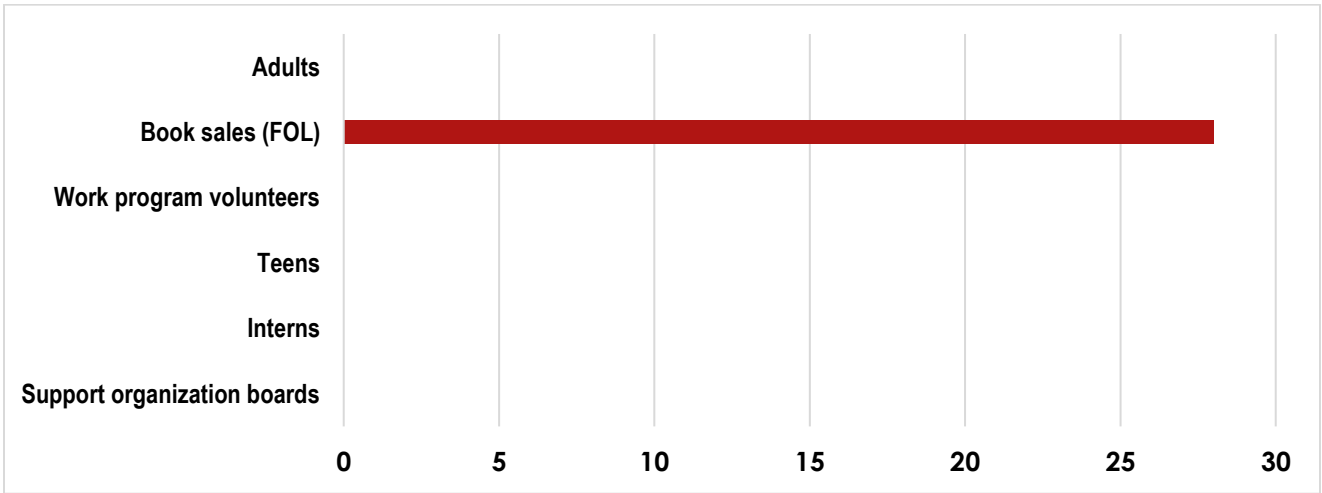
**PUBLIC COMPUTING**



**FEBRUARY**

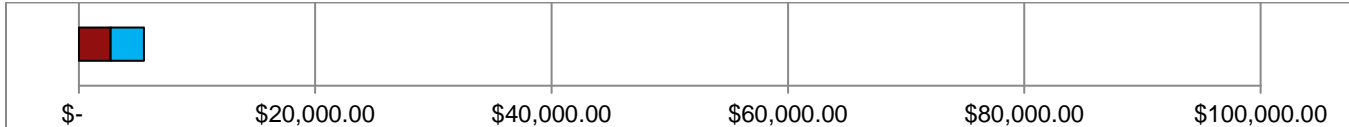
	2021	2020	% change
Workstation Sessions	0	10,257	-100.00%
Wi-Fi Sessions	3,503	8,068	-56.58%
Number of Users	112	2,207	-94.93%
Hours of Access	3,894	11,544	-66.27%

**VOLUNTEERS (hours of service)**



**Number of volunteers YTD = 1    Hours of service received = 28**

**MATERIALS DONATIONS (value if purchased)**



**Year to date total = \$5,501.33    Items added to Library collections YTD = 345**

## **Service Snapshot: Recent Raving Fans Stories**

Staff that provided curbside and drive up window service during February deserve the top “Raving Fans” spot this month. While the library had several weather-related closures, staff still provided these services during very cold days. Customers shared their appreciation for their dedication to their work.

*A parent offered compliments after their teen attended a February program: “I just wanted to reach out and thank you for your time and patience. He is sorely out of practice interacting with most people. He has been homeschooling for a while now. I really appreciate the time you put into helping him discover new books and the resources that were shared. He was so excited to retrieve his books on Friday. It has taken me some time to get him excited about reading, so as a parent it is a relief to see he can interact and get some great book ideas. Also, thank you for the teen events that you have started. He watched the Dungeons & Dragons campaign you held. He is working up his confidence to actually participate, but really enjoyed watching. It is nice to have these opportunities available when we have been stuck home for so long.”*

A customer called asking for books in French in order to practice reading comprehension in that language. Staff member Cassie Fahey (who speaks a little French) was able to place a familiar book on courtesy hold for the customer, *Le Crime d L’Orient Express* by Agatha Christie. She also took time to acquaint the customer with the Library’s World Language section. The customer was appreciative.

A customer called the library to ask a question, and during the discussion, mentioned she really appreciates the services of the technology trainers. *“Whenever I have a problem with my phone I just bring it in and they tell me what to do.”*

A customer called the Rockwell Branch Library because they heard about e-books and e-audiobooks available through Libby, but they didn’t know what the password would be for their account. Librarian Katrina York noticed the card was too old to be in the system, and set the customer up with an e-card over the phone. The customer was thrilled they didn’t have to come in due to the cold weather and thanked the library for *“making isolation so much brighter.”*

The Westlink staff received the following note from a customer: *“Here’s wishing you a Happy Valentine’s Day! In normal times I would have baked you cookies, but considering the pandemic, packaged sweets seems wiser. Hope you enjoy! Also, I am so sorry that your workload has increased to meeting patrons at curbside, yet...it means so very much to have access to books and more. Your “wares” make life much sweeter! Today is so different from the really old Wichita Public Library where I recall the librarian (surely there were others working behind the scenes) sitting behind the high check out desk. Her job seemed, at the time, to check out books (she used a date stamp) and maintained the silence. I loved going there. My neighborhood girl friend and I learned to ride the city bus downtown for these excursions. Sweet memories. Thanks for doing all you do...AND smiling in spite of not always feeling it.”*