



MONTHLY ACTIVITY REPORT

January 2020

SERVICE HIGHLIGHTS

Encouraging people to make reading a habit was a focus of activity for the Wichita Public Library in January.

#ReadICT, a year-long reading challenge sponsored by the Library in partnership with *The Wichita Eagle* once again encourages customers to read one book from twelve different categories over the course of the year. Participants share reading suggestions and comments through the Wichita Eagle #ReadICT Challenge Facebook group and track their reading progress through the Library's Beanstack reading program management software. Participants who have registered reading progress with the Library will be eligible for monthly prize drawings as a way to keep people motivated to maintain their program participation throughout the year.

In conjunction with the year-long program, the Wichita library joined peers from around the country in encouraging customers to also participate in a special one-month January Winter Reading Challenge. Open to people of all ages, the challenge was to read two books in the first month of the year. Of the 629 people who registered, 486 (77%) completed the challenge. Participants were all ages: 105 children (0-11), 8 teens (12-17), and 373 adults (18+). The challenge was sponsored by Penguin Random House Books and open to all Beanstack libraries throughout the country.

On January 24, the Library added e-audiobooks to the Wichita E-Reads digital library. The collection launched with 423 e-audiobooks and more than 200 author interviews. Approximately half of the opening day collection were titles licensed for simultaneous use by unlimited numbers of customers. During the first week of availability, customers borrowed 305 titles, for a total of 580 circulations. Interest in the new collection was further affirmed by the 103 new E-Reads accounts established by Wichita Library customers. Fifty-three readers making their first use of Wichita E-Reads in January borrowed an e-audiobook. The addition of the e-audiobook collection combined with ongoing enhancement of the e-book collection resulted in a new record as 3,269 unique readers borrowed materials from the digital library during the month.

The January emphasis on reading was not done at the expense of other priorities. The Library joined other community service providers to participate in outplacement meeting and resource fairs on January 24-25 for persons affected by the recent Spirit Aerosystems layoffs. Staff members provided general information about the library and specific information about resources and services relating to resume writing, job searching and the Book-a-Librarian program.

OTHER NEWS

New projectors, screens, speakers and AV connections were installed in the Alford, Rockwell and Westlink branch meeting rooms. The updates will enhance service to meeting room rental customers who were experiencing issues connecting laptops to the projection equipment. The upgrades will also simplify presentation of programs such as the Academy Award shorts series.

In order to gather information for annual report performance measures, staff conducted a customer survey about materials collections meant to enhance leisure time and collections related to health, wealth, and other life-long learning. A total of 367 responses were received, with 336 respondents using or borrowing physical materials, 146 borrowing e-books, and 133 using subscription databases. 82% of respondents rated collections meant to enhance leisure time as very good or excellent. 71.2% rated collections related to health, wealth, and other life-long learning as very good or excellent. 121 customers left additional comments about materials collections. Themes included frustration at the lack of selection and excessively long wait times for e-books, the limited quantities of new books, out of date nonfiction collections, and the need to rebuild classic title collections and to enhance the diversity of titles in several parts of the collection. At the same time, customers often commented about their love of the library and their requests for the City to do more to demonstrate the value it places in the library by expanding support for it.

Business specialist John Cleary co-presented a SCORE program “Simple steps to start your Business” on January 25th to a record audience of 27 new and aspiring small business owners.

Partnership and Community Engagement Manager Julie Sherwood has been invited to serve on the 2020 Big Read Book Advisory Committee. The committee will consider future additions to the NEA Big Read title roster.

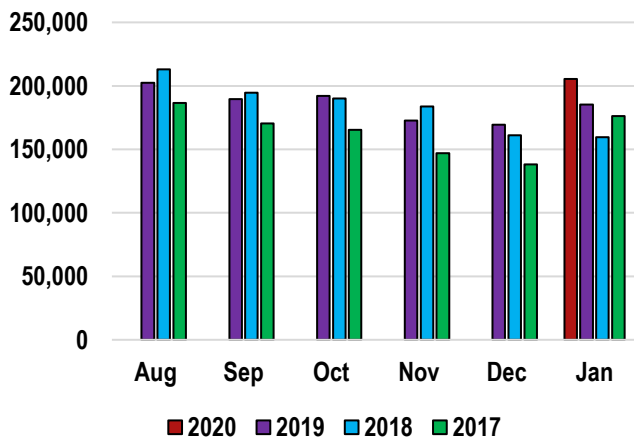
Two grant applications were submitted by the Wichita Public Library Foundation during January: a \$15,000 request to the National Endowment for the Arts for a 2020 NEA Big Read project, and a \$10,000 request to Humanities Kansas for continuation of the Candid Conversations project to be conducted from April 2020 through April 2021.

The Burns Research Pavilion hosted out-of-state researchers from Arkansas, Colorado, Illinois, Indiana, and Wisconsin.

Agencies receiving special programs or services included: Branches, Honey Tree and Northridge academies; Watermark Books; Via Christi and Wichita State University child development centers; KinderCare/Boston, Loving Arms, Scribbles & Giggles/Pawnee, Scribbles & Giggles/Rockhill, and Tutor Time/21st child care centers; East Mt. Vernon UMC and Plymouth churches; 2nd Street, Fingerprints, Shirley Mayes, The Mount, and TOP Northwest head start centers; Downtown Senior Center; Rainbows United; Suburban Garden Club; WIC offices at the Sedgwick County Health Department and Colvin elementary school; the Kansas Department of Children and Families; Asbury, Basic Beginnings, and Discovery Place preschools; Christ the King school; Little Early Childhood Center; Northwest high school; Cloud, Magdalen, Maize Central, Peterson and Riverside elementary schools; and four family care centers.

Service Dashboard

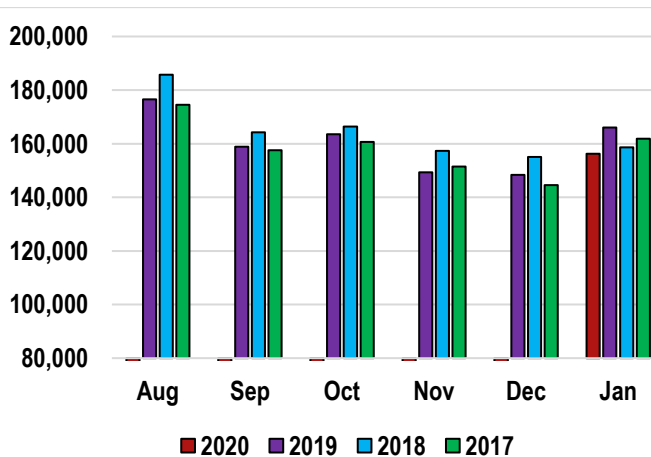
LIBRARY VISITS (door count, catalog sessions, and website visits)



	JANUARY		
	2020	2019	% change
Door Counts	97,608	74,126	31.68%
Catalog Use	44,297	48,507	-8.68%
Website Visits	63,456	62,689	1.22%
Total	205,361	185,322	10.81%

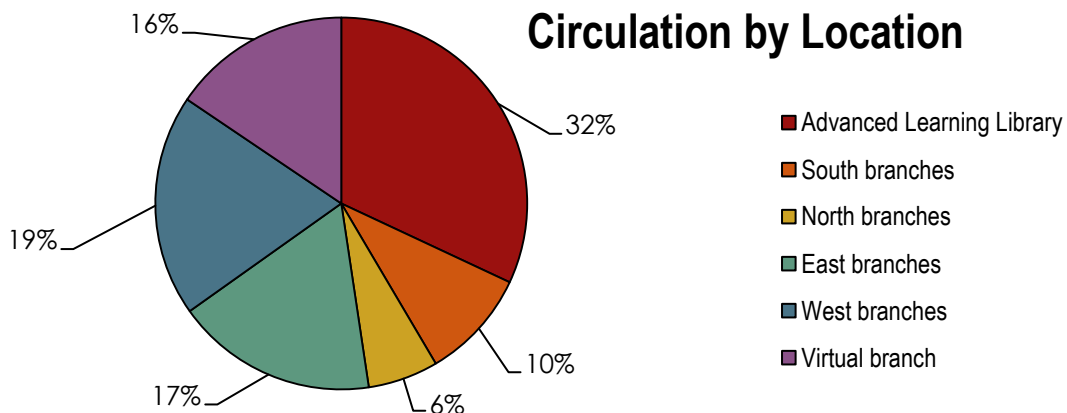
The Advanced Learning Library's west gate counter malfunctioned for four days, resulting in an undercount. The east gate counter reported an unusually high number the following week.

CHECKOUTS

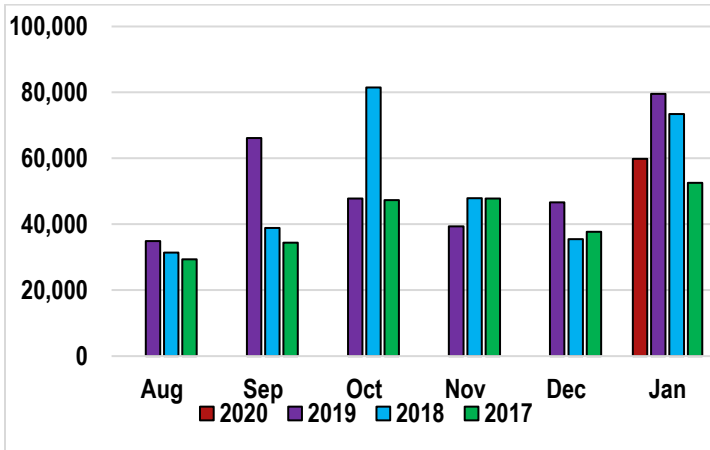


	JANUARY		
	2020	2019	% change
Physical Circ	131,929	144,894	-8.95%
Virtual Circ	24,289	21,091	15.16%
WPL	15,161	14,116	7.40%
State	9,128	6,975	30.87%
Total	156,218	165,985	-5.88%

Circulation by Location

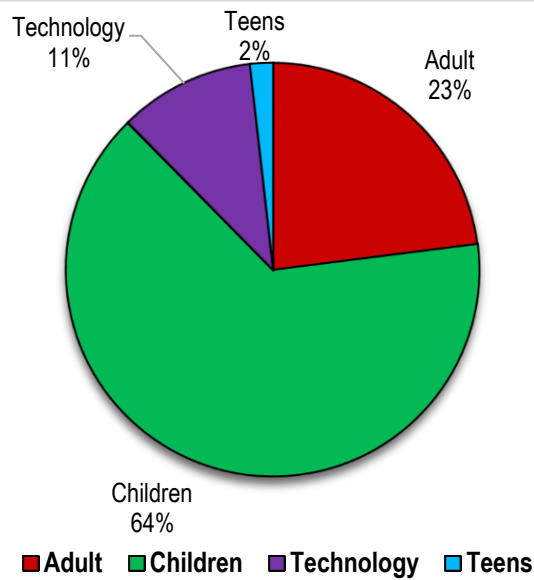


QUESTIONS ANSWERED (by staff in person/phone and through online services)



JANUARY			
	2020	2019	% change
In person	9,110	8,424	8.14%
Online	50,708	71,129	-28.71%
Total	59,818	79,553	-24.81%

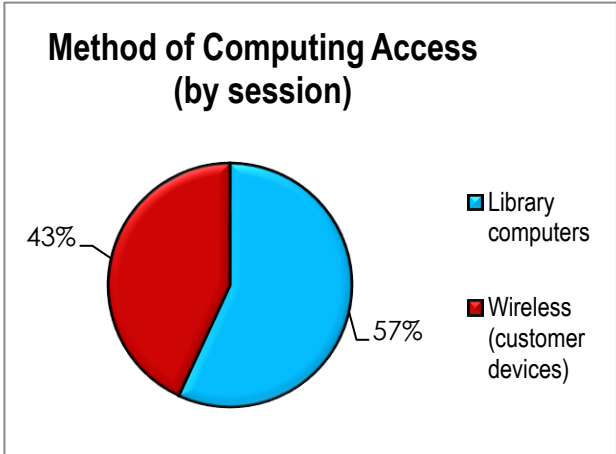
PROGRAM ATTENDANCE



JANUARY ATTENDANCE

	2020	2019	% change
Adult events	1,037	1,273	-18.54%
Children's events	2,915	3,383	-13.83%
Technology training	480	412	16.50%
Teen events	78	67	16.42%
TOTAL	4,510	5,135	-12.17%

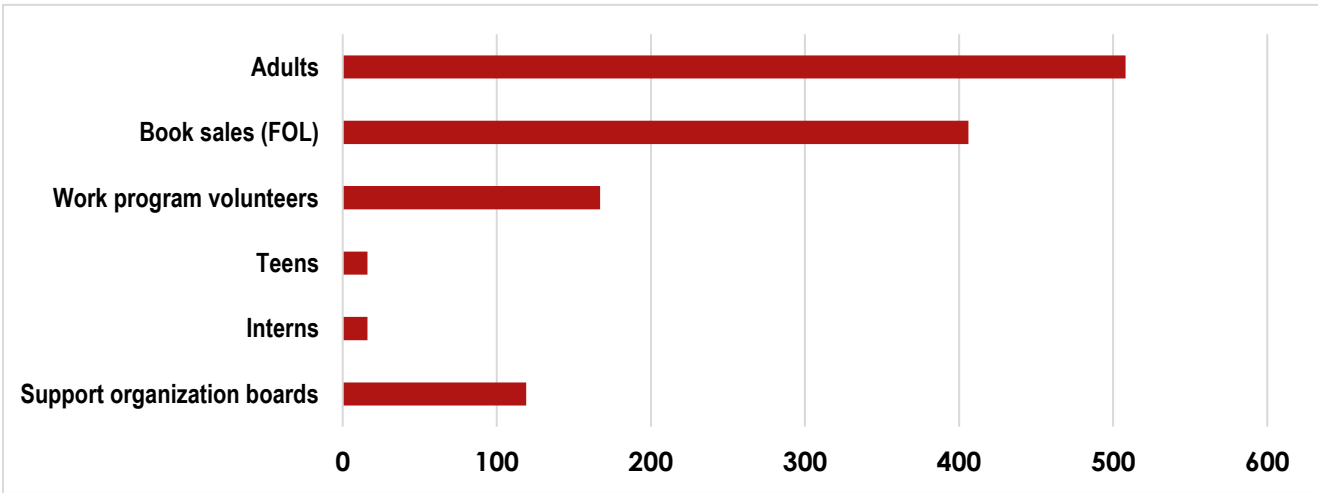
PUBLIC COMPUTING



JANUARY

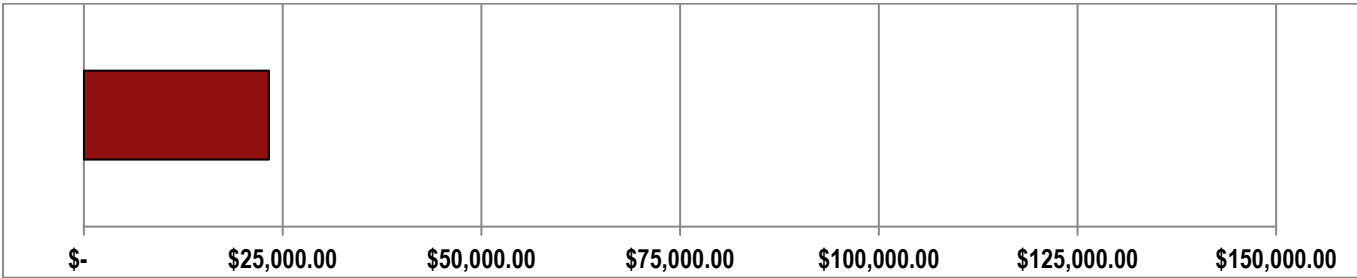
	2020	2019	% change
Library Workstation Sessions	10,139	10,769	-5.85%
Wi-Fi Sessions	7,677	7,928	-3.17%
Number of Users	1,903	1,912	-0.47%
Hours of Access	10,903	11,598	-5.99%

VOLUNTEERS (hours of service)



Number of volunteers YTD = 93 Hours of service received = 1,232

MATERIALS DONATIONS (value if purchased)



Year to date total = \$23,286.07 Items added to Library collections YTD = 1,203

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

SERVICE SNAPSHOT: Recent Raving Fans Stories

Evergreen Branch staff assisted a customer who was recently laid off. He goes to the Workforce Center and Senior Services for job search assistance, but also likes going to the library because staff spend more time with him to answer his questions through the Book-A-Librarian service.

Library Assistant Noelle Barrick helped a woman whose father has dementia, but remembers working at Cessna. Noelle found a circulating copy of *The Legend of Cessna*, a large book with photos. The father and daughter spent time looking through the photos together, and took the book home for further enjoyment.

A customer dropped in at Rockwell Branch on Saturday morning, eager to pick up a hold. The item had been shipped and would arrive in the deliveries due later in the day. As the customer was about to leave, the Library delivery van pulled into the parking lot. Clerk Trina Franklin stepped in to search of the item. The customer profusely thanked staff for saving them another 40 mile round trip to pick up the item.

A visually impaired customer and his wife came to the Westlink branch seeking assistance with opening a zipped audio file from Bard, the reading download system from the National Library Service for the Blind, as well as using the resource on their iPhone. Despite having no experience with this program, Senior Library Assistant Eileen Ball demonstrated how to open a zipped file, while Branch Manager Tracie Partridge e-mailed them information about Bard Mobile, an app that they could download in order to play the file. The customers e-mailed back to let staff know they were able to listen to the recording and they were appreciative of the assistance provided.

Pamela Clarkson, Materials Handling Team clerk, assisted a gentlemen who was planning a 50 year high school reunion. He needed to make a recap of what happened in 1970. Pamela not only suggested using the Special Collections to look at newspaper articles but also provided websites like History.com and books from the Non-Fiction section for that year.

At the Westlink Branch Library, a customer indicated that she had lost her list of books that she had read the previous year. She was trying to recreate the list, but there was a title that she just could not remember. Using Google to search, NoveList Plus (a database that the Library provides access to) to get more thorough book descriptions, and Polaris (the Library's integrated Library system) to verify, Library Clerk Hanah Denning was able to find it. The customer was ecstatic and incredibly appreciative of Hanah's efforts.

A customer came to Library Assistant Misti Hoheisel in need of a Bible that she would be able to read. The customer is legally blind so the tiny print in most bibles does not work for her. Misti told her about the different options the Library has for spoken media and large print books. Misti was able to find a Bible the customer could read from the large print book section. After Misti had introduced her to the spoken media section, the customer remembered she needed to update her address with the Talking Books Department of the Kansas State Library. Misti was able to get assistance from Ken Warner, a technology trainer, to get this updated for her. Needless to say the Library's customer was pleased with the patience that Misti and Ken had in assisting her with her needs.