



# Monthly Activity Report

## January 2021

### Service Highlights

Staff at the Alford Branch rang in the New Year by filling more than 100 hold requests on the first operating day of 2021. Staff answered phone calls, fulfilled faxing service and checked in several tables of returned materials.

The Library and its community partners launched the 13<sup>th</sup> annual NEA Big Read: Wichita on Saturday, January 9. Customers could watch the [Virtual Kick Off](#) on KPTS and [www.kpts.org](http://www.kpts.org) and then drive through the Advanced Learning Library later that evening to pick up a free copy of “Circe” by Madeline Miller, this year’s Big Read selection.

Several staff members have created informational videos about different resources and services available to customers. These videos live on the Library’s [YouTube account](#) and will be shared on various social media platforms: [Getting a Library Card](#), [Quick Start Online for Teens](#), [How to Pay Fines and Fees](#) and [Finding Items at the Library](#).

The move from the Linwood Park Branch to the Walters Branch moved along ahead of schedule. Shelves were installed before the Linwood Park Branch closed on January 15, and following the holiday weekend, movers arrived to bring materials to the new space. The next week, technology equipment was installed to help staff work towards a soft opening date of February 1 offering curbside service.

Based on feedback from customers and staff, the Digital Services Team changed the email address used by customers to send print jobs via the Library’s mobile print service. MobilePrint allows customers to send documents to the Library’s printer using an email, a website or an app. Customers and staff complained that the former email addresses were too complex, easy to mistype and hard to enunciate over the phone. More information can be found on the Library’s [print page](#).

The Library received 2021 tax forms and tax instruction booklets to pass out to customers who need them. Librarian John Cleary coordinated these efforts, and customers are able to pick up these forms through curbside and drive up window service from February 1 through April 15.

Technology Trainers held their first technology training programs in January. Teaching technology in a virtual environment to beginner and intermediate learners has unique challenges, so staff evaluated existing programming from other libraries for the best opportunities to develop virtual training programs. The Downloading E-Books program had 13 participants and the Practical Security Online program had 21 students.

## **Other News**

The Library introduced original local short story submissions for the three short story dispensers in Wichita. Local authors and writers are encouraged to submit original 8,000 character stories or less for a chance to be featured in the Short Edition story dispensers located at Reverie Coffee Roasters, Hunter Health Clinic and the Ablah Library at Wichita State University. More information is available online at [www.wichita-public-library.short-edition.com](http://www.wichita-public-library.short-edition.com).

The Youth Services team expanded access to library resources for USD 259 schools in Wichita. Staff created more than 549 e-cards for Pleasant Valley Middle School, 411 cards for Washington Elementary, 329 cards for Harry Street Elementary, and 14 cards for Black Elementary virtual second grade students.

The January Tuesday Topics program, "Where Do You Get Your News?," broke away from the usual opposing viewpoints format and featured a panel of three journalists and newsmakers who discussed the rise of social media, fake news and a shrinking industry that has seen significant losses in the last two weeks.

The Special Collections division is creating spreadsheets to sort the Library's photograph collection under various topics, such as Old Town, Native Americans, hospitals, etc. This project came about because the Special Collections division is working on researching and describing the large selection of Old Town photographs for a new walking tour that will be available this spring.

Youth Services Librarian Hannah Adamson's [recorded outreach story time](#) featuring the book *The Midnight Library* was featured in Riverside Elementary School's Literacy Day activities for kindergarten.

January 2021 saw a new record for Wichita E-Reads circulation (e-books and e-audiobooks): 27,227 checkouts. This record was unexpected because the previous record (25,566 checkouts in April 2020) stood throughout all of 2020.

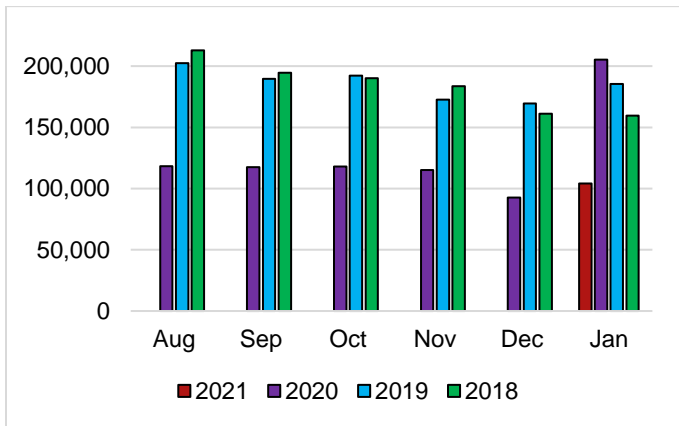
When the Advanced Learning Library was built, staff installed infrastructure to create a centralized, more robust wireless network to create a better customer and staff wireless experience at all locations. As each branch is remodeled, they will be connected to the equipment at the Advanced Learning Library. The Walters Branch will act as a test platform to refine the new wireless network system.

Several Library divisions have begun work on a new podcast that will be an extension of the #ReadICT Reading Challenge. Staff hope that the podcast will be a welcomed platform for reader's advisory and for promoting programs, resources and services to customers.

## 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 on November 30 for renovations, while the Evergreen Temporary Outlet opened on December 21 at the Evergreen Recreation Center. The Linwood Park Branch closed on January 15, 2021.

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

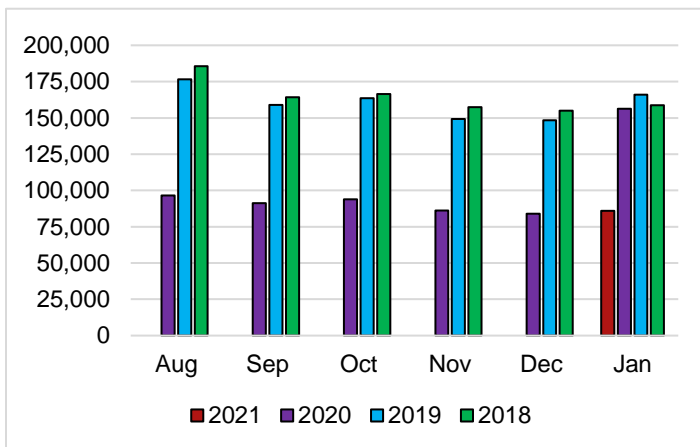


#### JANUARY

	2021	2020	% change
Door Counts	11,166	97,608	-88.56%
Catalog Log-ins	42,581	44,297	-3.87%
Website Visits	50,501	63,456	-20.42%
Total	104,248	205,361	-49.24%

Door counts include activity related to curbside materials delivery.

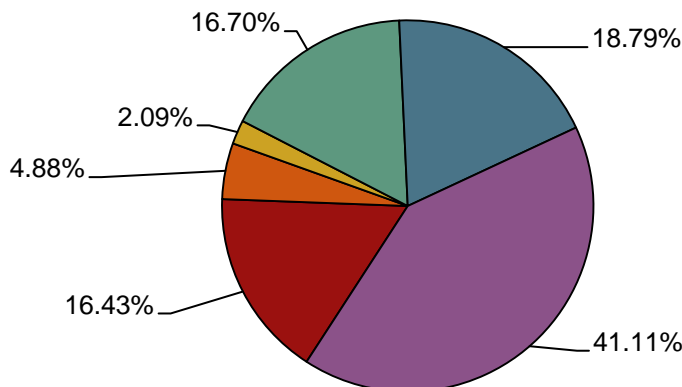
### CHECKOUTS



#### JANUARY

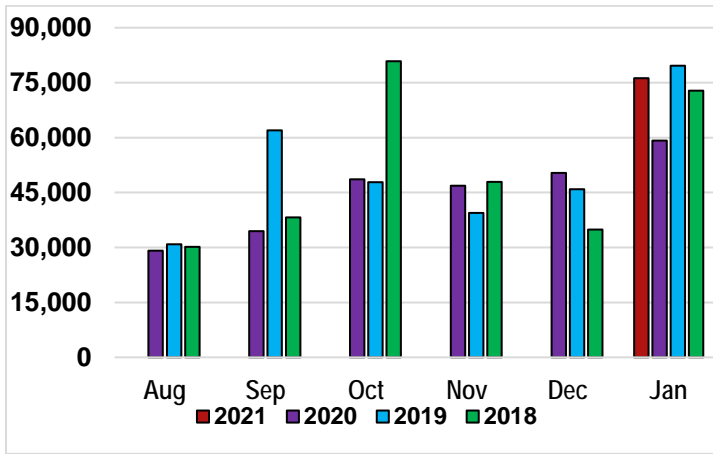
	2021	2020	% change
Physical Circ	50,635	131,929	-61.62%
Virtual Circ	35,341	24,289	45.50%
WPL	28,217	15,161	86.12%
State	7,124	9,128	-21.95%
Total	85,976	156,218	-44.96%

### 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)**



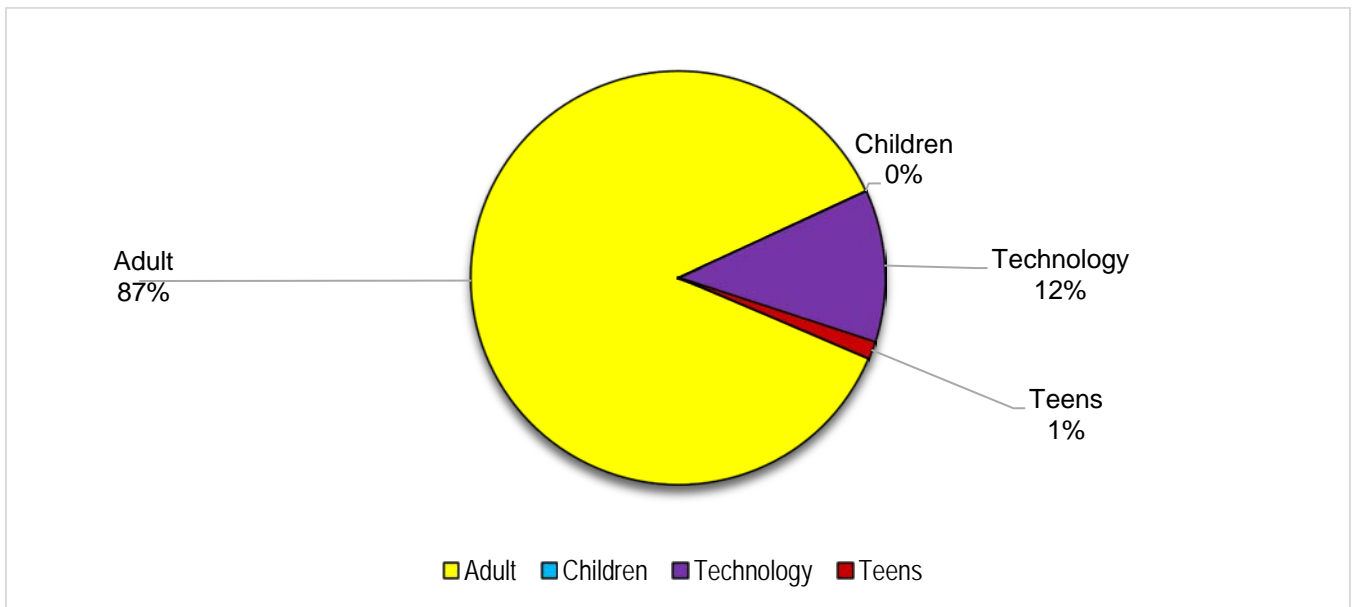
**JANUARY**

	2021	2020	% change
In person	230	8,485	-97.29%
Online	76,188	50,708	50.25%
Total	76,418	59,193	29.10%

Most locations did not record in-person and telephone reference transactions from March 2020-January 2021.

Minor data entry errors from 2018-2020 have been corrected beginning with this month's report.

**PROGRAM ATTENDANCE**

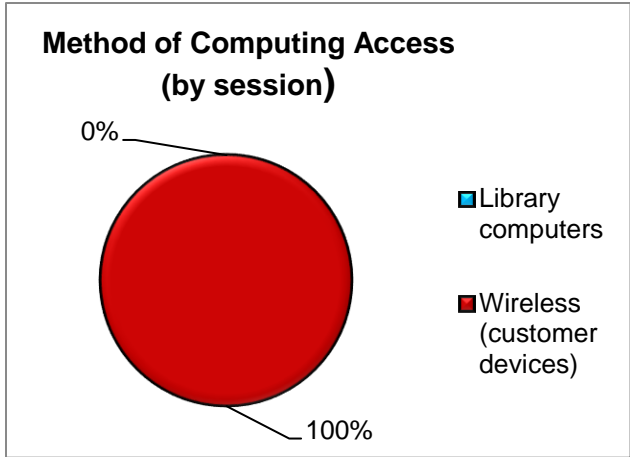


**JANUARY ATTENDANCE**

	2021	2020	% change
Adult events	694	1,037	-33.08%
Children's events	0	2,915	-100.00%
Technology training	95	480	-80.21%
Teen events	11	78	-85.90%
<b>TOTAL</b>	<b>800</b>	<b>4,510</b>	<b>-82.26%</b>

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

**PUBLIC COMPUTING**



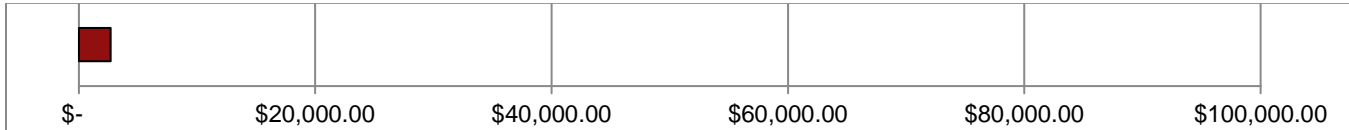
**JANUARY**

	2021	2020	% change
Workstation Sessions	0	10,139	-100.00%
Wi-Fi Sessions	3,394	7,677	-55.79%
Number of Users	147	1,903	-92.28%
Hours of Access	4,057	10,903	-62.79%

**VOLUNTEERS (hours of service)**

No volunteer service was recorded for January 2021.

**MATERIALS DONATIONS (value if purchased)**



**Year to date total = \$2,681.80      Items added to Library collections YTD = 174**

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

The Library's grab bag service continues to invite praise from parents: "Your suggestions look great, as usual! We have loved everything we have gotten so far. Thank you so much for your help."

A customer was worried about hold fees for 30 items she had saved to a list through her online account. Westlink Youth Services Librarian Eva Caudill explained that during the current curbside service model, hold fees are waived. She helped the customer place her saved list items on hold and encouraged her to sign up for the 1,000 Books Before Kindergarten program, since many of her hold requests were for young readers. The finisher prize for 1,000 Books Before Kindergarten is a gold card membership to the Friends of the Library, which has a benefit of no holds fees. The customer was appreciative of the Library's efforts to assist her needs.

Librarian Sara McNeil received a paper copy in the mail of a customer's #ReadICT submissions for 2020 to be put into Beanstack. Sara logged the books, back dating the logs for 2020 and then logged into the customer's Beanstack account to add title and author information into the challenge. Sara then sent a letter to the customer saying she finished logging these books, included a bookmark for the 2021 challenge, and included a Wichita Eagle article about the 2021 challenge, since two of the categories (Own Voices and Challenged Books) might be a little confusing without some explanation.

While working with a customer via email, Collection Development Manager Sarah Kittrell received a compliment for the Rockwell Branch staff: "I would also like to thank you and the people at Rockwell Library for all that you have done for the community during these past many months to continue our library experience. The Rockwell workers have been easy and delightful to work with."

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 WPL are some of the fondest memories of our time together. Thank you for making this wonderful tribute available."

A customer sent a message to the Library on Instagram with the following compliment: "I was so impressed with the drive thru pick up system at Rockwell yesterday. It was so efficient, and an amazing librarian stood out in 27-degree weather to get people their books! Thanks for all you guys are doing during this pandemic. It is immensely appreciated."

Evergreen Branch Librarian Mark Cato continues to assist with COVID testing of City staff at City Hall, part of the City's rapid testing program.