



Monthly Activity Report

July 2020

Service Highlights

Library staff continue to use their creativity and available resources to provide quality services to customers while library operations remain limited.

Many locations have created no-touch displays of materials for customers to browse while visiting. If customers see materials they'd like to borrow, staff are happy to pull materials for them.

Demand for public computing throughout the department remains steady. Finding employment and filing for unemployment continue to be high demand functions.

Six Library locations partnered with the Housing & Community Services Department to provide computer access for individuals seeking to apply for the Section 8 waiting lists.

The test proctoring team successfully proctored 11 exams using Zoom software and hosting socially distant in-person proctoring.

Business Librarian John Cleary worked with five SCORE/SBA clients. He collected business information for business plan startup, market research and industry and demographic information. Areas researched were plumbing, power washing and HVAC.

Wichita was one of several public libraries across Kansas that received financial assistance from the Kansas Health Foundation to transition summer reading programs into online activities and to adjust program promotion accordingly. Grants were awarded through the Kansas Library Association. In addition to the financial support, the Health Foundation has used its own communications team to create a series of videos addressing the importance of summer reading. The most recent video, being widely shared across social media channels, includes Erin Downey Howerton, the Library's Youth Services Manager.

The Summer Reading Program ended on July 23. Despite some challenges moving the program to an online format, many families were excited to finish their reading challenges and collect prizes. Prize bundles included packets of coupons to area restaurants and attractions, and prize books. Kids and teens who read bonus minutes were entered into a drawing to win Amazon gift cards. This year, there were 2,651 participants in the Kids & Teen Read program, and 414 participants in the Baby Bookworms program. A total of 1,954,771 minutes (32,580 hours) were read.

Other News

The NEA Big Read: Wichita has been postponed until January/February 2021 and will move to a virtual format as Library staff and community partners safely navigate programming during the COVID-19 pandemic. Updated information will be available at www.bigreadwichita.org.

Library staff presented the Wichita Public Library's first virtual Learning Circle, "American Government: Constitutional Foundations" on Wednesday evenings in July. A core group of dedicated participants were enthusiastic about the program and were interested in hearing about other Learning Circles and programs that might be presented in a virtual format.

At the request of the Youth Volunteer Corps, Alford and Linwood branch youth librarian Lena Vogt visited with them at Watson Park while they were doing Little Free Library builds and upcycles to donate in the south Wichita area. There are currently more Little Free Libraries in the east and west parts of town and very few in the south neighborhoods. Lena shared information about building literacy skills in the community and the importance of access to books in the community.

In an effort to increase accessibility of the collection and to stay current on trending topics, the Collection Development staff began curating carousels on the online catalog to encourage customer borrowing. July's carousels included: "Celebrate 150 Years of Wichita," "In the Room Where It Happens: Hamilton, Hip Hop & History," "Homesteading: A More Sustainable Lifestyle," and "Read around the World." The carousels saw an increase in titles with holds and check outs.

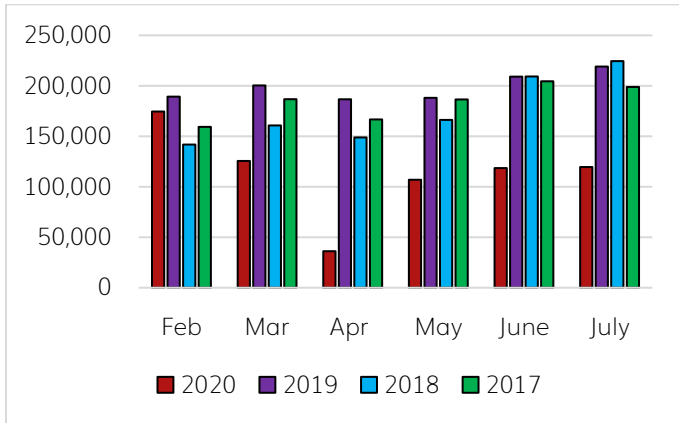
The E-rate reimbursement for January – June 2020 has been filed and the funds have been received in the amount of \$48,431.19.

The IT Analyst and Support Services Manager completed a line by line audit finding that there were several lines and equipment no longer in use still being charged to the Library. The audit will result in over a little over \$780.00 per month in savings.

Service Dashboard

All library buildings were closed to the public from March 17-May 25. Curbside and drive-up service began May 11, while limited in-person services for all locations except Linwood began May 26. Limited in-person services at Linwood began June 1.

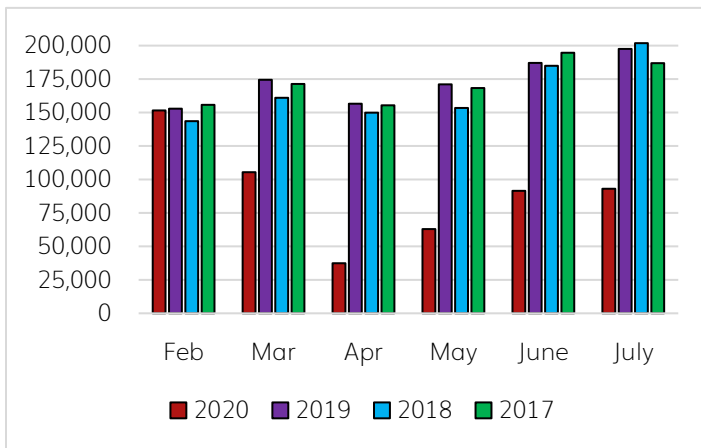
LIBRARY VISITS (door count, catalog sessions, and website visits)



	JULY		
	2020	2019	% change
Door Counts	33,469	102,684	-67.41%
Catalog Use	41,471	49,782	-16.69%
Website Visits	44,585	66,632	-33.09%
Total	118,557	219,098	-45.45%

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

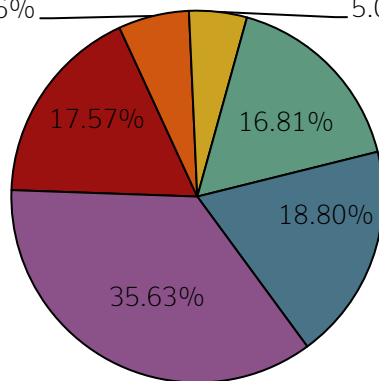
CHECKOUTS



	JULY		
	2020	2019	% change
Physical Circ	59,911	174,159	-65.60%
Virtual Circ	33,164	23,379	41.85%
<i>WPL</i>	23,455	15,117	55.16%
<i>State</i>	9,709	8,262	17.51%
Total	93,075	197,538	-52.88%

6.16%

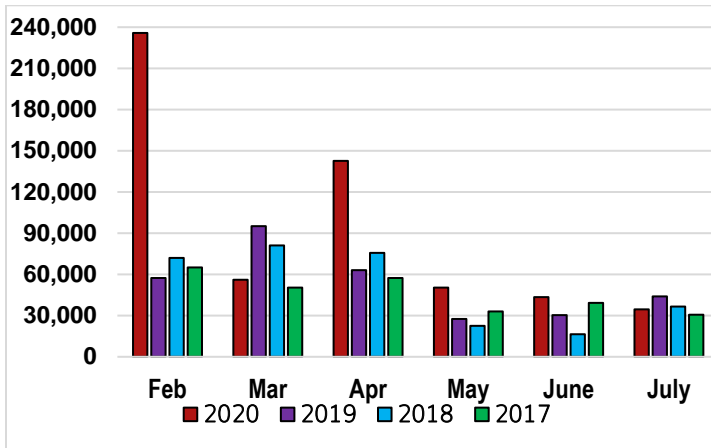
5.02%



Circulation by Location

- Advanced Learning Library
- South branches
- North branches
- East branches
- West branches
- Virtual branch

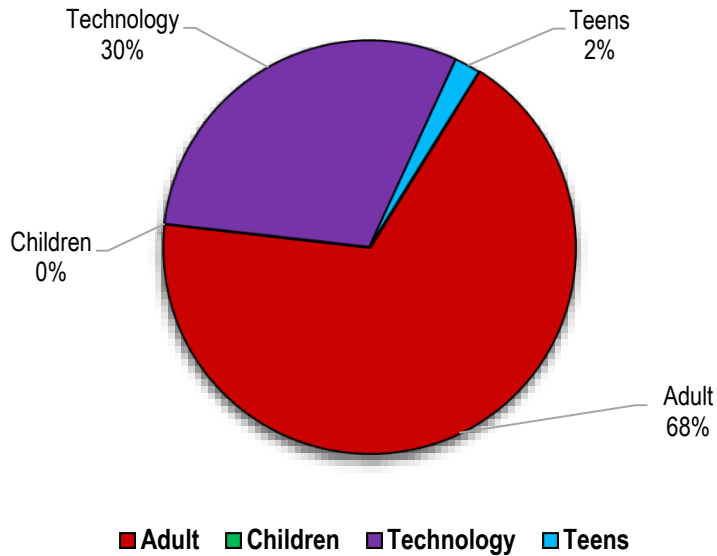
QUESTIONS ANSWERED (by staff in person/phone and through online services)



JULY			
	2020	2019	% change
In person	N/A	9,929	N/A
Online	34,528	34,048	1.41%
Total	34,528	43,977	-21.49%

In person/phone reference transactions were not counted during March, April, May, June, or July 2020.

PROGRAM ATTENDANCE



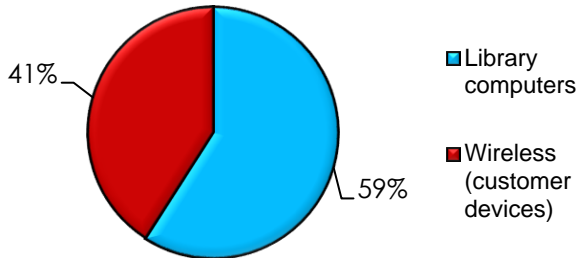
JULY ATTENDANCE

	2020	2019	% change
Adult events	201	882	-77.21%
Children's events	0	5,245	-100%
Technology training	89	370	-75.95%
Teen events	6	268	-97.76%
TOTAL	296	6,765	-95.62%

July attendance reflects Book a Librarian training appointments as well as a limited number of in-person and online events.

PUBLIC COMPUTING

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



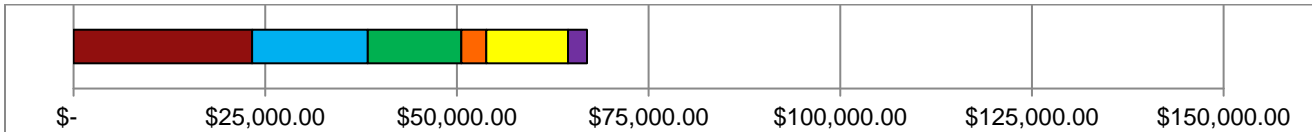
JULY

	2020	2019	% change
Workstation Sessions	4,887	12,086	-59.56%
Wi-Fi Sessions	3,388	9,950	-65.95%
Number of Users	469	2,281	-79.44%
Hours of Access	5,591	13,254	-57.82%

VOLUNTEERS (hours of service)

Number of volunteers YTD = 104 Hours of service received = 3,295

MATERIALS DONATIONS (value if purchased)



Year to date total = \$66,962.44 Items added to Library collections YTD = 4,082

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

Service Snapshot: Recent Raving Fans Stories

Several customers have expressed their gratitude during this time of limited services:

- A customer using curbside service at the Rockwell Branch told staff he appreciates all the safety precautions the Library is using during Covid-19. He also thanked the Library for requiring masks for customers and staff since facilities reopened.
- A customer at the Westlink Branch commented on how grateful she is that she can now come in the library again. During the stay at home order, she really missed her library visits. Not visiting the library was more difficult for her than not being able to eat out, and she **LOVES** eating out.
- Parents and caregivers have expressed a great deal of gratitude about the Summer Reading Program still being offered amidst the necessary precautions this year.

A customer left the following five-star review of the Rockwell branch library “The staff was very courteous and helpful. Every part of the library was practicing Covid-19 protocol. A great place to go and get work done without interruption.”

A customer at the Westlink Branch stopped at the service desk and said she wanted to donate money to the Friends of the Wichita Public Library. The customer told staff she wanted to donate \$200 because the Library provides so much to her family and to others.

Staff at the Advanced Learning Library have received positive feedback from customers who use the concierge service. One customer in particular, stated that this was such a valuable service in that it protected the collections and customers. She walked out with a stack of Ann Cleeves’ mysteries and said she would return for more!

A customer requesting materials for learning French was happy to learn she could access Mango Languages with her library card. She was also happy to discover several French films she’d been wanting to view. She expressed her gratitude to staff for their recommendations.

At the Westlink Branch Library, a customer wanted to check out some movies. He liked new action and comedy. With the inability to browse and a dislike of technology, he had no idea how he was going to find anything. Branch Manager Tracie Partridge had him go to the movie section with her. He stood on one side of the tape line, and she stood on the other. She read him the names of the movies that met his requirements before pulling ones that sounded appealing to him and giving him brief descriptions. She also pulled DVDs from the no touch displays that looked appealing to him. At the end, the customer indicated that “it was almost as good as standing in front of the shelf himself,” and he didn’t think that “he would receive that level of service elsewhere.”