

# Monthly Activity Report

## July 2021

### Service Highlights

The Library began circulating telescopes on Monday, July 12. The Orion StarBlast Astronomical Telescope has been reviewed by a number of astronomical publications and is found to be a great resource for stargazing and learning about the solar system. The telescopes were underwritten by the Georgia Eakins Family.

The Library also began circulating hotspots on Monday, July 19. These hotspots were underwritten in memory of Forrest C. and Frances H. Lattner through the Wichita Public Library Foundation. The hotspots will help provide internet access to customers without immediate access at home.

The Summer Reading Program ended on Thursday, July 29. This year, 592 kids registered for Baby Bookworms, 3,236 kids registered for the Kids Read program, and 778 teens registered for the Teens Read program. Library staff put together a mix of virtual and in-person outdoor programming for kids and teens, including a series of concerts at Naftzger and Clapp Parks.

This summer, in place of the Teen Volunteer Program, Teen Librarian Sara Moesel created the Teen Library Ambassador program. This group of teens created content that will be used on social media and the Library's website throughout the fall. In July, the Ambassadors contributed 120 hours to the library.



More than 80 kids and adults attended the Great Plains Nature Center's "Turtle Tales" program at the Westlink Branch, part of the Summer Reading Program. A representative from the Nature Center read Dr. Seuss' *Yertle the Turtle and Other Stories* and introduced two turtles to attendees: an aquatic, red-eared slider turtle named Chip and a terrestrial, ornate box turtle. Comments from the program were positive, with customers happy that the Library provided safe opportunities for in-person programs during COVID-19.

Youth Services staff at the Westlink Branch created a "Whose Tail Is It?" interactive game in the children's room for the Summer Reading Program. Participants were challenged to find the head and tail that match.

## Other News

Work continues on the Children's STEAM garden at the Advanced Learning Library. This month, most of the play equipment was installed. Work is underway for the steel airplanes that will provide overhead shade for the space.



The Library's ARPA grant through the State Library of Kansas was approved in the amount of \$14,286. This funding will update and add functionality to the Laptop Anytime device dispenser at the Advanced Learning Library. The new devices will have needed features for customers, such as webcams, Zoom and similar technologies. The City Council approved this grant submission and award.

Library Communications and Digital Services teams created a back to school/library card campaign that promotes the value of registering for a public library card during the school year. The campaign features a webpage dedicated to teachers and educators with curated resources and services for their classrooms, along with information about getting a library card. Part of the campaign is a 10-day billboard campaign at the following locations:

- Kellogg & E. Zelta
- 135 & 17<sup>th</sup> Street
- 235 & 31<sup>st</sup> Street (north / south)
- K15 & 47<sup>th</sup> Street (north/south)
- Maize & 37<sup>th</sup> Street
- E. Kellogg @ YMCA

The City Manager has appointed the Wichita Fire Department to oversee work to establish a Continuity of Operations Plan (COOP) for each department utilizing Kansas Planner, a cloud-based system utilized by the Kansas Department of Emergency Management. As a governmental entity in Kansas, the City of Wichita is authorized to utilize Kansas Planner for Continuity Planning. The new COOP is slated to be finished by December 2021.

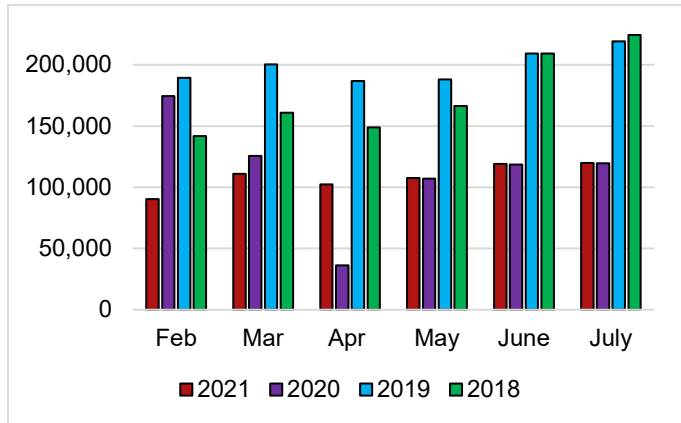
The Library's e-rate was approved in the amount of \$55,961.82.

Rockwell Branch Manager Savannah Ball received a completion certificate for the Wichita State University Mini MPA program during a recent City Council meeting.

## Service Dashboard

All Library buildings were closed to the public from March 17-May 25, 2020. From November 25, 2020-March 7, 2021, all locations were limited to curbside and drive-up services. Although services have expanded, they are still reduced from pre-COVID levels. The Evergreen Branch closed on November 30, 2020 for renovations and 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.

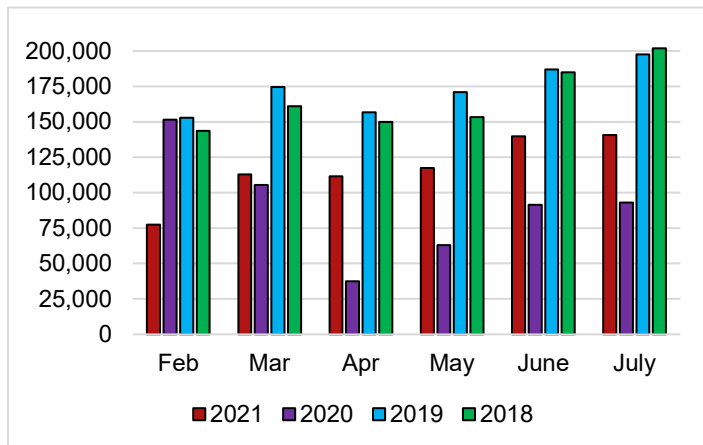
### LIBRARY VISITS (door count, catalog sessions, and website visits)



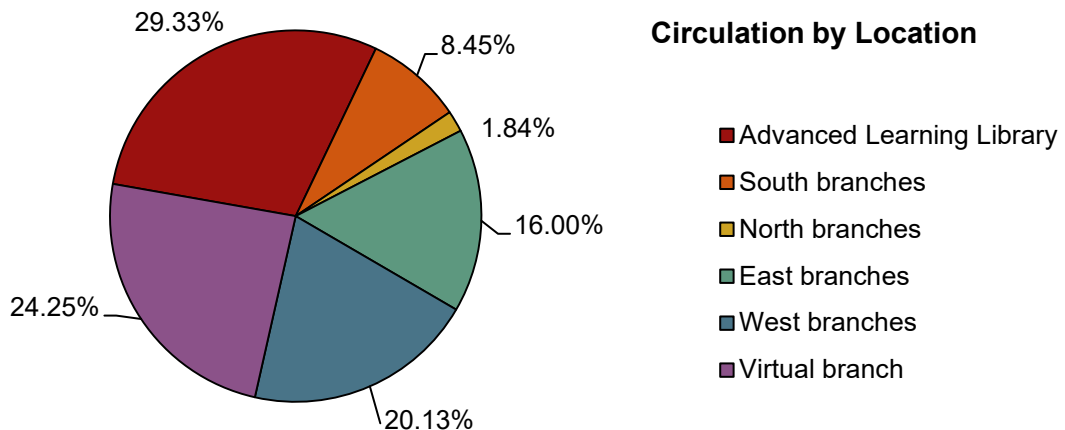
JULY			
	2021	2020	% change
Door Counts	42,231	33,469	26.18%
Catalog Log-ins	35,635	41,471	-14.07%
Website Visits	42,085	44,585	-5.61%
Total	119,951	119,525	0.36%

Due to equipment failure, the door count for the Walters Branch is artificially low in July 2021.

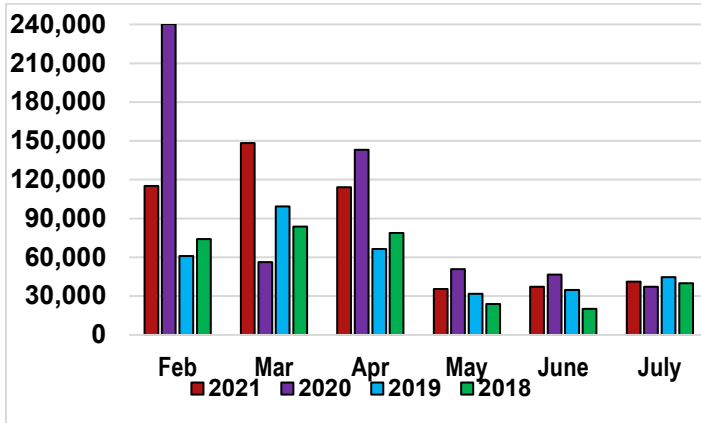
### CHECKOUTS



JULY			
	2021	2020	% change
Physical Circ	106,584	59,911	77.90%
Virtual Circ	34,115	33,164	2.87%
WPL	26,511	23,455	13.03%
State	7,604	9,709	-21.68%
Total	140,699	93,075	51.17%



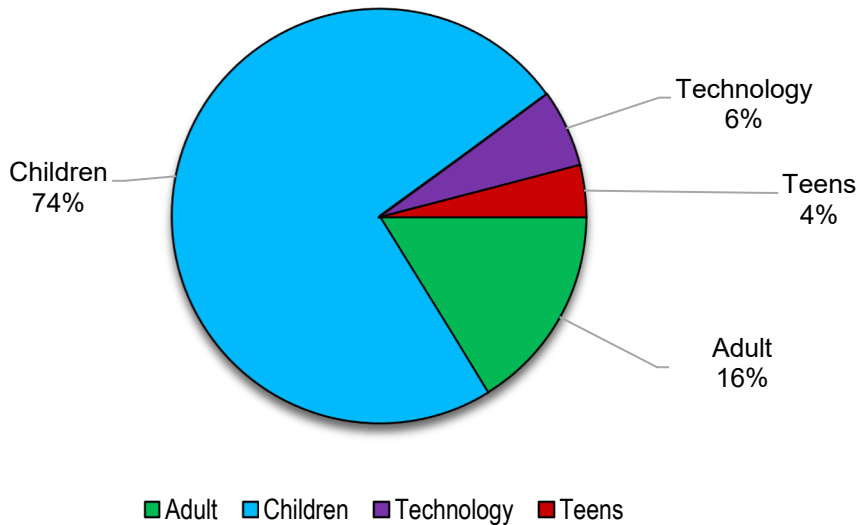
## QUESTIONS ANSWERED (by staff in person/phone and through online services)



JULY			
	2021	2020	% change
Reference Questions	7,573	1,187	537.99%
Database Searches	30,191	35,196	-14.22%
Technology Assistance	3,295	775	325.16%
Book-A-Librarian Appointments	216	93	132.26%
<b>Total</b>	<b>41,275</b>	<b>37,251</b>	<b>10.80%</b>

Some locations did not report the number of reference questions answered or technology assistance provided between June-December 2020.

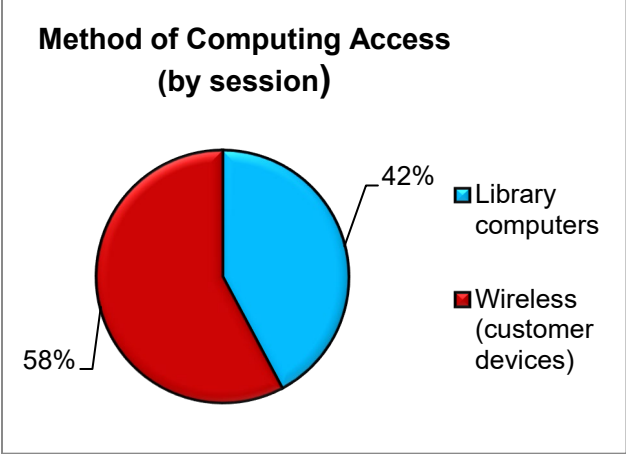
## PROGRAM ATTENDANCE



### JULY ATTENDANCE

	2021	2020	% change
Adult events	123	201	-38.81%
Children's events	560	0	N/A
Technology training	46	12	283.33%
Teen events	30	6	400.00%
<b>TOTAL</b>	<b>759</b>	<b>219</b>	<b>246.58%</b>

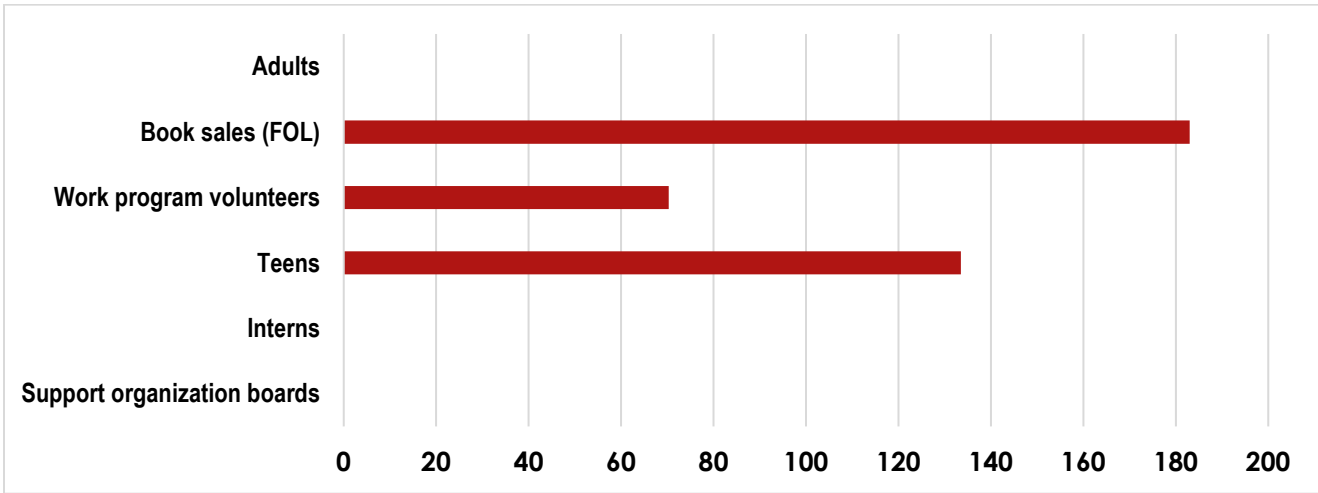
**PUBLIC COMPUTING**



**JULY**

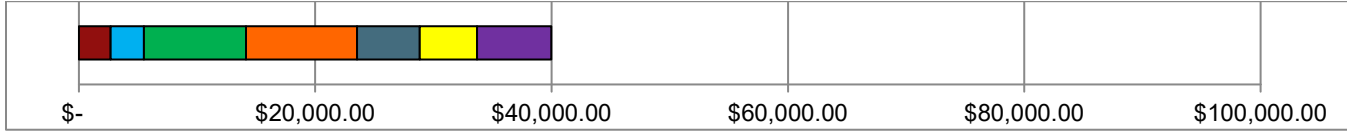
	2021	2020	% change
Workstation Sessions	4,215	4,887	-13.75%
Wi-Fi Sessions	5,765	3,388	70.16%
Number of Users	755	469	60.98%
Hours of Access	6,336	5,591	13.32%

**VOLUNTEERS (hours of service)**



**Number of volunteers YTD = 47    Hours of service YTD = 1,363**

**MATERIALS DONATIONS (value if purchased)**



**Year to date total = \$39,975.39    Items added to Library collections YTD = 2,358**

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

A customer at the Westlink Branch was having trouble printing an essay for a summer college class. Library Assistant Jessica Nordyke showed her two different ways to print the document, and also helped check the customer's grammar in the essay. The customer was appreciative.

A customer recently found himself homeless and became a daily visitor to the Library computers. During his time at the Library, he tried to figure out new living arrangements. After a couple of weeks, he let staff know he found a place that would accept his section 8 voucher and had vacancies. He thanked staff for being patient and for assistance as he navigated his personal housing situation.

Special Collections Manager Michelle Enke helped a customer from Louisiana find information about her great grandfather who lived in Wichita in the 1920s-1930s. After Michelle located the requested information, the customer left a comment card that read *"I just wanted to RAVE about Michelle Enke! I came from Louisiana and had, what I thought, was a crazy genealogy question. She was incredible and took the time to work me through a whole bunch of stuff until we hit gold. I told her I wanted to hug her. I was ecstatic because I'd hit this brick wall forever. THANK YOU!"*

A couple from Texas was traveling through town and stopped to research one particular book in Special Collections. They traveled here specifically to view the volume and were so very happy to be able to find it. The book was published in 1955 on the settlement of a small town in south Texas, and we are one of five libraries who own a copy. They were thrilled with our collection on Texas and said they would return to complete additional research.

A Twitter user complimented the Library after the fifth episode of the "Read. Return. Repeat." dropped: *"I'm so excited to learn about this! Downloading all the episodes right now. As someone about to start going to school to get an MLIS and become a librarian who is also a huge podcast fan, this is really inspiring."*

A customer checking out materials at the Rockwell Branch said *"I came in to get four books and I'm leaving with 27. It is so great to be able to come in and browse again!"* The customer's child said *"I want to come here every day!"*

Technology Training Manager Cindy Bailey assisted a customer three times who needed help filling out rehire/onboarding job application for Spirit. The application had 10 sections, including some documents that needed scanned in, and he also had to discontinue his Kansas Works account. He told Cindy that he would never have been able to do all of those processes without help.

Bill Rohde, who works in the Children's Pavilion at the Advanced Learning Library, makes sure to encourage every Summer Reading prize winner so they feel a sense of victory, whether they read 200 or 2000 minutes. His excellent customer service to the littlest customers has been a great example to the rest of the department.