



# Monthly Activity Report

## June 2020

### Service Highlights

Although pandemic challenges remain, Library staff continue to innovate and use their creative abilities in order to provide essential services and resources to customers while operating in a limited capacity.

Two of the most widely used innovations during June were "Personalized Reading Lists" and "Early Literacy Grab Bags." Through forms added to the Library's website, customers now are able share information about their reading preferences and interests. Materials selectors and subject experts use this information to prepare short lists of customized reading recommendations. Items of interest can then be placed on hold or collected from the library through an in-person visit. The grab bag service for younger readers allows an adult to request up to five board books, picture books or easy readers on one of four reading levels. Customers are encouraged to share information about things a child loves as well as things that they are not interested in to ensure that books would reflect items the family might select if children's areas were open for customer browsing. Although customers continue to anxiously await broader opening of library buildings, these services have been well-received options for customers who prefer browsing for reading material rather than placing requests on specific titles.

A \$15,000 grant from the National Endowment for the Arts (NEA) and Arts Midwest will allow Wichita to be a NEA Big Read community again in 2020. This year's featured selection is *Circe* by Madeline Miller, a novel based on Greek mythology about the goddess Circe, a lesser known character from Homer's *The Odyssey*. The program will run Oct. 1-Nov. 15. More information about the book, author, events and young reader companion titles can be found at [www.bigreadwichita.org](http://www.bigreadwichita.org).

In lieu of creating new online programs, the Library has opted to curate the best of the overwhelming amount of virtual activity that has developed during the pandemic. Options are added to the virtual branch website and highlighted through social media. A recent example was a virtual event featuring Ibram X. Kendi discussing his book *How to be an Anti-*

*Racist.* The event was promoted to the #ReadICT facebook group where it received numerous likes, shares and comments about members committing to reading the book in advance of viewing the event.

## **Other News**

As conversations about diversity, inclusion and civil rights continue across the country, Library staff have worked to promote reading materials to customers that address these topics. The Youth Services team at the Advanced Learning Library created a book display called "Own Voices" behind the glass in the Children's Pavilion. Many items from the display have been borrowed by families. Collections Development Manager Sarah Kittrell was interviewed by KSN about ways libraries provide access to information for customers, especially during important community conversations.

Business Librarian John Cleary worked with four SCORE/SBA clients this month, collecting business information for business plan startup, market research, industry and demographic information. Areas researched were soap making, lawn and food services.

Technology trainers completed 118 Book-A-Librarian sessions at the Advanced Learning Library in June. Across the system, public computing use increased over the course of the month, with many customers filing unemployment claims, state and federal taxes.

Jeff Tate, Digital Services Manager, has been selected to serve as an Innovative, Inc. Idea Lab moderator for 2020-2021. Innovative, Inc. is the company that supports Polaris, the Library's customer and materials inventory and online catalog software. As a moderator, Jeff will monitor and evaluate submissions from customers that develop enhancements for Polaris.

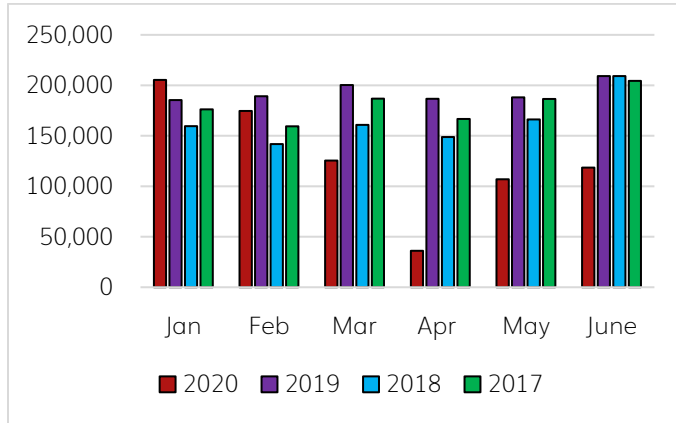
The Wichita Public Library is proud to be part of the Wichita Literacy Coalition. Funded by a grant from the Kansas Health Foundation, the Coalition will identify and implement policy, systems and environmental changes intended to increase literacy among children ages 0-8. Staff members will participate in workgroups to guide the work forward. Cynthia Berner, Director of Libraries, will be part of the "Resource Development" group, and Julie Sherwood, Partnership and Community Engagement Manager, and Anne Harris, Youth Outreach Librarian, will be part of the "Inventory Services/Network Development/Programs & Training" group. Other key partners in the project include Wichita State University, Wichita Public Schools, Child Start, Project Wichita, the Kansas Children's Service League, Storytime Village and United Way of the Plains.

The Wichita Public Library is equally proud to be a local partner with the Wichita Journalism Collaborative, a coalition of local newsrooms and community institutions formed to support and enhance quality local journalism and information sharing. The project has been possible through a grant awarded by the Solutions Journalism Network, funded by The Knight Foundation. More information can be found at [www.wichitajournalism.com](http://www.wichitajournalism.com).

## 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.

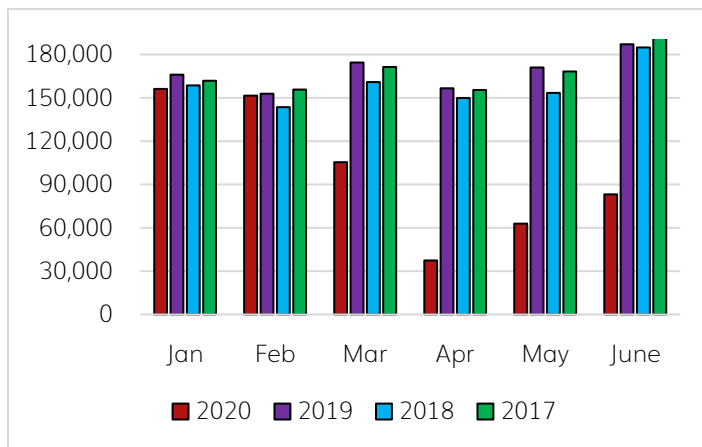
### LIBRARY VISITS (door count, catalog sessions, and website visits)



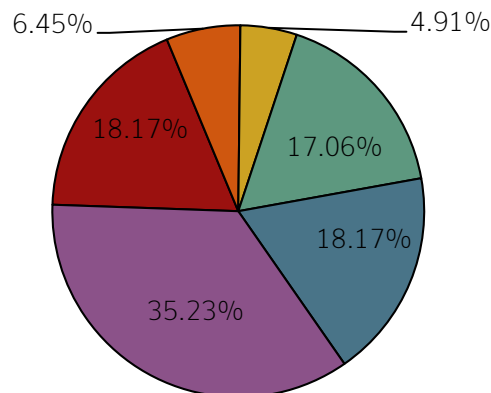
	JUNE		
	2020	2019	% change
Door Counts	30,897	97,362	-68.27%
Catalog Use	40,980	46,545	-11.96%
Website Visits	46,680	65,210	-28.42%
<b>Total</b>	<b>118,557</b>	<b>209,117</b>	<b>-43.31%</b>

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

### CHECKOUTS



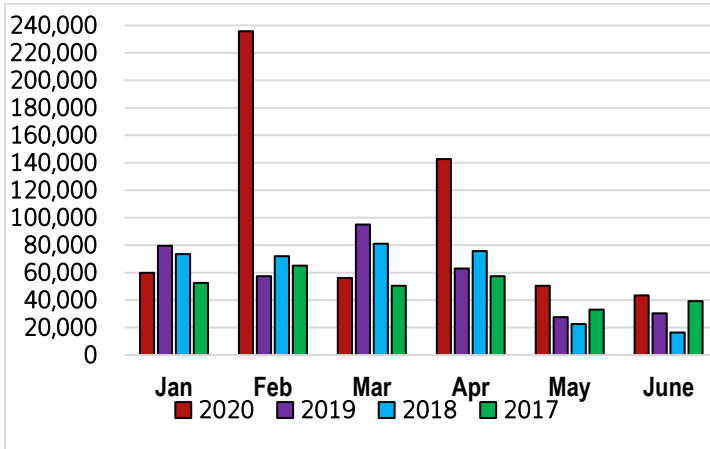
	JUNE		
	2020	2019	% change
Physical Circ	59,256	165,159	-64.12%
Virtual Circ	32,227	21,894	47.20%
<i>WPL</i>	<i>23,120</i>	<i>14,334</i>	<i>61.29%</i>
<i>State</i>	<i>9,107</i>	<i>7,560</i>	<i>20.46%</i>
<b>Total</b>	<b>91,483</b>	<b>187,053</b>	<b>-51.09%</b>



### Circulation by Location

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

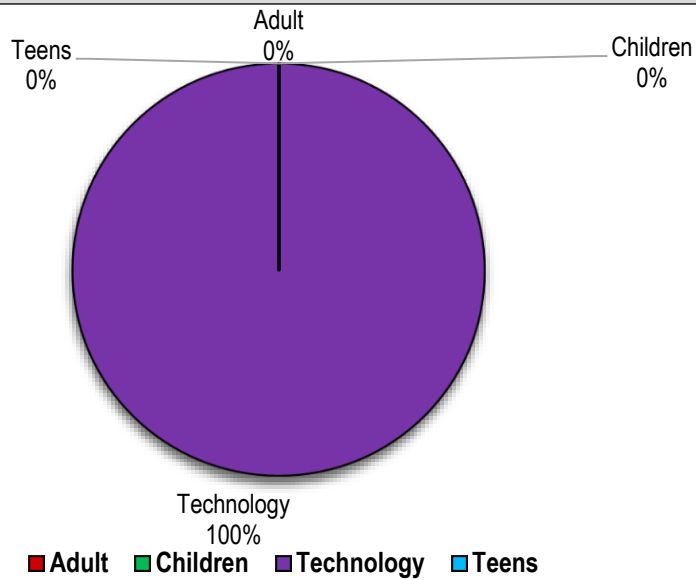
**QUESTIONS ANSWERED (by staff in person/phone and through online services)**



JUNE			
	2020	2019	% change
In person	N/A	9,030	N/A
Online	43,454	21,419	102.88%
Total	43,454	30,449	42.71%

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

**PROGRAM ATTENDANCE**

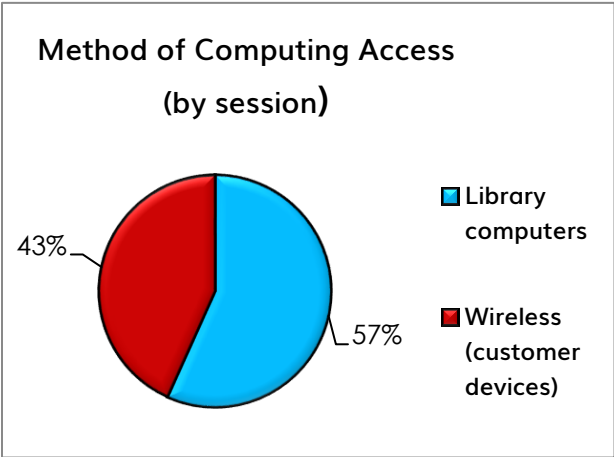


**JUNE ATTENDANCE**

	2020	2019	% change
Adult events	0	1,253	-100%
Children's events	0	6,407	-100%
Technology training	118	308	-61.69%
Teen events	0	230	-100%
<b>TOTAL</b>	<b>118</b>	<b>8,198</b>	<b>-98.56%</b>

June attendance reflects Book a Librarian training appointments.

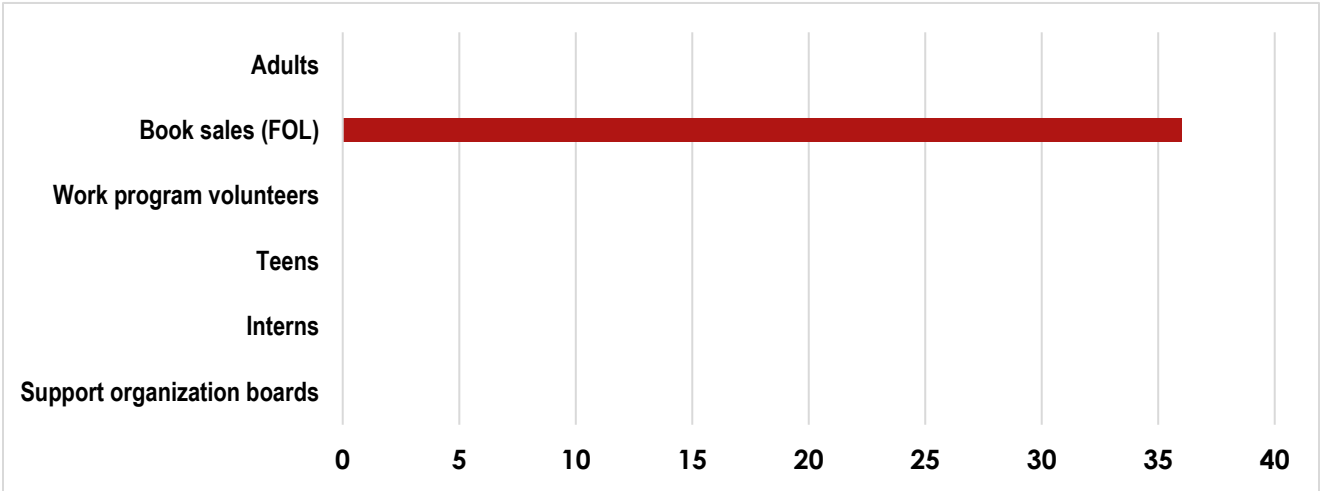
**PUBLIC COMPUTING**



**JUNE**

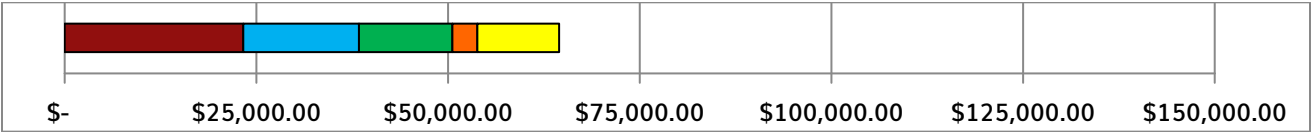
	2020	2019	% change
Workstation Sessions	4,361	10,553	-58.68%
Wi-Fi Sessions	3,328	9,539	-65.11%
Number of Users	466	2,157	-78.40%
Hours of Access	5,542	12,839	-56.83%

**VOLUNTEERS (hours of service)**



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

**MATERIALS DONATIONS (value if purchased)**



**Year to date total = \$64,496.89    Items added to Library collections YTD = 3,939**

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

Westlink Branch Library Assistant Emma Marlow helped a woman scan photos on the copier. The woman's brother recently passed away and she wanted to share photos with other family members. She was happy to learn the Library could save her money on color copies. She also appreciated Emma's help keeping her documents organized.

Alford Branch Clerk Hodge Lee recently helped a couple apply for employment at the U.S. Postal Service. The man was recommended a particular job by friends, but was having difficulty finding it on the website. Hodge, having retired from more than 20 years of service with the U.S. Postal Service, was able to narrow the search results until the position was found and the application was submitted. The couple had various questions about testing and other positions, and Hodge was able to help them. The couple left with smiles on their faces and a big "THANK YOU" for Hodge.

Linwood Branch Library Assistant Bret Harvey helped a customer apply for Pandemic Relief Unemployment Assistance. Bret retrieved the paperwork and encouraged the customer to fill out and submit the application. A week later, the customer returned in a sad state, showing Bret the letter he received that denied him his claim to benefits. Bret then told him he could contest their decision and provided the paperwork. The next week, the customer came in and was excited to show Bret his approval letter. He told him he was approved for unemployment benefits and for the pandemic relief.

Customers offered enthusiastic feedback about the "Personalized Reading Lists" and "Early Literacy Grab Bags" services:

- "It's so nice to get some new books to read at home! Thanks for taking the time to pick them out!"
- "Thank you for your time and care in choosing them! I wanted to tell you which were their favorites, but honestly we've read them ALL multiple times. We so appreciate you!"
- "I just wanted to let you know that my granddaughter LOVED *Where is the Green Sheep?* by Mem Fox! We read it at least one dozen times yesterday. Thanks again for finding us some new treasures."

An early literacy educator visited the Rockwell Branch looking for books for ages 2-5 about diversity and acceptance. She found a list online, but wasn't certain those would work for



the age range. Youth Services Librarian Katrina York was able to pull four picture and board books covering different approaches to diversity. The educator said she spent more than an hour on Google trying to find appropriate books, but should have come straight to the Library because staff was able to find what she needed in five minutes.