



MONTHLY ACTIVITY REPORT

May 2019

SERVICE HIGHLIGHTS

Adoption of a new master plan for branch libraries, the start of summer reading programs, and early celebrations of D-day were priorities for the month of May.

Focused on Community: A Master Plan for the City of Wichita's Branch Library System, 2019-2023 was adopted by the Library Board of Directors on May 21. The plan outlines five years of activities to enhance branch library service. Focus areas for each branch will anchor collections, programs and services. A new location for the Linwood branch and expansion of the Westlink branch are also recommendations in the plan that will be presented to the City Council for endorsement in June.

Summer reading programs began on May 28. Parents and caregivers continue to be enthusiastic about library-sponsored activities that help children avoid summer learning loss. On the first day of the sessions, 1,785 infants through teens registered for the program. At the end of the first week, 6,825 youth were participating in the Baby Bookworms, Kids Read or Teens Read programs. Interest in the programs also was affirmed by use of library collections. At the Advanced Learning Library, May 28 became the second busiest for checkouts of materials, falling only behind borrowing on last year's grand opening day.

Managing the extra activity of summer reading programs would not be possible without the assistance of an energetic group of volunteers. One hundred twenty-four teens began summer volunteer service in May. These youth will register children for reading programs and help to track their summer reading progress. Teens also offer invaluable support with shelving of returned materials, providing crowd control at programs, and assisting with special projects in many library locations.

May's Senior Wednesday presentation by Larry Ruse featured information about the Kansas Honor Flight program. Many in attendance had been part of the return celebration for an Honor Flight to Eisenhower Airport only two days before, increasing interest in helping to share information about how veterans can apply to participate in the program.

The Prairie Winds Woodwind Quintet, a performance team of the Kansas National Guard's 35th Infantry Division Band, presented a lunchtime concert of patriotic songs honoring all branches of the service at the 75th anniversary of D-day on May 29. The program included a history of the Kansas National Guard. More than 100 people attended the event, including many who made their first visit to the Library.

OTHER NEWS

Test proctoring services at the Advanced Learning Library are important for students participating in online and distance learning educational programs. During May, 22 exams were proctored in the Advanced Learning Library by staff members.

On May 16, the Wichita Public Library conducted its first storytime at a laundromat. Julie Rains, an intern working with the 1000 Books before Kindergarten program, made a visit to the Aqua Blast Laundromat during the location's Project Laundry event. Aqua Blast is one of five laundromats in Wichita that host monthly events where families are able to wash up to three loads of laundry at no charge. During Julie's visit, she conducted an impromptu storytime and registered children for the 1000 Books before Kindergarten program.

E-book circulation was 2,090 in May 2019, up 18% compared to May 2018. There were 2,957 unique readers who used Wichita E-Reads in May 2019, an increase of 26% from the previous year.

The Burns Research Pavilion hosted out of state researchers from California, Colorado, Georgia, Indiana, Louisiana, Missouri, Oklahoma, South Carolina, Virginia, and Washington. Over the course of 2019, visitors from 20 states have come to Wichita for research visits.

Agencies receiving special programs or services during May included: Parklane Head Start; LaPetite/Waco, Loving Arms, Princeton, and Tutor Time/Maple child care centers; Primrose School of Wichita East; Envision, Via Christi and Wichita State University child development centers; Adams, Anderson, Benton, Black, Cessna, Chisholm Trail, Cloud, Enterprise, Griffith, Irving, Jefferson, Kensler, Lawrence, L'Ouverture, Peterson, Price-Harris, and Washington elementary schools; Brooks, Marshall, and Mead middle schools; Wichita East and Northwest high schools; Blessed Sacrament, Central Christian, Christ the King, Enders Open Magnet, St Joseph, St Jude, St Margaret Mary, Resurrection, and St Elizabeth Ann Seton schools; the Classical School; Christa McAuliffe, Gordon Parks and Urban Preparatory academies; Dunlap Transition Campus at Chisholm; YMCA/East Early Learning Center; Greater Wichita YMCA; Orion Education and Training; Great Plains Nature Center; Chaucer Estates; Oxford Villa; Bookmarks and Libros book clubs; Chapter FM P.E.O.; West Heights UMC Mary Martha Circle; the Kansas Department of Children and Families; and four family child care homes. One hundred sixty-one agencies have now received programs or special services from the Library in 2019.

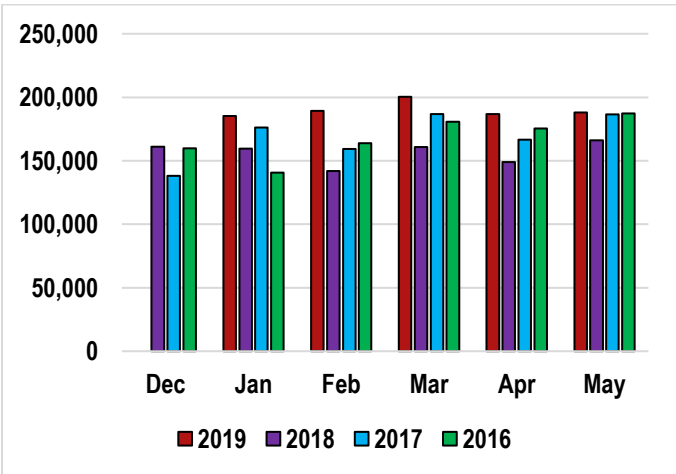
The Library was also an exhibitor at the Mental Health Association's Family Day and promoted the 1000 Books before Kindergarten program at two Screen 4 Success events, three Women, Infants and Children (WIC) program centers and two laundromats.

Digital Services Manager Jeff Tate has been selected to serve as a 2019-2020 moderator and enhancement analyzer for Innovative Interfaces Idea Lab. The Idea Lab is the tool used by libraries that use the Polaris automation system to make suggestions for improvement or to provide feedback on potential changes to the software. Having a staff member working directly with Polaris software developers provides a unique opportunity for Wichita's library to become more involved in the development of this important technology system.

Circulation Section Manager Ofonime Sampson is representing the Library on a customer centered design process team sponsored by the Workforce Alliance of South Central Kansas. Other community participants include, Wichita Work Release, the Kansas Department of Children and Families, JR Custom Metals Products, Summit Employment and Job Corps. The goal of the team is to create an assessment and workshop to address soft skills and computer literacy gaps.

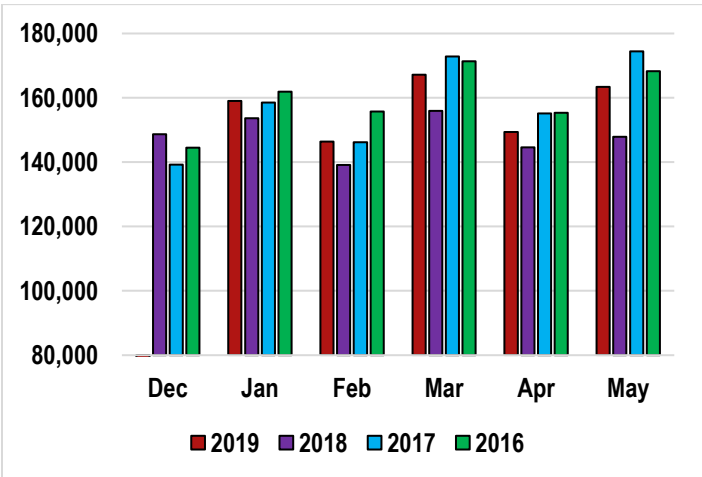
Service Dashboard

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

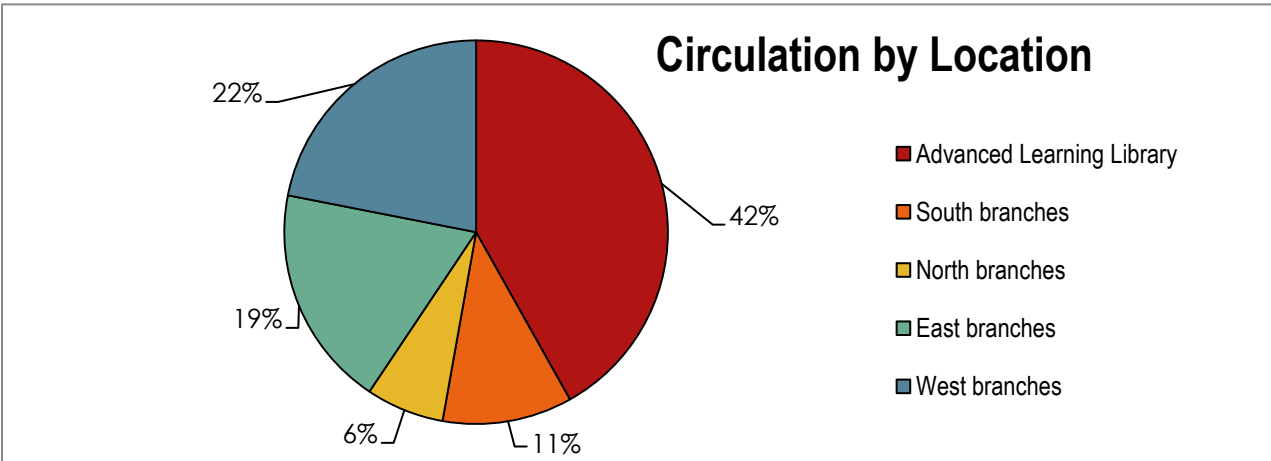


	MAY		
	2019	2018	% change
Door Counts	80,667	72,387	11.44%
Catalog Use	45,229	41,648	8.60%
Website Visits	62,176	52,183	19.15%
Total	188,072	166,218	13.15%

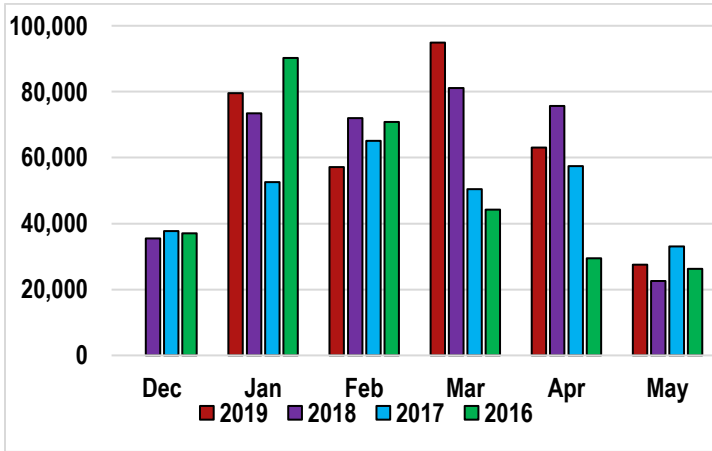
CHECKOUTS



	MAY		
	2019	2018	% change
Physical Circ	149,680	136,294	9.82%
E-book Circ	13,731	11,641	17.95%
Total	163,411	147,935	10.46%

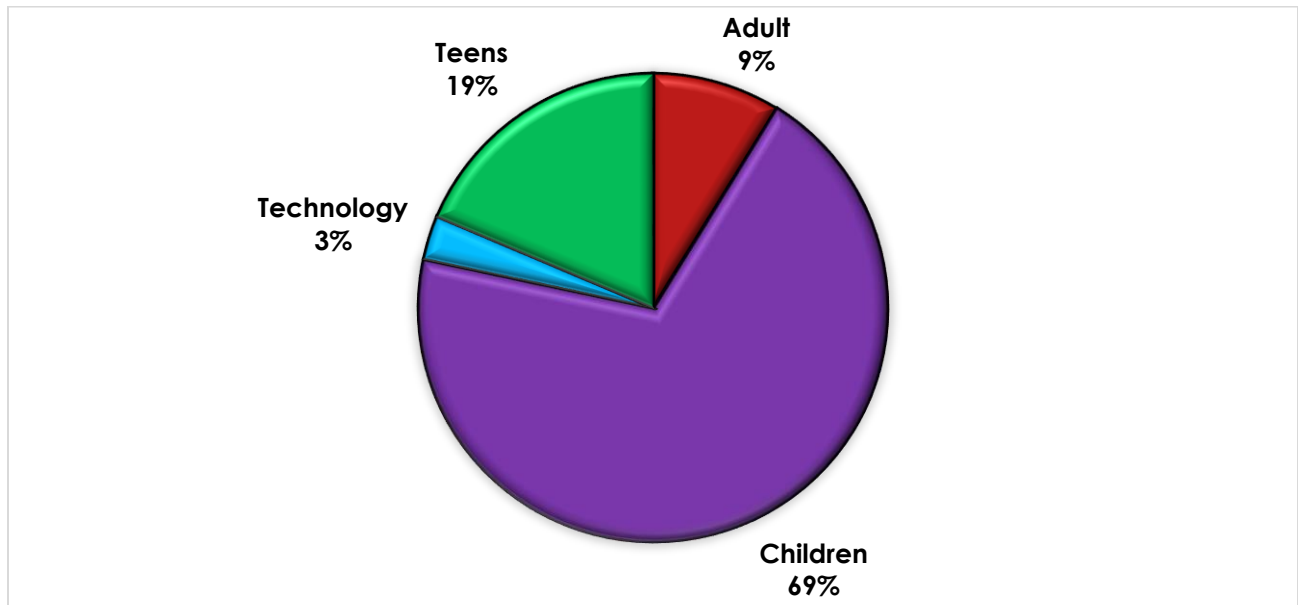


QUESTIONS ANSWERED (by staff in person/phone and through online services)



MAY			
	2019	2018	% change
In person	8,928	5,952	50.00%
Online	18,621	16,611	12.10%
Total	27,549	22,563	22.10%

PROGRAM ATTENDANCE

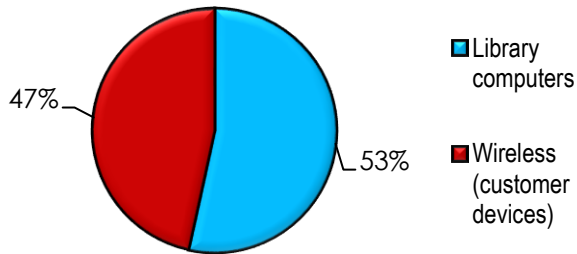


MAY ATTENDANCE

	2019	2018	% change
Adult events	1,079	566	90.64%
Children's events	8,533	8,245	3.49%
Technology training	377	65	480.00%
Teen events	2,284	2,372	-3.71%
TOTAL	12,273	11,248	9.11%

PUBLIC COMPUTING

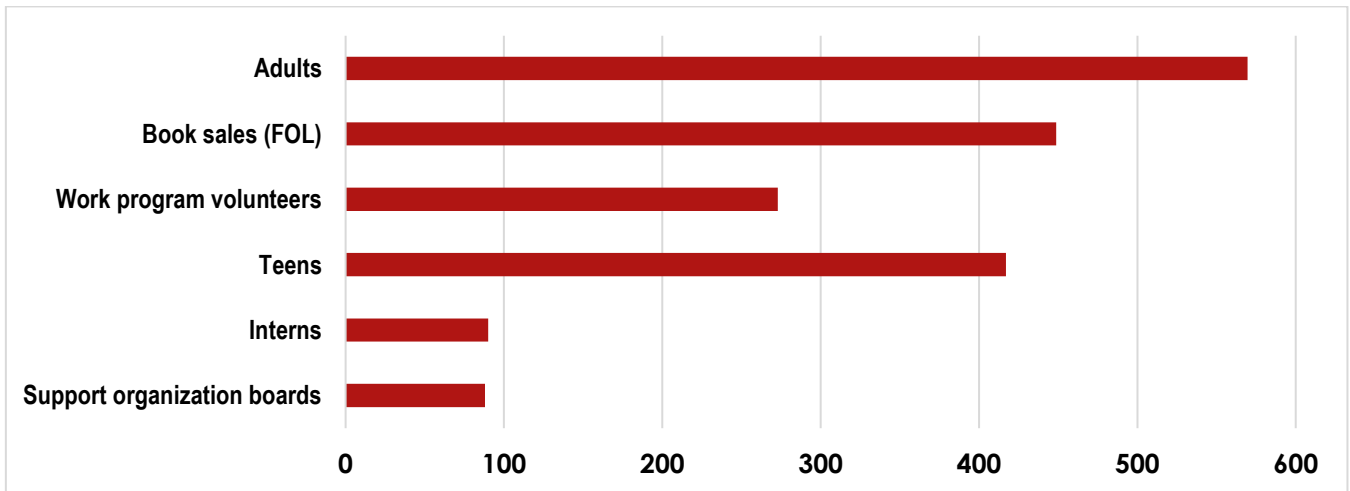
**Method of Computing Access
(by session)**



MAY

	2019	2018	% change
Library Workstation Sessions	10,166	8,145	24.81%
Wi-Fi Sessions	8,862	3,035	191.99%
Number of Users	2,042	1,040	96.35%
Hours of Access	12,904	5,904	118.56%

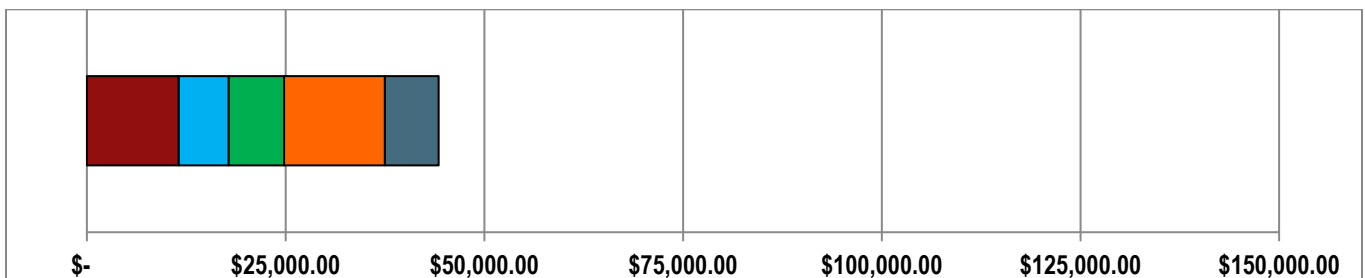
VOLUNTEERS (hours of service)



Number of volunteers YTD = 256

Hours of service received = 8,095

MATERIALS DONATIONS (value if purchased)



Year to date total = \$44,267

Items added to Library collections YTD = 2,268

Service Snapshot: Creating Raving Fans

Each week, members of the Library staff take extraordinary initiative in supporting the needs of the community. Examples from the month of May include:

- A woman visited the Alford Branch to make some photocopies. Her husband had passed away recently and she needed to fax information to her insurance companies. She was surprised to learn that she could complete both steps at the library. The woman talked about her upcoming plans to apply for a job at a nearby Dillon's store and admitted that the online application was intimidating to her. She jokingly asked if that was the something the library could help with too. Her jaw dropped when she was told "Yes!" A Book-a-Librarian session was scheduled for the woman to return to get assistance with the application. As she left, the customer mentioned that it had been years since she was in a library but she was glad she had decided to stop in and ask for help.
- Johnna Harrison of the Advanced Learning Library Materials Handling team was working at the self-checkout area when a woman came to her with many children wanting to check out materials. The customer realized she left her card and ID in her car. Johnna offered to take the books to the drive up window so that the family could get into their vehicle and then drive through to check out the books, saving the family an extra trip in and out of the building.
- Alford Manager Robyn Belt helped a handicapped woman fax an application to KanCare via the Alford drive-up window. The customer had called to be sure the branch could process the fax and explained that she was unable to walk inside from the parking lot. The woman shared that she also suffered from PTSD and all of the logistics required for sending the application had her anxiety at a high level. Robyn explained that the fax could take some time, and so they agreed that the customer would park in the lot while it processed to allow others to use the drive. About 15 minutes later, the fax had been transmitted and woman passed by the window again to make her payment. She expressed how helpful the library staff had been through her entire ordeal and did not know how she would have ever been able to apply for health insurance were it not for the library.
- A tech trainer assisted a customer who was seeking help filling out an online form. It turned out that the man was in the process of being scammed by a fake potential employer. After verifying that the employer was in fact a vacant house in California, the staff member prevented the customer from sharing his personal information (including his banking information) with the scammer.
- Noelle Barrick assisted a customer who was trying to find her tax return information so that she could join the YMCA at a reduced rate. The customer did not directly ask for help, but when Noelle could see that the customer was getting frustrated she offered assistance. Together, the customer and Noelle were able to access the TurboTax website, recover the customer's password, and login so that the customer could download and print the tax return to document her income level for the YMCA. She left very happy.
- While refilling the 1000 Books before Kindergarten display at the office of the Department of Children and Families, Julie Rains noticed a young child waiting with a parent and watching a cartoon on the parent's phone. When the child become interested in what Julie was doing to maintain the deposit collection of books, Julie engaged with him and eventually asked him if he wanted to listen to a story. Julie ended up reading five books with the child, and chatted about some of the books in the collection. The child related some heartbreaking personal information to Julie, which motivated her to make sure that the family had books to enjoy together during this tough time. She encouraged them to take a book home and to come to a library to find more books, enjoy the free fun, and spend time together. Julie's deep connection with this family is a perfect example of how our outreach through 1000 Books has an impact on some of the most vulnerable members of our community.