



# Monthly Activity Report

## May 2020

### Service Highlights

A phased restoration of in-person services began in May following extended building closures implemented in mid-March.

Members of the Customer Service Division were the first group of employees recalled from furlough in order to enable the Library to implement curbside and drive-up window service for customers who had placed holds on items prior to the March building closures. This allowed libraries to clear more than 3,000 items that had collected on hold shelves while materials circulation was suspended.

On May 18, customers were able to begin placing new holds on materials. During the first morning, the Library received nearly 8,000 hold requests. Pickup alerts were changed to process every two hours in order for customers to more quickly learn when their items were available. More than 9,300 items were loaned to customers during the week.

During this same week, members of the Learning Services Division were recalled from furloughs to help prepare for in-person building openings. In each location, plans for social distancing of public computers were refined and floor markers were added to prompt appropriate spacing of waiting lines. Caution tape was used to help restrict access to materials collections when shelves could not be moved or materials relocated away from customer reach. At the Advanced Learning Library, the Conference Center was converted into a public computing center with 17 fixed computers, 12 laptop computers, a photocopier, printer and fax machine. Four concierge service desks were created in the Gateway Gallery to process materials requests while new portable service points were added at the west public entrance and near the self-checkout area.

When buildings reopened for limited in-person services on May 26, the planning efforts resulted in smooth operations in all locations. Although there were some customers who expressed frustration about the mandatory mask policy implemented for building visitors, every person who stayed complied with the requirement. The unhappy customers were

significantly outnumbered by other residents who were thrilled to be able to return to library buildings and who were intentional about expressing their appreciation to the staff for the time, effort and thoughtfulness that was apparent in ensuring that reopening processes were providing a safe environment for everyone.

## **Other News**

The last week of May traditionally marks the start of the Summer Reading Program. This year, the Library started its reading programs on May 1 to allow children and families to start the program while many other activities were suspended due to social distancing. A \$1,000 grant from the Kansas Library Association will be used to expand promotion of the program while in-building services are limited.

Collection Development staff created reading lists and carousels for the online catalog landing page in an effort to facilitate customer browsing of library customers while access to the physical collections is limited. Carousels were created based on customer interests via trends in circulating materials.

In an effort to train new staff while maintaining social distancing, managers had to use their creativity. While Alford branch manager Robyn Belt worked from home, she was able to use Microsoft Teams to connect with new employee Ben Kittrell through Microsoft Teams while he was working at the branch. By using screen sharing and other features of Teams, Robyn and Ben were able to complete an orientation review and to start his employee training program

Librarian John Cleary proctored three exams using Zoom this month. Other members of the Library's proctoring team received training from John on how to virtually proctor exams in anticipation of using this method throughout the summer. John also worked with four SCORE/SBA clients and collected information for business plan start-up, market research, industry and demographic information.

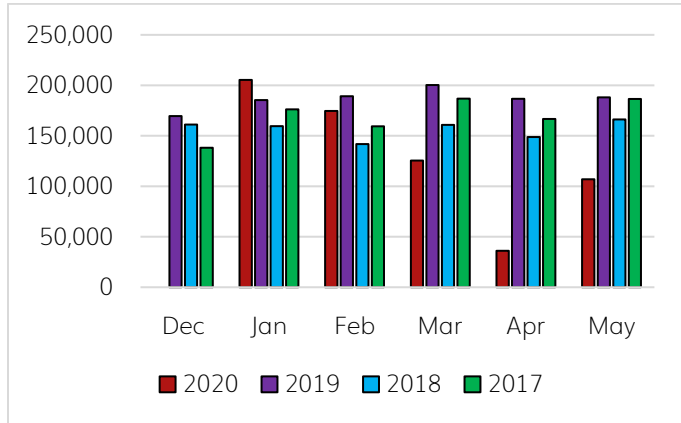
The Library received the first of two installments of its 2020 South Central Kansas Library System (SCKLS) grant in the amount of \$119,956. The SCKLS grant-in-aid program compensates public libraries for resource sharing and services provided to customers from outside the local libraries' taxing districts.

Several members of the Library staff participated in a May 27 meeting of the Wichita Literacy Coalition to review changes in plans and activities that will be required in response to COVID-19. The Library is one of several coalition partners working to address local early literacy issues. Funding for the work is provided by the Kansas Health Foundation.

## 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.

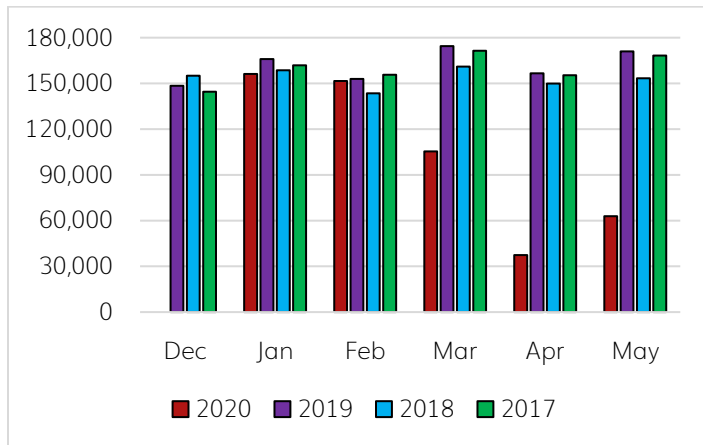
### LIBRARY VISITS (door count, catalog sessions, and website visits)



	MAY		
	2020	2019	% change
Door Counts	28,088	80,667	-65.18%
Catalog Use	33,726	45,229	-25.43%
Website Visits	45,165	62,176	-27.36%
<b>Total</b>	<b>106,979</b>	<b>188,072</b>	<b>-43.12%</b>

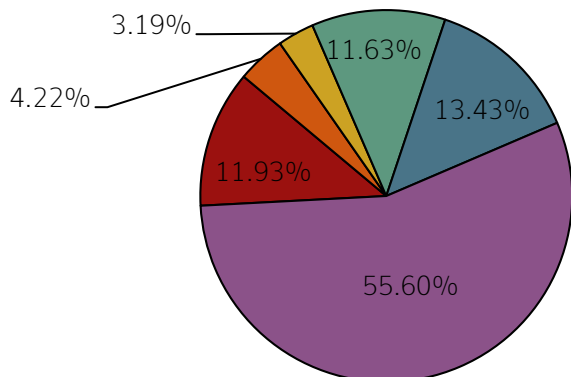
NOTE: Door counts for most locations include activity related to curbside materials delivery.

### CHECKOUTS



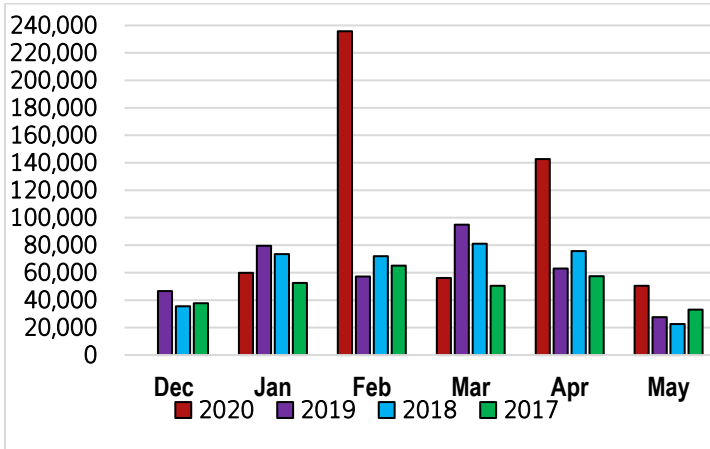
	MAY		
	2020	2019	% change
Physical Circ	27,929	149,680	-81.34%
Virtual Circ	34,978	21,359	63.76%
<i>WPL</i>	<i>25,641</i>	<i>13,731</i>	<i>86.74%</i>
<i>State</i>	<i>9,337</i>	<i>7,628</i>	<i>22.40%</i>
<b>Total</b>	<b>62,907</b>	<b>171,039</b>	<b>-63.22%</b>

### Circulation by Location



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

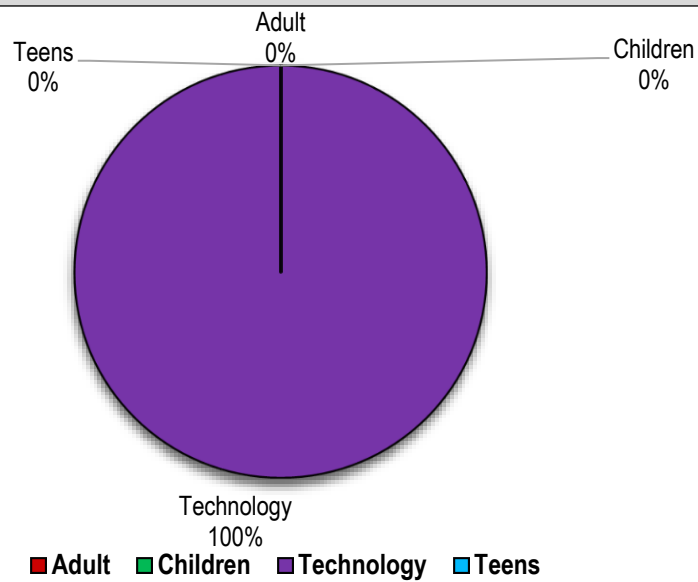
**QUESTIONS ANSWERED (by staff in person/phone and through online services)**



MAY			
	2020	2019	% change
In person	N/A	8,928	N/A
Online	50,389	18,621	170.60%
Total	50,389	27,549	82.91%

Telephone reference transactions were not counted during the month of May.

**PROGRAM ATTENDANCE**

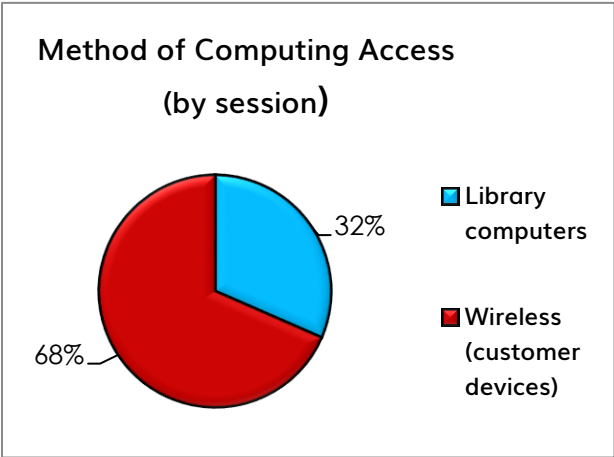


**MAY ATTENDANCE**

	2020	2019	% change
Adult events	0	1,079	-100%
Children's events	0	8,586	-100%
Technology training	18	377	-95.23%
Teen events	0	2,284	-100%
<b>TOTAL</b>	<b>18</b>	<b>12,326</b>	<b>-99.85%</b>

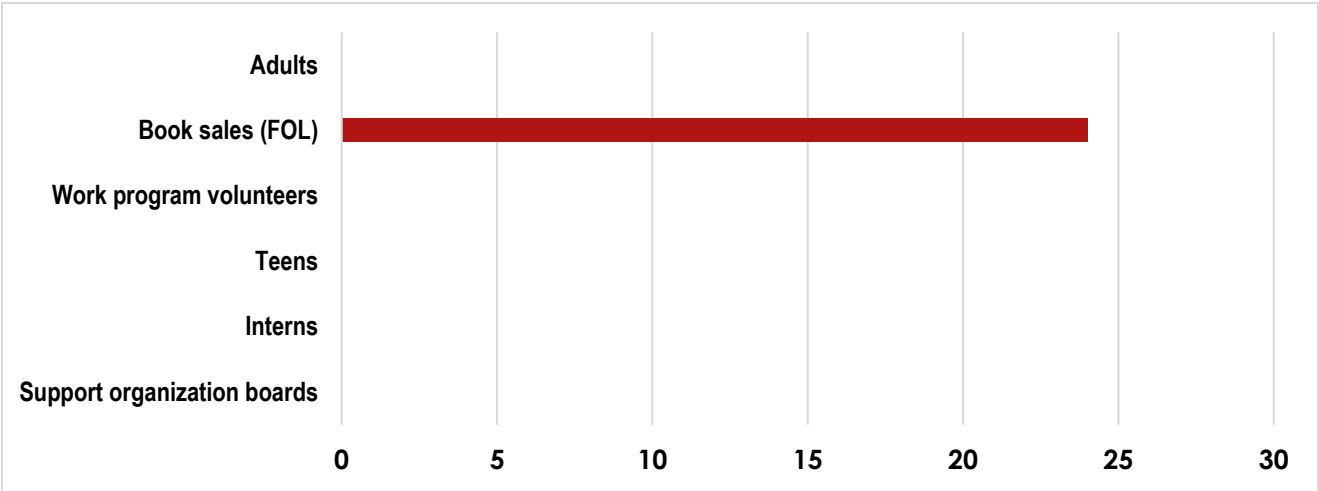
May attendance reflects Book a Librarian training appointments completed between May 26 and May 31.

**PUBLIC COMPUTING**



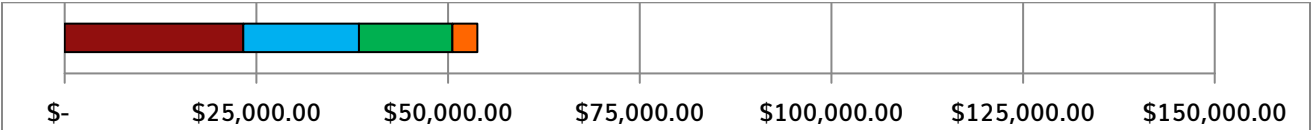
	MAY		
	2020	2019	% change
Workstation Sessions	703	10,166	-93.08%
Wi-Fi Sessions	1,527	8,862	-82.77%
Number of Users	192	2,042	-90.60%
Hours of Access	2434	12,904	-81.14%

**VOLUNTEERS (hours of service)**



**Number of volunteers YTD = 104    Hours of service received = 3,238**

**MATERIALS DONATIONS (value if purchased)**



**Year to date total = \$53,831.25    Items added to Library collections YTD = 3,171**

Materials donations include holdings processed from transfer of Kansas DAR library collections.

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

A customer left the following message: "I've moved around a lot and I think you have a great library system. I'm really impressed with the library in Wichita, especially with the staff at Evergreen. The people there work so hard with customers and children from second language families and not just offering books, but offering computer training and educational resources to them. So thank you, and I appreciate you for being part of such a great library system."

Youth Services Librarian Carol Kotsch received a thank you email from an Evergreen customer: "Ms. Carol, I wanted to say thank you for your amazing story times. My daughters and I have really enjoyed them through the years. Maddie is in kindergarten and she read a book to her class through Zoom and did such a great job. She would read a page and show the book. It was the cutest thing ever. My daughters also play story time, and one is Ms. Carol while the other one listens. Thank you for your time and dedication you put into story time. We appreciate it."

An elderly customer whose husband got her a spa gift card called to verify a business number because she couldn't get through using the phone number listed to make an appointment. Adult Programming Manager Sara Dixon found an email address for the business and sent a request asking the business to call the customer, since the customer didn't have an email address. The business responded to let Sara know they had scheduled her appointment.

A customer called to ask questions about the Library's curbside service, but before she asked her questions, she told the librarian "Thank you!" She recognized how challenging this time has been to change the way Library services are offered, and was glad to know the Library was doing everything it could to serve the community. Another customer called and said "I never realized how important the library is to my wellness before you closed!"

Books weren't the only materials distributed to customers at the Alford Branch drive up window. Staff gave out 1000 Books before Kindergarten prizes and celebrated the child's achievement from a distance by cheering with the car window down.