



# Monthly Activity Report

## May 2021

### Service Highlights

The Library launched STEAM To Go! Kits on Monday, May 17 thanks to a generous donation from the Georgia Eakins family. These kits are for children in grades 4+ and include a book and several hands-on activities that allow students to explore science, technology, engineering, art and mathematics at home. Twelve kits (23 items total) are available for checkout.

Library customers can now directly contact staff through live chat via the Library's website or via text messages from the smartphone or other devices. The Library started the chat service as a response to the continuing need for customers to contact staff without coming into facilities. In addition, most urban libraries offer some type of live chat service. The Library is using LibraryH3lp, a specialty chat software specifically for libraries. The chat and texting software was made available through a generous grant from the Friends of the Library. Staff are using the donation to gather information to determine if a permanent chat service is needed.

Several divisions worked together to launch the 2021 Summer Reading Program. Digital Services staff completed their work by creating a custom webpage for the program, transcribing and captioning many video performances of varying lengths, and building a Vimeo account to host videos that need password protection, like storytimes. Library Communications built and launched a robust campaign using print and digital tactics to reach multiple audiences to register for the program. Youth Services staff created a full schedule of programming for kids and teens this summer and worked to make sure branch locations were equipped with necessary materials to operate the Program.

The Library created a special eight-page guide for this year's Summer Reading Program which includes tracking forms needed to count hours read or activities completed. In-person school promotion was not possible this year, but teacher resources were posted on the website and teachers could request a Zoom presentation from a Youth Services Librarian. The Summer Reading Program launched June 1 and continues through July 29.

Two new sidewalk projects were completed: a new sidewalk at the Alford Branch replaced the stepping stones that were a potential tripping hazard (the stones have been placed in a nearby garden), and a sidewalk at the Advanced Learning Library between the north and west parking lots.

One thing Library staff enjoy is discussing book club options with customers. On Monday, May 3, Librarian Sara McNeil presented "Book Club Reboot," a virtual program that discussed opportunities for book clubs to reinvigorate attendance for their book clubs. Participants asked questions about book sets available at the Library, how to choose books and logistics for running a successful book club.

## **Other News**

Rockwell Branch Manager Savannah Ball completed the Wichita State University Mini MPA program this month. The program is a semester-long intensive training series designed for working professionals in local government.

Renovations continue at the Evergreen Branch Library, which is being transformed into the new Evergreen community center. The naming recommendations campaign has generated 129 submissions. [Click here](#) to learn more about the project.

Seventeen Teen Library Ambassadors have received training, who will help promote Library programs and services this summer. While COVID restrictions prevented the Library from offering the traditional Teen Volunteer program, the Ambassador program gives teens a way to keep busy this summer, to give back to the Library, and to learn more about how the Library serves the community. Work done from home by teens will include social media promotion, sharing book reviews for teens, and other activities in support of the Library.

Library staff is participating in a data driven storytelling project through a partnership with the Wichita Community Foundation, Envision and Sonify. The idea is to take data sets and turn them into sound so blind and visually impaired customers can receive information that's typically seen in an audible format. For the most recent project, the Library used data collected during the COVID-19 pandemic to show the shift in Library operations, specifically with Wi-Fi usage, public computing sessions, physical and e-material circulation at the Advanced Learning Library.

Technology training staff continue to be busy as customers become more comfortable with in-person services. Staff completed 142 book a librarian appointments in May. Customers were given assistance with resumes, printing vaccine vouchers, and filing for unemployment. The section also taught four technology classes on Zoom with 42 virtual students in attendance.

Customers continue to discover the Library through the "Read. Return. Repeat: A ReadICT Podcast." Since its launch in March, with positive reaction, the podcast continues to grow. May's episode, *Birds of a Feather*, had Adult Programing Librarian Sara McNeil discussing books about animals with Todd Volkmann, exhibit caretaker at the Kansas Wildlife Exhibit. The podcast is available on all major podcast platforms, including Spotify and Apple Podcast.

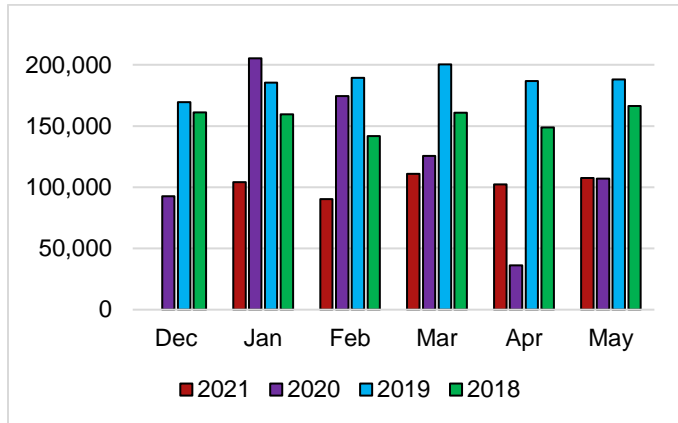
Librarian Daniel Pewewardy led a tour of the Advanced Learning Library for Melanie Addington, the new executive director for the Tallgrass Film Festival. She was impressed with the Conference Center and the multimedia equipment available for the community. Her goal at Tallgrass is to make the annual film festival an Academy Award® qualifying event, and she feels that the Library's Academy Award® Shorts program is a good example why Wichita should have this qualification.

Librarian John Cleary worked with six SCORE/SBA clients this month and collected business information for business plan start-up, market research, industry and demographic information. Areas researched were software development, collection agency services, metal working, auto leasing services, laundry services and nonprofits.

## 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)

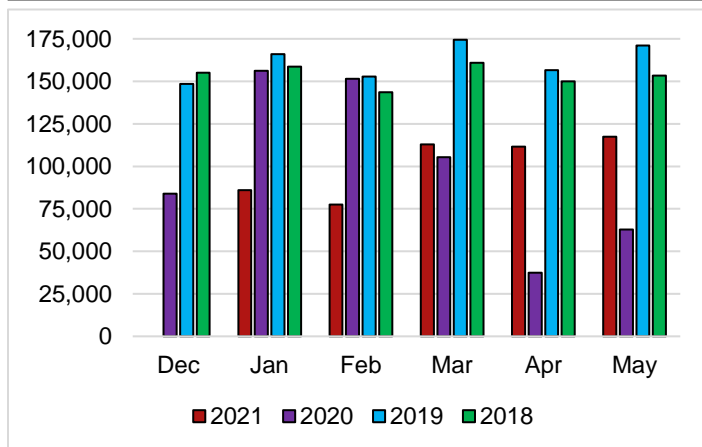


#### MAY

	2021	2020	% change
Door Counts	29,501	28,088	5.03%
Catalog Log-ins	34,096	33,726	1.10%
Website Visits	44,037	45,165	-2.50%
Total	107,634	106,979	0.61%

Due to equipment failure, the door count for the Angelou Northeast Branch is artificially low in April and May 2021.

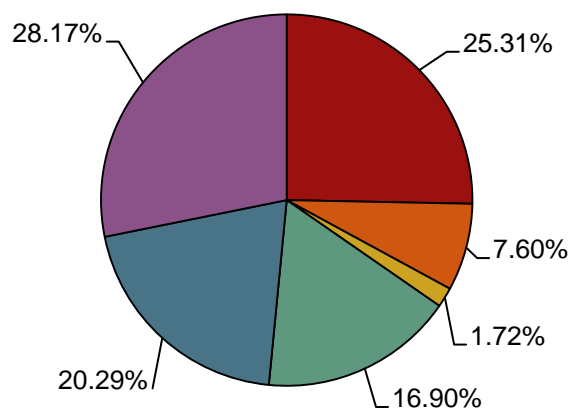
### CHECKOUTS



#### MAY

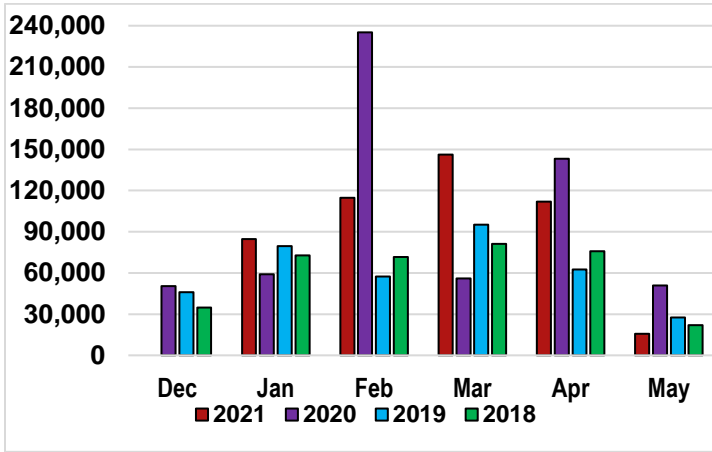
	2021	2020	% change
Physical Circ	84,340	27,929	201.98%
Virtual Circ	33,077	34,978	-5.43%
WPL	25,801	25,641	0.62%
State	7,276	9,337	-22.07%
Total	117,417	62,907	86.65%

### 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)**

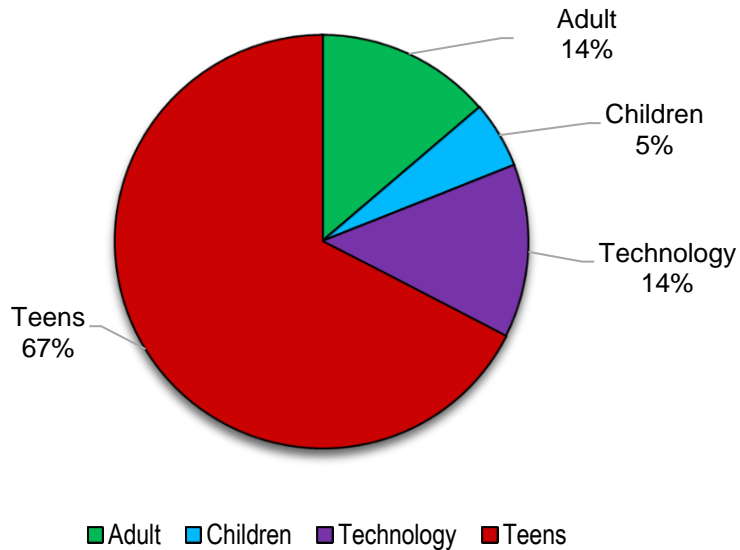


MAY			
	2021	2020	% change
In person	4,858	N/A	N/A
Online	10,870	50,840	-78.62%
Total	15,728	50,840	-69.06%

Database usage in April 2021 was slightly over-reported in last month's report. It has been corrected beginning with this month's report.

Due to an issue with a database vendor, usage is known to be under-reported for May.

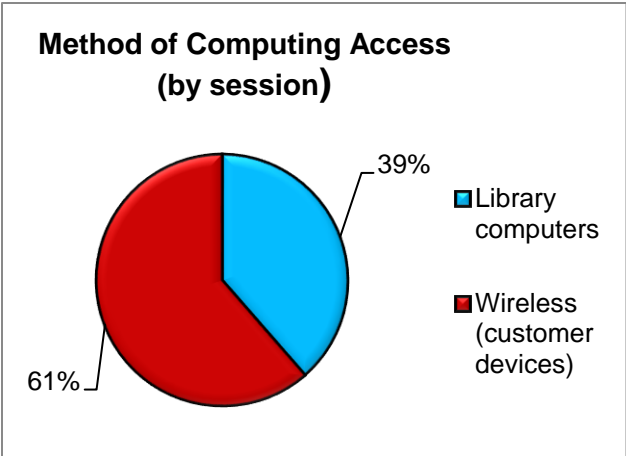
**PROGRAM ATTENDANCE**



**MAY ATTENDANCE**

	2021	2020	% change
Adult events	187	0	N/A
Children's events	71	0	N/A
Technology training	184	18	922.22%
Teen events	915	0	N/A
TOTAL	1,357	18	7,438.89%

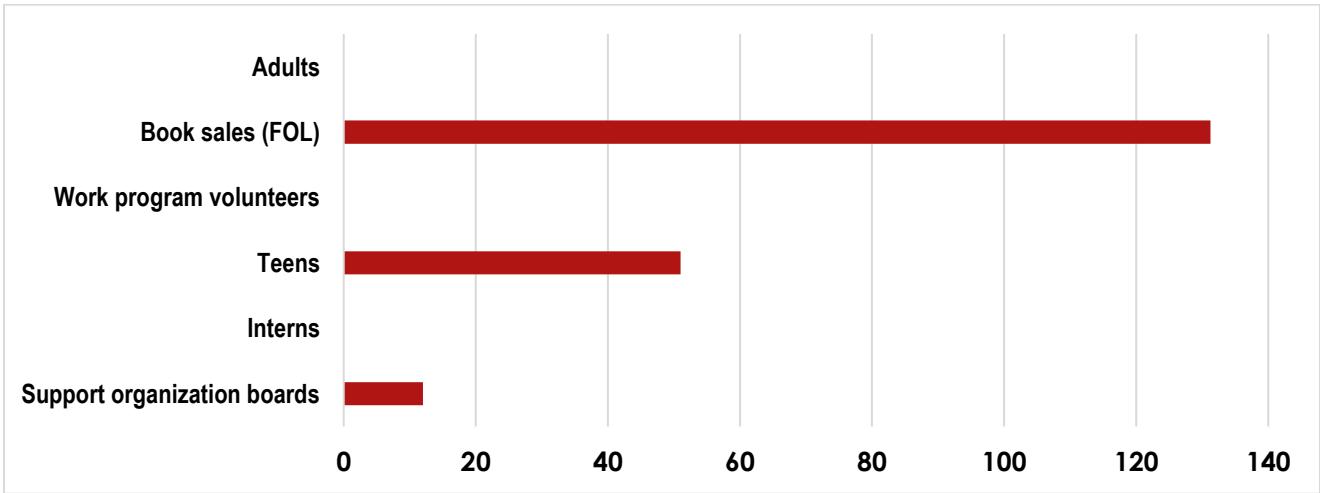
**PUBLIC COMPUTING**



**MAY**

	2021	2020	% change
Workstation Sessions	3,519	703	400.57%
Wi-Fi Sessions	5,593	1,527	266.27%
Number of Users	507	192	164.06%
Hours of Access	5,365	2,434	120.42%

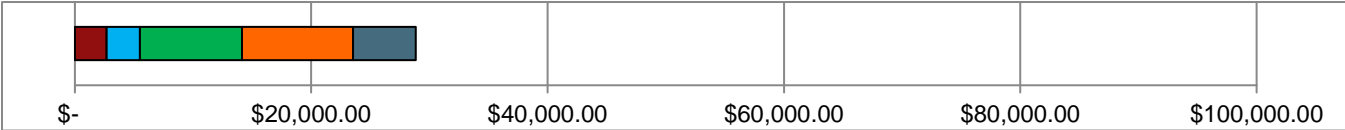
**VOLUNTEERS (hours of service)**



**Number of volunteers YTD = 45    Hours of service YTD = 649**

Some volunteer hours from previous months were not submitted to the Library until this report. Those hours have been added retroactively.

**MATERIALS DONATIONS (value if purchased)**



**Year to date total = \$28,836.19    Items added to Library collections YTD = 1,637**

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

A customer was hesitant to bring her autistic son into the Advanced Learning Library because he cannot wear a mask and she wasn't sure how he would do inside. Clerk Connie Brake was able to help her at the drive up window and call the Children's Pavilion for assistance in checking out a Launchpad for the customer. Library Assistant Bill Rohde brought a couple to choose from while Connie issued the customer a new library card. She also told the customer how she can place holds in the catalog so she can pick them up without waiting. The customer appreciated the help Connie and Bill provided to meet her needs without having to come into the building.

A grandmother from out of town was caring for her grandsons while their parents were on a trip. They wanted to borrow books but the boys did not have their own accounts and the parents did not leave a library card for their use. Youth Services staff member Elizabeth Colflesh mentioned that non-residents could receive a non-resident card and check out two items. The customer went to the Customer Service desk, got a non-resident card and was able to leave the Advanced Learning Library with a couple of books for her grandsons - a nice compromise.

Libraries can play a big part in civic engagement when it comes to helping citizens who want to learn more about issues that affect them. A customer was concerned about water contamination and wanted to alert local officials to water purification alternatives that do not use chemicals like chlorine. She asked library staff to help her find out about a town she heard about on the radio that uses chemical free processes. Daniel Pewewardy was able to find an NPR story that was on the topic the customer needed and helped her print off several copies. The customer then wanted the contact information for the Wichita City Council so she could send the article to each member. The customer expressed her gratitude to Daniel for taking his time to help her and said she appreciated what libraries do for the community.

At the Westlink Branch Library, Library Clerk Bryan Hodgkins was pulling and processing holds for customers. When checking them in, he found that two of the items requested were for the same customer but being held at different locations. The customer was contacted in order to ensure this was desired. It was not. Her son had been placing holds on items using her card and forgot to change the pickup location for one item. Staff changed the pickup location and sent the item on its way. The customer was very grateful for Bryan's attention to detail.

Special Collections Manager Michelle Enke helped a retired Wichita State University professor begin his family research. She explained available resources and was able to send him several newspaper articles on his father. He was pleased with the information and wrote: *"Wow, Michelle! You hit a home run on your quick search on my Dad. The story on his baseball heroics is a wonderful find. I have limited access to newspapers.com through Ancestry.com but was unaware of the publisher's extra version. I will look into that. Thanks for giving my inquiry quick attention. I will get back to you if I have questions."*

Jennifer Durham helped a patron who was trying to locate some wiring diagrams for an older model Cavalier. Unfortunately the library no longer carries the book he needed. Jennifer used this opportunity to walk the patron through using the Auto Repair Source Database and show him how to search, view and print wiring diagrams - even from home! The patron was extremely pleased and commended the WPL staff for how knowledgeable they are about the auto repair manuals and that this resource often saves him expensive repair bills!

Technology Trainer, Brock Rhodes, assisted a customer in the TTC by gaining access to her locked laptop. The customer needed to install Skype on her computer and Brock was able to help her navigate the process. The customer thanked him for his assistance and said that she had previously had a tech person help her install Zoom who later charged her \$50 and said, "If I had known I could do it for free at the library, I would have come [to the library] first! People need to know about that!"