



MONTHLY ACTIVITY REPORT

November 2019

SERVICE HIGHLIGHTS

Literacy initiatives received the majority of the Library's attention and effort in November.

Wichita's 2019 NEA Big Read Wichita came to a successful conclusion in mid-November. This year's program was a true community collaborative with 36 organizations involved in hosting 91 events and 26 book discussions during the program. November highlights included the Library's Senior Wednesday program featuring Dr. Nancy Jaax, a retired veterinary pathologist who played a key role in containment and diagnosis of the first Ebola outbreak in monkeys in the United States and became the basis for the National Geographic series *The Hot Zone*. Five women scientists and engineers discussed the hurdles and challenges of being a woman in the sciences and what course their career path took during a "Women of STEM" panel discussion hosted by Exploration Place. Woodwind musicians from the Wichita Symphony shared the origins of their instruments in "The Afterlife of Trees."

Even before the Big Read concluded, the Library's staff were actively involved in this year's Kansas Reads to Preschoolers program. This event, sponsored by the State Library of Kansas, highlights the importance of helping children to develop early literacy skills. Karen Beaumont's *I Like Myself* was the featured book for the program. New to this year's program was participation from the Wichita Child Care Licensing office where staff members read the title during visits to licensed child care facilities. Wichita Transit placed the book on Q-line trolleys and at book shares located in several bus stop shelters. These efforts, combined with many programs led by library staff and a team of volunteer readers, enabled the Kansas Reads title to be shared with more than 4,500 children throughout the Wichita area.

Early literacy was also celebrated with a visit from the Sugar Free All Stars, a Grammy-featured duo from Oklahoma City listed as one of *Time Magazine's* top 12 family music acts in America. The visit helped to bring attention to the Library's 1000 Books before Kindergarten program during concerts at the Advanced Learning Library and the Evergreen branch.

November was also celebrated as National Novel Writing Month (NaNoWriMo). Five locations held write-in events where individuals were encouraged to visit a library for dedicated writing time. At least one attendee achieved the program's 50,000 work goal during the month.

OTHER NEWS

Agencies receiving special programs or services during November included: Bug Lady Science, Gordon Parks, New Song, Northridge academies; the Friday Review and Libros book clubs; Adventure Planet, Bright Minds, Kiddy Kollege/Country Acres, Kiddy College/Tyler, KinderCare/Boston, LaPetite/21st, LaPetite/Waco, Loving Arms, Princeton, Scribbles & Giggles/Socora, Scribbles & Giggles/Rockhill, Scribbles & Giggles/Rockford Square, Tree House/Maize, Tree House/Tyler, Trinity, Tutor Time/21st, and Tutor Time/Maple child care centers; East High, Envision, Heights High, Northwest High, South High, Southeast High, Via Christi, West, and Wichita State University child development centers; East Heights UMC Children's Day Out; Princeton, TOP/North, TOP/South, and YMCA/East early learning centers; Parklane, Shirley Mayes and the Mount head start centers; the Kansas Department of Children and Families; Animal Tales, Basic Beginnings, Plymouth, Small Wonders, and Trinity Learning/Cheney preschools; Allen, Buckner, Chisholm Trail, Clark, Cloud, Colvin, Enders Open Magnet, Franklin, Gammon, Gardiner, Griffith, Harry Street, Jackson, Kelly, Kensler, Linwood, McCollum, Minneha, OK, Pleasant Valley, Price-Harris, Seltzer, Stanley, Washington, White, and Woodman elementary schools; Little and Maize early childhood centers; Holy Cross, Primrose/West Wichita, St. Catherine of Siena, St Joseph, St Paul's Lutheran, and Wichita Collegiate schools; Friends University; Rainbows United; the Tree House Resource Center; WIC clinics at the Sedgwick County Health Department and Colvin elementary school; and 25 family care center homes. Through November, a total of 256 organizations and businesses have now received programs or special services from the Library in 2019.

Two customers made visits to branch libraries to report that they were in the process of onboarding for new jobs. Each made a point to thank staff members for assistance with public computing services as they had been in the midst of their respective job searches.

The Linwood Branch Library suffered a break-in sometime after closing on November 1st and before opening on November 2nd. A glass exit door was shattered and computer equipment was thrown about and damaged although no items were found to be missing. Through quick efforts from many City of Wichita departments, the branch opened as usual on Monday, November 4th.

Partnerships and Community Engagement Manager Julie Sherwood represented the Library at the November 19 City Council meeting for the presentation of the Voice of the People award from the International City/County Management Association. The award is given to government entities who show the greatest improvement in their responsiveness to residents as recorded by The National Community Survey. The significance increase in the percent of residents rating public library service positively (from 69% in 2016 to 80% in 2018) was one of several factors contributing to Wichita's selection for the award.

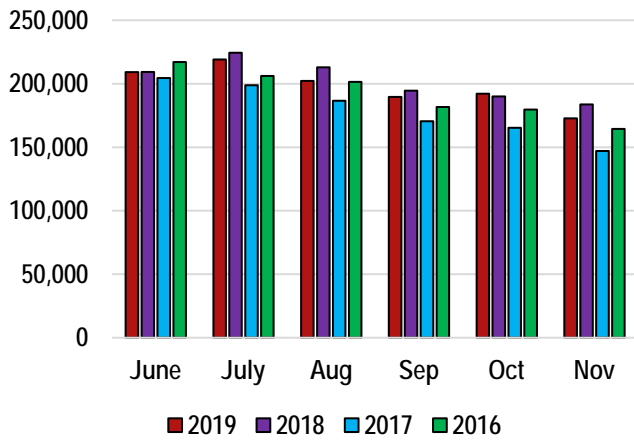
Business Librarian John Cleary met with seven SCORE/SBA clients this month collecting business information for business plan start-ups, market research, industry and demographic information for businesses including a food trucks, a non-profit organization, snow plowing, and a doughnut shop. John assisted seven other customers with tutoring on use of the Foundation Directory Online as a tool for grant writing. The customers were seeking sources of grants for a variety of services including LGBTQ camps, suicide prevention, church programs, and homelessness resources.

Rockwell Branch Manager Savannah Ball returned to the Library in mid-November after completing twelve weeks as a United Way Loaned Executive on behalf of the City of Wichita.

Youth Outreach Librarian Anne Harris attended Child Start's November Policy Council meeting as their new community representative.

Service Dashboard

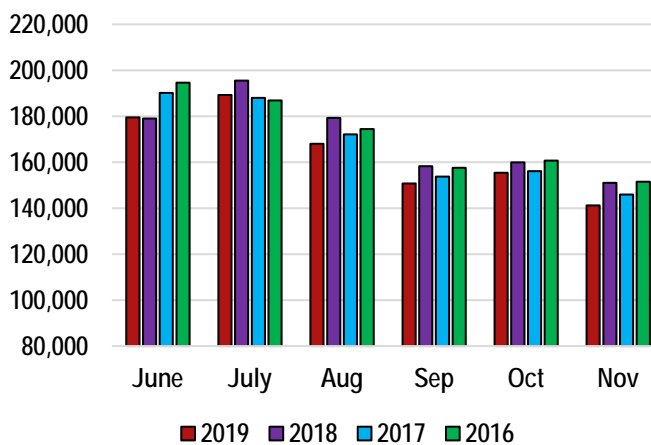
LIBRARY VISITS (door count, catalog sessions, and website visits)



	NOVEMBER		
	2019	2018	% change
Door Counts	80,864	83,569	-3.24%
Catalog Use	40,462	41,541	-2.60%
Website Visits	51,410	58,581	-12.24%
Total	172,736	183,691	-5.96%

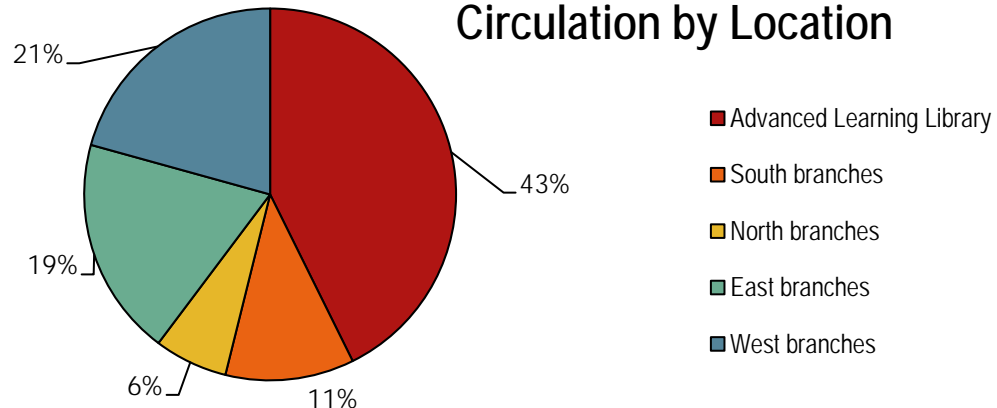
The Rockwell branch counter malfunctioned for several days in November and the Linwood branch counter malfunctioned for three days during September resulting in undercounting of visitors.

CHECKOUTS

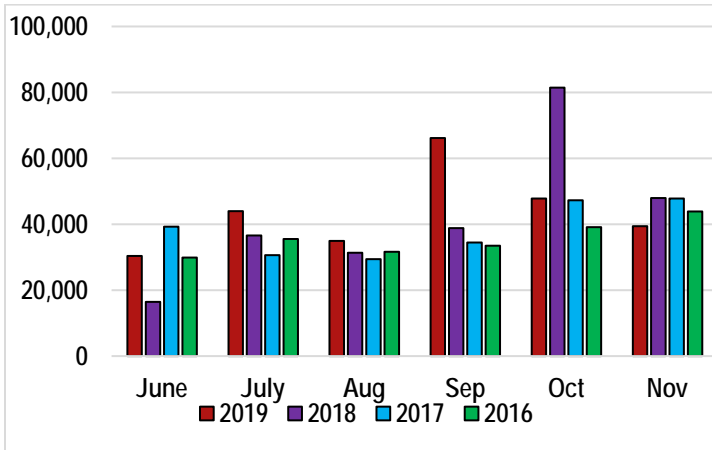


	NOVEMBER		
	2019	2018	% change
Physical Circ	128,378	139,170	-7.75%
E-book Circ	12,813	11,900	7.67%
Total	141,191	151,070	-6.54%

Circulation by Location

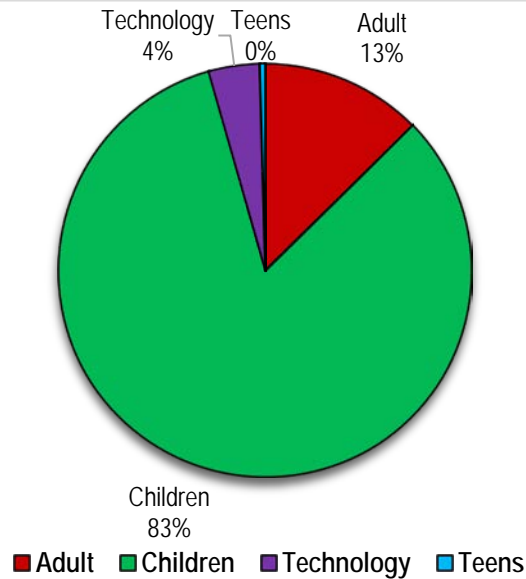


QUESTIONS ANSWERED (by staff in person/phone and through online services)



NOVEMBER			
	2019	2018	% change
In person	8,181	7,728	5.86%
Online	31,219	40,213	-22.37%
Total	39,400	47,941	-17.82%

PROGRAM ATTENDANCE

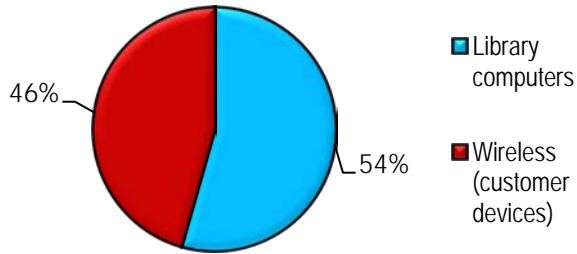


NOVEMBER ATTENDANCE

	2019	2018	% change
Adult events	1,016	1,405	-27.69%
Children's events	6,677	7,287	-8.37%
Technology training	320	261	22.61%
Teen events	30	400	-92.50%
TOTAL	8,043	9,353	-14.01%

PUBLIC COMPUTING

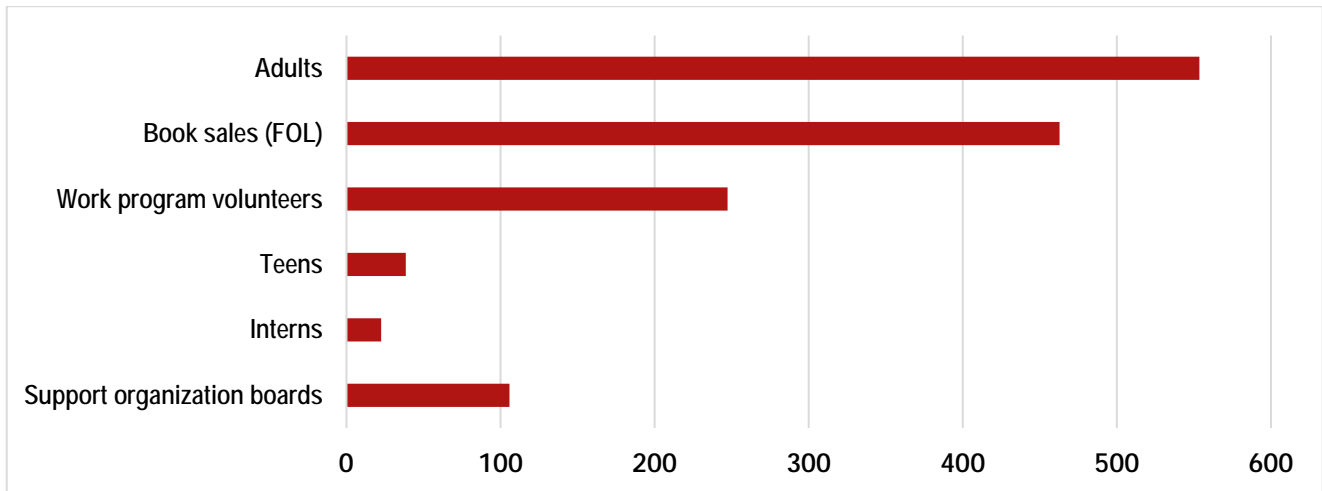
Method of Computing Access
(by session)



NOVEMBER

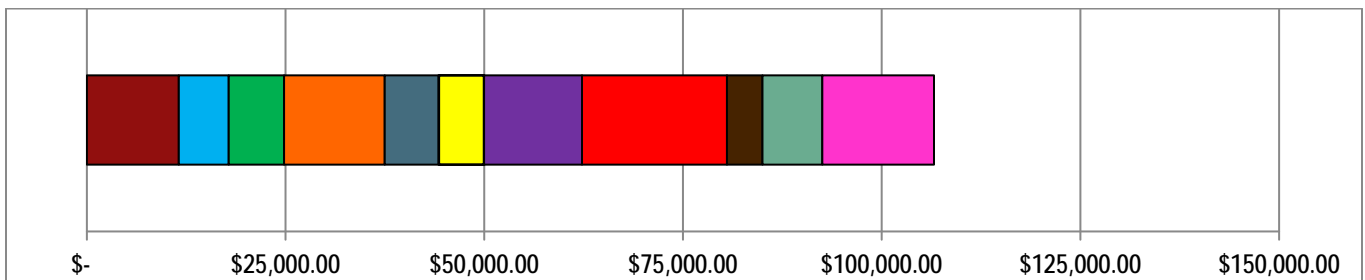
	2019	2018	% change
Library Workstation Sessions	8,746	9,251	-5.46%
Wi-Fi Sessions	7,334	7,491	-2.10%
Number of Users	1,999	1,838	8.76%
Hours of Access	9,993	10,771	-7.22%

VOLUNTEERS (hours of service)



Number of volunteers YTD = 321 Hours of service received 20,060

MATERIALS DONATIONS (value if purchased)



Year to date total = \$106,572 Items added to Library collections YTD = 5,719

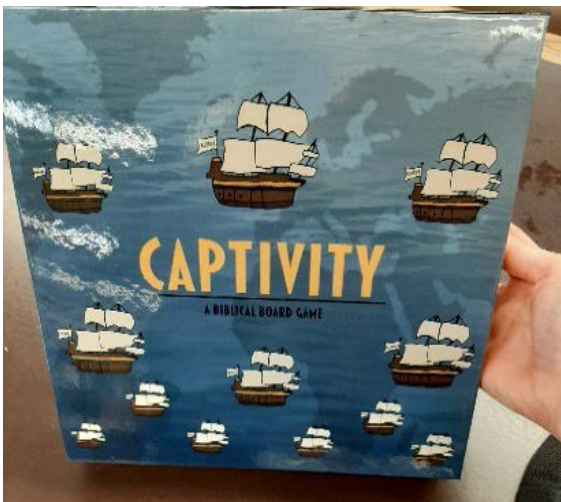
Materials donations include holdings processed from transfer of Kansas DAR library collections.

SERVICE SNAPSHOT: Recent Raving Fans Stories

At the Westlink Branch Library, a customer wanted to apply for a job with the Census Bureau. He helped in 2010, and at that time, he was able to fill out a paper application. This year, he was required to do an online application. With limited computer skills, the task seemed daunting. Library assistant Kathy Becker started by showing him how to log on to the computer and use an Internet browser to locate the job portion of the Census Bureau's page. At that point, it was discovered that the customer needed to create an account with the Census Bureau and to do so, he needed an e-mail address, which he did not have. Library Assistant Melissa Sray stepped in and helped him create an e-mail account and register on the Census Bureau's page. Unfortunately, before he could do an actual application, the site needed to send him an e-mail for verification purposes. The customer ended up scheduling a book-a-librarian session for another day. At it, Senior Library Assistant Eileen Ball helped him log in to the Census Bureau's page, access the application, fill it out, and submit it. The customer was grateful for staff's assistance and persistence.

Samantha Hollenbeck and Kevin Wilkin made a young boy very happy this month. While returning his library material the boy's little hot wheels car went on the conveyor belt of the AMH machine. When the boy and his family came to inquire if a hot wheels car was found, Sam did not hesitate to go to the AMH room and ask Kevin who was working there at the time if he had seen a hot wheels car. Sure enough, Kevin had seen the little hot wheels car and had set it aside for the time being, and he's glad he did.

One afternoon this month, Evergreen Branch staff member Samantha Rader assisted a customer for nearly one and one half hours on the computer. The customer was trying to apply for a job, but first Samantha needed to assist the customer in resetting her passwords on two different email accounts, and also resetting her log-in information on the job site. Additionally, the customer needed assistance in getting her resume scanned, emailed to herself, and saved to her Google account.



Rockwell Library Assistant Wynter Myers worked with a customer who had come in to ask for technology help because he was trying to create a board game. Wynter assisted with what she could and she made suggestions about where to follow up on questions that she did not have expertise on, such as suggestions on what software to use to create the board game electronically. The customer recently came back to show Wynter the game he created, which he had just received in the mail. He was very grateful for the help Wynter had given him.