



Monthly Activity Report

November 2020

Service Highlights

On Wednesday, Nov. 25, the Library returned to curbside only service. Customers are able to pick up materials they request through the website or by phone by using the drive through windows at Alford Branch Library or the Advanced Learning Library, or have materials delivered to their vehicle at other Library locations. Reference service is available by phone, programs offered via Zoom, and copying, scanning and print services are available from drive through windows or via curbside assistance.

The Youth Services Team, along with videographer Kyle Holly, created a virtual Kansas Reads to Preschoolers video that premiered on YouTube in November. Youth librarians created short segments based around the book *Groovy Joe: Ice Cream and Dinosaurs* by Eric Litwin, including a segment on making homemade ice cream, games and songs. The video is available on the Library's YouTube channel.

Carol Kotsch, youth services librarian at the Evergreen and Angelou Branches, conducted her first virtual outreach storytelling session in November. She worked with McLean Elementary to tell stories to a third grade class as part of their language arts unit on folktales. With help from library staff, Carol was able to practice reading books using a webcam, so she could figure out proper lighting and angles to have the laptop for the best result.

Staff continue to work on plans for the NEA: Big Read Wichita program which was postponed this year. The new dates for that program are January 9-February 21, 2021. Madeline Miller's bestselling novel *Circe* is this year's NEA Big Read: Wichita selection. This novel, about the lesser-known goddess Circe, takes you on a spellbinding journey into the world of gods, monsters, mortals and nymphs. More information is available online at www.bigreadwichita.org

Teen Librarian Sara Moesel presented to USD 259 library staff in November. The librarian at Stucky Middle School asked Sara to help students become aware of Wichita Public Library resources, and she developed two PowerPoint presentations with narration. The first was about getting started at the library, and the second was a book talk about 40 recommended titles for grades 6-8. These presentations reached 638 students.

Other News

During the month of November, Collection Development staff and Evergreen Branch staff worked to prepare the branch to close for the upcoming renovations. Many items were removed from the collection for temporary reassignment to other locations. Other items were packed to take to the Evergreen temporary location. Desks and workspaces were cleaned out in order to make packing easier.

On Nov. 30, the Evergreen Branch shut down for its move to the temporary location at the Evergreen Recreation Center, 2700 N. Woodland, while renovations are made to the building to become an Evergreen community center, a project led by Vice Mayor Cindy Claycomb. The temporary location will open Monday, Dec. 21 and will operate Monday-Wednesday (9 a.m.-noon), Thursday (2-5:30 p.m.) and Friday (2-5 p.m.).

During the election, Library staff added polling maps to the digital wall at the Advanced Learning Library to provide customers information and resources about local, state and federal elections. Data pulled from 270toWin, a nonpartisan website, aggregated polling information from various national outlets to create the maps.

Westlink Branch Manager Tracie Partridge gave a virtual presentation to the Westlink Neighborhood Association on Library offerings for continuing education for adults. The board of the Association recorded the program and intends to share it on their social media channels.

Rockwell Branch Manager Savannah Ball was the Local Arrangements Chair for the Kansas Library Association's 2020 conference. As many other conferences have done this year, the group decided to move the event online. Since local arrangements were no longer needed, Savannah volunteered to serve as a room monitor for the Zoom room where most of the public library topics were being presented. Savannah worked with presenters to make sure their tech needs were met and answered questions from attendees.

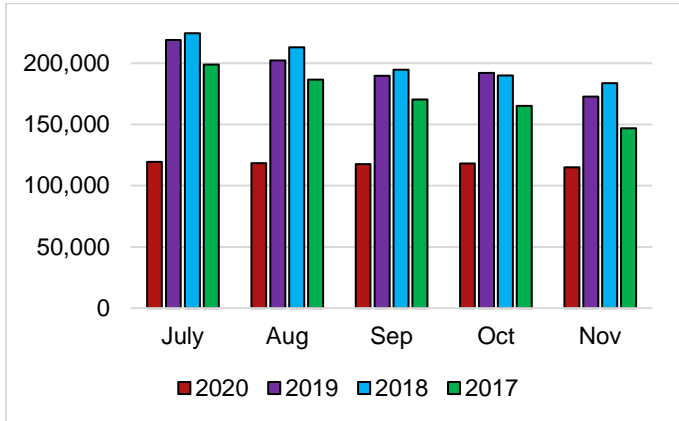
Several staff members participated in the Wichita Police Department's de-escalation training, presented virtually via Microsoft Teams. This two-part training showed staff how to handle different workplace situations, and provided solutions to de-escalate different customer interactions.

Since June, the Rockwell Branch's "Quick Pick Table" has circulated thousands of titles for early readers. Now that all locations are back to curbside, Youth Services Librarian Katrina York will reevaluate offerings and expand the selection to create book stacks or bundles for all ages, including early readers and middle grades.

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. All locations reverted to curbside and drive-up service beginning November 25.

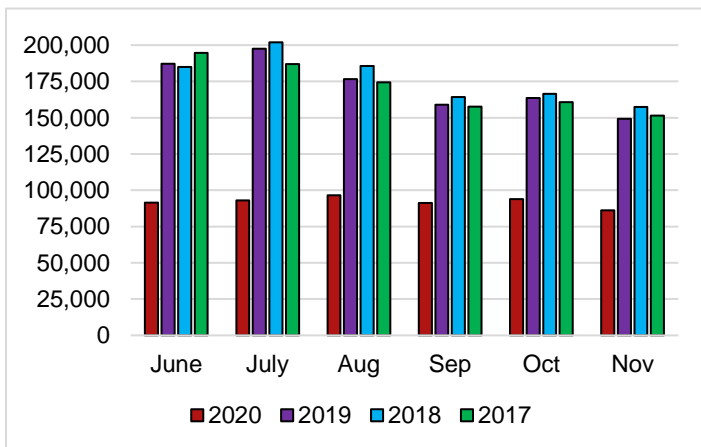
LIBRARY VISITS (door count, catalog sessions, and website visits)



| | NOVEMBER | | |
|----------------|----------------|----------------|----------------|
| | 2020 | 2019 | % change |
| Door Counts | 40,726 | 80,864 | -49.64% |
| Catalog Use | 37,702 | 40,462 | -6.82% |
| Website Visits | 36,632 | 51,410 | -28.75% |
| Total | 115,060 | 172,736 | -33.39% |

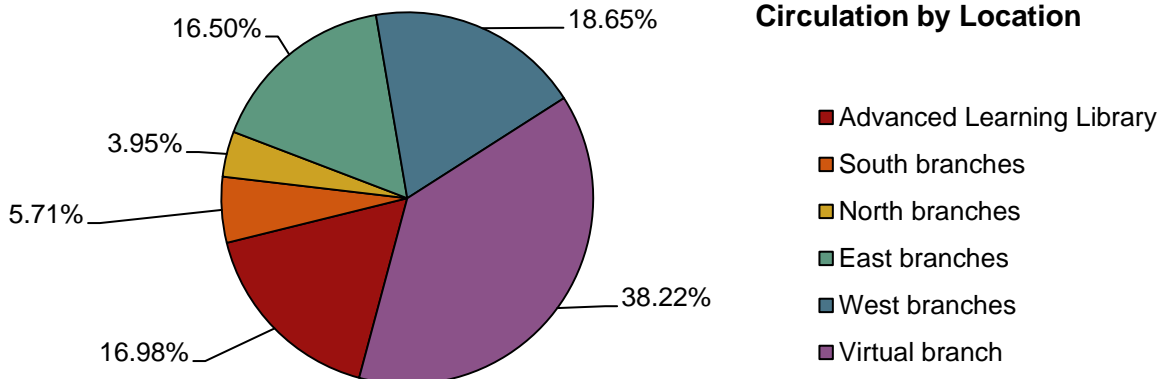
NOTE: Door counts include activity related to curbside materials delivery.

CHECKOUTS

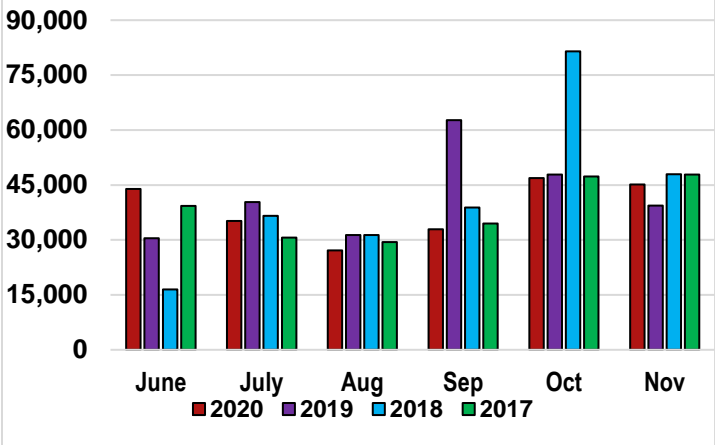


| | NOVEMBER | | |
|---------------|---------------|----------------|----------------|
| | 2020 | 2019 | % change |
| Physical Circ | 53,249 | 149,290 | -64.33% |
| Virtual Circ | 32,936 | 20,912 | 57.50% |
| WPL | 24,054 | 12,813 | 87.73% |
| State | 8,882 | 8,099 | 9.67% |
| Total | 86,185 | 170,202 | -49.36% |

Circulation by Location



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

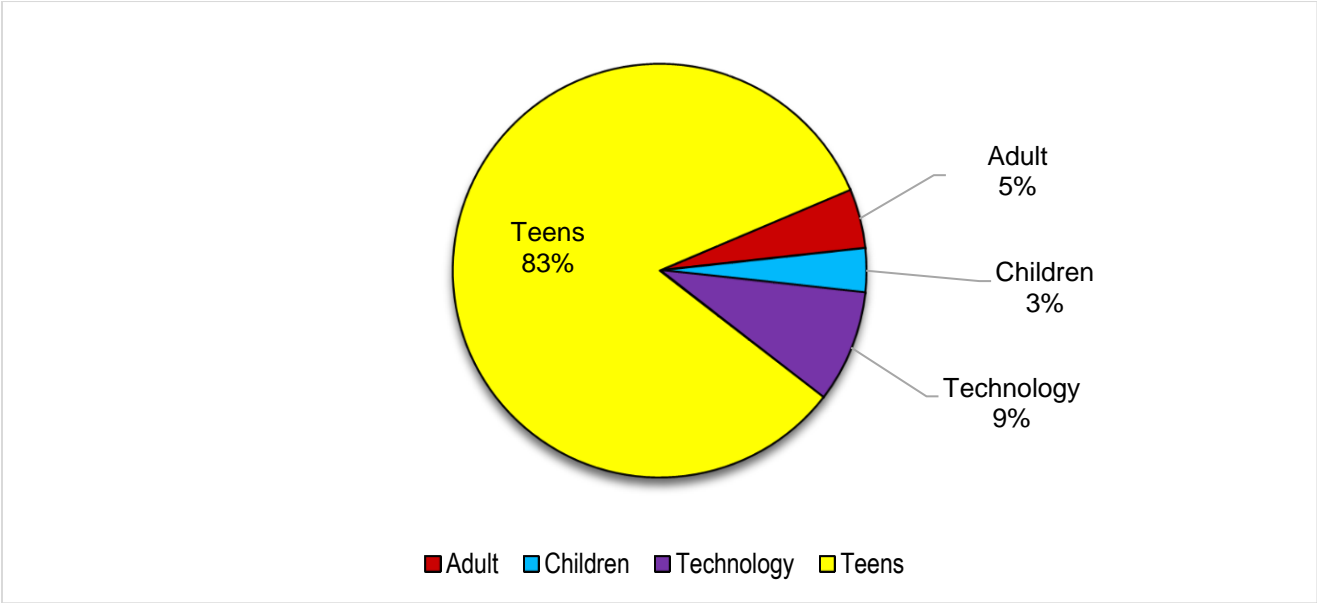


NOVEMBER

| | 2020 | 2019 | % change |
|-----------|--------|--------|----------|
| In person | N/A | 8,181 | N/A |
| Online | 45,120 | 31,219 | 44.53% |
| Total | 45,120 | 39,400 | 14.52% |

In person/phone reference transactions were not counted from March-November 2020.

PROGRAM ATTENDANCE



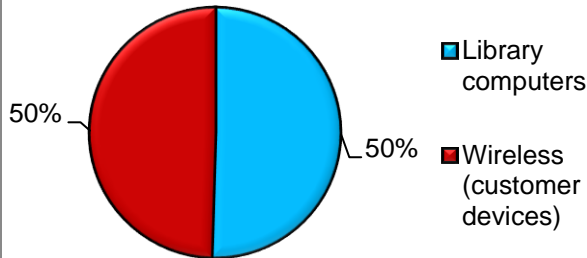
NOVEMBER ATTENDANCE

| | 2020 | 2019 | % change |
|---------------------|------|-------|-----------|
| Adult events | 36 | 1,016 | -97.24% |
| Children's events | 26 | 6,677 | -100.00% |
| Technology training | 67 | 320 | -79.06% |
| Teen events | 636 | 30 | 2,106.67% |
| TOTAL | 757 | 8,043 | -90.59% |

November attendance reflects Book a Librarian training appointments, a limited number of in-person and online public events, and virtual presentations.

PUBLIC COMPUTING

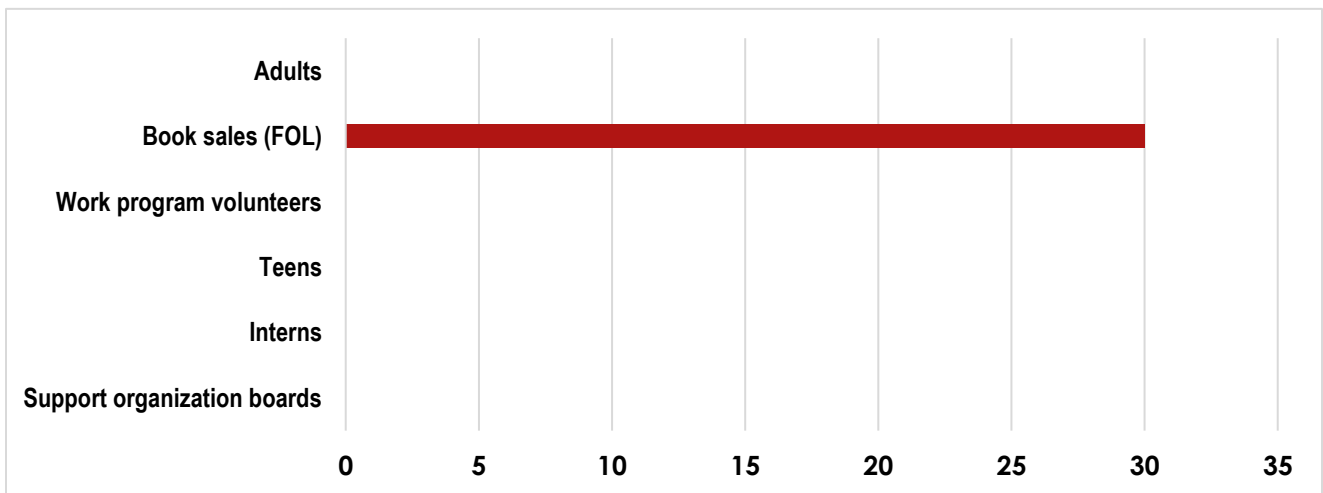
**Method of Computing Access
(by session)**



NOVEMBER

| | 2020 | 2019 | % change |
|----------------------|-------|-------|----------|
| Workstation Sessions | 3,716 | 8,746 | -57.51% |
| Wi-Fi Sessions | 3,647 | 7,334 | -50.27% |
| Number of Users | 451 | 1,999 | -77.44% |
| Hours of Access | 4,648 | 9,993 | -53.49% |

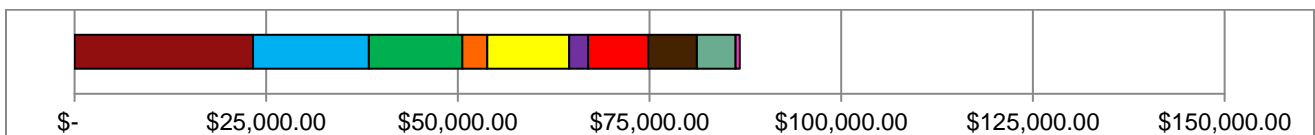
VOLUNTEERS (hours of service)



Number of volunteers YTD = 104 Hours of service received = 3,437

Volunteer service includes data from October that had not been reported previously.

MATERIALS DONATIONS (value if purchased)



Year to date total = \$86,756.06 Items added to Library collections YTD = 5,424

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

Service Snapshot: Recent Raving Fans Stories

A customer expressed her gratitude for the children's grab bags. She spreads the word about this service, telling people how exciting and convenient the process is. She also says her children are excited because they don't know what they are getting and are always surprised when the books come home.

Staff at the Alford Branch helped an elderly customer with some work through the online IRS platform. She hadn't filed a tax return in several years and needed to apply to the IRS for her stimulus check. Staff helped her set up an email account, create an online IRS account and verify all of her sign-in activity before she could complete the form. She thanked staff for their patience and support.

Librarian Noelle Barrick helped a Vietnamese-speaking customer find several fiction titles from the foreign language collection. Although the language barrier was too great to do a reader's advisory interview, Noelle was able to bring 10 books to the customer to pick from. The customer selected four books and was grateful that the Library had books for her to borrow in her native language.

A customer called the Alford Branch looking for seasons of one of her favorite television shows. Staff pulled the next few seasons and had them waiting for her at the drive up. Right after she left, staff found the next season in an outgoing box to the Advanced Learning Library, called the customer and held it for her. She swung by immediately and thanked the staff for being so considerate.

Even during a pandemic, staff can still help customers through email and other technological means. Erin Howerton helped a customer find resources for his second grade child, who was working on county reports. Via email, Erin shared screenshots of the Library's databases and catalog so the customer could find precisely what he was looking for. His reply: "This is awesome! Thank you so much!"

Alford Library Assistant Carrie Hosford assisted a customer who called to say he needed to make a reservation to renew his Driver's License. He was unable to make an online appointment without a computer. Carrie made an appointment for him and printed the appointment confirmation. He later visited the Alford Drive-up to get the document and pay for the print, saying he really appreciated the help from the library.

Westlink Branch Manager Tracie Partridge helped a customer currently living in France with her three children gain access to e-books. She had a library account but the actual library card had been left in Wichita. Tracie had her e-mail a copy of her Kansas driver's license as ID. She then sent her the card numbers so she could make use of Libby, the Library's e-book and e-audiobook resource, and explained how it worked. The customer was incredibly grateful because the children really needed reading material in English.