



# MONTHLY ACTIVITY REPORT

## October 2019

### SERVICE HIGHLIGHTS

Wichitans continued to ask “What page are you on?” as they read and discussed *Lab Girl*, the 2019 NEA Big Read: Wichita selection. A total of 68 businesses and organizations throughout the Wichita metropolitan area have become official Big Read Wichita partners, helping to host events and to promote this year’s programs. Attendance at events has ranged from small groups meeting to discuss the book to over 500 people who visited the Advanced Learning Library on October 12 to learn more about biology, horticulture, engineering, animal science, food science, technology and other STEM-related fields in a Science Fest sponsored by Sedgwick County’s K-State Research and Extension office.

All Library locations were closed on October 14 to allow staff a day of in-service training. The morning was spent in a poverty simulation offering insight into the challenges faced by low-income families, single parents, people with disabilities and senior citizens. A goal of the session was to better identify policies and procedures that may be barriers to the resources and services of the library. The afternoon session featured Ryan Dowd, Executive Director of Hesed House homeless shelter in Chicago and author of *The Librarian’s Guide to Homelessness*. His presentation focused upon how to work compassionately with challenging individuals, especially those experiencing homelessness. Each of the sessions received high ratings from attendees who reported that they had learned information that they would use in their work at the library. A sampling of comments from event evaluations included:

- *I felt this was a hands-on way to experience struggles of poverty in a way that I would not have been able to do in normal life or by assisting customers. I will certainly refer back to this experience as I evaluate changes to or creating new policies and procedures.*
- *Very intense! Really makes you think about how difficult life can be without privileges so many of us take for granted.*
- *It is something I think more city departments and organizations should participate in.*
- *I have 2 people in my life who are in poverty situations, and I felt the simulation pretty accurately defined their situations. It was done in such a way that I will most likely not forget the experience.*
- *I remember a lot of what he said, not only because it was highly relevant to what we see daily, but also because his examples and videos were clear. I am certain I can make changes in my own behavior that will make me better at handling these situations when they arise.*
- *As Mr. Dowd explained, I feel I can use his insights to de-escalate possible conflicts with all patron, not just homeless patrons. I especially like the part about managing emotional contagion and projecting positivity to encourage voluntary compliance, as opposed to punishment-based enforcement. I also appreciated the use of videos and scenarios to reinforce general concepts.*

## OTHER NEWS

The Polaris integrated library system has been updated to version 6.3. Among the improvements available in the new release are improvements that make the online catalog easier to use on mobile devices.

Library staff members continue to share their expertise with peers. During October, Collection Development Manager provided consultations on bed bug policies and procedures for the Grand Rapids (MI) and Newton (KS) public libraries and made a presentation on the same topic to a joint meeting of the Mulvane and Augusta public libraries. Digital Services Manager Jeff Tate served as a moderator for the Innovative Interfaces October Innovative Idea Lab Challenge. The challenge is a process used to engage customers in developing enhancements for the Polaris automation system. As moderator, Jeff monitored comments, asked idea submitters for additional details, answered questions and evaluated ideas. By serving as a moderator, Jeff offers the library an opportunity to become more involved in the Polaris product development process.

Business librarian John Cleary met with seven SCORE/SBA clients collecting business information for business plan start-up, market research, industry and demographic information. He also helped another seven people with the Foundation Directory database searching for grant information and reviewing Foundation print materials.

Twenty-eight customers attended a class on basic book repair, offered in response to a frequent request from customers for a tutorial on the techniques of book repair.

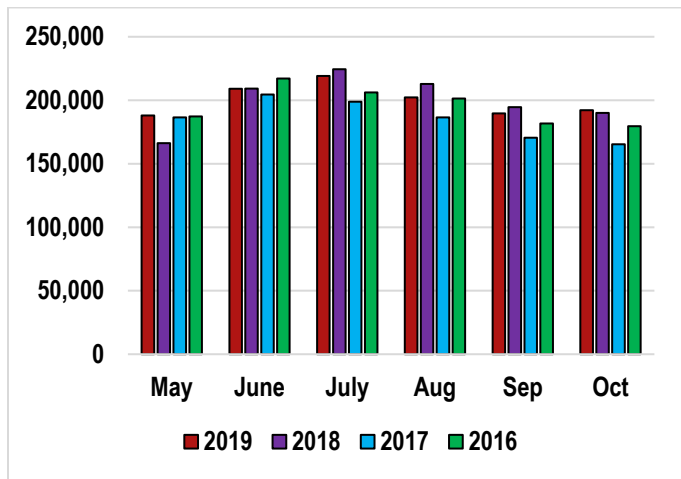
A partnership agreement has been established between the Alford Branch and the US Navy's Delayed Entry Program. The Library provides meeting space to the Navy program twice a month. In exchange, the Navy provides information about Library programs and services to teens who have enlisted in the delayed entry program and their families. Because the delayed entry program places an emphasis on high school graduation, the partnership is helping the branch to address its focus area of K-12 student achievement.

The Burns Research Pavilion hosted out of state researchers from Arizona, California, Montana, North Carolina, Oklahoma, Oregon, Pennsylvania, Rhode Island, and Texas. To date in 2019, the Research Pavilion has hosted guests from 31 states.

Agencies receiving special programs or services during October included: Honey Tree Academy; Kiddy Kollege/Country Acres, Kiddy Kollege/Tyler, KinderCare/Boston, KinderCare/Tyler, Scribbles and Giggles/Pawnee, Scribbles and Giggles/Rockhill; and Tutor Time/21<sup>st</sup> child care centers; Asbury and Basic Beginnings preschools; Fingerprints, 2<sup>nd</sup> Street and Shirley Mayes head start centers; Wichita State University's child development center; Little Early Childhood Center; Cloud, L'Ouverture and Mueller elementary schools; Brooks middle school; Wichita Southeast high school; Alpha Kappa Alpha Jewyls; Beta Sigma Phi, LifeVentures, Wichita Chapter 56 Industrial and Systems Engineers; Youth for Christ; Catholic Charities Family Shelter; United Methodist Open Door Day Shelter; WIC offices at Colvin elementary school and the Sedgwick County Health Department; Kansas Department of Children and Families; Oxford Villa Senior Living; Downtown Senior Center; City of Wichita's Citizen Engagement Academy; Catholic Cuties Book Club; Spring Clean Laundromat (Project Laundry); and two family care centers. Through October, a total of 211 organizations and businesses have now received programs or special services from the Library in 2019.

## Service Dashboard

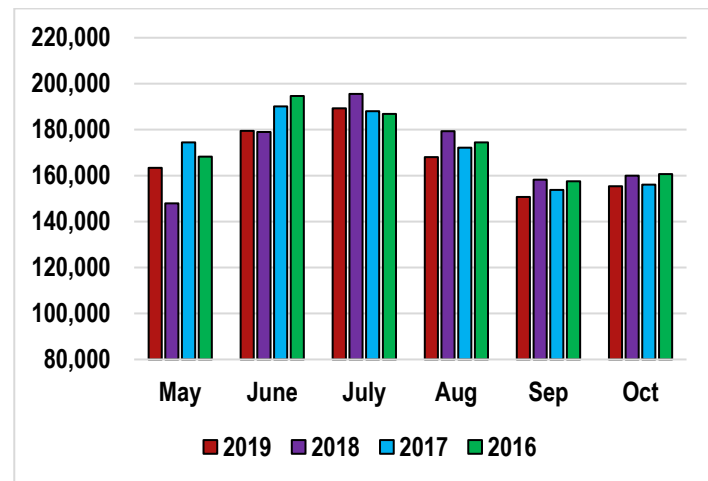
### LIBRARY VISITS (door count, catalog sessions, and website visits)



	OCTOBER		
	2019	2018	% change
Door Counts	88,084	85,744	2.73%
Catalog Use	45,480	45,719	-0.52%
Website Visits	58,624	58,581	0.07%
Total	192,188	190,044	1.13%

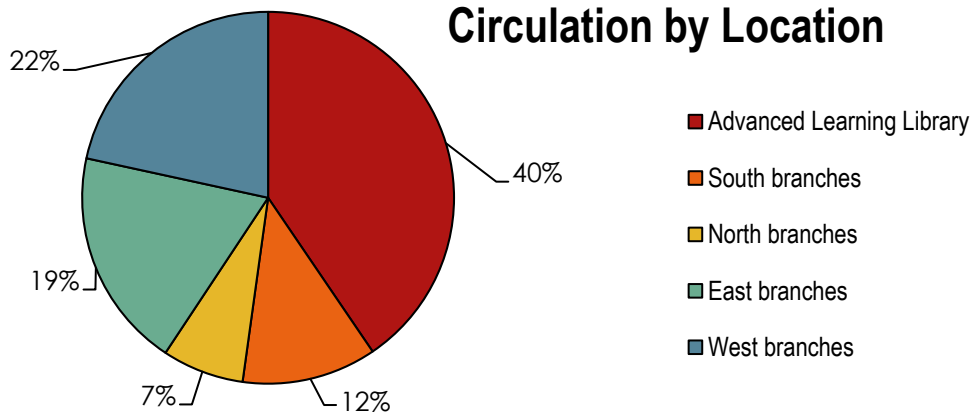
The Linwood branch counter malfunctioned for three days during September resulting in undercounting of visitors.

### CHECKOUTS

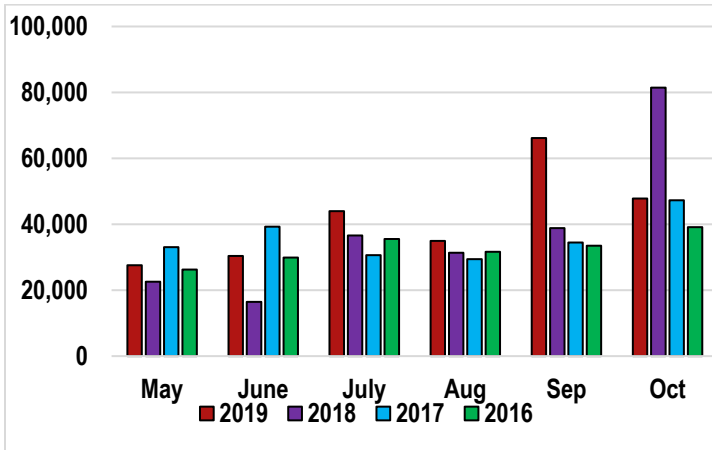


	OCTOBER		
	2019	2018	% change
Physical Circ	142,154	148,166	-4.06%
E-book Circ	13,236	11,818	12.00%
Total	155,390	159,984	-2.87%

### Circulation by Location

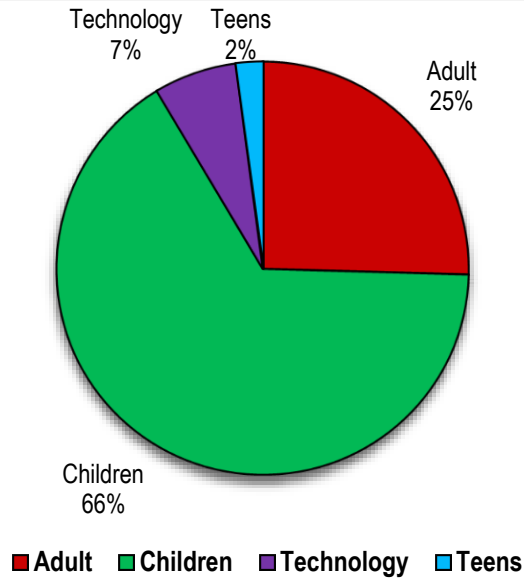


**QUESTIONS ANSWERED (by staff in person/phone and through online services)**



OCTOBER			
	2019	2018	% change
In person	7,830	9,324	-16.02%
Online	39,992	72,132	-44.56%
Total	47,822	81,456	-41.29%

**PROGRAM ATTENDANCE**

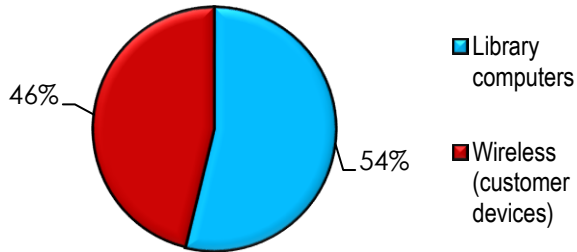


**OCTOBER ATTENDANCE**

	2019	2018	% change
Adult events	1,561	1,818	-14.14%
Children's events	4,052	2,499	62.14%
Technology training	397	302	31.46%
Teen events	128	1,238	-89.66%
TOTAL	6,138	5,857	4.80%

## PUBLIC COMPUTING

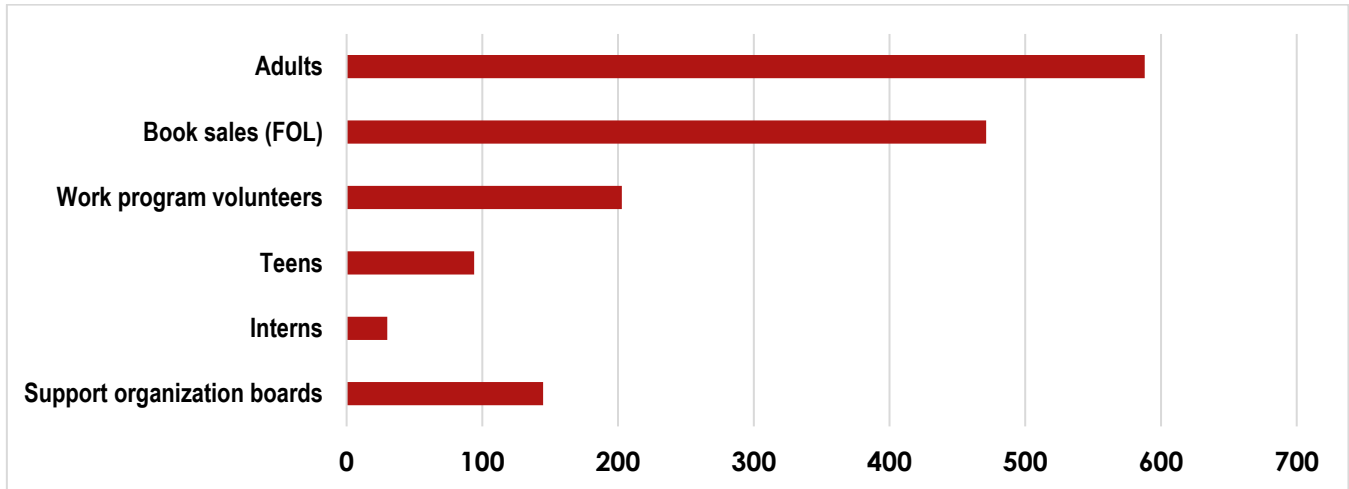
**Method of Computing Access  
(by session)**



### OCTOBER

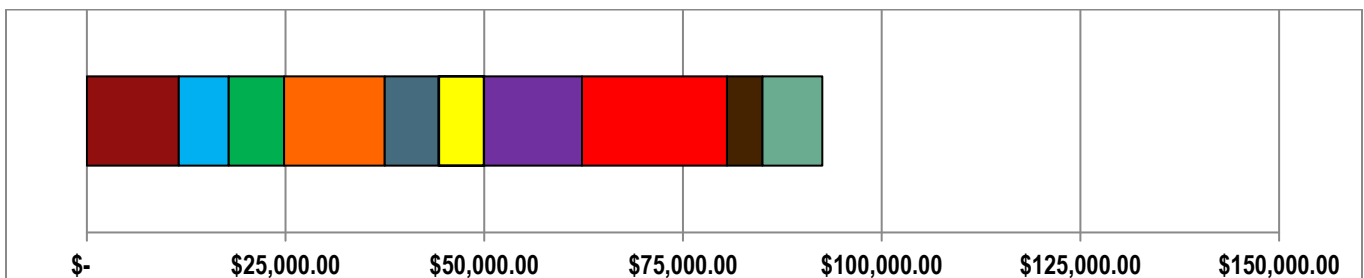
	2019	2018	% change
Library Workstation Sessions	10415	11095	-6.13%
Wi-Fi Sessions	8940	8789	1.72%
Number of Users	2186	2125	2.87%
Hours of Access	12382	13145	-5.80%

## VOLUNTEERS (hours of service)



**Number of volunteers YTD = 296    Hours of service received 18,629**

## MATERIALS DONATIONS (value if purchased)



**Year to date total = \$95,538    Items added to Library collections YTD = 5,004**

## SERVICE SNAPSHOT: Recent Raving Fans Stories

At the Westlink Branch Library, Library Assistant Andrea Porter attempted to send a fax for a customer multiple times, but it would not go through. Rather than admit defeat, she refunded the customer the cost of the fax, scanned it to her own e-mail, and forwarded it to the customer's e-mail so the customer could send it to the recipient by e-mail. The customer greatly appreciated Andrea's extra efforts.

A customer came to the Rockwell Branch Library seeking to replace a coffee-stained and torn newspaper clipping with a clean copy and also to obtain a replacement library card. The newspaper article was two weeks old, so the branch no longer had the physical copy on hand. The customer had difficulties standing for long periods and asked if there was anywhere to sit while Youth Services Librarian Katrina York searched for the article. Happily, there are comfortable chairs near the service desk, so Katrina was able to help the customer to a seat and to provide the paperwork for the replacement card while she searched for a digital copy of the article. With assistance from co-worker Colleen Strouse, Katrina used the *Wichita Eagle* Image Edition database to locate the image of the article by date and page number, download the clip, and resize it for printing. By that time, the customer was back at the service desk, using the branch's wheeled walker with seat, thanking staff profusely for the new library card and the copy of the newspaper article.

An Angelou Branch customer approached Library Assistant Julie Mills and asked if she remembered helping him with a job application a week before. When Julie replied that she remembered the transaction, the customer told her that he got the job. He thanked her, saying he was grateful for the use of the library computers and the help staff provided to him.

At the Westlink Branch Library, a low vision customer asked Library Assistant Kathy Becker for help printing a coupon for a carport from Harbor Freight. Kathy helped the customer access the Internet and look for the coupon, but they could not find it on the store's website. She offered to call the store and get more information. The employee that she spoke with informed her that she needed to go to an alternate company website to find the coupon. After she located it, Library Assistant Gebilet Mowes stepped in and helped enlarge the coupon by inserting and modifying it in Word so the customer could see it more easily. He was very appreciative of both Kathy and Gebilet's efforts.

Library Circulation staff member Kevin Wilkin received a note from customer Patricia Simpson who wrote, "Kevin was Amazing, He was kind, patient courteous and knowledgeable. He listened well, even though I talked fast. He knew all about the library. It's in these times we are in for someone to actually take extra time, with me, not worrying about who is behind me. Just me in front of him trying to solve a problem."