



# Monthly Activity Report

## October 2020

### **Service Highlights**

Library staff continue to provide quality service to customers while services remain limited, and found creative ways to engage customers during their visits to the library.

Staff launched an online version of Kansas Reads to preschoolers on Oct. 29. Youth Services worked with Digital Services to create a webpage with links to an online version of the book, online activities and a video feature created by librarians. More information: [www.wichitalibrary.org/prek](http://www.wichitalibrary.org/prek).

City and County staff will provide AIRA to customers at City Hall, the Transit Center and the Advanced Learning Library. AIRA is a service for blind/low vision individuals that uses a smart phone to provide real-time visual assistance. Agents can assist with directions, help fill out paperwork and other tasks.

The Library's Short Story Dispensers received an upgrade in October, which results in a touchless process for requesting a story. The buttons were updated from the 1-, 3- and 5-minute stories to Children's Stories, Short Edition and Local Stories. Residents will be able to submit stories for inclusion in the three dispensers. Dispensers are located at Reverie Roasters, Hunter Health Clinic and Ablah Library at Wichita State University.

Librarian Noelle Barrick took her NaNoWriMo Pep Rally virtual on Oct. 24. This event provides tips and tricks for customers who want to write 50,000 words during National Novel Writing Month in November. This year, Rachel Bournival, the Wichita-area NaNoWriMo liaison, showed how the NaNoWriMo online dashboard works, as well as provided tips for getting over writer's block.

The Library confirmed its partnership with PBS Kansas (KPTS Channel 8) to broadcast the virtual NEA Big Read: Wichita Kick Off on Saturday, Jan. 9 from 2:30-4 p.m. Viewers will be able to view the program on channel 8 and online at [www.kpts.org](http://www.kpts.org). More information about the NEA Big Read: Wichita can be found at [www.bigreadwichita.org](http://www.bigreadwichita.org).

Three Library staff members participated in Park and Recreation's Drive Boo Trick or Treat event at Watson Park on Oct. 24. Youth Services Librarians Katrina York (Rockwell) and Eva Caudill (Westlink) and Communications Specialist Sean Jones decorated Katrina's car as a haunted library and passed out candy and information about Kansas Reads to Preschoolers to nearly 1,600 kids.

## **Other News**

October 2020 was the third highest number of monthly e-checkouts, placing behind April and May 2020 when the library was entirely closed or offered extreme reduced services. Total e-checkouts were 23,827.

The Youth Services team created more e-cards to area students, bringing the total to nearly 3,500. Sarah Kittrell, Collection Development Division Manager, says there is an increase in students using their cards. This service will help students stay connected to the library through the pandemic and beyond.

Rockwell Staff created a low-contact election featuring popular children's book characters to teach young children about the election process. The race was extremely close for four weeks of polling, with book characters Elephant & Piggie emerging as the winners. The project was created to spark conversations about the voting process between parents and children. One notable interaction came from a mother and child who were voting for different candidates. The mother took the opportunity to discuss with the child why it was still important to vote even though someone you knew was voting for another candidate.

Library staff submitted four innovations to the Urban Libraries Council's annual Innovations Initiative. The ULC Innovations Initiative showcases out-of-the-box thinking and new alignment of resources to further education for people of all ages, address race and social equity in communities, build digital inclusion and digital literacy and enhance civic engagement for a strong democracy. Finalists will be announced during the ULC Innovations Celebration, date TBD. Read more about the Library's submissions:

- [E-Cards for All](#)
- [Virtual Programming Shift](#)
- [Virtual Resources During COVID-19](#)
- [New Access to Materials](#)

In an effort to help residents connect with Library resources and services, Library staff created a Wichita Public Library reddit account to monitor the r/Wichita subreddit for questions the Library might be able to answer.

Westlink Branch Manager Tracie Partridge was interviewed by a Library and Information Management student at Emporia State University about her interest in librarianship, daily duties and challenges faced in her current position.

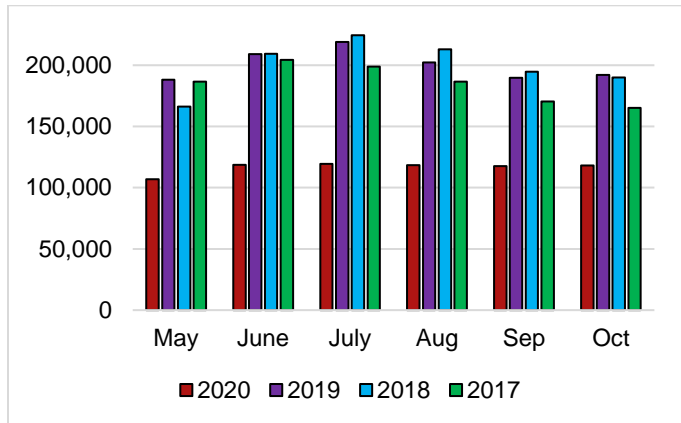
Circulation Manager Ofonime Sampson attended the Library Journal Virtual Summit on Oct. 6, including a session called "Advocating for Library Budgets in Times of Austerity." The session emphasized the importance of advocacy from data and measurements of library activities.

Staff members participated in de-escalation training provided by the Wichita Police Department. The trainings covered both situational awareness and communication.

## 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.

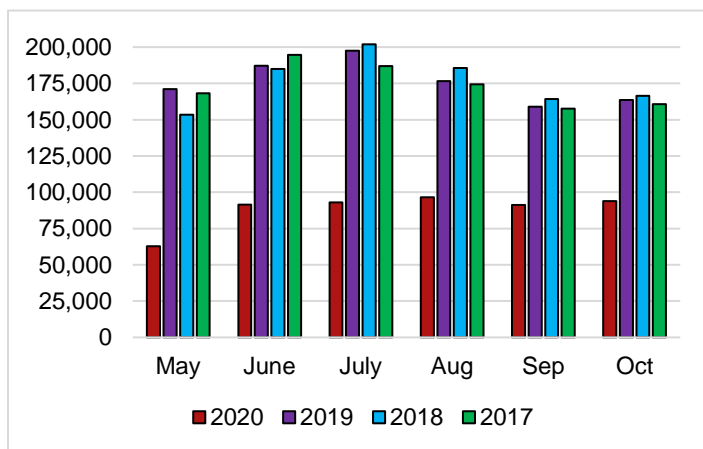
### LIBRARY VISITS (door count, catalog sessions, and website visits)



	OCTOBER		
	2020	2019	% change
Door Counts	37,172	88,084	-57.80%
Catalog Use	39,724	45,480	-12.66%
Website Visits	41,185	58,624	-29.75%
<b>Total</b>	<b>118,081</b>	<b>192,188</b>	<b>-38.56%</b>

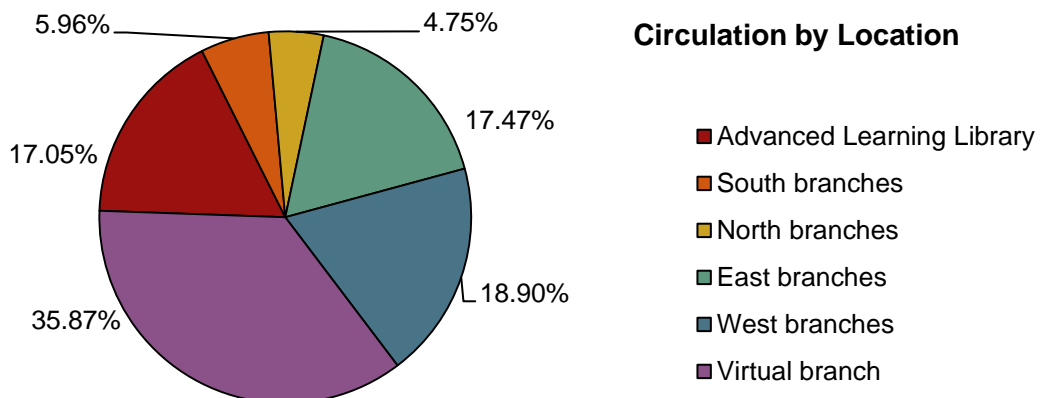
NOTE: Door counts include activity related to curbside materials delivery.

### CHECKOUTS

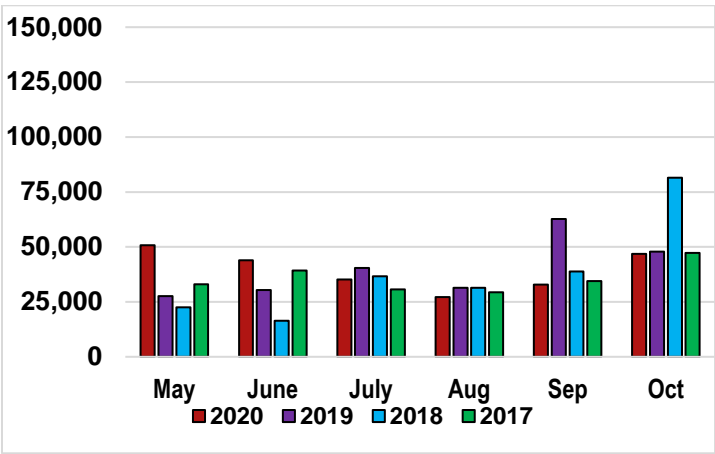


	OCTOBER		
	2020	2019	% change
Physical Circ	60,169	142,154	-57.67%
Virtual Circ	33,658	21,387	57.38%
WPL	24,747	13,236	86.97%
State	8,911	8,151	9.32%
<b>Total</b>	<b>93,827</b>	<b>158,840</b>	<b>-42.63%</b>

### Circulation by Location



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

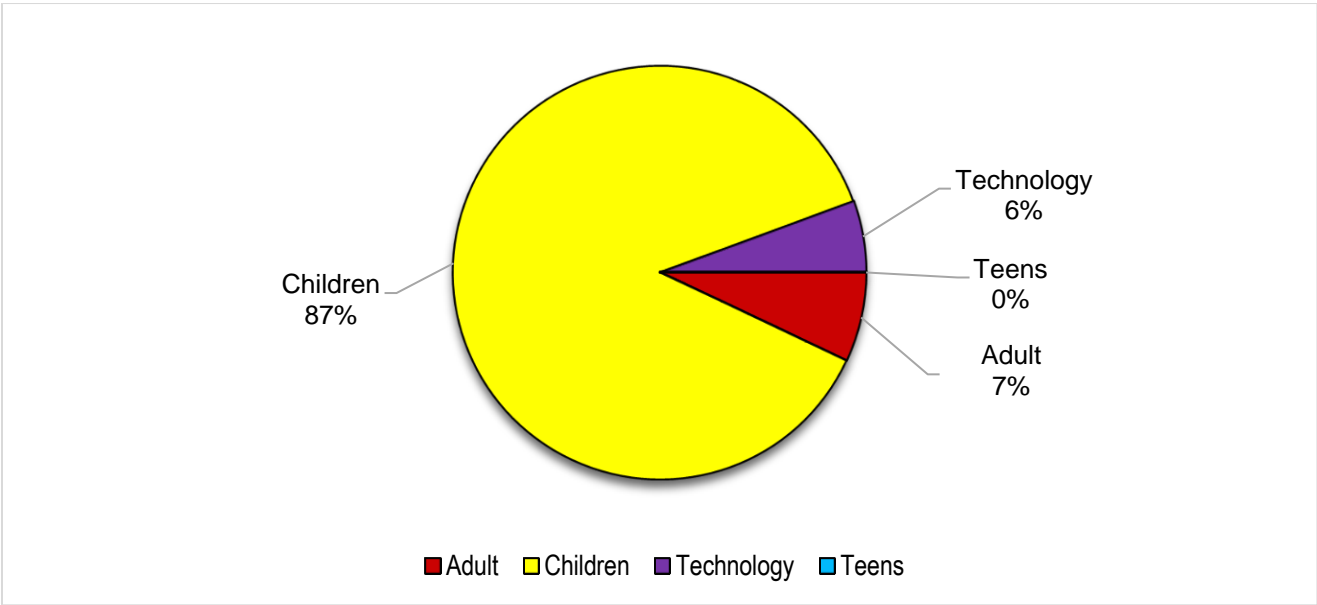


**OCTOBER**

	2020	2019	% change
In person	N/A	7,830	N/A
Online	46,861	39,992	17.03%
Total	46,861	47,822	-2.14%

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

**PROGRAM ATTENDANCE**



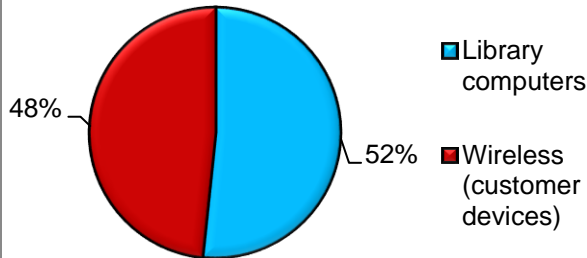
**OCTOBER ATTENDANCE**

	2020	2019	% change
Adult events	128	1,561	-91.80%
Children's events	1,600	4,052	-60.51%
Technology training	102	397	-74.31%
Teen events	0	128	-100%
<b>TOTAL</b>	<b>1,830</b>	<b>6,696</b>	<b>-70.19%</b>

October attendance reflects Book a Librarian training appointments, the Drive-Boo Trick-or-Treat at O.J. Watson Park, and a limited number of in-person and online events.

## PUBLIC COMPUTING

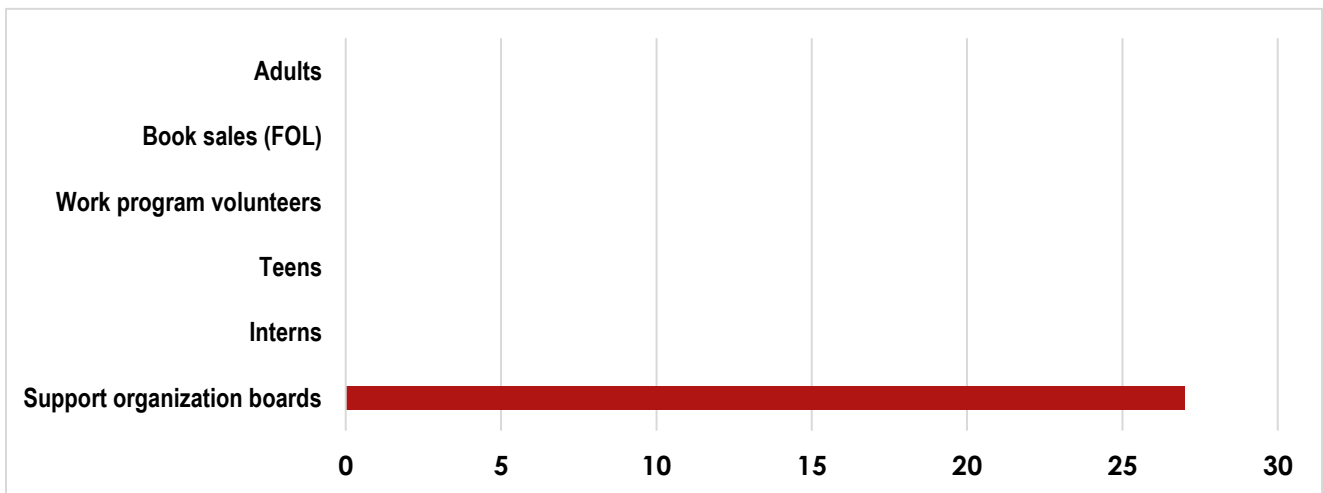
**Method of Computing Access  
(by session)**



### OCTOBER

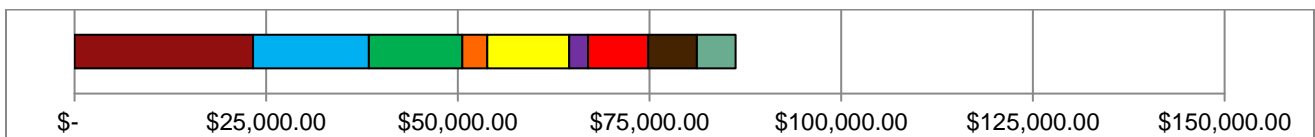
	2020	2019	% change
Workstation Sessions	5,135	10,415	-50.70%
Wi-Fi Sessions	4,807	8,940	-46.23%
Number of Users	578	2,186	-73.56%
Hours of Access	6,322	12,382	-48.94%

## VOLUNTEERS (hours of service)



**Number of volunteers YTD = 104    Hours of service received = 3,407**

## MATERIALS DONATIONS (value if purchased)



**Year to date total = \$86,198.11    Items added to Library collections YTD = 5,375**

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

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

Library staff continue to go beyond the call of duty to make sure customers have access to materials during limited operations. At the Westlink Branch, Branch Manager Tracie Partridge stayed late to help a customer get an updated library e-card over the phone so she could access the digital collection. Tracie also issued her a Kansas Library card for more access to digital materials.

Rockwell Branch Manager Savannah Ball helped a customer with little computer skills complete an online defensive driving class for his job. Savannah helped him set up an account, navigate the website and gave him login instructions so he could come back and finish the class. He was thankful for her help.

A customer let staff know how much they appreciated the Library's creativity in lending materials to customers. The customer loves the no-touch displays and book bundles. "Thank you for being here for us. You all are doing a great job."

The Westlink Branch held its first virtual book club with facilitation by Fiction Selector Racine Zackula. Eighteen customers participated and were impressed with the thought-provoking questions Racine asked about the book, *Where the Crawdads Sing* by Delia Owens. One customer emailed afterwards and said "I had such a great time yesterday! Thank you for all you do!"

A customer appreciated the help of a tech trainer at the Advanced Learning Library who helped him recover and organize his email account so he could recover his GetKansasBenefits account, which is used for unemployment and other State of Kansas resources. Staff took the time to create organizational methods for the customer's online contacts and revenue stream.

A parent requested 20 picture books for her children, ages four and six. Youth Services Librarian Katrina York provided them with a wide selection they had not read before, including a few new titles recently added to the collection. They praised the library and said, "A lot of bad things can be gotten through with new books."

A customer shared with Rockwell Library Assistant Sheri Williams that, "the only good thing about COVID is getting to come to the library and pick up books." He explained he has much more time to read right now as he spends more time at home. Library staff appreciate the opportunity to be the bright spot in someone's day during difficult times.