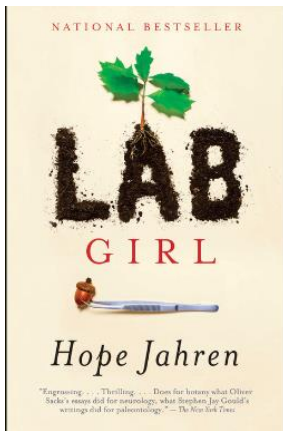




# MONTHLY ACTIVITY REPORT

## September 2019

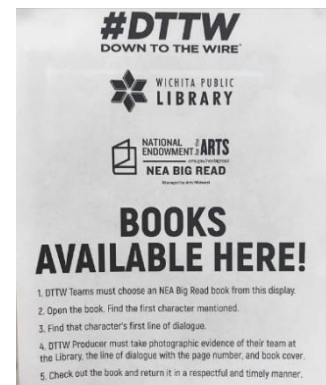
### SERVICE HIGHLIGHTS



The 2019 NEA Big Read: Wichita kicked off at the Advanced Learning Library on Saturday, Sept. 28. Over 350 people attended the event, celebrating *Lab Girl* by Hope Jahren. This year's kickoff was sponsored by the Friends of the Wichita Public Library and included a nature photography slide show by Roy Wenzl, music by Amadeus Hound Chamber Orchestra, Reader's Theater by Sara Wine, and dance by the Alitheia Mime Troupe from WSU. Library Board member Laruen Hirsh was emcee for the program. Honorary co-chairs Lt. Governor Lynn Rogers and Congressional Spouse Susan Estes offered remarks.

With over 400 free books distributed at the kickoff and another 264 books previously distributed to community book clubs choosing to read *Lab Girl* as one of their monthly selections, this year's Big Read program is likely to be one of the most popular in the twelve year history of Wichita one book programming.

An interesting twist to this year's Big Read kickoff was a partnership with the Down to the Wire filmmaking competition. Instructions were provided to competitors during a 6:30 a.m. briefing on Saturday, September 28, and teams learned that one of the required elements for the 2019 contest involved visiting a Wichita Public Library where they were to find a display of past and present Big Read Wichita selections. By noon, each team had to choose a book from the display, take and submit a photo of their selection and check out the book. They were also required to incorporate some dialog from their selected book into the film they were creating within only 24 hours. This element of the competition brought teams to the Alford, Evergreen, Rockwell and Westlink branches as well as the Advanced Learning Library. Filmmakers also used the Advanced Learning Library, Alford and Evergreen branches as locations for some of their filming.



The Advanced Learning Library once again participated in the Central Plains Area Agency on Aging's Senior Expo as a host site. Several hundred people came to the library to visit with vendors of products and services of interest to seniors. Special programs sponsored by the library during the day included library tours, a class on downloading e-books and demonstrations of 3D printing.

## OTHER NEWS

The Library hosted a variety of unique programs and special events during September. A few of the most noteworthy included:

- A first quarterly author event offered in partnership with Watermark books attracted 150 people to hear Madeline Miller, author of *Circe* and *The Song of Achilles*.
- The Library also partnered with Watermark for a program by Sonia Greteman featuring her new book *Wichita: Where Aviation Took Wing*.
- The Wichita Amateur Radio Club hosted an “Introduction to Amateur Radio” program at the Advanced Learning Library where interested participants learned about uses for amateur radio as well as requirements for obtaining a radio license.
- A Grow with Google Small Business Panel featured small business owners Andrew Gough from Reverie Coffee Roasters, Andrea Stang from The Hive, and Summer Guerrero from Affinity Automotive Services answering questions about small business ownership. Information about the Library’s involvement in the Grow with Google program and library services in general were also discussed.
- The Evergreen Branch celebrated Hispanic Heritage Month with Monique Garcia from the Kansas Health Foundation reading *Burro’s Tortillas* to an enthusiastic group of children and their caregivers. The program included a tortilla painting craft using paints made with powdered sugar and food coloring.

Staff members offered a variety of services that residents do not often equate with their public library.

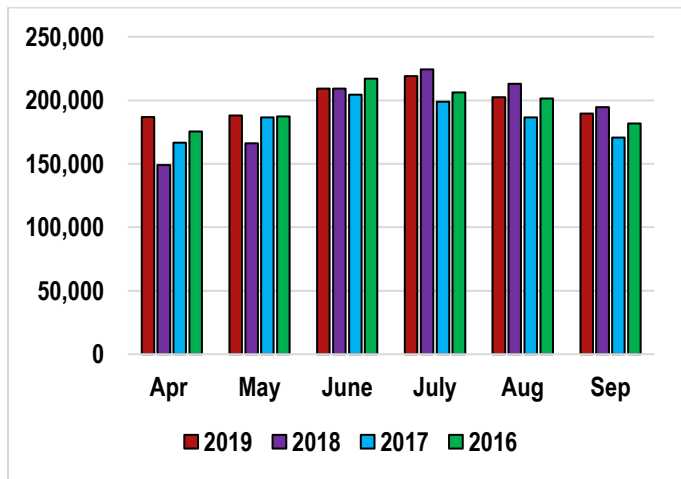
- Local Historian Michelle Enke reviewed two batches of Sedgwick County records for historical importance prior to approving their destruction.
- John Cleary met with seven small business clients to help them learn how to use library resources for market, industry and demographic information research as well as for business plan development.
- John also trained six people on use of the Foundation Directory database to assist with grant research.
- Thirty-two book discussion sets were shared with area book clubs.

The Burns Research Pavilion hosted out of state researchers from Arizona, Oklahoma, Pennsylvania, Tennessee, and Texas. The Research Pavilion has hosted guests from 28 states in 2019.

Agencies receiving special programs or services during September included: Loving Arms and TreeHouse/Maize child care centers; Via Christi and Wichita State University child development centers; The Mount, 2<sup>nd</sup> Street and West Village head start centers; Top/North early learning center; Discovery Place, Plymouth and Small Wonders preschools; Cloud and L’Ouverture elementary schools; Wichita Northwest high school; Devoreur De Livres and Petroleum Women book clubs; First Presbyterian Church Seniors’ Group; Prairie Homestead Senior Living; East Heights UMC Children’s Day Out; WIC offices at the Sedgwick County Health Department, Colvin and Stanley schools; Sedgwick County; Wichita State University-Tech; Wichita State University public history graduate students; St. Francis Community Services Migration Ministries; Alpha Kappa Alpha Jewyls; Spring Clean Laundromat; the Kansas Department of Children and Families; and five family care centers. The Library was an exhibitor at the USD266 OneMa1ze Community Engagement Night, Open Streets ICT and a Welcoming Week event sponsored by the Immigrant Services Support Network. Through September, a total of 204 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)

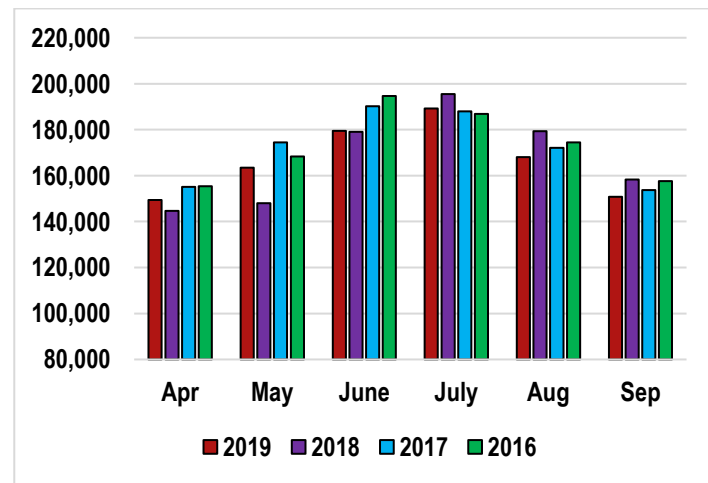


### SEPTEMBER

	2019	2018	% change
Door Counts	82,747	86,547	-4.39%
Catalog Use	45,565	44,736	1.85%
Website Visits	61,324	63,298	-3.12%
Total	189,636	194,581	-2.54%

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

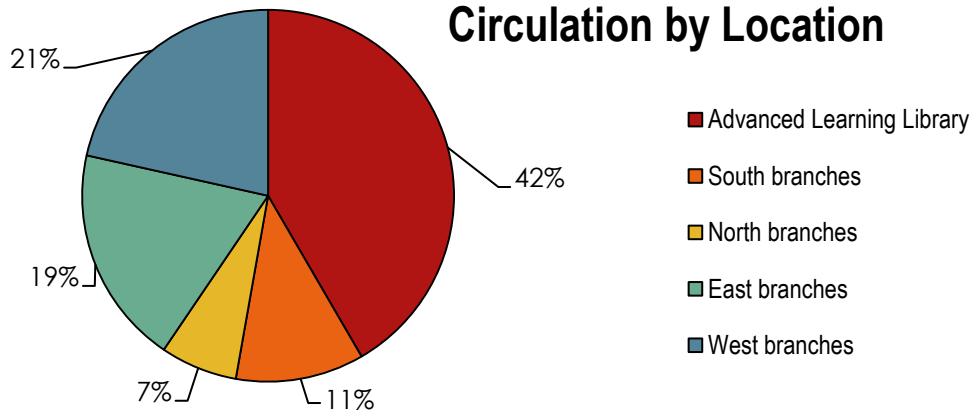
### CHECKOUTS



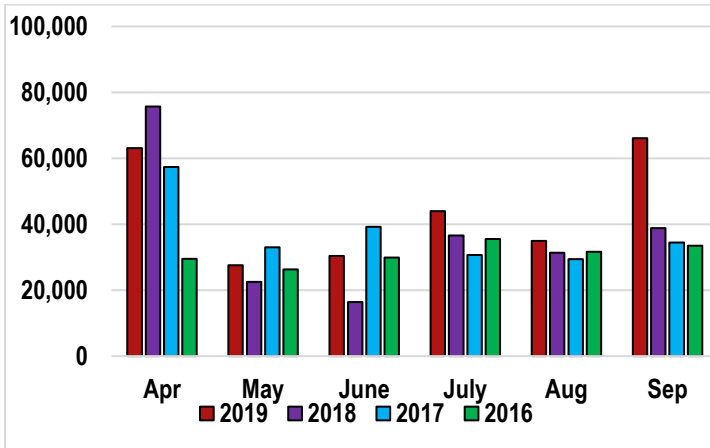
### SEPTEMBER

	2019	2018	% change
Physical Circ	137,071	146,320	-6.32%
E-book Circ	13,677	11,944	14.51%
Total	150,748	158,264	-4.75%

### Circulation by Location

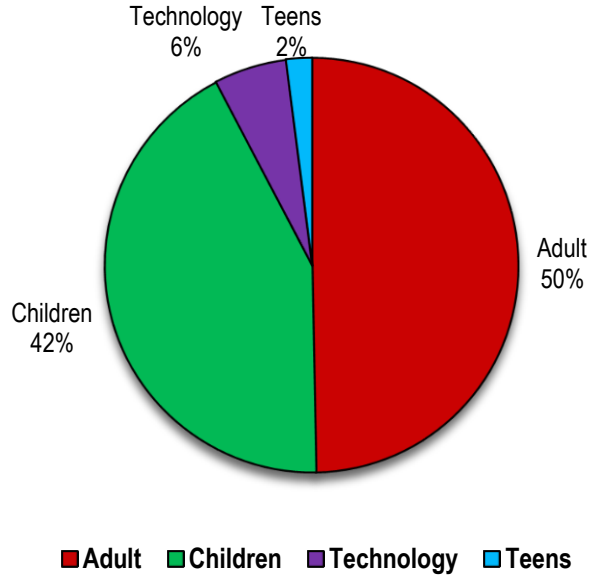


**QUESTIONS ANSWERED (by staff in person/phone and through online services)**



SEPTEMBER			
	2019	2018	% change
In person	8,820	9,393	-6.10%
Online	57,326	29,438	94.73%
Total	66,146	38,831	70.34%

**PROGRAM ATTENDANCE**

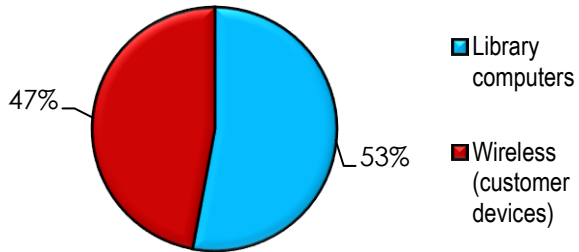


**SEPTEMBER ATTENDANCE**

	2019	2018	% change
Adult events	3,328	2,954	12.66%
Children's events	2,856	3,662	-22.01%
Technology training	382	245	55.92%
Teen events	130	172	-24.42%
TOTAL	6,696	7,033	-4.79%

## PUBLIC COMPUTING

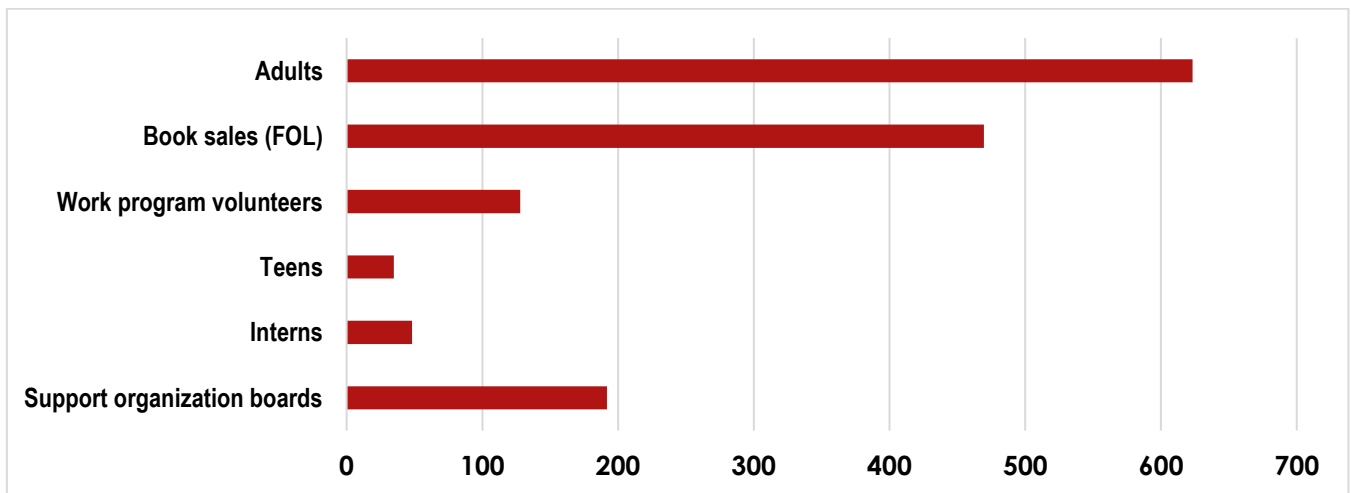
**Method of Computing Access  
(by session)**



### SEPTEMBER

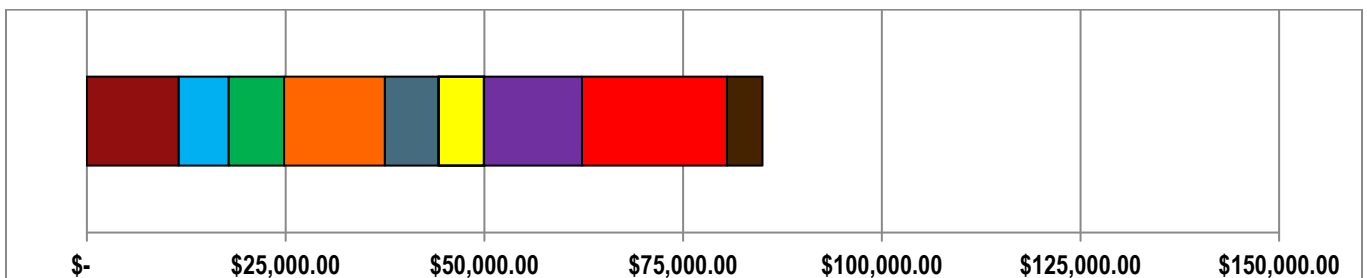
	2019	2018	% change
Library Workstation Sessions	10,518	9,987	5.32%
Wi-Fi Sessions	9,057	9,356	-3.20%
Number of Users	2,321	2,171	6.91%
Hours of Access	12,340	12,512	-1.37%

## VOLUNTEERS (hours of service)



**Number of volunteers YTD = 294    Hours of service received 17,098**

## MATERIALS DONATIONS (value if purchased)



**Year to date total = \$85,004    Items added to Library collections YTD = 4,559**

## SERVICE SNAPSHOT: Recent Raving Fans Stories

Staff member Kyle Holly was able to assist a customer in the AV studio who was having trouble with the equipment he needed to use to make a video for a college admission interview. Kyle pin-pointed the issue quickly and showed the student how to assemble the video equipment and transfer content to the AV computer. The customer was able to record and submit his video that day.

Linwood Library Assistant Robin Dauster helped a customer to get important medical paperwork off her phone. Robin showed the customer how to access the files from the phone by connecting it to a computer via a USB cable, printing copies of the files to hand carry them to a physician and also to email them to the customer's email for her own records. Robin was able to diffuse the customer's stress by taking the problem and breaking it down into smaller steps that the customer could easily understand.

Angelou Branch Library Assistant Julie Mills helped a customer print, scan, and fax some documents to the Coroner's office. The customer had mobility challenges due to his use of a wheelchair, and was having a very difficult time dealing with the loss of a close family member. He was very grateful that he was able to complete all of the business during a single visit to the library and that Julie was willing to spend the time to assist him.

An older gentleman visited the Linwood Branch for help obtaining a replacement Social Security card. Library Assistant Bret Harvey helped the customer to start a session on a public computer so that he could complete the required paperwork. After a few minutes, it became apparent that the customer might need some additional help. Upon asking, the customer leaned close to Bret and whispered in a rather embarrassed way that he neither knew anything about computers, nor would his vision allow him to see the keys on the keyboard even if he did. Bret whispered back that was okay and that he was in good hands. Bret was able to get the forms that the customer needed, helped him fill them out, researched where the forms needed to be sent, scanned the forms and emailed them to the correct department. The gentleman was very thankful and said he didn't have any money to offer for his assistance, so he offered Bret the hat on his head. Bret was very touched by this gesture and reassured the customer that he had been happy to assist and that no payment was necessary.

Circulation Library Assistant Megan Hale assisted a mom and her three children who came to the Advanced Learning Library to get library cards. Mom seemed exhausted because she kept missing things and making mistakes when she was filling out the new account registration forms. The youngest girl (about 6) became upset because Mom let her sisters write their names on the forms but didn't let her do the same. Mom was still filling out forms and Megan could tell she was feeling overwhelmed so she jumped in and told the young girl that she had a card that needed her name on it. If she let Megan finish entering data for her card, then she could write her name on it. That made her happy and she quieted down immediately. When the family came back to check out, Mom was still thanking Megan over and over for her patience and help. The youngest girl told Megan that she "blew her mind." They all left very happy and with brand new library cards.

A man came into the Linwood branch for some assistance with a tablet. He said he was fairly comfortable with technology, and bought the tablet as a gift for his wife. He was able to get the device customized except the only weather information he could get was for Cleveland, Ohio. Branch Manager Robyn Belt worked with him to add Wichita as a location in his weather app. After adding the location, there were a few more settings that needed adjustments to ensure that the Wichita weather being shown on the home screen. The man was surprised and grateful for the help. "Wow- I worked with this thing for hours and couldn't figure it out! And you were able to help me within 10 minutes! I didn't even know that the library was a place that I could take this. I'm so glad I came in to give it a try."

Angelou Branch Manager Anne Ethen was assisting a customer who was using his iPad to apply for jobs. The customer has been a regular user of the after-hours computer lab at the Angelou Branch. With the assistance of the lab staff, he had prepared his resume and had it saved in Word format on his iPad. Everything was going just fine with the application until he got to the “I am not a robot” CAPTCHA, the last step before the application could be submitted. Due to a recent eye surgery, the customer had blurred vision and was having difficulty selecting all the photos that had a traffic light from the blurry array of 9 photos. Anne assisted him select the correct photos (and assured him that everyone has difficulty with that task). Once they got past the CAPTCHA, the application was successfully submitted. The customer was so happy, he surprised Anne with a hug!

Rockwell Youth Services Librarian Katrina York approached a customer who had moved a cart and chair into an aisle, preventing others from accessing a portion of the materials collection. Katrina approached with the questions “What are you needing?” and “What space can we find to help you fulfill those needs?” Through conversation, Katrina learned that the customer suffered from social anxiety and had used the furniture and equipment to create a more private space to use materials from the book collection. Katrina located a table that was far enough from busiest part of the library to feel more secluded and had space for the cart of books. The customer appreciated the assistance rather than simply being told to move and told Katrina that she was “The A-1 sauce on filet mignon.”

A young woman walked up to the Alford branch service desk with her driver’s license and Social Security card in hand. It was her first day at a new job with a nearby family-owned Italian restaurant and she needed a copy of both documents in order to complete her hiring paperwork. It is a small business, and does not have a lot of office equipment. Her new employer sent her out to get a copy, and she could not start training until this was done. She had first gone to Wal-Mart- no copier. Then she tried Dillon’s - again, no copier. By the time she arrived at Alford she was frustrated and felt like she was failing this “mission” from her new boss. Library Clerk Daniel Velazquez greeted her with a smile and said the library would be glad to help. The relief on her face was obvious. Alford staff wished her luck on her new job as she thanked them for all their help.

When Mo the giraffe had to be removed from the Children’s Pavilion at the Advanced Learning Library for repairs, youth services staff reported that during his summer break from school, Mo hurt his foot while playing with his friends and had to go to the doctor. While healing from his foot injury, he was taking a vacation to visit family. Children visiting the Library were encouraged to write “We miss you” and “Get well, soon” letters to Mo, who wrote back with photos from his adventures. The solution provided an explanation for children disappointed by Mo’s absence from the library while also giving them an excellent literacy activity.

Wichita Public Library  
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We have some good news to report: MO IS BACK FROM VACATION!

