



Monthly Activity Report

September 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.

Youth Services staff issued more than 1,000 e-cards in September for students at local schools, including USD 259 (Marshall, Truesdell & Coleman Middle Schools; Jackson, Enterprise and Cessna Elementary Schools) and USD 265-Goddard (Discovery Intermediate; Oak Street, Challenger and Clark Davidson Elementary Schools). Students will now have access to e-resources from the Library.

Alford Branch staff have helped several high school students obtain both their Wichita Public Library and Kansas State Library cards over the past few weeks. At least one English teacher has made an assignment out of her students showing proof they have the cards available and ready to use for future assignments.

The Rockwell Branch is demonstrating how elections work for young readers through a low-touch pompom ballot system. Customers can vote for their favorite children's book characters each week, and they can borrow materials from a nearby display about presidents, voting and the constitution. The mock election has garnered interest and conversation with families, including a parent and child discussing which of the characters they should vote for based on their merits and disadvantages.

The Library expanded its virtual programming via Zoom in September. Select programs were recorded and are available to view on the Library's YouTube channel.

The Book-A-Librarian service continues to be popular despite building limitations and reduced staff capacity. Customers are seeking assistance with unemployment, resume building, filing online applications, setting up email accounts, smartphone assistance and learning about e-content. In September, 78 Book-A-Librarian sessions were completed.

Librarian John Cleary taught a representative from CASA Sedgwick County how to use Foundation Directory Online. The session resulted in more than 40 potential grant makers for CASA to explore.

Other News

The Library received the final 2020 grant disbursement from South Central Kansas Library Systems in the amount of \$58,683.

The new branch library in District III is on schedule and is anticipated to open during the first quarter of 2021. In September, the City Council approved the initiation of the CIP to begin ordering furniture and fixtures for the new space, and approved the Library Board of Directors to serve as the naming committee.

The Linwood Library relocation project is now live in the City's new financial system, Munis. Staff are working with the Purchasing Department to get shelving and furniture bids posted, and are working on moving specifications for both Linwood and Evergreen.

Staff recently added a webpage for the new District III library opening early 2021. The page will provide information about the new facility, construction photos and other helpful information that will evolve as the project progresses. [Click here to view.](#)

Plans and preparations continue for the upcoming renovation of the Evergreen Branch. Later this year, the branch will temporarily shut down and relocate to a small space at the Evergreen Recreation Center (2700 N. Woodland) and operate a small circulating collection and allow customers the opportunity to pick up holds and return materials.

The Wichita Public Library presented at the Immigration Support Services Network's Virtual Welcoming Week Resource Fair on September 16, discussing Library resources available to new Wichita residents. Topics discussed included job search resources, technology training and information about signing up for a library card.

The Library received a donation of papers from the family of Sgt. John W. Davis who worked as an electrical test engineer at Beechcraft for 48 years, from 1941-1989. The donation consists of several hundred issues of *The Beechcrafter* company newsletter from the 1960s and 1970s. This addition to the Library's holdings will add new depth to the local history holdings and allow researchers better insight into Wichita's aviation history.

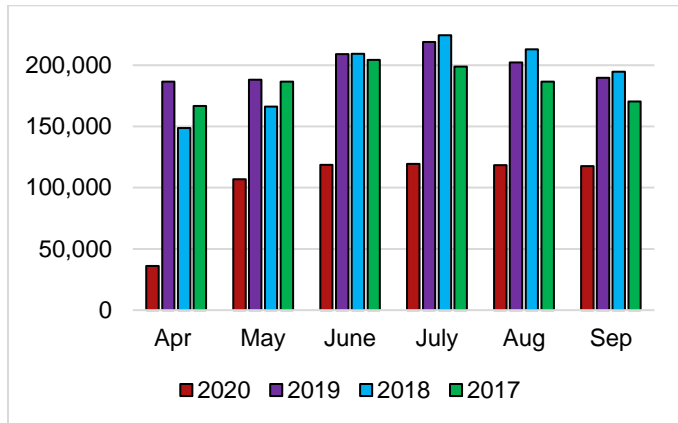
A painting contractor performed work at the Angelou Branch to prepare for an art wall. The contractor removed two large bulletin boards and small tack strips in the children's area. The walls are now ready for the arrival of donated artwork featuring Maya Angelou.

Three middle school girls from Girl Scout Troop 41524 contacted Special Collections staff looking for information about handling books for local family shelters for which they are building shelves and collecting donated books. Staff set up a virtual meeting and discussed book storage, book handling and repair and how to archive materials.

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)

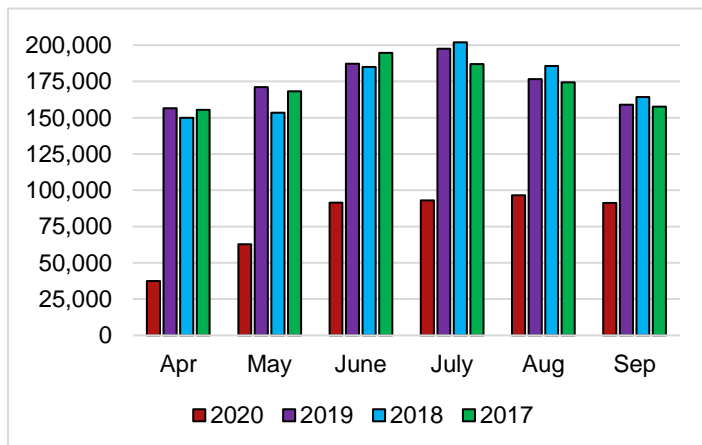


SEPTEMBER

	2020	2019	% change
Door Counts	38,049	82,747	-54.02%
Catalog Use	38,475	45,565	-15.56%
Website Visits	40,977	61,324	-33.18%
Total	117,501	189,636	-38.04%

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

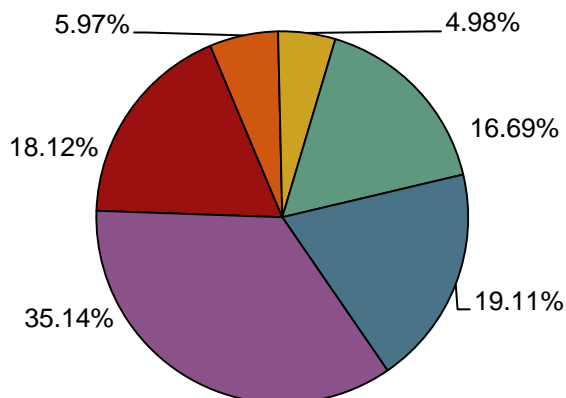
CHECKOUTS



SEPTEMBER

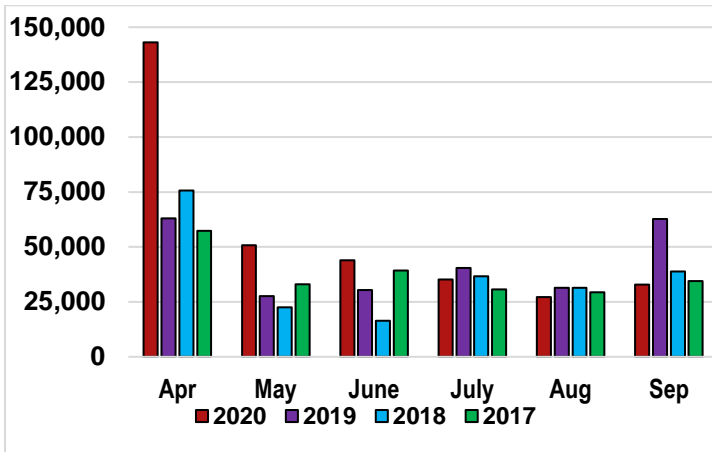
	2020	2019	% change
Physical Circ	59,130	137,071	-56.86%
Virtual Circ	32,031	21,769	47.14%
WPL	22,904	13,677	67.46%
State	9,127	8,092	12.79%
Total	91,161	158,840	-42.61%

Circulation by Location



- Advanced Learning Library
- South branches
- North branches
- East branches
- West branches
- Virtual branch

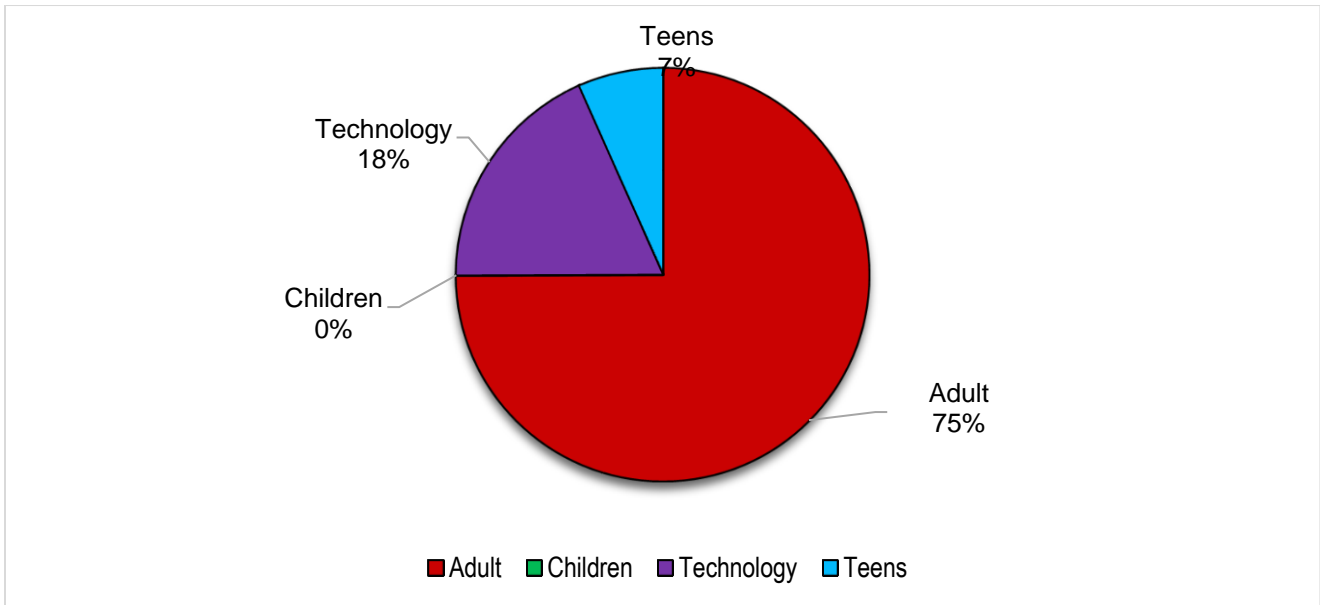
QUESTIONS ANSWERED (by staff in person/phone and through online services)



SEPTEMBER			
	2020	2019	% change
In person	N/A	8,820	N/A
Online	32,876	53,844	-38.94%
Total	32,876	62,664	-47.54%

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

PROGRAM ATTENDANCE

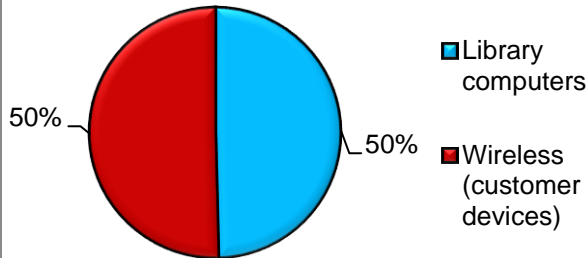


SEPTEMBER ATTENDANCE			
	2020	2019	% change
Adult events	317	3,328	-90.47%
Children's events	0	2,856	-100%
Technology training	78	382	-79.58%
Teen events	28	130	-78.46%
TOTAL	423	6,696	-93.68%

September attendance reflects Book a Librarian training appointments as well as a limited number of in-person and online events.

PUBLIC COMPUTING

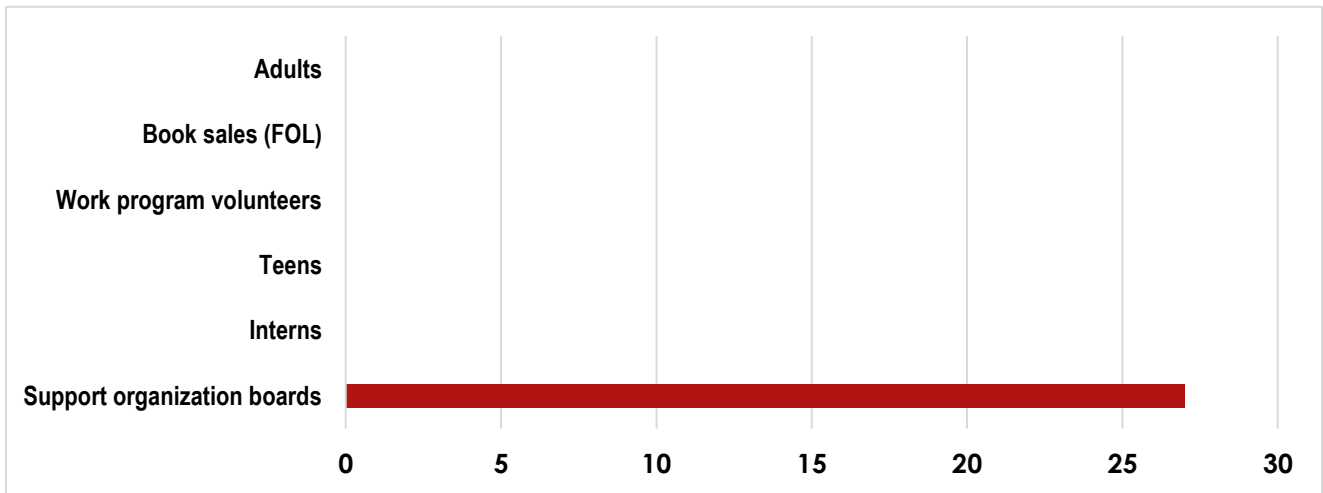
**Method of Computing Access
(by session)**



SEPTEMBER

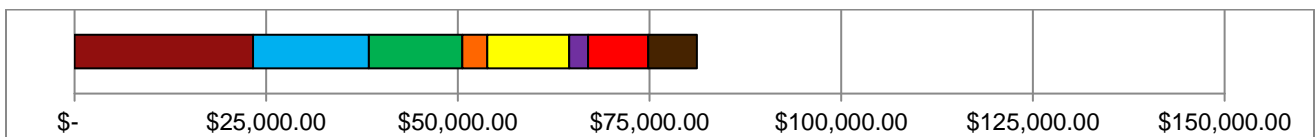
	2020	2019	% change
Workstation Sessions	4,660	10,518	-55.69%
Wi-Fi Sessions	4,731	9,057	-47.76%
Number of Users	586	2,321	-74.75%
Hours of Access	5,920	12,340	-52.03%

VOLUNTEERS (hours of service)



Number of volunteers YTD = 104 Hours of service received = 3,380

MATERIALS DONATIONS (value if purchased)



Year to date total = \$81,178.97 Items added to Library collections YTD = 5,017

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

Service Snapshot: Recent Raving Fans Stories

A visually impaired customer called the reference line with a concern about the TSA ruling on the Real ID. She received misinformation and decided to call the Library where “she could get the facts straight.” Librarian Cassie Fahey verified the new deadline and gave the customer information from both the Homeland Security’s website and AARP’s travel site, taking the time to read the information to the customer. “I can always count on the Library,” the customer said.

A customer called the Westlink Branch needing a copy of a book for her daughter’s school assignment. All print copies were checked out (with a hold list), but there was an e-book copy available. Branch Manager Tracie Partridge issued an e-card to the customer over the phone, checked the e-book out to the customer and walked the customer through the steps to download the Libby app and access the book.

Rockwell Branch Manager Savannah Ball helped a customer who was frustrated and stressed because he needed to fill out forms for the Department of Veteran Affairs, but their offices were closed due to COVID. He needed to complete the forms online but was not confident in his computer skills. Savannah walked the customer through the steps and helped him find the correct format and how to add a signature. The customer appreciated Savannah taking the time to help him.

A customer recently expressed gratitude for the Library: *“I also want to say thank you for all that you are doing to allow access for the public to our libraries. I had not been using the libraries in the last couple of decades due to several circumstances, but coming back after my retirement has been a godsend. Thinking about the gift of libraries, I recently made a donation to the Wichita Public Library Foundation for all of the work and care provided in our 2020 crisis.”*

Several customers needing help with the unemployment filing process have received assistance from staff over the last month, including one woman whose unemployment funding is her only source of income, and a gentleman who needed assistance retrieving his username and password for his account to complete his application. Customers express their gratitude to staff, oftentimes saying they couldn’t complete this work without the assistance of the Library.

The Library created Raving Fans when a parent and child came in to browse the collection, only to be discouraged to find the collection accessible by staff only at this time. Library staff worked one on one with the pair and offered personalized reader’s advisory assistance, ultimately finding a variety of graphic novels for the child. By the end of the personalized experience, the pair were much more excited about the Library.