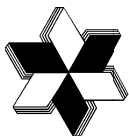




Wichita Public Library

2010 Annual Report



WICHITA PUBLIC LIBRARY
The Discovery Center
www.wichita.lib.ks.us



In an average day in 2010, the Wichita Public Library (system-wide):

Hosted 3,610 visits to library locations

Loaned 6,701 items to customers

Added 241 items to the collections

Created 51 new accounts for customers

Received 66 interlibrary loan requests from other libraries

Answered 717 reference questions from customers

Attracted 202 customers to Library programs

Hosted community events in Library meeting rooms attended by 43 people

Provided 445 public computer sessions

Supplied 29 Wi-Fi customer sessions for 52 hours of service

Logged 1,281 visits to its website and 1,351 customer log-ins to the library catalog

Served customers using electronic resources through 518 searches

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Front cover:

(Top) Academy Award® winning director Roger Ross Williams kicked off the yearlong countdown to the 25th Annual Academy Award® Shorts.

(Bottom, left to right): Children at Rainbows United listen to author Katherine Ayres read her book “Up, Down, and Around” during a Kansas Reads to Preschoolers celebration. At the Central Library, filmmaker Joe Winston introduced the documentary “What’s the Matter with Kansas?,” followed by a discussion (photograph courtesy of Jaime Green).

Mission Statement – City of Wichita

The mission of the City of Wichita is to provide an environment to protect the health, safety and well being of all who live and work in the community. In directing policies and programs toward that end, the City assumes a stewardship role to preserve the assets and natural resources entrusted to its growth, to assure equality of opportunity and to contribute to the quality of life for all citizens.

Mission Statement – Wichita Public Library

The Wichita Public Library provides collections and services that inform, entertain and enrich the quality of life in Wichita.

Adopted by the Wichita Public Library Board of Directors
Feb. 19, 2008

Vision Statement

Our vision is to be recognized as one of the premier public libraries in the state, region and nation. Our measure of success will be our ability to comply with *Measurements of Quality: Public Library Standards for Kansas* and *Hennen's American Public Library Ratings*.

Adopted by the Wichita Public Library Board of Directors
June 19, 1999

Values

- Our commitment to **excellence** is uncompromising. We strive for quality in the performance of our duties and in the delivery of services to each member of the community.
- Our commitment to **integrity** ensures that activities of our organization will be conducted with fairness, openness and honesty. We will do the right things, not just the easy things.
- Our commitment to **responsiveness** to the needs of residents will be achieved by a willingness to be flexible and to consider change rather than to limit our energy on sustaining the status quo.
- Our commitment to **continuous improvement** will be measured by our ongoing efforts to identify ways to make use of our resources more effective, delivery of our services more efficient and to ensure that the knowledge, skills and abilities of our employees are relevant to the needs of the community.

2010 Workplan Summary

- I. Increase capacity of service through expansion of self-service opportunities.
- II. Increase use of Library collections.
- III. Enhance service by reaffirming knowledge and skill sets of staff.
- IV. Create and consolidate operational plans.

The Year in Review

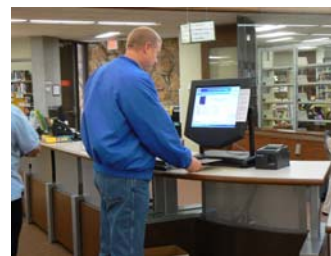
2010 was a year of activity and productivity for the Wichita Public Library. Although not all activities on the department's work plan were accomplished, Library staff created service enhancements and produced results in many areas. Realizing that this work was accomplished while employees simultaneously addressed challenges of budget reductions, hiring freezes, staff downsizing and continuing increases in many categories of Library use demonstrates the commitment and expertise of the Library's employee team. Among the most notable goal accomplishments of the year were the following:

Increase capacity of service through expansion of self-service opportunities

Customers were empowered to do more for themselves in 2010, resulting in better customer service. Wireless access was officially released to the public in all Wichita Public Library locations (except for the Planeview Community Library, which is operated by the Wichita Public School system) in July 2010. To celebrate the kick-off of wireless access, customers using public computers and Wi-Fi were invited to submit a survey entry for an opportunity to win computer-related prizes. Of entries received, 96% said it was easy to use the Library's Wi-Fi service. The most common devices connected were computers, followed by mobile phones, but iPods and portable gaming devices (such as the Sony PSP and Nintendo DSi) also successfully got online.

Wireless access was provided as part of a grant from the John S. and James L. Knight Foundation. The grant also expanded the availability of computer workstations at branches, revitalized and updated training curriculum and allowed for the purchase of a mobile training lab so classes may be taught in branches. The increased availability of workstations was demonstrated by the dramatic rise in public computer usage at the district/regional branches, which all received additional computers. Customers at the Angelou Branch Library, which had reported wait times in excess of one hour, reported times of only 15 minutes after the installation of new stations. In addition to this expanded capability for service, customers now may reserve their own computer stations. This makes it simpler for customers to access computer stations and frees staff for other customer service activities. The expansion of public computing workstations also improved access to in-house customer use of online subscription resources.

Customers at the Alford, Evergreen, Rockwell and Westlink branch libraries may now pick up their own reserved items. This freedom, combined with the existing self-check machines at Alford and new machines at Westlink, enable customers to do even more without waiting in line for service. The new self-check machines at Westlink were



A customer wrote, "Always come here for children's programs and for general use. Love, love, love the library. . . Thanks for adding the self checkout machines and the ability to pick up our own hold requests!"

installed during a three-week remodeling in May that required the branch to be closed for most services to the public. Other changes included replacement of the service desk to allow for easier supervision of the facility and more intuitive return and checkout of materials.

Interlibrary loans began to be initiated by customers from within the library catalog in addition to by staff mediation. Key features of the change include the ability for staff to immediately access and process requests while customers receive more current updates on their requests. Customer response to the change has been enthusiastic. The increased ease and awareness of this service accounts for much of the 7.85% growth in interlibrary loan requests from Wichita Public Library users.

Increase Use of Library Collections

To help customers find materials in which they are interested, several branches paid extra attention to the organization and quality of their collections. The Comotara, Linwood, Rockwell and Westlink branches all were weeded for condition and age. Collections also were adjusted in size to better utilize the available space available and to allow for easier customer browsing. For example, Linwood added a wall-mounted shelving unit near the entrance to feature newest arrivals while shelf-end displays were added throughout the collection.

To help add variety to branch collections while maximizing a limited materials budget, large print and media collections were rotated in order to create "new" collections in each location. This prevented customers from feeling they had read or viewed all the titles in the individual branch collections. Customers greeted this change enthusiastically.

The Library implemented a variety of tactics to help get materials to customers more quickly. A new disc resurfacer, purchased through a grant from the Wichita Community Foundation, allowed for faster repair of damaged media. In the first week, employees were able to repair and resurface 227 DVDs and 30 CDs, more than twice the number of discs previously processed in an entire month. Over the course of an entire month, nearly 700 discs were resurfaced, allowing the Library to return more than \$8,000 of material back to circulating collections. New shelving processes implemented at the Alford and Westlink branches resulted in less handling of items and faster reshelving of returned items. Weekly orders of supplemental copies on the longest hold queues were initiated as a way to make these most popular items available more quickly.

A second renewal of materials on loan became possible starting in June, as long as there are no pending hold requests for those items. Customers were quick to respond with compliments and appreciation.

Enhance Service by Reaffirming Knowledge and Skill Sets of Staff

The Library's exceptional staff continues to be one of its greatest resources. In 2010, staff benefitted from a City of Wichita program to prepare workers for promotion and increased responsibility. As part of the annual appraisal process, individualized employee development plans have become tools to reinforce and broaden expertise in a variety of performance areas.

To create flexibility in times of staffing shortages, including a hiring freeze which continued for much of 2010, cross-training and cross-scheduling of staff within the Reference Services Division became an important scheduling tool while also broadening the skill sets of individuals previously focused on subject specialities.

Throughout the year, Library staff members were called upon to share their expertise with others. A sampling of presentations by staff members beyond general library information programs included:

- Alford Branch Manager Jean Hatfield's participation as a presenter at the K-State Children's and Adolescent Literature Community's "The Power of Three: Children's Literature in English, Education and Library Science" conference
- Communications Specialist Jennifer Heinicke's participation as a panelist discussing social media and "Communication in the New Age of Government" at the Public Finance Conference at Wichita State University
- Library Assistant Stephanie Vap's sharing of her travel experiences in Japan during one of the Library's Senior Wednesday programs
- Customer Services Manager Jaime Prothro "Culinary Crimes," mysteries with food themes program for the Shepherd's Center of West Wichita.

Other organizations receiving similar programs included Catholic Care Assisted Living, Derby Senior Center, LifeVentures, Lions Club and Presbyterian Manor.

Several members of the Library staff were volunteer judges for the KPTS Young Authors contest. Other members of the staff worked with the City Parks and Recreation Department, assisting with ideas for that department's reorganization of recreation services and on ways that the Library can be a better partner with individual recreation center services as well as with the Park Department's overall recreation and community education mission.

Create and Consolidate Operational Plans

The Library's 2010-2013 Technology Plan was approved by the Library Board at its May meeting and certified by the State Library of Kansas. This allowed the Library to remain eligible for the universal service (E-rate) discount program while also providing a broad roadmap for the development and use of technology services through 2013.

A building program for the proposed new Central Library received much attention after being approved by the Library Board of Directors on Feb. 16, 2010, and presented to the City Council in a workshop on Feb. 23, 2010. The adopted program outlines requirements for a facility of just over 156,000 square feet, 74% larger than the current Central Library. In addition to expanded space for collections, the building program provides space to triple public computing and increase public seating by 53%. Community meeting areas would be more than doubled in order to allow the Library to host its programming that is now taken offsite due to lack of space. Other spaces that would grow substantially in the programmed building are areas for young adults/teens, children, special collections (genealogy and local history), and display of new materials. Two alternative scenarios for buildings of smaller sizes were reviewed by the Board, but not included in the adopted building program. In making this decision, members noted that just as it is prudent to ensure that public facilities are not built too extravagantly, it is also prudent to ensure money is not spent building facilities that are too small to meet community needs. They expressed concern about creating a facility that might be outgrown too soon, resulting in the need for more expensive expansions and suggested to the City Council that it would be preferable to build the biggest facility the budget would support, even if that meant that not all of the spaces might be as completely and nicely furnished at building opening.

The Library's Continuity of Operations Plan was expanded to include information about winter closings and procedures for preventing infestation of bedbugs within Library facilities.

In October, the Library initiated a new strategic planning process. Using the Public Library Association's "Strategic Planning for Results" guide, the work began with a steering committee of staff members assessing Library and community strengths and challenges, then comparing the two to find areas of opportunity and places of disconnect. An assessment of each of eighteen possible public library service responses followed, with staff evaluating each in comparison to information about Library market segments, current performance and opportunities for better alignment with community expectations and needs. A narrowed list service responses was selected as the most appropriate for the Library's emphasis over the next five years and will be used to guide development of a new strategic plan for operation.

Library Events

Free to Read: The Seventh Annual Adult Winter Reading Program began on January 2 and generated record interest: a 49% increase in participation from the 2009 program. More readers met their goals: 880 read a minimum of six books during the eight week program, reflecting an increase of 57% from the 2009 record. Promotion of the program was enhanced by library users who encouraged participation through their Twitter accounts and online reporting.



On the first weekend in February, the Library hosted the 22nd Annual African-American History Celebration featuring Grammy-nominated storyteller Diane Ferlatte. Special outreach programs were presented at Bryant, Cessna, Clark, and Isley elementary schools as well as Wichita West High School and the Sedgwick County Juvenile Detention Facility. Library events were held at the Alford, Angelou and Rockwell branches. Nearly 100 people gathered at the Kansas African American Museum for an evening program. The Celebration also included a Senior Wednesday presentation about the Tuskegee Airmen by Col. George Boyd, a book discussion of "African-American Women in the Struggle for the Vote, 1850-1920" led by Dr. Daisy Karabagama, and a discussion of Barack Obama's "Dreams from My Father" led by Mark Criner, Jr. More than 1,480 attended the fifteen events.



The 24th Annual Academy Award® Shorts Film Series held March 6-12, 2010, was one of the most successful short film programs in Library history. Attendance at screenings totaled 712, breaking the record set during the 20th anniversary programs. For the second year in a row, Saturday screenings were held at the Warren Theatre Old Town as attendance far exceeded seating in any Library facility. For the first Saturday showing, attendees started lining up an hour and an half before the doors opened, beating even the theatre manager! Also of note was the fact that of the 283 evaluations completed by attendees, 105 were surveys from first time attendees, showing that after nearly a quarter of a century, the series continues to reach new audiences.

Working with Magnolia Films and Shorts International, the Library obtained rights to show all nominated films in the live action and animated categories. Acquisition of the documentary nominees had an added wrinkle as HBO Films had contracts in place for three of those five films. Because of this, filmmakers had to seek special permission from HBO before agreeing to make their films available to the Library for screening. Contacts made by Library staff were helpful not only in securing all but one of the documentaries, but also for future programs. Academy Award® winning director Roger Ross Williams ("Music by Prudence"), whose acceptance speech was notably interrupted live on television by the film's producer, accepted an invitation from the Library to kickoff a yearlong countdown to the 25th Annual Academy Award® Shorts in 2011. His visit will be remembered for years to come for the many Library customers who took pictures holding his Oscar!

Registration for summer reading programs continued to be outstanding. In 2010, 11,396 youth registered for either the Summer Reading Club or Teens Read programs with 6,805 meeting or exceeding their

reading goals. Children who finished the Summer Reading Club reported reading a total of 157,605 books – 3,288 more than in 2009. Teens Read participants logged 27,084 hours of reading, equating to more than 17 hours per reader.

Although much of the programming focus during summer months is on children's and teens' reading programs, the Library's adult sessions also attracted large audiences. July's "See the USA the Railroad Way" Senior Wednesday program attracted more than 180 attendees, overflowing the Central Library auditorium. More than 100 attended July's presentation in the 25th Annual Academy Award® Shorts Celebration, a screening of the documentary "What's the Matter with Kansas?" followed by commentary by the film's producer Joe Winston. Posts by individuals and agencies, such as the Kansas Farm Bureau, were all over social media networks. Afterwards too, viewers took to the same networks to voice their responses. Mr. Winston blogged positively about the event on his web site afterwards, saying, "To be clear: Wichita gave the film a very warm reception, and even our critics were thoughtful and respectful."

Hispanic Heritage Month was celebrated throughout September. The year's activities included the traditional storytimes, bilingual puppet shows and displays. Other special events included a film about Selena at the Westlink branch, a poetry festival at the Evergreen branch, a session with local entrepreneurs from the Hispanic Chamber of Commerce, and a Senior Wednesday presentation on Wichita's two Sister Cities in Mexico.

The Big Read – Wichita, the third one-book celebration made possible in the area by the National Endowment for the Arts and Arts Midwest, kicked off at the Wichita Art Museum on October 2, attracting nearly 400 people for music, dance, readers' theatre and book giveaways to celebrate Zora Neale Hurston's "Their Eyes Were Watching God." Other featured events included a historical re-enactment of Hurston's life by Dr. Carmaletta Williams at the Central Library, a lecture on the Harlem Renaissance by KU Professor J. Edgar Tidwell at The Kansas African American Museum, and a Harlem Renaissance Fair at the Old Cowtown Museum. Other related Library programs included a Senior Wednesday talk about African-American communities following the Civil War and a storytelling program featuring folklore collected by Hurston. Attendance figures at Big Read events totaled more than 6,000 participants.



Yet The Big Read was not the only one-book program in fall 2010: Kansas Reads to Preschoolers was celebrated November 15-19, attracting celebrities to library storytimes and volunteer readers to outreach engagements. Celebrities included author Katherine Ayres, City Manager Robert Layton, KSN's John Snyder, B98-FM host Tracy Cassidy and Council Member Lavonta Williams. Library visitors were encouraged to enter to win a copy of the featured book, Katherine Ayres' "Up, Down, and Around," and received a free sticker. Preschoolers who experienced the book through outreach visits received books for their classrooms, stickers and seed packets to continue the book's gardening theme. Approximately 2,500 people heard "Up, Down, and Around" as a result of Library programs and initiatives during the celebration week. Outreach Librarian Anne Harris served on the State Library's Kansas Reads to Preschoolers book selection committee.

Western Days events occurred throughout November. Presenters included musician Les Gilliam who performed at the Alford Branch Library shortly before being inducted into the Western Music Hall of Fame, cowboy poet Geff Dawson, historian Mary Ann Thompson, and author Jim Gray. In addition, November's Senior Wednesday presenter was Chris Howell discussing the Pawnee Tribe in Kansas. Evaluations of the programs were enthusiastic.

One of the year's final events, a visit from author Jonathan Bender ("LEGO: A Love Story"), brought 97 people to the Central Library. A building demonstration area allowed aficionados to swap tips and techniques. Although promoted as an activity for adults, the program drew many children, most of them boys. Several parents expressed particular appreciation for the program.

Volunteers

More than 290 volunteers contributed their time and talents during 2010. Some volunteers served through support organizations such as the Friends of the Wichita Public Library or the Wichita Genealogical Society. Others contributed volunteer help through the Red Cross's Senior Work Experience Project (SWEP). Teen volunteers provide valuable service, primarily during the summer months, with 179 volunteers donating 4,558 hours to make summer reading programs successful. In all, volunteers worked a total of 18,873 hours, a value of \$403,127.28¹ and the equivalent of about over nine full-time employees.



On Monday, April 19, 2010, the Friends of the Wichita Public Library recognized the library's volunteers at their annual volunteer appreciation luncheon. Keynote speaker and First Lady of Kansas Stacy Parkinson, a native Kansan, shared her lifelong love of libraries – including her childhood memories of the Wichita Public Library -- and talked about her passion for fighting censorship of reading materials. Two state awards were also celebrated at the luncheon. Each year the Kansas Library Association (KLA) designates the contributions of a few special individuals as worthy of Presidential awards. The KLA Library Advocacy Award was presented to Wichita's Mayor Carl Brewer. The Friends of Kansas Libraries (FoKL) Individual Friend of the Year was the "Magazine Lady" JoAnn Janzen. Janzen has offered an average of 30 hours a month of service to the Library during her

volunteer tenure, but has frequently spent 60 or more hours a month organizing the donated magazines sold in the Friends Used Bookstore. Volunteer records go back only to 1993, so it is impossible to know exactly how many hours of service Janzen has provided. Since recordkeeping began she has volunteered more than 8,500 hours. Due in large part to the way she oversees the magazine rack in the bookstore, the Friends sell an average of 300 magazines each week. At a dime each, that means that Janzen has personally been responsible for helping the Friends to raise nearly \$30,000 in support of special needs of the Library. The Friends of the Wichita Public Library annually recognize the individual who contributed the greatest number of volunteer hours in the previous year with the Melzer award. The winner in 2010 was Alford Branch Library volunteer Vi Fahler. Fahler began service at the Alford branch in February 2009 after leaving a 47-year career as an administrative assistant. By the end of December 2009, she had already volunteered for more than 380 hours.

Support Organizations

Friends of the Wichita Public Library



The Friends of the Wichita Public Library crossed an important milestone in 2010. Their organization continued to grow, surpassing the thousand-member

¹ The hourly value of volunteer time (\$21.36 per hour) is updated yearly by Independent Sector and is based on the average hourly wage for all production and non-supervisory workers on private non-farm payrolls (as determined by the Bureau of Labor Statistics), increased by 12% to estimate fringe benefits.

threshold in April, just in time to celebrate at the Friends Volunteer Recognition Luncheon. Just five years prior, in March 2005, membership was at 438 members.

The Friends Board made several changes over the year. After 12 years of service as president, Jim Erickson stepped down. Gail Fisher became president. In November, the Friends had a one-day strategic planning session to determine the Friends' priorities and work to be done.

Throughout the year, the Friends provided money to the Library from the Used Book Store and special book sales, as well as donations to enhance library collections and assist with special projects. A special sale in September, which included a Friends preview evening and a bargain day, generated more than \$4,700 in sales.

The Friends made numerous activities of the Library possible, including The Big Read, Kansas Reads to Preschoolers and the Adult Winter Program. The Friends also provided for volunteer recognition and recruitment in addition to staff training.

Wichita Public Library Foundation

The Foundation's mission is to seek private funding for Library operational needs directly benefiting the public and not covered in the Library's tax-supported budget. The Foundation reported a much improved 2010 as compared to 2009. Although the distribution from the endowment was lower, grant and estate income was almost 17% more than anticipated due to increased support from the Cultural Arts grant and a gift from the Marian Teall Estate.



The Library Foundation's distribution from the endowment was approximately \$140,000. The Library receives the balance of the endowment after Foundation operating expenses. For 2010, this represented \$57,000 for Library programming, materials purchases and services that benefit the community and promote literacy. Foundation endowments closed the year at just over \$3 million in value.

Grants and estate gifts for 2010 included:

- Cultural Funding (City of Wichita): This grant supported year-round marketing, materials purchases, film licensing, promotion of Library activities and reader's advisory tools BookPage and BookLetters.
- Kansas Arts Commission: The Kansas Arts on Tour grant created opportunities for Kansas artists to perform at the Library and area schools.
- The National Endowment for the Arts: The third year of The Big Read - Wichita created opportunities for the Library to partner with over 50 organizations to enhance literacy in south-central Kansas and celebrate "Their Eyes Were Watching God" by Zora Neale Hurston.
- The Kansas Health Foundation: Senior Wednesdays, programming provided for active seniors age 55 and over through a collaboration of ten cultural organizations, is enhanced by a grant by the Kansas Health Foundation. Events included presentations and lectures with topics ranging from mentoring, Kansas history, travel and local food. The Library hosted monthly programs and enjoyed the support of many long-time attendees to this program.
- The Leonard and Celia Levand Trust: This trust, benefitting branch libraries in Sedgwick County, was used to underwrite most of the expenses of the Summer Reading and Teens Read programs. With over 157,605 books read by children and 27,084 hours of reading by teens, program participation continues to grow. Teen volunteer opportunities were also an important part of this grant with 179 teens donating 4,558 hours.



Wichita Genealogical Society

The Wichita Genealogical Society (WGS), a not-for-profit organization, facilitates the gathering of genealogical and family history information for the researcher and supports the Local History and Genealogy Section of the Wichita Public Library. WGS provides contributions in terms of volunteer time, programming and promotional support, and materials contributions.

Genealogy volunteers receive 20 hours of one-on-one training with professional staff. They may assist staff shelving books, helping customers at the service desk and answering research queries for those without the ability to come to the Library. Others may focus on special projects, such as building indexes for frequently accessed resources. WGS members provided 2,860 volunteer hours in 2010 on behalf of the Library and the Wulfmeyer Special Collections (genealogy and local history) section.

WGS sponsors the majority of the Library's genealogy and local history programming. Quarterly meetings of WGS feature guest speakers of regional or national recognition. WGS also provides special services for its members through workshops, lectures and research trips. The monthly workshops and meetings are open to the public and focus on research techniques using the Library's genealogy collection.

WGS publishes "The Ark Valley Crossroads" (AVC) quarterly. In addition to articles of both local and general genealogical interests, it lists the latest Library acquisitions in genealogy and is a useful promotional tool for the Library. WGS offers a publication exchange with societies throughout the nation to add to the Library's collection.

The Society celebrated several achievements in 2010. WGS became a partner with Ancestry.com by providing volunteers to work on indexing projects pertaining to Kansas which had been digitized by Ancestry.com. Part of this project was a day-long genealogical conference held in Wichita. Both Ancestry.com and the National Archives and Records Administration in Kansas City provided speakers for this event. Over 300 were in attendance representing not only Kansas, but also Texas, Colorado, Oklahoma and Missouri. The Society research trip in 2010 was to the Allen County Public Library in Fort Wayne, Indiana, which has the largest public library genealogical department in the United States. As programming for a new Central Library continued, WGS provided the funds to finance an impact study related to genealogy visitors in the Library's Wulfmeyer Center.

Library Board Membership

The Library Board is composed of 14 members. As of December 2010, the Board consisted of five males and nine females. Twelve were Caucasian; two were Hispanic. The Board held twelve meetings in 2010. All were regular meetings.

Officers for 2009-2010

President	Susan Estes
First Vice President	Tom Engelmann
Second Vice President	Steve Roberts
Secretary	Melissa Alley
Treasurer	Marcia Newton

Officers for 2010-2011

President	Susan Estes
First Vice President	Tom Engelmann
Second Vice President	Steve Roberts
Secretary	Melissa Alley
Treasurer	Marcia Newton
Assistant Treasurer	Brett Barrientos

Membership Attendance for 2010

(As of December 2010)

	<u>Present</u>	<u>Absent</u>	<u>Years on Board</u>
Donna Aldrich	12	0	7 yrs. 4 mos.
Melissa Alley	8	4	3 yrs. 5 mos.
Catherine Landwehr Bailey ²	2	0	8 yrs. 7 mos.
Brett Barrientos ²	8	2	10 mos.
Tom Engelmann	12	0	5 yrs. 5 mos.
Susan Estes	12	0	7 yrs. 5 mos.
Lee Gee	12	0	1 yr. 4 mos.
Kellie Hogan	11	1	1 yr. 2 mos.
Evelyn Neier	11	1	7 yrs. 1 mo.
Marcia Newton	8	4	1 yr. 6 mos.
Steve Roberts	11	1	3 yrs. 5 mos.
Jon Roe	8	4	1 yr. 5 mos.
Kerin Smith	12	0	1 yr. 5 mos.
Randy Yeisley	5	7	1 yr. 4 mos.
Marge Zakoura-Vaughan	12	0	5 yrs. 5 mos.

² Catherine Landwehr Bailey served until Brett Barrientos' appointment in March 2010.

Committees

Finance (2009-2010)

Marcia Newton - Chair
Susan Estes
Kerin Smith

Finance (2010-2011)

Marcia Newton - Chair
Tom Engelmann
Susan Estes
Kerin Smith

Operations (2009-2010)

Randy Yeisley - Chair
Lee Gee
Kellie Hogan

Operations (2010-2011)

Kellie Hogan - Chair
Lee Gee
Randy Yeisley

Planning and Facilities (2009-2010)

Tom Engelmann - Chair
Donna Aldrich
Brett Barrientos
Evelyn Neier
Jon Roe

Planning and Facilities (2010-2011)

Tom Engelmann - Chair
Donna Aldrich
Brett Barrientos
Evelyn Neier
Jon Roe

Public Affairs (2009-2010)

Melissa Alley - Chair
Brett Barrientos
Steve Roberts
Jon Roe

Public Affairs (2010-2011)

Melissa Alley - Chair
Steve Roberts
Jon Roe

Library Foundation Board Appointed Director (2009-2010) – Randy Yeisley

Library Foundation Board Appointed Director (2010-2011) – Randy Yeisley

Friends of the Wichita Public Library Liaison (2009-2010) – Marge Zakoura-Vaughan

Friends of the Wichita Public Library Liaison (2010-2011) – Marge Zakoura-Vaughan

Wichita Genealogical Society Liaison (2009-2010) – Marcia Newton

Wichita Genealogical Society Liaison (2010-2011) – Cynthia Berner Harris

Board Finances

Expenses incurred by the Library Board of Directors are minimal since members serve without pay.

Expenses for staff assistance in the preparation of materials and reports for Board meetings are as follows:

Staff Time

Director of Libraries administrative charges	\$12,732.00
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(Approximately 20 hours per month @ \$53.05 per hour)

Administrative Aide II	\$ 8,997.12
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(Approximately 32 hours per month @ \$23.43 per hour)

Supplies, Printing and Postage	\$ 1,600.00
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TOTAL	\$23,329.12
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Donations

The Board of Directors and staff of the Wichita Public Library offer special thanks to each of the following individuals and organizations whose contributions helped to support Library collections and community services during 2010.

Tax funds finance basic library services. Private donations make books, materials, programs, and technology possible when public funds are not available. Those whose names do not appear on the following pages are invited to join the growing numbers of people who are expressing their appreciation for Wichita Public Library services with financial support.

Monetary Gifts

\$20,000 and above

City of Wichita (Cultural Arts Grant)
Friends of the Wichita Public Library

Marian Teall Trust

\$10,000 to \$19,999

Arts Midwest
Don Barry

Leonard and Celia Levand Trust

\$1,000 to \$9,999

Raymond Cole
Emporia State University
Kansas Health Foundation (Senior Wednesdays)

Craig and Lynnette Rauvolabouta
Wichita Community Foundation
Wichita Public Schools (USD 259)

\$500 to \$999

Tom and Jill Docking
Tad Edwards

Millicent Li and Family
Steve and Ann Starch

\$100 to \$499

Phillip Allen
Bill and Donna Ard
Barbara and Bill Baker
Mitch Berman
Martha Charles
Vernon and Laveta Eberhart
Martin and Melodee Eby
Mary Eves
Paul Haller
Alvin D. Herrington
John Hyde

Kansas Arts Commission
Liz Kennedy
League of Women Voters Wichita - Metro
Art and Jeanne Littell
Mary Jo Ohlemeier
Lisa Quinn
John Reiff
Roger and Nancy Sherwood
Margot Skinner
Mary Lou Woods
Hilary and Nancy Zarnow

Up To \$99

David Arst
Chuck and Sue Bair
Jill and Don Bostwick
Karen Botello
Kenneth Brandis
Gale and Ron Briscoe
Peggy Browning
Lynda Connell
David and Lois Crane
Julie and Richard Crawford
Robert Curry
Gary Decker
Gloria and Robert Dill
Wallace and Debora Ensen
Martha Bruce Fair
Sarah Feiertag
Stephen Gleissner
Judith Gordon and David Eichhorn
Yun Ching and Teh Ho
Richard and Barbara Holloway

Robert Hoyle
Faye Leach
Anne and Robert Mayle
Lou and Mallory Medvene
Dorothy and Bill Meyers
Paula Moore
Terri and David Moses
JR and Rhita Muci
Jane and Barry Murphy
Judy Naylor
Annabelle O'Neil
Dwight and Patricia Oxley
Jan Randle
Sarah and Tom Steele
Joyce Suellentrop
Janis and Eugene Swanson
Paula and Wayne Van Andel
Jean Wayne
Gary Wood
Iee Nee Yoon



The Library collected feedback from customers of public computers and Wi-Fi in July when launching its wireless service. To encourage responses, prizes that could interact with the Library's services were selected. Kathy Dunlavy and Walt Shank accepted a netbook computer on behalf of their brother Robert Shank, who had just departed on a lengthy volunteer trip to Asia. A number of students returning to school were ecstatic to claim thumb drives, making it easy to work with files at home, school and the Library.

Memorial and Tribute Gifts

During 2010, the Wichita Public Library received memorial and tribute gifts recognizing the following individuals. We thank the families and friends who designated the Library as the recipient of such gifts.

Jean Baker

Martha Loving Ferrell Chapter, National
Society of Daughters of the American
Revolution

Julia Mai Bayouth

Keith and Georgia Stevens

Walter and Olive Ann Beech

Mary Lynn Oliver

Cynthia Berner Harris

Chapter GE, P.E.O.
General Federation of Women's Clubs

Alberta Rose Busada

Keith and Georgia Stevens

Chris Carrier

Cynthia Berner Harris

Betty Charlsen

Shakespeare Club

Jerry Cohlmi

Keith and Georgia Stevens

Wande Lee Coker

Glenda Cherry

Frances Cox

Martha Loving Ferrell Chapter, National
Society of Daughters of the American
Revolution

Barbara Criswell

Rotary Club of Wichita, Inc.

Richard M. Dillard

David and Sarah Jarvis

Carol Doherty

Ramona Ashraf
Christy and Ed Doherty

Kendall R. Durst

Jayne Nichols
Robuck Jewelers
Sherri's Antiques

Edward George Fahnestock

Keith and Georgia Stevens

Shawn Eugene Frisbie

Robert Hoyle
Zoe A. Hoyle

Jaclyn Gossard

Jeannine Garnett

F. Neal Hatfield

Jean Hatfield

Richard F. "Dick" Henry

Keith and Georgia Stevens

Virginia Hickey

Cynthia Berner Harris

Betty Holmes

Cynthia Berner Harris

Helen Johnston

Cynthia Berner Harris

Norma Johnston

Prairie Quilt Guild

Edna Carol and Joseph Franklin Keys

Richard Keys

William H. "Uncle Willy" Lewis

Keith and Georgia Stevens

Daniel D. Lingelbach

Cynthia Berner Harris

Lillian Pauline Thiessen Love

Keith and Georgia Stevens

Juanita M. Lowe

Heather Bruce
Martha Bruce Fair

Edward V. Marnett

Jane Rachel

Craig Miner

Keith and Georgia Stevens

Donald Moore

Paula and Chris Moore

Betty Oursler

Cynthia Berner Harris

Larry Overstreet

Keith and Georgia Stevens

Robert Pryor

Billy Jackson

Mary Razook

Keith and Georgia Stevens

Francis Rickards

Rebecca Fields

Pamela Anne Roberts

Keith and Georgia Stevens

Vivian Cohlmi Roberts

Keith and Georgia Stevens

Eleanor Robinson

Martha Loving Ferrell Chapter, National
Society of Daughters of the American
Revolution

Betty Runk

Bonnie Johnson

Joseph Schuhs

Cynthia Berner Harris

Mark Scott

Cynthia Berner Harris

William D. Scott

Cynthia Berner Harris

Jeanne Segal

Arlene Hershorn

Lloyd Smith

Keith and Georgia Stevens

Bette Lathrop Steele

Ron Brown

Katharine Burns

Nan Chapin

Gladys and Clark Dowdell

Frank Galbraith

Rae Hederstedt

Jerry Juhnke

Mary Knightley

Linda Losee

Susan McKnight

Edith Margules

Midwest Eye Institute

Richard Morris

Clyde Nicks

Linda Phillips

Jo Ann Read

Doug Roland

Frederick Roquemore

Nancy Schmelkin

Leroy Scott

Verne Thornton

Mack Weber

Clifford Stone

Keith and Georgia Stevens

Marian Teall

Prairie Quilt Guild

Midge Tjaden

Keith and Georgia Stevens

Sherryl Torres

Martin and Melodee Eby

James L. Townsend

Keith and Georgia Stevens

Thom Thanh Van

Cynthia Berner Harris

Sidney Wilkinson

Marvin Appling

Brian Beattie

JoAnne Bordin

Sandra Branscum

Judy Buck

Tom Bush

Beverly Buttermore

John Cacavas

Betty Carlson

Richard Clausing

Anne Coffin

Bill and Alta DeVore

Henry Farha

Kay Johnson

Charles Joseph

Jim Kerns

Richard Minkler

Marvin Nye

Lisa Perry

Pauline Remick

Gene Roberson

Judith Rudrow

Michael Showalter

David and Jane Waldie

Marie Wilson

Rebecca Fields

Kay Johnson

Virginia Zimmerman

Cynthia Berner Harris

General Fund Balance Sheet

Receipts

City of Wichita Contribution	\$6,887,237.50	
Library Desk Receipts (Fee Collection)	\$365,786.72	
Copy Machine Revenue	\$13,358.10	
Public Computing	\$24,583.38	
Meeting Room Rental	\$9,582.30	
Jury Duty	\$30.00	
Evergreen Rental Received from Child Start	\$6,000.00	
Evergreen Maintenance Fees from Child Start	\$10,860.00	
Refund Due to Child Start for Maintenance ³	\$(2,123.69)	
Reimbursements	\$3,777.67	
Total Income		\$7,319,091.98

Expenditures

Employee Salaries (Full-Time Staff)	\$3,213,003.99	
Employee Salaries (Part-Time Staff)	\$545,961.33	
Employee Benefits	\$1,765,686.17	
Utilities	\$166,640.55	
Telecommunications	\$39,657.33	
Postage and Freight	\$41,016.27	
Meetings and Conferences	\$2,523.11	
Insurance	\$64,970.00	
Fees for Professional Services	\$42,619.41	
Data Processing Expense	\$416,545.00	
Equipment Charges	\$14,209.87	
Facility Maintenance and Repair	\$100.83	
Memberships	\$530.00	
Janitorial Services	\$25,091.35	
Printing and Photocopy Charges	\$12,922.52	
Security Monitoring	\$2,297.10	
Cataloging Services	\$51,388.25	
Snow Removal for Branches	\$2,240.00	
Miscellaneous Contractuals	\$1,273.50	
Office Supplies	\$40,935.28	
Vehicle Fuel, Maintenance and Repair	\$7,043.52	
Custodial Supplies	\$4,904.91	
Minor Office Equipment	\$7,822.66	
Library Materials Subtotal	\$540,655.47	
Periodicals	\$336,667.30	
Non-Book Materials	\$75,239.09	
Electronic Format	\$41,197.70	
Books	\$52,823.21	
CBS Processing	\$34,728.17	
Purchasing Card Cleaning	\$141,821.46	
Polaris Maintenance and Support	\$78,866.00	
IT/IS Department Support	\$81,233.00	
Total Expenditures		\$7,319,091.98
Year-End Balance		\$0.00

³ By contractual agreement with Child Start (Wichita Head Start), the Library receives \$905/month for lease at the Evergreen Branch. If, at year's end, the Library's expenses on Child Start's behalf for utilities and maintenance total more than \$10,860, Child Start remits the difference to the Library. If expenses are less, the Library refunds the difference. All revenue and refunds occur within the revenue budget. In addition to maintenance and utilities fees, Child Start pays rent of \$500/month to the City Property Management Department, which deducts a 10% administrative fee before crediting the balance to the Library.

Output Measures

	2006	2007	2008	2009	2010
Measure					
Circulation per capita	5.6	5.8	6.2	6.1	6.1
Program attendance per 1000 population	183.63	190.05	191.71	191.31	184.45
Reference transactions per capita	0.85	0.82	0.70	0.73	0.66
Active patrons as a percentage of population	42%	40%	41%	44%	45%
Collection turnover rate	180%	186%	212%	203%	222%
Data					
City population ⁴	354,865	357,698	361,420	366,046	382,368
Circulation ⁵	1,992,052	2,057,722	2,248,824	2,237,881	2,345,379
New patrons registered	17,154	17,025	17,886	18,384	17,834
Active patrons ⁶	148,042	144,086	148,177	159,274	173,339
Collection size	1,104,167	1,108,208	1,060,103	1,104,454	1,058,448
Reference transactions	302,110	294,503	254,117	266,552	251,054
Program attendance	65,169	67,982	69,289	70,030	70,528

⁴ City Population: The population counts are the official numbers certified by the State of Kansas.

⁵ Beginning in 2009, circulation totals no longer include in-house use.

⁶ Active customers are those who possessed a valid library card, as defined by expiration date, anytime within the calendar year.

Customer Registration Report

	New Registrations	<u>Patron Residency</u>				<u>Patron Type</u>	
		City Residents	Sedgwick County	State of Kansas	Out of State	Adult	Minor
Central Library	7,571	5,975	540	727	329	6,430	1,141
Central Total	7,571	5,975	540	727	329	6,430	1,141
District/Regional Branches							
Lionel Alford Regional	1,966	1,693	185	75	13	1,414	552
Evergreen District	1,181	1,117	32	21	11	782	399
Ford Rockwell District	2,039	1,830	45	116	48	1,522	517
Westlink District	2,862	2,416	364	65	17	2,009	853
District/Regional Total	8,048	7,056	626	277	89	5,727	2,321
Neighborhood Branches							
Maya Angelou Northeast	749	689	21	28	11	537	212
Comotara	614	527	19	60	8	488	126
Linwood	532	514	9	6	3	398	134
Orchard	320	299	12	8	1	232	88
Neighborhood Total	2,215	2,029	61	102	23	1,655	560
Partnerships							
Planeview Community Library ⁷	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Partnership Total	N/A	N/A	N/A	N/A	N/A	N/A	N/A
System Total	17,834	15,060	1,227	1,106	441	13,812	4,022
Percent of Total	100.00%	84.45%	6.88%	6.20%	2.47%	77.45%	22.55%

Total Active Customers ⁸

173,339

⁷ Customers are registered with and counted by USD 259, not the Wichita Public Library.

⁸ Active customers are those who possessed a valid library card, as defined by expiration date, anytime within the calendar year.

Material Circulation Report

	Circulation 2010	Circulation 2009	Difference	Percent of Total Circulation
Central				
Art, Music & Video	224,521	238,840	(14,319)	9.57%
Business & Technology	25,984	26,386	(402)	1.11%
Children's Center	85,178	84,399	779	3.63%
General Reference	257,908	241,562	16,346	11.00%
Popular Library	-	-	-	0.00%
Special Collections	-	-	-	0.00%
Talking Books (BPH)	60,681	57,040	3,641	2.59%
Central Total	654,272	648,227	6,045	27.90%
District/Regional Branches				
Lionel Alford Regional	302,460	296,592	5,868	12.90%
Evergreen District	157,470	157,202	268	6.71%
Ford Rockwell District	372,660	361,929	10,731	15.89%
Westlink District	539,175	538,897	278	22.99%
District/Regional Total	1,371,765	1,354,620	17,145	58.49%
Neighborhood Branches				
Maya Angelou Northeast	44,121	44,977	(856)	1.88%
Comotara	119,649	108,239	11,410	5.10%
Linwood	73,828	72,651	1,177	3.15%
Orchard	37,029	32,989	4,040	1.58%
Neighborhood Total	274,627	258,856	15,771	11.71%
Partnerships				
Planeview Community Library	4,175	4,398	(223)	0.18%
Partnerships Total	4,175	4,398	(223)	0.18%
Virtual Services				
OverDrive Downloadables	40,540	28,820	11,720	1.73%
Virtual Services Total	40,540	28,820	11,740	1.73%
System Total	2,345,379	2,294,921	50,458	100.00%

In House Use

	2010 In House Use	2009 In House Use	Difference	Percent Change
Central Library				
All Sections	187,656	193,187	(5,531)	-2.9%
Central Total	187,656	193,187	(5,531)	-2.9%
District /Regional Branches				
Lionel Alford Regional	37,588	43,799	(6,211)	-14.2%
Evergreen District	31,284	26,455	4,8329	18.33%
Ford Rockwell District	33,529	25,713	7,816	30.4%
Westlink District ⁹	35,134	40,832	(5,698)	-14.0%
District/Regional Total	137,535	136,799	736	0.5%
Neighborhood Branches				
Maya Angelou Northeast	5,343	5,434	(80)	-1.5%
Comotara ¹⁰	1,363	1,827	(464)	-25.6%
Linwood	2,696	3,568	(907)	-25.2%
Orchard	2,154	3,514	(1,373)	-38.9%
Neighborhood Total	11,552	14,343	(2,828)	-19.7%
Partnerships				
Planeview Community Library ¹¹	N/A	N/A	N/A	N/A
Partnerships Total	N/A	N/A	N/A	N/A
System Total	336,743	344,329	(7,623)	-2.2%

⁹ No in-house use provided at the Westlink Branch Library May 3-19, 2010, during branch remodeling.

¹⁰ Use at the Comotara Branch Library is unavailable for December 2010.

¹¹ Planeview Community Library does not track in house use of materials.

Library Holdings by Branch ¹²

	Cataloged Holdings	Non-Cataloged Holdings	Total Holdings	2010 Circulation	Turnover Rate
Central					
Art, Music & Video	82,474	6,211	88,685	224,521	253.17%
Business & Technology	110,299	18,465	128,764	25,984	20.18%
Children's Center	54,574	241	54,815	85,178	155.39%
General Reference	219,663	21,995	241,658	257,908	106.72%
Genealogy & Local History	48,875	61,947	110,822	0	0.00%
Talking Books (BPH) ¹³	20,668	1,245	21,913	60,681	276.92%
Central Total	536,553	110,104	646,657	654,272	101.18%
District/Regional Branches					
Lionel Alford Regional	92,565	0	92,565	302,460	326.75%
Evergreen District	45,484	0	45,484	157,470	346.21%
Ford Rockwell District	74,905	0	74,905	372,660	497.51%
Westlink District	90,457	0	90,457	539,175	596.06%
District/Regional Total	303,411	0	303,411	1,371,765	452.11%
Neighborhood Branches					
Maya Angelou Northeast	34,626	0	34,626	44,121	127.42%
Comotara	13,418	0	13,418	119,649	891.71%
Linwood	32,567	0	32,567	73,828	226.70%
Orchard	18,929	0	18,929	37,029	195.62%
Neighborhood Total	99,540	0	99,540	274,627	275.90%
Partnerships					
Planeview Community Library	7,432	0	7,432	4,175	56.18%
Total Partnerships	7,432	0	7,432	4,175	56.18%
Virtual Services					
OverDrive Downloadables	1,405	0	1,405	40,540	2,885.41%
Total Virtual Services	1,405	0	1,405	40,540	2,885.41%
System Total	948,341	110,104	1,058,445	2,345,379	221.59%

¹² This report excludes 1,164 vertical file folders throughout the library system. These are envelopes used for circulation purposes only. None of the vertical files materials are cataloged.

¹³ Holdings in the KLAS system.

System-wide Holdings by Media Type

	Cataloged Holdings	Non-Cataloged Holdings	Total Library Holdings	2010 Circulation	Turnover Rate
Print Media					
Books					
Books (all types)	652,299	0	652,299	1,390,943	213.24%
Telephone Directories	0	175	175	0	0.00%
Motor Manuals	5,615	0	5,615	3,664	65.25%
Books Subtotal	657,914	175	658,089	1,394,607	211.92%
Magazines/Newspapers	129,045	300	129,345	22,058	17.05%
Unbound Materials					
Vertical File (all types)	18,379	26,609	44,988	353	0.78%
Photographs	5,055	3,483	8,538	0	0.00%
Maps & Globes	5,449	462	5,911	0	0.00%
Schematics	5,397	18,694	24,091	0	0.00%
Government Documents	0	672	672	0	0.00%
Unbound Subtotal	34,280	49,920	84,200	353	0.42%
Non Print Media					
Audiovisuals					
Audio Cassettes, Book on Tape	5,785	0	5,785	14,620	252.72%
Compact Discs, Spoken	9,495	0	9,495	70,544	742.96%
Playaways	649	0	649	5,141	792.14%
Compact Discs, Music	31,865	0	31,865	148,753	466.82%
Talking Books (BPH) ¹⁴	20,668	0	20,668	60,681	293.60%
Video Cassettes	15,227	0	15,227	68,299	448.54%
DVDs	27,581	0	27,581	499,358	1810.51%
Art Prints	255	0	255	604	236.86%
Media Boxes	69	0	69		0.00%
Audiovisuals Subtotal	111,594	0	111,594	868,000	777.82%
Decorative Arts	1,281	0	1,281	1	0.08%
Microforms					
Microfilm Reels	12,758	2,289	15,047	0	0.00%
Microfiche & Micro Cards	0	7,540	7,540	0	0.00%
Aperture Cards	0	36,900	36,900	0	0.00%
Microforms Subtotal	12,758	46,729	59,487	0	0.00%
Other Media					
CD-Roms	64	0	64	0	0.00%
OverDrive Downloadables ¹⁵	1,405	0	1,405	40,540	2885.41%
Talking Books Players	0	1,245	1,245	0	0.00%
Other Media Subtotal	1,469	1,245	2,714	40,540	1493.74%
Library System Total	948,341	98,369	1,046,710	2,325,559	219.71%

¹⁴ Holdings in KLAS System

¹⁵ Available through State Library of Kansas Audio book, music & more! service

Collections Report

Total Holdings as of Dec. 31, 2009 **1,053,557**

Additions

Cataloged Items Added		60,039
Items Received Cataloged & Processed	38,512	
New Magazine Issues	12,615	
Memorial Volumes Added	560	
Gifts and Special Donation Volumes Added	8,352	
Uncataloged Items Added		912

Deletions

Cataloged Items Withdrawn		66,886
Uncataloged Items Withdrawn		6,332

Total Holdings as of Dec. 31, 2010 **1,046,710**

Supplemental Activity

Volumes Ordered		43,723
Titles Added		23,354
Volumes Bound		399
Volumes Mended ¹⁶		845

¹⁶ This tabulation only reflects work done by technical services staff.

Reference Transactions Report

	2010 Reference Transactions	2010 Completed Transactions	2010 Fill Rate	2009 Reference Transactions	Difference in Number of Reference Transactions
Central Library					
Art, Music & Video	14,373	11,827	82.29%	16,917	(2,544)
Business & Technology	33,796	33,176	98.17%	35,999	(2,203)
Children's Center	7,503	6,801	90.64%	7,040	463
Circulation	1,274	1,204	94.51%	639	635
General Reference	15,060	13,758	91.35%	18,238	(3,178)
Special Collections	48,010	45,701	95.19%	42,881	5,129
Talking Books	70,131	70,131	100.00%	73,359	(3,228)
Central Total	190,147	182,598	96.03%	195,073	(4,926)
District /Regional Branches					
Lionel Alford Regional	8,286	8,077	97.48%	8,367	(81)
Evergreen District	8,716	6,907	79.25%	9,476	(760)
Ford Rockwell District	14,166	13,353	94.26%	17,056	(2,890)
Westlink District	11,417	10,878	95.28%	16,181	(4,764)
District/Regional Total	42,585	39,215	92.09%	49,721	(8,495)
Neighborhood Branches					
Maya Angelou Northeast	3,713	3,591	96.71%	4,013	(300)
Comotara	6,610	5,941	89.88%	8,755	(2,145)
Linwood	3,923	3,408	86.87%	3,742	181
Orchard	4,076	2,913	71.47%	4,289	(213)
Neighborhood Total	18,322	15,853	86.52%	23,366	(2,477)
Partnerships					
Planeview Community Library ¹⁷	N/A	N/A	N/A	N/A	N/A
Partnerships Total	N/A	N/A	N/A	N/A	N/A
System Total	251,054	237,666	94.67%	268,160	(15,898)

¹⁷ Planeview Community Library does not track reference transactions.

Electronic Information Services Report

	2010 Usage	2009 Usage	Annual Change
Ancestry.com ¹⁸	36,177	42,745	-15%
EBSCO Education Reference Package ¹⁹	N/A	N/A	N/A
FC Search ¹⁵	2,138	766	179%
Gale Databases ¹⁶			
Academic OneFile	7,973	873	813%
Business and Company ASAP	7,778	837	829%
Business and Company Resource Center	206	127	62%
Chilton's Auto Repair	0	0	0%
Computer Database	5,098	749	581%
Custom Newspapers	5,354	812	559%
Educator's Reference Complete	7,820	747	947%
Expanded Academic ASAP	8,173	1,023	699%
Gale Virtual Reference Library	7,840	783	901%
General OneFile	7,849	817	861%
Gale Reference Center Gold	8,059	689	1070%
Health & Wellness Resource Ctr/Alt. Health Module	255	104	145%
Health Reference Center Academic	5,558	892	523%
Hospitality Tourism and Leisure	255	104	145%
Informe!	5,226	737	609%
InfoTrac Military & Intelligence	5,263	697	655%
InfoTrac Religion & Philosophy	5,263	703	647%
Kids InfoBits	0	0	0%
LegalTrac	5,290	655	708%
Literature Resource Center	482	406	19%
Nursing and Allied Health Collection	5,348	697	667%
Popular Magazines	1,110	352	215%
Heritage Quest ¹⁶	1,639	2,362	-31%
Homework Kansas	999	627	59%
LearningExpress Library	632	772	-18%
NewsBank	9,668	4,767	103%
Novelist ¹⁶	1,548	3,285	-53%
OCLC First Search Databases ¹⁶			
ABI Inform	0	0	
PapersFirst	0	0	0%
WorldCat	6,264	5,921	6%
Opposing Viewpoints	3,893	1,542	152%
ProQuest Nursing & Allied Health Source ¹⁶	0	13	-100%
Reference USA	18,131	9,175	98%
SAMS ¹⁵	160	491	-67%
World Book Databases ¹⁶			
World Book Reference Center/World Book	0	5	-100%
World Book for Kids	0	0	0%
World Book Advanced	0	0	0%
WorldBook Enciclopedia Estudiantil	0	0	0%
Total Electronic Searches Conducted	181,439	80,275	113%

¹⁸ Resource is only available from Library workstations.

¹⁹ Available to Kansas residents with a valid Kansas Library Card, this usage only reflects access from Wichita Public Library workstations.

Polaris PowerPAC			
Number of customer logins	472,745	381,167	24%
BookLetters			
Number of active subscriptions on Dec. 31	8,683	8,169	6%
Website			
Number of visits	448,312	657,410	-32%
Number of pages	1,385,503	1,709,580	-19%
Photo Archive			
Number of visits	72,857	88,930	-18%
Number of pages	310,402	547,798	-43%
Public Access Computing			
Number of customer sessions	155,719	153,485	1%
Number of computer copies made	211,182	212,020	0%
Wireless Internet Access			
Number of users	3,157	N/A	N/A
Number of customer sessions	10,124	N/A	N/A
Hours of use	18,208	N/A	N/A

Programming Services Report

	2010	2009	Change (Number)	Change (Percentage)
Adult Programs				
Number Presented				
Central	77	66	11	16.67%
District/Regional Branches	108	107	1	0.93%
Neighborhood Branches	20	19	1	5.26%
Outreach	63	122	(59)	-48.36%
Total	268	314	(46)	-14.65%
Attendance				
Central	1,725	1,385	340	24.55%
District/Regional Branches	1,522	1,650	(128)	-7.76%
Neighborhood Branches	215	169	46	27.22%
Outreach	3,299	9,219	(5,920)	-64.22%
Total	6,761	12,423	(5,662)	-45.58%
Juvenile Programs				
Number Presented				
Central	205	168	37	22.02%
District/Regional Branches	496	506	(10)	-1.98%
Neighborhood Branches	35	45	(10)	-22.22%
Outreach	702	679	23	3.39%
Total	1,438	1,398	40	2.86%
Attendance				
Central	8,681	7,983	698	8.74%
District/Regional Branches	18,309	18,115	194	1.07%
Neighborhood Branches	766	1,070	(304)	-28.41%
Outreach	36,011	30,439	5,572	18.31%
Total	63,767	57,607	6,160	10.69%
Total Program Attendance	70,528	70,030	498	0.71%

Meeting Room Use

Number Booked

Central	214	184	30	16.30%
District/Regional Branches	405	388	17	4.38%
Neighborhood Branches	49	29	20	68.97%
Total	668	601	67	11.15%

Attendance

Central	5,499	4,870	629	12.92%
District/Regional Branches	9,023	9,514	(491)	-5.16%
Neighborhood Branches	622	364	258	70.88%
Total	15,144	14,748	396	2.69%

Other Library Services Report

	2010	2009	Change (Number)	Change (Percentage)
Customers Using Equipment				
Computer and Internet Use				
Central	69,560	73,417	(3,857)	-5.25%
District/Regional Branches	67,058	60,996	6,062	9.94%
Neighborhood Branches	19,257	19,072	185	0.97%
Total	155,875	153,485	2,390	1.56%
Copies Made By Customers				
Photocopies				
Central	30,247	45,107	(14,860)	-32.94%
District/Regional Branches	27,139	25,849	1,290	4.99%
Neighborhood Branches	3,556	3,513	43	1.22%
Total	60,942	74,469	(13,527)	-18.16%
Copies from Computer Databases and the Internet				
Central	91,207	100,121	(8,914)	-8.90%
District/Regional Branches	111,108	112,128	(1,020)	-0.91%
Neighborhood Branches	30,511	24,951	5,560	22.28%
Total	232,826	237,200	(4,374)	-1.84%
Interlibrary Loan Activity				
Items requested by other libraries	23,203	26,552	(3,349)	-12.61%
Items supplied by Wichita Public Library	11,562	9,349	2,213	23.67%
Items requested by Wichita Public Library	5,455	5,058	397	7.85%
Items supplied to Wichita Public Library	3,507	1,995	1,512	75.79%
Microform Use				
Genealogy microforms used	11,355	11,251	104	0.92%
Copies made from microforms	3,902	3,139	763	24.31%
Gate Count				
Central	363,829	379,682	(15,853)	-4.18%
Lionel Alford Regional	134,475	144,791	(10,316)	-7.12%
Maya Angelou Northeast	54,632	56,749	(2,117)	-3.73%
Comotara	96,190	98,631	(2,441)	-2.47%
Evergreen District	99,899	109,255	(9,356)	-8.56%
Linwood	49,604	50,362	(758)	-1.51%
Orchard	28,211	30,014	(1,083)	-6.01%
Ford Rockwell District	172,448	174,632	(2,184)	-1.25%
Westlink District	264,230	278,160	(13,390)	-5.01%
Total System Gate Count	1,263,518	1,322,276	(58,758)	-4.44%

Your Return on Investment: A Quick Breakdown

Quantity	Service and Measure	Value
1,358,470	Books borrowed	\$20,977,050
22,058	Magazines borrowed	\$88,232
567,657	Movies borrowed	\$2,270,628
604	Art prints borrowed	\$30,200
148,753	Music CDs borrowed	\$1,859,413
90,305	Spoken books borrowed	\$903,050
321	Books and More Boxes borrowed	\$32,100
40,540	Downloadable materials borrowed	\$324,320
336,743	Items used in the library	\$1,683,715
14,184	Interlibrary loan requests filled	\$354,600
1,316	Hours of meeting room rentals	\$26,320
6,761	Adult program attendance	\$67,610
63,767	Children's program attendance	\$446,369
155,719	Hours of public computing use	\$1,868,628
18,208	Hours of Wi-Fi use	\$91,040
181,439	Online magazine and news searches completed	\$362,878
251,054	Reference questions asked	1,757,378

Value for these resources and services alone -- \$33,143,531

Compare to \$7,582,586 – 2010 Library General Fund Budget
(City of Wichita contribution - your tax dollars)

**The Wichita Public Library creates more than \$4.37 in value
per \$1 in City funding.**

Wichita Public Library System

Central Library

Director of Libraries: Cynthia Berner Harris
223 S. Main · 261-8500

Lionel Alford Regional Branch Library

Branch Manager: Jean Hatfield
3447 S. Meridian · 337-9119

District Branch Libraries

Evergreen

Branch Manager: Dawn Williams
2601 N. Arkansas · 303-8181

Ford Rockwell

Branch Managers: Julie Nash and Jessica Gagnon
5939 E. 9th · 688-9361

Westlink

Branch Manager: Tracie Partridge
8515 Bekemeyer · 337-9456

Neighborhood Branch Libraries

Maya Angelou Northeast

Branch Manager: Dollie Washington
3051 E. 21st St. · 688-9580

Comotara

Branch Manager: Deb Simpson
2244 N. Rock Rd. · 688-9350

Linwood

Branch Manager: Judy Young
1901 S. Kansas · 337-9125

Orchard Park

Branch Manager: Zetta Maxwell
4808 W. 9th St. · 337-9084

Planeview Community Library

Operated by Colvin Elementary School
2820 S. Roosevelt · 973-7609