

WICHITA PUBLIC LIBRARY MONTHLY REPORT

September 2009



I. NARRATIVE

September was a month of activity as Wichita Public Libraries began fall programming while also addressing issues with facilities repair and technology malfunctions.

One of the Library's Magic City cultural programming series, Hispanic Heritage, began at mid-month with a Sunday in the Park celebration at the Evergreen Library. Festivities included music, storytelling, balloons and craft activities. Other series activities hosted during the month included a Dora the Explorer party for children and a presentation by Kansas City's Anthony Oropeza, creator of the popular *Amigoman* comics series.

As the official launch of the 2009 Big Read Wichita neared, activity about and interest in the reading program heightened. The Pratt Public Library, Edmund Stanley Library - Friends University, The Independent School and Clear Channel Outdoor became new program partners. With assistance from Kim Lister of City Arts, Big Read banners from the National Endowment for the Arts were quickly customized with local information and made available to program partners. Members of the Library staff distributed program posters throughout the community. Their work was assisted by the efforts of volunteer and former Library intern Jerrod Ketchersid who "tweeted" the invitation to get a poster to a list of contacts, resulting in requests from several local businesses. Facebook also proved to be a useful tool in promoting the Big Read Wichita's kickoff events to the community.

While social networking technologies aided the Library's program promotion, use of more traditional technologies produced less effective results. The telephony system used to notify customers of materials being held or items overdue failed to run for two weekends in a row early in the month and again for a few days at the end of the month. At the same time, changes to City networks caused the Library's email notification system to fail for several days as well. The combined impact of these outages was several thousand customer notifications that were at best delayed several days and at worst in some cases were unrecoverable and unable to be delivered.

September rains forced staff at the Central Library to keep a close watch over a series of roof leaks, including several in the Art, Music and Video Section on the north side of the third floor. For each leak that is identified and repaired, a new leak seems to appear. While most leaks are found and controlled before damage occurs, one series of leaks appeared over book stack areas, soaking three shelves of art books. Although staff responded quickly, placing tarps over the affected shelving area and working to dry wet materials, approximately a dozen books were ultimately withdrawn because they were damaged beyond repair by the leak.

POTPOURRI:

The public libraries of Sedgwick County met on September 21 with Bank of America representatives for the Leonard and Celia Levand Trust. It was learned that the Summer Reading and Teens Read funding for 2010 is expected to drop drastically. Reductions will force difficult conversations about equitable distribution of funds to beneficiary libraries. Although performers have been identified and tentatively scheduled for 2010, plans have been temporarily suspended pending better information from the trustees concerning next year's distributions.

BookLetters made a number of changes at the national level that have impacted Wichita's subscriber numbers. The Chapter a Day, Meet the Author, Meet the Illustrator and Libros en Español BookLetters have been eliminated by the company. These subscription changes encouraged staff to re-evaluate locally developed newsletters and to suspend production of two additional offerings. The locally produced Large Print BookLetter has been replaced by the online catalog where a list of the month's new large print additions is easily available. The Library's Genealogy and Local History BookLetter has also been suspended because of the inability to create the custom reviews needed to produce this newsletter on a regular schedule.

Much of the Library's earned media activity in September focused upon the Library's Hispanic Heritage programs and The Big Read - Wichita. Evergreen branch employee Karina Villarreal recorded an interview for KYQQ about Hispanic Heritage events. AM Star Productions, operators of Mexicana!, a Spanish-language station affiliated with KCTU, shared information about Hispanic Heritage events with their audience. The Big Read was featured in a *Wichita Eagle* letter to the editor by Vicki Tiaht, a lengthy article for *Active Aging* by Nancy Borst and on Clear Channel Radio's public affairs shows where Director of Libraries Cynthia Berner Harris was interviewed by Pat Moyers. Big Read public service announcements aired on Clear Channel Radio and KNSS. At the Big Read Kickoff on Oct. 3, both KAKE and KSN filmed part of the program and interviewed Mrs. Tiaht.

Agencies and individuals receiving outreach services during the month included: Jefferson Elementary School; Marshall and Pleasant Valley middle schools; Ellis Street, Hilltop, Martin Luther King and Riverview Head Starts; ARC/Sedgwick County; Honey Tree Academy; La Petite/Waco; Wichita State University's Child Development Center; Trinity Church; the Juvenile Detention Facility and five family child care centers. The Library was an exhibitor at the Senior Expo, the Arts Partners Showcase and the Southwinds Corvette Club.

The Genealogy Section had out-of-state visitors from Arizona, California, Colorado, Missouri, Oklahoma, Oregon, Washington, and West Virginia.

During the third quarter, Library employees worked a total of 49,646 hours without a worker's compensation claim or time lost to light duty or injury leave.

97 volunteers contributed a total of 1,264.75 hours during September. This included 54 adult volunteers, 34 Friends volunteers, 5 teen volunteers, 3 Senior Work Experience Program (SWEP) volunteers, and 1 Kansas Elks Training Center for the Handicapped (KETCH) volunteer.

II. STATISTICS ARE ATTACHED

COLLECTIONS USE REPORT

September, 2009

	Circulation Sep, 2009	Difference From Sep, 2008	% Change From Sep, 2008	2009 Total Circ To Date	Difference From 2008 Total To Date	% Change From 2008 Total To Date
CENTRAL LIBRARY						
Art, Music & Video	19,077	7,077	59.0%	181,185	73,942	68.9%
Business & Technology	2,410	385	19.0%	20,445	2,186	12.0%
Children's Center	6,546	(267)	-3.9%	67,207	3,676	5.8%
General Reference	20,130	8,152	68.1%	184,909	74,116	66.9%
Wulfmeyer Center	0	0	N/A	0	0	N/A
Talking Books	4,848	(280)	-5.5%	42,878	(4,380)	-9.3%
CENTRAL TOTALS	53,011	15,066	39.7%	496,624	149,540	43.1%

DISTRICT/REGIONAL BRANCHES

Alford	23,220	3,548	18.0%	226,587	42,605	23.2%
Evergreen	12,821	2,612	25.6%	120,696	29,739	32.7%
Rockwell	30,083	3,745	14.2%	278,840	33,342	13.6%
Westlink	42,278	6,180	17.1%	420,558	76,480	22.2%
DISTRICT/REGIONAL TOTALS	108,402	16,085	17.4%	1,046,681	182,166	21.1%

NEIGHBORHOOD BRANCHES

Comotara	8,550	127	1.5%	83,118	5,810	7.5%
Linwood	6,083	736	13.8%	55,449	5,212	10.4%
Maya Angelou Northeast	3,675	355	10.7%	34,822	6,753	24.1%
Orchard	2,387	427	21.8%	25,250	4,554	22.0%
NEIGHBORHOOD TOTALS	20,695	1,645	8.6%	198,639	22,329	12.7%

PARTNERSHIPS

Planeview Community Library	75	(63)	-45.7%	3,938	1,830	86.8%
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VIRTUAL SERVICES

Overdrive	2,726	1,000	57.9%	20,732	7,792	60.2%
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WPL SYSTEM TOTALS	184,909	33,733	22.3%	1,766,614	363,657	25.9%
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Beginning January 1, 2009 this report no longer includes in-house use.

Beginning January 1, 2009 circulation of Popular Library materials is reported within the appropriate subject sections.

Teen materials previously counted in Central Children's Center are now reported as part of the General Reference Section

COLLECTIONS USE REPORT

September, 2009

	Adult Circulation For Sep	Difference From Sep, 2008	% Change From Sep, 2008	Juvenile Circulation For Sep	Difference From Sep, 2008	% Change From Sep, 2008	Adult Total Circulation To-Date	Juvenile Total Circulation To-Date
CENTRAL LIBRARY								
All Divisions*	46,465	20,461	78.7%	6,546	(267)	-3.9%	386,539	67,207

DISTRICT/REGIONAL BRANCHES

Alford	17,075	2,149	14.4%	6,145	1,399	29.5%	157,619	68,968
Evergreen	8,854	1,864	26.7%	3,967	748	23.2%	81,920	38,776
Rockwell	19,278	1,819	10.4%	10,805	1,926	21.7%	176,394	102,446
Westlink	25,109	2,373	10.4%	17,169	3,807	28.5%	237,694	182,864
DISTRICT/REGIONAL TOTALS	70,316	8,205	13.2%	38,086	7,880	26.1%	653,627	393,054

NEIGHBORHOOD BRANCHES

Comotara	5,984	(276)	-4.4%	2,566	403	18.6%	57,138	25,980
Linwood	4,595	120	2.7%	1,488	616	70.6%	39,956	15,493
Maya Angelou Northeast	2,503	41	1.7%	1,172	314	36.6%	22,751	12,071
Orchard	1,678	197	13.3%	709	230	48.0%	17,340	7,910
NEIGHBORHOOD TOTALS	14,760	82	0.6%	5,935	1,563	35.8%	137,185	61,454

PARTNERSHIPS

Planeview Community Library	25	(43)	-63.2%	50	(20)	-28.6%	1,322	2,616
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VIRTUAL SERVICES

Overdrive**	2,726	1,000	57.9%	0	0	N/A	20,732	0
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WPL SYSTEM TOTALS	134,292	29,705	28.4%	50,617	9,156	22.1%	1,199,405	524,331
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Beginning January 1, 2009 this report no longer includes in-house use
Teen materials at the Central Library are now counted as adult items

*Central Library statistics in this report include all sections except Talking Books

** Overdrive does not provide a breakdown by adult or juvenile so by default, all is counted as adult circulation

While all WPL locations track usage by card type, broken down for the purposes of this report by adult and juvenile, USD259 tracks only by material type, though from their breakdowns some assumptions may be made about patron type.

REVISED IN HOUSE USE REPORT

September, 2009

	In House Use September, 2009	Difference From Sep,2008	% Change From Sep,2008	2009 In House Use Total To Date	Difference From 2008 Total To Date	% Change From 2008 Total To Date
CENTRAL LIBRARY						
All Sections*	14,657	(742)	-4.8%	151,912	3,210	2.2%
CENTRAL TOTALS	14,657	(742)	-4.8%	151,912	3,210	2.2%

DISTRICT/REGIONAL BRANCHES

Alford	3,386	51	1.5%	35,198	4,922	16.3%
Evergreen	1,783	(235)	-11.6%	19,999	(2,286)	-10.3%
Rockwell	2,396	528	28.3%	19,384	(985)	-4.8%
Westlink ***	3,009	(831)	-21.6%	32,662	(25,839)	-44.2%
DISTRICT/REGIONAL TOTALS	10,574	(487)	-4.4%	107,243	(24,188)	-18.4%

NEIGHBORHOOD BRANCHES

Comotara	133	83	166.0%	1,398	(80)	-5.4%
Linwood	216	132	157.1%	2,762	694	33.6%
Maya Angelou Northeast	338	(66)	-16.3%	4,462	1,535	52.4%
Orchard	132	54	69.2%	3,251	1,107	51.6%
NEIGHBORHOOD TOTALS	819	203	33.0%	11,873	3,256	37.8%

PARTNERSHIPS

Planeview Community Library**	NA	NA	NA	NA	NA	NA
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WPL SYSTEM TOTALS	26,050	(1,026)	-3.8%	271,028	(17,722)	-6.1%
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*In House Use data is available at the building level only.

**Planeview Community Library does not report in house use of materials.

NEW REGISTRATION REPORT

September, 2009

	New Customers	% Change From Sep. 2008	2009 Total Registrations To Date	% Change From 2008 Total To Date
CENTRAL LIBRARY				
Circulation	654	4.1%	6,143	2.7%
DISTRICT/REGIONAL BRANCHES				
Alford	154	-16.8%	1,709	9.3%
Evergreen	110	6.8%	1,021	9.5%
Ford Rockwell	145	-26.0%	1,470	-0.8%
Westlink	193	-5.9%	2,441	7.7%
DISTRICT/REGIONAL TOTALS	602	-12.6%	6,641	5.4%
NEIGHBORHOOD BRANCHES				
Comotara	67	13.6%	496	-5.2%
Linwood	52	57.6%	463	12.4%
Maya Angelou Northeast	76	-23.2%	620	-5.6%
Orchard	21	0.0%	242	2.5%
NEIGHBORHOOD TOTALS	216	1.9%	1,821	-0.4%
PARTNERSHIPS				
Planeview Community Library	NA	NA	NA	NA
WPL SYSTEM TOTALS	1,472	-3.7%	14,605	3.9%

REVISED REFERENCE REPORT

September, 2009

CENTRAL LIBRARY	REFERENCE	REFERENCE	COMPLETION	TOTAL	DIFFERENCE	% CHANGE
	TRANSACTIONS	TRANSACTIONS COMPLETED	RATE		FROM LAST YEAR T-T-D*	FROM LAST YEAR T-T-D
Art & Music	1,401	1,157	82.58%	12,889	1,229	10.54%
Bus. & Tech.	2,653	2,601	98.04%	27,396	(1,599)	-5.51%
Circulation	51	51	100.00%	329	(45)	-12.03%
Youth Services	531	497	93.60%	5,235	(591)	-10.14%
Gen. Reference	3,956	3,729	94.26%	32,079	2,186	7.31%
Genealogy & Local History	1,290	1,200	93.02%	13,430	5,244	64.06%
Talking Books	5,931	5,931	100.00%	54,756	(3,912)	-6.67%
CENTRAL TOTALS	15,813	15,166	95.91%	146,114	2,512	1.75%

DISTRICT/REGIONAL BRANCHES

Alford	621	587	94.52%	6,459	995	18.21%
Evergreen	724	591	81.63%	7,165	524	7.89%
Rockwell	1,157	1,131	97.75%	12,926	549	4.44%
Westlink	1,573	1,483	94.28%	12,105	1,437	13.47%
DISTRICT/REGIONAL TOTALS	4,075	3,792	93.06%	38,655	3,505	9.97%

NEIGHBORHOOD BRANCHES

Comotara	634	523	82.49%	6,855	1,574	29.80%
Linwood	304	261	85.86%	2,848	586	25.91%
Maya Angelou Northeast	347	343	98.85%	3,110	(450)	-12.64%
Orchard	317	219	69.09%	3,212	(87)	-2.64%
NEIGHBORHOOD TOTALS	1,602	1,346	84.02%	16,025	1,623	11.27%

PARTNERSHIPS

Planeview Community Library *	NA	NA	NA	NA	NA	NA
WPL SYSTEM TOTALS	21,490	20,304	94.48%	200,794	7,640	3.96%

Reference transactions were calculated based upon a one-week sampling period from 09/08 through 09/14

*Planeview Community Library does not report reference transactions

PROGRAMMING SERVICES REPORT

September, 2009

	Adult Programs			Juvenile Programs		
	Number Presented	Attendance	% Change, Current Month, from Sep. 2008	Number Presented	Attendance	% Change, Current Month, from Sep. 2008
CENTRAL LIBRARY						
Programs and Tours*	4	68	-66.7%	14	593	14.5%
Technology Training Center	1	7	700.0%			
CENTRAL TOTALS	5	75	-63.2%	14	593	14.5%
DISTRICT/REGIONAL BRANCHES						
Alford	3	57	-8.1%	8	171	8.2%
Evergreen	3	27	-89.7%	12	542	143.0%
Rockwell	1	7	-75.0%	11	356	-8.0%
Westlink	1	10	-23.1%	17	626	0.5%
DISTRICT/REGIONAL TOTALS	8	101	-72.3%	48	1,695	21.9%
NEIGHBORHOOD BRANCHES						
Comotara	0	0	0.0%	0	0	0.0%
Linwood	0	0	0.0%	2	82	8200.0%
Maya Angelou Northeast	0	0	0.0%	1	8	300.0%
Orchard	1	13	-13.3%	0	0	-100.0%
NEIGHBORHOOD TOTALS	1	13	-13.3%	3	90	650.0%
OUTREACH SERVICES						
Outreach Activities*	12	897	457.1%	12	389	-78.9%
PARTNERSHIPS						
Planeview Community Library **	NA	NA	NA	NA	NA	NA
WPL SYSTEM TOTALS	26	1,086	46.0%	77	2,767	-26.5%

This report includes all programs presented by library staff, outside the library as well as in the library. Programs for young adults are included in juvenile statistics

*Until January, 2009 outreach statistics were included in Central Library totals
These numbers now reflect all Library presentations held outside Library facilities

**Programs presented at Planeview are included in the Outreach Statistics

OTHER SERVICES REPORT

September, 2009

	Central Library	Combined District & Regional Branches	Combined Neighborhood Branches	Library System Totals
MEETING ROOMS & EXHIBITS				
Meeting Room Usage (Non Staff)	22	28	4	54
Attendance	395	1,050	49	1,494
PHOTOCOPIES	4,322	2,789	479	7,590
INTERLIBRARY LOAN				
Requests From Outside Libraries	2,141	NA	NA	2,141
Filled For Outside Libraries	960	NA	NA	960
Requested By WPL Customers	415	NA	NA	415
Filled For WPL Customers	159	NA	NA	159
MICROFORM USAGE				
Microforms Used	988	NA	NA	988
Microform Copies	376	NA	NA	376
SERVICES TO THE HANDICAPPED				
T.D.D. Use	0	NA	NA	0
HOLDS				
Placed This Month	4,830	17,665	3,573	26,068
Filled This Month**				24,066
Placed Year-To-Date	46,849	156,975	33,731	237,555
Filled Year-To-Date**				214,735
** The number of holds filled is meaningful only at the system level				

BUILDING GATE COUNTS

	Current Month	Year To Date
Central	26,615	296,016
Alford	10,626	112,355
Evergreen	9,000	84,163
Rockwell	14,069	134,571
Westlink	21,044	218,883
Angelou/Northeast	5,255	44,451
Comotara	8,245	75,834
Linwood	4,066	38,906
Orchard	2,162	23,719
TOTAL	101,082	1,028,898

ELECTRONIC INFORMATION SERVICES REPORT PART I

September 2009

	Current Month	% Change From Sep. 2008	2009 Total Usage To Date	% Change From 2008 Total To Date
Electronic Database Searches Conducted				
Ancestry.com	4,167	2554.1%	27,067	1704.5%
Ebseo Education Reference Package^{3,4}				
Encyclopedia of Animals	0	0.0%	0	0.0%
ERIC	0	0.0%	0	0.0%
Health Source - Consumer Edition	0	0.0%	0	0.0%
MAS Ultra - School Edition	0	0.0%	0	0.0%
Middle Search Plus	0	0.0%	0	0.0%
Newspaper Source	0	0.0%	0	0.0%
Primary Search	0	0.0%	0	0.0%
TOPICsearch	0	0.0%	0	0.0%
FC Search¹	25	-69.9%	470	-18.7%
Heritage Quest³	190	183.6%	1,106	18.4%
Learning Express Library	64	-40.7%	622	13.3%
NewsBank	507	193.1%	3,580	83.8%
Novelist³	153	-76.7%	2,422	-50.7%
Reference USA	872	28.4%	6,536	-14.8%
Gale Databases:³				
Academic OneFile	72	-31.4%	545	-30.7%
Business and Company ASAP	54	-33.3%	558	-29.5%
Business and Company Resource Center	4	0.0%	101	-38.8%
Chilton's Auto Repair ⁴	0	N/A	0	N/A
Computer Database	54	-31.6%	447	32.9%
Custom Newspapers	70	-14.6%	499	-28.2%
Educator's Reference Complete	54	-33.3%	460	334.0%
Expanded Academic ASAP	59	-28.9%	598	-36.9%
Gale Virtual Reference Library	65	-23.5%	468	-33.0%
General OneFile	54	-31.6%	466	-39.4%
Gale Reference Center Gold	59	-25.3%	349	-53.0%
Health and Wellness Resource Center and Alternative Health Module	13	N/A	95	63.8%
Health Reference Center Academic	64	-22.9%	499	-39.2%
Hospitality Tourism and Leisure ⁴	13	N/A	95	N/A
Informe!	54	-30.8%	439	-34.0%
InfoTrac Military & Intelligence	57	-28.8%	424	-38.4%
InfoTrac Religion & Philosophy	54	-30.8%	444	-33.3%
LegalTrac	54	-30.8%	390	-43.1%
Literature Resource Center	24	500.0%	175	-64.1%
Nursing and Allied Health Collection	56	-28.2%	425	312.6%
Popular Magazines ⁷	15	N/A	172	N/A
Student Editions ⁶	0	0.0%	0	-100.0%
Homework Kansas	70	-42.1%	443	-41.7%