

**WICHITA PUBLIC LIBRARY**  
**MONTHLY REPORT**  
**August 2011**



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## **I. NARRATIVE**

August was a month of transitions at the Wichita Public Library.

Responding to increasing requests for public computing assistance from users, the new Book a Librarian service was initiated as a pilot project under oversight of staff in the Art, Music & Video Section of the Central Library. During the month, fifty-five appointment spaces were made available for individuals to schedule thirty minutes of individual instruction or assistance with library-related information or computing projects. Thirty-four of the sessions were used by individuals who brought questions on topics ranging from basic computing skills to resume writing and job searching to downloading e-books to an iPad. Evaluative feedback from the first month's users of the service was overwhelmingly enthusiastic, generating these comments:

*It is a very functional and practical way to meet the needs of individuals with computer questions.*

*We live in an informational age and the individual computer sessions are a great way for the library to keep information available to library users. I admire the board for keeping abreast of the computer age we live in with classes that are appropriate!*

*Many Many Thanks to staff and management for initiating a program so worthwhile to the community! I look forward to using the program again!!*

In response to changing communication preferences of citizens, notices about reserve requests and overdue materials became available as an option for library customers. Prior to the public announcement of the new service, forty-six customers found the option and updated their individual accounts to take advantage of the new notice preference.

The passing of friend and co-worker Moramattie Singh may have been one of the biggest challenges faced by the department's staff during August. During her 32-year career with Wichita Public Library, Mrs. Singh served in a variety of positions including the last eleven as a Librarian in the General Reference Section of the Central Library. Her passion for the profession and quick effort to step in whenever she felt assistance was needed will be missed.

## **POTPOURRI:**

The Library took advantage of many opportunities for earned media during August. KCTU "Your Hour" topics included summer reading wrap-up and fall event previews, August events (Senior Wednesday, Crafts 4 Fun, genealogy and technology training), Book a Librarian, and "The Things We Carried" exhibit item solicitation. Evergreen branch staff member Mayra Retana gave interviews on KYQQ radio (fifteen minutes on Hispanic Heritage Month and The Big Read) and Univision Kansas (the importance of reading to children). Special Projects Librarian Jennifer Heinicke completed a 30-minute interview with Rockin' Rick Regan that aired on Sunday, Aug. 28 over two hours on four local Clear Channel stations. Much of the remaining earned media concerned discussion about the status of the Central Library building project, including two letters to the editor in support of the project from Gail Fisher (Friends of the Library) and Sage Joyner (Wichita Genealogical Society).

Agencies and individuals receiving outreach services during the month included: Anderson, Cloud, Dodge and Mueller elementary schools; All Saints, Envision and Wichita State University Child Development Centers; YMCA East Branch Early Learning Center; Branches, Honey Tree and New Song academies; Turi's Little Angels; Loving Arms Child Care Center; LaPetite/Waco; KinderCare/Thurman; Tutor Time/Maple; Edgemoor Recreation Center; the Kansas Humane Society; Respite Outreach Care of Kansas; Greenway Park Apartments and one child care home. The Library sponsored back to school programs and tours for a large group of homeschooling families and was an exhibitor at Royal Caribbean's Employee Health Fair.

\$2,791.30 of universal service (e-rate) reimbursements for technology expenses incurred in the General Fund budget was received.

The Wulfmeyer Special Collections Center had visitors during August from Arizona, California, Missouri, and North Carolina as well as from England and Hungary.

Partnerships with Wichita organizations and the Kansas library community are important to helping the Library leverage its resources and to ensure that its service mix is aligned with citizen interests and needs. Recent examples of staff involvement in partnerships include:

- General Reference Section Manager Cindy Bailey's service as a judge for the Life Ventures senior spelling bee;
- Youth Outreach Librarian Anne Harris' participation in the Sedgwick County Early Childhood Coordinating Council's steering committee and meetings of the United Way Raising a Reader program;
- Children's Section Manager Amy Arnold's attendance along with Ms. Harris at training on the State Library's new 6x6 literacy initiative as representatives of the Library and the South Central Kansas Library System; and
- Customer Service Division Manager Jaime Prothro and Cindy Bailey's appointments to the local arrangements committee for the Kansas Library Association's 2012 conference to be held April 11-13, 2012.

Special Projects Librarian Jennifer Heinicke is one of eight City employees selected to participate in Wichita State University's 2011-2012 MiniMPA program.

During August, nearly 800 new items were added to Library collections from gifts and donations. This included 569 books, 192 DVDs, 45 music compact discs and 4 books on compact disc. The estimated list price of these items, had they been purchased, totaled \$12,350.

As the number of department position vacancies moved past twenty, support from volunteers became particularly important. During August, 136 volunteers contributed service including 52 student/teen volunteers, 47 adult volunteers, 34 Friends of the Library volunteers, two Senior Community Service Experience Program workers and a graduate student intern. These individuals combined efforts to provide 1,264.75 hours of service during the month. Their work was supplemented by an additional 254 of service from members of the Wichita Genealogical Society board of directors and 55.5 hours of service from the Friends of the Library Board of Directors.

## **II. STATISTICS ARE ATTACHED**

COLLECTIONS USE REPORT

August, 2011

	Circulation August, 2011	Difference From Aug,2010	% Change From Aug,2010	2011 Total Circ To Date	Difference From 2010 Total To Date	% Change From 2010 Total To Date
<b>CENTRAL LIBRARY</b>						
Art, Music & Video	19,529	(137)	-0.7%	146,008	(4,430)	-2.9%
Business & Technology	2,178	13	0.6%	16,531	(1,513)	-8.4%
Children's Center	6,891	(261)	-3.6%	57,533	(2,383)	-4.0%
General Reference	21,978	(804)	-3.5%	169,138	(5,741)	-3.3%
Wulfmeyer Center	0	0	N/A	0	0	N/A
Talking Books	0	(5,467)	-100.0%	24,606	(16,360)	-39.9%
<b>CENTRAL TOTALS</b>	<b>50,576</b>	<b>(6,656)</b>	<b>-11.6%</b>	<b>413,816</b>	<b>(30,427)</b>	<b>-6.8%</b>

**DISTRICT/REGIONAL BRANCHES**

Alford	27,165	678	2.6%	209,569	1,500	0.7%
Evergreen	14,260	295	2.1%	106,396	800	0.8%
Rockwell	34,590	1,097	3.3%	257,621	2,741	1.1%
Westlink	49,998	94	0.2%	397,700	30,234	8.2%
<b>DISTRICT/REGIONAL TOTALS</b>	<b>126,013</b>	<b>2,164</b>	<b>1.7%</b>	<b>971,286</b>	<b>35,275</b>	<b>3.8%</b>

**NEIGHBORHOOD BRANCHES**

Comotara	10,387	(381)	-3.5%	79,230	(1,029)	-1.3%
Linwood	6,996	269	4.0%	51,419	1,550	3.1%
Maya Angelou Northeast	3,984	7	0.2%	30,912	1,446	4.9%
Orchard	4,001	508	14.5%	27,192	1,889	7.5%
<b>NEIGHBORHOOD TOTALS</b>	<b>25,368</b>	<b>403</b>	<b>1.6%</b>	<b>188,753</b>	<b>3,856</b>	<b>2.1%</b>

**PARTNERSHIPS**

Planeview Community Library	304	21	7.4%	4,381	924	26.7%
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**VIRTUAL SERVICES**

Overdrive	3,865	(252)	-6.1%	29,097	2,770	10.5%
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<b>WPL SYSTEM TOTALS</b>	<b>206,126</b>	<b>(4,320)</b>	<b>-2.1%</b>	<b>1,607,333</b>	<b>12,398</b>	<b>0.8%</b>
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COLLECTIONS USE REPORT

August, 2011

	Adult Circulation For Aug	Difference From Aug,2010	% Change From Aug,2010	Juvenile Circulation For Aug	Difference From Aug,2010	% Change From Aug,2010	Adult Total Circulation To-Date	Juvenile Total Circulation To-Date
<b>CENTRAL LIBRARY</b>								
All Divisions*	43,685	(928)	-2.1%	6,891	(261)	-3.6%	331,677	57,533

DISTRICT/REGIONAL BRANCHES

Alford	19,094	212	1.1%	8,071	466	6.1%	144,014	65,555
Evergreen	9,743	169	1.8%	4,517	126	2.9%	70,459	35,937
Rockwell	21,468	(453)	-2.1%	13,122	1,550	13.4%	158,325	99,296
Westlink	29,580	(249)	-0.8%	20,418	343	1.7%	223,259	174,441
<b>DISTRICT/REGIONAL TOTALS</b>	<b>79,885</b>	<b>(321)</b>	<b>-0.4%</b>	<b>46,128</b>	<b>2,485</b>	<b>5.7%</b>	<b>596,057</b>	<b>375,229</b>

NEIGHBORHOOD BRANCHES

Comotara	7,095	(582)	-7.6%	3,292	201	6.5%	54,250	24,980
Linwood	5,134	7	0.1%	1,862	262	16.4%	36,409	15,010
Maya Angelou Northeast	2,825	127	4.7%	1,159	(120)	-9.4%	20,995	9,917
Orchard	2,571	95	3.8%	1,430	413	40.6%	17,363	9,829
<b>NEIGHBORHOOD TOTALS</b>	<b>17,625</b>	<b>(353)</b>	<b>-2.0%</b>	<b>7,743</b>	<b>756</b>	<b>10.8%</b>	<b>129,017</b>	<b>59,736</b>

PARTNERSHIPS

Planeview Community Library***	304	21	7.4%	0	0	NA	4,381	0
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VIRTUAL SERVICES

Overdrive**	3,865	(252)	-6.1%	0	0	N/A	29,097	0
<b>WPL SYSTEM TOTALS</b>	<b>145,364</b>	<b>(1,833)</b>	<b>-1.2%</b>	<b>60,762</b>	<b>2,980</b>	<b>5.2%</b>	<b>1,090,229</b>	<b>492,498</b>

\*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

\*\*\* Beginning October 1, 2009 Planeview Community Library is unable to provide a breakdown by adult or juvenile so by default, all is counted as adult circulation

## IN HOUSE USE REPORT

August, 2011

	In House Use August, 2011	Difference From Aug,2010	% Change From Aug,2010	2011 In House Use Total To Date	Difference From 2010 Total To Date	% Change From 2010 Total To Date
<b>CENTRAL LIBRARY</b>						
All Sections*	12,086	(4,676)	-27.9%	107,214	(28,404)	-20.9%
<b>CENTRAL TOTALS</b>	<b>12,086</b>	<b>(4,676)</b>	<b>-27.9%</b>	<b>107,214</b>	<b>(28,404)</b>	<b>-20.9%</b>

### DISTRICT/REGIONAL BRANCHES

Alford	1,907	(1,419)	-42.7%	18,727	(10,296)	-35.5%
Evergreen	2,314	(1,255)	-35.2%	18,083	(5,155)	-22.2%
Rockwell	3,386	383	12.8%	25,375	2,126	9.1%
Westlink	4,453	1,238	38.5%	32,009	6,468	25.3%
<b>DISTRICT/REGIONAL TOTALS</b>	<b>12,060</b>	<b>(1,053)</b>	<b>-8.0%</b>	<b>94,194</b>	<b>(6,857)</b>	<b>-6.8%</b>

### NEIGHBORHOOD BRANCHES

Comotara	214	41	23.7%	1,072	(20)	-1.8%
Linwood	229	(259)	-53.1%	3,339	1,513	82.9%
Maya Angelou Northeast	688	272	65.4%	5,000	1,212	32.0%
Orchard	480	445	1271.4%	3,179	1,337	72.6%
<b>NEIGHBORHOOD TOTALS</b>	<b>1,611</b>	<b>499</b>	<b>44.9%</b>	<b>12,590</b>	<b>4,042</b>	<b>47.3%</b>

### PARTNERSHIPS

Planeview Community Library**	NA	NA	NA	NA	NA	NA
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<b>WPL SYSTEM TOTALS</b>	<b>25,757</b>	<b>(5,230)</b>	<b>-16.9%</b>	<b>213,998</b>	<b>(31,219)</b>	<b>-12.7%</b>
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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

August, 2011

	New Customers	% Change From Aug. 2010	2011 Total Registrations To Date	% Change From 2010 Total To Date
<b>CENTRAL LIBRARY</b>				
Circulation	717	1.4%	5,379	1.1%
<b>DISTRICT/REGIONAL BRANCHES</b>				
Alford	196	10.1%	1,445	6.6%
Evergreen	110	-6.8%	815	0.5%
Ford Rockwell	166	-17.0%	1,465	0.1%
Westlink	210	-17.0%	2,063	-2.2%
<b>DISTRICT/REGIONAL TOTALS</b>	<b>682</b>	<b>-8.9%</b>	<b>5,788</b>	<b>0.8%</b>
<b>NEIGHBORHOOD BRANCHES</b>				
Comotara	57	-9.5%	473	14.0%
Linwood	60	33.3%	494	26.7%
Maya Angelou Northeast	81	17.4%	595	18.5%
Orchard	27	50.0%	245	4.3%
<b>NEIGHBORHOOD TOTALS</b>	<b>225</b>	<b>15.4%</b>	<b>1,807</b>	<b>17.2%</b>
<b>PARTNERSHIPS</b>				
Planeview Community Library*	NA	NA	NA	NA
<b>WPL SYSTEM TOTALS</b>	<b>1,624</b>	<b>-1.6%</b>	<b>12,974</b>	<b>3.0%</b>

\*Planeview Community Library does not report public library registrations.

## REFERENCE REPORT

August, 2011

	REFERENCE TRANSACTIONS	REFERENCE TRANSACTIONS COMPLETED	COMPLETION RATE	TOTAL TO DATE	DIFFERENCE FROM LAST YEAR T-T-D*	% CHANGE FROM LAST YEAR T-T-D
<b>CENTRAL LIBRARY</b>						
Art & Music	837	709	84.71%	7,312	(2,946)	-28.72%
Bus. & Tech.	2,445	2,343	95.83%	21,562	(589)	-2.66%
Circulation	22	22	100.00%	376	(388)	-50.79%
Youth Services	412	372	90.29%	3,525	(1,484)	-29.63%
Gen. Reference	3,184	3,065	96.26%	28,319	(3,857)	-11.99%
Genealogy & Local History	651	593	91.09%	5,839	(4,681)	-44.50%
Talking Books	430	430	100.00%	26,587	(21,455)	-44.66%
<b>CENTRAL TOTALS</b>	<b>7,981</b>	<b>7,534</b>	<b>94.40%</b>	<b>93,520</b>	<b>(35,400)</b>	<b>-27.46%</b>

### DISTRICT/REGIONAL BRANCHES

Alford	837	819	97.85%	5,865	(235)	-3.85%
Evergreen	523	434	82.98%	4,464	(1,775)	-28.45%
Rockwell	810	726	89.63%	6,522	(4,258)	-39.50%
Westlink	930	779	83.76%	9,284	1,125	13.79%
<b>DISTRICT/REGIONAL TOTALS</b>	<b>3,100</b>	<b>2,758</b>	<b>88.97%</b>	<b>26,135</b>	<b>(5,143)</b>	<b>-16.44%</b>

### NEIGHBORHOOD BRANCHES

Comotara	642	598	93.15%	3,280	(1,238)	-27.40%
Linwood	261	190	72.80%	1,393	(1,267)	-47.63%
Maya Angelou Northeast	492	487	98.98%	3,067	715	30.40%
Orchard	142	120	84.51%	1,253	(1,424)	-53.19%
<b>NEIGHBORHOOD TOTALS</b>	<b>1,537</b>	<b>1,395</b>	<b>90.76%</b>	<b>8,993</b>	<b>(3,214)</b>	<b>-26.33%</b>

### PARTNERSHIPS

Planeview Community Library *	NA	NA	NA	NA	NA	NA
<b>WPL SYSTEM TOTALS</b>	<b>12,618</b>	<b>11,687</b>	<b>92.62%</b>	<b>128,648</b>	<b>(43,757)</b>	<b>-25.38%</b>

Reference transactions were calculated based upon a one-week sampling period from 08/22 through 08/28

\*Planeview Community Library does not report reference transactions

**PROGRAMMING SERVICES REPORT**

August, 2011

	Adult Programs			Juvenile Programs		
	Number Presented	Attendance	% Change, Current Month, from Aug. 2010	Number Presented	Attendance	% Change, Current Month, from Aug. 2010
<b>CENTRAL LIBRARY</b>						
Programs and Tours	3	69	25.5%	2	110	37.5%
Technology Training Center	2	15	25.0%			
<b>CENTRAL TOTALS</b>	<b>5</b>	<b>84</b>	<b>25.4%</b>	<b>2</b>	<b>110</b>	<b>37.5%</b>
<b>DISTRICT/REGIONAL BRANCHES</b>						
Alford	2	123	48.2%	0	0	0.0%
Evergreen	2	16	-20.0%	1	48	4800.0%
Rockwell	1	6	100.0%	0	0	0.0%
Westlink	1	8	-27.3%	1	28	2800.0%
District Branches Technology Training**	3	25	47.1%			
<b>DISTRICT/REGIONAL TOTALS</b>	<b>9</b>	<b>178</b>	<b>32.8%</b>	<b>2</b>	<b>76</b>	<b>7600.0%</b>
<b>NEIGHBORHOOD BRANCHES</b>						
Comotara	0	0	0.0%	0	0	0.0%
Linwood	0	0	0.0%	0	0	0.0%
Maya Angelou Northeast	0	0	0.0%	0	0	0.0%
Orchard	1	10	-23.1%	0	0	0.0%
Neighborhood Branches Technology Training**	1	3	300.0%			
<b>NEIGHBORHOOD TOTALS</b>	<b>2</b>	<b>13</b>	<b>0.0%</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>
<b>OUTREACH SERVICES</b>						
Outreach Activities*	1	4	-99.1%	23	685	84.6%
<b>PARTNERSHIPS</b>						
Planeview Community Library *	NA	NA	NA	NA	NA	NA
<b>WPL SYSTEM TOTALS</b>	<b>17</b>	<b>279</b>	<b>-58.3%</b>	<b>27</b>	<b>871</b>	<b>93.1%</b>

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

\*Programs presented at Planeview Community Library are included in the Outreach Statistics

\*\* As of July 2010, Technology classes are being offered at District and Neighborhood branches

**OTHER SERVICES REPORT**

August, 2011

	Central Library	Combined District & Regional Branches	Combined Neighborhood Branches	Library System Totals
<b>MEETING ROOMS &amp; EXHIBITS</b>				
Meeting Room Usage (Non Staff)	13	31	4	48
Attendance	244	644	61	949
<b>PHOTOCOPIES*</b>	1,536	2,215	341	4,092
<b>INTERLIBRARY LOAN</b>				
Requests From Outside Libraries	1,638	NA	NA	1,638
Filled For Outside Libraries	885	NA	NA	885
Requested By WPL Customers	700	NA	NA	700
Filled For WPL Customers	212	NA	NA	212
<b>MICROFORM USAGE</b>				
Microforms Used	702	NA	NA	702
Microform Copies	354	NA	NA	354
<b>SERVICES TO THE HANDICAPPED</b>				
T.D.D. Use	0	NA	NA	0
<b>HOLDS</b>				
Placed This Month	5,318	20,722	5,142	31,182
Filled This Month**				29,082
Placed Year-To-Date	40,901	148,399	35,644	224,944
Filled Year-To-Date**				204,955
** The number of holds filled is meaningful only at the system level				

**BUILDING GATE COUNTS**

	<b>Current Month</b>	<b>Year To Date</b>
Central	27,606	217,020
Alford	13,468	95,167
Evergreen	8,745	64,590
Rockwell***	0	96,785
Westlink	24,136	192,842
Angelou/Northeast	4,769	36,397
Comotara	8,668	60,986
Linwood*	5,155	29,841
Orchard**	2,900	16,036
<b>TOTAL</b>	<b>95,447</b>	<b>809,664</b>

\* Linwood's gate counter battery failed during month of May resulting in incomplete data.  
 \*\* Orchard's gate counter battery failed during month of July resulting in incomplete data.  
 \*\*\* Rockwell's gate counter failed during month of August resulting in incomplete data.

## ELECTRONIC INFORMATION SERVICES REPORT PART I

August 2011

	Current Month	% Change From Aug. 2010	2011 Total Usage To Date	% Change From 2010 Total To Date
<b>Electronic Database Searches Conducted</b>				
<b>Ancestry.com<sup>1</sup></b>	9,449	276.6%	52,501	85.8%
<b>AtoZ Databases<sup>2</sup></b>	3,231	N/A	5,554	N/A
<b>Ebsco Education Reference Package</b>				
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%
<b>FC Search<sup>1</sup></b>	126	-65.0%	877	-42.6%
<b>Heritage Quest</b>	209	22.9%	1,103	5.3%
<b>Learning Express Library</b>	55	52.8%	926	104.4%
<b>NewsBank</b>	696	17.2%	5,118	-17.2%
<b>Reference USA<sup>3</sup></b>	0	-100.0%	7,622	-35.2%
<b>Gale Databases:</b>				
Academic OneFile	160	-54.8%	2217	-61.3%
Business and Company ASAP	4	-98.8%	1918	-66.4%
Business and Company Resource Center	17	466.7%	67	-60.4%
Chilton's Auto Repair	N/A	N/A	N/A	N/A
Computer Database	136	3.8%	1666	-56.3%
Custom Newspapers	2	-98.2%	1571	-61.0%
Educator's Reference Complete	136	-59.3%	2052	-63.7%
Expanded Academic ASAP	141	-61.2%	2183	-63.4%
Gale Virtual Reference Library	136	-60.7%	2218	-61.2%
General OneFile	140	-59.7%	2093	-63.4%
Gale Reference Center Gold	136	-59.5%	2121	-64.1%
Health and Wellness Resource Center and Alternative Health Module	17	183.3%	96	-35.1%
Health Reference Center Academic	139	6.9%	1686	-60.0%
Hospitality Tourism and Leisure	14	16.7%	237	-43.0%
Informe!	136	9.7%	1602	-59.5%
InfoTrac Military & Intelligence	138	0.0%	1625	-59.4%
InfoTrac Religion & Philosophy	139	13.9%	1643	-58.7%
LegalTrac	136	9.7%	1647	-58.9%
Literature Resource Center	22	340.0%	216	-21.7%
Nursing and Allied Health Collection	168	30.2%	1673	-58.6%
Popular Magazines	15	-6.3%	319	-63.8%
Student Editions	14	N/A	338	N/A
<b>Homework Kansas<sup>4</sup></b>	0	-100.0%	483	-27.5%

## ELECTRONIC INFORMATION SERVICES REPORT PART I

August 2011

	Current Month	% Change From Aug. 2010	2011 Total Usage To Date	% Change From 2010 Total To Date
<b>OCLC WorldCat</b>	341	-51.2%	3,715	-18.7%
<b>Opposing Viewpoints</b>	12	-70.0%	451	-85.8%
<b>ProQuest Nursing &amp; Allied Health Source</b>	0	0.0%	0	N/A
<b>SAMS</b>	9	-40.0%	86	-32.3%
<b>World Book Databases</b>				
World Book Reference Center/World Book Student	0	0.0%	0	N/A
World Book for Kids	0	N/A	0	N/A
World Book Advanced	0	N/A	0	N/A
WorldBook Enciclopedia Estudiantil Hallazgos	0	N/A	0	N/A
<b>Total Electronic Searches Conducted</b>	<b>16,074</b>	<b>67.0%</b>	<b>107,624</b>	<b>-19.5%</b>
<b>Polaris PowerPAC</b>				
Number of patron logins	47,252	5.2%	343,840	9.9%
<b>BookLetters</b>				
Number of active subscriptions	8,748	2.1%		
<b>Facebook</b>				
Number of fans	1,974	69.0%		
<b>Website</b>				
Number of visits	43,651	6.6%	337,827	14.0%
Number of pages	127,533	6.6%	988,535	5.0%
<b>Wichita Photo Archive</b>				
Number of visits	3,104	-46.7%	33,902	-35.0%
Number of pages	15,533	-43.0%	166,989	-25.8%
<b>Public Access Computing</b>				
Number of customer sessions	15,797	11.1%	111,790	8.9%
Number of computer copies made	29,002	16.0%	209,552	26.8%
<b>Wireless Internet Access</b>				
Number of users	857	56.1%	6,109	562.6%
Number of customer sessions	2,624	37.9%	16,468	471.8%
Hours of use	4,756	33.9%	33,340	543.1%

### NOTES

- <sup>1</sup> Databases available inside the library only
- <sup>2</sup> AtoZ Database service began June 1.
- <sup>3</sup> Reference USA service was cancelled May 20.
- <sup>4</sup> Homework Kansas service was cancelled July 31.