

# WICHITA PUBLIC LIBRARY MONTHLY REPORT

September 2011



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## I. NARRATIVE

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

After forty years of service to residents of Sedgwick County and Southeast Kansas, the Wichita Subregional Library for the Blind and Physically Handicapped (Talking Books Service) ceased operation on September 30. Although the service continued to be well-used, changes in technology have resulted in enough declines in Talking Books readership throughout the State to cause the State Library of Kansas to suspend operation of all subregional libraries and to centralize lending services from the regional library at Emporia State University. Wichita will continue to be involved in Talking Book Service, but in a different manner. Rather than providing direct service to eligible readers, the Library will provide promotion and local support for the program for Sedgwick County only. Former subregional manager Brad Reha will complete this work as part of his responsibility as the Library's new Senior Outreach Librarian. In addition to this Talking Books promotion, Brad will oversee the Library's homebound service, bulk loans to senior center, Senior Wednesday programming, outreach book programs and the library's book discussion set service. Library Assistant Chris Holmes transferred into a clerical position in the Central Library's Art, Music and Video Section while the subregional's third employee, Omar Mahmassani, retired when the service closed.

While technology changes allowed the State Library to change the Talking Books program, they have created new opportunities for service delivery from the Wichita Public Library. The Library's mobile catalog became officially available in September with a display optimized for portable devices. At the same time, customers gained the new ability to receive library notices by text message. The flexibility and timeliness of access and communication from both changes is being favorably received by customers.

Another example the impact of technology upon the Library service mix is the ongoing popularity of e-cards. First offered only six months ago, the Library has added 1,184 new account holders through this service which provides access to the Library's virtual branch, electronic services and Wi-Fi network. More than half of the new accounts have been issued to customers living outside the taxing district.

For the last two months, more than 50% of materials circulated at Westlink were processed through self-check stations, making it possible for the staff at this branch to reallocate the time previously spent on this work to other service needs. This is an example of how appropriately planned and implemented technology can be an enhancement to customer service.

## **POTPOURRI:**

The Comotara branch celebrated its 25<sup>th</sup> birthday in September with a snapshot display of the branch throughout its history. The uniqueness of the branch and its success as part of the library system continue to be recognized not only locally but throughout the nation as it has become a model of service duplicated in many other communities.

The talent and expertise of Library staff continues to be recognized by the larger library community. As exiting Chair of the Kansas Notable Books committee, Selection section supervisor Mary K Bird-Guilliams participated in the Kansas Book Festival held in Topeka on September 23. Alford/Linwood branch manager Jean Hatfield has been appointed to chair the 2013 Batchelder Award Committee for the Association of Library Service to Children, a division of the American Library Association.

The Library's ability to be a leader in encouraging civic dialog and engagement was demonstrated through a new partnership with the League of Women Voters. Tuesday Topics, a monthly series of conversations on current issues was initiated as Superintendent of Schools John Allison joined attendees to discuss "Public Schools: Who Will Pay?"

A marketing blitz for The Big Read proved successful. Earned media for the program included an article and editorial in the Wichita Eagle, a 20-minute interview on Power 93.9's public affairs show "Empower Wichita," an interview with Barbara Baan for KSN, an interview with Cindy Klose for her CW show at 4 p.m., public service announcements on KNSS, an interview for KMUW, a News Now segment on City7 and the usual KCTU support on "Your Hour." The impact of the attention was seen in the largest crowd ever gathered to kick off a Wichita Big Read: 558 attended, more than double the attendees at the initial 2008 kickoff event.

Also receiving media attention was the public discussion of the State Library's decision not to renew its OverDrive subscription for downloadable audio books and e-books. The Wichita Eagle first covered the story, adding that the Wichita Public Library was investigating the possibility of its own contract. KWCH coverage followed. Brent Wistrom's story for the Eagle was picked up by the Associated Press, resulting in a Library Journal contact of the Library for further comment.

The Library is also participating in the IMPACT Survey, coordinated by the University of Washington with generous support from the Bill & Melinda Gates Foundation, to find out how customers use public library computers and Internet connections. Customers are asked for general information about their activities using library computers for government, civic engagement, health, commerce, education and job-related activities. This study is a follow-up to a benchmark study done last year. A benefit of participation is the ability to receive a summary of local responses for use in service mix planning and budgeting.

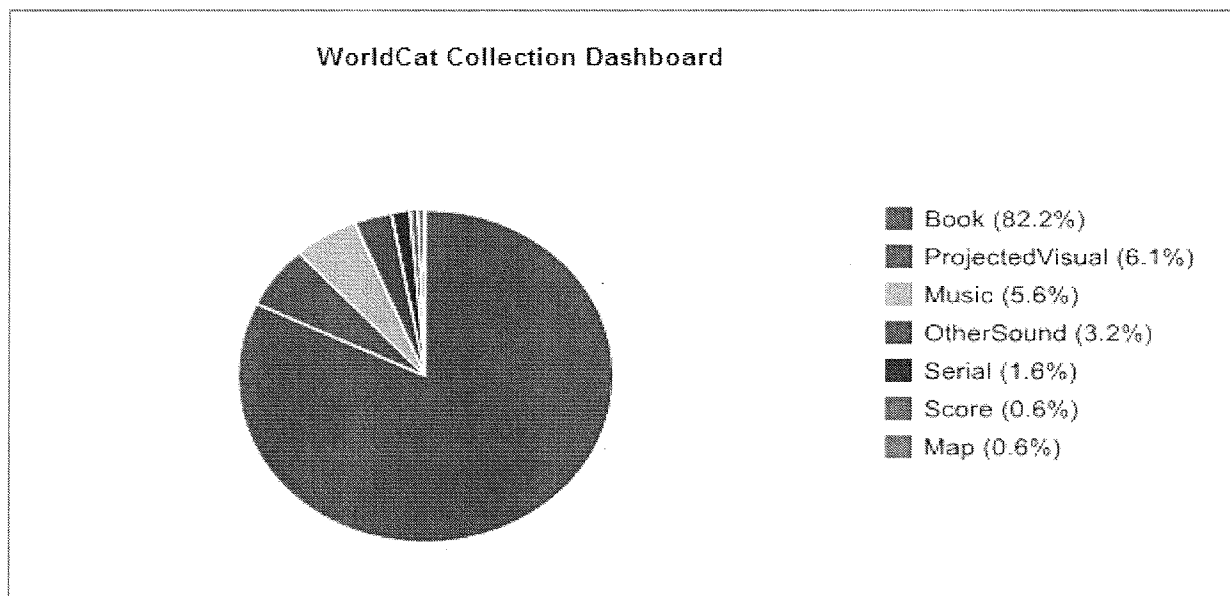
Changes have been made at the Maya Angelou Northeast branch in order to provide more space for some collections, open up seating space, and improve the customer's browsing experience. By rearranging and reallocating shelving, collections are more prominently merchandised and displayed throughout the building. Aside from the staff time involved, all of the changes were done at no cost. The project and its success is a good example of the staffs' commitment to process improvement and customer service.

Members of the Central Library Business & Technology Section have been working on collection maintenance projects intended to simplify access for customers and to create service efficiencies for staff. Lesser used back issues of periodical holdings are being moved into the storage collection in order to make room for consolidation of the motor manual collection into the public access shelving in the section. This work will bring together a collection that had previously been housed in three locations: in the public collection, in the section workroom and in storage shelving on the lower level. Combining the collection has proven to be an effective way of comparing reference and circulating copies of a particular manual (making a collection switch if necessary), as well as examining every book in the collection for condition assessment. At the same time, section staff members have also been working on additional adjustments to the magazine collection which will create more visibility for circulating titles and easier access to reference subscriptions.

Hispanic Heritage celebrations began in September through events at most locations. This year's roster included a Dora the Explorer party for children, "Vaqueros to Buckaroos: The Hispanic Roots of Cowboy Culture" by a University of Nebraska professor, a Senior Wednesday lecture on Latino identity in literature from a University of Kansas English professor, a showing of a Luche Libre (professional wrestling) documentary and puppet making craft.

Members of the Central Library's Third Tuesday Book Club welcomed author Jason Quinn Malott, author of the 2010 Kansas Notable Book *The Evolution of Shadows*.

The Library's Interlibrary Loan service continues to be a useful way to supplement the Library's collections. Monitoring of requests and items received confirms that print titles are not only the most requested format for loans to the Library but also the easiest items to obtain from other libraries. The following chart summarizes borrowing activity for the past six months.



The Genealogy Section had out-of-state visitors from Germany, Arizona, Michigan, Missouri, North Carolina, Oklahoma, Tennessee, Texas, Washington, Wisconsin, and Wyoming.

Organizations receiving special programming or outreach services from the Library during the month included: Fingerprints, Hilltop, Riverview, Shirley Mayes Head Starts; Via Christi and Wichita State University Child Development Centers; All Saints and Loving Arms Child Care Centers; Turi's Little Angels; Branches and Honey Tree Academies; Small Wonders Daycare and Preschool; East Heights Children's Day Out; Anderson and Cloud elementary schools; Chapter IY, P.E.O.; Derby Senior Center; Alpha Kappa Delta; the Kansas Humane Society and three family child care centers. In addition, the Library was an exhibitor at the Central Plains Area Agency on Aging's Senior Expo.

77 volunteers contributed a total of 1,066.5 hours of service during September. This included 37 adult volunteers, 34 Friends of the Library volunteers, 8 student/teen volunteers, 2 Senior Community Service Experience Program participants and 1 intern. Their work was supplemented by another 387.5 hours of service from the Library's support groups: 9 Wichita Genealogical Society volunteers (273.5 hours) and 6 Friends of the Library Board volunteers (114.5 hours).

Library collections grew as a result of 668 donated items added to cataloged holdings during September. This included 575 books, 24 music CDs, 18 spoken CDs and 51 DVDs. The estimated value of these gifts is \$12,970.

## **II. STATISTICS ARE ATTACHED**

COLLECTIONS USE REPORT

September, 2011

	Circulation September, 2011	Difference From Sep,2010	% Change From Sep,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	17,159	(1,374)	-7.4%	163,167	(5,804)	-3.4%
Business & Technology	1,867	(108)	-5.5%	18,398	(1,621)	-8.1%
Children's Center	5,738	(994)	-14.8%	63,271	(3,377)	-5.1%
General Reference	19,881	(1,753)	-8.1%	189,019	(7,494)	-3.8%
Wulfmeyer Center	0	0	N/A	0	0	N/A
Talking Books	0	(5,147)	-100.0%	24,606	(21,507)	-46.6%
<b>CENTRAL TOTALS</b>	<b>44,645</b>	<b>(9,376)</b>	<b>-17.4%</b>	<b>458,461</b>	<b>(39,803)</b>	<b>-8.0%</b>

**DISTRICT/REGIONAL BRANCHES**

Alford	23,005	(864)	-3.6%	232,574	636	0.3%
Evergreen	12,112	(1,426)	-10.5%	118,508	(626)	-0.5%
Rockwell	28,888	(2,130)	-6.9%	286,509	611	0.2%
Westlink	43,530	(976)	-2.2%	441,230	29,258	7.1%
<b>DISTRICT/REGIONAL TOTALS</b>	<b>107,535</b>	<b>(5,396)</b>	<b>-4.8%</b>	<b>1,078,821</b>	<b>29,879</b>	<b>2.8%</b>

**NEIGHBORHOOD BRANCHES**

Comotara	9,256	(895)	-8.8%	88,486	(1,924)	-2.1%
Linwood	5,888	(177)	-2.9%	57,307	1,373	2.5%
Maya Angelou Northeast	3,621	(79)	-2.1%	34,533	1,367	4.1%
Orchard	3,499	457	15.0%	30,691	2,346	8.3%
<b>NEIGHBORHOOD TOTALS</b>	<b>22,264</b>	<b>(694)</b>	<b>-3.0%</b>	<b>211,017</b>	<b>3,162</b>	<b>1.5%</b>

**PARTNERSHIPS**

Planeview Community Library	259	32	14.1%	4,640	956	26.0%
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**VIRTUAL SERVICES**

Overdrive	3,081	(561)	-15.4%	32,178	2,209	7.4%
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<b>WPL SYSTEM TOTALS</b>	<b>177,784</b>	<b>(15,995)</b>	<b>-8.3%</b>	<b>1,785,117</b>	<b>(3,597)</b>	<b>-0.2%</b>
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COLLECTIONS USE REPORT

September, 2011

	Adult Circulation For Sep	Difference From Sep,2010	% Change From Sep,2010	Juvenile Circulation For Sep	Difference From Sep,2010	% Change From Sep,2010	Adult Total Circulation To-Date	Juvenile Total Circulation To-Date
<b>CENTRAL LIBRARY</b>								
All Divisions*	38,907	(3,235)	-7.7%	5,738	(994)	-14.8%	370,584	63,271

**DISTRICT/REGIONAL BRANCHES**

Alford	16,086	(726)	-4.3%	6,919	(138)	-2.0%	160,100	72,474
Evergreen	8,195	(1,073)	-11.6%	3,917	(353)	-8.3%	78,654	39,854
Rockwell	18,669	(1,206)	-6.1%	10,219	(924)	-8.3%	176,994	109,515
Westlink	25,226	(1,322)	-5.0%	18,304	346	1.9%	248,485	192,745
<b>DISTRICT/REGIONAL TOTALS</b>	<b>68,176</b>	<b>(4,327)</b>	<b>-6.0%</b>	<b>39,359</b>	<b>(1,069)</b>	<b>-2.6%</b>	<b>664,233</b>	<b>414,588</b>

**NEIGHBORHOOD BRANCHES**

Comotara	6,265	(636)	-9.2%	2,991	(259)	-8.0%	60,515	27,971
Linwood	4,352	(238)	-5.2%	1,536	61	4.1%	40,761	16,546
Maya Angelou Northeast	2,636	107	4.2%	985	(186)	-15.9%	23,631	10,902
Orchard	2,278	147	6.9%	1,221	310	34.0%	19,641	11,050
<b>NEIGHBORHOOD TOTALS</b>	<b>15,531</b>	<b>(620)</b>	<b>-3.8%</b>	<b>6,733</b>	<b>(74)</b>	<b>-1.1%</b>	<b>144,548</b>	<b>66,469</b>

**PARTNERSHIPS**

Planeview Community Library***	259	32	14.1%	0	0	NA	4,640	0
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**VIRTUAL SERVICES**

Overdrive**	3,081	(561)	-15.4%	0	0	N/A	32,178	0
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<b>WPL SYSTEM TOTALS</b>	<b>125,954</b>	<b>(8,711)</b>	<b>-6.5%</b>	<b>51,830</b>	<b>(2,137)</b>	<b>-4.0%</b>	<b>1,216,183</b>	<b>544,328</b>
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\*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

September, 2011

	In House Use September, 2011	Difference From Sep,2010	% Change From Sep,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*	11,104	(2,744)	-19.8%	118,318	(31,148)	-20.8%
<b>CENTRAL TOTALS</b>	<b>11,104</b>	<b>(2,744)</b>	<b>-19.8%</b>	<b>118,318</b>	<b>(31,148)</b>	<b>-20.8%</b>

### DISTRICT/REGIONAL BRANCHES

Alford	1,744	164	10.4%	20,471	(10,132)	-33.1%
Evergreen	1,912	(292)	-13.2%	19,995	(5,447)	-21.4%
Rockwell	1,856	(1,372)	-42.5%	27,231	754	2.8%
Westlink	2,272	(328)	-12.6%	34,281	6,140	21.8%
<b>DISTRICT/REGIONAL TOTALS</b>	<b>7,784</b>	<b>(1,828)</b>	<b>-19.0%</b>	<b>101,978</b>	<b>(8,685)</b>	<b>-7.8%</b>

### NEIGHBORHOOD BRANCHES

Comotara	116	28	31.8%	1,188	8	0.7%
Linwood	374	273	270.3%	3,713	1,786	92.7%
Maya Angelou Northeast	967	496	105.3%	5,967	1,708	40.1%
Orchard	601	584	3435.3%	3,780	1,921	103.3%
<b>NEIGHBORHOOD TOTALS</b>	<b>2,058</b>	<b>1,381</b>	<b>204.0%</b>	<b>14,648</b>	<b>5,423</b>	<b>58.8%</b>

### PARTNERSHIPS

Planeview Community Library**	NA	NA	NA	NA	NA	NA
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<b>WPL SYSTEM TOTALS</b>	<b>20,946</b>	<b>(3,191)</b>	<b>-13.2%</b>	<b>234,944</b>	<b>(34,410)</b>	<b>-12.8%</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

September, 2011

	New Customers	% Change From Sep. 2010	2011 Total Registrations To Date	% Change From 2010 Total To Date
<b>CENTRAL LIBRARY</b>				
Circulation	618	-4.3%	5,997	0.6%
<b>DISTRICT/REGIONAL BRANCHES</b>				
Alford	164	-17.2%	1,609	3.6%
Evergreen	108	14.9%	923	2.0%
Ford Rockwell	172	0.6%	1,637	0.1%
Westlink	203	-9.0%	2,266	-2.9%
<b>DISTRICT/REGIONAL TOTALS</b>	<b>647</b>	<b>-5.7%</b>	<b>6,435</b>	<b>0.1%</b>
<b>NEIGHBORHOOD BRANCHES</b>				
Comotara	60	30.4%	533	15.6%
Linwood	52	40.5%	546	27.9%
Maya Angelou Northeast	65	-16.7%	660	13.8%
Orchard	26	4.0%	271	4.2%
<b>NEIGHBORHOOD TOTALS</b>	<b>203</b>	<b>9.1%</b>	<b>2,010</b>	<b>16.3%</b>
<b>PARTNERSHIPS</b>				
Planeview Community Library*	NA	NA	NA	NA
<b>WPL SYSTEM TOTALS</b>	<b>1,468</b>	<b>-3.3%</b>	<b>14,442</b>	<b>2.3%</b>

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

## REFERENCE REPORT

September, 2011

CENTRAL LIBRARY	REFERENCE TRANSACTIONS	REFERENCE TRANSACTIONS COMPLETED	COMPLETION RATE	TOTAL TO DATE	DIFFERENCE FROM LAST YEAR T-T-D*	% CHANGE FROM LAST YEAR T-T-D
Art & Music	836	694	83.01%	8,148	(3,520)	-30.17%
Bus. & Tech.	2,589	2,490	96.18%	24,151	(957)	-3.81%
Circulation	69	69	100.00%	445	(400)	-47.34%
Youth Services	399	373	93.48%	3,924	(1,788)	-31.30%
Gen. Reference	3,373	3,330	98.73%	31,692	(5,044)	-13.73%
Genealogy & Local History	707	664	93.92%	6,546	(5,414)	-45.27%
Talking Books	330	330	100.00%	26,917	(26,919)	-50.00%
<b>CENTRAL TOTALS</b>	<b>8,303</b>	<b>7,950</b>	<b>95.75%</b>	<b>101,823</b>	<b>(44,042)</b>	<b>-30.19%</b>

### DISTRICT/REGIONAL BRANCHES

Alford	771	733	95.07%	6,636	(98)	-1.46%
Evergreen	484	390	80.58%	4,948	(1,814)	-26.83%
Rockwell	810	686	84.69%	7,332	(4,459)	-37.82%
Westlink	1,140	943	82.72%	10,424	1,532	17.23%
<b>DISTRICT/REGIONAL TOTALS</b>	<b>3,205</b>	<b>2,752</b>	<b>85.87%</b>	<b>29,340</b>	<b>(4,839)</b>	<b>-14.16%</b>

### NEIGHBORHOOD BRANCHES

Comotara	514	501	97.47%	3,794	(1,230)	-24.48%
Linwood	163	146	89.57%	1,556	(1,430)	-47.89%
Maya Angelou Northeast	446	446	100.00%	3,513	737	26.55%
Orchard	253	231	91.30%	1,506	(1,531)	-50.41%
<b>NEIGHBORHOOD TOTALS</b>	<b>1,376</b>	<b>1,324</b>	<b>96.22%</b>	<b>10,369</b>	<b>(3,454)</b>	<b>-24.99%</b>

### PARTNERSHIPS

Planeview Community Library *	NA	NA	NA	NA	NA	NA
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<b>WPL SYSTEM TOTALS</b>	<b>12,884</b>	<b>12,026</b>	<b>93.34%</b>	<b>141,532</b>	<b>(52,335)</b>	<b>-27.00%</b>
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Reference transactions were calculated based upon a one-week sampling period from 09/12 through 09/18

\*Planeview Community Library does not report reference transactions

PROGRAMMING SERVICES REPORT

September, 2011

	Adult Programs			Juvenile Programs		
	Number Presented	Attendance	% Change, Current Month, from Sep. 2010	Number Presented	Attendance	% Change, Current Month, from Sep. 2010
<b>CENTRAL LIBRARY</b>						
Programs and Tours	6	75	8.7%	15	337	-40.6%
Technology Training Center	2	4	-77.8%			
<b>CENTRAL TOTALS</b>	<b>8</b>	<b>79</b>	<b>-9.2%</b>	<b>15</b>	<b>337</b>	<b>-40.6%</b>
<b>DISTRICT/REGIONAL BRANCHES</b>						
Alford	3	44	-18.5%	8	258	76.7%
Evergreen	4	26	-33.3%	6	274	-36.7%
Rockwell	1	10	25.0%	11	475	62.7%
Westlink	3	17	13.3%	19	550	-8.5%
District Branches Technology Training**	0	0	-1400.0%			
<b>DISTRICT/REGIONAL TOTALS</b>	<b>11</b>	<b>97</b>	<b>-25.4%</b>	<b>44</b>	<b>1,557</b>	<b>5.8%</b>
<b>NEIGHBORHOOD BRANCHES</b>						
Comotara	0	0	0.0%	0	0	0.0%
Linwood	0	0	0.0%	1	13	1300.0%
Maya Angelou Northeast	0	0	0.0%	1	15	87.5%
Orchard	1	10	-23.1%	1	22	2200.0%
Neighborhood Branches Technology Training**	1	3	-70.0%			
<b>NEIGHBORHOOD TOTALS</b>	<b>2</b>	<b>13</b>	<b>-43.5%</b>	<b>3</b>	<b>50</b>	<b>525.0%</b>
<b>OUTREACH SERVICES</b>						
Outreach Activities*	5	1,085	231.8%	22	434	-11.4%
<b>PARTNERSHIPS</b>						
Planeview Community Library *	NA	NA	NA	NA	NA	NA
<b>WPL SYSTEM TOTALS</b>	<b>26</b>	<b>1,274</b>	<b>124.7%</b>	<b>84</b>	<b>2,378</b>	<b>-6.3%</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**

September, 2011

	Central Library	Combined District & Regional Branches	Combined Neighborhood Branches	Library System Totals
<b>MEETING ROOMS &amp; EXHIBITS</b>				
Meeting Room Usage (Non Staff)	21	38	2	61
Attendance	378	676	40	1,094
<b>PHOTOCOPIES*</b>	2,487	2,209	319	5,015
<b>INTERLIBRARY LOAN</b>				
Requests From Outside Libraries	1,643	NA	NA	1,643
Filled For Outside Libraries	969	NA	NA	969
Requested By WPL Customers	713	NA	NA	713
Filled For WPL Customers	415	NA	NA	415
<b>MICROFORM USAGE</b>				
Microforms Used	790	NA	NA	790
Microform Copies	559	NA	NA	559
<b>SERVICES TO THE HANDICAPPED</b>				
T.D.D. Use	0	NA	NA	0
<b>HOLDS</b>				
Placed This Month	4,652	18,394	4,314	27,360
Filled This Month**				25,492
Placed Year-To-Date	45,553	166,793	39,958	252,304
Filled Year-To-Date**				230,447
** 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	24,857	241,877
Alford	10,451	105,618
Evergreen	7,559	72,149
Rockwell***	7,141	103,926
Westlink	20,536	213,378
Angelou/Northeast	4,942	41,339
Comotara	6,766	67,752
Linwood*	3,582	33,423
Orchard**	2,924	18,960
<b>TOTAL</b>	<b>88,758</b>	<b>898,422</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

September 2011

	Current Month	% Change From Sep. 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>	6,213	97.0%	58,714	87.0%
<b>AtoZ Databases<sup>2</sup></b>	1,083	N/A	6,637	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>	146	210.6%	1,023	-35.1%
<b>Heritage Quest</b>	93	-68.9%	1,196	-11.1%
<b>Learning Express Library</b>	96	357.1%	1,022	115.6%
<b>NewsBank</b>	477	-51.3%	5,595	-21.9%
<b>Reference USA<sup>3</sup></b>	0	-100.0%	7,622	-42.2%
<b>Gale Databases:</b>				
Academic OneFile	252	-52.7%	2469	-60.6%
Business and Company ASAP	149	-66.7%	2067	-66.4%
Business and Company Resource Center	48	585.7%	115	-34.7%
Chilton's Auto Repair	N/A	N/A	N/A	N/A
Computer Database	200	-13.0%	1866	-53.8%
Custom Newspapers	5	-98.0%	1576	-63.2%
Educator's Reference Complete	225	-50.5%	2277	-62.7%
Expanded Academic ASAP	205	-57.9%	2388	-63.0%
Gale Virtual Reference Library	219	-52.1%	2437	-60.5%
General OneFile	212	-53.4%	2305	-62.7%
Gale Reference Center Gold	206	-57.1%	2327	-63.6%
Health and Wellness Resource Center and Alternative Health Module	54	157.1%	150	-11.2%
Health Reference Center Academic	211	-16.9%	1897	-57.6%
Hospitality Tourism and Leisure	40	-24.5%	277	-40.9%
Informe!	220	-7.2%	1822	-56.5%
InfoTrac Military & Intelligence	203	-17.5%	1828	-56.9%
InfoTrac Religion & Philosophy	216	-8.1%	1859	-55.9%
LegalTrac	200	-17.0%	1847	-56.6%
Literature Resource Center	56	30.2%	272	-14.7%
Nursing and Allied Health Collection	204	-19.4%	1877	-56.3%
Popular Magazines	51	-15.0%	370	-60.7%
Student Editions	42	N/A	380	N/A
<b>Homework Kansas<sup>4</sup></b>	0	-100.0%	483	-35.3%

## ELECTRONIC INFORMATION SERVICES REPORT PART I

September 2011

	Current Month	% Change From Sep. 2010	2011 Total Usage To Date	% Change From 2010 Total To Date
<b>OCLC WorldCat</b>	297	-28.8%	4,012	-19.6%
<b>Opposing Viewpoints</b>	13	-97.9%	464	-87.8%
<b>ProQuest Nursing &amp; Allied Health Source</b>	0	0.0%	0	N/A
<b>SAMS</b>	10	66.7%	96	-27.8%
<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>11,646</b>	<b>-6.9%</b>	<b>119,270</b>	<b>-18.4%</b>
<b>Polaris PowerPAC</b>				
Number of patron logins	41,483	2.0%	385,323	9.0%
<b>BookLetters</b>				
Number of active subscriptions	8,683	1.2%		
<b>Facebook</b>				
Number of fans	2,011	64.2%		
<b>Website</b>				
Number of visits	39,932	4.6%	377,759	12.9%
Number of pages	118,215	2.5%	1,106,750	4.7%
<b>Wichita Photo Archive</b>				
Number of visits	5,308	39.2%	39,210	-30.0%
Number of pages	21,637	32.2%	188,626	-21.9%
<b>Public Access Computing</b>				
Number of customer sessions	14,005	2.9%	125,795	8.2%
Number of computer copies made	26,467	7.1%	236,019	24.3%
<b>Wireless Internet Access</b>				
Number of users	794	33.4%	6,903	648.7%
Number of customer sessions	2,460	23.0%	18,928	557.2%
Hours of use	4,215	14.9%	37,555	624.4%

### 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.