

A G E N D A

**Wichita Public Library Board of Directors Meeting
Tuesday, November 19, 2024 – 1:15 p.m.
Board Room/MS Teams
Advanced Learning Library, Second Floor
711 W 2nd, Wichita KS 67203**

1. Call to Order/Introductions
2. Approval of the Agenda
3. Public Comment
4. New Business
 - a. Customer Account Access – Wichita Public Library Foundation
5. Announcements
6. Adjournment



Monthly Activity Report

October 2024

Service Highlights

On October 3, the library held a Volunteer Fair in partnership with W, an organization of young professionals affiliated with the Wichita Chamber of Commerce. The event brought together organizations across Wichita actively looking for volunteers so they could connect with people looking to become more engaged with the community. Some of the organizations represented included The Salvation Army, Big Brothers & Big Sisters, One Small Step, The Neighboring Movement, ICT SOS and more. Abel Frederic, Vice President of Community Impact for United Way of the Plains, opened the event with a keynote address on the importance of community involvement and giving back. The event received enthusiasm from both attendees and participating organizations and attendance was impressive. One of the participating organizations, Goodwill Industries, spoke with Adult Literacies Librarian Jenny Durham as the event was wrapping up and gave her a handwritten card to share with the organizers: "A short note to thank you for a chance to inform the community about our many programs! Very grateful to support and collab with the library. You guys rock!"

Wichita Public Library's second series of Parent Child Workshops was offered this month. This session, staff experimented with a Thursday evening schedule. While not exceedingly well attended, the families that did attend were really happy that there was an option for early evening sessions. They said it fit well with their schedules and gave them a good activity for their toddlers to enjoy before bedtime. One parent said she loved that it "wore out" her child! Youth Services Manager Erin Howerton and Library Assistant Janelle Ryberg agreed that the sessions were a good-quality experience for attendees.

This month, Adult Literacies Librarian Daniel Pewewardy received the 2024 Intellectual Champion Award from the Kansas Library Association. Daniel was recognized for his role as a selected trainer for the Kansas ALA Office of Intellectual Freedom's Law for Librarian program, his development and instruction of intellectual freedom courses for librarians, and his development of the Banned Books Week Art Party program at WPL. Advanced Learning Library staff collaborated to surprise him with a video announcement that was shared on social media. Daniel accepted the award at the State Librarians Luncheon at the annual KLA Conference on October 31.

On October 22, Adult Literacies Librarian Jenny Durham presented a webinar for WSU Tech's Academic Success Clinics on the topic of media literacy. She discussed what media literacy is, how it differs from information literacy and digital literacy, and why it's important to be media literate in a society where we are overwhelmed by information. She also talked about media consumption trends and ways we are impacted by misinformation when using social media, including identifying clickbait and deepfake videos/images, fake news, and how to avoid filter bubbles and confirmation bias. Participants were active during the post-session Q&A and were especially concerned with how to build healthier media consumption habits. Jenny advised that one of the key behaviors is to be an active

participant in the information you engage with, rather than passively absorbing it, as well as the importance of seeking out credible sources and diversifying your information inflows.

On Tuesday, Oct. 15th a Groundbreaking Ceremony was held to commemorate the beginning of construction on the Angelou library. Attendees included Councilmember Brandon Johnson of District 1, Library Director Jaimie Nix, and Mayor Lily Wu. Councilmember Johnson and Director Nix spoke about the legacy of branch namesake Maya Angelou and the importance of the Angelou library to the community.

Wichita Public Library completed its first full month with automatic renewals enabled. Overall, total circulation (checkouts and renewals) increased 12%, with individual branches ranging from -70% (Angelou) to +19% (Advanced Learning Library). Angelou was down, of course, due to being closed during October. Initial checkouts, however, were down 8%, while renewals were up 69%. If Angelou is excluded from the numbers, initial checkouts were down 7%, while renewals were up 70%.

After a few delays, the first batch of e-cards were created for participating WSU Tech students. WSU Tech students are being offered a WPL ecard as part of a partnership with WSU Tech's library. Participating students have full access to all WPL resources and staff are working to ensure access as requirements vary by database or resource. By the end of October, 51 students were issued cards as part of the pilot program with more expected during next semester's enrollment.

Other News

The Westlink Branch Library is currently being expanded and remodeled. As part of the process, the branch moved to a much smaller location so it could continue to provide service to the community. Since the space was smaller, it had to box up roughly two-thirds of its collection (thousands of materials; hundreds of boxes) and put it in storage. When determining what to put in storage, the Library attempted to only put things it had multiple copies of. However, things change. Materials get lost and damaged as a result of circulating. Holds were continuing to be placed on these records. Using new technology that the Library received as part of its transition from barcode technology to RFID technology, Library Assistant Andrea Porter came up with a way to locate the coveted items without opening each box. She taught it to Senior Library Assistant Eileen Ball and Collection Development Manager Sarah Kittrell. Together, they located more than 450 items in the boxes that customers were clamoring for. If the books were valued at a standard trade paperback cost of \$16.00 (some would be more; some would be less), they saved the Library roughly \$7,200.00 with their efforts.

Education and Engagement Manager Savannah Ball collaborated with Wichita State University's Upward Bound program on a Family Night event at the Advanced Learning Library. Upward Bound provides limited-income and potential first-generation college students with the opportunity to improve their academic, social, and personal skills while preparing for post-secondary education. The students and their families came for a dinner and to hear about the different library resources that can help them on their educational journey. Savannah signed up almost all of the attendees for library cards.



A second annual Youth Services in-service has been planned for all youth-serving staff in WPL. Create Young Readers generously gave up their November meeting to host this instead, and it will feature guest speakers, activities, and short informational sessions for staff. This is a great opportunity for enrichment and learning that is specific to serving young people and their families.

On October 9, Adult Literacies Librarian Jenny Durham and Technology Training Librarian Janelle Mercer attended the City of Wichita's All-City Career Fair which was held at the Wichita Workforce Center. The fair had a good turnout and both Jenny and Janelle had great conversations with attendees about the kinds of work and volunteer opportunities typically available at the library, tips on how to stay in-the-know of when library positions open up, and promoting the library's Book-A-Librarian service for job search and resume help. Many of those they spoke to did not know about the service and were surprised to find out that there was a resource like that for free. Numerous people visited the table simply to comment on how much they love the library and how important they think it is to the community, and they love seeing the positive impact of our services!

On October 12, Adult Literacies Librarian Jenny Durham held a Sewing Machine Basics program, a quarterly class where she teaches patrons the basics of operating a sewing machine, including how to thread and sew with the machine, as well as tips for troubleshooting common sewing problems and basic maintenance and cleaning. The class was in high demand—fully booked with 22 people on the waiting list. Participants had a lot of positive comments on the program, with many saying how they appreciated the hands-on nature of the class and how thorough Jenny was in answering questions.

The Wichita Public Library was represented at Open Streets ICT by Community Services Librarian Parker Daniel and Family Literacy Coordinator Racine Zackula where they connected with 648 people. They discussed services and materials available through the library. Many people expressed their love for the library and others were surprised by the benefits of their library.



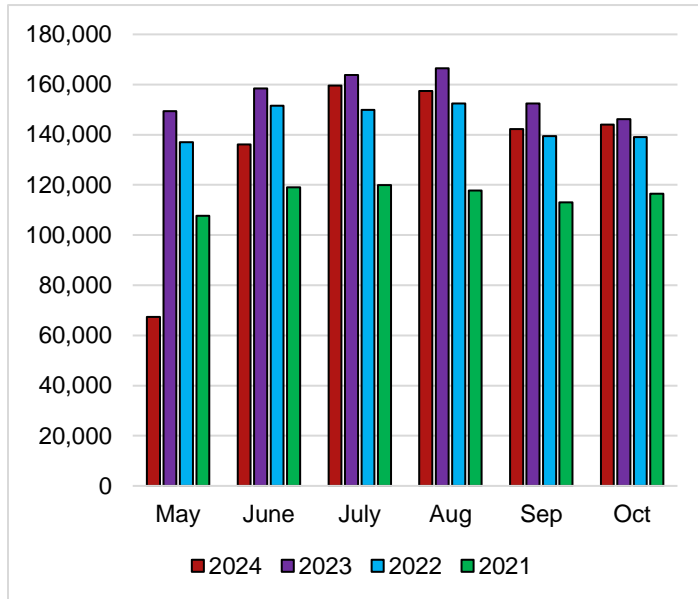
E-material use has remained remarkably steady throughout 2024, not showing the incremental or noticeable gains we've seen in previous years. However, steady is leading us to our best e-material circulation year yet. As anticipated, OverDrive/Libby circulation surpassed 2023 borrowing at the end of October, hitting a new high of 464,986 checkouts. We remain on track to surpass 500,000 checkouts by the end of November or early December, depending on how holidays impact borrowing. We've also had a record 19,880 users check out at least one item from Overdrive Libby this year, 9,790 of those borrowing an item in October – again, a new record.

The Research Pavilion had out-of-state researchers from Arizona, Arkansas, California, Louisiana, Massachusetts, New York, Oklahoma, and Wyoming.

Staff are working with Konica-Minolta, the City's copier vendor, to make improvements to how customers print from computers while creating efficiencies in operations and cost savings. The current plan is to use existing copiers as print release stations. When a customer releases a print job, it will be processed through the copier, rather than a separate printer. The Library's copiers are faster, more efficient, more functional, and more cost effective than the printers. To assist with printing at branches, a small format copier will be placed in staff areas. Staff continue to work with Konica-Minolta and the City's Finance Department.

Service Dashboard

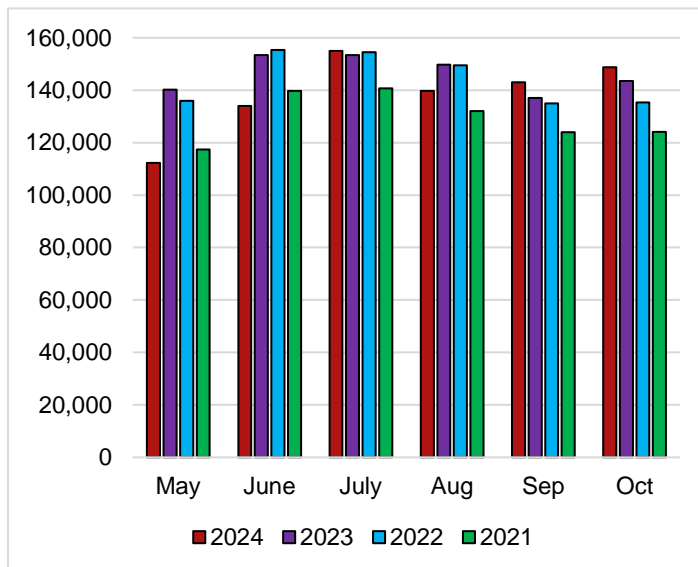
LIBRARY VISITS (door count, catalog sessions, and website visits)



OCTOBER

	2024	2023	% change
Door Counts	54,859	52,386	4.72%
Catalog Log-ins	33,242	36,428	-8.75%
Website Visits	55,544	56,818	-2.24%
CONTENTdm Users	355	629	-43.56%
Total	144,000	146,261	-1.55%

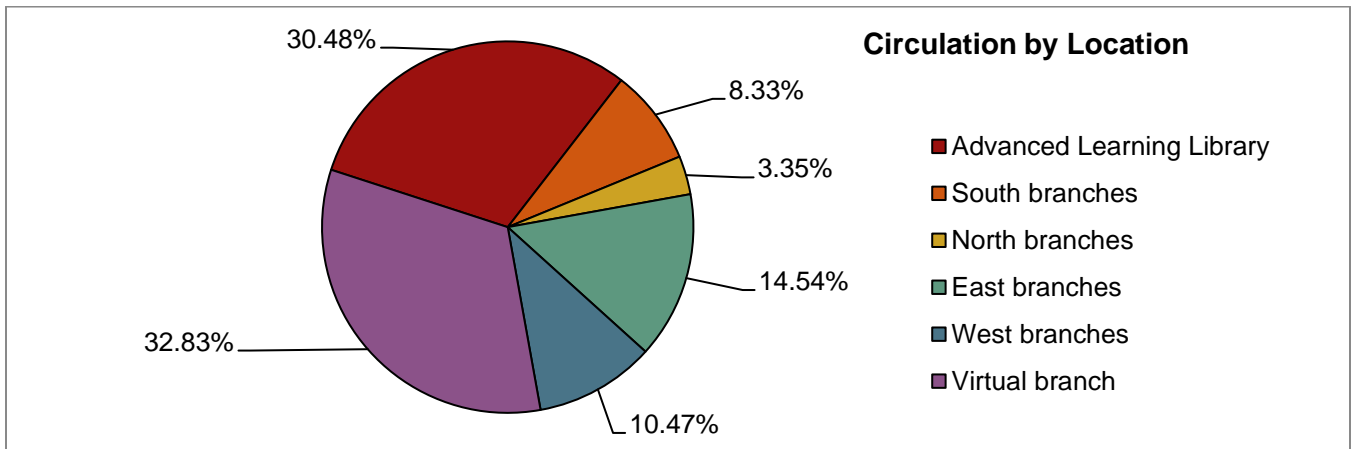
CHECKOUTS



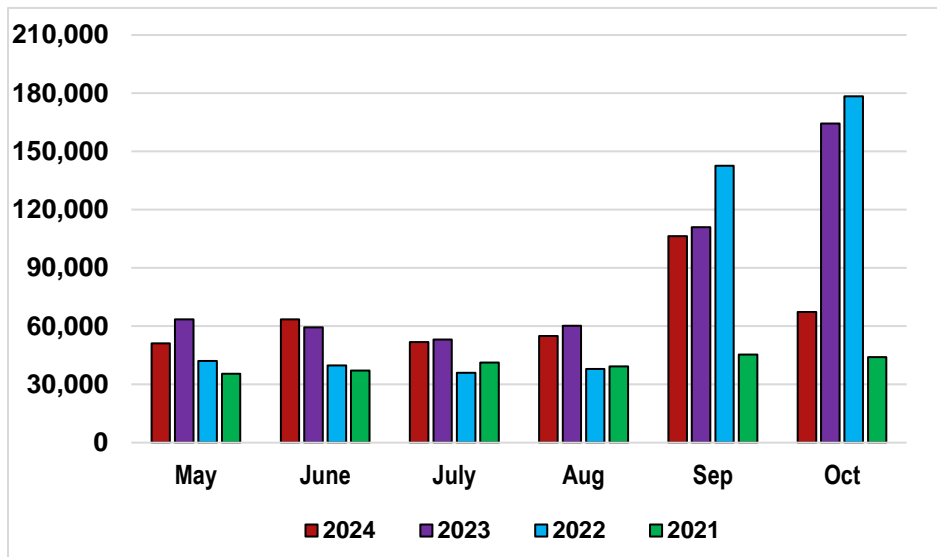
OCTOBER

	2024	2023	% change
Physical Circulation	99,891	89,009	12.23%
Virtual Circulation	48,831	54,548	-10.48%
WPL	48,831	47,293	3.25%
State	N/A	7,255	N/A
Total	148,722	143,557	3.60%

State Library circulation data for October were not available by this report's publishing date.



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

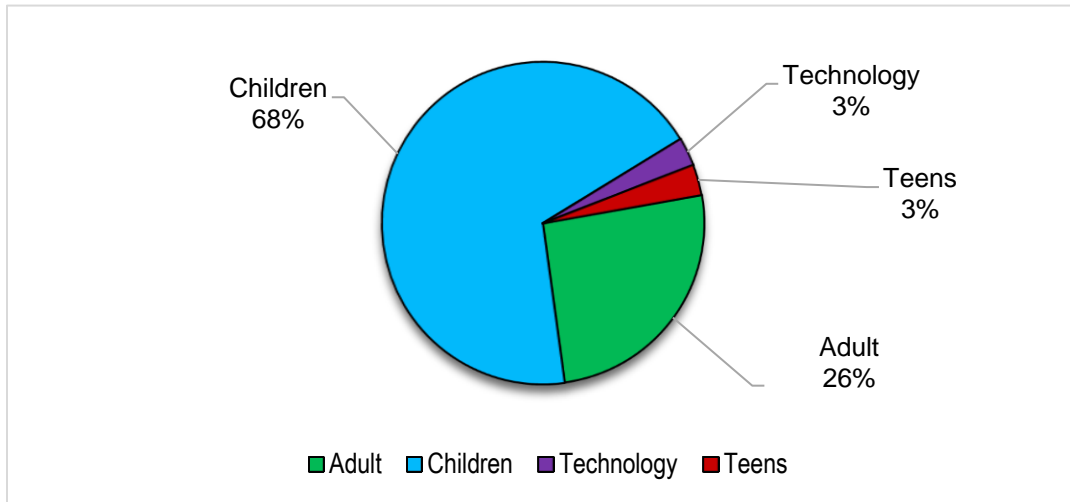


OCTOBER

	2024	2023	% change
Reference Questions	7,419	5,553	33.60%
Database Searches	55,578	155,810	-64.33%
Technology Assistance	3,907	2,843	37.43%
Book-A-Librarian Appointments	363	258	40.70%
Total	67,267	164,464	-59.10%

The chart has been updated to reflect usage data for NewsBank, which had been unavailable until recently.

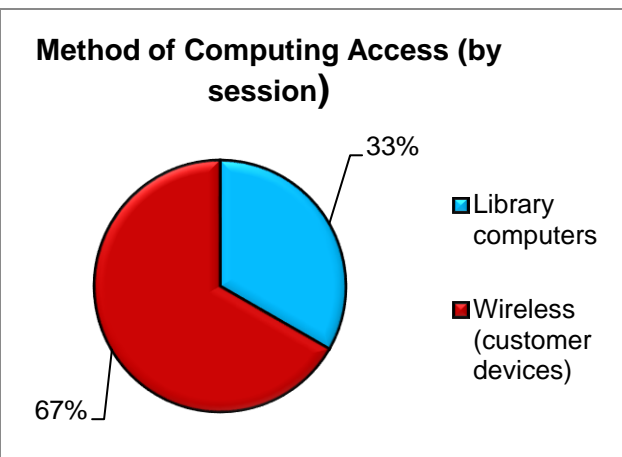
PROGRAM ATTENDANCE



OCTOBER ATTENDANCE

	2024	2023	% change
Adult events	1,362	1,279	6.49%
Children's events	3,642	3,737	-2.54%
Technology training	152	131	16.03%
Teen events	163	214	-23.83%
TOTAL	5,319	5,361	-0.78%

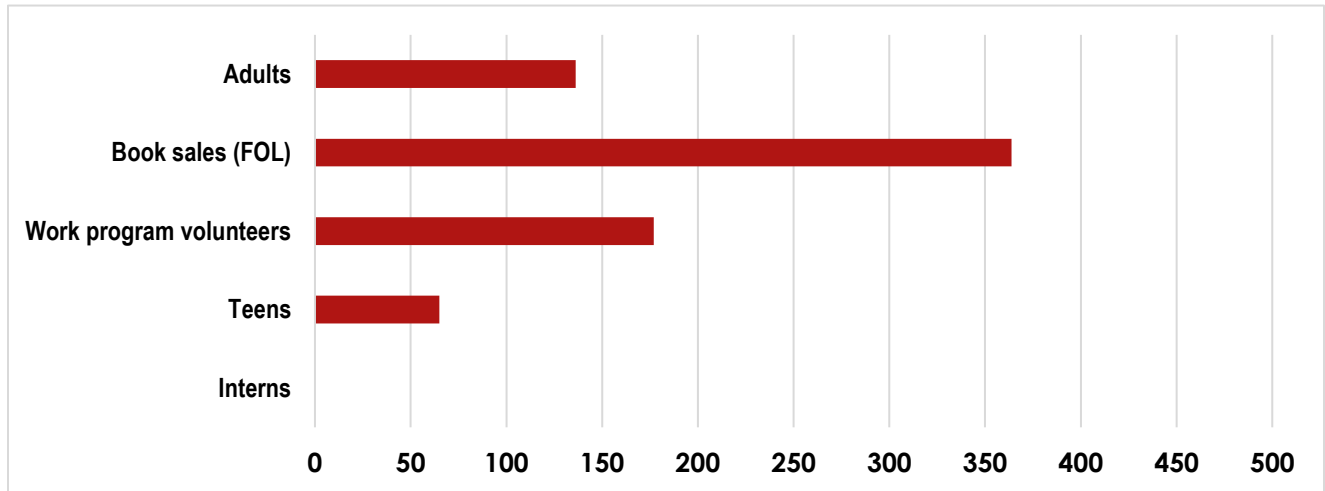
PUBLIC COMPUTING



OCTOBER

	2024	2023	% change
Workstation Sessions	6,215	6,344	-2.03%
Wi-Fi Sessions	12,444	11,006	13.07%
Number of Users	1,587	1,455	9.07%
Hours of Access	12,798	11,113	15.16%

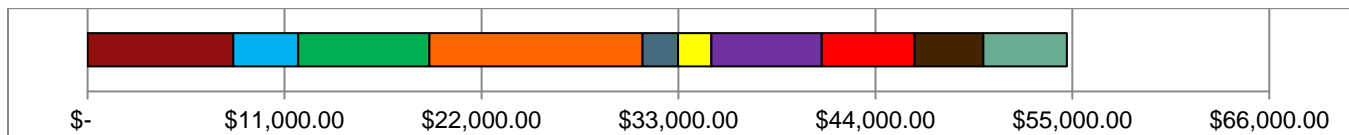
VOLUNTEERS (hours of service)



Number of volunteers YTD = 137

Hours of service YTD = 8,075

MATERIALS DONATIONS (value if purchased)



Year to date total = \$54,703.11

Items added to Library collections YTD = 3,386

Service Snapshot: Recent Raving Fans Stories

A customer was in the Learning Pavilion looking for a motor manual for a rare tractor. He spoke with a couple staff members from the Adult Literacies department. It was not an easy manual to track down and he was very appreciative of how far and wide staff looked for the manual. "I didn't expect you to look so hard, but thank you for finding it," he said.

During the Book Bus stops at Pawnee Prairie Park, an interesting thing happens. There are four to five teens who sometimes come on the bus and look around. A couple of them snigger and aren't interested, however all of them take a book from the free little library cart. Racine Zackula, Family Literacy Coordinator, commented to a mom how nice it was that they visited. The mom responded that she heard one of the boys say he was taking the book to his little brother. It shows that the bus is spreading reading to many residents of Wichita!

On the way to the Rec center with the wagon for the knitting program, Librarian Katrina York was stopped by a couple of customers curious about what was happening with all the yarn. One frequent customer wistfully wondered if they could have a hat if there were any extra, and Katrina reassured

them that if there were any extra at the end she would set on aside for them (There was, and the customer happily picked it up by the end of the day.) Another customer, a child who lives in the neighborhood, saw Katrina struggling around the corner of the park sidewalk and offered to help carry items in. They helped Katrina set up and stayed long enough to use one of the base tubes to create a hat before returning outside to play. After the program, as Katrina was pulling the wagon back into the library backroom, a parent saw the sign for the program and inquired about it. Katrina still had the premade tubes left and the parent had time, so she sat down with the child for a few minutes and walked them through how to finish the hat.

A customer visited the Westlink Branch at 11 a.m. distraught. She had just received an invitation for a Teams meeting at 11:30 that day. She did not have a personal computer. She did have a cell phone with data. She did not have a Teams account and had never used Teams. Staff were able to talk her through two ways to access the meeting on her cell phone: clicking on the link in the invitation or calling in at the number provided. The customer left feeling more confident.

Library Assistant Allan Saylor keeps voter registration forms for customers (along with a reminder about voter registration deadlines) as part of the Walters branch display on its namesake Wichitan, Dr. Ron Walters. This has always felt appropriate, since Dr. Walters was a public policy scholar, a political activist, and steadfast advocate for what he called "the great project of Democracy". It's been great to see customers grabbing these forms over the last few months, and in the last week alone, Allan has helped two library customers to be able to participate in this years' election. On one occasion, he sat with a gentleman and helped him to find and complete a voter registration online on our public computers, and on another, he informed a woman about the process to obtain an advance voter ballot by mail, providing her with the correct forms and instructions. Allan hopes to see as many people as possible participate in their civic duty this year and is happy to help people get access to voting through their local library!

During a Book-A-Librarian appointment, Library Assistant Rachel Roth helped a Walters customer with no at-home internet access navigate a technology request. The customer had previously come to library staff in tears inquiring about shelter and domestic violence resources, so when the customer's partner left the appointment early, Rachel texted Clerk Michelle Scofield to keep front staff informed (and confirm that he had left the property) and then helped the customer call Harbor House in private to begin a safety plan. Michelle and Library Assistant Deb Boyer continued to coordinate with Rachel to ensure the customer could make the entire phone call safely without interruption, and the customer was able to leave with both her safety and her technology needs taken care of.

The author of a family history book contacted Special Collections to obtain a copy of his book since he had lost the original in a computer crash. Zoe Burgess quickly scanned his book and provided a digital and paper copy to him. He was very grateful and signed over permission for us to post the scans online for worldwide access.



MEMORANDUM

TO: Library Board of Directors

FROM: Jaime Nix, Director of Libraries

SUBJECT: Request for Library Foundation Access to Customer Contact Information

DATE: November 1, 2024

Background: The Library Foundation has requested access to contact information for a group of library customers for end of year fundraising purposes.

Analysis: Wichita Public Library Foundation completes an annual end-of-year mailing and has historically identified patron parameters that are identified through data found in the library's patron database. Wichita Public Library's access to Gale Analytics also provides mailing lists for users and non-users and provides ability to curate a mailing list based on market segmentation data. The goal for the end of year mailer will be to provide a third-party direct mail printer with approximately 6500 addresses based on the Foundation's strategic goal, either through Gale Analytics or Polaris.

Financial Considerations: There are no costs associated with generation of the report as requested by the Foundation office.

Legal Considerations: Library policy CIR-015, Confidentiality of Library Records, authorizes the Library Board to direct staff to distribute materials to customers when the action will be mutually beneficial to the Library and the support organization. Costs for the materials distribution will be paid by the support organization. In order to comply with the requirements of the policy, Library staff would submit the contact information to the direct mail printer and would receive back all of the address updates and corrections. The only names received by the Foundation will be those of individuals who choose to contribute to the campaign or those who ask to be added to the Foundation mailing list.

Recommendations/Actions: It is recommended that the Board authorize staff to support the year-end solicitation of the Library Foundation by providing the requested customer account information.

Attachments: Request for Library Foundation Access to Customer Contact Information; CIR-015



MEMORANDUM

TO: Library Board of Directors
FROM: Kourtney Carson, CEO & President of WPLF
SUBJECT: Request for Library Foundation Access to Customer Contact Information
DATE: November 1, 2024

Background: The Library Foundation is requesting access to contact information for a group of library customers for end-of-year fundraising purposes. Approval has been given in recent years for acquisition mailings which have been an effective source of acquiring new donors. In 2024 the acquisition mailing raised \$61,581.

Request: The Foundation would like to obtain a mailing list of 6500 names based on philanthropic likelihood of residents in Wichita who may or may not be an active library user. This list will be cross-referenced to the Foundation's donor database. Each customer would receive no more than two mail contacts between December 1, 2024, and January 31, 2024.

The WPLF will pay costs for the distribution of the acquisition. If a customer makes a gift or opts-in, they will receive additional information directly from the WPLF. Materials will be presented in a way that the customer may opt-out of receiving future WPLF information.

To comply with the requirements of the Library policy, Library staff would submit the contact information to the direct mail printer and would receive back all of the address updates and corrections. This will ensure that the only names received by the Foundation are those of individuals who choose to contribute to the campaign or those who ask to be added to the Foundation mailing list.

This partnership helps the Library and the Foundation cultivate long-term relationships that benefit the community.

CIR-015 CONFIDENTIALITY OF LIBRARY RECORDS

The Kansas Open Records Act, Kansas Statutes Annotated (K.S.A.) 45-215, et seq., declares that it is the public policy of the state of Kansas that public records shall be open for inspection by any person. However, the Open Records Act places certain restrictions on this open access. At K.S.A. 45-221, the Act defines what records are not required to be disclosed at the request of citizens or public officials.

which libraries are NOT required to disclose include:

1. Customer registration records and circulation or loan records which pertain to identifiable individuals.
2. Library, archive and museum materials, if restrictions have been imposed as conditions of a contribution.
3. Personnel records and performance ratings; however employee names, positions, salaries, and length of service are designated as public information.
4. Building security information.
5. Correspondence between the Library and a private individual, including print and electronic formats.
6. Software programs for electronic data processes; however, each public agency must maintain a register that describes the information that is maintained on computer faculties, and the form in which the information can be made available using existing computer programs. K.S.A. 45-218,

K.S.A. 45-219 and K.S.A. 45-220 define the conditions and procedures related to requesting access including, but not limited to, the charging of fees for providing access or furnishing copies of public records.

It is the policy of the Wichita Public Library that all circulation records and other records identifying the names of library users are confidential. These records will be made available if they can be redacted to eliminate individually identifiable references. Library staff may require advance payment for reproduction costs, including estimated staff time for reproduction, review and redaction of the records requested, before the records are provided. These records will not be made available in original form to individuals (other than the card holder), groups or businesses. These records will not be made available in original form to any local, state or federal agency except pursuant to a subpoena or warrant as may be authorized under the authority of and pursuant to federal, state, and local law relating to civil, criminal or administrative discovery procedures or legislative investigative power. The Wichita Public Library will resist the enforcement of any such order, subpoena or warrant lacking facial validity.

Requests to examine or obtain information relating to circulation or registration records will immediately be referred to the Librarian-in-Charge, who will explain the confidentiality policy.

Upon the receipt of an order, subpoena, or warrant, the Director of Libraries shall consult with the appropriate legal officer assigned to the Wichita Public Library to determine if the subpoena is facially valid, requiring adherence.

The Library Board of Directors may authorize Library staff to distribute materials to customers using Library records, with the cost to be reimbursed by Library support organizations. The Board's authorization will only be given when responsive customer action would be mutually beneficial to the Library and the support organization. Library staff will only distribute materials to addresses within the United States or its political possessions. These materials must be prepared in such a manner that a customer will be required to opt in 4 before receiving additional information directly from the support organization. Additionally, the customer will have the ability at any time to opt out of distributions from the Library support organizations, the Library, or both.

Media Report October 2024

October 15: Kansas Leadership Center Journal (“Despite leaner times, Wichita stays the course on libraries”)

October 21: KSN (Adult Spelling Bee)

October 31: The Sunflower (Resources to vet information)