

A G E N D A

**Wichita Public Library Board of Directors Meeting  
 Tuesday, December 17, 2024 – 12:00 p.m.  
 Board Room  
 Advanced Learning Library, Second Floor  
 711 W 2<sup>nd</sup>, Wichita KS 67203**

1. Call to Order/Introductions
2. Approval of the Agenda
3. Public Comment
4. Staff Presentation: Book Bus Updates, Racine Zackula – Family Literacy Coordinator
5. Minutes of the October 15, 2024 meeting
6. Minutes of the November 19, 2024 meeting
7. Unfinished Business
8. New Business
  - a. Semi-Annual Travel (July – December 2024)
9. Finance Committee Report
  - a. Review of October Bills and Finance Reports
    - i. Revenue Report
    - ii. Grant Fund Summary Report
    - iii. Report of Expenditures

General Fund Bills	\$1,316,039.11
Grant Fund Bills	(\$21,384.19)
<b>Total</b>	<b>\$1,294,654.92</b>

- b. Review of November Bills and Finance Reports
  - i. Revenue Report
  - ii. Grant Fund Summary Report
  - iii. Report of Expenditures

General Fund Bills	\$774,456.02
Grant Fund Bills	\$24,733.43
<b>Total</b>	<b>\$799.189.45</b>

10. Approval of Bills Over \$10,000 – Consumer Reports
11. Operations Committee Report
  - a. Memo - Managed Call Center
12. Planning & Facilities Committee Report
13. Public Affairs Committee Report
  - a. Drafted Advocacy Toolkit
14. Support Organization Reports
15. Director of Libraries Report
16. Announcements
17. Adjournment



## Monthly Activity Report

### November 2024

#### Service Highlights

In May, the strategic agenda's strong emphasis on adult literacy inspired Education and Engagement Manager Savannah Ball to propose a change to the title of the Adult Programming team. The new title, "Adult Literacies Team," more accurately reflects the broad range of work the team does, including programming, reference services, research, and public service. As the team has expanded with new staff over the past five months, it became clear that there was also a need to better define and elevate the roles of the Librarians working in Adult Literacy. Starting in January, the three Adult Literacy Librarians will transition to distinct job titles to more clearly align with a specialized area of focus. Jennifer Durham will transition to the Enrichment Librarian, focusing on providing resources and programs that support lifelong learning, personal growth, and skill development. Daniel Pewewardy will become the Inspiration Librarian, curating and sharing sources of inspiration across various domains such as art, literature, music, and technology. Kelly Fabrizus will assume the role of Empowerment Librarian, supporting aspiring entrepreneurs, small business owners, and individuals in developing careers, financial literacy, networking, and business skills.

On Thursday, Nov. 14th, Evergreen/Angelou Youth Services Librarian Sara McNeil received a request from City of Wichita Community Services Representative Ana Lopez for assistance with her team's presentation for The Leadership Wichita Caring Community Day Pitch Competition, an event where teams selected a nonprofit organization to support by creating a compelling presentation to address key elements of the organization's mission and needs. Ana's team selected Story Time Village, a nonprofit dedicated to improving child literacy. Sara assisted the team by providing a book recommendation and storytime props for them to use in their Shark-Tank style presentation that incorporated singing (rapping) and reading to highlight the organization's commitment to providing books and literacy programs to underserved children. After the event Ana thanked Sara for her recommendation and props and informed her that their compelling and imaginative delivery won the panel over, securing \$2,500 in funding for Story Time Village to further its mission.

This month the library hosted its annual DIY Day, welcoming twenty-five makers and artists from across Wichita to showcase their talents. Over a thousand customers stopped by despite the rain to enjoy the event. Eleven members of the Wichita Public Library Teen Advisory Board volunteered their time to ensure that the event ran smoothly. Opportunities like this not only provide valuable support to the library but also help teens earn the community service hours they need. Family Literacy Coordinator, Racine Zackula was parked outside with the other "Touch a Truck" participants for the DIY Day and even though it was rainy, visitors came to see the Police Mounted Unit with Ranger, a bucket truck, a street cleaner, a snowplow and a fire truck. The Adult Literacies Team also contributed 3 staff to the Library's DIY Day. Librarian Jenny Durham demonstrated the library's sewing machines in the Maker Space and talked about how customers can reserve them for use. Many attendees were eager to learn about sewing classes the library offers and commented about how much they loved that the library offered a way for people to use sewing machines. A local business owner of a sewing machine repair shop mentioned how hard it was to find local classes that taught the basics of sewing machines. She

said that the library's Sewing Machine Basics class is exactly the kind of class she was looking for and said she'd spread the word about this wonderful service. Other highlights include a Roving Photo Booth and a Drone Zone, which were both very popular.

### **Other News**

Education and Engagement Manager Savannah Ball met with Wichita Symphony Executive Director Timothy Storhoff to discuss a potential program partnership. The Symphony is interested in reaching more diverse audiences of all ages through the library's Summer Reading Program. Performances that include educational components were planned for all library locations that will be open during Summer 2025.

Director of Libraries Jaime Nix and Education and Engagement Manager Savannah Ball are investigating the possibility of using AmeriCorps volunteer positions to expand the library's Summer Reading Program offerings and increase staff capacity to serve the community. These positions would help facilitate the program and provide essential services such as readers' advisory, book recommendations, and personalized program support.

Wichita Public Library completed its second full month with automatic renewals enabled. Overall, total circulation (checkouts and renewals) increased 18% over November 2023, with individual branches ranging from -91% (Angelou) to +34% (Walters). Angelou was down, of course, due to being closed all of November. Initial checkouts, however, were down 5%, while renewals were up 79%.

E-material circulation experienced somewhat of a bounce-back in November, increasing 14% over November 2023, and having the fourth highest month of circulation on record. More exciting: toward the end of November, Wichita E-Reads passed the 500,000 checkout mark for the year, obliterating 2023's record circulation of 460,239. Additionally, over 9,800 customers borrowed materials from Wichita E-reads in November, again a new record. Over 20,500 customers have used Wichita E-Reads this year, up nearly 10% from 2023's total number of borrowers – with one month still to go.

Evergreen's meeting room usage statistics for November are over 9 times higher than average this month due to the 1,042 people who visited the Evergreen branch to vote on November 5th. But even leaving out election day, Evergreen Library still had 297 people use its meeting rooms in November, which is the highest room usage of the year.

The Maya Angelou Northeast branch renovation is on track for completion in February. Architecture firm Hutton's construction crew finished installing the electrical work under the floor, started on interior drywall, poured the concrete for the sunroom addition and new sidewalk, framed the sunroom, and began preparing the restrooms for remodel. Staff met with Hutton and John A. Marshall interior designers to finalize finishes.

The Rockwell remodel progress includes installing the water line that will serve the fire suppression system, completed plumbing under slab rough-in and sewer main replacement, continued work on electrical under slab rough-in and backfilled trenches. The construction crew poured the concrete slab for the 6500 square foot new addition area. Structural steel beam erection will begin after the concrete

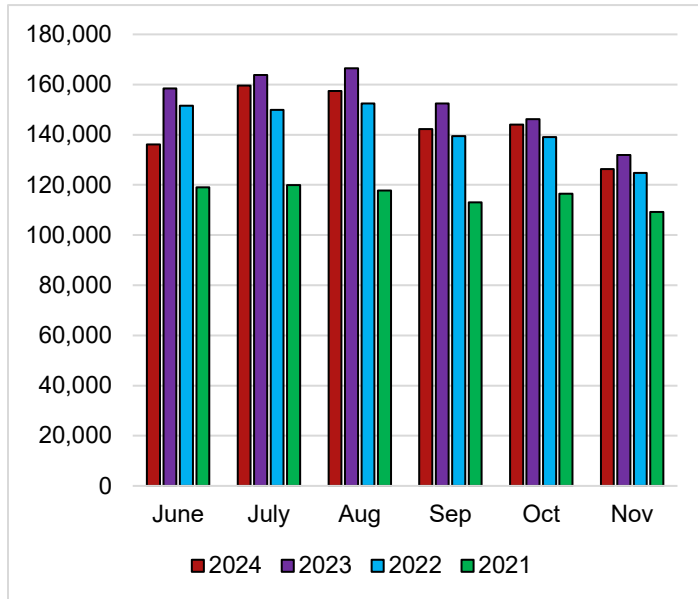
has cured. A plan was made to store collections at the former Central library during the remodel of spaces being currently used.

Westlink is coming along with the installation of the Automated Materials Handling (AMH) machine, interior finishes review, substantial completion was met, certificate of occupancy was awarded, and CTI installed cabling for AV. Sandifer installed cameras. Training was provided for Public Works, the Branch Manager, and the Branch Youth Services Librarian on the lighting, mechanical, plumbing, and fire alarm systems. They are still working on a punch list of items identified by City staff. TechLogic trained staff on use of the AMH system.

A meeting was held to review the sequencing of the Alford branch remodel. A plan was made so that services can continue during the remodel.

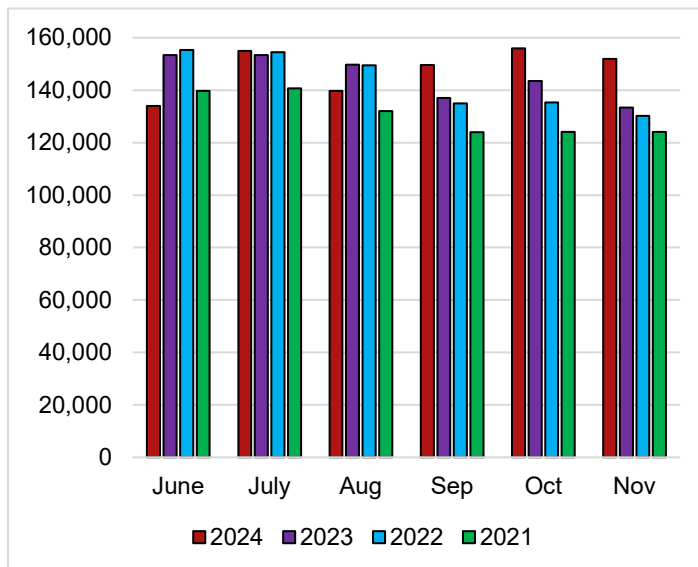
Service Dashboard

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

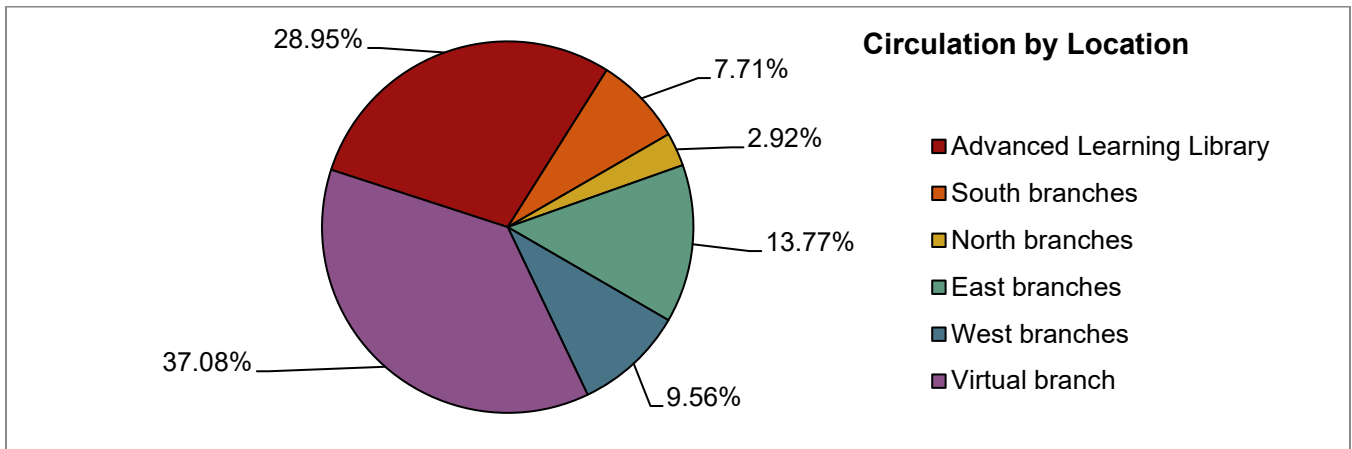


NOVEMBER			
	2024	2023	% change
Door Counts	44,712	38,928	14.86%
Catalog Log-ins	30,554	35,055	-12.84%
Website Visits	50,718	57,609	-11.96%
CONTENTdm Users	327	273	19.78%
<b>Total</b>	<b>126,311</b>	<b>131,865</b>	<b>-4.21%</b>

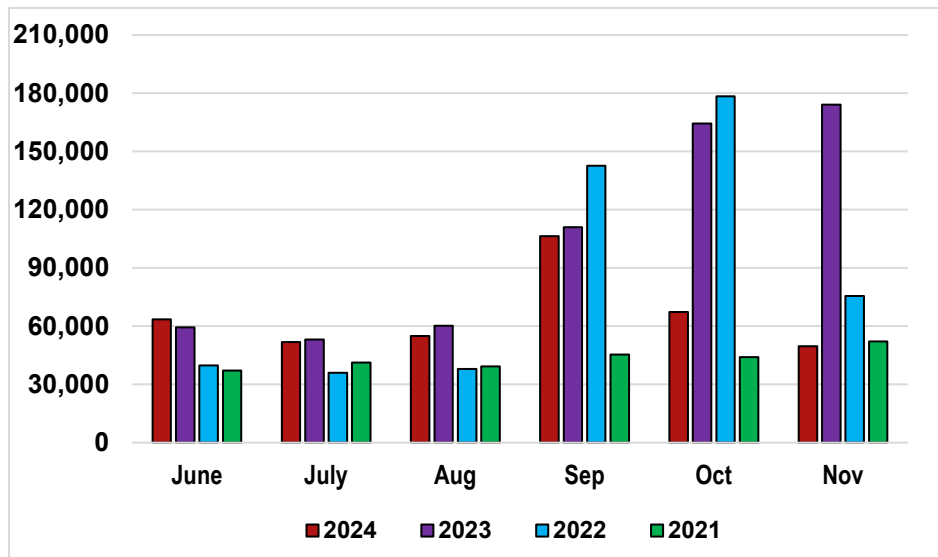
**CHECKOUTS**



NOVEMBER			
	2024	2023	% change
Physical Circulation	95,568	82,072	16.44%
Virtual Circulation	56,330	51,356	9.69%
<i>WPL</i>	<i>50,102</i>	<i>44,121</i>	<i>13.56%</i>
<i>State</i>	<i>6,228</i>	<i>7,235</i>	<i>-13.92%</i>
<b>Total</b>	<b>151,898</b>	<b>133,428</b>	<b>13.84%</b>



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

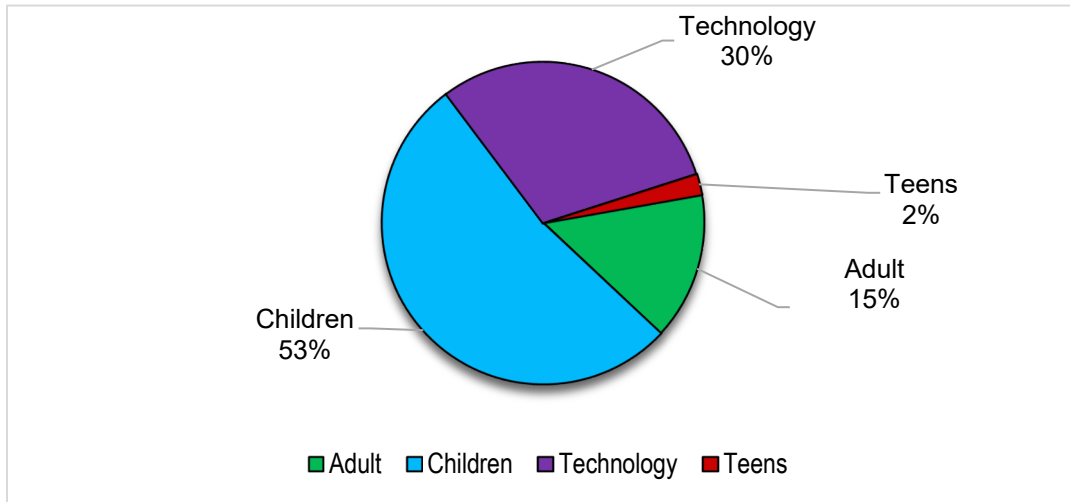


**NOVEMBER**

	2024	2023	% change
Reference Questions	7,188	5,220	37.70%
Database Searches	39,062	165,836	-76.45%
Technology Assistance	3,091	2,777	11.31%
Book-A-Librarian Appointments	295	234	26.07%
Total	49,636	174,067	-71.48%

Usage for the Auto Repair database in November 2024 was not available by this report's publishing date.

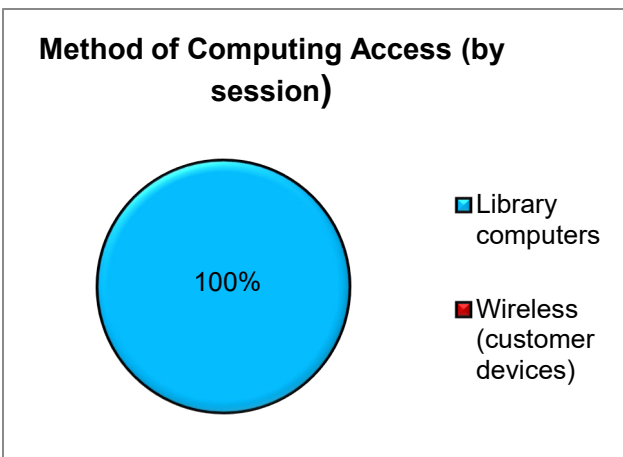
**PROGRAM ATTENDANCE**



**NOVEMBER ATTENDANCE**

	2024	2023	% change
Adult events	543	1,794	-69.73%
Children's events	1,940	2,185	-11.21%
Technology training	1,116	114	878.95%
Teen events	79	59	33.90%
<b>TOTAL</b>	<b>3,678</b>	<b>4,152</b>	<b>-11.42%</b>

**PUBLIC COMPUTING**

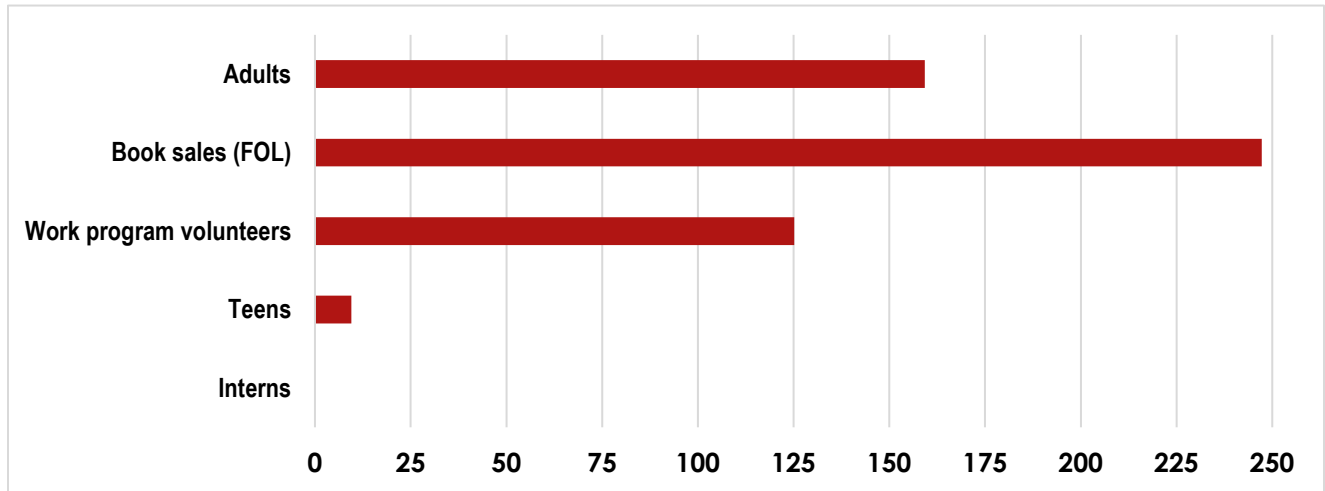


**NOVEMBER**

	2024	2023	% change
Workstation Sessions	5,315	5,127	3.67%
Wi-Fi Sessions	N/A	11,006	N/A
Number of Users	N/A	1,455	N/A
Hours of Access	N/A	11,113	N/A

Wi-Fi usage data for November 2024 were not available by this report's publishing deadline.

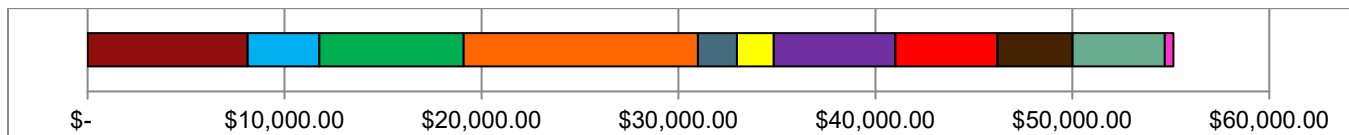
**VOLUNTEERS (hours of service)**



Number of volunteers YTD = 139

Hours of service YTD = 8,664

**MATERIALS DONATIONS (value if purchased)**



Year to date total = \$55,128.85

Items added to Library collections YTD = 3,408

**Service Snapshot: Recent Raving Fans Stories**

Adult Literacies Librarian Daniel Pewewardy helped a customer find books on adult ADHD, as well as parents' guides for children with ADHD that extended into adulthood. The customer stated that her adult daughter has ADHD, and she was trying to understand her daughter better so she could help her. Daniel also helped her put several books on hold and was happy to find books that they could take home and read so they could better understand her child and thanked him for helping her.

On Monday November 18, Adult Literacies Manager Steven Kelly and Library Assistant Grace Wilkinson helped a library customer find resources to file taxes from a previous year. He had learned that he was eligible for a refund if he filed, but he was unsure about how to handle the situation. Steven and Grace helped him find tax books, pointed him to online resources that laid out step-by-step instructions for filing, suggested some free online filing options, and provided him with contact information for local tax assistance resources. He was relieved to know that there was so much the library could do to help him get his tax situation figured out and he thanked both Steven and Grace for the assistance.



Library Assistant Brenda Jang has been maintaining an adult activity area called "Unwind Your Mind," located in the Learning Pavilion, where Adult Literacies staff provide coloring pages, crosswords, and basic art supplies to give library users some passive programming options. Response to this has so positive that a second area on the 1st floor is being planned.

At a recent outreach event, staff from another organization said to Racine Zackula, Family Literacy Coordinator, "You amaze me. You have all this education and experience, and people would expect you to be stuffy like librarians were when I went to school, but you are so happy and welcoming to everyone. It's just really good that the library has you in that bus in the community."

A grandmother and grandson visited the Walters branch library and asked Library Assistant Rachel Roth if the branch had any books on suicide prevention. Rachel brought them to a section on mental health, where they broke down and explained that two women in their family had taken their own lives this week, and they had found out about the second loss while in the library parking lot. Rachel listened to their concerns and asked about the types of materials that would be most helpful to them, and then created a working list through the catalog of recommendations that would meet their need. Rachel emailed them the catalog list, and because none of the books in the branch met their immediate needs, she printed a list of the books available right now at other locations and then called to have one put on a courtesy hold so that they could take one of those resources home today. The grandmother sincerely thanked Walters staff for their help.

A Customer came into the Walters branch library and wanted the branch manager to know how blessed she is to have the Walters staff and all they do for her and everyone. She also wanted to make sure Branch Manager included himself in report to downtown since he manages them.

At the Advanced Learning Library, Circulation Clerk Tina Qualls, created a raving fan recently while helping a customer look for a hold that went unclaimed just that morning. The item was going back to its home branch and had already been packed away. While Tina could have simply informed the customer that they could either place it back on hold or wait for the item to be checked in at the home branch, she chose to take an extra step to meet our needs! Tina took the time to search through the delivery totes and quickly found the item. The customer was very grateful for her efforts and no doubt had an exceptional customer experience at the Wichita Public Library!

A customer at the Rockwell Branch Library paused as they were checking out a new book to comment that they had placed a Suggest and Item for Purchase Request on the title a couple of months prior. They stated that they tended to make suggestions about three or four times a year and were impressed by how often and how quickly the items are purchased for the collection. They asked Rockwell staff to pass on to the Selectors just how much they value and appreciate the service.

A customer visiting the Advanced Learning Library shared how thankful he felt having access to the different features that make the library accessible. As a person with disabilities, he often worries about visiting new places that may limit his access to certain spaces. By having a working elevator at the library, he can fully enjoy reading and writing nonfiction literature in the library's nonfiction area on the second floor.

## WICHITA PUBLIC LIBRARY

Minutes of a Meeting of the Library Board of Directors  
October 15, 2024.

The hybrid meeting of the Library Board of Directors was held on Tuesday October 15, 2024 at the Advanced Learning Library with the following present in person: Ms. Sarah Balderas, Ms. Lauren Hirsh, Mr. Kurt Oswald, Mr. Chuck Schmidt, Ms. Robin Templin, Ms. Susie Ternes, and Mr. Jonathan Winkler. The following attended virtually: Ms. Rose Mary Frame, Ms. Michelle Garrett, Ms. TaDonne Neal, and Ms. Karyn Shorter.

### Call to Order

Lauren Hirsh called the meeting to order at 12:04 p.m., a quorum being present.

### Approval of the Agenda

Kurt Oswald moved (Winkler) to approve the agenda as published. **Motion carried unanimously.**

### Public Comment

None

### Staff Presentation

Director Nix gave a presentation summarizing non-City funding sources for the library and outlining the purpose, priorities, and annual distributions of each. Contributing organizations and programs include the Friends of the Library, the Wichita Public Library Foundation, the Wichita Genealogical Society, and the South Central Kansas Library System as well as various grants, gifts, and state-aid mechanisms. Collectively, they provide resources to support various Library activities that include Summer Reading Programs, augmentation of technology and collections, and special one-time enhancements. Future priorities for non-City funds include capital improvements, staffing, collections, and raising awareness for Library services.

*Susie Ternes, Rose Mary Frame, and TaDonne Neal arrived.*

### Approval of Minutes

Minutes of the regular meeting held on September 17, 2024 were presented. Robin Templin moved (Oswald) to approve the minutes as included in board packets. **Motion carried unanimously.**

### Unfinished Business

None

### New Business

None

### **Finance Committee Report**

Chuck Schmidt noted that the June, July, August, and September Special bills are being reviewed for clarity in a new report format and will be brought back to the Board in October.

On behalf of the Finance Committee, Chuck Schmidt moved to approve the September finance report and supplemental bills in the following amounts: General Fund bills of \$1,017,321.82 and Grant Fund bills of \$14,018.59, for a total of \$1,031,340.41. **Motion carried unanimously.**

On behalf of the Finance Committee, Chuck Schmidt moved to approve the invoice from StackMap for \$13,522.00. **Motion carried unanimously.**

On behalf of the Finance Committee, Chuck Schmidt moved to approve the invoice from EBSCO for an amount of up to \$34,000.00. **Motion carried unanimously.**

On behalf of the Finance Committee, Chuck Schmidt moved to approve the subscription to Reference Solutions for \$12,500.00. **Motion carried unanimously.**

### **Operations Committee Report**

On behalf of the Operations Committee, TaDonne Neal moved to approve the 2025 Holiday Schedule as proposed by staff. **Motion carried unanimously.**

### **Planning & Facilities Committee Report**

Director Nix advised that the groundbreaking for the Angelou branch renovations will take place at 3:30 p.m. on October 15, 2024. Furniture selection has begun.

Construction at Westlink approaches completion, with the contractor expected to begin work on punchlist items in November. Delivery and installation of shelving will soon commence. Planning for future programming in the new space has begun, as well as staff training that will take a few weeks.

Interviews have been conducted as part of the RFP process for procuring artwork at the newly renovated Alford, Angelou, and Rockwell branches. Multiple artists have been selected in order to obtain a diverse collection of art pieces.

### **Public Affairs Committee Report**

Kurt Oswald reported that the committee has a market segmentation analysis of non-users for the Library and plans to use it to make a spreadsheet that gives a better idea of demographics not using Library services.

The Library Board retreat will be held at the Advanced Learning Library on January 11, 2025 from 9 a.m. to 1 p.m.

### **Special Committee Reports**

*Friends of the Library* – Angie Prather reported that the Friends Board has welcomed new member Susie Scott, who has a background in finance and has been a regular volunteer. The membership recruitment brochure and bookmarks are being finalized and updated for distribution before the end of the year. The last book sale for 2024 will be held on December 6-7. Book sale dates for 2025 have been established. The annual meeting will be held on Thursday, December 12.

*Library Foundation* - Kourtney Carson reported that the Foundation is working on an end-of-year fundraising push for the capital campaign and has also received an Arts Council grant of \$16,000.

*Wichita Genealogical Society (WGS)* – No report

### **Director of Libraries Report**

Director Nix reported that the staff in-service was held on October 14 and included a full day of training and team-building activities.

Staff is working hard on end-of-year tasks and work goals.

Assessment of programs and services has finished and identified several areas for more detailed review.

The Library continues to make headway on a partnership with the United Way to support their Read to Succeed program, which seeks to help children read at grade level by the time they complete third grade (the point at which the transition from “learn to read” to “read to learn” occurs).

Eight candidates will be interviewed on October 21-22 for the currently vacant communications specialist position.

### **Announcements**

None

### **Adjournment**

The meeting was adjourned at 12:53 p.m.

The next regularly scheduled meeting will be November 19, 2024.

Respectfully submitted,

Jaime Nix

## WICHITA PUBLIC LIBRARY

Minutes of a Meeting of the Library Board of Directors  
November 19, 2024.

The hybrid meeting of the Library Board of Directors was held on Tuesday November 19, 2024 at the Advanced Learning Library with the following present in person: Ms. Donna Douglas, Ms. Lauren Hirsh, Mr. Kurt Oswald, Ms. Robin Templin, and Mr. Jonathan Winkler. The following attended virtually: Ms. Sarah Balderas, Ms. Rose Mary Frame, and Mr. Chuck Schmidt.

### Call to Order

Lauren Hirsh called the meeting to order at 1:15 p.m., a quorum being present.

### Approval of the Agenda

Robin Templin moved (Oswald) to approve the agenda as published. **Motion carried unanimously.**

### Public Comment

None

### New Business

Jonathan Winkler moved (Templin) to authorize staff to provide requested customer account information in support of the Library Foundation's year-end solicitation. **Motion carried unanimously.**

### Announcements

None

### Adjournment

The meeting was adjourned at 1:21 pm.

The next regularly scheduled meeting will be December 17, 2024.

Respectfully submitted,

Jaime Nix

<b>Name</b>	<b>Job Title</b>	<b>Date(s)</b>	<b>Place</b>	<b>Purpose</b>	<b>Cost</b>	<b>Funding Source</b>
Michael Apinyakul	Sr Library Assistant		Wichita KS	KLA Annual Conference	235.00	SCKLS
Zoe Burgess	Library Assistant	10/5/24	Wichita KS	WGS Annual Conference	65.00	SCKLS
Parker Daniel	Librarian	9/17/24	Online	How to Build a Library Culture of Belonging	219.00	SCKLS
		10/30-11/1/24	Wichita KS	KLA Annual Conference	380.00	SCKLS
Kristi Dowell	Library Manager	10/21-11/17/24	Online	Libraries and the Customer Experience	148.50	SCKLS
Dawn (Brett) Dunn	Clerk III	11/12-14/24	St Louis MO	Library Marketing and Communications	1257.08	SCKLS
Kelly Fabrizius	Librarian	10/30-11/1/24	Wichita KS	KLA Annual Conference	380.00	SCKLS
Erin Howerton	Senior Librarian	9/18-22/24	Denver CO	ALSC National Institute	2425.03	SCKLS
Brenda Jang	Library Assistant		Wichita KS	KLA Annual Conference	235.00	SCKLS
Sara McNeil	Librarian	10/30-11/1/24	Wichita KS	KLA Annual Conference	380.00	SCKLS
Janelle Mercer	Librarian	9/12/24	Topeka KS	Libraries Transform Minds	187.60	SCKLS
Jaime Nix	Director	10/22-25/24	Philadelphia PA	ULC Annual Conference	2576.32	SCKLS
Tammy Penland	Assistant Director	8/1/24	Wichita KS	Diversity, Equity & Inclusion Summit	47.20	SCKLS
Ofonime Sampson	Senior Librarian	10/6-8/24	Madison WI	Back in Circulation	1501.82	SCKLS
Magdalen Vogt	Librarian	10/30-11/1/24	Wichita KS	KLA Annual Conference	380.00	SCKLS

**WICHITA PUBLIC LIBRARY BOARD OF DIRECTORS**  
**Finance Committee Agenda**  
**Tuesday, December 17, 2024, 11:30am**  
 Green Collaboration Room 203, 2<sup>nd</sup> Floor  
 Advanced Learning Library, 711 W 2<sup>nd</sup> St, Wichita, KS 67203

1. Call to Order
2. Review of October Bills and Finance Reports
  - Revenue Report
  - Grant Fund Summary Report
  - Report of Expenditures

General Fund Bills	\$1,316,039.11
Grant Fund Bills	(\$21,384.19)
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General Fund Bills	\$774,456.02
Grant Fund Bills	\$24,733.43
<b>Total</b>	<b>\$799.189.45</b>

4. Approval of Invoices Over \$10,000 – Consumer Reports
5. Gift Account Bills - Update

**YTD**

FOR 2024 10

JOURNAL DETAIL 2020 1 TO 2020 1

ACCOUNTS FOR:	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
100 General Fund							
<b>10000080 wichita Public Library</b>							
422110 Library Desk Receipts (Fines)	-75,000	-95,000	-55,023.23	-3,614.02	.00	-39,976.77	57.9%
422111 Library Desk - Faxes	-10,000	-10,000	-8,093.00	-939.00	.00	-1,907.00	80.9%
422112 Library Desk - Passports	-25,000	-25,000	-24,695.00	-1,890.00	.00	-305.00	98.8%
423030 Meeting Room Rentals	-30,000	-30,000	-17,065.00	-1,000.00	.00	-12,935.00	56.9%
424011 Copy Charges	-11,000	-11,000	-11,652.78	-1,034.50	.00	652.78	105.9%
424101 Public Computing Charges	-20,000	-20,000	-15,626.18	-1,436.90	.00	-4,373.82	78.1%
646981 State Setoff Collections	-68,000	-68,000	-42,020.44	-253.44	.00	-25,979.56	61.8%
646990 Other Non-Operating Revenue	0	0	-296.48	.00	.00	296.48	100.0%
TOTAL wichita Public Library	-239,000	-259,000	-174,472.11	-10,167.86	.00	-84,527.89	67.4%
TOTAL General Fund	-239,000	-259,000	-174,472.11	-10,167.86	.00	-84,527.89	67.4%



YTD

FOR 2024 10

JOURNAL DETAIL 2020 1 TO 2020 1

	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
GRAND TOTAL	-239,000	-259,000	-174,472.11	-10,167.86	.00	-84,527.89	67.4%

\*\* END OF REPORT - Generated by Tammy Penland \*\*

YTD

REPORT OPTIONS

Sequence 1	Field #	Total	Page Break	Year/Period: 2024/10
Sequence 2	1	Y	Y	Print revenue as credit: Y
Sequence 3	9	Y	N	Print totals only: Y
Sequence 4	11	Y	N	Suppress zero bal accts: Y
	0	N	N	Print full GL account: N

Report title: YTD

Print Full or Short description: F  
 Print MTD Version: Y  
 Print Revenues-Version headings: N  
 Format type: 1  
 Print revenue budgets as zero: N  
 Include Fund Balance: N  
 Include requisition amount: N  
 Multiyear view: D

Double space: N  
 Roll projects to object: N  
 Carry forward code: 1  
 Print journal detail: Y  
 From Yr/Per: 2020/ 1  
 To Yr/Per: 2020/ 1  
 Include budget entries: Y  
 Incl encumb/liq entries: Y  
 Sort by JE # or PO #: J  
 Detail format option: 1

Find Criteria

Field Name	Field Value
Org	10000080
Object	
Project	
Rollup code	
Account type	Revenue
Account status	

GENERAL FUND SUMMARY OCTOBER 2024

ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	% USED
511000 Base Compensation	\$ 5,826,152.00	\$ 6,275,538.00	\$ 5,251,929.63	\$ 467,378.54	\$ -	\$ 1,023,608.37	83.69%
511950 Year-End Payroll Accrua	\$ -	\$ -	\$ (181,636.06)	\$ -	\$ -	\$ 181,636.06	#DIV/0!
511999 Planned Savings	\$ (1,193,398.00)	\$ (395,804.00)	\$ -	\$ -	\$ -	\$ (395,804.00)	0.00%
512000 Special Compensation	\$ 4,200.00	\$ 1,800.00	\$ 53,129.70	\$ 3,630.26	\$ -	\$ (51,329.70)	2951.65%
512051 Mileage Reimbursement	\$ -	\$ -	\$ 2,174.79	\$ 260.38	\$ -	\$ (2,174.79)	#DIV/0!
513000 Overtime Compensation	\$ -	\$ -	\$ 8,431.29	\$ 2,753.55	\$ -	\$ (8,431.29)	#DIV/0!
518200 Employer Wage Taxes & W	\$ 503,962.00	\$ 542,795.00	\$ 442,317.53	\$ 39,406.61	\$ -	\$ 100,477.47	81.49%
518300 Employer Share EE Insur	\$ 1,078,324.00	\$ 1,069,442.00	\$ 889,803.33	\$ 81,838.60	\$ -	\$ 179,638.67	83.20%
518400 Employer Share Pension	\$ 727,056.00	\$ 780,313.00	\$ 627,283.72	\$ 55,416.78	\$ -	\$ 153,029.28	80.39%
<b>Total Personal Services</b>	<b>\$ 6,946,296.00</b>	<b>\$ 8,274,084.00</b>	<b>\$ 7,093,433.93</b>	<b>\$ 650,684.72</b>	<b>\$ -</b>	<b>\$ 1,180,650.07</b>	<b>85.73%</b>
521011 Electricity - EDI	\$ 305,438.00	\$ 305,438.00	\$ 230,496.62	\$ 29,622.82	\$ -	\$ 74,941.38	75.46%
521021 Natural Gas - EDI	\$ 41,824.00	\$ 41,824.00	\$ 51,153.14	\$ 1,675.20	\$ -	\$ (9,329.14)	122.31%
521030 Water Service	\$ 13,375.00	\$ 13,375.00	\$ 16,914.22	\$ 1,902.56	\$ -	\$ (3,539.22)	126.46%
521050 Trash Service	\$ 5,404.00	\$ 5,404.00	\$ -	\$ -	\$ -	\$ 5,404.00	0.00%
521051 Recycling Service	\$ -	\$ 3,600.00	\$ 300.00	\$ -	\$ -	\$ 3,300.00	8.33%
521055 Trash Service - EDI	\$ -	\$ -	\$ 5,133.60	\$ 594.36	\$ -	\$ (5,133.60)	#DIV/0!
521060 Local Telephone Service	\$ 8,000.00	\$ 8,000.00	\$ 441.20	\$ 24.65	\$ -	\$ 7,558.80	5.52%
521070 Internet Service	\$ 10,971.00	\$ 10,971.00	\$ 7,313.60	\$ 914.20	\$ -	\$ 3,657.40	66.66%
522010 PBX Line Charges	\$ 11,806.00	\$ 11,806.00	\$ 10,373.37	\$ 1,045.00	\$ -	\$ 1,432.63	87.87%
522020 PBX Instrument Charges	\$ 19,414.00	\$ 19,414.00	\$ 16,625.00	\$ 1,662.50	\$ -	\$ 2,789.00	85.63%
522040 Long Distance & Telecon	\$ 1,000.00	\$ 1,000.00	\$ 393.65	\$ 37.15	\$ -	\$ 606.35	39.37%
522060 Air Cards (Mobile Conne	\$ -	\$ 1,260.00	\$ 1,074.65	\$ 105.00	\$ -	\$ 185.35	85.29%
522070 Voicemail	\$ 3,968.00	\$ 3,968.00	\$ 3,400.00	\$ 340.00	\$ -	\$ 568.00	85.69%
522080 Automatic Call Distribu	\$ 786.00	\$ 786.00	\$ 655.00	\$ 65.50	\$ -	\$ 131.00	83.33%
522990 Other Communications Ch	\$ 296.00	\$ -	\$ -	\$ -	\$ -	\$ -	#DIV/0!
523010 Building & Contents Ins	\$ 172,088.00	\$ 172,088.00	\$ 172,088.00	\$ 43,022.00	\$ -	\$ -	100.00%
523020 Vehicle Liability Premi	\$ 870.00	\$ 870.00	\$ 870.00	\$ 217.50	\$ -	\$ -	100.00%
524010 Recruitment & Hiring	\$ 3,140.00	\$ 3,140.00	\$ -	\$ -	\$ -	\$ 3,140.00	0.00%
524020 Travel & Training	\$ 1,600.00	\$ 3,000.00	\$ 68.13	\$ -	\$ -	\$ 2,931.87	2.27%
525012 Medical Treatment	\$ -	\$ 4,800.00	\$ 703.34	\$ -	\$ -	\$ 4,096.66	14.65%
525013 Drug Screening	\$ -	\$ -	\$ 4,861.00	\$ 687.00	\$ -	\$ (4,861.00)	#DIV/0!
525070 Background Checks	\$ -	\$ -	\$ 875.55	\$ 59.95	\$ -	\$ (875.55)	#DIV/0!
525083 Textile Rental & Laundr	\$ 1,925.00	\$ 1,925.00	\$ 156.01	\$ -	\$ -	\$ 1,768.99	8.10%
525086 Interpreter Services	\$ -	\$ 2,000.00	\$ 1,945.85	\$ 188.00	\$ -	\$ 54.15	97.29%
525094 Collection Agency Fees	\$ -	\$ 21,500.00	\$ 13,699.90	\$ 7,037.60	\$ -	\$ 7,800.10	63.72%

525990 Other Professional Serv	\$	31,361.00	\$	5,936.00	\$	2,779.80	\$	-	\$	-	\$	3,156.20	46.83%
526010 Motor Pool Scheduled Ch	\$	3,720.00	\$	3,720.00	\$	3,100.00	\$	310.00	\$	-	\$	620.00	83.33%
526011 Trip Car Charges	\$	-	\$	-	\$	104.08	\$	-	\$	-	\$	(104.08)	#DIV/0!
526020 Building Repair & Maint	\$	7,240.00	\$	7,240.00	\$	-	\$	-	\$	-	\$	7,240.00	0.00%
526042 Pest Control Services	\$	13,000.00	\$	13,000.00	\$	11,204.92	\$	2,255.08	\$	-	\$	1,795.08	86.19%
526044 Security & Fire Service	\$	420.00	\$	5,220.00	\$	3,967.76	\$	1,393.52	\$	-	\$	1,252.24	76.01%
526051 Sign Production & Insta	\$	-	\$	-	\$	150.00	\$	-	\$	-	\$	(150.00)	#DIV/0!
526070 Equipment Repair & Main	\$	5,421.00	\$	5,421.00	\$	13,576.98	\$	-	\$	-	\$	(8,155.98)	250.45%
526092 Rent-Real Property	\$	52,060.00	\$	52,060.00	\$	40,882.40	\$	4,088.24	\$	-	\$	11,177.60	78.53%
529010 Bank Charges	\$	5,000.00	\$	5,000.00	\$	2,929.97	\$	288.25	\$	-	\$	2,070.03	58.60%
529020 Postage	\$	4,000.00	\$	6,000.00	\$	2,759.50	\$	391.00	\$	-	\$	3,240.50	45.99%
529030 Shipping & Freight	\$	-	\$	1,000.00	\$	915.43	\$	288.06	\$	-	\$	84.57	91.54%
529031 Delivery/Pick up	\$	-	\$	13,815.00	\$	13,040.00	\$	-	\$	-	\$	775.00	94.39%
529040 Subscriptions	\$	-	\$	84,000.00	\$	2,807.56	\$	29.80	\$	-	\$	81,192.44	3.34%
529051 Library Software/Licens	\$	-	\$	159,233.00	\$	5,106.08	\$	(110,710.11)	\$	-	\$	154,126.92	3.21%
529052 Library Subs-Electronic	\$	-	\$	337,487.00	\$	441,488.78	\$	225,108.98	\$	-	\$	(104,001.78)	130.82%
529053 Library Svcs-Leased Mat	\$	-	\$	22,380.00	\$	22,380.00	\$	-	\$	-	\$	-	100.00%
529061 Organizational Membersh	\$	10,960.00	\$	-	\$	325.00	\$	-	\$	-	\$	(325.00)	#DIV/0!
529070 Printing/Copying/Scanni	\$	23,472.00	\$	30,000.00	\$	21,740.32	\$	1,002.04	\$	-	\$	8,259.68	72.47%
529090 Shredding & Recycling S	\$	-	\$	250.00	\$	2,417.00	\$	238.00	\$	-	\$	(2,167.00)	966.80%
529110 Advertising	\$	-	\$	-	\$	79.14	\$	-	\$	-	\$	(79.14)	#DIV/0!
529141 Software License & Main	\$	550.00	\$	550.00	\$	9,685.93	\$	-	\$	-	\$	(9,135.93)	1761.08%
529150 Data Center Charges	\$	1,187,806.00	\$	1,187,806.00	\$	1,278,690.00	\$	387,827.88	\$	-	\$	(90,884.00)	107.65%
529160 Licenses & Permits	\$	-	\$	595.00	\$	85.00	\$	-	\$	-	\$	510.00	14.29%
529990 Other Contractuals	\$	92,583.00	\$	5,033.00	\$	1,151.86	\$	60.00	\$	-	\$	3,881.14	22.89%
<b>Total Contractuals</b>	<b>\$</b>	<b>2,039,498.00</b>	<b>\$</b>	<b>2,581,915.00</b>	<b>\$</b>	<b>2,420,909.34</b>	<b>\$</b>	<b>601,771.73</b>	<b>\$</b>	<b>-</b>	<b>\$</b>	<b>161,005.66</b>	<b>93.76%</b>
531010 Computing Supplies	\$	900.00	\$	-	\$	909.60	\$	-	\$	-	\$	(909.60)	#DIV/0!
531020 Office Supplies	\$	50,575.00	\$	64,339.00	\$	42,879.66	\$	5,545.35	\$	-	\$	21,459.34	66.65%
531030 Custodial Supplies	\$	4,000.00	\$	5,000.00	\$	2,417.42	\$	450.12	\$	-	\$	2,582.58	48.35%
531150 Food Supplies	\$	-	\$	-	\$	3,125.00	\$	-	\$	-	\$	(3,125.00)	#DIV/0!
532020 Automotive Parts & Supp	\$	450.00	\$	450.00	\$	54.63	\$	-	\$	-	\$	395.37	12.14%
532202 Office Equipment Parts	\$	-	\$	-	\$	1,920.98	\$	-	\$	-	\$	(1,920.98)	#DIV/0!
532990 Other Equip Parts & Sup	\$	-	\$	-	\$	227.55	\$	227.55	\$	-	\$	(227.55)	#DIV/0!
539012 Gasoline	\$	7,234.00	\$	7,234.00	\$	4,509.90	\$	503.98	\$	-	\$	2,724.10	62.34%
549010 Furniture & Fixtures <\$	\$	9,990.00	\$	9,490.00	\$	-	\$	-	\$	-	\$	9,490.00	0.00%
549020 Data Processing Equip <	\$	9,665.00	\$	9,665.00	\$	611.68	\$	-	\$	-	\$	9,053.32	6.33%
549030 Communication Equip <\$5	\$	-	\$	-	\$	5,572.00	\$	57.40	\$	-	\$	(5,572.00)	#DIV/0!

549110 Library Materials	\$	982,530.00	\$	466,625.13	\$	250,031.06	\$	56,798.26	\$	-	\$	216,594.07	53.58%
<b>Total Commodities</b>	\$	<b>1,065,344.00</b>	\$	<b>562,803.13</b>	\$	<b>312,259.48</b>	\$	<b>63,582.66</b>	\$	-	\$	<b>250,543.65</b>	55.48%
<b>Grand Total</b>	\$	<b>10,051,138.00</b>	\$	<b>11,418,802.13</b>	\$	<b>9,826,602.75</b>	\$	<b>1,316,039.11</b>	\$	-	\$	<b>1,592,199.38</b>	<b>86.06%</b>

**Grant Fund Summary Report  
October 2024**

Grant	Balance 9/1/2024	Revenue Received	Admin Charges	Contractuals	Materials	Supplies & Petty Cash	Equipment	Total Expenditures	Encumbrances	Remaining Balance 9/30/24
<b>SCKLS 2023</b>	\$ 20,139.29	\$ -	\$ -	\$ 2,024.90	\$ -	\$ -	\$ -	\$ 2,024.90	\$ -	\$ 18,114.39
<b>SA 2024</b>	\$ 34,544.29	\$ -	\$ -	\$ (29,010.27)	\$ 1,179.43	\$ 7.99	\$ 3,767.81	\$ (24,055.04)	\$ -	\$ 58,599.33
<b>SCKLS 2024</b>	\$ 237,682.00	\$ -	\$ -	\$ 645.95	\$ -	\$ -	\$ -	\$ 645.95	\$ -	\$ 237,036.05
<b>Totals</b>	<b>\$ 292,365.58</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (26,339.42)</b>	<b>\$ 1,179.43</b>	<b>\$ 7.99</b>	<b>\$ 3,767.81</b>	<b>\$ (21,384.19)</b>	<b>\$ -</b>	<b>\$ 313,749.77</b>

## Wichita Public Library General Fund Bills

October 2024

Org: 10000080

## 10001 - Library - Personnel

## 1B - Base Compensation

## 511000 Base Compensation

Payroll, 2410001332	(\$232,458.07)
Payroll, P 10.25.24	\$234,920.47
Payroll, PP10.11.24	\$464,916.14

Total 511000 Base Compensation	\$467,378.54
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Total 1B - Base Compensation	\$467,378.54
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## 1F - Special Compensation

## 512000 Special Compensation

Payroll, 2410001332	(\$3,231.70)
Payroll, P 10.25.24	\$398.56
Payroll, PP10.11.24	\$6,463.40

Total 512000 Special Compensation	\$3,630.26
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## 512051 Mileage Reimbursement

Payroll, 3943	\$136.82
Payroll, 4365	\$68.75
Payroll, 5046	\$54.81

Total 512051 Mileage Reimbursement	\$260.38
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Total 1F - Special Compensation	\$3,890.64
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## 1J - OT Compensation

## 513000 Overtime Compensation

Payroll, 2410001332	(\$2,354.58)
Payroll, P 10.25.24	\$465.90
Payroll, PP10.11.24	\$4,709.16
Payroll, PP10.25.24	(\$66.93)

Total 513000 Overtime Compensation	\$2,753.55
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Total 1J - OT Compensation	\$2,753.55
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## 1N - Employee Benefits

## 518200 Employer Wage Taxes &amp; WC

Payroll, 2410001332	(\$19,802.39)
Payroll, P 10.25.24	\$19,610.01
Payroll, PP10.11.24	\$39,604.78
Payroll, PP10.25.24	(\$5.79)

Total 518200 Employer Wage Taxes & WC	\$39,406.61
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## Wichita Public Library General Fund Bills

October 2024

## 518300 Employer Share EE Insurance

Payroll, 2410001332	(\$40,962.07)
Payroll, P 10.25.24	\$40,876.53
Payroll, PP10.11.24	\$81,924.14

Total 518300 Employer Share EE Insurance	\$81,838.60
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## 518400 Employer Share Pension/Retire

Payroll, 2410001332	(\$27,542.68)
Payroll, P 10.25.24	\$27,874.10
Payroll, PP10.11.24	\$55,085.36

Total 518400 Employer Share Pension/Retire	\$55,416.78
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Total 1N - Employee Benefits	\$176,661.99
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Total 10001 - Library - Personnel	\$650,684.72
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## 10002 - Library - Contractuals

## 2B - Utilities

## 521011 Electricity - EDI

EVERGY KANSAS SOUTH INC	\$29,622.82
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Total 521011 Electricity - EDI	\$29,622.82
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## 521021 Natural Gas - EDI

BLACK HILLS UTILITY HOLDING INC	\$86.81
ONE GAS INC	\$1,588.39

Total 521021 Natural Gas - EDI	\$1,675.20
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## 521030 Water Service

City of Wichita	\$1,902.56
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Total 521030 Water Service	\$1,902.56
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## 521055 Trash Service - EDI

WASTE CONNECTIONS OF KANSAS INC	\$594.36
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Total 521055 Trash Service - EDI	\$594.36
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Total 2B - Utilities	\$33,794.94
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## 2F - Technology Charges

## 521060 Local Telephone Service

T-MOBILE USA INC	\$24.65
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Total 521060 Local Telephone Service	\$24.65
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## 521070 Internet Service

P-CARD ONE-TIME PAY	\$914.20
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Total 521070 Internet Service	\$914.20
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## Wichita Public Library General Fund Bills

October 2024

## 522010 PBX Line Charges

City of Wichita	\$1,045.00
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Total 522010 PBX Line Charges	\$1,045.00
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## 522020 PBX Instrument Charges

City of Wichita	\$1,662.50
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Total 522020 PBX Instrument Charges	\$1,662.50
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## 522040 Long Distance &amp; Teleconference

City of Wichita	\$37.15
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Total 522040 Long Distance & Teleconference	\$37.15
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## 522060 Air Cards (Mobile Connect)

City of Wichita	\$105.00
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Total 522060 Air Cards (Mobile Connect)	\$105.00
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## 522070 Voicemail

City of Wichita	\$340.00
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Total 522070 Voicemail	\$340.00
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## 522080 Automatic Call Distribution

City of Wichita	\$65.50
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Total 522080 Automatic Call Distribution	\$65.50
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## 529150 Data Center Charges

City of Wichita	\$387,827.88
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Total 529150 Data Center Charges	\$387,827.88
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<b>Total 2F - Technology Charges</b>	<b>\$392,021.88</b>
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## 2J - Insurance Premiums

## 523010 Building &amp; Contents Insurance

City of Wichita	\$43,022.00
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Total 523010 Building & Contents Insurance	\$43,022.00
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## 523020 Vehicle Liability Premiums

City of Wichita	\$217.50
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Total 523020 Vehicle Liability Premiums	\$217.50
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<b>Total 2J - Insurance Premiums</b>	<b>\$43,239.50</b>
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## 2R - Professional Svcs

## 525013 Drug Screening

KELLY COMPLIANCE INC	\$687.00
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Total 525013 Drug Screening	\$687.00
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## 525070 Background Checks

TRUVIEW BSI LLC	\$59.95
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Total 525070 Background Checks	\$59.95
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## Wichita Public Library General Fund Bills

October 2024

## 525086 Interpreter Services

SIGN LANGUAGE INTERPRETING SERVICES	\$188.00
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Total 525086 Interpreter Services	\$188.00
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## 525094 Collection Agency Fees

UNIQUE MANAGEMENT SERVICES INC	\$7,037.60
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Total 525094 Collection Agency Fees	\$7,037.60
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Total 2R - Professional Svcs	\$7,972.55
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## 2V - Bldg &amp; Equip Charges

## 526010 Motor Pool Scheduled Charges

City of Wichita	\$310.00
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Total 526010 Motor Pool Scheduled Charges	\$310.00
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## 526042 Pest Control Services

P-CARD ONE-TIME PAY	\$2,255.08
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Total 526042 Pest Control Services	\$2,255.08
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## 526044 Security &amp; Fire Services

P-CARD ONE-TIME PAY	\$1,393.52
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Total 526044 Security & Fire Services	\$1,393.52
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## 526092 Rent-Real Property

CO CO PROPERTIES LLC	\$4,088.24
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Total 526092 Rent-Real Property	\$4,088.24
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Total 2V - Bldg & Equip Charges	\$8,046.84
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## 2Z - Other Contractuals

## 529010 Bank Charges

City of Wichita	\$288.25
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Total 529010 Bank Charges	\$288.25
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## 529020 Postage

P-CARD ONE-TIME PAY	\$391.00
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Total 529020 Postage	\$391.00
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## 529030 Shipping &amp; Freight

P-CARD ONE-TIME PAY	\$288.06
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Total 529030 Shipping & Freight	\$288.06
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## 529040 Subscriptions

P-CARD ONE-TIME PAY	\$29.80
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Total 529040 Subscriptions	\$29.80
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## Wichita Public Library General Fund Bills

October 2024

## 529051 Library Software/Licenses

City of Wichita	(\$110,710.11)
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Total 529051 Library Software/Licenses	(\$110,710.11)
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## 529052 Library Subs-Electronic Matls

City of Wichita	\$140,406.57
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OVERDRIVE INC	\$56,057.32
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P-CARD ONE-TIME PAY	\$28,645.09
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Total 529052 Library Subs-Electronic Matls	\$225,108.98
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## 529070 Printing/Copying/Scanning

City of Wichita	\$1,002.04
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Total 529070 Printing/Copying/Scanning	\$1,002.04
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## 529090 Shredding &amp; Recycling Service

INTERNATIONAL PAPER COMPANY	\$220.00
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P-CARD ONE-TIME PAY	\$18.00
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Total 529090 Shredding & Recycling Service	\$238.00
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## 529990 Other Contractuals

P-CARD ONE-TIME PAY	\$60.00
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Total 529990 Other Contractuals	\$60.00
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Total 2Z - Other Contractuals	\$116,696.02
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Total 10002 - Library - Contractuals	\$601,771.73
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## 10003 - Library - Commodities

## 3B - Supplies

## 531020 Office Supplies

City of Wichita	\$1,300.49
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P-CARD ONE-TIME PAY	\$4,244.86
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Total 531020 Office Supplies	\$5,545.35
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## 531030 Custodial Supplies

P-CARD ONE-TIME PAY	\$450.12
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Total 531030 Custodial Supplies	\$450.12
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Total 3B - Supplies	\$5,995.47
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## 3F - Components &amp; Parts

## 532990 Other Equip Parts &amp; Supplies

P-CARD ONE-TIME PAY	\$227.55
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Total 532990 Other Equip Parts & Supplies	\$227.55
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Total 3F - Components & Parts	\$227.55
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# Wichita Public Library General Fund Bills

October 2024

## 3N - Fuel

### 539012 Gasoline

City of Wichita \$503.98

Total 539012 Gasoline	\$503.98
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Total 3N - Fuel	\$503.98
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## 4Z - Non-Capital Outlay

### 549030 Communication Equip <\$5k

P-CARD ONE-TIME PAY \$57.40

Total 549030 Communication Equip <\$5k	\$57.40
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### 549110 Library Materials

CENGAGE LEARNING INC \$1,574.27

P-CARD ONE-TIME PAY \$55,223.99

Total 549110 Library Materials	\$56,798.26
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Total 4Z - Non-Capital Outlay	\$56,855.66
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Total 10003 - Library - Commodities	\$63,582.66
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**Grand Total**

**\$1,316,039.11**

# Wichita Public Library Grant Bills

October 2024

## Y3801 - SCKLS 23-South Central KS Library S

### 2 - Contractuals

#### 2N - Employee Development

##### 524020 Travel & Training

City of Wichita \$1,472.50

OFONIME D SAMPSON \$217.99

P-CARD ONE-TIME PAY \$315.00

Total 524020 Travel & Training	\$2,005.49
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Total 2N - Employee Development	\$2,005.49
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#### 2Z - Other Contractuals

##### 529070 Printing/Copying/Scanning

City of Wichita \$19.41

Total 529070 Printing/Copying/Scanning	\$19.41
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Total 2Z - Other Contractuals	\$19.41
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Total 2 - Contractuals	\$2,024.90
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Total Y3801 - SCKLS 23-South Central KS Library S	\$2,024.90
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# Wichita Public Library Grant Bills

October 2024

## Y4800 - Library-State Grants-in-Aid 2024

### 2 - Contractuals

#### 2V - Bldg & Equip Charges

526070 Equipment Repair & Maint

City of Wichita \$35.00

Total 526070 Equipment Repair & Maint	\$35.00
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<b>Total 2V - Bldg &amp; Equip Charges</b>	<b>\$35.00</b>
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#### 2Z - Other Contractuals

529030 Shipping & Freight

P-CARD ONE-TIME PAY \$117.23

Total 529030 Shipping & Freight	\$117.23
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529051 Library Software/Licenses

City of Wichita (\$29,696.46)

Total 529051 Library Software/Licenses	(\$29,696.46)
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529052 Library Subs-Electronic Matls

City of Wichita (\$1,881.53)

OVERDRIVE INC \$2,341.49

Total 529052 Library Subs-Electronic Matls	\$459.96
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529070 Printing/Copying/Scanning

City of Wichita \$74.00

Total 529070 Printing/Copying/Scanning	\$74.00
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<b>Total 2Z - Other Contractuals</b>	<b>(\$29,045.27)</b>
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<b>Total 2 - Contractuals</b>	<b>(\$29,010.27)</b>
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### 3 - Commodities

#### 3B - Supplies

531020 Office Supplies

P-CARD ONE-TIME PAY \$7.99

Total 531020 Office Supplies	\$7.99
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<b>Total 3B - Supplies</b>	<b>\$7.99</b>
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#### 3F - Components & Parts

532020 Automotive Parts & Supplies

City of Wichita \$149.99

Total 532020 Automotive Parts & Supplies	\$149.99
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532990 Other Equip Parts & Supplies

P-CARD ONE-TIME PAY \$298.82

Total 532990 Other Equip Parts & Supplies	\$298.82
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# Wichita Public Library Grant Bills

October 2024

Total 3F - Components & Parts	\$448.81
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4Z - Non-Capital Outlay

549010 Furniture & Fixtures <\$5k

P-CARD ONE-TIME PAY \$90.00

Total 549010 Furniture & Fixtures <\$5k	\$90.00
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549020 Data Processing Equip <\$5k

P-CARD ONE-TIME PAY \$3,030.00

Total 549020 Data Processing Equip <\$5k	\$3,030.00
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549990 Other Non-Capital Exp <\$5k

P-CARD ONE-TIME PAY \$199.00

Total 549990 Other Non-Capital Exp <\$5k	\$199.00
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Total 4Z - Non-Capital Outlay	\$3,319.00
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Total 3 - Commodities	\$3,775.80
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5 - Library State Grants-in-Aid 24

5A - City Admin Charges

551010 City Administrative Charges

City of Wichita \$1,179.43

Total 551010 City Administrative Charges	\$1,179.43
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Total 5A - City Admin Charges	\$1,179.43
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Total 5 - Library State Grants-in-Aid 24	\$1,179.43
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Total Y4800 - Library-State Grants-in-Aid 2024	(\$24,055.04)
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# Wichita Public Library Grant Bills

October 2024

## Y4806 - SCKLS 24-South Central KS Library S

### 2 - Contractuals

#### 2N - Employee Development

##### 524020 Travel & Training

City of Wichita (\$1,472.50)

P-CARD ONE-TIME PAY \$2,118.45

Total 524020 Travel & Training	\$645.95
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Total 2N - Employee Development	\$645.95
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Total 2 - Contractuals	\$645.95
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Total Y4806 - SCKLS 24-South Central KS Library S	\$645.95
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Total Grants	\$(21,384.19)
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**YTD**

FOR 2024 11

JOURNAL DETAIL 2020 1 TO 2020 1

ACCOUNTS FOR:	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
100 General Fund							
<b>10000080 wichita Public Library</b>							
422110 Library Desk Receipts (Fines)	-75,000	-95,000	-59,527.25	-4,504.02	.00	-35,472.75	62.7%
422111 Library Desk - Faxes	-10,000	-10,000	-8,440.00	-347.00	.00	-1,560.00	84.4%
422112 Library Desk - Passports	-25,000	-25,000	-26,835.00	-2,140.00	.00	1,835.00	107.3%
423030 Meeting Room Rentals	-30,000	-30,000	-19,625.00	-2,560.00	.00	-10,375.00	65.4%
424011 Copy Charges	-11,000	-11,000	-12,164.18	-511.40	.00	1,164.18	110.6%
424101 Public Computing Charges	-20,000	-20,000	-16,356.03	-729.85	.00	-3,643.97	81.8%
646981 State Setoff Collections	-68,000	-68,000	-42,388.36	-367.92	.00	-25,611.64	62.3%
646990 Other Non-Operating Revenue	0	0	-296.48	.00	.00	296.48	100.0%
TOTAL wichita Public Library	-239,000	-259,000	-185,632.30	-11,160.19	.00	-73,367.70	71.7%
TOTAL General Fund	-239,000	-259,000	-185,632.30	-11,160.19	.00	-73,367.70	71.7%

YTD

FOR 2024 11

JOURNAL DETAIL 2020 1 TO 2020 1

	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
GRAND TOTAL	-239,000	-259,000	-185,632.30	-11,160.19	.00	-73,367.70	71.7%

\*\* END OF REPORT - Generated by Tammy Penland \*\*

YTD

REPORT OPTIONS

Sequence 1	Field # 1	Total Y	Page Break Y	Year/Period: 2024/11
Sequence 2	9	Y	N	Print revenue as credit: Y
Sequence 3	11	Y	N	Print totals only: Y
Sequence 4	0	N	N	Suppress zero bal accts: Y

Report title: YTD

Print Full or Short description: F  
 Print MTD Version: Y  
 Print Revenues-Version headings: N  
 Format type: 1  
 Print revenue budgets as zero: N  
 Include Fund Balance: N  
 Include requisition amount: N  
 Multiyear view: D

Double space: N  
 Roll projects to object: N  
 Carry forward code: 1  
 Print journal detail: Y  
 From Yr/Per: 2020/ 1  
 To Yr/Per: 2020/ 1  
 Include budget entries: Y  
 Incl encumb/liq entries: Y  
 Sort by JE # or PO #: J  
 Detail format option: 1

Find Criteria

Field Name	Field Value
Org	10000080
Object	
Project	
Rollup code	
Account type	Revenue
Account status	

## GENERAL FUND SUMMARY NOVEMBER 2024

ACCOUNT DESCRIPTION	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	% USED
511000 Base Compensation	\$ 6,275,538.00	\$ 5,731,110.38	\$ 479,180.75	\$ -	\$ 544,427.62	91%
511950 Year-End Payroll Accrua	\$ -	\$ (181,636.06)	\$ -	\$ -	\$ 181,636.06	#DIV/0!
511999 Planned Savings	\$ (395,804.00)	\$ -	\$ -	\$ -	\$ (395,804.00)	0%
512000 Special Compensation	\$ 1,800.00	\$ 53,726.82	\$ 597.12	\$ -	\$ (51,926.82)	2985%
512051 Mileage Reimbursement	\$ -	\$ 2,401.79	\$ 227.00	\$ -	\$ (2,401.79)	#DIV/0!
513000 Overtime Compensation	\$ -	\$ 9,560.94	\$ 1,129.65	\$ -	\$ (9,560.94)	#DIV/0!
518200 Employer Wage Taxes & W	\$ 542,795.00	\$ 482,929.90	\$ 40,612.37	\$ -	\$ 59,865.10	89%
518300 Employer Share EE Insur	\$ 1,069,442.00	\$ 930,766.18	\$ 40,962.85	\$ -	\$ 138,675.82	87%
518400 Employer Share Pension/	\$ 780,313.00	\$ 684,335.53	\$ 57,051.81	\$ -	\$ 95,977.47	88%
<b>Personnel Services</b>	<b>\$ 8,274,084.00</b>	<b>\$ 7,713,195.48</b>	<b>\$ 619,761.55</b>	<b>\$ -</b>	<b>\$ 560,888.52</b>	<b>93%</b>
521011 Electricity - EDI	\$ 305,438.00	\$ 250,577.59	\$ 20,080.97	\$ -	\$ 54,860.41	82%
521021 Natural Gas - EDI	\$ 41,824.00	\$ 56,151.13	\$ 4,997.99	\$ -	\$ (14,327.13)	134%
521030 Water Service	\$ 13,375.00	\$ 18,673.01	\$ 1,758.79	\$ -	\$ (5,298.01)	140%
521050 Trash Service	\$ 5,404.00	\$ -	\$ -	\$ -	\$ 5,404.00	0%
521051 Recycling Service	\$ 3,600.00	\$ 300.00	\$ -	\$ -	\$ 3,300.00	8%
521055 Trash Service - EDI	\$ -	\$ 6,924.82	\$ 1,791.22	\$ -	\$ (6,924.82)	#DIV/0!
521060 Local Telephone Service	\$ 8,000.00	\$ 709.85	\$ 268.65	\$ -	\$ 7,290.15	9%
521070 Internet Service	\$ 10,971.00	\$ 8,227.80	\$ 914.20	\$ -	\$ 2,743.20	75%
522010 PBX Line Charges	\$ 11,806.00	\$ 11,418.37	\$ 1,045.00	\$ -	\$ 387.63	97%
522020 PBX Instrument Charges	\$ 19,414.00	\$ 18,287.50	\$ 1,662.50	\$ -	\$ 1,126.50	94%
522040 Long Distance & Telecon	\$ 1,000.00	\$ 433.85	\$ 40.20	\$ -	\$ 566.15	43%
522060 Air Cards (Mobile Conne	\$ 1,260.00	\$ 1,179.65	\$ 105.00	\$ -	\$ 80.35	94%
522070 Voicemail	\$ 3,968.00	\$ 3,740.00	\$ 340.00	\$ -	\$ 228.00	94%
522080 Automatic Call Distribu	\$ 786.00	\$ 720.50	\$ 65.50	\$ -	\$ 65.50	92%
522990 Other Communications Ch	\$ -	\$ -	\$ -	\$ -	\$ -	#DIV/0!
523010 Building & Contents Ins	\$ 172,088.00	\$ 172,088.00	\$ -	\$ -	\$ -	100%
523020 Vehicle Liability Premi	\$ 870.00	\$ 870.00	\$ -	\$ -	\$ -	100%
524010 Recruitment & Hiring	\$ 3,140.00	\$ -	\$ -	\$ -	\$ 3,140.00	0%
524020 Travel & Training	\$ 3,000.00	\$ 315.13	\$ 247.00	\$ -	\$ 2,684.87	11%
525012 Medical Treatment	\$ 4,800.00	\$ 703.34	\$ -	\$ -	\$ 4,096.66	15%

525013 Drug Screening	\$ -	\$ 5,161.00	\$ 300.00	\$ -	\$ (5,161.00)	#DIV/0!
525070 Background Checks	\$ -	\$ 1,002.70	\$ 127.15	\$ -	\$ (1,002.70)	#DIV/0!
525083 Textile Rental & Laundr	\$ 1,925.00	\$ 156.01	\$ -	\$ -	\$ 1,768.99	8%
525086 Interpreter Services	\$ 2,000.00	\$ 3,073.85	\$ 1,128.00	\$ -	\$ (1,073.85)	154%
525094 Collection Agency Fees	\$ 21,500.00	\$ 15,529.60	\$ 1,829.70	\$ -	\$ 5,970.40	72%
525990 Other Professional Serv	\$ 5,936.00	\$ 2,779.80	\$ -	\$ -	\$ 3,156.20	47%
526010 Motor Pool Scheduled Ch	\$ 3,720.00	\$ 3,410.00	\$ 310.00	\$ -	\$ 310.00	92%
526011 Trip Car Charges	\$ -	\$ 104.08	\$ -	\$ -	\$ (104.08)	#DIV/0!
526020 Building Repair & Maint	\$ 7,240.00	\$ -	\$ -	\$ -	\$ 7,240.00	0%
526042 Pest Control Services	\$ 13,000.00	\$ 11,915.20	\$ 710.28	\$ -	\$ 1,084.80	92%
526044 Security & Fire Service	\$ 5,220.00	\$ 4,111.81	\$ 144.05	\$ -	\$ 1,108.19	79%
526051 Sign Production & Insta	\$ -	\$ 150.00	\$ -	\$ -	\$ (150.00)	#DIV/0!
526070 Equipment Repair & Main	\$ 5,421.00	\$ 13,576.98	\$ -	\$ -	\$ (8,155.98)	250%
526092 Rent-Real Property	\$ 52,060.00	\$ 44,970.64	\$ 4,088.24	\$ -	\$ 7,089.36	86%
529010 Bank Charges	\$ 5,000.00	\$ 3,246.43	\$ 316.46	\$ -	\$ 1,753.57	65%
529020 Postage	\$ 6,000.00	\$ 3,052.50	\$ 293.00	\$ -	\$ 2,947.50	51%
529030 Shipping & Freight	\$ 1,000.00	\$ 1,003.18	\$ 87.75	\$ -	\$ (3.18)	100%
529031 Delivery/Pick up	\$ 13,815.00	\$ 13,040.00	\$ -	\$ -	\$ 775.00	94%
529040 Subscriptions	\$ 84,000.00	\$ 2,881.96	\$ 74.40	\$ -	\$ 81,118.04	3%
529051 Library Software/Licens	\$ 159,233.00	\$ 45,070.08	\$ 39,964.00	\$ -	\$ 114,162.92	28%
529052 Library Subs-Electronic	\$ 337,487.00	\$ 449,846.49	\$ 8,357.71	\$ -	\$ (112,359.49)	133%
529053 Library Svcs-Leased Mat	\$ 22,380.00	\$ 22,380.00	\$ -	\$ -	\$ -	100%
529061 Organizational Membersh	\$ -	\$ 325.00	\$ -	\$ -	\$ (325.00)	#DIV/0!
529070 Printing/Copying/Scanni	\$ 30,000.00	\$ 22,742.36	\$ 1,002.04	\$ -	\$ 7,257.64	76%
529090 Shredding & Recycling S	\$ 250.00	\$ 2,747.00	\$ 330.00	\$ -	\$ (2,497.00)	1099%
529110 Advertising	\$ -	\$ 79.14	\$ -	\$ -	\$ (79.14)	#DIV/0!
529141 Software License & Main	\$ 550.00	\$ 9,685.93	\$ -	\$ -	\$ (9,135.93)	1761%
529150 Data Center Charges	\$ 1,278,690.00	\$ 1,278,690.00	\$ -	\$ -	\$ -	100%
529160 Licenses & Permits	\$ 595.00	\$ 85.00	\$ -	\$ -	\$ 510.00	14%
529990 Other Contractuals	\$ 5,033.00	\$ 1,217.86	\$ 66.00	\$ -	\$ 3,815.14	24%
<b>Contractals</b>	<b>\$ 2,672,799.00</b>	<b>\$ 2,513,355.14</b>	<b>\$ 92,445.80</b>	<b>\$ -</b>	<b>\$ 159,443.86</b>	<b>94%</b>
531010 Computing Supplies	\$ -	\$ 909.60	\$ -	\$ -	\$ (909.60)	#DIV/0!
531020 Office Supplies	\$ 64,339.00	\$ 48,451.12	\$ 5,571.46	\$ -	\$ 15,887.88	75%

531030 Custodial Supplies	\$	5,000.00	\$	2,653.42	\$	236.00	\$	-	\$	2,346.58	53%
531150 Food Supplies	\$	-	\$	3,125.00	\$	-	\$	-	\$	(3,125.00)	#DIV/0!
532020 Automotive Parts & Supp	\$	450.00	\$	54.63	\$	-	\$	-	\$	395.37	12%
532202 Office Equipment Parts	\$	-	\$	1,920.98	\$	-	\$	-	\$	(1,920.98)	#DIV/0!
532990 Other Equip Parts & Sup	\$	-	\$	227.55	\$	-	\$	-	\$	(227.55)	#DIV/0!
539012 Gasoline	\$	7,234.00	\$	4,885.14	\$	375.24	\$	-	\$	2,348.86	68%
549010 Furniture & Fixtures <\$	\$	9,490.00	\$	-	\$	-	\$	-	\$	9,490.00	0%
549020 Data Processing Equip <	\$	9,665.00	\$	611.68	\$	-	\$	-	\$	9,053.32	6%
549030 Communication Equip <\$5	\$	-	\$	5,686.80	\$	114.80	\$	-	\$	(5,686.80)	#DIV/0!
549110 Library Materials	\$	466,625.13	\$	305,982.23	\$	55,951.17	\$	-	\$	160,642.90	66%
<b>Commodities</b>	\$	<b>562,803.13</b>	\$	<b>374,508.15</b>	\$	<b>62,248.67</b>	\$	-	\$	<b>188,294.98</b>	<b>67%</b>
<b>Grand Total</b>	\$	<b>11,509,686.13</b>	\$	<b>10,601,058.77</b>	\$	<b>774,456.02</b>	\$	-	\$	<b>908,627.36</b>	<b>92%</b>

**Grant Fund Summary Report  
November 2024**

Grant	11/1/2024	Revenue Received	Admin Charges	Contractuals	Materials	Supplies & Petty Cash	Equipment	Total Expenditures	Encumbrances	11/30/2024
<b>SCKLS 2023</b>	\$ 18,114.39	\$ -	\$ -	\$ 3,391.48	\$ 1,950.00	\$ -	\$ -	\$ 5,341.48	\$ -	\$ 12,772.91
<b>SA 2024</b>	\$ 58,599.33	\$ -	\$ -	\$ 16,841.56	\$ -	\$ -	\$ 2,550.39	\$ 19,391.95	\$ -	\$ 39,207.38
<b>SCKLS 2024</b>	\$ 237,036.05	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 237,036.05
<b>Totals</b>	<b>\$ 313,749.77</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 20,233.04</b>	<b>\$ 1,950.00</b>	<b>\$ -</b>	<b>\$ 2,550.39</b>	<b>\$ 24,733.43</b>	<b>\$ -</b>	<b>\$ 289,016.34</b>

## Wichita Public Library General Fund Bills

November 2024

Org: 10000080

## 10001 - Library - Personnel

## 1B - Base Compensation

## 511000 Base Compensation

Payroll, PP11.08.24	\$240,775.00
Payroll, PP11.18.24	\$0.00
Payroll, PP11.22.24	\$237,209.88
Payroll, PP11.25.24	\$1,195.87

Total 511000 Base Compensation	\$479,180.75
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Total 1B - Base Compensation	\$479,180.75
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## 1F - Special Compensation

## 512000 Special Compensation

Payroll, PP11.08.24	\$298.56
Payroll, PP11.22.24	\$298.56

Total 512000 Special Compensation	\$597.12
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## 512051 Mileage Reimbursement

Payroll, 5574	\$76.40
Payroll, 6146	\$150.60

Total 512051 Mileage Reimbursement	\$227.00
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Total 1F - Special Compensation	\$824.12
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## 1J - OT Compensation

## 513000 Overtime Compensation

Payroll, PP11.08.24	\$418.38
Payroll, PP11.22.24	\$711.27

Total 513000 Overtime Compensation	\$1,129.65
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Total 1J - OT Compensation	\$1,129.65
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## 1N - Employee Benefits

## 518200 Employer Wage Taxes &amp; WC

Payroll, PP11.08.24	\$20,053.46
Payroll, PP11.18.24	\$0.00
Payroll, PP11.22.24	\$20,455.47
Payroll, PP11.25.24	\$103.44

Total 518200 Employer Wage Taxes & WC	\$40,612.37
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## 518300 Employer Share EE Insurance

Payroll, PP11.08.24	\$40,962.85
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Total 518300 Employer Share EE Insurance	\$40,962.85
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## Wichita Public Library General Fund Bills

November 2024

## 518400 Employer Share Pension/Retire

Payroll, PP11.08.24 \$28,892.43

Payroll, PP11.22.24 \$28,159.38

Total 518400 Employer Share Pension/Retire	\$57,051.81
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Total 1N - Employee Benefits	\$138,627.03
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Total 10001 - Library - Personnel	\$619,761.55
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## 10002 - Library - Contractuals

## 2B - Utilities

## 521011 Electricity - EDI

EVERGY KANSAS SOUTH INC \$20,080.97

Total 521011 Electricity - EDI	\$20,080.97
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## 521021 Natural Gas - EDI

BLACK HILLS UTILITY HOLDING INC \$218.21

ENCORE ENERGY SERVICES \$3,270.88

ONE GAS INC \$1,508.90

Total 521021 Natural Gas - EDI	\$4,997.99
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## 521030 Water Service

City of Wichita \$1,758.79

Total 521030 Water Service	\$1,758.79
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## 521055 Trash Service - EDI

WASTE CONNECTIONS OF KANSAS INC \$1,791.22

Total 521055 Trash Service - EDI	\$1,791.22
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Total 2B - Utilities	\$28,628.97
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## 2F - Technology Charges

## 521060 Local Telephone Service

City of Wichita \$244.00

T-MOBILE USA INC \$24.65

Total 521060 Local Telephone Service	\$268.65
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## 521070 Internet Service

P-CARD ONE-TIME PAY \$914.20

Total 521070 Internet Service	\$914.20
-------------------------------	----------

## 522010 PBX Line Charges

City of Wichita \$1,045.00

Total 522010 PBX Line Charges	\$1,045.00
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## 522020 PBX Instrument Charges

City of Wichita \$1,662.50

Total 522020 PBX Instrument Charges	\$1,662.50
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## Wichita Public Library General Fund Bills

November 2024

## 522040 Long Distance &amp; Teleconference

City of Wichita \$40.20

Total 522040 Long Distance & Teleconference	\$40.20
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## 522060 Air Cards (Mobile Connect)

City of Wichita \$105.00

Total 522060 Air Cards (Mobile Connect)	\$105.00
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## 522070 Voicemail

City of Wichita \$340.00

Total 522070 Voicemail	\$340.00
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## 522080 Automatic Call Distribution

City of Wichita \$65.50

Total 522080 Automatic Call Distribution	\$65.50
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<b>Total 2F - Technology Charges</b>	<b>\$4,441.05</b>
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## 2N - Employee Development

## 524020 Travel &amp; Training

P-CARD ONE-TIME PAY \$247.00

Total 524020 Travel & Training	\$247.00
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<b>Total 2N - Employee Development</b>	<b>\$247.00</b>
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## 2R - Professional Svcs

## 525013 Drug Screening

KELLY COMPLIANCE INC \$300.00

Total 525013 Drug Screening	\$300.00
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## 525070 Background Checks

TRUVIEW BSI LLC \$127.15

Total 525070 Background Checks	\$127.15
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## 525086 Interpreter Services

SIGN LANGUAGE INTERPRETING SERVICES \$1,128.00

Total 525086 Interpreter Services	\$1,128.00
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## 525094 Collection Agency Fees

UNIQUE MANAGEMENT SERVICES INC \$1,829.70

Total 525094 Collection Agency Fees	\$1,829.70
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<b>Total 2R - Professional Svcs</b>	<b>\$3,384.85</b>
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## 2V - Bldg &amp; Equip Charges

## 526010 Motor Pool Scheduled Charges

City of Wichita \$310.00

Total 526010 Motor Pool Scheduled Charges	\$310.00
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## Wichita Public Library General Fund Bills

November 2024

## 526042 Pest Control Services

P-CARD ONE-TIME PAY \$710.28

Total 526042 Pest Control Services	\$710.28
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## 526044 Security &amp; Fire Services

P-CARD ONE-TIME PAY \$144.05

Total 526044 Security & Fire Services	\$144.05
---------------------------------------	----------

## 526092 Rent-Real Property

CO CO PROPERTIES LLC \$4,088.24

Total 526092 Rent-Real Property	\$4,088.24
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Total 2V - Bldg & Equip Charges	\$5,252.57
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## 2z - Other Contractuals

## 529010 Bank Charges

City of Wichita \$316.46

Total 529010 Bank Charges	\$316.46
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## 529020 Postage

P-CARD ONE-TIME PAY \$293.00

Total 529020 Postage	\$293.00
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## 529030 Shipping &amp; Freight

P-CARD ONE-TIME PAY \$87.75

Total 529030 Shipping & Freight	\$87.75
---------------------------------	---------

## 529040 Subscriptions

P-CARD ONE-TIME PAY \$74.40

Total 529040 Subscriptions	\$74.40
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## 529051 Library Software/Licenses

NEWSBANK INC \$37,364.00

THE NEW YORK TIMES COMPANY \$2,600.00

Total 529051 Library Software/Licenses	\$39,964.00
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## 529052 Library Subs-Electronic Matls

OVERDRIVE INC \$8,357.71

Total 529052 Library Subs-Electronic Matls	\$8,357.71
--	------------

## 529070 Printing/Copying/Scanning

City of Wichita \$1,002.04

Total 529070 Printing/Copying/Scanning	\$1,002.04
--	------------

## 529090 Shredding &amp; Recycling Service

INTERNATIONAL PAPER COMPANY \$330.00

Total 529090 Shredding & Recycling Service	\$330.00
--	----------

# Wichita Public Library General Fund Bills

November 2024

529990 Other Contractuals

P-CARD ONE-TIME PAY \$66.00

Total 529990 Other Contractuals	\$66.00
---------------------------------	---------

Total 2z - Other Contractuals	\$50,491.36
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Total 10002 - Library - Contractuals	\$92,445.80
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10003 - Library - Commodities

3B - Supplies

531020 Office Supplies

City of Wichita \$2,740.06

P-CARD ONE-TIME PAY \$2,831.40

Total 531020 Office Supplies	\$5,571.46
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531030 Custodial Supplies

P-CARD ONE-TIME PAY \$236.00

Total 531030 Custodial Supplies	\$236.00
---------------------------------	----------

Total 3B - Supplies	\$5,807.46
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3N - Fuel

539012 Gasoline

City of Wichita \$375.24

Total 539012 Gasoline	\$375.24
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Total 3N - Fuel	\$375.24
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4Z - Non-Capital Outlay

549030 Communication Equip <\$5k

P-CARD ONE-TIME PAY \$114.80

Total 549030 Communication Equip <\$5k	\$114.80
--	----------

549110 Library Materials

MIDWEST TAPE LLC \$20,697.85

P-CARD ONE-TIME PAY \$35,253.32

Total 549110 Library Materials	\$55,951.17
--------------------------------	-------------

Total 4Z - Non-Capital Outlay	\$56,065.97
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Total 10003 - Library - Commodities	\$62,248.67
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**Grand Total**

**\$774,456.02**

# Wichita Public Library Grant Bills

November 2024

## Y3801 - SCKLS 23-South Central KS Library S

### 2 - Contractuals

#### 2N - Employee Development

##### 524020 Travel & Training

DAWN DUNN \$221.50

JAIME NIX \$119.60

P-CARD ONE-TIME PAY \$2,531.97

Total 524020 Travel & Training	\$2,873.07
--------------------------------	------------

Total 2N - Employee Development	\$2,873.07
---------------------------------	------------

#### 2V - Bldg & Equip Charges

##### 526061 Outside Services

CONFERENCE TECHNOLOGIES INC \$0.00

Total 526061 Outside Services	\$0.00
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Total 2V - Bldg & Equip Charges	\$0.00
---------------------------------	--------

#### 2Z - Other Contractuals

##### 529030 Shipping & Freight

CONFERENCE TECHNOLOGIES INC \$0.00

Total 529030 Shipping & Freight	\$0.00
---------------------------------	--------

##### 529040 Subscriptions

P-CARD ONE-TIME PAY \$499.00

Total 529040 Subscriptions	\$499.00
----------------------------	----------

##### 529070 Printing/Copying/Scanning

City of Wichita \$19.41

Total 529070 Printing/Copying/Scanning	\$19.41
--	---------

##### 529142 Hardware Maint & Warranties

CONFERENCE TECHNOLOGIES INC \$0.00

Total 529142 Hardware Maint & Warranties	\$0.00
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Total 2Z - Other Contractuals	\$518.41
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Total 2 - Contractuals	\$3,391.48
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### 3 - Commodities

#### 4Z - Non-Capital Outlay

##### 549020 Data Processing Equip <\$5k

City of Wichita \$1,950.00

CONFERENCE TECHNOLOGIES INC \$0.00

Total 549020 Data Processing Equip <\$5k	\$1,950.00
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Total 4Z - Non-Capital Outlay	\$1,950.00
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# Wichita Public Library Grant Bills

November 2024

Total 3 - Commodities

\$1,950.00

Total Y3801 - SCKLS 23-South Central KS Library S

\$5,341.48

# Wichita Public Library Grant Bills

November 2024

## Y4800 - Library-State Grants-in-Aid 2024

### 2 - Contractuals

#### 2z - Other Contractuals

529030 Shipping & Freight

P-CARD ONE-TIME PAY \$1,208.56

Total 529030 Shipping & Freight	\$1,208.56
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529040 Subscriptions

STACKMAP INC \$13,522.00

Total 529040 Subscriptions	\$13,522.00
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529052 Library Subs-Electronic Matls

OVERDRIVE INC \$2,111.00

Total 529052 Library Subs-Electronic Matls	\$2,111.00
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<b>Total 2z - Other Contractuals</b>	<b>\$16,841.56</b>
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Total 2 - Contractuals	\$16,841.56
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### 3 - Commodities

#### 4Z - Non-Capital Outlay

549010 Furniture & Fixtures <\$5k

P-CARD ONE-TIME PAY \$1,925.19

Total 549010 Furniture & Fixtures <\$5k	\$1,925.19
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549990 Other Non-Capital Exp <\$5k

P-CARD ONE-TIME PAY \$625.20

Total 549990 Other Non-Capital Exp <\$5k	\$625.20
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<b>Total 4Z - Non-Capital Outlay</b>	<b>\$2,550.39</b>
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Total 3 - Commodities	\$2,550.39
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Total Y4800 - Library-State Grants-in-Aid 2024	\$19,391.95
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<b>Grand Total Grant Funds</b>	<b>\$24,733.43</b>
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**INTEROFFICE MEMORANDUM**

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**TO:** City of Wichita Law Department  
**FROM:** Sarah Kittrell, Collection Development Division Manager  
**SUBJECT:** Approval of Bills over \$10,000 – Consumer Reports  
**DATE:** November 5, 2024

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**Background:** The Library Board of Directors must take special action to approve materials purchases when the cost of a single invoice exceeds \$10,000.

**Analysis:** In 2022, Wichita Public Library added access to CR.org, the Consumer Reports website, which provides users access to current and past Consumer Reports reviews.

Between October 2023 and the end of September 2024, Consumer Reports had 1,625 uses, up 705 uses from the previous year. Cost per use dropped from \$16.30 per use for the first year to \$9.84 per use for the second year. We believe that the cost per use will continue to go down as we continue to build awareness of the product.

**Financial Consideration:** The 2023-2024 cost for CR.org access is \$15,991.

**Legal Consideration:** The Ebsco terms of service were reviewed by the Law Department and approved as to form in 2022. No changes have been made in 2024.

**Recommendations/Actions:** It is recommended that the Board approve the quote from Ebsco/Consumer Reports in the amount of \$15,991 for 2024-25 CR.org access.

**Attachments:**

- Wichita Public Library – CRO Renewal – 11-5-24





# Product Order Form

<b>CustID:</b>	s8911319
<b>OrderID:</b>	WSR901032
<b>Date:</b>	10/18/2024

10 Estes Street  
P.O. Box 682  
Ipswich, MA 01938  
USA  
www.ebsco.com

(978) 356-6500  
(800) 653-2726  
**Fax:** (978) 356-5640  
information@epnet.com

**Purchasing Customer**

WICHITA PUBLIC LIBRARY  
711 WEST 2ND STREET  
WICHITA, KS, 67203  
USA

**Billing Address**

WICHITA PUBLIC LIBRARY  
223 SOUTH MAIN ST  
WICHITA, KS, 67202  
USA

**Contact:**

Sarah Kittrell  
(316) 261-8580  
skittrell@wichita.gov

**Your invoice will be sent to:**

Accounts Payable  
invoices@wichitalibrary.org

Product Name	Begin Date	Expire Date	Price
ConsumerReports.org	12/01/2024	11/30/2025	\$15,991.00

Total: \$15,991.00  
The above excludes all applicable tax  
Currency: US Dollar

Price represented is the cash discounted price for payments received by check or electronic payment. If paying by a method other than check or electronic payment, please inquire for non cash discounted pricing. Payment due upon receipt of invoice. Interest of 1 percent per month charged for payment received later than 30 days after invoice date. eBooks and eAudiobooks ordered are non-returnable and non-refundable.

**Terms and Conditions**

Customer agrees to terms and conditions of the appropriate license agreement for usage of purchased access or subscription to electronic databases, econtent and services. If ordering ebooks or audiobooks, customer also agrees to the terms and conditions of the Library eContent Agreement. We do not knowingly collect personal information from a child under the age of 13. Consistent with COPPA, the Customer is responsible for obtaining all required consents and authorizations for anyone under the age of 13 to use our Products and collect personal information.

**Authorized Signature:****Date:****Print Name:****Title:**

Please sign, scan and email this form to: **KEVIN SAWYER** at [kevin.sawyer@ebsco.com](mailto:kevin.sawyer@ebsco.com)

Thank you for your business!

If unable to scan, please fax to: 978-356-5640

**WICHITA PUBLIC LIBRARY BOARD OF DIRECTORS**  
**Operations Committee Agenda**  
**Tuesday, December 10, 2024**  
Board Room / MS Teams 3:30pm  
Advanced Learning Library, 711 W 2<sup>nd</sup> St, Wichita, KS 67203

1. Call to Order
2. Managed Call Center
  - Memo: Managed Call Center
3. Branch Remodels Update

To attend virtually:

**Microsoft Teams** [Need help?](#)

**[Join the meeting now](#)**

Meeting ID: 211 331 587 104

Passcode: 7jFtKF



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## INTEROFFICE MEMORANDUM

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**TO:** Library Board of Directors  
**FROM:** Jaime Nix, Director of Libraries  
**SUBJECT:** Managed Call Center  
**DATE:** December 1, 2024

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**Background:** Increased use and demand at library facilities is anticipated in 2025 as branch locations are expanded in east and west Wichita, and remodels occur in north and south Wichita. The effect of modernizing libraries and creating a third place for community members has been studied after building the Advanced Learning Library, the relocation and expansion of the Dr. Ronald W Walters branch, and the cooperative service at the Evergreen Community Center and Library. It's expected that no less than 10% increase each in new cards, circulation, visitors, and meeting room use at Maya Angelou and Alford libraries, and up to 15% increases at Rockwell and Westlink.

Libraries across the US are funded very differently, with no unilateral model for staffing and program levels. WPL continues to adjust staffing levels to meet customer demand. However, to redirect staff time for most impact in service to the Strategic Direction, WPL leadership has studied alternative service and staffing models offered by public libraries of all sizes. WPL has been asked to adjust within existing staffing levels, which requires a new way of thinking about priority services and how they are provided.

In Spring 2024, WPL began an assessment about incoming phone service to centralize and streamline this pathway for library service to ensure capacity for in-building and in-community services. Most phone calls received at library locations are under 90 seconds in duration and can be categorized as routine in nature: hours, address/phone lookups, account questions, renewals, etc. Phone system data identifies that incoming calls range from 45,000 to 60,000 annually and are currently answered across seven locations. At the Advanced Learning Library, one staff member is scheduled during business hours to be available to answer calls, and workflows are set up at branches to route incoming calls to staff who are not actively on the public service desk.

WPL confirmed with the Library Board in June 2024 that an exploration of vendors who can be trained on library operations to provide quality phone service and address routine phone calls before sending more complex calls to on-site staff assistance. The Library Board authorized WPL to issue an RFP for services to understand if there is any service capable of achieving the goal of quality and affordability.

**Analysis:** WPL worked with City IT to gain better statistics regarding incoming calls and discovered that the call-forwarding structure in place to provide efficiencies influences the data. The initial call volume presented to the Board was 70,000, however more specific analysis shows a range of incoming calls from 40,000 -60,000 annually.

An RFP was issued, and a cross-departmental review committee comprised of representatives from Library, Law, Finance, Purchasing, and IT reviewed submissions. No applicant met the project needs so the team determined it would adapt the RFP language to better describe the workflow and service expectations for an un-automated call experience. The RFP was posted again, and vendors were reviewed again by the committee.

One vendor, Unique Management Center, was invited to interview and the team's questions helped understand more about Unique's history in service to public libraries, the manner they staff and train to maximize the service, and annual service costs. Reference checks were conducted for libraries of multiple sizes and each library contact said they don't ever imagine not using this service.

Library leadership discussed the expense and return on investment and have agreed to allocate grant funds for no less than three years to contract with Unique Management to answer incoming calls, satisfactorily answering calls, and transfer WPL-specific calls to library staff. This opportunity will permit WPL staff to adapt work to better serve residents and gain capacity to raise awareness of services to non-users. The RFP committee unanimously approved the proposal to contract with Unique Management for a library call center and believe this approach can maintain WPL-level quality and can accommodate anticipated growth in library visits.

WPL currently works with Unique Management Services for unresolved customer account balances and has a strong service history with the department. WPL will complete an onboarding process for knowledge transfer, training, and implementation. The service charges monthly and provides key data related to call volume, time of calls, type of calls, and average talk times, and implementation will take between 8-10 weeks.

**Financial Considerations:** Service will include a one-time implementation fee of \$7500, with a rate of \$1.37 per minute of agent talk time. A minimum of \$6000 per month will be billed, with an annual not-to-exceed amount of \$159,495. WPL will use annual State Aide and/or SCKLS funds for three years during this contract. The contract for the Managed Call Center has been reviewed by Law and Finance.

**Request:** Approve the contract with Unique Management Services and authorize the necessary payments to begin implementation of the managed call center service.



**Managed Call Center and Chat Services Proposal**

**City of Wichita, KS - Wichita Public Library**

**REQUEST FOR PROPOSAL NO. – 240260**

October 11, 2024

**Unique Management Services**

119 East Maple Street  
Jeffersonville, IN 47130

800-579-5453

[uniquelibrary.com](http://uniquelibrary.com)

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## 1. Profile

Official Contact: Rob Klaus  
Telephone Number: 800-879-5453  
Mailing Address: 119 East Maple Street  
Jeffersonville, IN 47130

## 2. Experience

Unique Management Services, Inc. (UMS) was founded over thirty years ago to provide professional communication and material recovery services specifically for libraries. With three primary service lines (Material Recovery, MessageBee, and Patron Services) and a variety of ancillary services, libraries remain UMS's sole focus. The experience and insights gained by UMS provides our customers with seamless, cost-effective and patron friendly communication and service options.

UMS began offering inbound Contact Center services for public libraries in 2010, building upon its reputation for excellent customer service and professional communication with patrons. UMS has provided inbound Contact Center services for over 50 public library systems across North America since 2010.

Every month, UMS staff handle over 40,000 customer service interactions on behalf of its public library customers. These interactions range from basic policy explanation, to item inquiries and assistance placing holds, all the way to basic reference and digital media assistance. References will attest to the extremely high quality of customer service that the UMS team can provide in helping to extend and enhance library customer service.

For many libraries, inbound communications via phone and website represent a volume of work that can be difficult and costly to manage well, resulting in diminished in-house productivity and a suboptimal service experience for patrons.

UMS alleviates these challenges by handling inbound communications on the library's behalf. All interactions are handled by a dedicated team of highly trained representatives assigned to handle the library's phone calls and web chats, with stringent ongoing quality assurance and coaching programs to ensure consistent accuracy and promptness in handling patron inquiries.

The library will be assigned a designated UMS Account Manager who will serve as the library's primary point of contact for contact center service. All UMS Account Management personnel have been with Unique for 15 years or more.

UMS Contact Center Management personnel will participate in implementation of service and maintain day-to-day responsibility for service delivery. Contact center managers have typically been employed by UMS for a minimum of two years and the majority have been employed by UMS for five years or more.

UMS has been in business as a private, family owned company for over 30 years. UMS is in excellent financial condition and has no debt. The company is poised to engage in this project for the City of Wichita. UMS has a demonstrated ability to execute service on projects of this size and significantly

larger. Libraries served by UMS in this capacity include those with service area populations in the millions all the way to those with just a few tens of thousands. The Wichita Public Library is a multi-location city library similar to a number of other public libraries that UMS serves in this capacity. References will attest to the UMS past history of providing **excellent** customer service.

A key element of successfully serving public libraries in this capacity is deep experience with library computer operating platforms, or ILS systems. The Wichita Public Library utilizes the Polaris ILS available from Clarivate. UMS serves 17 existing library systems that utilize the Polaris ILS. The UMS team that would serve the Library are already trained and familiar with this ILS, meaning that the Library will not have to train UMS or its team on how to use its computer operating system. In addition, should the Library migrate to a different ILS, the UMS team has vast experience with every ILS platform utilized by public libraries within the US.

### **3. References**

Please see Section 11 below for reference letters with specific contact information for each reference provided.

The following references demonstrate the breadth of UMS's ability to service libraries of different size and complexity. From large, complex, urban multi-location systems to stand alone libraries, UMS can provide customer service solutions that work to improve and extend library operations.

#### **Frisco Public Library**

8000 Dallas Pkwy, Frisco, TX 75034

UMS has been providing both telephone answering services and live web-chat service for the Frisco Public Library since 2016. The Frisco Public Library has two locations and a Service Area Population of approximately 200,000.

#### **Sacramento Public Library**

828 I St, Sacramento, CA 95814

UMS has been providing both telephone answering services and live web-chat service for the Sacramento Public Library since 2019. The library has 27 locations and a Service Area Population of approximately 1,500,000.

#### **Natrona County Library System**

307 E 2<sup>nd</sup> St, Casper, WY 82601

UMS has been providing telephone answering services for the Natrona County Library System since 2019. The library has one location and a Service Area Population of approximately 80,000.

#### **Worthington Public Library**

820 High St, Worthington, OH 43085

UMS has been providing telephone answering services for the Worthington Public Library since 2019. The library has three locations and a Service Area Population of approximately 70,000.



#### **4. Disclosure of Litigation**

Unique affirms that there are no civil litigation or alternative dispute resolution proceedings involving Unique within the last year to report.

#### **5. Proposal for Services & Methodology for Delivery of Services**

##### **A. Proposed Scope of Service**

Unique proposes to handle the following types of customer inquiries via phone and live chat, corresponding to the scope of services outlined in Section III of the Solicitation Document. Unique's service delivery model is flexible, allowing for the scope of service and related procedures to be adjusted and updated as needed.

1. **Library Branch Information:** Hours of operation, closed dates, parking facilities, book drop availability and locations, self-checkout availability and locations, physical layout of branches, etc., for all branch locations.
2. **Library Service Information:** Availability of and information/instructions regarding services offered at each branch location, such as printing/copying, fax machine, public computers, curbside pickup, notary services, passport services, Maker's Spaces, etc.
3. **Account & Circulation Assistance:** Provide patrons with information and assistance related to their library account; such as checked out titles, due dates, blocks, fines and fees, item renewals, and related library policies. If desired, Unique is willing to negotiate fines and fees within guidelines provided by the library and accept payment by phone/chat using the library's existing POS system. Unique will verify patron identity in accordance with library policy before disclosing account information and define in collaboration with the library what information or service, if any, may be provided without required identification.
4. **Search Help & Hold Requests:** Search the library catalog for patrons' desired titles, place hold requests for the patron and advise on pickup procedures and expected availability; conduct succinct internet searches for answers to patrons' factual questions.
5. **Programs:** Provide information on upcoming library programs and register patrons for programs using the library's program registration platform.
6. **Meeting Rooms:** Provide information on library meeting spaces (capacity, amenities, availability, etc.), applicable policies and procedures, and assist patrons with the room reservation process using the library's room reservation platform.
7. **Digital Media Support:** Provide patrons with support in using the library's digital media offerings, including OverDrive, Kanopy, Libby, LinkedIn Learning, and NewsBank, as well as any additional platforms the library may offer in the future. In addition, provide information on available databases relevant to patrons' research interests along with

instructions for database access (e.g. login procedures, availability at home or in-library only, etc).

8. Miscellaneous: Unique is willing to answer and resolve any other types of inquiries that may be of a localized nature or unique to Client's specific context, provided they fall within Unique's technical and service delivery capabilities.

## B. Methodology

Client will determine which customer inquiries are appropriate for routing to and handling by Unique. Detailed scope of service parameters will be defined during the implementation of the service and may be adjusted at any time thereafter at Client's request.

The hours that calls and chats are answered by UMS staff will be at the discretion of Client, up to the full duration of UMS' current operating hours:

Monday – Friday 8:00 a.m. – 11:00 p.m. Eastern  
Saturday 9:00 a.m. – 9:00 p.m. Eastern  
Sunday 12:00 p.m. – 9:00 p.m. Eastern

UMS maintains the following holidays and will not be available to receive calls and chats on these days:

New Year's Eve Early Closure  
New Year's Day  
Martin Luther King Jr Day  
Memorial Day  
July 4th  
Labor Day  
Thanksgiving Day  
Christmas Eve  
Christmas Day

UMS will close early on the following days: New Year's Eve and the day before Thanksgiving. On those days, UMS will close at 5p ET. Library will be notified in advance of any other closures as necessary.

## Technical Specifications

1. Phone Call Routing: Patrons will continue to call the existing local 10-digit phone numbers for each library branch. Unique will provide one or more local forwarding numbers and work with your phone system administrator on configuration and testing of the call flow. As needed, calls will be transferred back to the library via each transfer point's direct-dial number. Non-public direct-dial numbers will not be disclosed to patrons unless library directs otherwise.
2. Live Chat Software: Patron live chat inquiries will be answered using Unique's internal live chat platform. Unique will provide the library with code to be embedded on the library's website. Unique's live chat widgets are responsive, allowing for optimal usability

on both desktop and mobile devices. Unique's live chat platform allows for automatic language translation for over 130 languages.

3. Systems Access: Unique staff will be trained and given access to relevant Client computer systems necessary to render service to customers, such as Client's ILS system, Program and Meeting Room reservation systems, and E-Media platforms. All software licensing related to these computer systems will be provided by Client.

#### Phone Call/Live Chat Answering Mechanics & Reporting

1. Unique's staff will provide a customized, Client-specified greeting to the library patron.
2. Unique's staff will engage with library patrons in a professional and positive manner.
3. Unique's staff will ascertain the nature of the patron's inquiry and log, in a computer interface, the nature and reason(s) for the call or chat.
4. Unique will train its Contact Center representatives on all software systems relevant to the assigned scope of work, including, but not limited to: ILS system, meeting room and program booking software, and e-media platforms.
5. All calls will be recorded and all chats will be transcribed and retained in Unique's systems for 90 days or a period determined by Client, for quality assurance and training purposes.
6. Unique will provide a web-based Client Portal for designated library personnel. This Portal will provide the ability to retrieve call audio recordings as well as chat transcripts (if enabled) and view individual and aggregate statistics regarding all patron interactions, with the ability to sort and filter by date, time, patron, type of inquiry, duration, and other parameters.
7. Unique will provide monthly summary reports of the previous month's phone call and live chat activity.

#### 6. Alignment With City Objectives

Unique's approach is designed to meet and exceed the City of Wichita's objectives by providing a comprehensive, flexible, and tailored service model that aligns with the Wichita Public Library's goals and procedures. Our proposal centers on seamless integration with the library's current workflows, while ensuring high-quality customer service across all communication channels, including phone and live chat.

**Tailored and Flexible Scope of Service:** The proposed services are aligned precisely with the needs identified in the RFP. Unique's flexibility to adjust procedures ensures that our support can evolve in tandem with the library's changing needs, maintaining relevance and efficiency in service delivery. Our ability to customize the scope of service, from assisting with frequently asked questions to managing digital media platforms and account inquiries, ensures that all patron interactions are managed professionally and in alignment with the library's standards.

**Seamless Integration with Existing Library Systems:** By utilizing the library's existing phone numbers and embedding live chat widgets on the library's website, our services will feel integrated and natural for patrons. Additionally, our ability to work with the library's ILS, room reservation software, and e-media platforms means that we're not imposing new processes but enhancing and supporting the library's current operations.

**Consistent and Positive Patron Interaction:** Unique's training and quality assurance programs ensure that our staff are fully prepared to provide patrons with consistent, high-quality interactions, whether they are inquiring about branch services, digital media support, booking meeting rooms, or any other inquiry within the assigned scope of service. Customized greetings, professional demeanor, and structured processes ensure a positive experience that aligns with the inclusive and community-oriented vision of the City of Wichita.

**Reporting and Transparency:** Unique's provision of a web-based Client Portal and detailed monthly reports ensures that the City of Wichita has full visibility into the volume and nature of patron interactions. This transparency will allow the library to track trends, measure success, and make informed decisions on adjustments to procedures and policies.

**Support for the Library's Future Growth:** Unique's adaptable service delivery model ensures that as the Wichita Public Library grows and evolves, our services will continue to support its expanding needs. Whether this involves assisting with new digital platforms, expanding hours, or adding new library services, our approach is designed to scale with the library's objectives, ensuring ongoing success.

## 7. Timeline for Completing the Project

### A. Implementation Plan

Unique will provide a detailed implementation plan led by a dedicated Project Manager. The implementation project will consist of gathering of Client's requirements, creating a plan for technical changes and configurations necessary to implement the plan, mapping of common workflow issues, training of Unique staff on specific Client policies and procedures, go-live testing, training of Client staff on Unique's web-tools, and creation of Client-specific computer interfaces used in handling incoming Client patron phone calls and live chats.

Unique will work with library and/or city technical staff to configure existing telecommunications systems in order to route appropriate incoming patron inquiries to Unique systems. Calls will be routed to Unique's systems via local or toll-free channels so as to not incur any additional telecommunication expense for Client. Unique will provide live chat software code to be embedded on Client's website in order for live chat widget to appear on the site. Calls and chats routed to Unique will be answered during the agreed service period by staff employed by Unique.

Unique staff will be trained on the relevant library policies, procedures, and location details applicable to Client. Unique will maintain a consistent level of trained staff adequate to handle the number of incoming calls expected for Client.

UMS staff will be trained and given access to relevant Client computer systems necessary to render service to customers, such as Client's ILS system, Program and Meeting Room reservation systems, and E-Media platforms. All software licensing related to these computer systems will be provided by Client.

### B. Timeline & Milestones

Implementation of service takes approximately 6-10 weeks depending on availability and responsiveness of library personnel to collaborate on the project.

Implementation tasks & milestones in the implementation project are as follows:

Week 1: Kickoff call, Implementation Questionnaire completed, Staffing analysis based on client scope

Week 2: Technical Integration Call, Call Procedure Review & Approval, ILS Integration Completed

Week 4: Unique internal computer interface buildout, configure and test call routing

Week 5-7: Unique internal staff training, provide designated library staff with access to Unique’s customer portal

Week 8-10: Go live, call/chat data begins to populate in customer portal, quality assurance begins

C. Implementation Fee

The one-time fee for implementation shall be \$7,500.

**8. Monthly & Annual Costs Breakdown of Services**

Item	Est. Monthly Volume	Est. Annual Volume	Est. Average Talk Time per Call	Est. Annual Hours of Talk Time	Rate	Est. Monthly Cost	Est. Annual Cost
Call Service	3,333	40,000	2.75 minutes	1,833.33	\$1.37 per minute of agent talk time	\$12,558.33	\$150,700
Live Chat Service*	50	600	N/A	N/A	Fixed Fee	\$100	\$1,200
<b>Total</b>						<b>\$12,658.33</b>	<b>\$151,900</b>

\* Chat pricing is contingent on the use of Call Service.

**One-Time Implementation Fee: \$7,500**

**Monthly Minimum: \$6,000**

**Annual Not-to-Exceed Amount: \$159,495**

This proposed not-to-exceed amount is based on the estimated call volume of 40,000 annual calls provided by the library and scope of service outlined above and provides a 5% buffer for any additional talk time over and above the estimated call volume provided.

**9. Description of City’s Responsibilities & Assistance**

While Unique’s implementation process is designed to minimize disruption and time commitment on the part of Client’s personnel, Unique will require assistance with the following tasks:

Technical Assistance:

- Configuration of call-forwarding
- Embedding of chat widget code on Client’s website
- Access to ILS and other relevant computer systems

Procedural assistance:

- Client to provide relevant circulation and customer service policy and procedure documentation in a timely manner
- Client to return needed forms and questionnaires in a timely manner
- Client personnel to participate in online meetings and respond to email correspondence related to defining and approving call center procedures in a timely manner.

**10. Signature**

Name: Robert Klaus

Title: President Patron Services & Software

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**11. Exhibits & Attachments**

The enclosed exhibits are provided to help demonstrate the depth of Unique's experience in providing library customer service via the phone and web-chat. A successful service is more than just answering the phone, it involves ensuring that the staff engaged in the process have all of the relevant information about the library at hand. Exhibit A is a *partial sample* of the instrument used by Unique in the implementation process to gather information about the library. In addition to having this information, a successful service requires a robust and proactive approach to Quality Assurance. Unique supervisory staff continually monitor and review customer service interactions to ensure that the patron experience is the highest possible. Exhibit B is an example of a scoring rubric used in evaluating customer service interactions handled by our team. The rubric evaluates the interaction across several different components including accuracy and hospitality. This process is carried out continually with results shared with individual team members to help ensure success.

Exhibit C is the resume for Melissa Fenton, Director of Customer Service & Implementation, who will serve as the overall project leader for implementation of service and ongoing customer support. Exhibit D is the resume for Ronald Kinzel, Director of Operations who will oversee the staffing, training and day to day operations to ensure the Library's interactions are completed with the highest quality.

Exhibit E is a basic daily staffing and cost projection for the library to deliver contact center services in-house at the same level as Unique and is provided for comparison and reference.

## Exhibit A: Sample Implementation Questions

### Privacy Policy

In order to discuss account information with patrons, Unique must identify if a caller has access to the account. Using the Table below, if an **Account Cardholder** (Patrons whose name is on the account) calls in, what access is permitted for the following scenarios:

	Preferred ID	Alternative ID (No Library Card Present)	No ID (Cannot verify either form of ID)
ID/Information Required (If any)	(Example: Library Card + Name, DOB Etc.)	(Example: Name + DOB, Phone Number, Etc.)	(Example: Name, DOB & Address or None-Accepted)
Level of Account Access*	(Example: Full Access)	(Example: Renew items only)	(Example: No Access)

**\*Account Access Levels are defined as followed:**

**Full Access:** Agents can disclose anything on the account within our scope of service, including (but not limited to: Fines/Fee Details, Title Names, CKO and Due Dates, Hold info, and Contact information. (Contact info will only be disclosed if permitted by the questions below.)

**Define a specific scope of access:** If patron can provide the accepted secondary ID information, they are allowed partial access to the account. This includes the ability to renew, place holds, and verify how many items are checked out to the account. If they are not permitted to access the account, you must specify what services/information we are not permitted to discuss. For example: No Disclosure of Title information, etc.

**No Access:** Patron cannot be provided with account information unless an exception is specified in this box (for example, Unique can renew items but not disclose title info etc. )

### Cards & Accounts

5. Please provide a list of all card (or patron types) currently in use along with their limits/restrictions.
6. What forms of photo ID and proof of address are acceptable to get a library card?
7. What is the card number and PIN of the Unique test library account for training purposes?
8. What is the Library's current default library card number format?
9. Are there any other card number formats in use by the library? If so, what are they?
10. Is there a default PIN (password) format for patron accounts? If so, what is it?
11. If a patron needs to reset their PIN/Password, what steps would they need to take?

12. Is Unique permitted to disclose a library card number to a patron? If so, what in what scenario and what Identifying information must be provided?
13. Is Unique permitted to disclose a PIN to a patron? If so, what in what scenario and what Identifying information must be provided?
14. Is Unique permitted to ask a patron for their PIN number in order to access their account online?
15. Are Unique agents permitted to update information on patrons accounts? If so, what information can be modified and what information would need to be provided by the patron in order to do so?
16. Are patrons eligible to register for a library card online? If so, what steps do they need to take?
17. Are there limits/restrictions for online registrations? If so what are they?
18. Do library cards expire? If so, how frequently?
19. Is Unique permitted to renew library cards? If so, what information must be provided by patron in order to do so?
20. What are the reasons for which a patron's account can be blocked?
21. If a patron contacts Unique to report that their library card is lost or stolen, how should Unique handle this scenario?
22. What is required to obtain a replacement library card? (e.g. required ID, replacement cost, etc.)



**Exhibit B: Sample Quality Assurance Rubric**

	<b>Agent Name:</b>		<b>Reviewer:</b>	
	<b>Call Date:</b>		<b>Call Time:</b>	
	<b>Call Reason</b>		<b>Library:</b>	
	<b>Question</b>	<b>Correct?</b>	<b>Points</b>	<b>Best Practices</b>
<b>Call Flow</b>				
<b>1</b>	Did the agent clearly and correctly state the greeting with a sincere and friendly tone?		0	
<b>2</b>	Did the agent understand the caller's need and make a specific offer of assistance?		0	
<b>3</b>	Did the agent ask clarifying/probing questions to better understand the caller's request/question?		0	
<b>4</b>	Did the agent communicate information to the caller clearly and efficiently?		0	
<b>5</b>	Did the agent use active listening skills to ensure the caller's stated and unstated questions were answered?		0	
<b>6</b>	Did the agent paraphrase what had been done for the caller and confirm any important details?		0	
<b>7</b>	Did the agent offer additional assistance?		0	
<b>8</b>	Did the agent end the call with a positive tone and farewell phrase?		0	
<b>Customer Care</b>				
<b>9</b>	Did the agent follow proper hold procedures? (Asks/warns caller before hold; thanks upon return)		0	
<b>10</b>	Did the agent avoid dead air (one or more instances, 20+ seconds each), self-talk, and filler noises?		0	
<b>11</b>	Did the agent control the pace of the call? (Did not rush caller, speak over the caller, or allow them to prolong call length unnecessarily)		0	
<b>12</b>	Did the agent speak confidently and use enthusiastic phrases?		0	

13	Was the agent courteous and respectful while speaking with a sincere and/or energetic tone?		0	
14	Did the agent take proactive steps to address the patron's concerns, requests, etc. in accordance with UMS and client scope of service?		0	
15	Did the agent use inclusive language to express that we are an extension of the library? (Can explain that we are answering service to de-escalate)		0	
<b>Procedural</b>				
16	Did the agent verify the caller's account according to the client's privacy policy?		0	
17	Did the agent use all available resources to answer the caller's questions accurately?		0	
18	Did the agent follow client and UMS policies and procedures?		0	
19	Did the agent follow the correct transfer guidance, providing all necessary information to library staff, while avoiding unnecessary transfers?		0	
20	Did the agent tag the call correctly?		0	
21	Did the agent record the patron's name and library card number?		0	
22	Did the agent send the correct canned message and fill it out properly?		0	
<b>Bonus Score</b>				
23	Did the caller offer positive feedback about the agent?		0	
24	Did the agent deescalate a situation with an upset caller?		0	
25	Did the agent express empathy and/or build rapport?		0	
26	Did the agent address the caller by their name and/or avoid gendered language?		0	

**Exhibit C**

# MELISSA G. FENTON

## **OCCUPATIONAL EXPERIENCE**

**Unique Management Services, Inc., Jeffersonville, IN** (May 2000 – Present)

### Director of Customer Service and Implementation

- Manage implementation and training for all UniqueChat and Live Answering clients.
- Manage day-to-day operations for all UniqueChat and Live Answering clients.
- Work closely with Operations to meet the customer service and quality control standards for Unique Chat and Live Answer services.

### Assistant Director of Customer Service

- Assist in the direction of the daily operations within the customer service department.
- Maintain 200 plus active clients.
- Develop and implement new business in the United States, Canada, the United Kingdom, Australia and New Zealand.
- Present and/or attend conferences and conventions worldwide.
- Conduct training for new clients and conduct customer relation visits worldwide
- Assist in the development of annual goals
- Assist in the service level of 1,600 plus active clients

### Customer Service Specialist

- Responsible for approximately 50 plus active clients, while implementing new business.
- Assist in the completion of the annual employee satisfaction survey and customer satisfaction survey.

**Debra Corn Agency, Scottsburg, IN** (October 1997 – April 2000)

### Case Coordinator

- Assist in supervision of full time case managers and fifteen to twenty five severely emotionally and physically challenged children.
- Frequent contact with licensed psychiatrists regarding children receiving psychotropic medication
- Frequent contact with Child Protective Services and Probation Offices throughout the state of Indiana.
- Conflict resolution between biological parents, children, and other family members.
- Personally responsible for a caseload of ten to fifteen severely abused children.
- Help in the promotion of the agency by displaying pamphlets and speaking with state personnel.
- Responsible for emergencies twenty-four hours a day, seven days a week.
- Researched and presented monthly ongoing training for staff and foster parents.

## **EDUCATION**

**Bachelor of Arts** in Psychology, Hanover College, Hanover, IN (1997)

**Exhibit D**

# RONALD K. KINZEL, JR

## OCCUPATIONAL EXPERIENCE

**Unique Management Services, Inc.**  
**October 2005 to Present**  
**Jeffersonville, IN**

Operations Director

Responsibilities include:

- Overseeing the management of all operations of the Production Department and Contact Center
- Ensuring that daily processing of Client submissions, updates and notice files are completed accurately.
- Ensuring that all consumer contacts are compliant with Federal, State, and local relevant collection laws while ensuring that all staff provide excellent customer service.
- Overseeing training and implantation of new processes.
- Ensures documentation of all processes is up to date and evaluates that all processes are in compliance with applicable regulations.
- Oversees all performance reviews for Contact Center and Production Departments.

Also held positions as Contact Specialist, Contact Center Team Leader, Contact Center Supervisor, Contact Center Manager.

**Parkland Hills Baptist Church**  
**December 2010**  
**Fischerville, KY**

**September 2005 to**

Pastor for Worship

- Oversaw planning of 3 weekly services each week.
- Directed Choir which performed monthly with two larger works each year.
- Oversaw the implementation of Children's music ministry.
- Preaching

**University of the Cumberlands**  
**August 2001 to July 2005**  
**Williamsburg, KY**

Campus Security Liaison

- Managed all after hour's entry to 8 women's and men's dormitories.
- Maintained records for all access to dormitories
- Directed private security personnel.
- Managed Campus Switchboard in the evenings.

---

## EDUCATION/PERSONAL

B.A. in Vocal Performance and Religion, The University of the Cumberlands, Williamsburg, KY (2003)

Two Years toward MDiv. In Worship, The Southern Baptist Theological Seminary, Louisville, KY (2005-2007)

**Exhibit E**

**Daily Staffing Projection for In-House Call Center**

(Based on estimate of 70,000 annual calls / 200 daily calls)

Agents on Duty: 3  
 Calls per Hour: 20  
 Average Call Duration: 2.75 minutes  
 Average Wait Time: **6 seconds**

Time	Calls	Intensity	Agents	Occupancy	Probability of wait time	Avg Wait Time (Sec)	Wait < tt
10:00 AM	20	0.9	3	31%	7%	6	94%
11:00 AM	20	0.9	3	31%	7%	6	94%
12:00 PM	20	0.9	3	31%	7%	6	94%
1:00 PM	20	0.9	3	31%	7%	6	94%
2:00 PM	20	0.9	3	31%	7%	6	94%
3:00 PM	20	0.9	3	31%	7%	6	94%
4:00 PM	20	0.9	3	31%	7%	6	94%
5:00 PM	20	0.9	3	31%	7%	6	94%
6:00 PM	20	0.9	3	31%	7%	6	94%
7:00 PM	20	0.9	3	31%	7%	6	94%

**Minimum Agents on Duty:**

**3 agents active 10am-8pm**

1-2 additional agents on duty required to cover breaks, meetings, and unscheduled down time. With only 2 agents on duty, average wait time will increase to 44 seconds.

**Total Projected Headcount:**

**7 FTEs**

**Estimated Cost per FTE (@ \$18/hour):**

**\$50,000 (wages, taxes & benefits)**

**Estimated In-House Contact Center Annual Staffing Cost:**

**\$350,000**

Does not include supervision, hardware, software, and other overhead.

**Unique Management Estimated Cost:**

**\$200,000**

Fully-managed service - staffing, supervision, hardware, software, training, and quality assurance all managed by Unique.

**WICHITA PUBLIC LIBRARY BOARD OF DIRECTORS**  
**Planning and Facilities Committee Agenda**  
**Wednesday, December 11, 2024, 1:00pm**  
Board Room / MS Teams  
Advanced Learning Library, 711 W 2<sup>nd</sup> St, Wichita, KS 67203

1. Call to Order
2. Maintenance MOU Update
3. Westlink Update
4. Rockwell Update
5. Angelou Update
6. Alford Update

To attend virtually:

**Microsoft Teams** [Need help?](#)

**[Join the meeting now](#)**

Meeting ID: 216 133 910 730

Passcode: NL2i2F

**WICHITA PUBLIC LIBRARY BOARD OF DIRECTORS**  
**Public Affairs Committee Agenda**  
**Thursday, December 12, 2024, 4:00pm**  
Board Room / MS Teams  
Advanced Learning Library, 711 W 2<sup>nd</sup> St, Wichita, KS 67203

1. Call to Order
2. Introductions
3. Update on November Media Activities
4. Advocacy Toolkit (drafted) Discussion
5. January Board Retreat Update
6. Other items from Committee Members

To attend virtually:

**Microsoft Teams**

[Join the meeting now](#)

Meeting ID: 284 931 457 868

Passcode: tfiukX



WICHITA PUBLIC  
**LIBRARY**



# Advocacy Toolkit

→ [wichitalibrary.org](http://wichitalibrary.org)



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## **Welcome & Introduction**

Thank you for your interest in advocating for and raising awareness of your Wichita Public Library. This toolkit outlines resources to help you promote the importance and value of Wichita Public Library. These tools have been compiled to make it easy to share your support for the Library with lawmakers, elected officials, friends, family, neighbors, and your community.

## **What is Advocacy?**

Advocacy:

- Informs people about library services and their value to the community
- Demonstrates how public library services improve the lives of people in Wichita
- Speaks to the vision, mission, and values of Wichita Public Library
- Ensures libraries have resources to continue to offer materials, programs, and services
- Secures a place at the table for library leaders where important funding and policy decisions are made, as well as leverages Wichita Public Library's

## **Advocacy IS...**

- Action
- Engagement
- Supporting a cause
- Defining specific issues
- A positive message
- Leading

### **Advocacy IS NOT...**

- Selling
- Marketing
- Begging
- Whining
- Letting someone else do it

Library advocacy ensures Wichita Public Library continues to have funding and governance to serve as a vital community resource for residents of Wichita. Regular and consistent advocacy with elected officials means there is a great change of the Library being top of mind when important decisions are made.

## **Mission**

Connect. Discover. Learn. Thrive.

## **Vision**

Inclusive. Responsive. Collaborative. Your library makes your community limitless.

## **Values**

Trust and service are City of Wichita values that influence our interactions and decisions. We recognize that Wichita Public Library, as a social institution, has a duty to advance equality through library services to ensure all residents experience a sense of belonging. To support this work, we are guided by the following values:

**Community:** We embrace our role as a community builder. Our services evolve to meet the needs of our residents.

**Diversity:** We respect, reflect, and value differences. Our services are inclusive and actively affirm the varied needs and interests of everyone.




**Opportunity:** We support curiosity, exploration, and learning for all individuals. We actively seek opportunities for our staff and community to learn, grow, and thrive.

## Key Statistics (2023)

- **17,135** open hours
- **247,335** people have a library card
- **636,800** library visitors
- **1,128,797** items in the Library collection
- **592,058** eMaterials borrowed
- **1,700,266** total checkouts
- **75,204** uses of public computers
- **123,114** WiFi sessions
- **1,281** free programs offered
- **43,535** people attended programs
- **7,017** items loaned to other libraries
- **4,700** items borrowed from other libraries

Wichita Public Library is a department of the City of Wichita. It is governed by a Library Board of Directors which sets strategy and policy for operations. The members of the Library Board of Directors are appointed by the Mayor and City Council. Wichita Public Library is primarily funded by tax dollars through the City of Wichita's general fund, but also receives additional funding for collection development and programming from two non-profit support organizations – Friends of the Wichita Public Library and Wichita Public Library Foundation.

## Current Elected Officials in Wichita

 A portrait of Lily Wu, a woman with long dark hair, wearing a white blazer over a black top, standing in front of an American flag.	<p><b>Lily Wu</b> <i>Mayor</i></p> <p>Email: <a href="mailto:lwu@wichita.gov">lwu@wichita.gov</a> Phone: 316-268-4331</p> <p>Library Board appointees: Sarah Balderas, Rose Mary Frame</p>
 A portrait of Brandon Johnson, a man with a beard and mustache, wearing a blue suit, white shirt, and patterned tie, standing in front of an American flag.	<p><b>Brandon Johnson</b> <i>City Council Member, District I</i></p> <p>Email: <a href="mailto:bjjohnson@wichita.gov">bjjohnson@wichita.gov</a> Phone: 316-268-4331</p> <p>Library Board appointees: TaDonne Neal</p>
 A portrait of Becky Tuttle, a woman with blonde hair, wearing a grey blazer over a black top, standing in front of an American flag.	<p><b>Becky Tuttle</b> <i>City Council Member, District II</i></p> <p>Email: <a href="mailto:btuttle@wichita.gov">btuttle@wichita.gov</a> Phone: 316-268-4331</p> <p>Library Board appointees: Donna Douglas, Chuck Schmidt</p>



**Mike Hoheisel**

*City Council Member, District III*

Email: [mhhoheisel@wichita.gov](mailto:mhhoheisel@wichita.gov)

Phone: 316-268-4331

Library Board appointees: Lauren Hirsh, Shelby Petersen



**Dalton Glasscock**

*City Council Member, District IV*

Email: [dglasscock@wichita.gov](mailto:dglasscock@wichita.gov)

Phone: 316-268-4331

Library Board appointees: Dr. Justin Henry, Karyn Shorter



**J.V. Johnston**

*City Council Member,  
District V*

Email: [jvjohnston@wichita.gov](mailto:jvjohnston@wichita.gov)

Phone: 316-268-4331

Library Board appointees: Michelle Garrett, Susie Ternes



Maggie Ballard  
City Council Member, District VI

Email: [mballard@wichita.gov](mailto:mballard@wichita.gov)

Phone: 316-268-4331

Library Board appointees: Jonathan Winkler, Robin  
Templin



## **Library Board of Directors**

The Library Board of Directors is comprised of 14 members appointed by the Wichita City Council. Members are appointed for two-year terms and may serve a total of eight consecutive years.

### **Meeting Schedule**

Library Board of Directors meetings are held at noon on the third Tuesday of each month at the Advanced Learning Library, unless otherwise noted in the agenda. Meetings are open to the public.

### **Agendas & Minutes**

To see a complete list of current and past agendas and meeting minutes, visit [www.wichitalibrary.org/about/pages/board-of-directors.aspx](http://www.wichitalibrary.org/about/pages/board-of-directors.aspx)

## Advocacy Contact List

### State Senators



#### District 25

Senator Mary Ware (D)

Email: [mary.ware@senate.ks.gov](mailto:mary.ware@senate.ks.gov)

Phone: 785-296-7391

Home Address: 1444 N. Perry, Wichita, KS 67203



#### District 26

Senator Dan Kerschen (R)

Email: [dan.kerschen@senate.ks.gov](mailto:dan.kerschen@senate.ks.gov)

Phone: 785-296-7353

Home Address: 645 S. 263 W., Garden Plain, KS 67050



**District 27**

Senator Chase Blasi (R)

Email: [chase.blasi@senate.ks.gov](mailto:chase.blasi@senate.ks.gov)

Phone: 785-296-7394

Home Address: 1746 N. Blackstone Ct., Wichita, KS  
67235



**District 28**

Senator Mike Petersen (R)

Email: [mike.petersen@senate.ks.gov](mailto:mike.petersen@senate.ks.gov)

Phone: 785-296-7355

Home Address: 2608 Southeast Drive, Wichita, KS  
67216



**District 29**

Senator Oletha Faust-Goudeau

Email: [oletha.faust-goudeau@senate.ks.gov](mailto:oletha.faust-goudeau@senate.ks.gov)

Phone: 785-296-7387

Home Address: PO Box 20335, Wichita, KS 67208



**District 30**

Senator Renee Erickson (R)

Email: [renee.erickson@senate.ks.gov](mailto:renee.erickson@senate.ks.gov)

Phone: 785-296-7476

Home Address: 26 N. Cypress Dr., Wichita, KS 67206



**District 31**

Senator Carolyn McGinn (R)

Email: [carolyn.mcginn@senate.ks.gov](mailto:carolyn.mcginn@senate.ks.gov)

Phone: 785-296-7377

Home Address: PO Box A, Sedgwick, KS 67135

## State House of Representatives



### House District 81

Representative Blake Carpenter (R)

Email: [blake.carpenter@house.ks.gov](mailto:blake.carpenter@house.ks.gov)

Phone: 785-291-3500



### House District 83

Representative Henry Helgerson (D)

Email: [henry.helgerson@house.ks.gov](mailto:henry.helgerson@house.ks.gov)

Phone: 785-296-7668

Home Address: 12 East Peach Tree Lane,  
Eastborough, KS 67207



**House District 84**

Representative Ford Carr

Email: [ford.carr@house.ks.gov](mailto:ford.carr@house.ks.gov)

Phone: 785-296-7649

Home Address: PO Box 20606, Wichita, KS 67208



**House District 85**

Representative Patrick Penn (R)

Email: [patrick.penn@house.ks.gov](mailto:patrick.penn@house.ks.gov)

Phone: 785-296-7473

Home Address: 2250 N. Rock Rd. Ste. 118-193,  
Wichita, KS 67226



**House District 86**

Representative Silas Miller (D)

Email: [silas.miller@house.ks.gov](mailto:silas.miller@house.ks.gov)

Phone: 785-296-7631

Home Address: 203 S. Lorraine, Wichita, KS 67211



**House District 87**

Representative Susan Estes (R)

Email: [susan.estes@house.ks.gov](mailto:susan.estes@house.ks.gov)

Phone: 785-296-7388

Home Address: PO Box 781244, Wichita, KS 67278





**House District 88**

Representative Sandy Pickert (R)

Email: [sandy.pickert@house.ks.gov](mailto:sandy.pickert@house.ks.gov)

Phone: 785-296-5016

Home Address: 8434 E. Mt. Vernon Ct., Wichita, KS 67207



**House District 89**

Representative KC Ohaebosim (D)

Email: [kc.ohaebosim@house.ks.gov](mailto:kc.ohaebosim@house.ks.gov)

Phone: 785-296-7684

Home Address: PO Box 21271, Wichita, KS 67208



**House District 90**

Representative Carl Maughan (R)

Email: [carl.maughan@house.ks.gov](mailto:carl.maughan@house.ks.gov)

Phone: 785-296-1754

Home Address: PO Box 75, Colwish, KS 67030



**House District 91**

Representative Emil Bergquist (R)

Email: [emil.bergquist@house.ks.gov](mailto:emil.bergquist@house.ks.gov)

Phone: 785-296-7681

Home Address: 6430 N. Hydraulic, Park City, KS 67219



**House District 92**

Representative John Carmichael (D)

Email: [john.carmichael@house.ks.gov](mailto:john.carmichael@house.ks.gov)

Phone: 785-296-7650

Home Address: 1475 N. Lieunett, Wichita, KS 67203



**House District 93**

Representative Brian Bergkamp (R)

Email: [brian.bergkamp@house.ks.gov](mailto:brian.bergkamp@house.ks.gov)

Phone: 785-296-1177

Home Address: 2118 S. Wheatland, Wichita, KS 67235



**House District 94**

Representative Leo Delperdang (R)

Email: [leo.delperdang@house.ks.gov](mailto:leo.delperdang@house.ks.gov)

Phone: 785-296-7663

Home Address: 2108 N. Pintail, Wichita, KS 67203



**House District 95**

Representative Tom Sawyer (D)

Email: [tom.sawyer@house.ks.gov](mailto:tom.sawyer@house.ks.gov)

Phone: 785-296-7567

Home Address: 1041 S. Elizabeth, Wichita, KS 67213



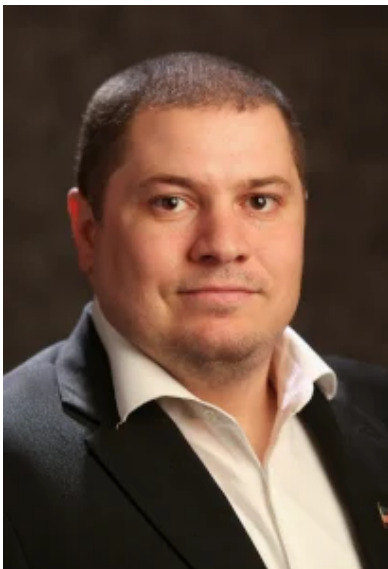
**House District 96**

Representative Tom Kessler (R)

Email: [tom.kessler@house.ks.gov](mailto:tom.kessler@house.ks.gov)

Phone: 785-296-8610

Home Address: 4560 S. Washington, Wichita, KS 67216



**House District 97**

Representative Nick Hoheisel (R)

Email: [nick.hoheisel@house.ks.gov](mailto:nick.hoheisel@house.ks.gov)

Phone: 785-296-7689

Home Address: 3731 W. Angel St., Wichita, KS 67217



**House District 98**

Representative Cyndi Howerton (R)

Email: [cyndi.howerton@house.ks.gov](mailto:cyndi.howerton@house.ks.gov)

Phone: 785-296-7468

Home Address: 1400 E. 59th Ct. S., Wichita, KS 67216



**House District 99**

Representative Susan Humphries (R)

Email: [susan.humphries@house.ks.gov](mailto:susan.humphries@house.ks.gov)

Phone: 785-296-7699

Home Address: 8 Sagebrush St., Wichita, KS 67230



**House District 100**

Representative Dan Hawkins (R)

Email: [dan.hawkins@house.ks.gov](mailto:dan.hawkins@house.ks.gov)

Phone: 785-296-2302

Home Address: 9406 Harvest Ln., Wichita, KS 67212

## Sedgwick County Elected Officials

	<p><b>Sedgwick County District 1</b></p> <p>Commissioner Pete Meitzner</p> <p>Email: <a href="mailto:pete.meitzner@sedgwick.gov">pete.meitzner@sedgwick.gov</a> Phone: 316-660-9300</p>
	<p><b>Sedgwick County District 2</b></p> <p>Commissioner Sarah Lopez</p> <p>Email: <a href="mailto:sarah.lopez@sedgwick.gov">sarah.lopez@sedgwick.gov</a> Phone: 316-660-9300</p>
	<p><b>Sedgwick County District 3</b></p> <p>Commissioner David Dennis</p> <p>Email: <a href="mailto:david.dennis@sedgwick.gov">david.dennis@sedgwick.gov</a> Phone: 316-660-9300</p>
	<p><b>Sedgwick County District 4</b></p> <p>Commissioner Pete Meitzner Commissioner Ryan Baty</p> <p>Email: <a href="mailto:ryan.baty@sedgwick.gov">ryan.baty@sedgwick.gov</a> Phone: 316-660-9300</p>
	<p><b>Sedgwick County District 5</b></p> <p>Commissioner Jim Howell</p> <p>Email: <a href="mailto:jim.howell@sedgwick.gov">jim.howell@sedgwick.gov</a> Phone: 316-660-9300</p>



## Advocacy Calendar (2024)

<b>January</b>	
<b>February</b>	
<b>March</b>	
<b>April</b>	
<b>May</b>	
<b>June</b>	
<b>July</b>	
<b>August</b>	
<b>September</b>	
<b>October</b>	
<b>November</b>	
<b>December</b>	

## What You Can Do

When library issues arise in public policy debates, library advocates should be ready to reach out to their public officials and share your expectation they will protect our libraries and our rights.

1. **Get to know your state and local elected officials.** Do not wait until you need something to connect. Kansas officials are accessible and want to meet with local constituents to better understand their needs and concerns.
2. **Do your homework.** Reach out to Wichita Public Library or the Kansas Library Association for background on specific issues and how best to frame your message.
3. **Know your audience.** Research positions of elected officials in advance. Understand what they care about and consider how your request aligns.
4. **Contact elected officials personally if possible.** A meeting is better than a phone call, a phone call is better than an email, and an email is better than not connecting.
5. **Always start with a thank you.** Find something the elected official has recently supported which has a positive community impact and thank them for that.
6. **Keep it brief.** Share the most important facts and the few best arguments.
7. **Make it personal.** Explain how the issue impacts you and your family/friends.
8. **Make a clear request.** Ask them to specifically support or oppose legislation, for help to change the legislation, or invite them to attend an event to learn more about a particular issue.
9. **Be polite, but direct,** and try to get a commitment to support the library and your position.

10. **Follow up.** Once the issue is resolved, make sure to thank those who supported the library, and commit to reconnecting with those who did not.

## Talking Points

The following talking points were created for you to use in conversation about Wichita Public Library.

### **Is the Library a city department?**

Yes, the Wichita Public Library is a department of the City of Wichita. The Library receives about \$10 million annually from the City's general fund for operating expenses, including employee salaries.

### **Does the Library have support organizations?**

Yes, the Library has three support organizations:

1. The **Wichita Public Library Foundation** is a 501(c)(3) organization that seeks private charitable support to create young readers, ensure digital inclusion, and provide equitable access to information. Its sole purpose is to create a margin of excellence at the Wichita Public Library.
2. The **Friends of the Wichita Public Library** is a volunteer 501(c)(3) organization that fulfills its mission of service, advocacy, and support by using the money raised through memberships, donations, and the bookstore and book sales to support the Library.
3. The **Wichita Genealogical Society** facilitates the gathering of genealogical and family history information to researchers, and supports the local history and genealogy department of the Wichita Public Library.

### **How do libraries support workforce development?**

The Library impacts the local economy and workforce development by providing resources to build marketable job skills, hosting computer training, providing small business and nonprofit development programming, and much more.

### **How do libraries help students succeed in school?**

Your Library supports students and curriculum at all educational levels, from early literacy to college. Recently, the Library adopted a strategic agenda that specifically focuses on improving early childhood literacy so that children are positioned for success when they begin school.

### **How do libraries support digital inclusion?**

The Library bridges the gap for digital inclusion by providing free public access to computers and free wifi at all locations. The Library also lends out wireless hotspots and provides specialized programming focused on digital skills to help customers navigate the changing landscape of technology.

### **How do libraries help residents achieve their goals?**

Public libraries are the hearts of the communities they serve. They are innovative places that help people achieve their goals by connecting them to community resources, letting them discover new resources and services, empowering them to learn new skills through books and programs, and helping them thrive in every aspect of their life.

## Strategic Agenda Highlights

In 2023, the Wichita Public Library embarked on a journey to craft a strategic agenda that not only aligns with the diverse needs of the community but also harnesses the organization's distinct resources to generate meaningfully empowered residents. Through extensive focus groups, interviews, and an immersive design-thinking workshop, insights were gathered that serve as the bedrock for both strategic drivers and the creation of a dynamic agenda that translates vision into reality.

### Challenges

1. **Literacies:** How can the Library be engaged and impactful with literacies to improve the collective success and embolden Wichitans to connect, discover, learn and thrive?
2. **Awareness:** How can the Library raise awareness of services and resources so the Library can play a greater role in the future as a welcoming and low-barrier place to access resources for residents and connect partners in the community?
3. **Partnerships:** How can the Library amplify and create strategic partnerships to have an impact on key community issues, challenges, and opportunities?

### Strategic Drivers

1. **Advance literacies for life to empower residents.**
  - a. Improve early childhood literacy
  - b. Address low literacy for adults
  - c. Increase digital literacy

- d. Increase literacies in other areas of empowerment
- e. Support literacy creators

**2. Elevate awareness of library resources to empower residents.**

- a. Invest in diverse marketing and engagement strategies
- b. Expand technology applications to reach diverse populations
- c. Leverage expertise of library staff
- d. Reduce barriers for library service access
- e. Develop multiple options for customers to access information

**3. Build partnerships to expand impact**

- a. Develop strategic partnerships
- b. Amplify impact of advocates
- c. Dedicate staff to building community partnerships
- d. Define partnership expectations

## **Media Report November 2024**

November 13: KSN (“Wichita-area Libraries have blood pressure kits for checkout”)

November 15: KWCH (“Blood pressure kits available at Wichita-area libraries”)