



Date: May 14, 2018  
To: Rapid City Public Library Board of Trustees  
From: Sam Slocum and Lisa DaSilva, Librarian Is  
Re: 1st Quarter Statistics

### **Summary**

The library saw several increases during the first quarter, including the circulation of library materials, entry, new borrowers, and patron contacts. DVDs, digital circulation, computers, and wireless access continued to be popular services. Compared to the first quarter of 2017, use of many services is up because of remodeling that limited access to the library last year. Decreases occurred in drive up window use, audiobook circulation, and database access.

### **Material Use**

Print material circulation was up 16% and periodical use increased by 31%. Total circulation of library materials at both locations increased by 28% and circulation of materials at the General Beadle partner library alone increased by 36%. An increase of 52% was seen in DVD use; however, audiobook checkouts were down by 9%. Digital circulation also increased 2% and digital video and eBook use was up by 6%.

### **Library Access**

New borrowers increased by 3% over the same period last year. Library entries are up 27%, which amounts to 21,877 more patrons entering the library this quarter. Downtown library visits increased 24%, while North library visits increased 52%.

Drive up window use decreased by 48% compared to the first quarter of 2017, when the main floor of the library was closed for renovation. At that time an influx of patrons were using the window for access. Website visits decreased minimally at less than half a percent.

Online reference contacts including instant messages, texts, and emails have increased 49% since 1st quarter 2017. There was a 114% increase in social networking contacts, which amounts to 18,465 more contacts, helping overall patron contacts to increase by 58%.

Computer use increased 50% at both locations combined, however General Beadle computer use only increased 3% compared to the 246% increase that occurred downtown. This was due to the first floor computers being inaccessible because of remodeling that took place during the first quarter of 2017. The library began circulating laptops at this time as an alternative to the desktop computers on the first floor. Laptop use increased 35% during the first quarter of 2018 despite access to all public computers being restored. Library patrons spent nearly 60,000 hours using our wireless internet.

Several databases saw increases in use including Newsbank, Universal Class and American Indian Experience, however, overall database access was down 28% this quarter. Much of the decrease comes from the State Library's elimination of the popular Tumblebooks children's picture book resource, which has been replaced by BookFlix. Tumblebooks had a little over two thousand uses during the first quarter of 2017, while BookFlix has only had slightly over 200 uses so far this year. The State Library also replaced the language database Mango with Pronunciator which has seen about one third of the use that Mango did. We are marketing the new databases on an ongoing basis.



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