



**DOWNTOWN LIBRARY**  
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**NORTH PARTNER LIBRARY**  
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[RAPIDCITYLIBRARY.ORG](http://RAPIDCITYLIBRARY.ORG)



Date: August 12, 2019  
To: Rapid City Public Library Board of Trustees  
From: Sam Slocum, Librarian I  
Re: 2nd Quarter Statistics

**Summary:** During the second quarter, there were increases in circulation, interlibrary loans, reference questions, database access, downtown events and attendance, and patron contacts. Decreases were seen in borrowers and General Beadle events and attendance.

### **Operations/Library Services**

The total number of library borrowers decreased by 10% during the second quarter due to the annual purge of expired patron accounts. Out-of-county borrowers increased by 16% with the use of vouchers provided by Ellsworth Air Force Base. Use of library databases increased by 78% due to the incorporation of digital archives into the statistics and the anniversary of the 1972 Flood.

Entry to the libraries increased 29% from 2018; this can be attributed to more accurate door count equipment installed in November 2018. Patrons asked over 2,000 more reference questions during the second quarter, a 131% increase; directional questions and other patron contacts increased by 58%. These increases are directly related to staff's use of a more efficient statistics tracking site; the ease of using this site was immediately reflected by increased consistency of reporting.

### **Collections**

Overall, circulation was up 4%, which amounted to over 6,000 more items being checked out. Checkout of physical materials was also up by 4% and use of digital materials increased by just over 3%. Interlibrary loans increased 24% due to material sharing within the Black Hills Library Consortium.

### **Public Awareness and Customer Relations**

The number of events held at the downtown library increased by 13%, but dropped 12% at the General Beadle library. As a result, downtown event attendance increased by 9% and General Beadle attendance was down 14%. Overall, social networking engagement increased and with updated statistics definitions we will be able to report a more accurate view of these trends in future months.