



DOWNTOWN LIBRARY
610 QUINCY ST. | RAPID CITY, SD 57701 | 605.394.4171

NORTH PARTNER LIBRARY
10 VAN BUREN ST. | RAPID CITY, SD 57701 | 605.716.4098

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DIRECTOR'S REPORT MARCH 2020

COMMUNITY, GOVERNMENTAL, AND INTERLIBRARY RELATIONS:

The library participated in Elevate Rapid City Chamber's Business to Business Expo showcasing the tools in the makerspace that can support local businesses. Examples of iron-ons, custom laser engraved and cut items as well as 3D prints were available for attendees to examine and consider the potential for personalizing for their own use.

Library staff were invited to have a presence at Ellsworth Airforce Base's Cabin Fever event this month. While working on an activity with the children of Air Force personnel, the library promoted reciprocal borrowing with Sturgis Library and the remaining vouchers at the Family Readiness Center to the parents.

The library once again achieved state accreditation at the Exemplary level, the highest level possible. This accreditation is valid through the end of 2022.

The downtown library will host Census help sessions weekly beginning in April. Census workers will work hands-on with individuals to complete their online census forms.

NEW SERVICES:

A new Dial-a-story service is available, to have a pre-recorded picture book read to them by library storytellers. These stories will change weekly and will give youngsters in our community access to library and early literacy resources on demand. We will monitor the use and effectiveness of this service over the coming year.

Reserve, the new meeting and study room booking software, went live on February 25. Patrons and staff can place reservations through a user-friendly online portal that guides them through the process. An intuitive, self-service app is located at each study room for on-demand room booking; users can also see all 4 study rooms' schedules for the day to find an available time slot of their choosing.

A mobile printing service went live on February 1. In the first two weeks, 37 users sent 97 print jobs to the library's downtown printers. The new service continues to grow in popularity as word-of-mouth spreads of its easy to use, anywhere ability.



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STAFF TRAINING AND DEVELOPMENT:

This month staff trained on a variety of topics including “Newsbank Database Training”, “1000 Books Before Kindergarten: Early Literacy” and “From Compassion to Action: Serving those with Mental Health Challenges in the Library”.

Staff trained on the Reserve meeting room booking application in advance of the go live date; five hands-on opportunities were provided to staff, to answer any questions they may have and explain the features of this new service.

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A [Gallup poll](#) from December 2019 identified that visiting a public library is the most highly rated item in a ranking of American’s leisure and activities, with people aged 18-29 most likely to visit a library.

We are keeping up with current news regarding the coronavirus, and will continue to encourage staff not to come to work if they are unwell.

Thanks to Sean, Sam, and Lisa for managing operations in my absence.

MEDIA COVERAGE:

January 21, 2020 – [WebJunction Social Media Mention](#)

February 14, 2020 – [KOTA News Coverage – Unique Resources at the Rapid City Public Library](#)

February 14, 2020 – [KEVN News Coverage – Vinyl Cutter](#)

February 18, 2020 – [Newscenter1 Coverage – CHAOS Makerspace City Council Presentation](#)

February 26, 2020 – KOTA Live Noon Show – New Technology Streamlines Services

February 28, 2020 - Vermillion Plain Talk Mention - [Newly Accredited Public Libraries Honored In Capitol Rotunda](#)

February 28, 2020 - Rapid City Journal Social Security Seminar Event Promotion – [Seminar Addresses Social Security Topics](#)

March 2, 2020 - [KOTA News Coverage – Dial a Story Service](#)



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