

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

RAPIDCITYLIBRARY.ORG



DIRECTOR'S REPORT APRIL 2020

COMMUNITY, GOVERNMENTAL, AND INTERLIBRARY RELATIONS:

Staff have been using the 3D printers to print face masks for the RC Fire Department's paramedics. We are also printing strap extenders for hospital staff; these devices allow face mask straps to be pulled towards the back of the head, relieving strain on the ears. We appreciate the collaboration with the Fire Chief in coordinating these efforts.

The Mayor and city department directors met daily from March 16 to April 8; I have been participating in those meetings either in person or by conference call. Emergency Management and Council leadership have also been involved in the meetings. The meetings will now take place twice a week, with the understanding that we may need to increase their frequency again as the situation evolves.

The library will lose an estimated 9,700 community contacts and promotional opportunities due to the multiple events that have either been postponed or canceled due to community social distancing. The Youth and Family Services Kids Fair has been postponed until November. The SDSMT Cultural Expo, Youth and Family Services Community Resource Expo, Community Services Connections, General Beadle Cultural Night, Rapid Valley Elementary STEAM Night, North Middle School Parent Night and Rapid Valley STREAM Night have all been cancelled. In addition, library staff typically visit almost every Rapid City Area elementary and middle school in April to promote the Summer Reading program; while this will not happen due to school closures, we are looking at ways to promote Summer Reading virtually.

We have made 10 laptop computers available to the city's IT department to be used by employees at other departments who have staff working from home.

Library Associate Stephanie Smith suggested giving our daily newspapers to the Hope Center while the library is closed; the Hope Center was very appreciative of this. Unfortunately, this initiative was short-lived, as the Hope Center closed their facility on April 3, and provided their services via windows only. The newspapers were donated to WAVI after that.

We have called several community organizations (Cornerstone Mission, WAVI, etc.) to see if they would like collections of books donated to the library to assist their clients at this time; however, none of these organizations are currently accepting donations.



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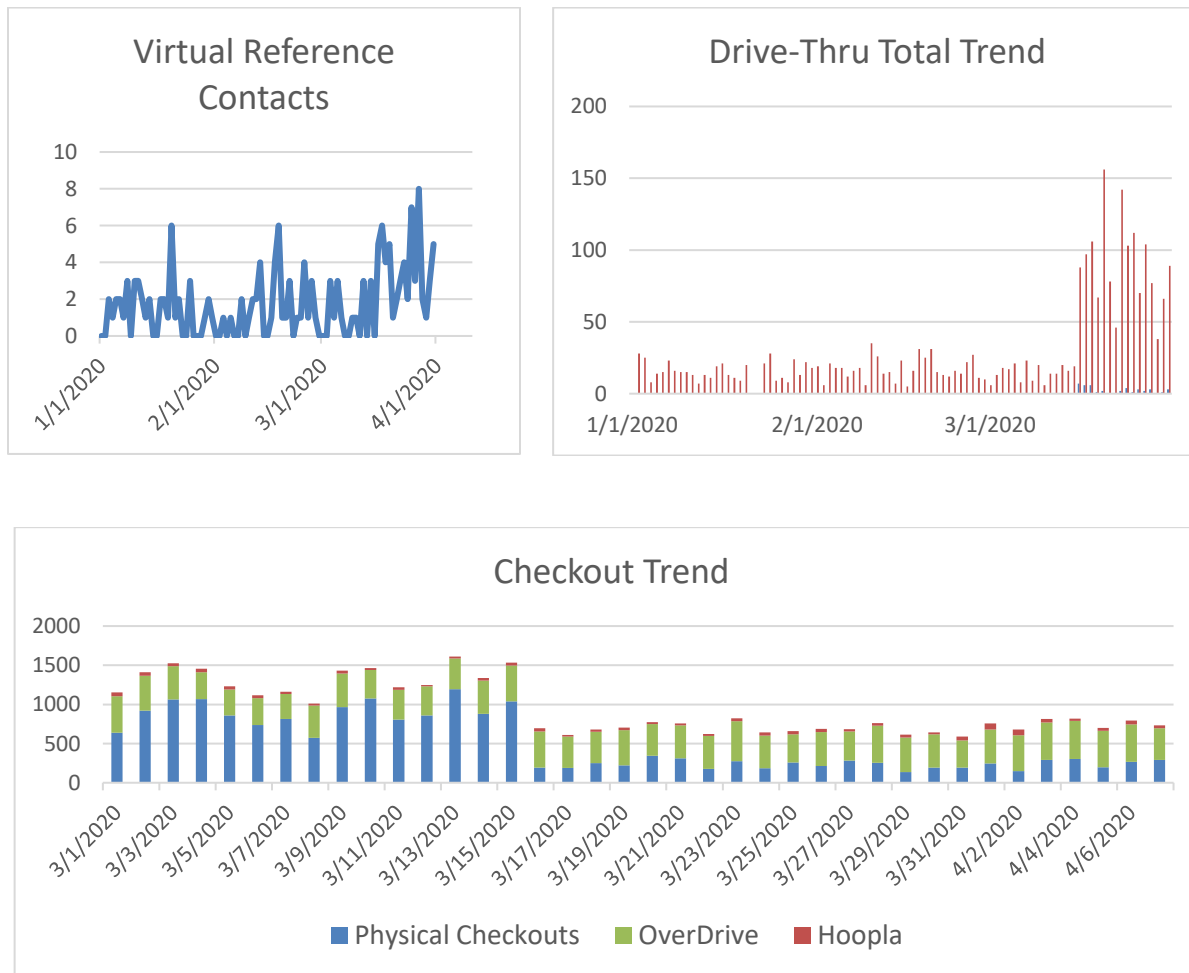
STAFF TRAINING AND DEVELOPMENT:

All staff attended a harassment training on March 13 presented by the City Human Resources Department. Supervisors attended the Library 2.0 Mini Conference “Libraries Stepping Up! Serving the Needs of the Communities in Crisis”.

Due to the ongoing COVID situation, we made the difficult decision to cancel this spring’s mini conference for librarians throughout the Black Hills; we anticipate offering the conference again in the spring of 2021.

NEW SERVICES:

While we have not yet implemented new services during this crisis, we are grateful for the services already in place which are helping to provide a level of service to our community. Use of the drive-thru window, automatic renewals, eBooks and eAudios, and mobile printing are some of the most heavily used services. In March, there were 106 calls to the new Dial-a-Story service, and we have also begun Storytime Shorts, a video storytime series posted on Facebook.



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Most of our efforts over the past month have been related to the COVID-19 crisis. We are extremely fortunate to be able to provide services on a limited basis through our drive-thru window and multiple digital services. A summary of some of the efforts and services include:

- Extended 2,200 accounts that would have expired in March, April, and May. This will allow those users more time to update their account information, and to still access digital items and databases while the library is closed
- Due dates for all checked-out items was extended to April 17. The library's three remote book return boxes are being promoted for convenient return of materials
- We are issuing library cards through the drive thru window. This was not previously offered due to the time it takes per transaction
- Staff remain available to assist patrons by phone, text, or email during library hours
- We will offer our popular 'Book a Librarian' sessions through teleconference
- We have developed virtual story time sessions, to be presented on Facebook Live
- We imposed a five-day 'quarantine' on returned library materials; they are being isolated before being re-shelved in order to minimize the spread of the virus

On March 16, with operations taking place just at the drive-thru window, we cut to five library staff on duty, with the remaining staff using leave. However, based on demand and the need to provide virtual services, we added three staff back into the schedule as of April 5; this scheduling was done based on union seniority.

MEDIA COVERAGE:

March 2, 2020 KOTA News Coverage: [Dial-A-Story Comes to Rapid City Public Library](#)

March 2, 2020 KEVN News Coverage: [Dial-A-Story comes to Rapid City Public Library](#)

March 11, 2020 Rapid City Journal Mention: [Local Officials Urge Calm After Report of Local Coronavirus Death](#)

March 11, 2020 Newscenter1 Mention: [City of Rapid City Hosts Conference in Wake of Coronavirus Spread](#)

March 11, 2020 Rapid City Journal Mention: [Precautionary Measures and Cancellations Due to Coronavirus](#)

March 11, 2020 Rapid City Journal Coverage: [Library Introduces Dial-a-Story](#)

March 18, 2020 KOTA News Coverage: [Rapid City Public Library Closes Facility but Drive-Thru Still Open](#)

March 18, 2020 KEVN News Coverage: [Rapid City Public Library Closes Facility, but Drive-Thru Still Open](#)

March 19, 2020 KOTA News Mention: [Rapid City to Have Updates on COVID-19 on City Website](#)

March 19, 2020 KEVN News Mention: [Rapid City to Have Updates on COVID-19 on City Website](#)

March 22, 2020 Newscenter1 Coverage: [Rapid City Library Utilizes Drive-Thru to Continue Providing Services](#)

March 24, 2020 KOTA Live Morning Show: Drive-thru Coverage

March 25, 2020 KOTA Live Noon Show: Library from Home

March 27, 2020 Mayor's Press Conference: [YouTube](#)

March 31, 2020 Mayor's Press Conference: [YouTube](#)



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