



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

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Date: August 10, 2020  
To: Rapid City Public Library Board of Trustees  
From: Sam Slocum, Librarian I  
Re: 2nd Quarter Statistics

**Summary:** During the second quarter of 2020, there were increases in drive-thru use, borrowers, and digital circulation. Decreases were seen in entry, patron contacts, database and website access, physical circulation, and library events.

### **Library Services**

Due to COVID-19 the partner library at General Beadle Elementary closed on March 13 per directive of the school district, and its operation as a public library formally ended July 12. Except for drive-thru and virtual services, the downtown library building closed to the public on March 16 and reopened on June 1; this essentially limited patrons' access to full library services for two-thirds of the second quarter.

Entry to the library decreased 91% over the same period in 2019; however, drive-thru use increased 634% which amounted to 8,782 patrons using drive-thru services.

The total number of library borrowers increased by 5%. In response to the Covid-19 crisis, the library began providing online registrations which allowed new patrons to access services such as databases and digital collections without visiting the library.

Overall, patron contacts were down but library staff still answered over 800 reference questions and had almost 7,000 total interactions with the public. Use of library databases decreased by 45% and visits to the library's website decreased by 32%.

### **Collections**

Downloads of digital materials such as eBooks, eAudio, and streaming video increased by 15% over the same period in 2019, however, checkouts of physical library materials decreased by 55%.

### **Events and Outreach**

In order to provide events and activities in a socially responsible manner, the library held 33 virtual events with 7,393 attendees. Although these were surprisingly strong attendance numbers, the overall number of events decreased by 72% and event attendance decreased 49%.

The library had over 40,000 social networking engagements using our various platforms for promotion and education – YouTube, Facebook, Instagram, and Pinterest. Many people used social media to express appreciation that the library maintained service throughout the pandemic.