



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

[RAPIDCITYLIBRARY.ORG](http://RAPIDCITYLIBRARY.ORG)



## **DIRECTOR'S REPORT NOVEMBER 2020**

### **COMMUNITY, GOVERNMENTAL, AND INTERLIBRARY RELATIONS:**

A local technology business owner gave the library a 5-star review on Google, saying *'I just discovered the most amazing tech resource gem in Rapid City!!! Carrie and her team helped my kids 3D print some really cool Hex designs and were excited to keep learning this technology!!'*

### **NEW SERVICES:**



The aquarium in the book sale area has been revamped with a new look and bright new fish. We have contracted with Living Trends from Yankton to maintain the aquarium quarterly; they will also begin maintaining the aviary in the near future.

The programs used for computer reservations, print management, and mobile printing are in the process of being replaced with a more user- and staff-friendly system. The new system will allow for credit or debit card use at the printers, so we anticipate less staff intervention for manual payments. City IT is helping with the implementation process, with installation anticipated in mid-December. Staff will be able to get their hands on a test system before it launches, and the company representative will be on-site for additional training.

### **STAFF TRAINING AND DEVELOPMENT:**

A number of new staff members will join us in November:

- Dakota Baker, Events Library Associate II. Dakota has significant event planning and facilitation experience, working with organizations such as the Badlands National Park and the town of Luray Virginia.
- Chris Pappas, Library Associate I. Chris has worked in a community college library, and also has his Master of Library Science degree.
- Laura Kroeker, Library Associate I. Laura comes to us from Sioux Falls, where she has worked in an academic library.
- Christine Waller, Library Associate I. Christine brings significant education experience to our team, both as a public school teacher and as Education Coordinator at the Journey Museum.

We look forward to Dakota, Chris, Laura, and Christine joining our team!

At this time of year, all staff complete an annual review of winter weather safety tips. This year, those safety tips come courtesy of the [National Weather Service](#). Staff have also been encouraged to sign up for the city and county snow alert messaging system. This training was very timely, as it came just before our first significant snow of the year.

#### **DIRECTOR'S REPORT:**

We have started stricter enforcement of masks in the library. We are doing this because of the mayor's mask mandate in city buildings and from CDC guidance. Face coverings must be masks; we no longer allow bandanas, scarves, etc. The CDC also advises against face shields and masks with valves. Some of the additional measures include:

- No meeting room bookings; groups that are currently booked through November may hold their meetings in the largest room available, with appropriate social distancing and face masks
- In-person Book a Librarian sessions are halted; Zoom sessions will continue
- No proctoring or notary services
- Water fountains have been turned off
- More plexiglass dividers have been ordered for staff work areas
- Additional areas for staff breaks have been identified, to ensure social distancing
- Staff meetings by videoconference rather than in-person
- Per the Mayor's guidelines, staff who can work at home will do so as much as possible

We hope that the current situation will ease soon, and we can once again resume 'normal' library operations. However, we continue to be cheered by the many patrons who thank us and appreciate our safety precautions. And staff member Becky said *'I really really appreciate everything you guys are doing to keep us as safe as possible. I honestly don't think there's any other customer service type job in town that I would feel safe at, but I do genuinely feel as safe as you can probably feel while working in a pandemic here at the library. So thank you!'*

In order to ensure the safety of the public and staff, the library will operate at the drive-thru only on Election Day; per the Auditor's office, they cannot require voters to wear masks. Library staff will work behind the scenes that day to operate the drive-thru, answer phone and online inquiries, and move and re-organize collections.

#### **MEDIA COVERAGE:**

- October 8, 2020 KOTA Focus Radio Interview – Educational resources for kids, virtual events, Consumer Reports, 1000 Books Before Kindergarten, drive-thru access and digital library.
- October 26, 2020 Rapid City Journal Mention and Photo – [Mayor Allender announces masks mandate in city facilities](#)
- October 28, 2020 KOTA Live Noon Show – Fall Reader's Advisory