



DOWNTOWN LIBRARY
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RAPIDCITYLIBRARY.ORG



DIRECTOR'S REPORT JANUARY - FEBRUARY 2021

COMMUNITY, GOVERNMENTAL, AND INTERLIBRARY RELATIONS:

Former library patron Frank Gambardella, who recently moved from Rapid City, wrote a letter saying *"I would like to thank you for the outstanding service you provided me while living in South Dakota. On my request, you purchased numerous film DVDs and books, far above my expectation. Your librarians and customer service workers' checkout services were excellent, employees always willing to help. I appreciate your time and effort in making my 9 years living in South Dakota a very worthwhile experience."*

NEW SERVICES:

The collaborative project with Central High School is now active. Central students may check out our eBooks using their student IDs rather than a card from our library. We will continue to track and monitor this project throughout the spring semester.

The library migrated to a new print and computer management application that provides mobile printing and reserving computers from a more user-friendly interface. It also allows patrons to pay with credit cards at the printers. We appreciate the assistance of the IT department from the initial conversations with this vendor through to the installation.

The library resumed notary services, test proctoring, and in-person Book-a-Librarian sessions on February 1; all these services are being provided from the Conference Room for appropriate social distancing. The Community and Hoyt meeting rooms are also being booked for the public as of February 1, with limited capacities to allow for social distancing.

STAFF TRAINING AND DEVELOPMENT:

A survey was sent to staff to determine their training interests and needs; results of this survey will be compiled to determine group and individual training for the year. Training on the library's databases was high on the list; by providing additional training, librarians will not only be able to better assist patrons, but will also be more likely to promote resources they are confident about using.

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A mother shared this photo of her child's creations using the library's [Trash Panda creative boxes](#). This is an example of some of the take-and-make creative learning kits that have been distributed throughout the pandemic.

The new AFSCME union contract was adopted by the union members. The former separate Library AFSCME agreement was incorporated into the overall AFSCME contract, so the Library Board will no longer need to approve a separate contract. This is a positive move, as there were very few differences between the two, and those differences are still called out in the single contract.

MEDIA COVERAGE:

- January 23, 2021: [KOTA Live Noon Show](#) – Reader's Advisory

ONLINE REVIEWS:

- 5-stars (Google): The best I ever been in this one so cool love it – TD
- 5-stars (Google): Phenomenal service, everybody wearing masks, great selection. Also 3D 🖨️ printers!!! – Tim W
- 4-stars (Google): - Jamie Lynn Croyle
- 4-stars (Google): - Everett Eastman
- 5-stars (Google): - Lenny France
- 5-stars (Google): Great space to get on the computer, find some books. Friendly staff! I especially liked the special room for historic books 💖 - Let us be wild Starfishlove
- 5-stars (Google): I love this library!! If they dont have what I want or need they get it in. There are NO SAFETY issues as someone else stated! I usually visit the library once or twice a week. - Janet Foudray
- 1-star (Google): I will never support this library because of their discrimination against people who cannot wear masks. – Eric W
- 5-star (Google): i love the library because they require masks! they care about the health, and wellbeing of our community, they keep a good social distance from everyone while having someone constantly walking around sanitizing. I've always had a great experience will continue to come. thank you for everything you do for downtown Rapid City! - S