



**DOWNTOWN LIBRARY**  
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[RAPIDCITYLIBRARY.ORG](http://RAPIDCITYLIBRARY.ORG)



Date: May 10, 2021  
To: RCPL Board of Trustees  
From: Sam Slocum, Senior Librarian  
Re: 1st Quarter Statistics

**Summary:** Due to the COVID-19 pandemic, safety precautions such as requiring face masks, quarantining materials, and limits to the number of people able to attend events and occupy meeting rooms were implemented. For the safety of the community, use of the drive-thru and virtual services were heavily promoted. As a consequence of these precautions and a general change in the community's behavior, many of the in-library statistics are increasing but have yet to rebound to pre-Covid levels entirely.

During the first quarter of 2021, there were increases for drive-thru use, adult services patron contacts, notary services, digital circulation, and library events compared to the same period in 2020. There were decreases in visitor entries, youth patron contacts, database use, website visits, and physical circulation.

### **Library Services**

Drive-thru use increased 67% with 4,389 patrons using drive-thru services. Visitor entry to the library decreased 40% over the same period in 2020, but has been slowly recovering since reopening the building June 1, 2020.

Overall, patron contacts were down with the exception of adult services which increased by 22%; these are interactions in which library staff assist with library accounts, technology, locations and hours, equipment, directional questions, placing holds, finding call numbers for a specific title, or policy questions. Library staff performed 89 notarizations and answered over 2,000 questions via phone, email, and text.

Use of library databases decreased by 4%, but visits to the library's website decreased by 60%; however, increased website visits are anticipated with the launch of the new website.

### **Collections**

Downloads of eBooks, eAudiobooks, and streaming video increased 2%. Overall, checkouts of physical materials decreased by 7%; however, increased use was seen for magazines (+61%), board games (+29%), book club and story bags (+25%), and newspapers (+12%).

### **Public Awareness and Customer Relations**

A total of 83 virtual events (5,439 attendees) and 14 in-person events (89 attendees) were held. The overall number of events increased by 20% and event attendance increased 140% compared to last year.

There were 46,790 social networking engagements via Facebook, YouTube, Instagram, and Pinterest for promotion and education.