



**DOWNTOWN LIBRARY**  
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Date: August 9, 2021  
To: RCPL Board of Trustees  
From: Sam Slocum, Senior Librarian  
Re: 2nd Quarter Statistics

**Summary:** Due to the COVID-19 pandemic, safety precautions such as requiring face masks, quarantining materials, and restrictions on the number of people able to attend events and occupy meeting rooms were implemented in 2020. For the safety of the community, use of the drive-thru and virtual services were heavily promoted during the second quarter of 2020 which is the time period to which this report compares. As a consequence of these precautions and a general change in the community's behavior, many of the library statistics are fluctuating.

During the second quarter of 2021, visitor entries, patron contacts, one-on-one services, database access, circulation, and library events increased compared to the same period in 2020. There were decreases in drive-thru use, digital circulation, and event attendance.

### **Library Services**

Except for the drive-thru, the library was closed for most of the second quarter of 2020. As a result, 2021 entry to the library increased 401% over the same period in 2020 but has still not reached pre-COVID levels. The Pop-Up library had almost 800 visitors during May and June. Drive-thru use decreased 61% with 3,439 patrons compared to 8,782 during the peak COVID-19 period; however, this year's drive-thru use is still three times higher than the same quarter of 2019.

Overall, patron contacts were up including the areas of Adult Services, Children's Services, Makerspace, Local History Room, and Circulation. Virtual patron contacts decreased 52% which was anticipated with the reopening of the library and increase of in-person services. The reinstatement of one-on-one library services saw dramatic increases; library staff performed 191 notary services (+855%) and 13 Book-A-Librarian sessions. They answered over 2,000 questions via phone, email, and text, in addition to 1,140 in-person questions.

Use of library databases increased by 3%, and there were over 12,000 visits to the new website. Library computers were used for over 6,000 hours, and the WIFI was used over 49,000 hours, for a combined increase of 154%.

### **Collections**

Overall, checkouts increased by 45% with physical checkouts increasing 97% and digital downloads decreasing 5%.

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

131 virtual and in-person events were offered, with 5,968 attendees. The overall number of events increased by 167%, but event attendance decreased by 20% compared to the same quarter last year. There were 37,491 social networking engagements via Facebook, YouTube, Instagram, and Pinterest.