



DOWNTOWN LIBRARY
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DIRECTOR'S REPORT **AUGUST 2021**

COMMUNITY, GOVERNMENTAL, AND INTERLIBRARY RELATIONS:

Staff member Scott Hall is serving as one of the city's Culture Champions. Leah Braun, the city's Culture Strategist, facilitates meetings of representatives from various city departments to discuss organizational culture within the city and its departments.

The Pop-Up library has seen 1,025 visitors since May, with the Farmers' Market being the most popular venue. Many visitors are still curious about why the library is out in the community, but think it is a great idea. Some visitors have taken the opportunity to obtain or renew their library cards, and one person returned a book that was 2 months overdue. Some of the specific comments received have been outlined at the end of this report.

NEW SERVICES:

In order to improve access to online information, we are piloting a project for 15-minute Rapid Access computers. The 2-computer pilot project is taking place during August, in the hopes that summer visitors will help us determine if this service will be successful. Currently, visitors to Rapid City are required to register for a computer access account to use our computers. In addition, library users with blocked accounts are barred from using the library's computers. The pilot project is intended to provide quick and easy access for these individuals, while still tracking hours of computer use for statistical purposes.

Although not a new service, the library's notarizing services have been red hot this summer. Jen Michaelson has been a notary since she started here in 2008. The service is in high demand, and since January 2020, all our Library Associate IIs have been notaries. This ensures the availability and convenience of a notary during all the library's public hours. From April through June, our staff completed a total of 191 notarizing sessions, but in July alone, Jen, Carrie, Juliet, Dakota, Sean C, Scott H, and Becky H did 362 notarizing sessions.

STAFF TRAINING AND DEVELOPMENT:

Captain Scott Sitts presented one part of the library's annual safety training on July 16. Additional training will be provided by other police officers in September and November. We have collaborated with the police department to provide safety training for a number of years, and appreciate their willingness to share this important information with our staff.

DIRECTOR'S REPORT:

This year's summer reading activity has been a combination of in-house and online activities. At the end of July, 518 kids had turned in reading logs, compared to just over 400 last year. Kids were able to read to Zippit the dog; Zippit is a trained therapy dog who can help children increase their reading confidence; this program will be continued into the fall and winter. There were also four virtual events, with presenters who promoted literacy and science through music, plays, and exploration. Sixty teens and 85 adults participated in their respective reading events.

There are a number of facility maintenance issues we are reviewing:

- We are beginning to investigate replacement of some of the sidewalk in front of the library. The sidewalk slabs have heaved and are uneven, and have been ground down in the past. However, the situation now will require replacement of a portion of the sidewalk. We are working with the city engineering team to determine the extent of the replacement and what we might anticipate for costs.
- The front entry doors have also become problematic. In a cost saving measure, the doors and window frames were moved from the former entrance (now the solarium) to their current location with the 2002 expansion. Some of the doors and mechanisms have been replaced since then, but are still wearing out. In addition, some doors swing from the left and some from the right, at times causing traffic blocks at the entry. We are looking into options for automatic opening doors, which will make entry into and out of the library easier.
- Finally, I have requested Vision Funds for a major renovation to the main floor public restrooms and the narrow hallway that is access to the restrooms, business office, and meeting room. That part of the library was designed in 1972, when library visits did not exceed 250 per day. In 2019, the library had over 1,140 visitors per day.

MEDIA COVERAGE:

- July 15, 2021 Rapid City Journal Mention: [City Council could consider bonuses for first responders at Monday's Meeting](#)
- July 28, 2021 Live KOTA Noon Show: Vacation Resources at the Library

ONLINE REVIEWS:

- 5-Star Google Ratings:
 - July 5, 2021 – 'I love this place' – Elizabeth Foote
 - July 9, 2021 - Marie Franco
 - July 10, 2021 – 'Plenty of seating and plugins' – William Sowle
 - July 20, 2021 – Elliot Yellow Hair
 - July 29, 2021 – 'It was very clean and quiet relaxing' – Bobby Isom
- 4-Star Google Ratings:
 - July 26, 2021 – 'Very friendly and informative staff. Comfortable surrounding to read or work in' – Laurie Wurster

POP-UP LIBRARY COMMENTS:

- Farmer's Market
 - We love seeing you here EVERY week!
 - One of my favorite things from my childhood was the bookmobile!
 - I've never seen a library at a farmer's market before -- great idea!

- Canyon Lake Park
 - I love what you're doing here! Too bad we are from NC
- Horace Mann Park
 - As a former teacher I love the idea of this!
- New Underwood
 - We love you here! We only wish it were weekly so I could remember when I last saw you guys!! (but we will take what we can get)