



**DOWNTOWN LIBRARY**  
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## **DIRECTOR'S REPORT NOVEMBER 2021**

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

The Black Hills Library Consortium voted to formally accept Hill City as a consortium member. With Hill City joining, this means that all four of the Pennington County libraries are now members. Hill City's go-live date with the consortium's system is December 6.

The State Department of Education is beginning work to develop a comprehensive literacy plan. I contacted the departments' Director of Special Education and Early Learning to advocate for public librarians to be included in their focus groups, as public libraries provide literacy support for all ages, year round.

### **NEW SERVICES**

The library has launched a new catalog interface, [www.catalog.rapidcitylibrary.org](http://www.catalog.rapidcitylibrary.org), which provides for much more customer-friendly access to collections and user accounts. Lisa was instrumental in identifying, planning for, and implementing this new service, which has received positive feedback so far.

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

Adrian Ludens was hired as a Library Associate I. Adrian has a journalism and radio background plus bookstore experience, and he is already sharing his expertise by recommending new recording equipment. Marcella Lees has been added as a new library Page. The library has had sufficient post-Covid recovery in use to warrant another page position for re-shelving materials. In addition, Marcella will be helping with 'paging reports', which identify items that need to be pulled from the shelves to fulfill users' holds. We're pleased to have both Adrian and Marcella join our team.

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

The library has re-opened on Sundays as of November 7. The folks who were out with Covid have recovered and are back at work, and we have filled several of our vacant positions.

The library has had a recording room since early 2019, with equipment and soundproofing provided by the South Dakota State Library (SDSL). The purpose of the SDSL equipment is for their volunteers to record books for the Braille and Talking Book Library which provides resources to individuals with visually impairment. We have been able to use the room, but not the SDSL recording equipment, and have done so for some of our Dial-a-Story offerings as well as for other online productions. We recently asked the State Library to move the location of that room, to allow for better space for their volunteers,

our library staff, and eventually members of the public wanting to use these resources; the new location of the recording room is between the Director's office and the Business Office.

We anticipate the need to close the library for up to a week when the front entry doors are replaced. If at all possible, we are hoping to coordinate this project with carpet replacement in the back workroom, as we will need to displace a number of staff members and move furniture and equipment while that project takes place. At this point, we do not have a firm date for either project, but January is looking likely. During this time, we would provide library services at the drive-thru window and would also be available by phone and online chat.

The survey prepared by Benchmark Data Labs has been closed, and received 702 responses, with 173 people saying they would be interested in participating in focus groups. We are currently working with Benchmark to schedule focus groups for library users, non-users, and members of the business community. The information from the survey and focus groups will be analyzed by Benchmark to compile a needs assessment, and the assessment in turn will help inform the development of a new strategic plan.

#### **MEDIA COVERAGE:**

- September 30, 2021 South Dakota Public Radio Mention: [South Dakota Library Association announces its annual awards](#)
- October 2, 2021 Rapid City Journal Coverage: [Authors lead local writers in role playing and improve session](#)
- October 10, 2021 KOTA News Mention: [An event to embrace your nerdy side](#)
- October 18, 2021 Rapid City Journal Mention: [Rapid City Council allocates 20 million in surplus funds](#)
- October 22, 2021 Rapid City Journal Mention: [Cathie Draine – It's time for gardeners to plant seeds for next year's plans](#)
- October 27, 2021 KOTA Live Noon Show: Spooky Reader's Advisory

#### **ONLINE REVIEWS:**

- October 2, 2021 - Google 5-Star Review, Jessica Trantham
- October 9, 2021 - Google 4-Star Review, Harrison Jobs
- October 17, 2021 - Google 1-Star Review, Melissa Afraid of Lightening
  - Ran out of gas in terrible weather, WiFi was disconnected. Spent the night in my car no gas and a dead battery. Thank U JESUS for warm blankets! 😊
- October 26, 2021 - Google 5 – Star Review, Sara Jarquin
  - Very helpful and friendly staff