

DOWNTOWN LIBRARY
610 QUINCY ST. | RAPID CITY, SD 57701 | 605.394.6139

RAPIDCITYLIBRARY.ORG



DIRECTOR'S REPORT **APRIL 2022**

COMMUNITY, GOVERNMENTAL, AND INTERLIBRARY RELATIONS:

Public Relations Coordinator Laurinda Tapper participated in Community Connect, an outreach initiative to meet the needs of individuals experiencing homelessness and/or poverty. Area community service organizations and service providers gathered to meet with participants and help link with services or resources. The library promoted library cards for information and education access, early literacy resources, and home delivery service.

Our Covid safety regulations have been updated, based on the county's transmission rate moving into the 'low' category per CDC. We no longer require face masks for one-on-one library services; however, staff are to keep a mask with them at all times in the event the person they are helping would prefer they wear one. The plexiglass barriers and stanchions will remain for the time being, but the stanchions may be removed in the near future. In addition, attendance caps have been removed for many library events; more people have expressed interest in attending and it made sense to do so with the declining Covid numbers. Some events that require registration will retain attendance caps for logistical purposes, but that may change in the near future.

NEW SERVICES

The library's new [flood podcast](#) launched April 1. Coordinated by Sam Slocum, podcast content and recording was contributed by Adrian with different staff narrating each episode. Additional episodes will be added every three weeks up to June 3. The individual featured in the first podcast wrote his appreciation: *'Dear Library Staff and Podcast Team, Although I'm predictably biased, you've all done a great job of bringing my flood story to life. The narration by Courtney and Adrian are first rate. I recognize the editing improved the focus and flow of the story. Thank you for a wonderful job. Michael Dennis'*.

STAFF TRAINING AND DEVELOPMENT:

We are pleased to announce the hire of Deirdre Knell as the Creative Media Specialist, and Baylee Schultz as the Events and Teen Services Library Associate II. Deirdre brings significant experience in social media and communications, and will focus on the library's virtual outreach through our social media channels. Baylee has worked at the Deadwood Public Library, and also has event and customer experience at area museums. Welcome to the team, Deirdre and Baylee!

Sam Slocum and Terri attended the virtual Public Library Association Conference. Some of the sessions attended related to incident reporting and tracking; adult learning; a new approach to summer reading programming; equitable and inclusive library policies; using library podcasts to build empathy; Indigenous library services to build community; community-driven approaches to local history; and community well-being as a library outcome. Ideas from the conference are being discussed for possible implementation.

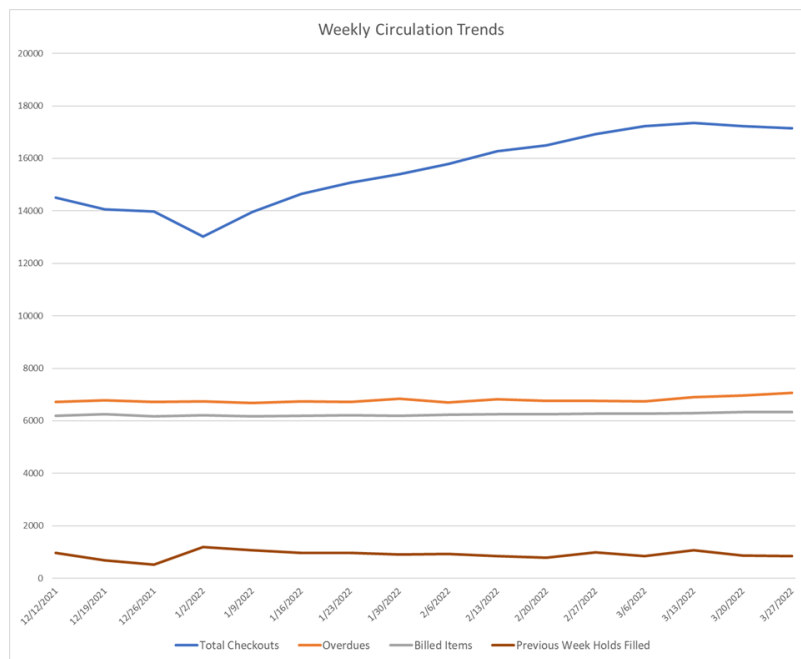
Sean Minkel, Juliet, and Terri attended the virtual Computers in Libraries Conference. Some of the sessions attended include Community Partnerships; Translating Technology; the Makerspace on Steroids; Strategies to Create Irresistible Organizations; and Skill Development for staff training. As with the other conference, we will debrief on these sessions and determine possible implementation.

DIRECTOR’S REPORT:

I met via Zoom with two representatives of the National Humanities Alliance. They are going to assist us in drafting qualitative assessments for library events and services. Once drafted, we will be able to use these assessments to develop others for a broader overview of our events and services, with the goal of better gauging community impact. The NHA is working on this project as part of a grant they received, and there is no cost to us for their services.

The library’s WIFI hotspot checkouts continue to be popular, with 216 checkouts since May 2021. The service started with ten hotspots as a way to provide internet access to those who do not otherwise have access. Due to the popularity of the service, 10 additional hotspots were added earlier this year, and we plan to add more this year.

Since moving to a fine-free model, the trends for overdue and billed items have remained essentially unchanged, as shown in the table below. The dip in total checkouts was during the period the library was closed for replacement of the front doors.



Given recent news reports about the frequency of challenges to library materials, it's encouraging to hear the findings of a recent [poll](#) from Hart Research Associates and North Star Opinion Research. The poll found that over 70% of Americans, across party lines, oppose efforts to remove books from libraries. The poll noted that most voters and parents 'hold librarians in high regard, have confidence in their local libraries to make good decisions about what books to include in their collections, and agree that libraries in their communities do a good job offering books that represent a variety of viewpoints.'

MEDIA COVERAGE:

- February 28, 2022: Newscenter1 Coverage – [Rapid City Library to host story time event with pipe and drum corps](#)
- March 1, 2022: KEVN Mention – [170,000 books – 21 years Readiatrics Book Drive kicks off another year](#)
- March 2, 2022: Rapid City Journal Mention – [City to commemorate 50th anniversary of 1972 flood](#)
- March 2, 2022: KEVN Mention: [50th Rapid City Flood anniversary nears; public asked to share their experiences and give input about commemoration](#)
- March 2, 2022: KOTA Mention: [50th Rapid City Flood anniversary nears; public asked to share their experiences and give input about commemoration](#)
- March 2, 2022: KOTA Coverage - [Rapid City fireman teaches Irish culture and firefighting history through bagpiping](#)
- March 2, 2022: KEVN Coverage – [RCFD bagpiper uses music to connect kids to Irish culture and firefighting history](#)
- March 7, 2022: KEVN Mention – [Readiatrics Book Drive launches to collect books for community](#)
- March 14, 2022: Newscenter1 Coverage – [Rapid City Public Library releases annual report](#)
- March 16, 2022: Rapid City Journal Two Cents - Please relocate the Rapid City Public Library to a safe and accessible location for all to use, or add another location. It's currently not safe.
- March 16, 2022: KEVN Coverage – [Keeping up with digital age, Rapid City Public Library visitation pops](#)
- March 16, 2022: KOTA Coverage – [Keeping up with digital age, Rapid City Public Library visitation pops](#)
- March 16, 2022: Keloland Mention – [Rapid City prepares for recognition of the 1972 flood](#)
- March 18, 2022 Keloland Coverage – [Rapid City Library sees more people checking out books](#)
- March 18, 2022 KOTA Focus Radio – 2021 Annual Report
- March 23, 2022 Live KOTA Noon Show – [Rapid City Public Library hosts new podcast: Flood '72 | 50 Years Later](#)

ONLINE REVIEWS:

- March 9, 2022, Google 5-Star Review - I loved everything about the place, Virginia Shangreaux
- March 15, 2022, Google 3-Star Review - I can see this library tries to give a lot to the community, and its interior is nice. But the organization is, as another mentioned, less than ideal. The non-fiction is somewhat arbitrarily divided into subtopics that would be better together, meaning some authors whose work is less easily classified are divided. Non-fiction tends to be a section in which most people have a pretty defined idea of what they're seeking. And fiction, a section in which most people browse based on preference, makes no distinction between any genre, which makes browsing a boring challenge. Frankly, there isn't that much to choose from in the fiction section, either. More often than not, books I request come from Sturgis—odd, since Sturgis is smaller than Rapid. Sometimes featured books seem to be randomly pulled off shelves: middle installments from obscure 90s fantasy, the second book to a series of which they don't appear to have the first...? I

realize much of this reveals my own preferences and maybe the library reflects other patrons' preferences more. Regardless, every time I come in, I wonder at how choices are made, and by whom. That said, my husband loves the place. He always finds what he's looking for, and the librarians are quick to requisition for him whatever they don't have. And everyone is super friendly and helpful. It's not a bad library; it's just a bit odd, Elle Bennett

- March 16, 2022, Google 5-Star Review - Always Friendly and extremely helpful and polite 😊 😊, Kevin Stahl
- March 22, 2022, Google 1-Star Review - I went in simply to print off some documents and they told me that I could use the rapid computers however these computers are only available for 15 minutes at a time and eight of those 15 minutes were spent waiting for the computer to load I wasn't able to print off any of my documents or even really get into any of my accounts before getting locked out twice. When I went back with my own laptop and to use their printers I had my service animal with me and the animal was not allowed in the building because he is only a emotional support animal. If I could give them zero Stars I would, Kolten Fisher (KFish)

VACANCY REPORT:

Vacancy Status as of 4/1/22				
LIBRARY DEPARTMENT	FULL AND PART-TIME POSITIONS	FULL AND PART-TIME EMPLOYEES	VACANCIES	STATUS
Management	2	2	0	
Senior Librarians	2	2	0	
Coordinators	3	3	0	
Business Office	1	1	0	
Facilities	2.75	2	.75	<i>The custodial position has been re-advertised; interviews have been held, but no one selected as yet.</i>
Library Associate I and II	22.75	18.75	4	<i>All the Library Associate I positions have been filled. Between new LA2 positions and vacancies, five of the eight LA2 positions are vacant; those positions are being posted and interviews are being held</i>
Library Technicians	2	2	0	
Outreach	2.5	2.5	0	
TOTALS	38	33.25	4.75	