



DOWNTOWN LIBRARY
610 QUINCY ST. | RAPID CITY, SD 57701 | 605.394.4171

RAPIDCITYLIBRARY.ORG



Date: May 16, 2022
To: RCPL Board of Trustees
From: Sam Slocum, Senior Librarian
Re: 1st Quarter Statistics Summary

Summary: In the first quarter of 2022, the library experienced increases in new borrowers, computer use, patron contacts, entry, circulation, and database use. There were decreases in total borrowers, drive-thru use, and event attendance.

Library Services

- New borrowers increased by 24% and total borrowers decreased 11%. This amounted to 149 new borrowers. The decrease in total borrowers is due to altering how we retain delinquent, expired accounts for more accurate record keeping
- Community members spent over 68,000 hours using library computers and Wi-Fi, a 41% increase compared to last year
- Library staff engaged with almost 13,000 individuals, a 20% increase
 - Over 2,000 of those individuals requested reference and research services
 - Over 450 people were assisted with one-on-one services such as proctoring, Book-A-Librarian, and notary services
- 19,761 more people visited the library in person than the first quarter of 2021, for a 45% increase
 - Drive-thru use decreased 17% which can be attributed to the community being more willing to enter public buildings with Covid numbers decreasing; drive-thru use is still significantly higher than before Covid

Collections

- Physical checkouts of books, DVDs, audiobooks, and magazines increased 8%
- Digital material circulation, which includes downloadable audiobooks, ebooks, streaming content, and electronic magazines, increased by 16% with over 8,000 more uses
- Research database use increased by 64%

Public Awareness and Customer Relations

- The number of library-hosted events decreased by 12% and event attendance decreased 69%
 - Part of this variance is due to the large number of virtual-only programs and attendees in 2021
- There were over 35,000 social networking engagements via Facebook, YouTube, Instagram, and Pinterest for promotions and education