



**DOWNTOWN LIBRARY**  
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Date: August 8, 2022  
To: RCPL Board of Trustees  
From: Sam Slocum, Senior Librarian  
Re: 2<sup>nd</sup> Quarter Statistics Summary

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

Compared to the second quarter of 2021:

#### **Library Services**

- New borrowers increased by 33% and total borrowers increased 12%, resulting in 1,054 new borrowers and 35,207 total borrowers at the end of the second quarter
- Community members used library computers and Wi-Fi for over 75,000, a 37% increase
- Library staff engaged with over 14,000 individuals, an increase of 23%
  - Over 2,000 of those patrons requested reference and research services
  - Over 300 patrons were assisted with one-on-one services like proctoring, Book-A-Librarian, and notaries
- 16,756 more people visited the library in person, for a 33% increase
  - Drive-thru use fell 31%; this is attributed to people being more willing to enter public buildings. Drive-thru use is still almost double what it was before the pandemic
- Staff at the pop-up library registered or renewed 68 more (↑ 25%) library accounts and checked out 108 more (↑ 23%) materials

#### **Collections**

- Checkouts of books, DVDs, audiobooks, and magazines increased 22%
- Digital circulation (eAudiobooks, eBooks, streaming content, and digital magazines) increased by 37% with almost 21,000 more uses
- Research database use increased by 141%
  - 15,974 of the 31,038 total uses were to access the library's 1972 flood resources

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

- Library-hosted events decreased by 15% and event attendance decreased 29%; this was due to the large number of virtual programs in 2021
- There were over 56,000 social networking engagements via Facebook, YouTube, Instagram, and Pinterest for promotions and education