



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

RAPIDCITYLIBRARY.ORG



Date: November 14, 2022
To: RCPL Board of Trustees
From: Sam Slocum, Senior Librarian
Re: 3rd Quarter Statistics Summary

Summary: In the third 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 events.

Compared to the third quarter of 2021:

Library Services

- New borrowers increased by 26% and total borrowers increased 13%, resulting in 1,214 new borrowers and 36,464 total borrowers
- Community members used library computers and Wi-Fi for over 73,000 hours, a 14% increase
- Library staff engaged with over 15,000 individuals, an increase of 14%
 - Almost 2,000 of those patrons requested reference and research services
 - Over 500 patrons were assisted with one-on-one services like proctoring, Book-A-Librarian, and notary services
- There were over 10,000 more in-person visits, a 19% increase
 - Drive-thru use fell 8%; this is attributed to people being more willing to enter public buildings after Covid. Drive-thru use is still significantly higher than before the pandemic

Collections

- Checkouts of books, DVDs, audiobooks, and magazines increased 19%
- Digital circulation (eBooks, eAudiobooks, streaming content, and digital magazines) increased by 14% with almost 8,000 more uses
- Research database use increased by 13%

Public Awareness and Customer Relations

- Library-hosted events decreased by 12% and event attendance decreased 14%; this was due to the large number of virtual programs held in 2021
- There were over 68,000 social networking engagements via Facebook, YouTube, Instagram, and Pinterest for promotions and education