



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

RAPIDCITYLIBRARY.ORG



Date: February 13, 2023
To: RCPL Board of Trustees
From: Sam Slocum, Senior Librarian
Re: 2022 Statistics Summary

Summary: In 2022 as compared to 2021, the library experienced increases in new and total borrowers, computer use, patron contacts, Pop-Up Library use, entry, check-outs, database use, and social networking engagement. There were decreases in drive-thru use and library events.

Library Services

- New borrowers increased by 21% and total borrowers increased 6%, amounting to over 3,500 new borrowers, with 37,252 total borrowers at year's end
- Community members and visitors spent over 282,000 hours using library computers and Wi-Fi, a 19% increase
- Library staff engaged with over 57,000 individuals, a 22% increase
 - Over 7,500 of those engagements were for reference and research services
 - Over 500 patrons were directly assisted at the Pop-Up Library
- There were 60,000 more in-person visits, a 31% increase
 - More than 11,000 patrons used drive-thru services; this reflected a 14% decrease but is still more than twice as many interactions as in 2019

Collections

- Checkouts of books, DVDs, audiobooks, and magazines increased 18%
- Digital material use, including downloadable audiobooks, ebooks, streaming content, and electronic magazines, increased by 18% with over 40,000 more uses
- Research database use increased by 43%

Public Awareness and Customer Relations

- There were 4% fewer library events, but in-person attendees increased by nearly 5,000
- Library promotions and education achieved over 200,000 social networking engagements via Facebook, YouTube, Instagram, and Pinterest