

RAPID CITY PUBLIC LIBRARY

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Date: May 8, 2023
 To: RCPL Board of Trustees
 From: Sam Slocum, Senior Librarian
 Re: Statistics Summary 1st Quarter 2023

Summary: During the first quarter, the library saw increases in new borrowers, computer use, patron contacts, entry, and circulation. There were decreases in total borrowers and drive-thru use.

Compared to the first quarter of 2022:

- New borrowers increased by 22%, resulting in 951 new accounts
- The library had 30,293 total borrowers
 - This 11% decrease is related to the annual purge of expired accounts
- Community members used library computers and Wi-Fi for over 75,000 hours, an 11% increase
- Library staff engaged with over 15,000 individuals, a 19% increase
 - Over 2,000 of those patrons requested reference and research services
 - Over 200 were helped with one-on-one services like proctoring, Book-A-Librarian, and notarizing
- Over 11,500 more people visited the library in person, for a 17% increase
 - Drive-thru use fell 33%; this is attributed to people being more willing to enter public buildings
 - Drive-thru use is still significantly higher than before the pandemic
- There were over 51,000 social networking engagements via Facebook, YouTube, Instagram, and Pinterest for promotions and education

