

RAPID CITY PUBLIC LIBRARY

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RAPIDCITYLIBRARY.ORG    

Date: November 13, 2023
 To: RCPL Board of Trustees
 From: Sam Slocum, Senior Librarian
 Re: Statistics 3rd Quarter 2023

Summary: During the third quarter, the library saw increases in new borrowers, computer use, patron contacts, entry, and circulation. There were decreases in drive-thru use. Compared to the third quarter of 2022:

- New borrowers increased by 4%, resulting in 1,263 new accounts. 32,270 total borrowers accessed databases, digital materials, computers and checked out materials
- The library’s computers and Wi-Fi aid the library’s mission to connect the community to education, information and inspiration. Those services were accessed for over 76,000 hours, a 4% increase from 2022
 - Staff assisted patrons with technology to job search, write resumes, and apply for food and housing assistance
- Library staff engaged in-person and virtually with over 17,000 individuals, an 8% increase
 - Over 2,600 people asked for reading recommendations, research assistance, and help with in-depth questions
 - Over 300 were helped with our one-on-one services: test proctoring, Book-A-Librarian, and notarizing legal documents
- Over 5,600 more people visited the library in person, a 9% increase
 - Work has been done to make the environment comfortable and welcoming for everyone, in accordance with the strategic plan. While in the library, visitors take part in diverse events, explore in the makerspace, work with librarians, and engage with one another in the community spaces
 - Drive-thru use fell 9%; however, this is still significantly higher than before the pandemic. The most popular services at the window are picking up hold and printing, and returning materials

Circulation and Database Use

