

# RAPID CITY PUBLIC LIBRARY

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RAPIDCITYLIBRARY.ORG    

Date: February 12, 2024  
 To: RCPL Board of Trustees  
 From: Sam Slocum, Senior Librarian  
 Re: 2023 Statistics Summary

**Summary:** In 2023 the library experienced increases in new borrowers, computer and wi-fi use, patron contacts, entry, events and check-outs. There was a decrease in database and drive-thru use.

Compared to 2022:

- New borrowers rose by 10%, with just over 4,100 new accounts
- Community members and visitors logged over 295,000 hours using library computers and Wi-Fi, a 6% increase
- Library staff interacted with more than 62,000 individuals, marking a 9% increase
  - Out of those interactions, 8,895 were specifically related to reference and research services
  - Nearly 1,000 patrons received personalized assistance through one-on-one services such as Book-A-Librarian, notaries, and proctoring
- In-person library visits grew by 9%, resulting in an additional 20,000 guests
  - Drive-thru services were utilized by more than 9,000 patrons, reflecting a 19% decrease, yet still nearly double the pre-pandemic use
- Digital and physical circulation of library materials increased by 8%
  - Database use dropped 14% compared to the 2022 spike in demand for 1972 flood resources related to the event’s 50<sup>th</sup> anniversary

