

RAPID CITY PUBLIC LIBRARY

610 QUINCY ST. | RAPID CITY, SD 57701 | 605.394.6139

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Date: May 13, 2024
 To: RCPL Board of Trustees
 From: Sam Slocum, Senior Librarian
 Re: General Statistics

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

Compared to the first quarter of 2023:

- New borrowers increased by 7%, resulting in 1,016 new library accounts
 - 30,009 borrowers accessed databases, digital materials, computers and checked out materials
- Community members used library computers and Wi-Fi for over 71,000 hours
 - This 6% decrease may be related to the Hope Center closure which also may have impacted entry as seen below; more data is needed to determine if this is a trend or an anomaly
- Library staff engaged with over 15,000 individuals, a 2% increase
 - Over 2,500 people asked for reading recommendations, research help, and help with in-depth questions
 - Almost 700 people were helped in the makerspace with vinyl printing, laser engraving, large format printing and 3D-printing
- 4,569 fewer people visited the library in person, a 6% decrease
 - This was offset by a 5% increase in phone, email and chat contacts
 - Drive-thru use increased 11%; the most popular services at the window are hold pick-ups, print pick-ups, and returns

