



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

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DIRECTOR'S REPORT **AUGUST 2024**

COMMUNITY, GOVERNMENTAL, AND INTERLIBRARY RELATIONS:

The South Dakota State Library has updated the Public Library Trustee Handbook. If you have an older edition of that book, please discard it as some of the information has likely been updated and corrected. Two print copies were provided to our library, one of which will be available for review by the Board. The document is also available online at <https://libguides.library.sd.gov/services/trustees>.

STAFF TRAINING AND DEVELOPMENT:

Nicole Jones was promoted from a Library Associate I to the Elementary Education Library Associate II position. Nicole has been with the library since November; she has previous experience working with troubled youth and working in mental and behavioral health transitional homes. We look forward to working with Nicole in her new role.

A staff team presented customer service training at an all-staff meeting. The training covered the “why” of customer service and focused on applications specific to staff’s role in how they serve the public. The training included discussion and homework. There will be continuing discussion and homework review during weekly meetings for further development of best practices.

DIRECTOR'S REPORT:

We recently discovered that the reciprocal borrowing agreement with Sturgis had been misinterpreted by some of the libraries in the BH Library Consortium. As a result, many patrons who reside outside the reciprocal borrowing area were incorrectly told that they could borrow directly from Rapid City. Previously, we did not have a method to identify those patrons; we have now put measures in place to appropriately identify the eligible and ineligible persons for that service. While reciprocal borrowing throughout the consortium is desirable and would provide seamless library service for the region, it would be fiscally irresponsible to do so without a compensation formula. So far this year, there have been over 3,600 checkouts to residents of other communities without having agreements in place; this results in a drain on staffing and materials resources.

The parking garage ceiling had to be cut open and repaired for the third time in two years. The first occasion was to fix fire sprinkler heads, and the second time was because of an over-height vehicle causing significant damage. Most recently, fire sprinkler lines had to be repaired. While some of the current access holes will be permanently closed, an access panel will be placed in an area below the primary sprinkler pipeline; this should ease access for any future repairs.

MEDIA COVERAGE:

- July 1 KOTA Mention: [What's open, what's closed in Rapid City](#)
- July 2 SDPB Mention: [Rapid City Arts Council receives NEA Big Read grant](#)
- July 7 Newscenter1 Coverage: [Want to see a Smithsonian exhibit? Go to the RC Public Library!](#)
- July 8 SDPB Coverage: [Smithsonian exhibit explores innovation in rural communities](#)
- July 13 KOTA Coverage: [Smithsonian Exhibit on small towns being held at Rapid City Library](#)
- July 17 KOTA Coverage: [Care Campus presents innovations at Rapid City Public Library](#)

ONLINE REVIEWS:

- July 2 Google 5-Star Review – Louis Brown
- July 6 Google 5-Star Review – Tim Millard
- July 17 Google 5-Star Review – Anson Davis

COMMENT CARDS:

- 'I love the library'. 'The library is great'. 'We are always so happy here. The librarians are MAGIC!' [most likely from young library visitors]
- 'Library staff, thank you for all of the fun projects we enjoyed this summer. We will be sorry to see it end. We appreciate all you do for us kids.' – Nina Sanchez, Sully Sanchez, Monica Schmidt (Grandma) [thank you card delivered with a tray of cookies for staff]
- 'I love this library! It's so clean and easy to navigate! All of the staff are so kind and helpful'

VACANCY REPORT:

Vacancy Status as of 8/1/24					
DEPARTMENT	MINIMUM REQUIREMENTS	TOTAL POSITIONS	CURRENT EMPLOYEES	VACANCIES	STATUS
Management	Master's in Library Science	2	2	0	
Senior Librarians	Master's in Library Science	2	2	0	
Coordinators	Bachelor's Degree	3	3	0	
Business Office	Associate's Degree	1	1	0	
Facilities	Custodial experience	2.75	2.75	0	
Library Associate I	Bachelor's Degree	16.75	15.75	1	<i>Vacancy due to internal promotion to an LA2 position; will remain vacant pending determination of 2025 budget.</i>
Library Associate II	Bachelor's Degree	8	6	2	<i>An internal candidate was hired for the Youth Education LA2 position.</i>
Library Associate Lead	Bachelor's degree	0	0	0	<i>This new position was created as a career ladder opportunity for union staff; there will be no increase in FTE.</i>
Library Technicians	Associate Degree	2	2	0	
Outreach	Bachelor's Degree	2.75	2.75	0	
TOTALS		40.25	37.25	3	