

RAPID CITY PUBLIC LIBRARY

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Date: August 12, 2024
To: RCPL Board of Trustees
From: Sam Slocum, Senior Librarian
Re: General Statistics

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

Compared to the second quarter of 2023:

- New borrowers increased by 25%, or 1,351 new library accounts
- Library computers and Wi-Fi were used for over 67,000 hours. This 9% decrease may be attributed to the closure of the Hope Center, but more data is needed to determine if this is a trend
- Library staff engaged in-person and virtually with over 18,000 individuals, a 19% increase
 - Over 3,000 people asked for reading recommendations, research assistance, and help with in-depth questions
 - Over 670 were helped in the makerspace with vinyl printing, laser engraving, large format printing and 3D-printing
- Virtual patron contacts via phone, email and instant messaging increased 15%
 - Drive-thru use increased 21%; the most popular services at the window are hold pick-ups, picking up remote prints, and returns
- Since its debut on May 20, the bookmobile has had over 1,500 visitors and 500 checkouts; bookmobile staff have registered 75 new accounts and answered 450 reference questions.

