

MEETING DATE: November 5, 2012 ITEM NUMBER:

TYPE OF ITEM: Report

PRESENTED BY: Rapid City Libraries Board

SUBJECT/AGENDA TITLE: Performance Outcomes Update

Rapid City Public Libraries Performance Outcomes

Downtown, North Branch @ General Beadle, East Branch @ Western Dakota Tech,

COLLECTIONS

Online & Print

6,539 increase in Borrowers 2011, 99% increase digital circulations, RCPL patrons use materials 2X more than the national average

Radio Frequency Identification, ebook

FACILITIES

***Downtown* – CIP cycle, Replacement cycles**

***North*-Increases: 27% visits, 41% computer use, 37% circulation**

***East Branch*-Grand Opening 2012**

CUSTOMER RELATIONS

Staff Development and Career Initiative

Succession Planning