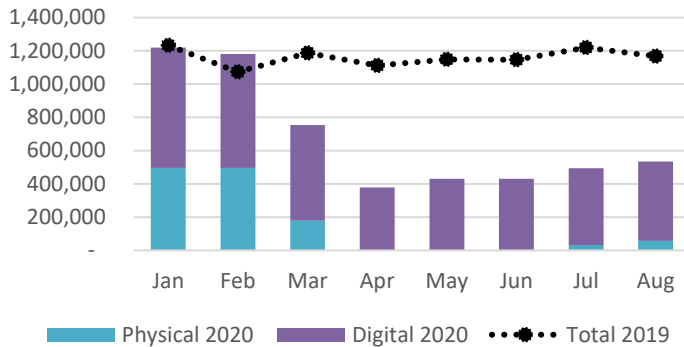


Patron Usage Statistics - August 2020

VPL continued to offer limited services through August at Central Library, Britannia, Kitsilano, Renfrew and South Hill branches. VPL Takeout expanded to include service 5 days a week at Collingwood and Joe Fortes on August 11th. VPL also added custom services at Carnegie on August 11th and Computer Lab service at néca?mat ct Strathcona on August 18th.

Visits



Highlights from the Digital Library

Change in usage August 2020 from August 2019

↑ 27%
Digital library
web sessions

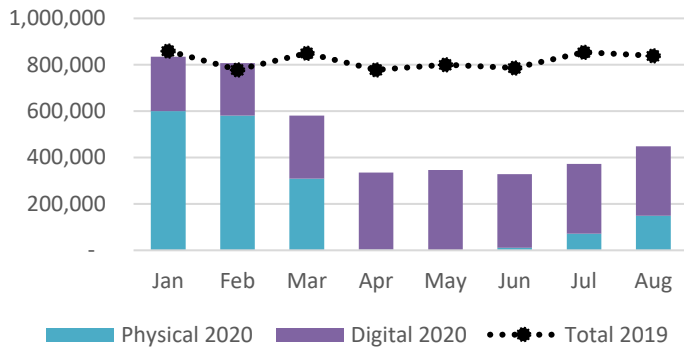


↑ 38%
Naxos Music

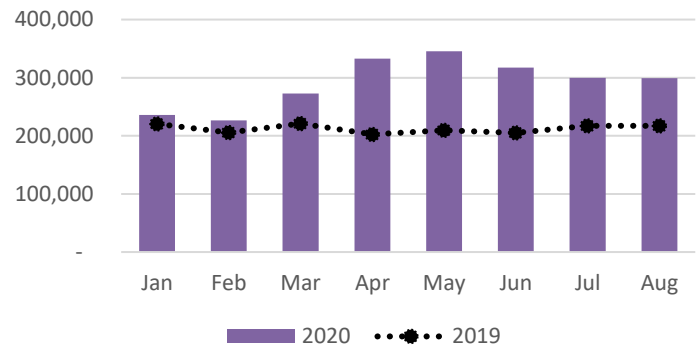
↑ 65%
VPL To Go - ebooks

↑ 49%
VPL To Go - eaudio

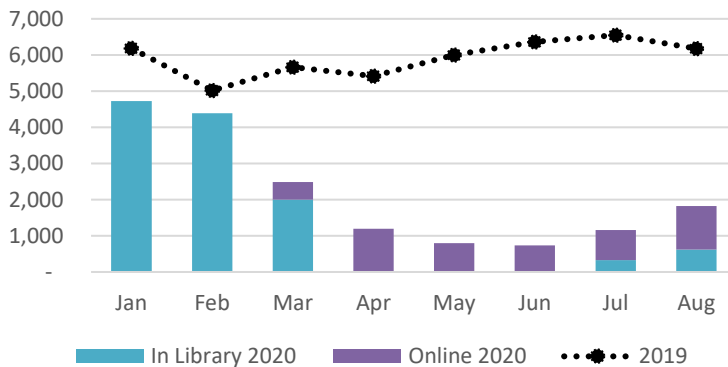
Total Collection Use



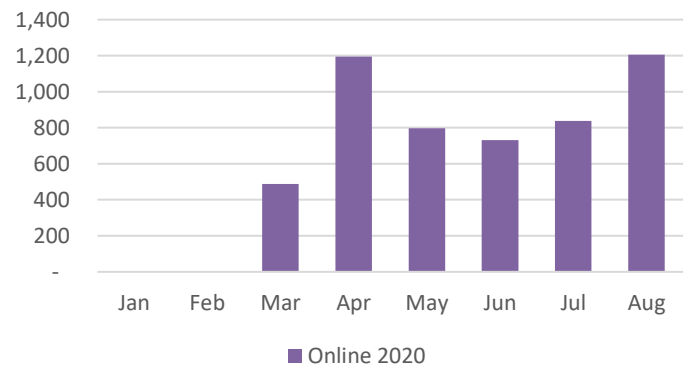
Collection Use - Digital Only



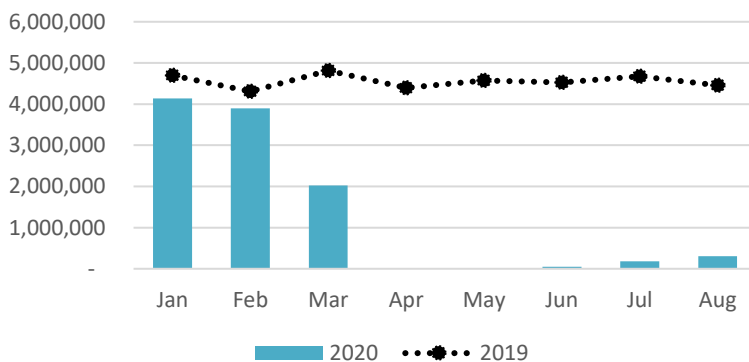
New Card Registrations



New Card Online Self Registration

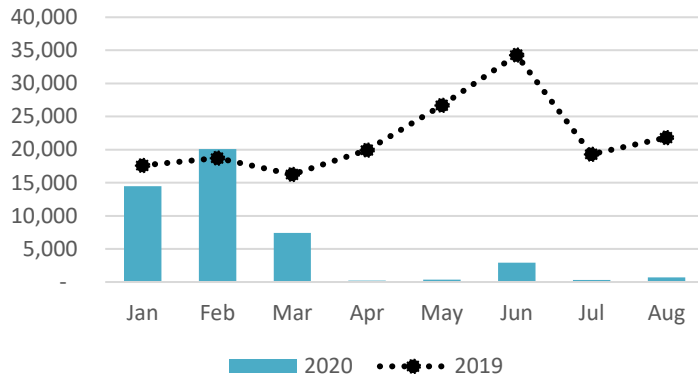


Wired Internet Minutes Used



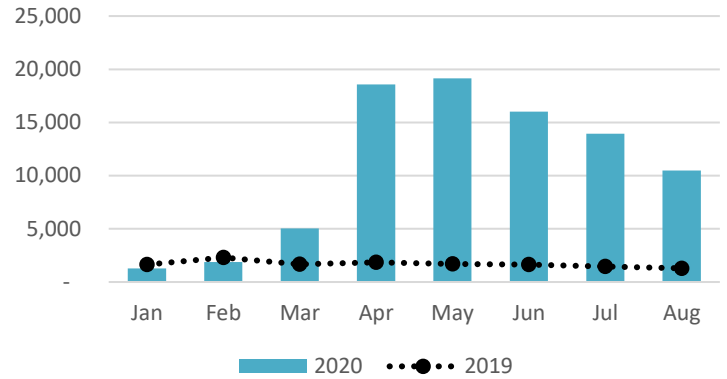
To allow for physical distancing, only 24% of computers are available for public use at the 5 limited service locations combined.

Program Attendance



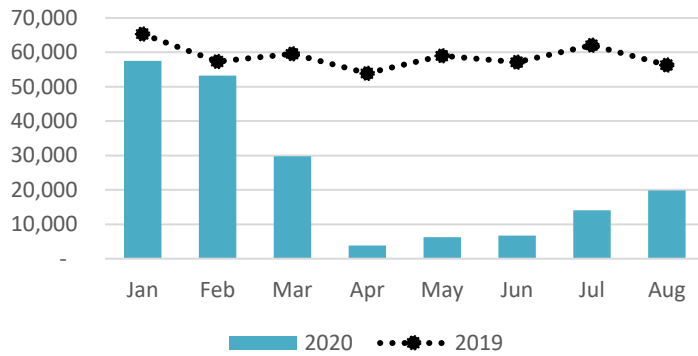
Program attendance includes in-person attendance as well as attendance at online programs presented to closed groups. In-person programming stopped mid-March.

Program Views

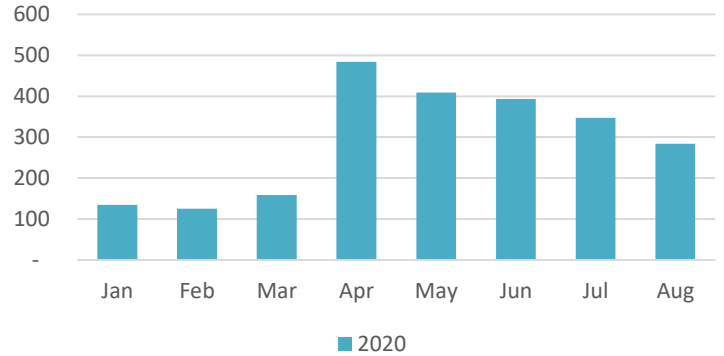


Program views include Facebook Live streaming events and recorded programs on Facebook and YouTube.

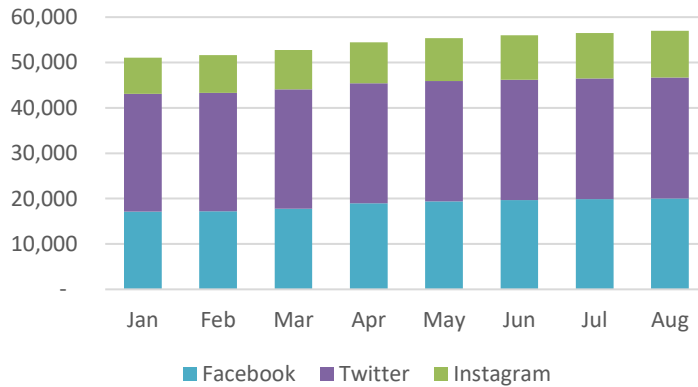
Reference Questions



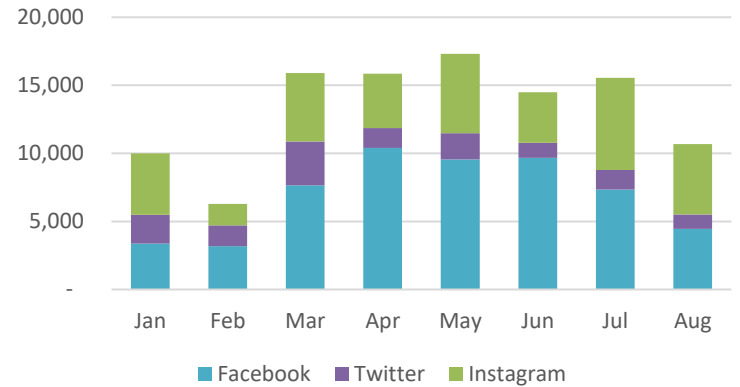
Digital Library (eResources) Questions



Social Media Followers



Social Media Engagement

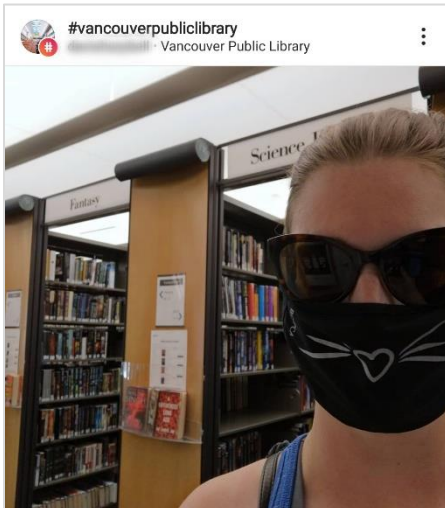


Social media engagement includes any action taken such as likes, comments, shares, website clicks, etc.

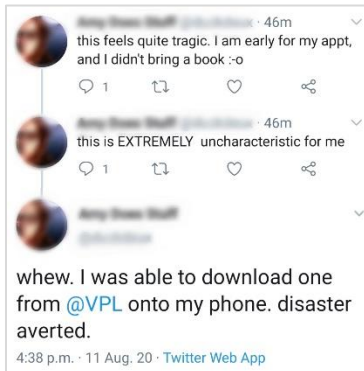
Patron Appreciation and Digital Engagement

Now that library locations are opening, we have started to receive requests from families for paper copies of the books they have enjoyed in our online storytimes. In response to this need, each of our online storytellers have created Bibliocommons lists of the books they use in their programming. It is wonderful to see families making the connection between our physical collections and our online early years programming.

Kate Lowe (Assistant Manager, Early Years)



Liked by [insta_e_books](#) and others
Hello old friend. It's been a while.
Was super excited to get back into the @vancouverpubliclibrary yesterday. Returned most of my pre-closure, panic borrowed books (I'm still working on my last 2) and ended up getting some new reads. 📖



World Renowned Leadership & Workplace...
1d • 📍
Delighted to share that my daughter earned her 4th Annual Summer Reading Club medal from the [Vancouver Public Library](#).
It's a great program and rewards kids who read for 50 consecutive days (with a lot of encouragement/nagging from Mom of course 😊) over the summer. 📖
Every year there's a different theme and kids log their reading online.
So proud of her!!! 📖💕

#Reading #Books #Inspiration #LeadersRead
#LiteracyMatters #BookLover



One of the patrons who attended the August Chinese Book Lovers' Reading Circle said that the Circle felt like her "spirit homeland" and it has comforted her in her anxiety during this isolated period of time. She said it is a solace to her, and many in the program echoed her thoughts.

VPL staff translated patron feedback



"Receiving the email that told me I had a hold to pick up at Champlain was like opening a bottle of champagne!"

VPL patron feedback

