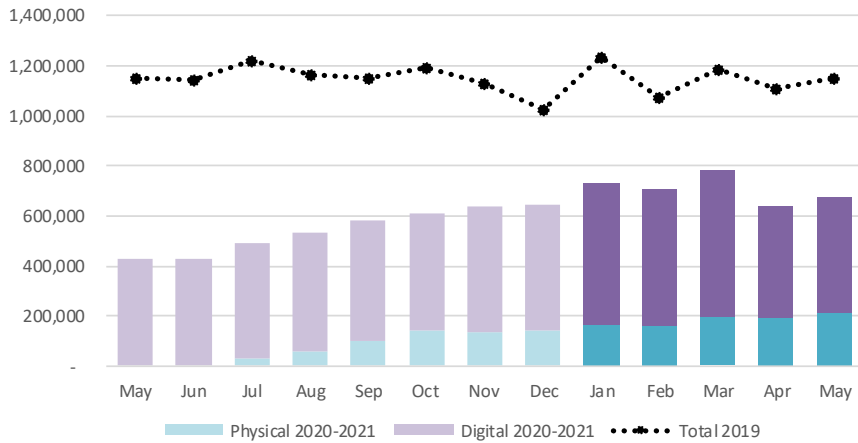


## Patron Usage Statistics—May 2021

In May, 20 of VPL's 21 locations were open to limited in-person service. All open branches returned to full hours on April 6th. System-wide VPL service hours are at 91% of regular hours. Oakridge Branch remained closed due to construction. For purposes of assessing relative change, 2019 (pre-COVID) is used as a representative baseline.

### Visits



Physical

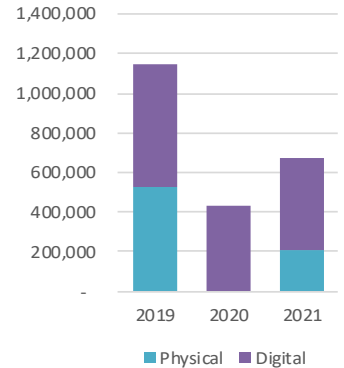
↓ 61%

Digital

↓ 25%

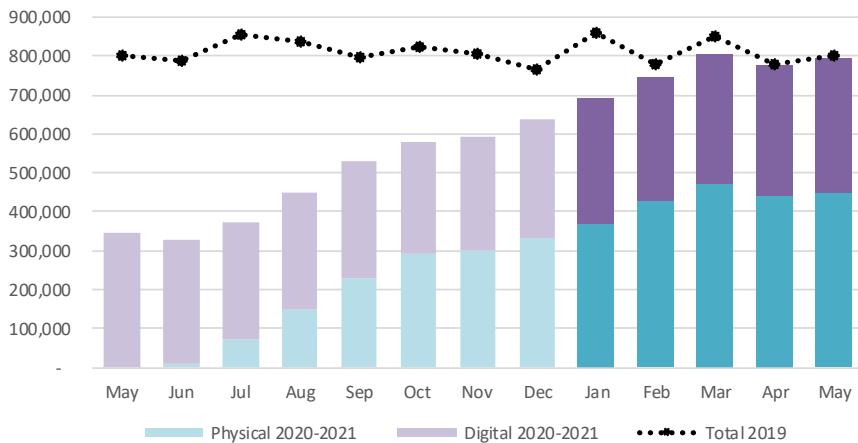
From May 2019

### May Visits



Digital visits includes traffic to vpl.ca, the library catalogue, and VPL-maintained microsites. It does not include access to our most popular third party apps (e.g. Libby, OverDrive, Acorn). Visits to high-traffic web pages featuring in-person services (e.g. Book a Computer, Hours & Locations) have been significantly lower since the start of the pandemic. Use of content in third party apps (not captured in this metric) has been significantly higher.

### Collection Use



Physical

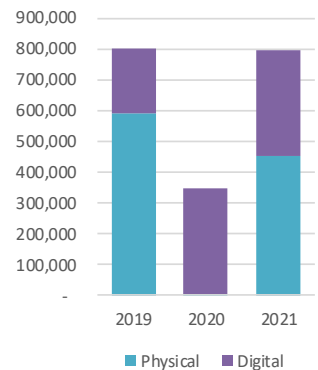
↓ 24%

Digital

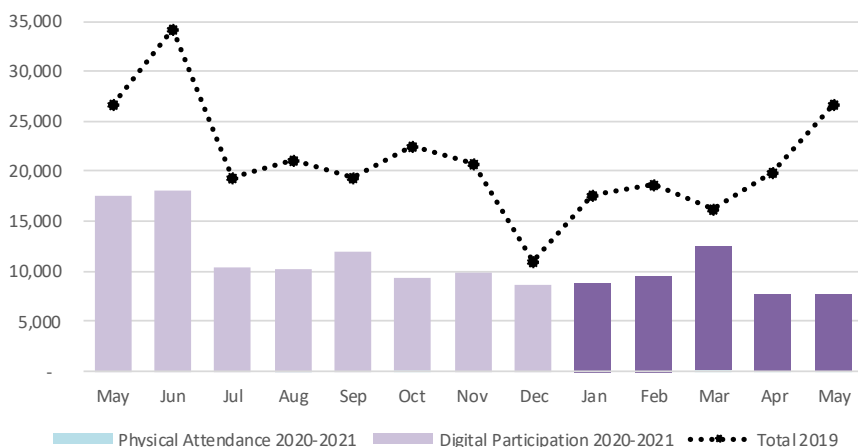
↑ 64%

From May 2019

### May Collection Use



### Program Participation



Total Program Participation

↓ 71%

From May 2019

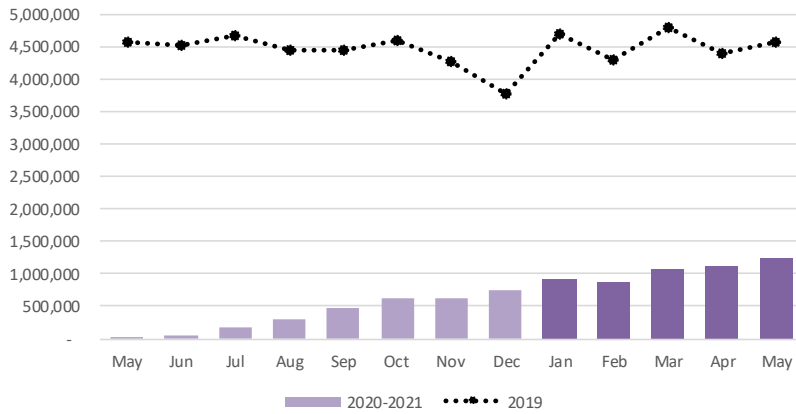
Digital Participation Detail

**37%** Digital Live Attendance

**63%** Digital Recording Views

Digital Participation is Digital Live Attendance plus Digital Recording peak views. Peak views are all views within 30 days of posting the recording online.

### Wired Internet Minutes Used



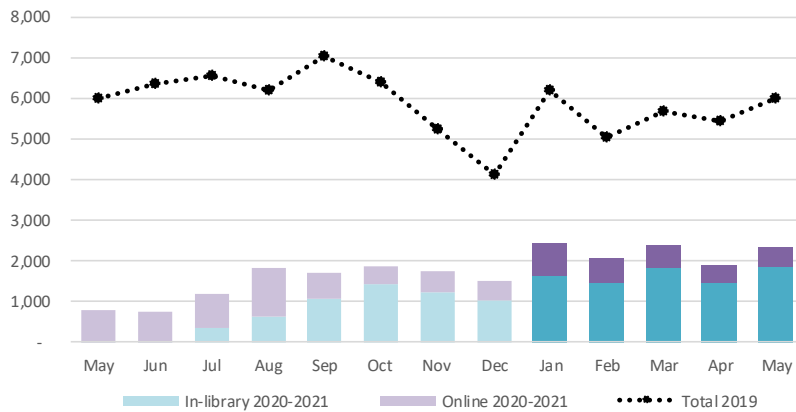
### Wired Internet Minutes Used

↓ 73%

From May 2019

To allow for physical distancing, a maximum of 44% of computers were available for public use during the month of May.

### New Card Registrations



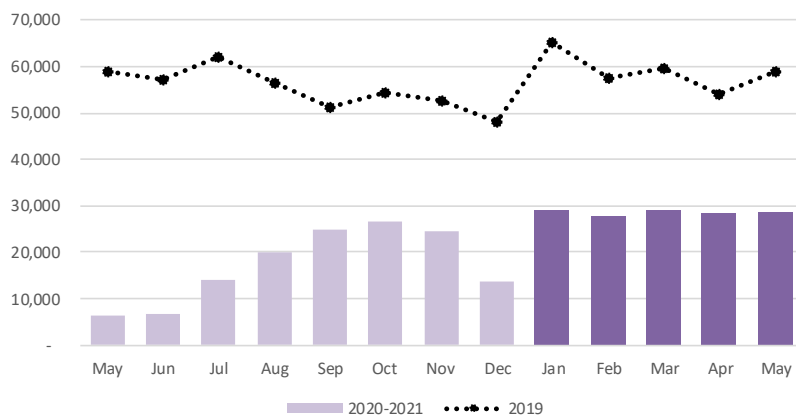
### Total New Card Registrations

↓ 61%

From May 2019

Starting in January 2020, patrons were no longer required to have a library card to access VPL's Wi-Fi.

### Reference Questions

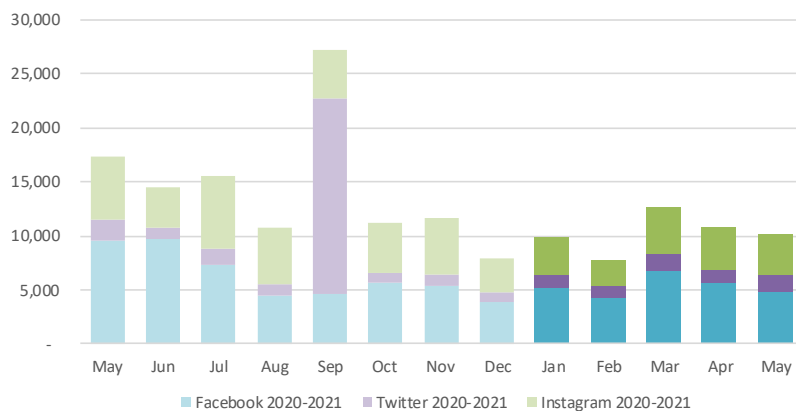


### Reference Questions

↓ 51%

From May 2019

### Social Media Engagement



### Social Media Followers

 11,917 (↑104%)

 27,113 (↑9%)

 21,252 (↑33%)

From May 2019

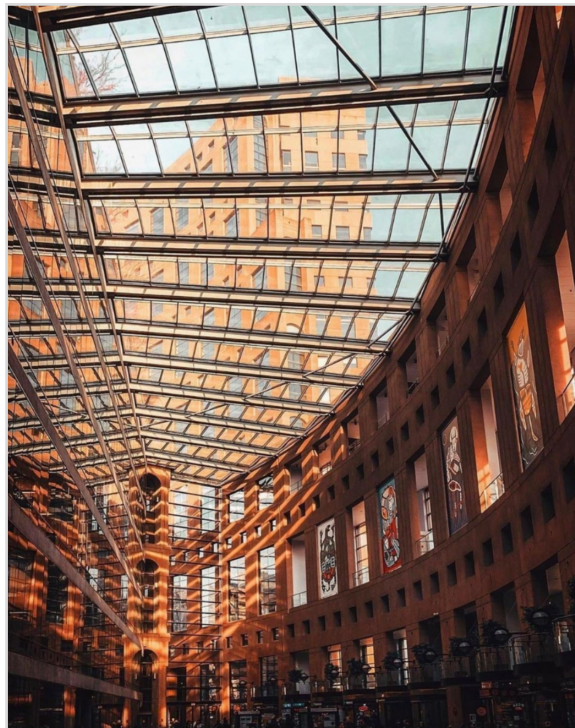
Social media engagement includes any action taken such as likes, comments, shares, website clicks, etc.

# Patron Appreciation and Digital Engagement

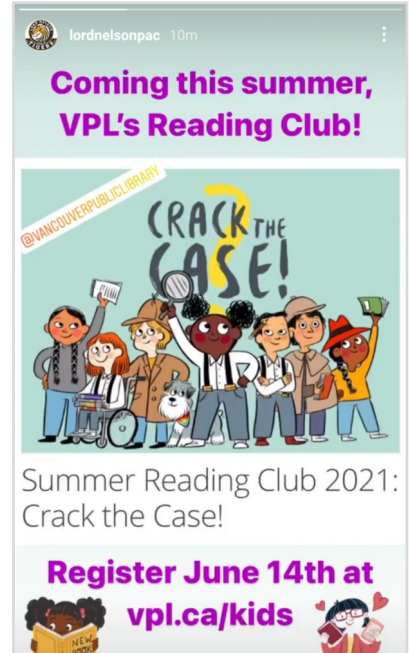


The workshop gave useful tips, as to how to approach a Job Fair and what preparation is necessary to give a good account of yourself. Even though I used to work as an HR Specialist, I learned the Canadian point of view firstly, and I already changed my resume for the upcoming job opportunities.

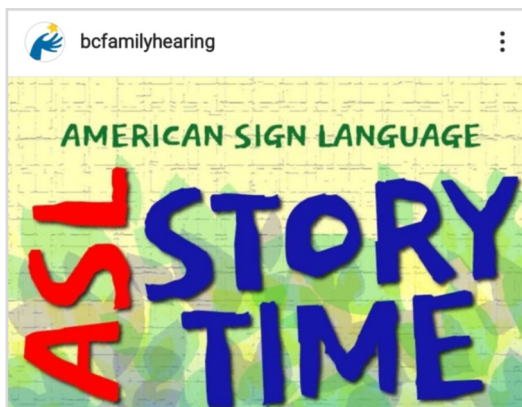
-Patron feedback from Virtual Job Fair Preparation workshop



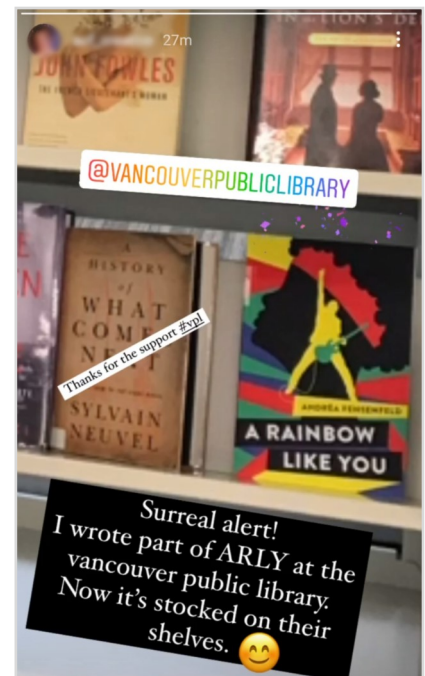
102 likes  
I guess my city has best looking public library 🏡



Liked by mycrogreensco and others  
Took a flower drawing lesson with @sarahkclement through @vancouverpubliclibrary this evening - had so much fun! Lots of practice drawing flowers in my future 😊 #penandinkdrawing #flowerart #beginnerartist



5 likes  
bcfamilyhearing Vancouver Public Library has posted ASL-translated Virtual Storytime videos on their YouTube page for you to enjoy with your little ones! A new video is being added each week through June.  
<https://www.youtube.com/user/vancouverlibrary>  
#bcfamilyhearing @vancouverpubliclibrary #storytime



Ps. Thank you @VPL for your collection of screenplays. It's been a blessing to find almost anything I have been looking for.

11:17 a.m. · 28 Apr. 21 · Twitter for iPhone

As a result of this program I now take pride in doing something in my culture where I used to feel a tiny bit of shame.

-Patron feedback from Pong Pong:  
The History of Mahjong



# Patron Appreciation and Digital Engagement

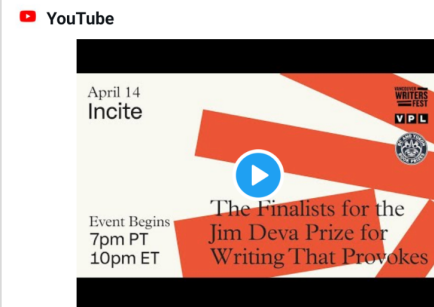


The VPL's Overdrive system has been a real blessing, opening virtual library doors during the months they were closed in real life. Now I'm using it all the time except for larger books with photos and illustrations which I look for at the branch. When I'm there I browse the fast read and staff picks shelves to find titles I want to check out on the kobo.

-Patron feedback from Digital Services



Thanks again to the @VanWritersFest and the @VPL for inviting us to join Incite yesterday evening. It was so great to hear from the five amazing finalists of the Jim Deva Prize for Writing that Provokes. If you missed the event, catch the replay here:



I worked an evening shift last week and two families came in to get Grab and Go bags for their 8-12 year old children while I was there. In both instances, they had seen it on Instagram - that you could get a "special selection of books" from the library! The idea of Grabbing and Going quickly appealed to their wish to not linger in the library and they were really excited about the bags!

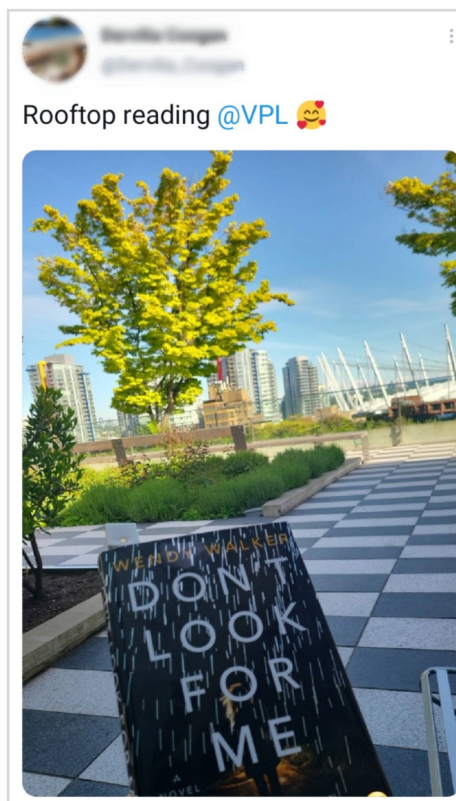
-Staff feedback from Hastings branch

**Museum of Anthropology at UBC** @MOA\_UBC

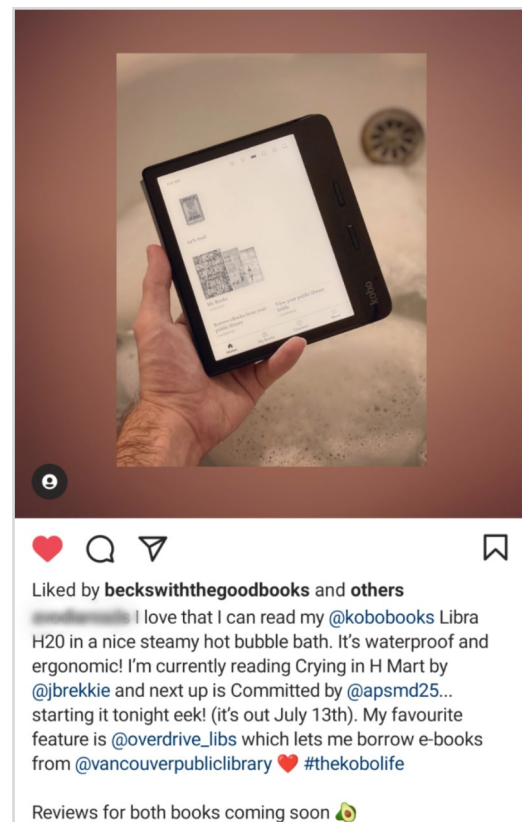
Looking for your next read? Check out this great curated list from the @VPL staff for #AsianHeritageMonth 🌸. The list celebrates the diverse voices and contributions of Asian writers in both fiction and nonfiction titles. [bit.ly/3vYCyql](https://bit.ly/3vYCyql)

**VANCOUVER PUBLIC LIBRARY**

Asian Heritage Month Reading List



Rooftop reading @VPL 📖



Liked by [beckswiththegoodbooks](#) and others

I love that I can read my @kobobooks Libra H20 in a nice steamy hot bubble bath. It's waterproof and ergonomic! I'm currently reading Crying in H Mart by @jbrekkie and next up is Committed by @apsmd25... starting it tonight eek! (it's out July 13th). My favourite feature is @overdrive\_libs which lets me borrow e-books from @vancouverpubliclibrary ❤️ #thekobolife

Reviews for both books coming soon 🍷