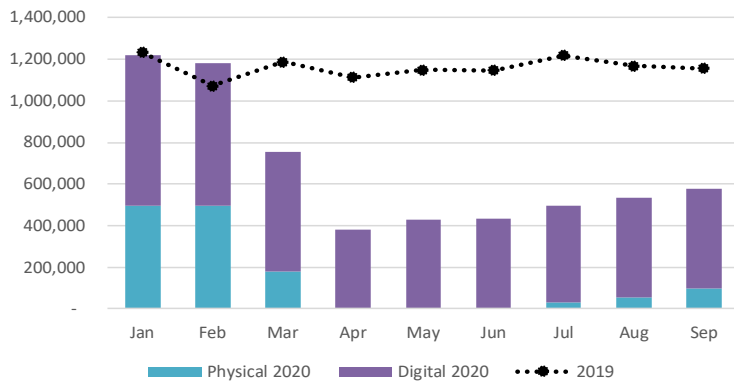


Patron Usage Statistics—September 2020

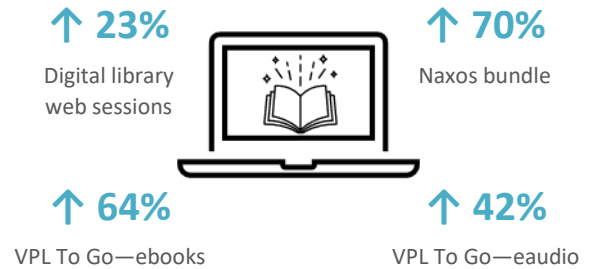
In addition to Central, Britannia, Kitsilano, Renfrew and South Hill branches which reopened in July, 14 additional branches opened at one week intervals throughout September and Carnegie branch began offering in-person service in the community centre. As of the end of September, 20 of VPL's 21 locations had opened to limited in-person service. Total service hours were limited to 33% of regular hours during the month.

Visits

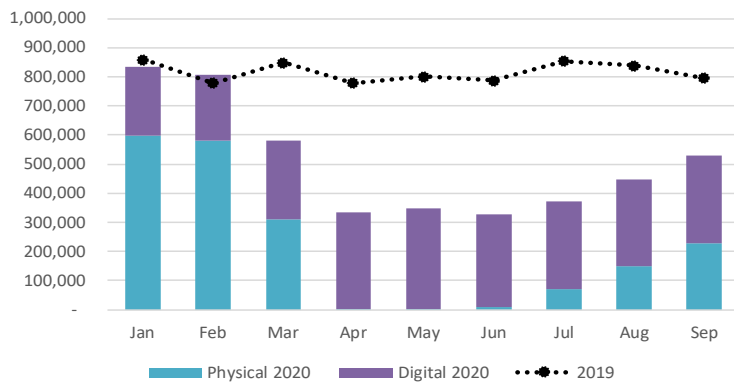


Highlights from the Digital Library

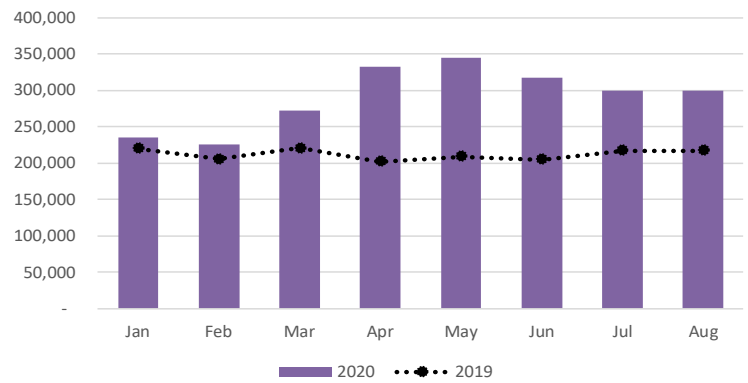
Change in usage September 2020 from September 2019



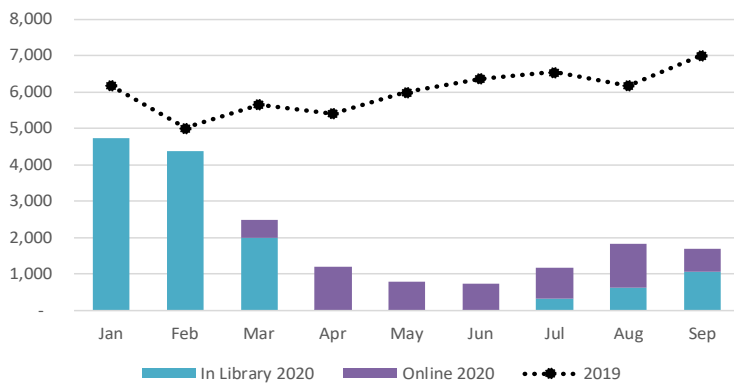
Total Collection Use



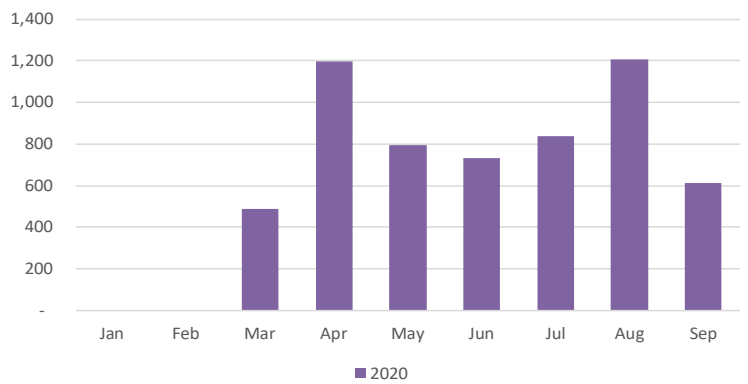
Collection Use - Digital Only



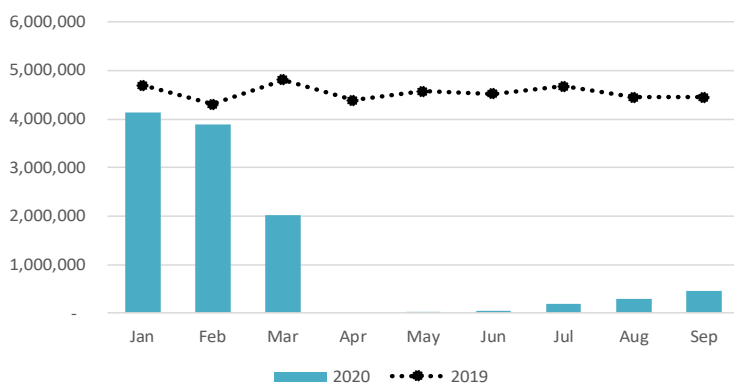
New Card Registrations



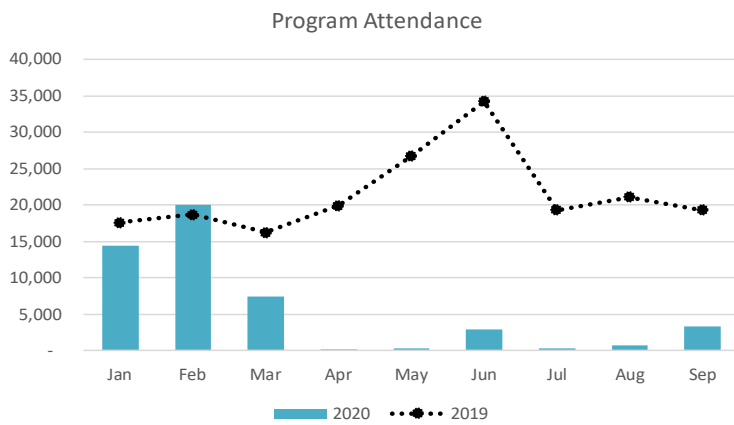
New Card Online Self Registration



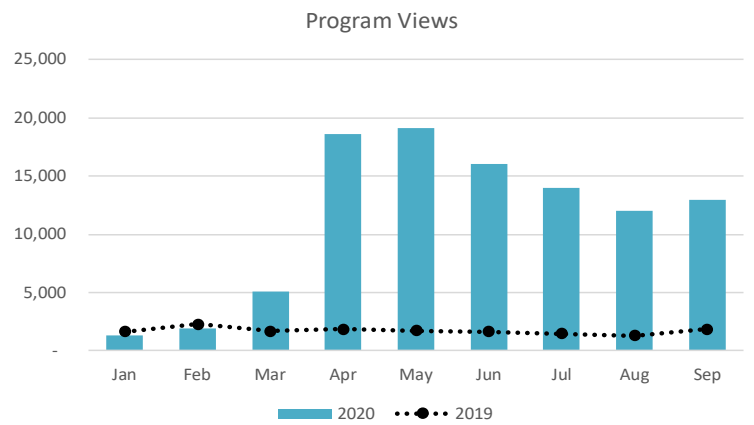
Wired Internet Minutes Used



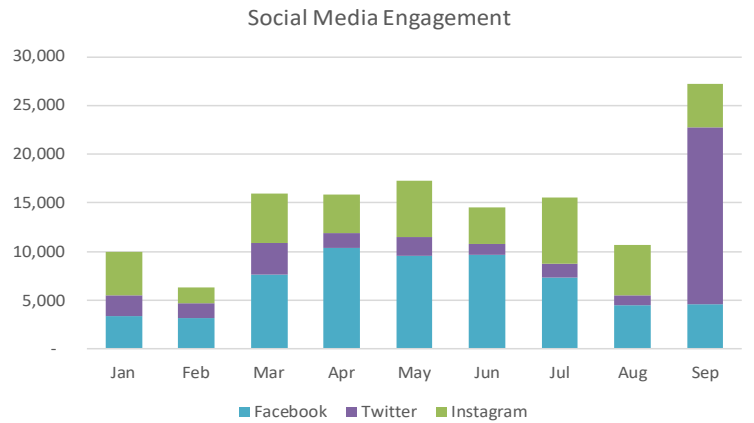
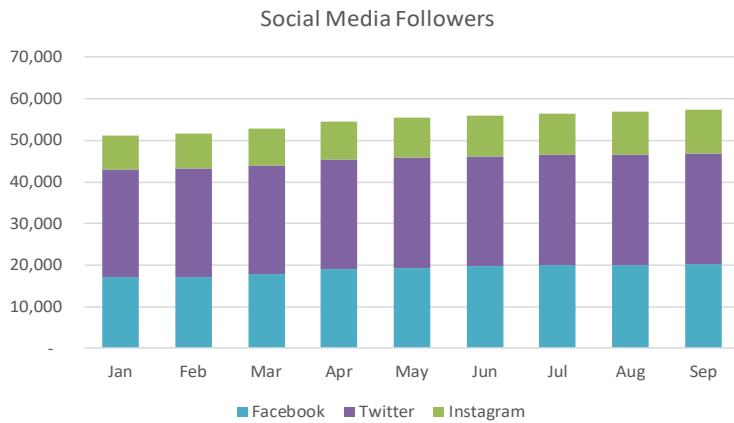
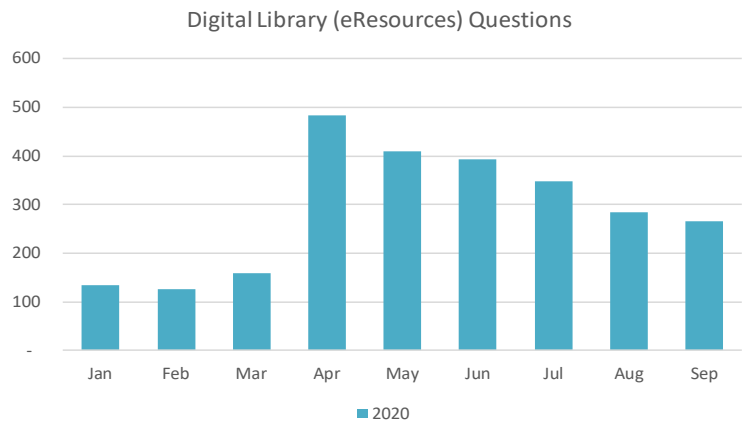
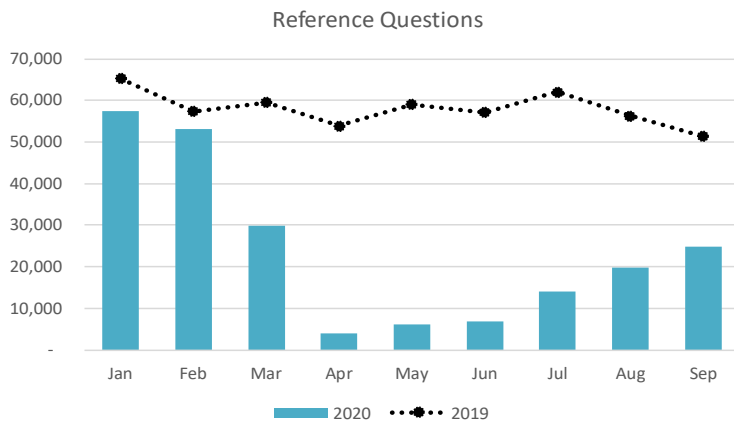
To allow for physical distancing, a maximum of 25% of computers were available for public use during the library's limited service hours.



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



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

The spike in Twitter engagement this month was driven by one very popular thread comparing each member of the K-pop band BTS to a different book in our collection. In total, the thread generated over 80,800 engagements!

Patron Appreciation and Digital Engagement



On receiving technical assistance from Digital Library support, a patron told a staff member that he had “completely changed her mood” and that she was overjoyed with the help she had received, especially since she’s currently not able to have her children come over to help her due to COVID-19. She also wanted to express how much she appreciates the Library’s digital services, as it has made a world of difference during the pandemic.

-VPL staff relayed feedback

A mother and her children came to the Collingwood library to pick up their library holds. The mother told me that her daughter missed having new books and books are her daughters best friend. Her daughter even sleeps with her favorite books at night, especially if there is a unicorn in the story.

-VPL staff relayed feedback

