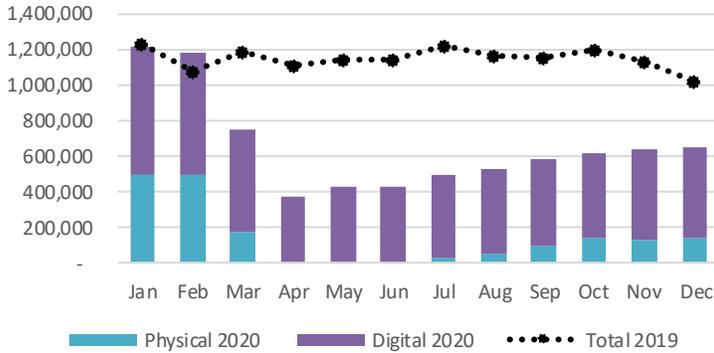


Patron Usage Statistics—November & December 2020

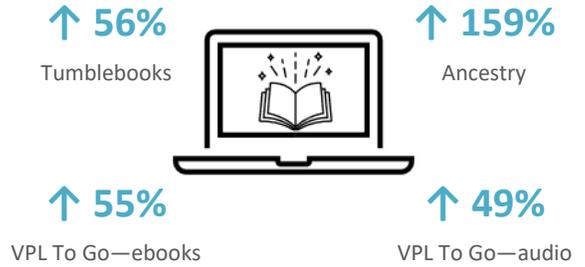
Through November and December, 20 of VPL's 21 locations were open to limited in-person service. While opening hours were expanded at 7 branches through November and December and Levels 4-6 opened at Central on November 30th, total service hours were limited to 62% of regular hours during November and 67% of regular hours during December. Oakridge Branch remained closed due to construction.

Visits

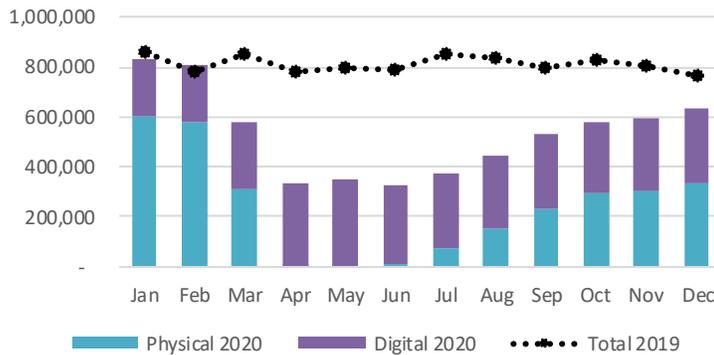


Highlights from the Digital Library

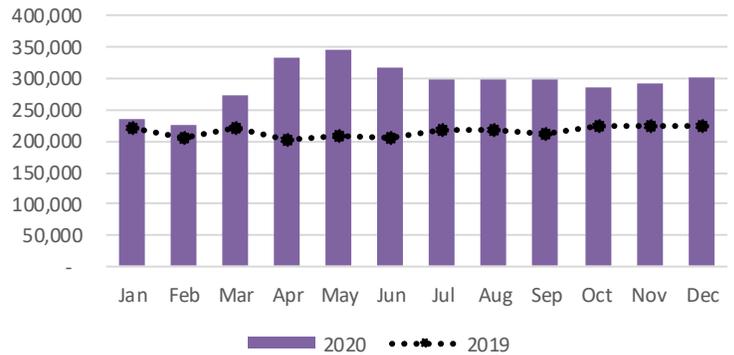
Change in total usage 2020 from 2019



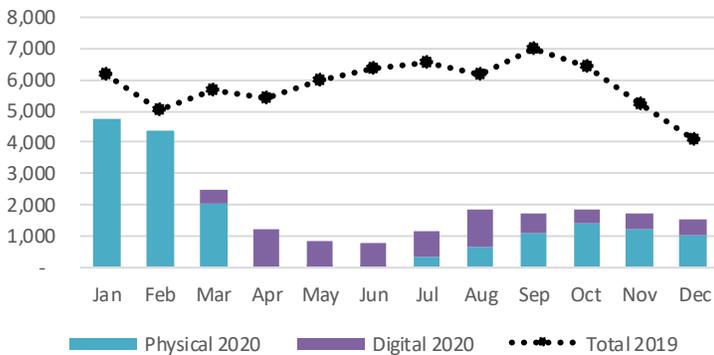
Total Collection Use



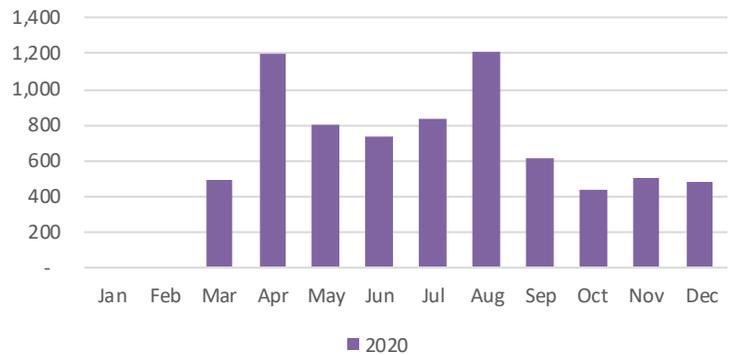
Collection Use - Digital Only



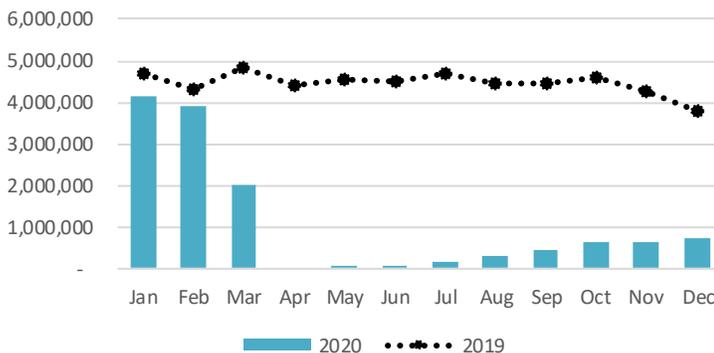
New Card Registrations



New Card Online Self Registration

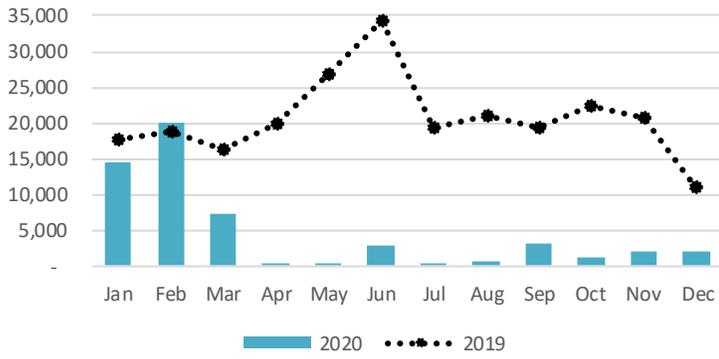


Wired Internet Minutes Used

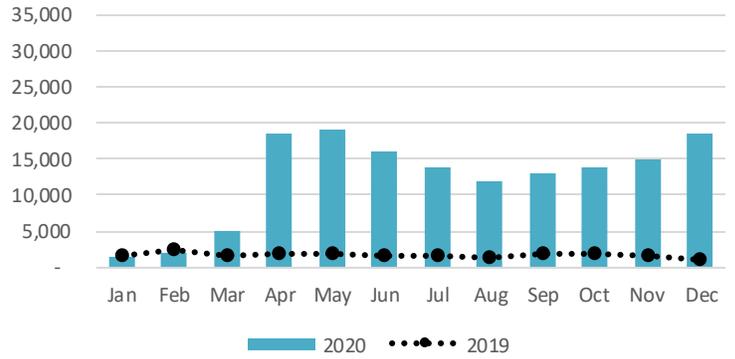


To allow for physical distancing, a maximum of 37% of computers were available for public use during the library's limited service hours in December.

Program Attendance



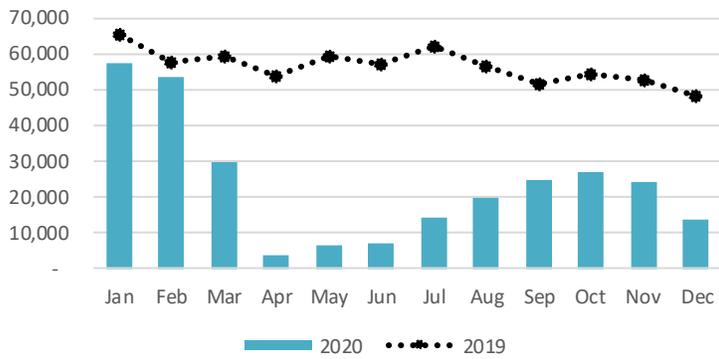
Program Views



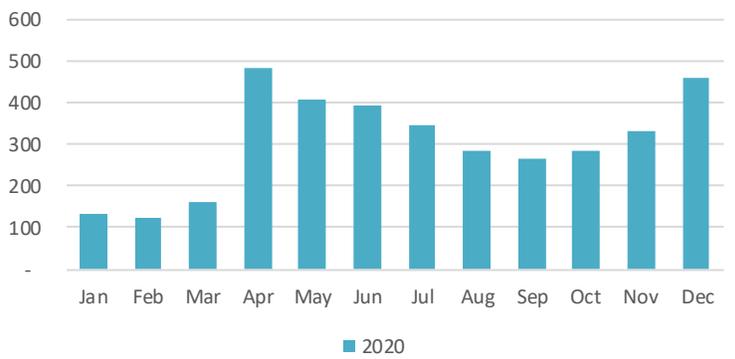
Program attendance includes in-person attendance as well as attendance at online programs presented live to closed groups. In-person programming stopped mid-March.

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

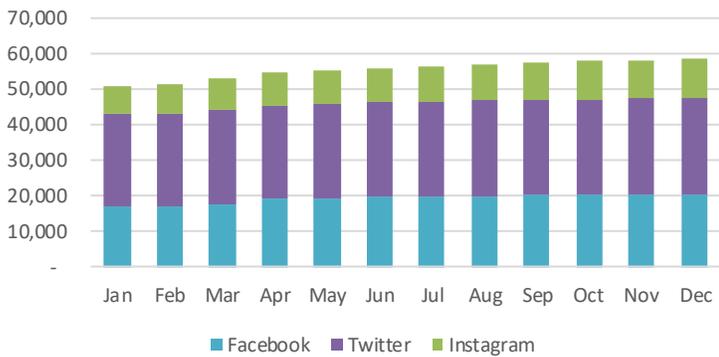
Reference Questions



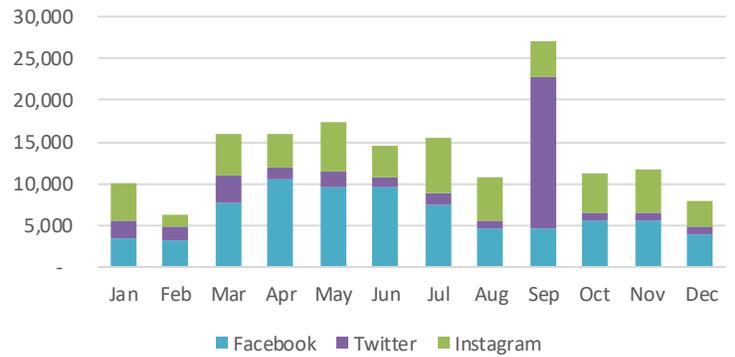
Digital Library (eResources) Questions



Social Media Followers



Social Media Engagement



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

The spike in Twitter engagement in September was driven by one very popular thread comparing each member of the K-pop band BTS to a different book in our collection.

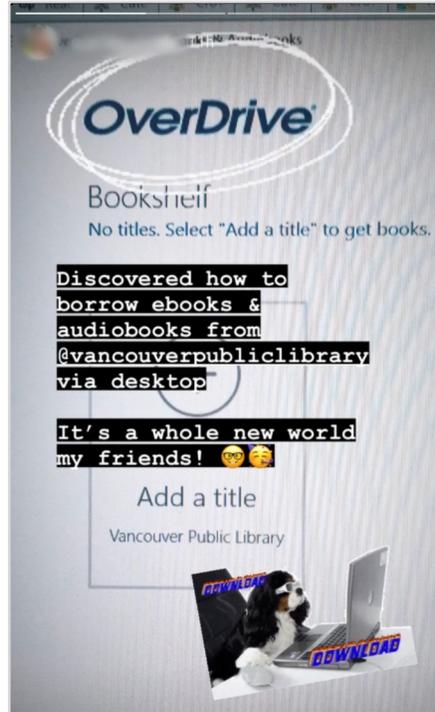
Patron Appreciation and Digital Engagement

I wanted to thank you for meeting with my class today and taking the time to walk us through the various resources offered at VPL. You are doing such a wonderful service for these kids, especially as some of them enter high school. You've offered some excellent points on finding information and critical thinking, which I appreciate. I can tell that my students really enjoyed the presentation.

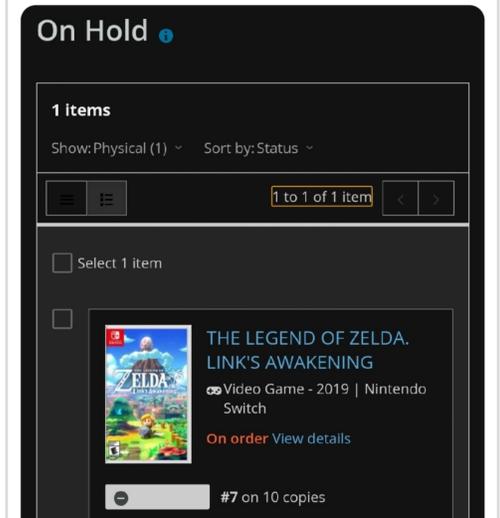
-Feedback from Vancouver teacher following digital classroom visit

"You are why I love librarians. They are the golden fairies, the bright cherubim of the earthly plane. They care about obscure, arcane and important things. They like people. I have NEVER had a bad experience in my life with a librarian and I'm not that consistent with other populations...Thank you."

-Patron feedback to ISV staff



PSA everyone. @VPL has video games! It's not just old PS3, Wii and Xbox 360 games either, they also have PS4, Xbox One, Switch and even PS5 games! Dude I love the library 🙌



The VPL hooks it up!!!
Do not underestimate the library



I've been wanting to watch the epic @KenBurns #CountryMusic documentary. Today I learned the only way to watch in 🇨🇦 is on @Kanopy with my @VPL card. Let's hear it for public libraries 🙌

vpl.kanopy.com/video/country-...

10:51 a.m. · 14 Dec. 20 · Twitter Web App

Thank you @JulieWhiteHunt for the amazing opportunity to meet author @territatchell and listen to her read her book Adventures of a Pangupop! @VPL we really appreciated and enjoyed learning about pangolins!!! @westcot_school @WestVanSchools



2:22 p.m. · 24 Nov. 20 · Twitter for iPhone

My parents are seniors and before the pandemic they were out and about going to senior university classes, art galleries, movie theatres....They are stuck now in their home. They are not used to the online digital world, I have connected them to Zoom to keep in touch with family but they are not into downloading and other online resources. My mother has dementia and my dad is trying to keep them active. I could not find many resources even to buy. Luckily at VPL I was able to get them some great learning courses on opera in DVD and book form. My mother still remembers opera and the artist Emily Carr. I was able to find two DVDs on Emily Carr, recently from VPL. I really appreciate the variety of online and material resources that the library still carries, it is helping to support my parents through this pandemic.

- Patron feedback from Collingwood branch

Patron Appreciation and Digital Engagement

I have been attending all the book clubs and reading circles since the shutdown and you are my mental health lifeline, thank you.

-Patron feedback following Book Lovers Reading Circle

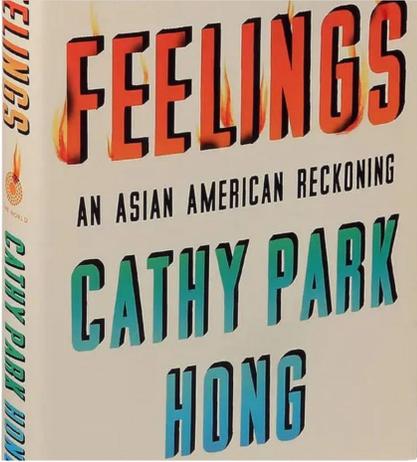


Seriously @VPL's humans are amazing. I had some technology issues was was blown away how helpful and responsive all staff were. My issue got cleared up super fast. Thanks!

Vancouver Public Library @VPL · 1d
Sometimes technology doesn't work the way it should. If you run into any problems with our online resources, we have actual humans who can help!

Digital Library Hotline: (604) 331-3743 | digitallibra...

1:54 p.m. · 27 Nov. 20 · Twitter Web App



Liked by [igabulhari](#) and others

[igabulhari](#) i centred BIPOC (mainly WOC) voices in my reading this past year to learn, gain, and reaffirm perspectives.

here are some of the books that stood out for me 📖

with mega shout outs to @vancouverpubliclibrary and their digital library!

here's to a better 2021 and more reading!



BIG shout out to the @vancouverpubliclibrary - I went to pick up my holds at the Mount Pleasant branch today and they did such a great job at making things efficient and safe. I was in and out so quickly, they had a good line up system, and even took time to remind us about the rising cases and seriousness of wearing our masks to protect others and ourselves. Thank you for that kindness and attention to detail.

Hello and Good Day.

Actually, I am happy to share the feedback with you, that our comfort-zone-method of continuing contact with the VPL resources is now to use the Digital section of the VPL .

We will both be 74 years old in 2021 and it just seems prudent to 'go digital'. Utilizing the VPL digital section, during a pandemic is, blessedly, with no unease nor any risk to health at all. It is a life-saver in many ways. The pandemic gave us the motivation to make the move to digital. A strong motivator was needed to enable it to happen for me. I like 'the feel of a book' in hardcopy.

The 'Digital' library on the VPL website is lovely and satisfying especially, during these challenging such times of little control over so many dimensions in one's life-space. And especially for the more vulnerable elder age group that by necessity have been sheltering a home longer and more carefully than others. And the e-Reader allows one to move into the more accessible larger-print in reading, as a function of the eReader I am using -a bonus more and more appreciated as essential for comfort with 'books' now.

Frankly, once one climbs the hill of obtaining the right equipment and setting it up properly: and VPL is doing excellent work in facilitating this for patrons - then it is a valuable and worthwhile resource. The Digital section of the VPL is literally essential for our living a better lifestyle right now; especially since the digital VPL also gives access to live-streaming of films, concerts as you know.

We are grateful and happy patrons of the VPL . You are all doing fine and helpful work during these challenging times of a global medical crisis.

-Senior patron feedback