



Libraries serve an important purpose in their communities. When the COVID-19 pandemic hit and provincial restrictions were put into place, Chinook Arch worked to ensure that a breadth of services remained available to library patrons.

“Everyone I talked to says the library system has "saved" us during the pandemic.”

eCards move online

In early 2020, patrons were able to register for a library card online.

1,575 people registered online using the new system

"Wow, what an easy way to get my library card, this was painless. Thank you!"

eLibrary usage up

Chinook Arch redirected \$30,000 to bolster online collections to help satisfy demand.

Assisting Patrons

Restrictions changed throughout 2020, and libraries were sometimes completely closed. Chinook Arch staff saw a dramatic rise in direct interactions with patrons, with the majority being to assist with eResource usage.

Direct interactions with patrons increased by **100%**

"Even before the lockdowns the library service was great. Now, it must be an "essential" service. I appreciate the library staffs' effort in continuing to make borrowing available. Many thanks."

eLibrary usage rose by 16%	eBook collection increased by 13%
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"I have absolutely LOVED the library this year, thank you for making so many great e-books available to borrow, it has honestly saved me through this COVID mess!"

Digital Literacy Exchange Program

In-person classes were offered whenever COVID-19 safety measures allowed. Additional formats (online classes and at-home learning options) were created to ensure the classes were as accessible as possible.

53 Classes offered

ACTIVITY PACKS FOR AT-HOME LEARNING

149 participants

499 Adult Activity Packs

254 Youth Activity Packs

Over 200 views of Online class videos!

"I liked the individual nature of the class best - I was able to ask questions without feeling foolish."

Seniors and Intergenerational Program

With restrictions changing throughout 2020, the focus shifted to COVID-19 resource creation/sharing for seniors. Online videos for seniors dealing with isolation were also created.

29 Classes offered

RESOURCES CREATED AND SHARED

1,424 Monthly Activity Packs

308 participants

8 issues of *Helpful Resources for you during COVID-19*

Over 600 views of Online art videos!

"Very much appreciated during COVID pandemic. Intergenerational connections, especially for seniors is vital now and otherwise. Vital!"

THE EFFECTS OF A PANDEMIC

Given that 2020 was an abnormal year because of the COVID-19 pandemic, it is to be expected that many of the statistics below are very different compared to previous years.

4 DELIVERY VANS



Our vans made 984 delivery stops in 2020. Down 80%.



Visits to libraries down **79%**



Chinook Arch-led programs within libraries down

56% and program attendance down **65%**



IT CONSULTING SESSIONS, HELPDESK TICKETS, AND LIBRARY VISITS DOWN

29%

42,525 ITEMS CATALOGUED

Down 28%

Consulting sessions with libraries down **30%**

