

# Supporting our community through COVID-19

ON MARCH 16, North Vancouver City Library closed its doors in response to growing concerns about the spread of COVID-19 in our community.

We did so with regret, knowing how much the community values the library as a welcoming and inclusive place for learning and connection — and how critically important the library is for a sense of community and normalcy in uncertain times.

Staff immediately went to work to develop new ways of connecting with customers and to plan for those without access to technology. We never stopped looking for ways to restore and improve service. Following public health and workplace safety guidelines, we launched takeout service in May, and reopened our doors in July. And we continue to expand services and hours in accordance with the most current health and safety guidelines.



# The library from home

When City Library closed its physical doors, staff pivoted to provide service by **telephone, email, chat** and through our digital branch at [nvcl.ca](http://nvcl.ca).

Programming went virtual as our friendly, talented staff started recording **online story times**, teen trivia contests, STEAM experiments, home learning tips and more activities to keep young people and families connected and engaged. We relaunched book clubs, English language learning circles, seniors' gatherings and other programs on Zoom to help people connect with the library and one another during a time of isolation and worry.

We invested in **ebooks, e-audiobooks, online magazines and newspapers** and other digital content, available through our website 24/7. People looking to learn a new language or skill could access **free online learning** with Mango Languages, Lynda.com, CreativeBug, and other platforms through the library website.

Staff also created a **Library at Home** section on our website and curated lists of recommended and reliable resources focused on the needs of home learners, people working from home, and folks needing information, help and social connection during this challenging time.

At the start of May, we launched **Library Takeout** to meet the community's growing hunger for reading material. Customers could email their "orders" which staff processed for **contactless pickup** at the front door. Many customers took us up on our offer to select books for them based on their reading preferences, and were thrilled to discover new authors and titles to love.



# Welcoming you back

City Library **reopened** to the public on July 7. Our first days focused on **public computer access, browsing** for fiction, and **holds pickup**, followed quickly by the reopening of the beloved Children's Area and later the non-fiction collections on the third floor. Many of our first visitors expressed their excitement to pick their own books — while others simply cried.

Staff continue to innovate and plan services such as **outdoor library space, exam supervision services**, and in-person **technology help**.



# Library services from March – July



103,069

Digital books, audiobooks, magazines & newspapers borrowed



419

Digital library cards issued



1,796

Takeout orders

11,849

Items delivered



*Thank you from the bottom of my heart for the TWO bags of books I picked up on Friday. I, like everyone else in the world, often have difficulty sleeping these days and a book takes my thoughts away from the horror of COVID-19 to a better place. So thank you for being there for us. When I bang on my pot lid at 7 p.m., I will be thinking of you folks as well. You rock!*

— A 60-year-old lifelong library patron



3,625

Virtual program views



194,957

Visits to [nvcl.ca](http://nvcl.ca)



763

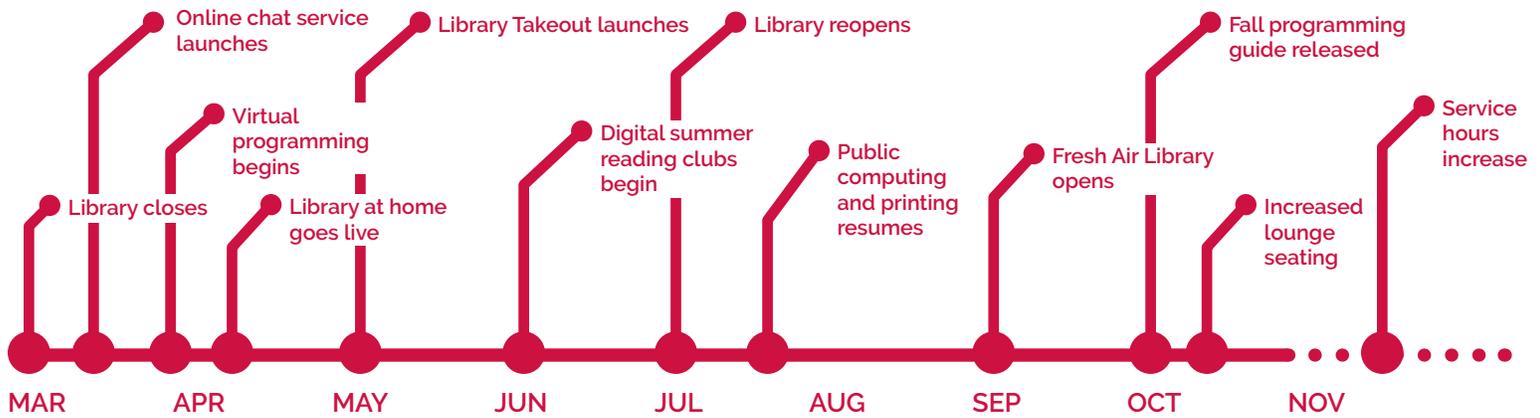
Chat sessions



51,604

Online courses taken

# Reinventing the library again, and again, and again...



*Walter Zicha, Head of Acquisitions and Collections, greets a regular attendee to the library's popular Babies Storytime program. The program, like many others, went online during the pandemic where Mr. Walter continues to share songs, rhymes and stories with his fans.*

