

Inspiring Stories: Supporting Our Community Through COVID-19

June 2020

Throughout the last few months, many people in our community have been impacted and challenged by the issues presented as a result of the global COVID-19 pandemic. From social isolation caused by distancing, to financial implications of job loss or having to shutter local businesses, and for some, tragically losing loved ones as a result of the coronavirus disease.

The public library has an important role to play in the community, particularly throughout this time of heightened anxiety and fear. During this time of encouraged social-distancing and increased isolation, connecting with our community's most vulnerable, and getting stories and resources into the hands of readers, has never been more crucial.

When the challenges posed by COVID-19 reached our communities here on the North Shore and North Vancouver District Public Library was advised to close on March 17, the Library quickly and proactively pivoted, retooling our services to help our community during a time when many services that they depend on were suspended.

NVDPL From Home

Access to digital services and resources from home, supporting our community's need for entertainment and intellectual stimulation from home. Digital circulation increased almost immediately and has remained high even as NVDPL introduced Library Takeout. Comparing figures for digital circulation and database use between February 2020 to May 2020, use has increased 70%.

Virtual Programming

From trivia nights to online discussion groups, storytimes, and everything in between, the Library has offered an exciting and diverse range of virtual programs to support our community from a distance. Library staff also produced recorded content for NVDPL's YouTube channel, including video tutorials in English and Farsi for how to access digital content or even maintain their accounts.

Library Takeout

North Vancouver District Public Library was one of the first libraries across Canada to move its service delivery to takeout model of service. The demand was overwhelming and the response was heartening. NVDPL received 950 orders in the first week and an outpouring of love and gratitude from our patrons. Current circulation sits at an average of 6,000-7,000 checkouts per week, which accounts for 30% of normal circulation. To date, we've successfully and safely delivered thousands of items to thousands of patrons!

Home Library Services

Even as a coronavirus outbreak took place in our community, NVDPL staff remained committed to supporting Home Library Service and Talking Books patrons. We checked in with care homes and individuals who we regularly deliver to and adapted our procedures to ensure that these patrons had access to the content they rely on for entertainment and mental health purposes.

Turn over to check out photos from the last few months!

Photos from March 2020 - June 2020



Training on PPE from North Vancouver District Fire and Rescue.



NVDPL's first virtual board meeting.



Library Takeout bags ready to go at Parkgate Library.



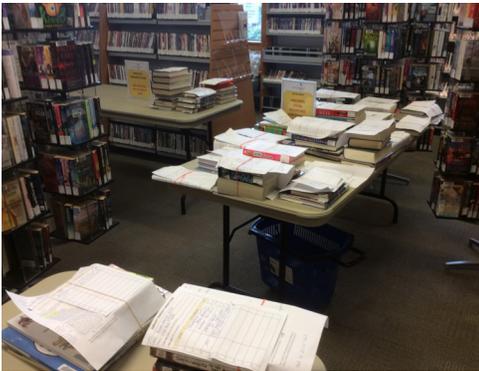
Training on PPE from North Vancouver District Fire and Rescue.



NVDPL's first virtual board meeting.



CTV Vancouver interviews NVDPL.



Filling holds out in the stacks at Capilano Library.



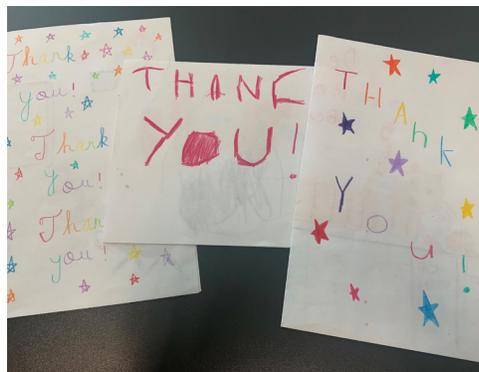
NVDPL's Virtual Petting Zoo(m) program.



WorkSafeBC photo shoot at Lynn Valley.



A young patron enjoys a live storytime!



Thank you cards dropped off through the book return slots.



Filming Summer Reading Club videos in the new StoryLab with NVDPL Board Chair Kristine Mactagart Wright!