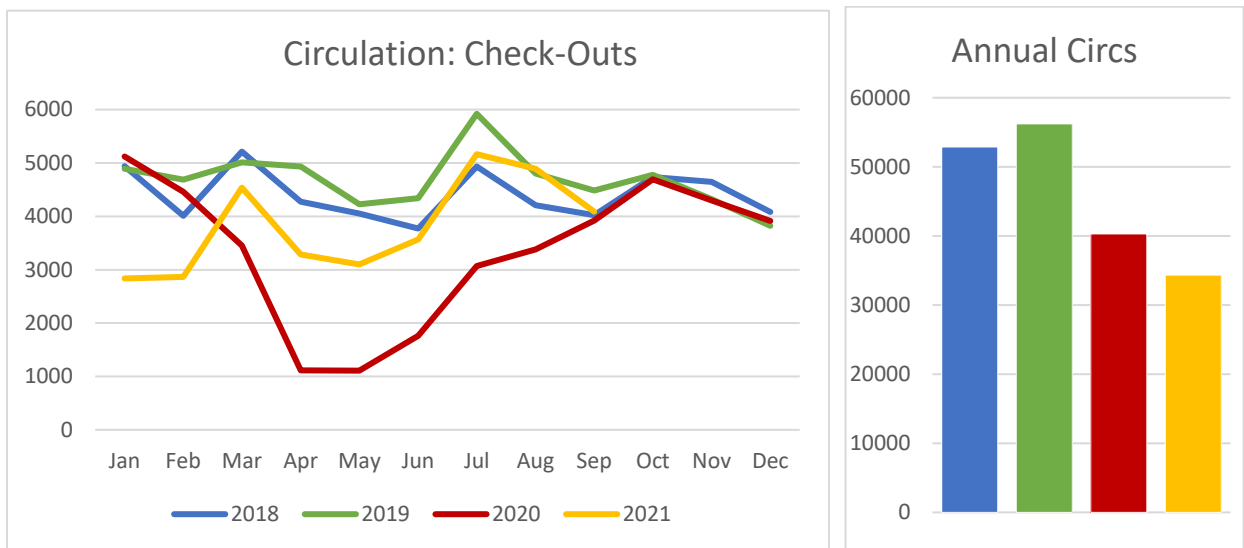


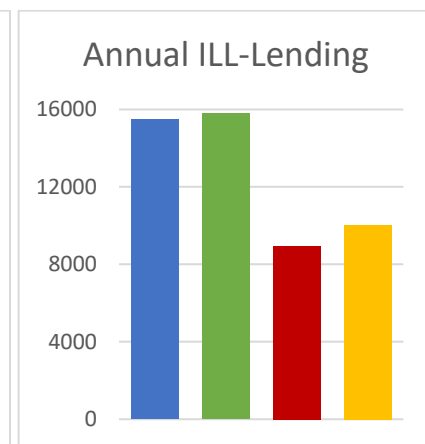
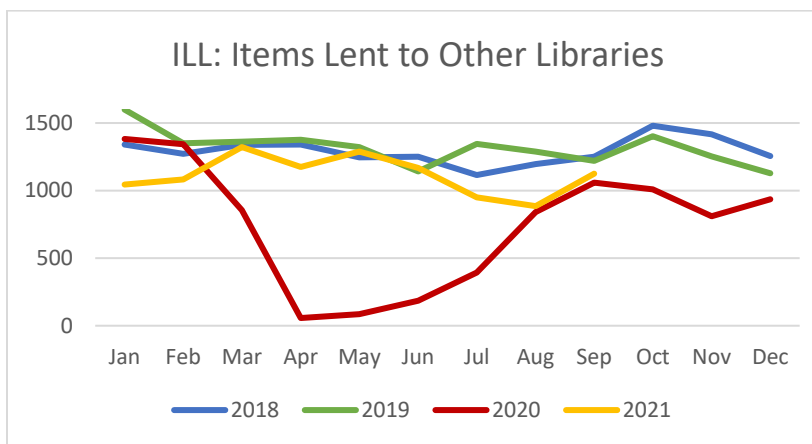
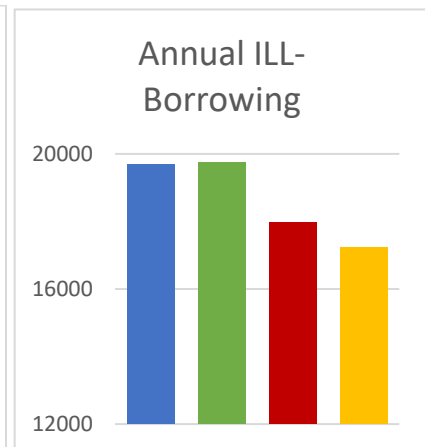
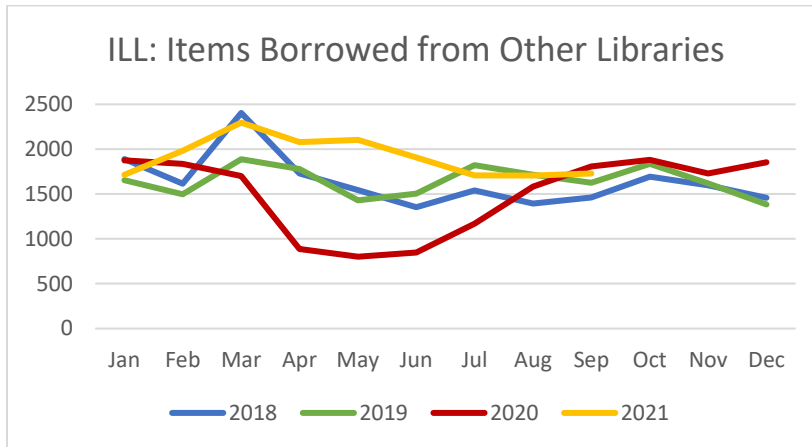
Graphical Analysis of COVID Impact on Services

Circulation measures the number of physical items checked out (books, magazines, DVDs, etc.).



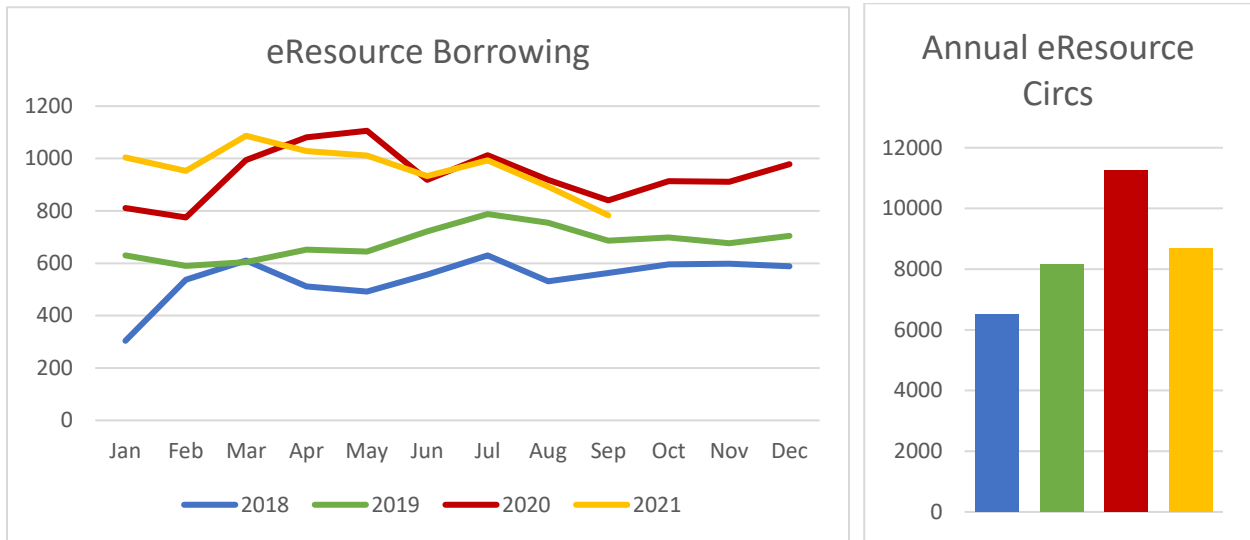
Notes: 2018 and 2019 represent the last two full years of in-person service prior to COVID and show similar trends in monthly circulations; 2019 check-outs were slightly higher on average and in annual circulation totals. 2020 monthly circulations begin the year at or above expected levels in January and February prior to the March 16, 2020 Ministerial order to close libraries due to COVID-19. The library shifted to curbside and delivery services by April 2020, but circulation was limited to DV Library collection items as ILL services were restricted (see next set of graphs). The public could not enter the facility to browse shelves and had to rely on phone-in service to request items as YRL shut down TRAC browsing for all libraries in the region. Despite these setbacks, circulations never dipped below 1000 items per month. Libraries re-opened to in-person services mid-June and circulation returned to near-normal levels by September and remained within monthly expectations for the remainder of the year, including December when a second closure was ordered mid-month (December 14, 2020). This second-wave closure was lifted on March 2, 2021 but re-imposed on April 6 as a third wave of COVID cases surged throughout the province. However, the library was better prepared to adapt services by the second and third wave and circulations via curbside and home delivery never dipped below 50% of 2018/19 circulation numbers. Third wave closure remained in effect until June 10, 2021. Monthly circulations are expected to return to normal levels by the end of summer 2021 and annual circulations are expected to exceed 45,000 by the end of the year.

Inter-Library Loan (ILL) Services measure two different aspects of library resource sharing: **Items Borrowed** from other libraries to fill local requests and **Items Lent** from local collections to fill requests at other libraries in the province.



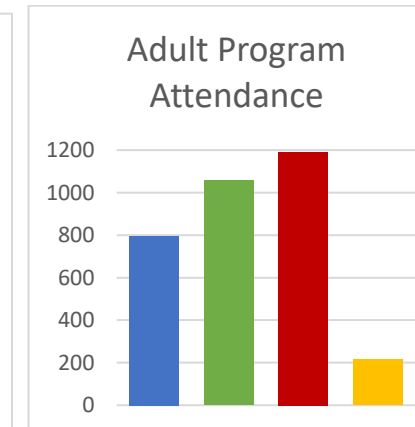
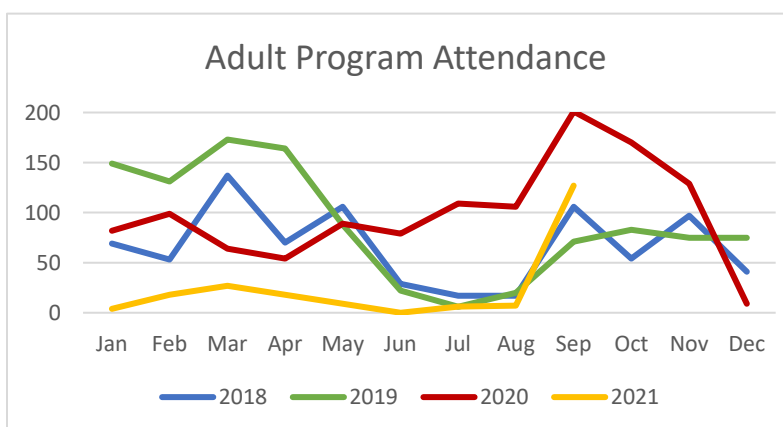
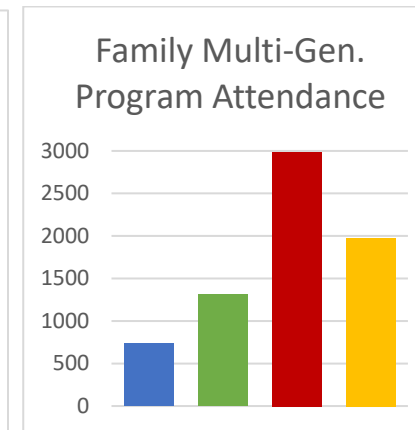
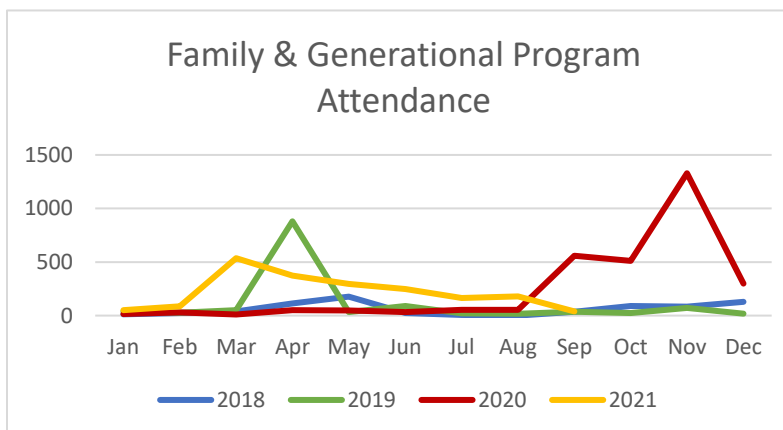
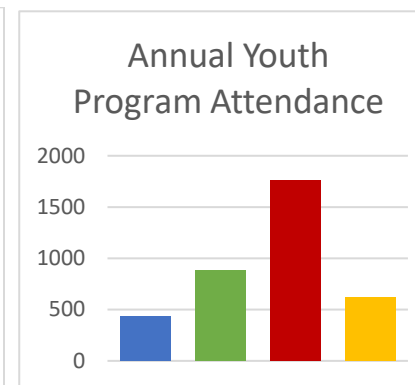
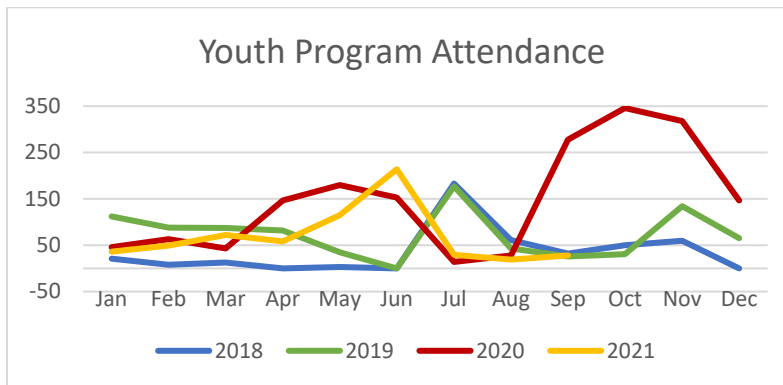
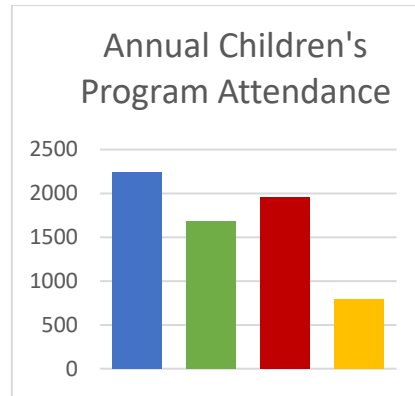
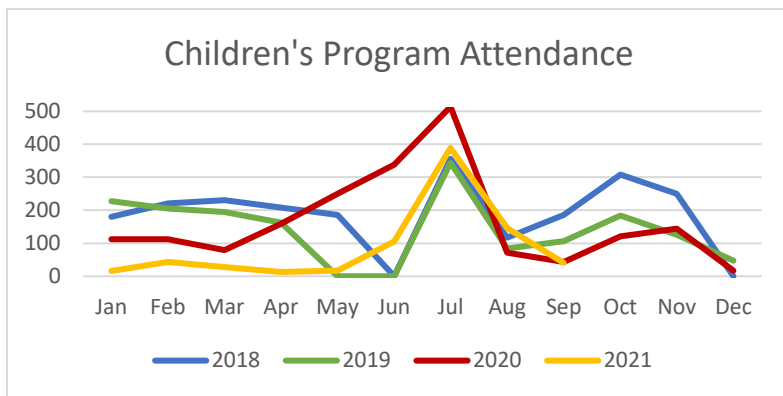
Notes in ILL: 2018 and 2019 show similar trends in ILL activity with consistent monthly borrowing and lending trends; annual 2019 ILL-lending was slightly higher than 2018. ILL borrowing showed signs of growth in early 2020 prior to March 16 when libraries were ordered to close. On April 1, 2020, government courier services were permanently deferred to YRL van delivery; however, items still in transit through courier continued to trickle in during April and May. YRL turned off all TRAC ILL hold functions for libraries in the region and suspended regional van deliveries from April to early-June 2020; TRAC functions were not restored until July 2020. ILL borrowing from other libraries rebounded to pre-pandemic levels by August and exceeded traffic from previous years, a trend that continued into 2021 and aided by increased access to curbside and delivery services. Annual ILL borrowing was not as severely impacted as Annual ILL-lending. ILL lending of local collections going out to other libraries also rebounded in July and August as YRL van deliveries resumed. However, many libraries in the province remained fully or partially closed to the public. Monthly ILL lending returned to normal levels by March 2021 when libraries re-opened to the public at the end of the second wave, dropped slightly when libraries closed in April and returned to normal by May, despite libraries remaining closed until June 10, 2021. Annual ILL traffic is expected to recover to pre-pandemic levels by the end of 2021.

eResource Borrowing measures the number of electronic items accessed by Drayton Valley Library users from Hoopla, OverDrive, RB Digital (and Cloud Library).



Notes on eResource Borrowing: Monthly eResource borrowing increased significantly during library shut-downs: March 16 to June 16, 2020; December 14, 2020 to March 2, 2021; and April 6 to June 10, 2021. eResource Borrowing peaked in Spring 2020 during the first COVID lockdown as physical borrowing was extremely limited to curbside, and ILL shipping was brought to a stand-still. Drayton Valley Library increased spending on eResource licensing by 400% in 2020 and 2021 to accommodate growing demand. Annual eResource circulations increased by about 900 circs/ year from 2018 to 2019; COVID lockdowns resulted in exponential eResource circs in 2020 but are expected to return to a linear growth pattern or approximately 10,000 circs by 2021 year-end. Investment in eResource collections will continue but will not replace physical collection development as reading trends remain 6 to 8 times higher for physical items.

Program Attendance measures the number of people at programs and events.



Notes: Program activities are reported annually to Municipal Affairs - Public Library Services Branch (PLSB) according to target age groups: Children, Youth, Adult and Family & Multigenerational. PLSB does not define specific age-ranges for categories, rather this is decided by the Programmer(s) in reporting attendance statistics to the Director.

Seasonal program breaks were introduced in 2018 and scheduled for June and December to allow Programmer(s) time to plan for upcoming activities, report on program outcomes and take vacation. The December program breaks are apparent in all age-ranges for all years. The June program breaks are apparent in all age-range graphs for 2018 and 2019 as attendance dropped to near zero. However, in 2020 there was no June Programmer break and attendance levels grew; growth was most noticeable in child, youth and adult programs.

As of March 2020, all in-person programs were suspended due to COVID. Program data from April 2020 through to May 2021 is almost entirely virtual and includes live attendance via Zoom as well as views of recorded activities on YouTube and Facebook. We also introduced *'Take Home Craft Kits'* that were wildly popular

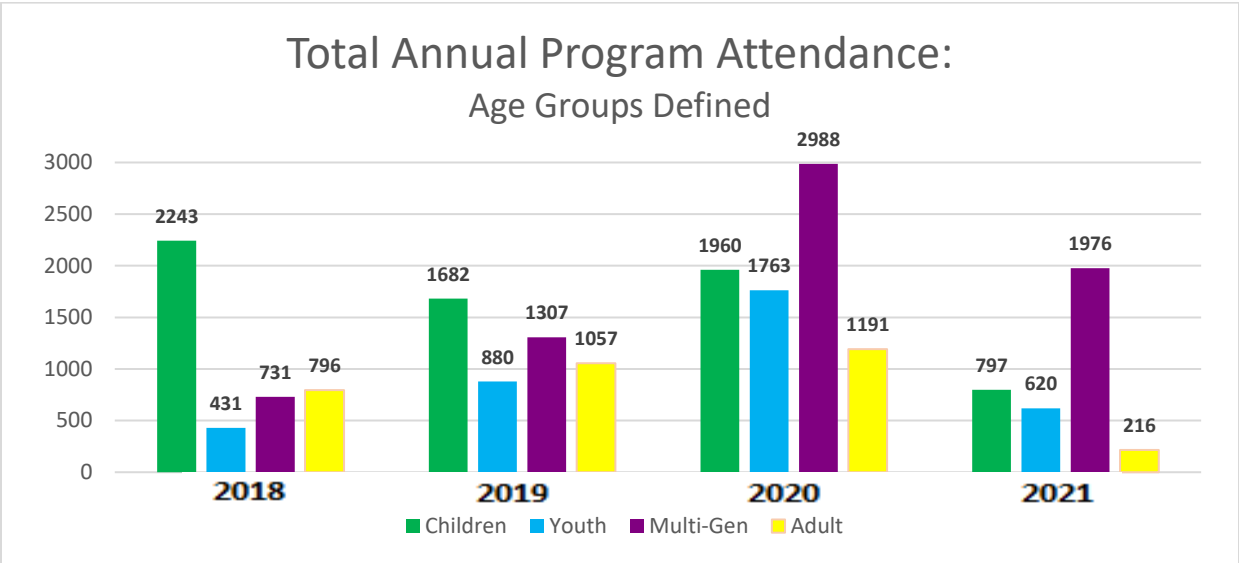
Children & Youth Program Summary: Child programs, including Summer Reading Club (SRC), ran almost exclusively out of the Rotary Library. SRC programs dominate all activities during July and August and show as spikes for children and youth program in 2018 and 2019. 2020 SRC showed increased attendance by children, but decreased attendance by youth. Overall Annual Child program attendance declined in 2019 but rebounded in 2020 during COVID when multiple on-line options were available to allow access to a broader audience.

In December 2020 the Board was compelled to permanently close the Rotary Children's Library and cut the Children's Programmer position. Children's Program attendance appears to decline in 2021 after the Adult Programmer took over all program planning and defined age groups for reporting attendance; much of the Child Program attendance was re-distributed to Youth and Family & Multigenerational activities according to the following definitions:

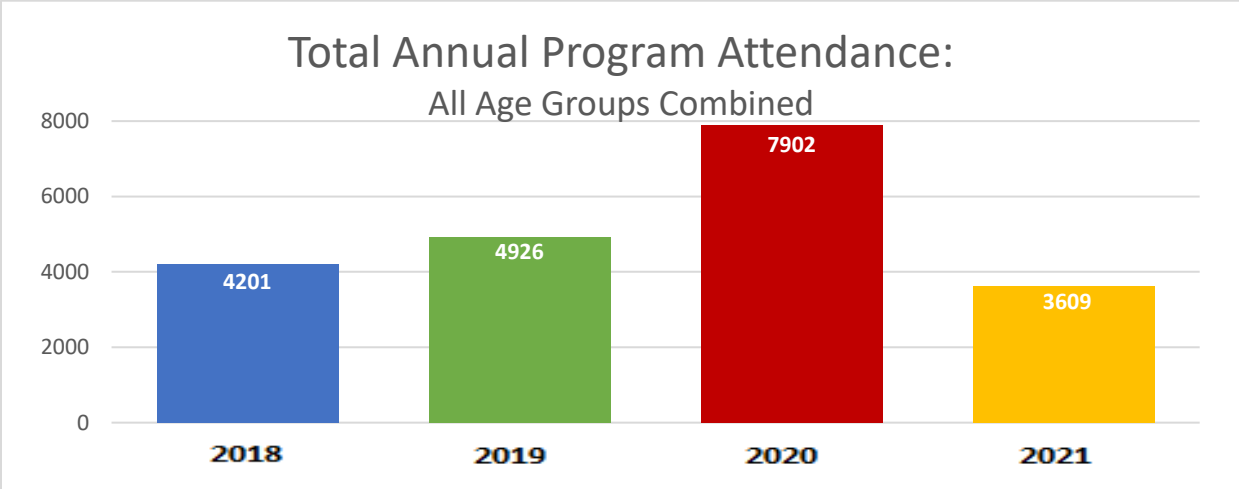
- **Children** (6 months to 9 years);
- **Youth** (10 to 17 years);
- **Adult** (18+ years);
- **Family & Multigenerational** (no set age group OR appeals to general audience).

Adult, Family & Multigenerational Program Summary: Family & Multigenerational program activity was minimal prior to a change of programmers in May 2019. Battle of the Books was one of the few Multigenerational events prior to 2020 (May 2018-participants only, and April 2019-open to public). Family & Multigenerational virtual program attendance exploded in 2020 with the introduction of on-line programs to ease the burden on families forced to learn or seek social connection while in lock-down. Offerings included *'Homework Help'*, *'Game On-Remote version'*, *'All-Age Story & Crafts'* and *'From-Home Concerts'*.

Adult program attendance also showed significant increase in 2020 from previous years, particularly during summer months with the introduction of *'Socially Distanced'* programs like *'Wake Up & Write'*. Attendance for Adult, Family & Multigenerational programs dropped in early 2021 in part due to the loss of the staff member who ran *'Wake Up & Write'*, however we anticipate attendance to return to normal as restrictions lift and programs transition back to a blend of virtual and in-person.



Notes: Annual attendance at library programs defined by age groups shows declining participation at children’s programs prior to closure of the Rotary Library but a rebound in attendance in 2020 when kids programs moved entirely to a virtual platform. Youth program attendance show steady increases from 2018 to 2020. Multi-Generational program attendance shows exponential attendance growth from 2018-2020. Adult program attendance shows a steady increase in attendance from 2018-2020. All age groups appear to show significant drop in attendance from 2020 to 2021; analysis only includes data from January to September 2021 leaving fourth quarter data unaccounted. Overall annual program attendance is expected to recover to within 90% of 2019 numbers for all age groups combined as shown in the following graph.



Notes: Overall program attendance has grown significantly over the past three years. The exponential growth observed in 2020 may be an aberrant, transitory outcome of COVID lockdowns with people seeking alternative means of engagement during periods of isolation OR, it may signal a long-range shift in the way people seek to participate in library-based learning and leisure activities. As we emerge from a remarkable year of COVID isolation and return to a blend of virtual and in-person programs, we expect to see a return to 2019 attendance numbers; by 2021 year-end we anticipate about 5000 overall program attendance.