

Calgary



CITY OF CALGARY
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CITY CLERK'S DEPARTMENT

2020 Civic Partner Annual Report

Calgary Public Library



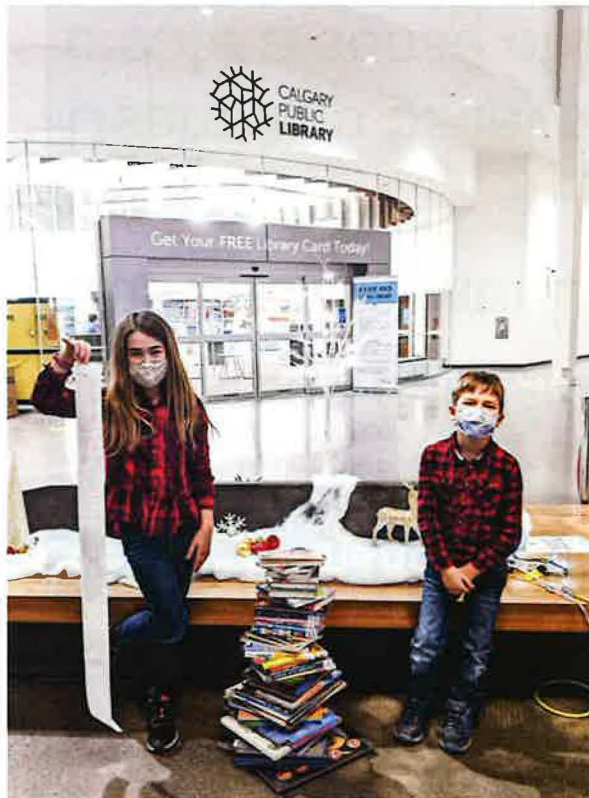
2020 Results

- 713,000+ members
- 12.2 million circulations
- 3 million in-person visits
- 5.3 million digital visits
- 1.6 million computer and technology uses
- 81,600 program participants
- 4,400 in-person & online programs
- 150,500 online learning sessions



Our Promise:

Provide as much public service as safely possible.



2020 Performance Measures

Key Performance Measure	2020 Result
Attendance at Children's Program (in-person and virtual)	91,760
Satisfaction with Library Experience	96%
Users who believe the Library helps create a sense of belonging in the community	72%

Current State: Impact of COVID-19

- All locations closed on April 8, 2021
- No in-person services or programs
- Curbside service includes holds and printing pick-up
- Limited outreach to long term care facilities and day homes
- More online resources, including adult re-skilling courses and online tutoring for students
- Hundreds of virtual programs, with new events and programs added weekly
- Borrow a Computer provides devices to combat digital divide
- Expanded school-age supports include Librarian On-call, deposit collections, virtual school visits

Questions?

