In 2020, teams at Québec’s public libraries worked tirelessly to remain accessible and inclusive at all times, even as the health crisis was ongoing. Despite the challenges posed by COVID-19, our libraries were quick to implement initiatives to meet the public’s need for arts & culture, entertainment, education and training.

In recent months, the ABPQ conducted surveys of the province’s public libraries to assess the impact of the pandemic on their situation and learn how they’ve responded to it. The results show that libraries have not only remained active during the crisis, but that people have continued to use their services extensively. Among the many data collected between March 15 and June 30 (the initial stay-at-home period), the following are especially noteworthy:

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Libraries</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>70%</td>
<td>70%</td>
<td>Of libraries continued to enrol new members by setting up registration online or by phone.</td>
</tr>
<tr>
<td>75%</td>
<td>75%</td>
<td>Of libraries set up contactless loan service.</td>
</tr>
<tr>
<td>49%</td>
<td>49%</td>
<td>Of libraries continued to offer readers reference and assistance services.</td>
</tr>
<tr>
<td>33%</td>
<td>33%</td>
<td>Of libraries continued to offer activities remotely.</td>
</tr>
</tbody>
</table>
OF LIBRARIES HELD STORYTIME FOR KIDS online or with physical distancing
LAUNCHED IN MAY 2020

28% OF LIBRARIES SET UP SYSTEMS TO REACH OUT TO VULNERABLE USERS to help overcome isolation

MORE THAN 25% OFFERED HOME DOCUMENT DELIVERY SERVICE

MORE THAN 20% OF LIBRARIES HELD STORYTIME FOR KIDS online or with physical distancing

QuoiLire.ca
Personalized book recommendations by experts from Québec’s public libraries!

MORE THAN 5,400 REQUESTS IN 4 MONTHS!
Digital books were much appreciated during stay-at-home.

Pretnumerique.ca surged in popularity:

- **117%** increase in digital loans
- **175%** growth in new users of the platform
- **482%** jump in loans of youth digital titles
- **557%** rise in loans of digital audiobooks
PUBLIC LIBRARIES INCREASED PURCHASES OF DIGITAL TITLES from independent booksellers by 134% from March to June 2020 compared with the same period the year before.

84% OF PUBLIC LIBRARIES MAINTAINED THEIR PRINT BOOK PURCHASE BUDGETS.

83% OF LIBRARIES BELIEVE THAT THEIR LEVEL OF PREPAREDNESS AS THE CRISIS CONTINUES TO UNFOLD IS VERY GOOD TO EXCELLENT!

Quebec Public Library Week

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