

Québec's public libraries: Accessible at all times.

Even during COVID-19!

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:

**LIBRARIES
WERE THERE!**



70%

**OF LIBRARIES CONTINUED
TO ENROL NEW MEMBERS**
by setting up registration online
or by phone.



75%

**OF LIBRARIES SET UP
CONTACTLESS LOAN
SERVICE**



49%

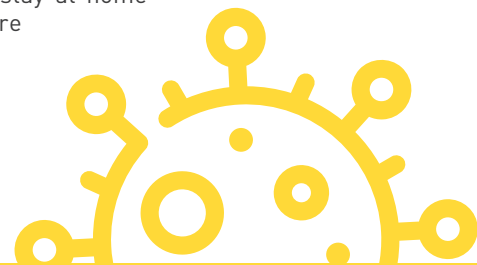
**OF LIBRARIES CONTINUED
TO OFFER READERS
REFERENCE AND
ASSISTANCE SERVICES**



MORE THAN

33%

**OF LIBRARIES
CONTINUED TO
OFFER ACTIVITIES
REMOTELY**





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

LAUNCHED IN MAY 2020

**Quoi
Lire.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



Prenumerique.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**

2 2 N D E D I T I O N

OCT. 17-24, 2020

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