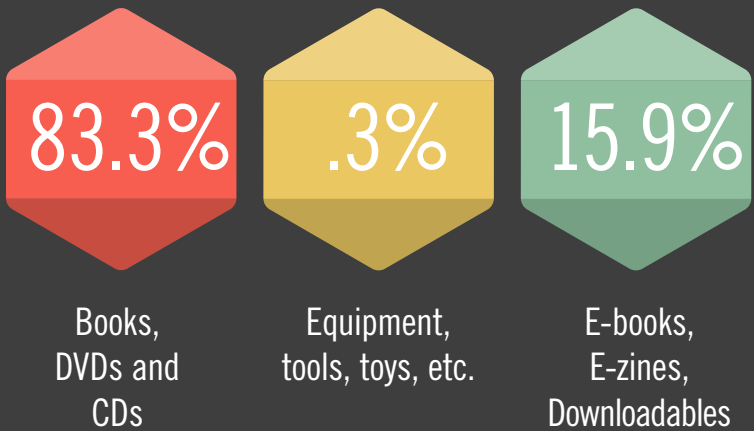


# 2020 YEAR IN REVIEW

## VIRGINIA'S PUBLIC LIBRARIES

### ITEMS BORROWED (BY CATEGORY)



### DIGITAL ITEMS BORROWED

11,034,565

E-books, E-audiobooks, E-zines, Movies, Music, TV

### MEETING ROOM BOOKINGS

107,188

### PROGRAM ATTENDEES

2,051,051

99,953 TOTAL PROGRAMS

### LIBRARY VISITS

23,266,470

### WI-FI SESSIONS

15,066,752

### INTERNET COMPUTER USE

4,028,523

### BORROWER COUNT

4,810,580

### REFERENCE QUESTIONS

4,827,963



LIBRARIES  
PIVOTED  
QUICKLY AND  
RESPONSIVELY  
DURING THE  
COVID-19  
PANDEMIC:



- ▶ 167,819 Users of Curbside Service
- ▶ 69% of library systems provided live, virtual programs to 708,058 attendees via the Internet
- ▶ 72% of library systems created and provided recordings of program content to 351,171 attendees via the Internet
- ▶ 89% of library systems provided outside service for circulation of physical materials
- ▶ 100% of library systems continued to provide services to the public even when the building was physically closed to the public