

2020 | YEAR IN REVIEW

2020 was an incomparable year...

CKPL would like to celebrate the milestones achieved despite a 12-week closure, careful launch of Curbside Service branch by branch, and significantly reduced hours for most of the year. The CKPL team worked tirelessly to offer Library Services because they know how important these services are to CK communities.

On March 15, 2020 all Chatham-Kent Public Library branches were ordered closed by the Province. The following months were a remarkable story of innovation and resilience, as CKPL developed a new service delivery model, Curbside Service, increased access to the Virtual Library, and launched virtual programming.

Once libraries were allowed to offer Curbside Service and browsing, CKPL worked diligently to apply Public Health safety standards to ensure we could resume in-person service when restrictions allowed. Our commitment to your safety, and that of CKPL staffers, has never waived.

By allowing public libraries to safely re-open, the Province recognized the essential nature of the services offered by public libraries, which are critical to the mental health, well-being and educational needs of community members.

Curbside Service

CKPL's doors may have been closed for large parts of the year, but we found new ways to make CKPL's physical collections available to you. In fact, 343,351 items were borrowed through Curbside Service from 11 branches in 2020.

378

Programs Offered

28,313

Program Attendance

93,812

Visits

1,942

New Cardholders

343,351

Items Checked Out

266,372

Items Downloaded

609,723

Total Borrowed

Virtual Library

Whether physical library locations are open or closed, CKPL is here for patrons. The Virtual Library is available 24/7 with an internet connection. CKPL's online resources became essential while library branches were closed and residents were staying home.



KANOBY

CKPL patrons enjoyed 218,789 minutes streaming documentary films through CKPL's Virtual Library platform, Kanopy.



ANCESTRY LIBRARY EDITION

Ancestry Library Edition, opened up for use outside library walls during the pandemic, saw 32,866 searches by library patrons in 2020.



ASK CKPL

CKPL launched ASK CKPL, a virtual reference service that allows residents to reach library staff by phone, text, email and through Facebook chat. In the 4 months this virtual reference service was available in 2020, library staff answered 1,689 questions!



GALE COURSES

CKPL patrons spent 675,491 minutes learning in CKPL's Virtual Library through Gale Courses, which offers interactive, instructor-led online courses on a variety of topics including Business, Teaching and Education, Technology and Personal Development.

46,830

Questions Answered

123,294

Holds Placed

109,261

Hours on wifi



Programs and Outreach

Patrons have always embraced CKPL programming and tell us they want MORE! When libraries closed in March, all in-person programming was cancelled. When staff returned to work, they initiated virtual programming—a first for Chatham-Kent Public Library! LitBits videos for our youngest patrons, Virtual Trivia for adults and families, and many “grab and go” kits were made available through Curbside Service.

CK Reads encourages recreational reading and an increased sense of community by creating a common topic of conversation. The 2020 CK Reads title, “Still Life”, attracted 635 readers.

CKPL is committed to providing excellent customer service to everyone in the community and staff proved this by reaching out to patrons in new and innovative ways as COVID protocols allowed.

Visit CKPL’s YouTube channel to see LitBits, Crafternoon: To Go! Videos, and lots of quick, how-to videos to help patrons use library resources and services.



Library Services

For a portion of 2020, CKPL lent its 3D printer to a local business printing personal protective equipment. CKPL completed 45 3D prints for patrons in 2020.

CKPL Grows! Seed Library shared 3,100 packages of seeds with partners so that CK residents had the ability to grown healthy gardens, access affordable foods and create beautiful spaces during the pandemic.

In late 2020, while patrons were unable to browse collections to select their own resources, CKPL staffers curated 133 Your Next Great Read Subscription Bags. This service continues to be popular!

Community Navigators, a partnership program with Chatham-Kent Employment and Social Services, worked to reduce barriers to service for residents of CK. Community Navigators assisted 383 people in 2020.

As some patrons stayed home, and others were unable to travel, CKPL delivered 9,336 items to Home Service patrons.

Thank you to our 2020 Donors!

\$100+ Donors

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