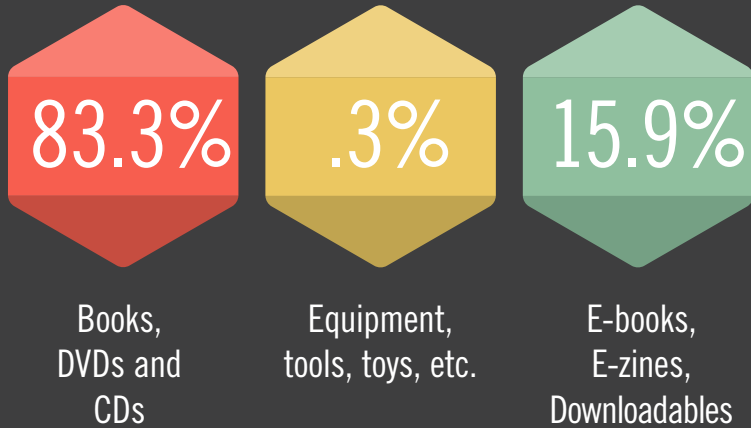


# 2020 YEAR IN REVIEW

## 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**

49,066,827 TOTAL CHECK-OUTS

### 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