

2020 Year in Review



Open 1,598 Hours



191,008 Total Circulation
125,608 Physical
65,400 Virtual

6,392 Contactless Hold
Pick Ups



12,047
Active Cardholders
(up from 11,711 in 2019)



11,806 Physical Items
Added to the
Collection



1,242 Items
Loaned to &
338 Items
Borrowed from
other Libraries

2020 was a year unlike any other. The COVID-19 pandemic required the Wood Buffalo Regional Library team to reimagine our services: pivoting to virtual programs, increasing our collection of online resources, circulating materials through contactless pickup when necessary, and connecting our patrons to information in new ways.

While the pandemic made significant changes to our plans for 2020, we continued to focus on implementing our 2019-2023 Plan of Service and are pleased to report some of our favourite highlights.

As we move forward into 2021, we're dedicated to meeting the needs of our region and continuing to provide excellence in library service to our community.

Promote creative expression and foster an engaged community.

- Transitioned to virtual programs in the spring and posted videos four times per week for a variety of ages. In July, began offering craft/supply kits with the virtual programs to foster creativity from home.
- Collaborated with Athabasca Tribal Council on a 12 session Virtual Book Club open to members of the ATC.
- Launched six STEAM kits for children in November to encourage creativity and problem solving with technology. Kits were an immediate hit with up to eight patron requests on each
- Posted a Virtual Story Time Corner biweekly to connect children to books, crafts, activities, and more!

Reduce barriers for teens and adults to access information and learning opportunities.

- Partnered with the Mayor's Advisory Council on Youth: Engagement and Outreach Committee to conduct a Fort McMurray Teen Needs Assessment Survey. Received over 400 responses and will use results to guide services for teens in the future.
- Increased access to online resources, including purchasing more items on OverDrive (1,031 new items purchased in 2020) and raising the number of hoopla checkouts allotted per cardholder (up from 12 in 2019 to 20 in 2020). In 2020, virtual circulations increased by 30% compared to 2019.
- Added online library card sign up to allow easier access to online resources during closures.
- Offered a number of personalized virtual information services, including chat Q&A, online reader's advisory, and Book Match.



18,023 Reference Transactions

55 Exams Proctored



69,188 In Person Visits



136,214 Virtual Visits (up from 122,282 in 2019)



630 Programs Offered

93,073 Program Participants



6,676 Computer Works Sessions

2,063 Computer Works Hours

Nurture an inclusive and informed community.

- Awarded the Pride YMM Leadership Award: Nonprofit Ally.
- Recognized for our partnership with RACIDE on the I See You: Sawubona Exhibit (Winner of the 2020 FCSSAA Award of Excellence).
- Posted weekly Indigenous Learning program videos beginning in September, including making bannock and other cooking demonstrations, storytelling, and traditional medicine. Through collaboration with local Indigenous elders and leaders, offered 13 programs to 11,611 viewers.
- Offered a Ribbon Skirt program to Indigenous organizations throughout the region. Provided kits in six communities for 90 total participants with details about the significance of ribbon skirts and written instructions.

Expand beyond the physical space to connect with the entire Wood Buffalo Region.

- Delivered over 23,000 craft/supply kits to rural communities through a network of partners to support virtual programming with WBRL.
- Expanded our fall reading competition in rural communities to support literacy development. Received 1,010 submissions from families, teens, and children.
- Outreach initiatives through the COVID-19 pandemic included delivery of craft/supply kits and programs to community partners at the Northern Lights Regional Health Centre and Fort McMurray Recovery Centre, and through the Salvation Army START Program. Continued to offer homebound services.
- Participated in Poverty and Homelessness Awareness Week by sending 500 bags with WBRL resources, masks, and snacks, to the Centre of Hope, Wood Buffalo Food Bank, and Salvation Army.

Wood Buffalo Regional Library
1 C.A. Knight Way
Fort McMurray, AB
T9H 5C5

780-743-7800

wbrl.ca

We thank our funders, the Government of Alberta and the Regional Municipality of Wood Buffalo, and our 2020 sponsors and donors for their support.