



Hamilton
Public
Library

2020 Annual Report

SNAPSHOT

The emergence of the COVID-19 pandemic in March resulted in a significant priority shift for 2020.

HPL's response to the pandemic was shaped by our commitment to support Hamilton's emergency response and maximize the safe delivery of library services. Staff worked tirelessly throughout the year to respond to the crisis and support the community. Service innovation ensured continuity through shutdown periods; investment in these enhancements will continue to serve us through the pandemic and strengthen our support of Hamilton's recovery.

Circulation Highlights

1M+

eBooks and
eAudiobooks
Borrowed

1.3M

Hours of Wi-Fi Use

1,000

Loans in First Month
of Hamilton Reads
Book Launch

43,560

Items Added to HPL's
Internet Archive

305,910 GB

Wireless
Network Used

18,097

New Library
Cards Issued

Staff Flexibility

25

Staff Seconded
to Help City of
Hamilton Deliver
Pandemic Services

8,734

Friendly Calls to
Hamilton Seniors

8,048

Volunteer
Hours Logged

8

Community Flu
Clinics Hosted with
Hamilton Paramedics

2,669

PPE Shields and
3-D Printed Straps
Assembled in
Makerspace

18,000

Canadian Children's
Books Received
for Archiving



Member Services

7,752

Ancestry Online
Searches

441

Tech Problems
Solved with Book
an Appointment

3,768

Programs Offered

225,000

Archived Digital
Photos Viewed on
LH&A's PreView

70

Online student/tutor
pairs for Newcomer
Learning Centre

210

Power of the Pen
and the Short Works
Prize entries

21,355

YouTube Views

38

Google Tech Grads

100+

How-To Tech Courses

315

Recommendations
for Readers Through
Which Book Next

300

Welcome Baby Bags
for New Moms

46,417

Quick Answers by
Phone, Email or
Instant Chat on
HPL.ca

HPL closed March 14, 2020 due to the COVID-19 pandemic.
Reopened in June for limited service at select branches.
By July 23 all branches reopened with limited services.





Yes, We Are
OPEN!



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hpl.ca