

VANCOUVER PUBLIC LIBRARY

PHASED RESTORATION OF LIBRARY SERVICES 2020

PHASE

1

MID-MAY AND ONWARDS

- Continue to expand digital collections, services and online programs
- Continue to provide virtual information services by phone and email
- Computer lab at Central Library opens to support patrons who don't have access to a computer or Internet
- Takeout pilot begins at 5 locations: Central Library, Hastings, Kitsilano, Renfrew and South Hill branches

PHASE

2

MID-JULY AND ONWARDS

- Continue to expand digital collections, services and online programs
- Locations reopen gradually, starting with Central Library and 4 branches (Renfrew, Britannia, Kitsilano, South Hill)
- Limited library services with safety measures in place: patrons can pick up holds, borrow materials, and access computers
- Takeout service expands to additional locations: Champlain Heights, Dunbar, Firehall, Hastings, and Kensington
- In-person programs, events and public use of library space continue to be suspended

PHASE

3

FALL 2020 AND ONWARDS

- Continue to expand digital collections, services and online programs
- All locations are open and providing limited library services
- Information services available virtually and in branch by appointment
- Limited public use of library space (such as reading and studying) may resume with public safety measures in place
- Small in-person programs and events may resume with additional health guidelines