



# HOW ARE WE DOING?

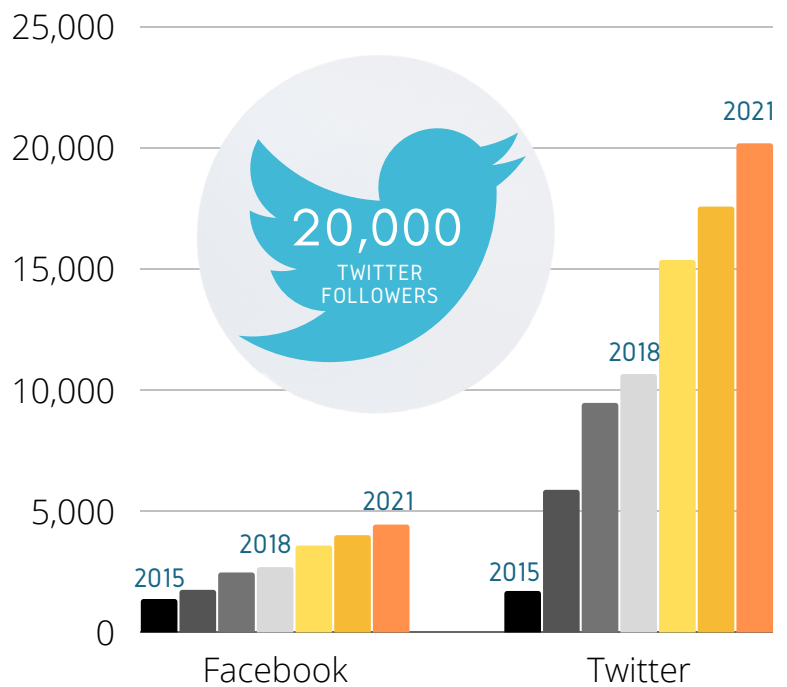
“ Thank you for bringing the books - much appreciated, especially during these difficult times ”

## OUR PERFORMANCE REPORT APRIL 2020 - MARCH 2021

2020-2021 turned into a very different year from what we anticipated. By 1st April 2020, our doors were closed by the pandemic - but right from day one of lockdown, we were still providing a good library service.

Communication was key - our social media kept thousands of folk informed. But we knew some of our customers who most missed their library might not see it, so we used the Shetland Times, Shetland News, and even SIBC jingles to reach people.

Perhaps most important were our phone and video calls to customers though - it was the familiar staff contact many people missed most. Watch: [Zoom in to Shetland Library](#)



“ The FB posts have been excellent - informative, reassuring and to the point. It's been great having that contact, and knew exactly what to expect when we could come back in. ”



# THE LOCKDOWN LIBRARY

## Excellent Service

- We launched online newspapers and bought thousands of extra eBooks.
- We introduced [online joining](#) - ad hoc methods at first, more formally later in the year!
- School library staff made sure pupils and teachers could access 'virtual libraries' whether at school or home. [Watch: Encyclopaedia Britannica online](#)
- Our Young Shetland Writer competition ran on schedule - 248 entries.

## Taking Personal Responsibility

- We recorded the talking newspaper from home, never missing an edition.
- Staff gave digital advice by phone, often teaching themselves as they went along.
- We recorded Bookbug and storytimes, specialising in Shetland dialect and sometimes recruiting family!  
Watch: [The Shetland Gruffalo's Bairn](#) & [The Paper Dolls](#)
- Our staff were flexible, willing, creative, and determined to bring face-to-face services back as soon as possible.

## Working Well Together

- Connecting Scotland: we worked with Council and community partners to source internet devices for folk who needed them.
- The Council's ICT and Safety teams were a huge support in keeping us running and planning our comeback.
- We shared advice and information with library colleagues across the UK. Our online networking flourished during the lockdown.
- We promoted the importance of libraries, contributed to research, and published blogs and case studies. Read: School Library Manager [Tanya Odie's case study](#) on school libraries.

Star guests joined our socially distanced [World Book Night](#) on 23 April 2020

Meanwhile, we were furiously planning how to get physical services going again. When lockdown started to ease in June 2020, we were all set to go...

“ I aye use mobile an am blyde ta gyit a delivery ta da door. I canna be buddered ta geng online ta request books so lookin trow da books some een chose for me is a plaisir, an I hiv read books I wid no a taen aff da shelf. ”

“ Two peerie boys very happy wi dir book selection - thank you! ”



TALKING NEWSPAPER FROM HOME - KAYE RRISE RECORDING OUR SHETLAND TIMES IN MARCH, MARY BLANCE READING THE NEW SHETLANDER IN APRIL.



**Excellent Service**  
**Taking Personal Responsibility**  
**Working Well Together**

# OUT OF LOCK-DOWN



2898  
HOME DELIVERIES

1 JULY 2020

## CONNECT AND COLLECT

Books could be ordered and picked up from the library.



2,443  
COMPUTER SESSIONS

27 JULY 2020

## LIBRARY REOPENS

Another big day. By this time we were lending a LOT of books through delivery, collection or eBook, but folk were delighted to be back in the door and soon we were lending nearly as much as before lockdown, despite reduced hours.

[Here is a blog](#) we wrote about reopening our library.

National lending statistics for 2019-20 showed we were yet again the top lending library in Scotland per head of population.



Our 2020-21 loans and visits are down but we still expect to be one of the top lending libraries.

1 JUNE 2020

## HOME DELIVERIES

A huge effort by staff and greatly appreciated by customers, it is still going on a year later.

“ So, so glad the book service is back at my door - you were missed. ”

9,638  
BOOK REQUESTS

2,508  
CONTACTLESS COLLECTIONS

21 JULY 2020

## LEARNING CENTRE REOPENS

At last! We opened our computer room. Except for 2 weeks after the Christmas Covid outbreak, it's been open ever since. Free internet and help to use it is one of the most essential services we provide.

“ This is the thing we have most been looking forward to! ” - Dad with two bairns. ”

14,000  
BOOKS RENEWED OVER LOCKDOWN

72hrs  
BOOK QUARANTINE PERIOD

JUNE/JULY

## WE MOVED A LIBRARY!

We moved the entire Brae school library to a smart new location - 17,000 books shifted. Good practice for when we move the public library later this year.

# THE LIBRARY YEAR – other things we achieved in 2020-21

We welcomed back small groups like Isleshaven nursery to the library, and we started up Bookbug storytimes with Shetland Arts at Mareel.



CUSTOMER VISITS



TWITTER IMPRESSIONS



BOOK LOANS



YOUTUBE VIEWS

- [A brand new website.](#)
- A mention in the Scottish parliament
- [A Mobile Library Grand Tour!](#)
- Free DVD loans
- [What not to do with your library books](#) video
- A new round of [Bards in the Bog](#)
- AHS Library won a grant from the School Library Improvement Fund
- Our Christmas video – [Jingle bags!](#)



We launched TWO new eBook sites – [Borrowbox and Overdrive \(Libby\).](#)

We hosted online events and book launches including

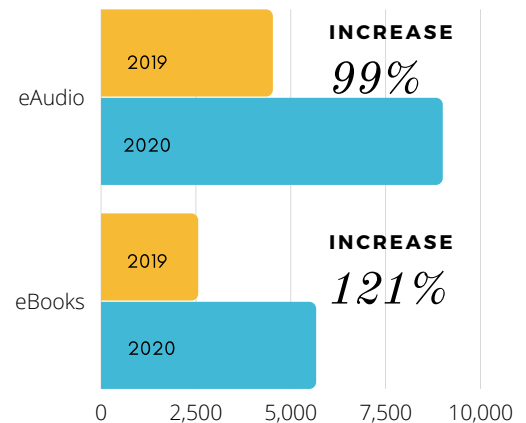
[Marsali Taylor - Death from a Shetland Cliff](#)

[Donald Murray - The Man who Talks to Birds](#)

[New Shetlander relaunch](#)

e-Audiobooks were the big story in our [‘most borrowed’ statistics](#)

People were listening to books everywhere!



## THE YEAR AHEAD - Reading, Renewal and Resilience

The biggest thing in our plans is to move into the new library – 77,000 books to move as well as all our shelves, staff, computers and furniture.

The new library will have room for twice as many books. The junior area will be three times bigger! Once in, we will increase opening hours. Our plans for how we use the building are flexible to fit an uncertain world.

We will also bring back Bookbug and increase mobile and community library services.



[Looking ahead – our 60 Second Blog for the Library Association](#)