



Greetings from Rose Savage Chair, Vaughan Public Library Board

As we enter our 12th week of Library closures, I'm happy to share with you that our dedication to serve you is unwavering and remains at the heart of everything we do. It's why we launched our VPL at Home portal to collect all of our digital resources and programming in one place, and I encourage you to access the ebooks, movies and other resources you can enjoy from home, or take part in one of the fantastic programs our staff have created. You can experience virtual story times in English, French or Mandarin, online book clubs, speakers on a range of topics and lots more! This month we are launching even more activities to keep children of all ages engaged, including the inaugural Virtual Science Fair, our popular Teen Summer Reading Challenge and TD Summer Reading Club.

Access for all is also why we've launched our curbside pickup service at three locations spread across the city, and the response so far has been phenomenal! In the first two weeks of service, we received over 1,100 customer requests and loaned out over 4,300 items. You can place your pickup request by [clicking here](#).

Our virtual information desk is staffed by a team ready to help you whether it's accessing digital resources, inquiring about our services or responding to any needs you usually have at the library. You can literally Ask Us by [clicking here](#) and our team will work as hard as possible to fulfill your request. We value our customers, which is why we've made over 1,500 care calls to our community and why we've introduced new programming and new ways to access our resources and expertise.

Innovation continues as our staff work from home, and we are thankful to all of our colleagues for their ability to adapt during these challenging times. Our current staffing complement is reduced, but we look forward to welcoming everyone back once we reopen our doors.

Finally, I would like to thank you, our customers, for your continued patience and support. We're not able to accept returns right now, so please keep hold of your items until we are able to do so - we have suspended all fines and extended loan periods, allowing you to keep these items home, worry-free.

www.vaughanpl.info



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