ARC-HIVE   RACHEL JOYNT 2002

Dublin City Libraries
Activity during COVID-19 pandemic lockdown

Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Social Media Activity

Dublin City Libraries' social media streams on Facebook, Twitter and Instagram.

Branch libraries have set up Facebook pages to connect with their local communities.

	13 Mar – 15 May 2020 (2 months approx.)	Average for 2 months Q2 2019	% increase
Facebook engaged users (dublincitylibraries)	31,796	6,219	**411%**
Facebook total (organic) reach (dublincitylibraries)	340,189	126,342	**169%**
Twitter engagements (dubcilib)	24,456	3,785	**546%**

Library staff source online content and create/upload blog articles and information to promote online resources on a daily basis.

151 blog posts were uploaded between 13th March and 8th June including a series of short 'how-to' videos explaining how to find, register for, and use a selection of our online resources such as RBDigital and Borrowbox. The blog posts are promoted daily on library social media channels.

Blog page views as a percentage of total library website views have gone up from **7.38% (Jan 2020) to approx. 16-17% currently.**

Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Virtual Library Usage : DCC staff read from their homes for Spring into Storytime

online stories with Dublin City Libraries

Spring into Storytime with Gringer the Whinger read by Maria & Amy

'Look What Blew into the Zoo' written by Fiona Tierney, illustrated by Úna Healy & read by Ronan

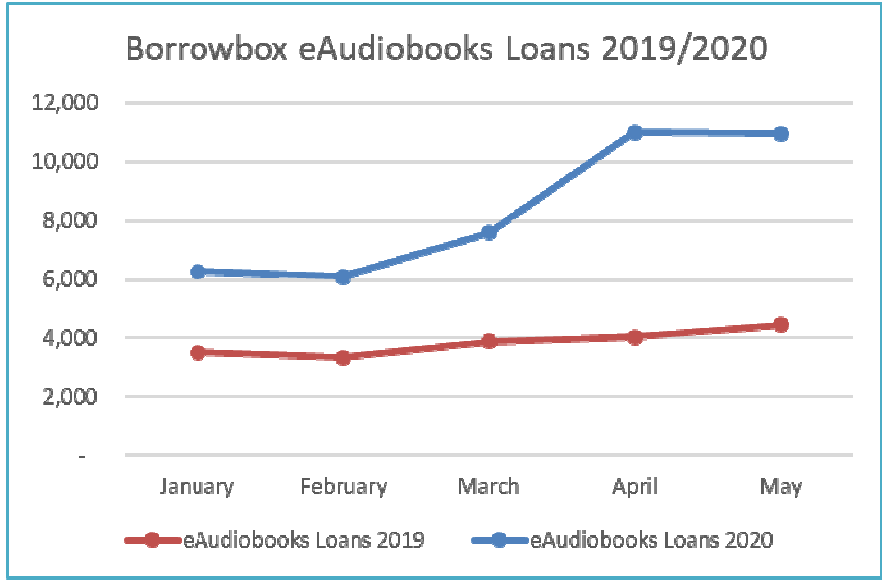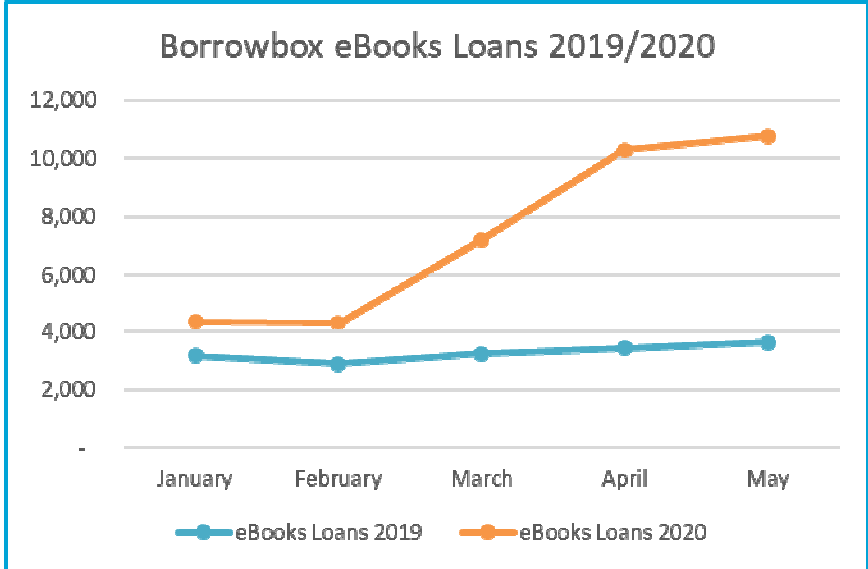Dublin City Libraries posted an episode of Spring Into Story Time.
May 23 at 2:31 AM

4,000 listened to stories read by DCC library staff on Facebook

Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council
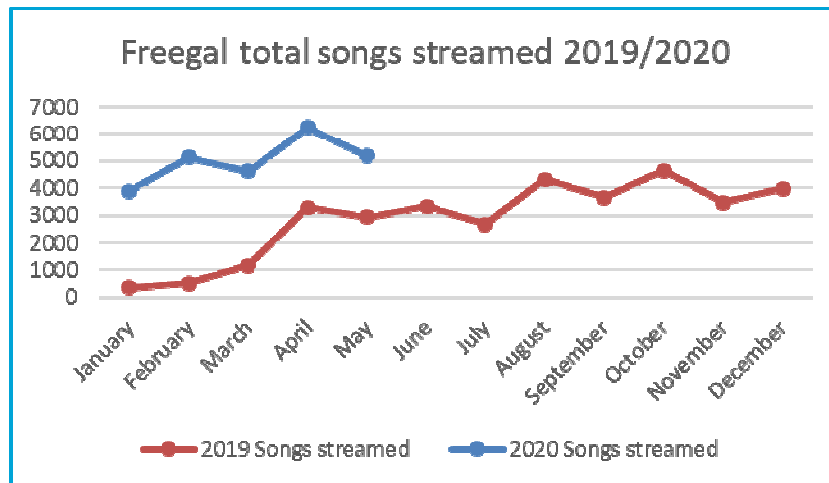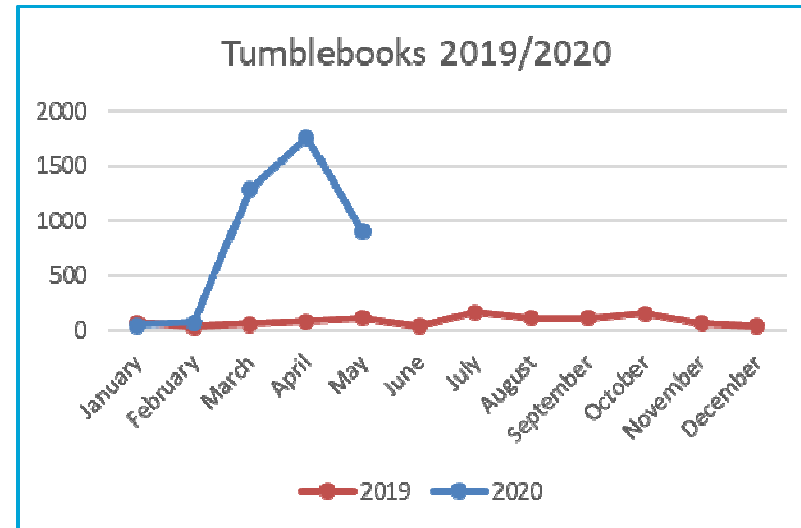
Virtual Library Usage

From March to May, loans of eBooks have increased by 244% and loans of eAudiobooks have increased by 200% compared to the same 3 month period in 2019.

Borrowbox eBooks Loans 2019/2020

Borrowbox eAudiobooks Loans 2019/2020

BORROWBOX IS ALWAYS OPEN

Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Virtual Library Usage

Each day, through the 'Spring into Storytime' blog programme, library staff promoted a story from the Tumblebook Library collection, a curated database of over 1,100 children's e-books.

Tumblebooks showed an increase in usage of 1448% during the months March, April and May compared to the same months in 2019.

Tumblebooks 2019/2020

Freegal total songs streamed 2019/2020

Freegal, a free music service showed an increase in song streaming of 117% during the months March, April and May compared to the same months in 2019.

Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Virtual Library Usage : Healthy Ireland at Your Library :
online videos created with professionals during COVID – 19

How to remain calm and positive

Dublin City Libraries 为 Healthy Ireland at Your Library 发布了剧集 — 和 Healthy Ireland 、其他 2 位用户
5月6日 ·

As part of Healthy Ireland at Your Library, we present some practical tips by Fiona Hall MIACP on how to remain calm and positive.

2,300 views

Talking to Children about Coronavirus Anxiety

Dublin City Libraries posted an episode of Healthy Ireland at Your Library — with HSE Ireland and 9 others.
April 20 ·

Today we're delighted to share this practical and reassuring video by Dr Mary O'Kane, 'Talking to Children about Coronavirus Anxiety'.

Dr Mary O'Kane Early Years is a lecturer in Psychology and Education and delivers popular workshops in many of our library branches.

13,000 views

Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Virtual Library Usage : Work Matters at the Library : online videos created with professionals during COVID – 19
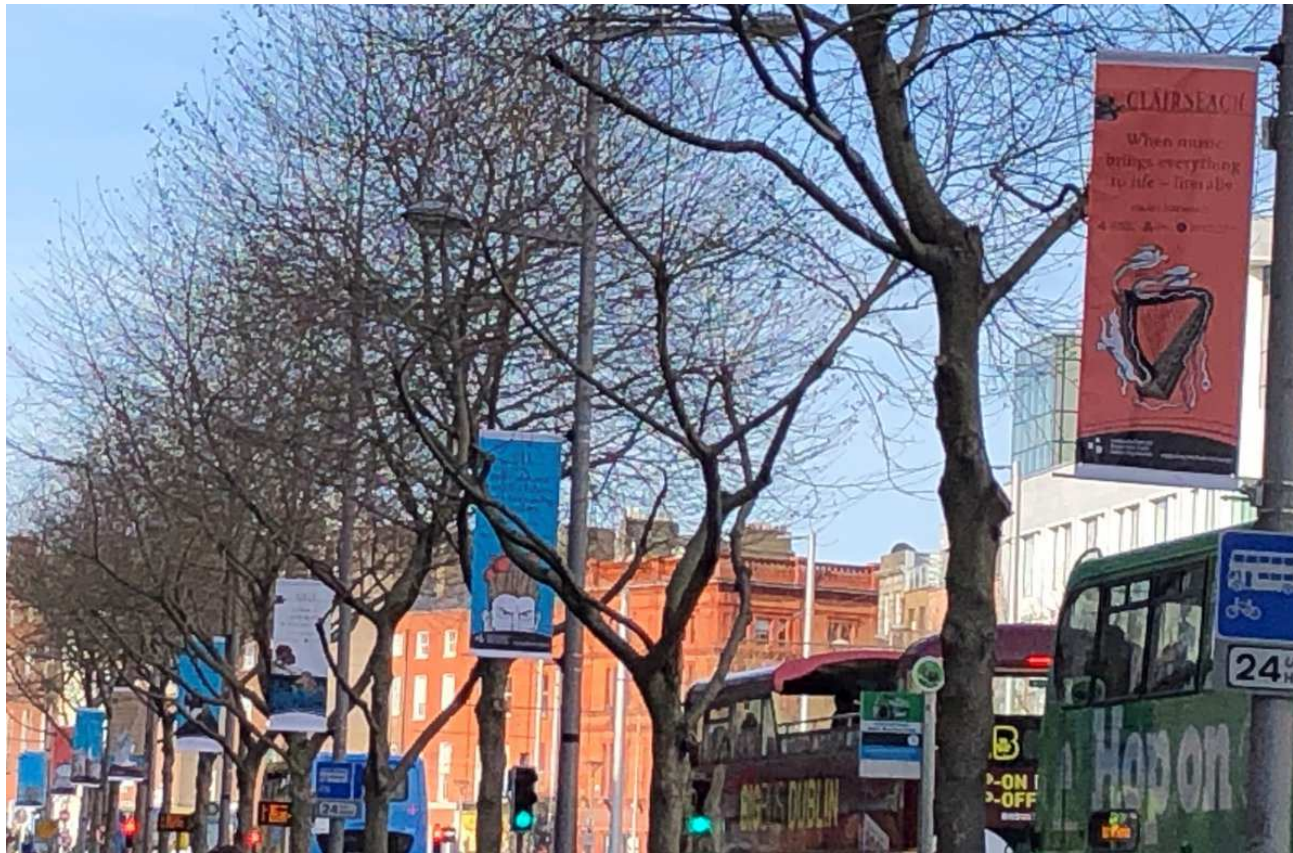

26,000 views of videos to assist job-seekers

Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Gaeilge sa chathair le linn Covid – 19

Tionscadal idir Acadamh Ríoga na hÉireann agus Comhairle Cathrach Bhaile Átha Cliath eagraithe le leabharlanna na Cathrach bunaithe ar an leabhar 'A history of Ireland in a 100 words'.

Bratacha ar focail atá in usáid go hiondúil as gaeilge ar sráideanna na Cathrach i rith tréimhse an vírúis.
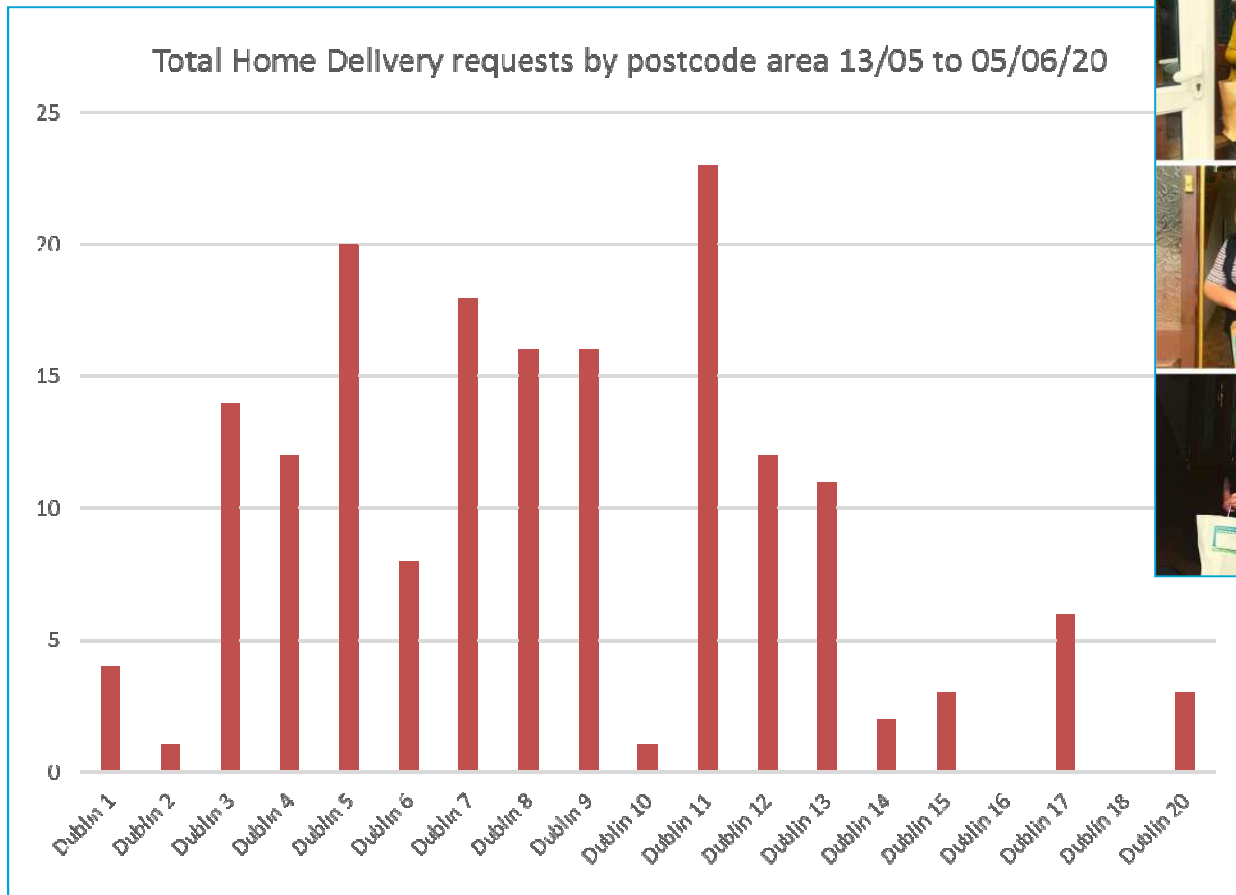
Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Home delivery service

Home Delivery Service for Cocooners commenced on 13th May, in partnership with the Dublin Volunteer Centre.
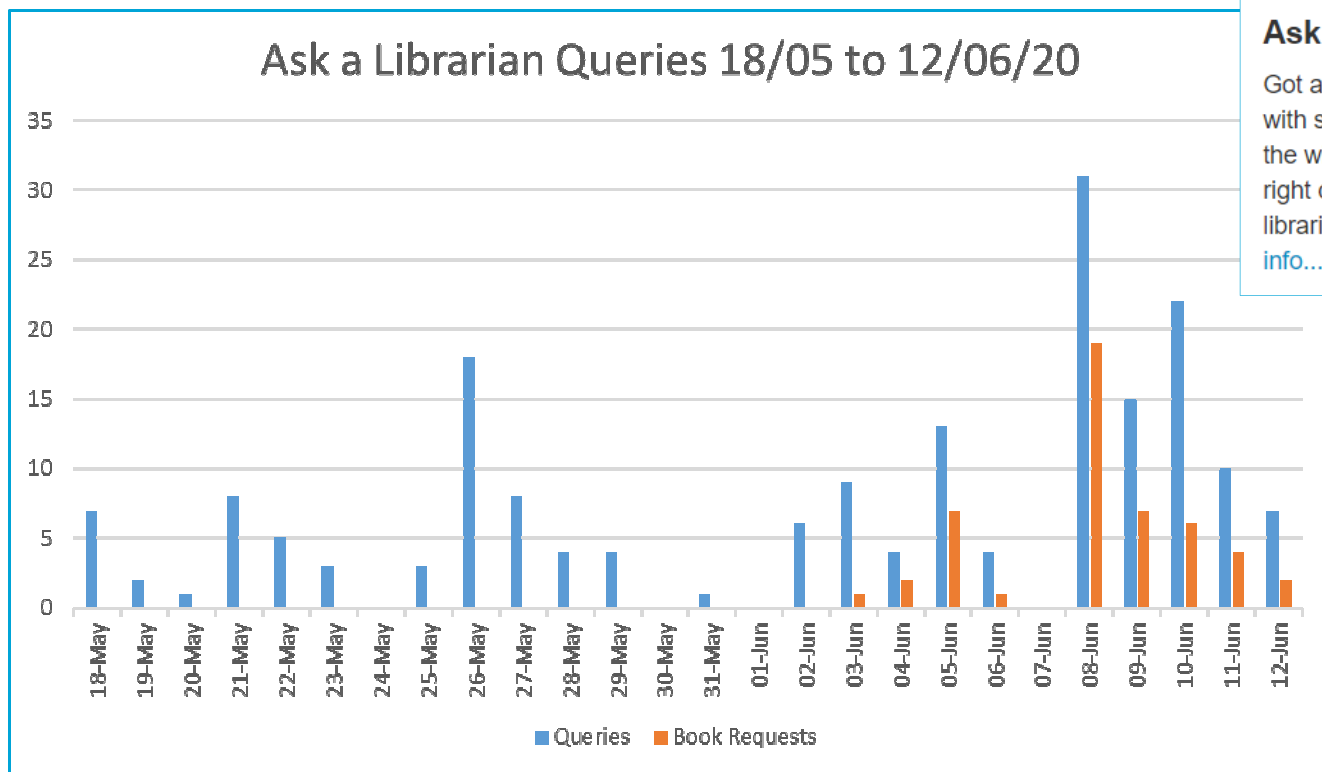
There were **170** requests for home delivery from 13th May to 5th June.

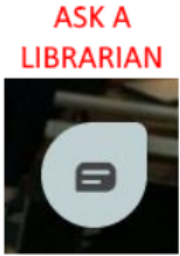Total Home Delivery requests by postcode area 13/05 to 05/06/20

Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Ask a Librarian

Ask a Librarian team responded to 185 online and offline queries from 18th May to 12th June. Queries ranged from book/document sourcing to printing, forgotten PINs, e-resources support, home delivery and libraries re-opening.

Ask a Librarian Queries 18/05 to 12/06/20

Ask A Librarian!

Got a question? Need help with something? Launch the widget in the bottom right corner and chat with a librarian in real time. More info...

ASK A LIBRARIAN

Since the launch of the 'Call and Collect' service on 3rd June the Ask a Librarian team have responded to 49 queries from library patrons to hold items for collection.

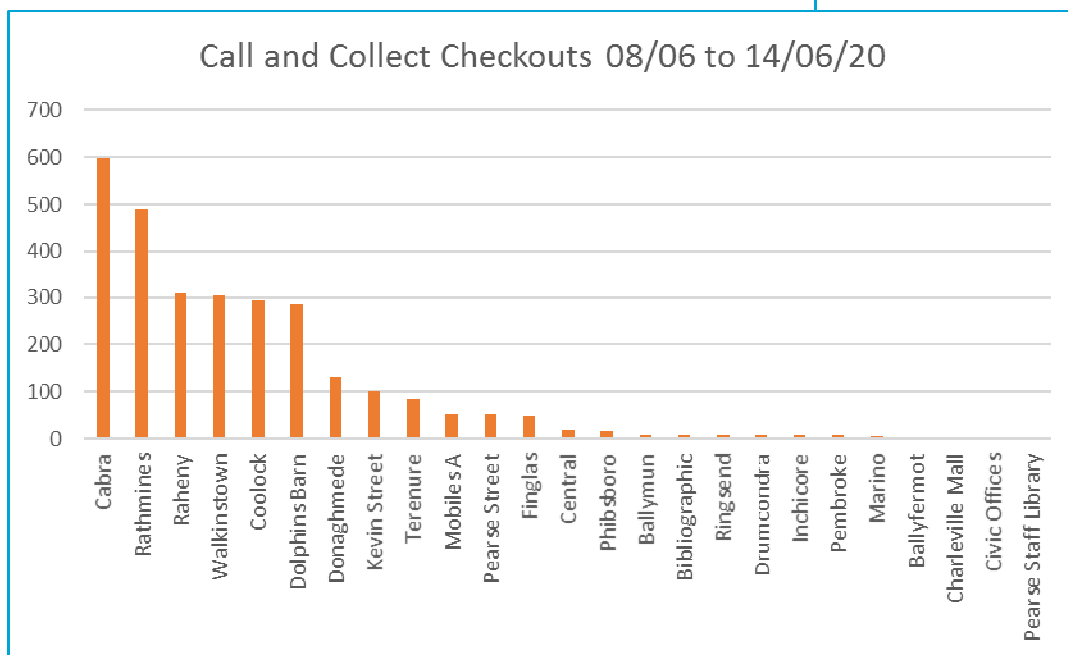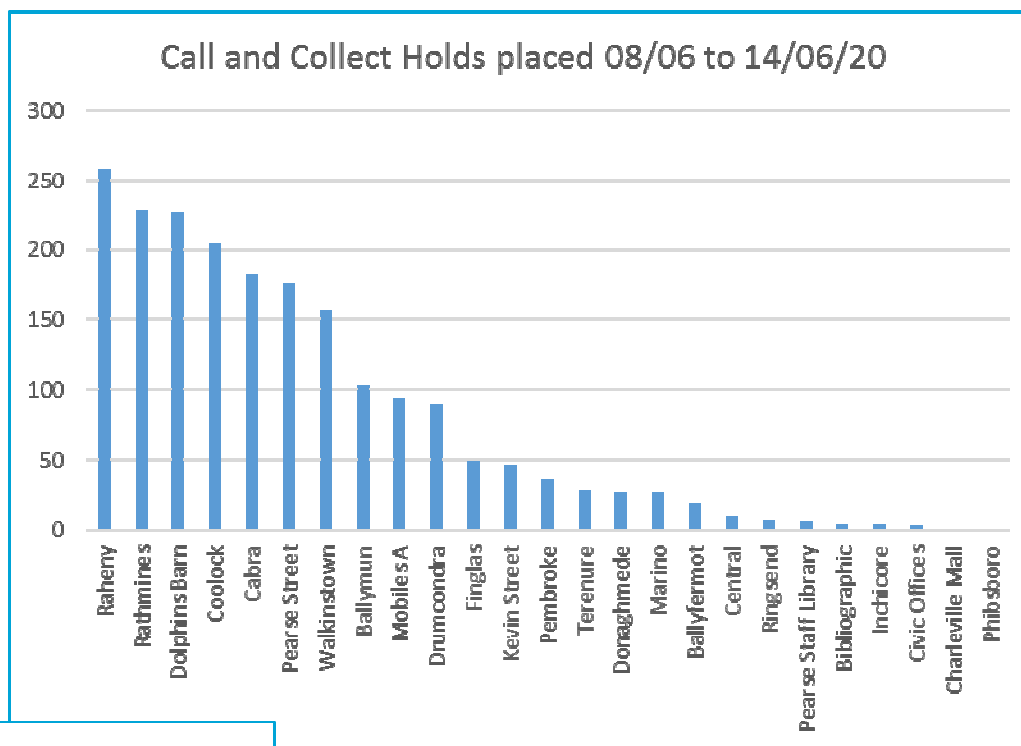A new online 'Call and Collect' form launched on 10th June.

139 orders have come in via the form between 10th and 14th June.

Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Call and Collect

The 'Call and Collect' service commenced on 8th June, operating from six branch libraries initially - **Cabra, Coolock, Dolphin's Barn, Raheny, Rathmines** and **Walkinstown**.

During the first week of the Call and Collect service, **1,255** holds were placed at the 6 Call and Collect branches, **730** at other branches and services such as Ask A Librarian, totalling **1,985 holds**.

Call and Collect Holds placed 08/06 to 14/06/20

Call and Collect Checkouts 08/06 to 14/06/20

2,276 items were checked out to patrons at the 6 Call and Collect branches, **557** at other branches, totalling **2,833** checkouts.

'Call and Collect' service
FROM DUBLIN CITY PUBLIC LIBRARIES

Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Dublin City Libraries
Activity during COVID-19 pandemic lockdown

Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council