

COVID-19 Impact Report - January - June 2021: A Six-Month Retrospective

Date:	September 27, 2021
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to provide the Toronto Public Library Board with a six-month retrospective on COVID-19 impacts from January to June 2021. Toronto Public Library (TPL) has committed to continue to assess and measure the impact of the pandemic on its operations and business planning, through the perspectives of the following four key stakeholders: Torontonians, customers, TPL as an organization and staff.

This report is consistent with the Library's commitment to accountability, evaluation and transparency in supporting evidence-based decision-making and delivery of outcomes for all Torontonians.

FINANCIAL IMPACT

The impacts of COVID-19 on the 2021 operating and capital budgets are being monitored and reported in budget monitoring reports.

The Director, Finance & Treasurer has reviewed this financial impact statement and agrees with it.

ALIGNMENT WITH STRATEGIC PLAN

This report supports TPL's evidence-based decision making practice, ensures that TPL delivers on targeted outcomes, and that TPL continues to be transparent and accountable to Torontonians. This report is a product of TPL's strategic plan "evaluation and accountability" enabler.

EQUITY IMPACT STATEMENT

TPL continues to focus on understanding and breaking down barriers to access and ensuring inclusion, so that everyone who wants to use the Library feels welcomed and is able to access TPL services. In particular, digital access continues to be a top TPL priority in order to address ongoing social inequality that may be exacerbated by the COVID-19 pandemic.

DECISION HISTORY

At the April 27, 2020 Toronto Public Library Board meeting, TPL provided an update on its operations, services and responses to the COVID-19 public health emergency in the [COVID-19 Emergency Response](#) report. Highlights from March's COVID-19 impact report were attached to the update.

At its meeting on June 22, 2020, the Library Board received the [COVID-19 Impact Report – March-May: A Three-Month Retrospective](#) assessing the impact of COVID-19 on customer experiences and services, operations, staff experiences and key initiatives

At its meeting on October 19, 2020, the Library Board received the [COVID-19 Impact Report – June-August: A Three-Month Retrospective](#) assessing the impact of COVID-19 on customer experiences and services, operations, staff experiences and key initiatives.

At its meeting on November 16, 2020, the Library Board received the [TPL Board Education - Implementation of Strategic Plan Execution Roadmap](#) presentation. The Board also received a verbal update for information, describing how TPL will move towards integrated reporting for the Strategic Plan, consolidating reporting from the Annual Performance Measures and Benchmarking into the balanced scorecard and COVID-19 monthly reports.

At its meeting on January 25, 2021, the Library Board received the [COVID-19 Impact Report - September-November: A Three-Month Retrospective](#) assessing the impact of COVID-19 on customer experiences and services, operations, staff experiences and key initiatives.

At its meeting on April 26, 2021, the Library Board received the [COVID-19 Impact Report – 2020 Year In Review](#)

ISSUE BACKGROUND

After the closure of all TPL branches in March 2020, the need to understand the pandemic's impact on operations and services led to the implementation of a monthly COVID-19 impact reporting process. The monthly report continues to be provided to TPL's leadership team, and the resulting analysis has been instrumental in helping the Library adapt to the changes brought on by the pandemic.

Retrospective reports such as this one are provided to the Board on a bi-annual basis, and allow TPL to remain accountable as it navigates the various stages of the pandemic.

COMMENTS

Since March 2020, TPL has been agile in managing the change brought forth by the pandemic, seizing opportunities and continuing to deliver innovative services that meet the needs of Torontonians. TPL learned important lessons in 2020 from the pandemic, which continue to influence organizational improvements of the Library's business planning and operations into 2021. Provided below is a brief summary of some of the key activities from the first six months of 2021.

In January 2021, Ontario entered the second State of Emergency. During this time, TPL remained open, offering contactless service and curbside pickup.

Starting in February 2021, TPL began offering grab & go bags at most library branches. These bags contained a staff-curated selection of materials on different topics and provided a way for customers to discover items that they may not have thought to borrow, as browsing of the collection had been restricted.

In early March 2021, Toronto reentered the grey lockdown level of the province's COVID-19 response framework, and stay-at-home orders for Toronto were lifted. This was followed by the expansion of limited services at 81 branches.

By early April, Ontario entered the third State of Emergency, and a province-wide shutdown was announced. Branches continued to remain open with limited services and curbside pickup. In support of the City's ongoing effort to ensure the wellbeing of all Torontonians, TPL began calling seniors to ensure they were aware of how to register for COVID-19 vaccinations. This outreach built on the Seniors' Wellness program that was launched in 2020 to connect with isolated customers during the pandemic. During the calls, TPL staff offered information provided by the City of Toronto and Toronto Public Health, and connected them to Toronto Public Health or other appropriate resources. A total of 14,584 vaccination calls were made between April and June, on top of the 13,253 wellness check-in calls.

In May 2021, TPL offered its library branches as pop-up vaccination clinics to the City, and was asked to partner with Ontario Health to host five vaccination clinics at Parkdale, Maria A. Shchuka and Goldhawk Park branches. In total, 1,123 people were vaccinated at these clinics, as a direct result of targeted outreach. This initiative was supported by 46 TPL staff volunteers who helped run and set up the clinics.

In June 2021, restrictions were lifted as Ontario entered Step One of the reopening process. Services at TPL branches were expanded, returning to contactless circulation (indoors), and allowing customer access to in-branch computers and the use of public restrooms. The quarantining of library materials was discontinued as was the curbside pickup service.

Staff continue to play a core role in the delivery of exceptional customer experiences, as reflected in the dedication of all Library employees, as well as in the organization's success in navigating through the challenges and impacts of the pandemic.

Throughout the pandemic, TPL placed great importance on investing in staff, demonstrating a strong commitment to advancing public service excellence as a strategic priority. Despite many challenges, TPL continued to invest in and support its workforce by building connections, providing remote work and training opportunities, enforcing strict health and safety protocols, and maintaining a sense of unity through weekly communications from the City Librarian, regular town halls and public service announcements.

Provided below is a more detailed look at some of TPL's successes from the past six months, through the perspectives of the following four key stakeholders: Torontonians, customers, TPL as an organization and TPL staff:

Torontonians

As the pandemic entered its second year, the Library continued to play an essential role within the City's pandemic recovery and response, by following last year's pop-up food banks with efforts to support the community with critical social services.

As Torontonians increasingly use virtual spaces for their daily needs, the Library developed targeted outreach and marketing strategies, to create greater awareness of services at the customer's point of need.

(1) The Library made it easier for Torontonians to get vaccinated.

- In May 2021, TPL offered pop-up vaccination clinics in partnership with Ontario Health at Parkdale, Maria A. Shchuka and Goldhawk Park branches.
- 1,123 people were vaccinated at these clinics.
- 46 TPL staff volunteers helped support this initiative, assisting the operations and setup of the clinics.
- An information webpage on the vaccine clinics received over 11,000 views.

- From April to June, TPL began calling seniors to ensure they were aware of how to register for COVID-19 vaccinations, with a total of 14,584 vaccination calls made between April and June.
- (2) TPL continues to design outreach campaigns to meet the shifting needs of Torontonians brought about by the pandemic.
- In partnership with TDSB and TCDSB, Children's Services delivered a series of large outreach group sessions with over 11,230 attendees.
 - Youth Services conducted 35% more outreach presentations in Q1 2021 compared to Q4 2020, resulting in an attendance increase of 32%, for a total of 6,096 participants.
 - The Senior Wellness Check-In program continues, with a small team of TPL staff calling seniors to help overcome social isolation and provide important information about the library's services and COVID-19 resources. 13,253 calls were made in first two quarters of 2021.
- (3) TPL successfully leveraged email as a primary channel to help Torontonians stay connected with the Library and to communicate the availability of services throughout the course of the pandemic.
- From January to June 2021, TPL sent out four email blasts with information on Library services.
 - There was an average of 305,797 email blast subscribers.
 - The email campaign had an average open rate of 62.22% and average click rate of 3.19%.

TPL's Customers

During the pandemic, libraries have had to rethink and redesign their service delivery models. While the pandemic radically accelerated the development and use of TPL's online resources, in-person visits are still vital.

The pandemic boosted popularity of digital borrowing and caused a sharp decline in physical borrowing, disrupting total circulation in the short term.

- (1) Digital Access Card registrations peaked in January 2021 during the height of the shutdown, making up 96% of total registrations.
- (2) Programs such as Our Fragile Planet, French Language, Small Business and Personal Finance, and Talk About Books saw an increase in attendance since moving online as they became more accessible and less limited by location.
- There were 827 online programs offered between January and June 2021.
 - The total live attendance and views for these programs was 53,292 for this time period.

- Anonymity online also has given participants greater comfort in engaging and asking questions
- (3) Despite the reduced capacity for space and services, customers steadily visited branches in person as they re-opened.
- There were 284,591 in-branch visits in Q2 of 2021, a 27% increase from Q1 which had 224,752 visits.
- (4) As digital inequities came to the forefront during the pandemic, efforts to increase equitable access to technology and the skills to navigate and use it have become essential.
- The Seniors Tech Help program had 1,189 calls/emails/appointments. The program targets customers who are seniors or their caregivers, offering help, free of charge, on how to use technology to access materials or critical services, as well as connect with friends and family.
 - Together with the City and community partners, TPL identified eligible recipients for the Wi-Fi Hotspot Lending program and assisted in the distribution of 1,000 Wi-Fi hotspots.
 - TPL equipped some of Toronto's most vulnerable residents with 460 internet connectivity kits. The kits included laptops, Wi-Fi hotspots, and four months of unlimited data.
 - The lockdowns and stay-at-home orders effectively reduced access to computers for the community. There were 56,795 sessions from January to June. Reserve-A-Computer sessions decreased 92% in Jan-Jun 2021 compared to the same period last year.
 - Average daily Wi-Fi Sessions for January to June were 1,956, a decrease of 67% compared to the same period last year.
- (5) Since the onset of the pandemic, we have seen customers shift towards digital with increased electronic checkouts. This remained true for the first two quarters of 2021.
- The number of electronic checkouts from January to June 2021 was 4,687,845, accounting for 61% of the total checkouts for the period.
 - There were 3,059,923 physical checkouts for the same period.
- (6) The strong uptrend for e-collections, e-newspapers, and e-learning continues to be galvanized by the pandemic.
- Total E-Circulation (Checkouts, Circulation and Plays) increased by 12% between January and June 2021, to 5,600,677, compared to the same period last year.
 - E-Newspaper click-throughs increased 21% to 180,515 between January and June 2021, compared to the same period last year.
 - E-Learning use increased 21% between January and June 2021, to 267,198 sessions, compared to the same period last year.

- The use of Digital Archives increased by 22% to 456,184 sessions for January to June 2021, compared to the same period last year.

TPL as an Organization

TPL continues to be innovative and adaptive in response to the pandemic, strengthening crisis response systems and working closely with valued community partners. As a result, library services are more accessible, convenient, and nimble.

- (1) The pandemic reshaped customer behaviour and new online services were introduced. As a result, TPL customers have increasingly been engaging with Answerline digitally.
 - The average number of chat sessions per hour during both Q1 and Q2 of 2021 was four, which is 33% higher than the same period in 2020 and 60% higher than in 2019.
- (2) Answerline has successfully adapted its operations to meet shifts in customer behavior.
 - Customer satisfaction for Answerline has been steadily increasing and half-way through 2021 it averages 94%.
- (3) TPL has made the health and safety of staff a top priority by rigorously adhering to the safety protocols and directions from Toronto Public Health.
 - There were 49 Staff Confirmed Positive With COVID-19 between January and June of 2021.
 - 14 Visitors Self-Reported Positive With COVID-19 between Jan and Jun 2021.

TPL Staff

Staff are increasingly leveraging digital training resources and taking advantage of cross-training through learn:tpl, continuing to show great commitment to serving the community and adaptability in the face of the pandemic.

- (1) Usage on learn:tpl, the new learning management system, is increasing as staff become more familiar with the platform.
 - There were a total of 31,098 learning objects or activities completed between January and June 2021, an increase of 36% from July to December 2020.
 - An average of 1,151 staff completed at least one learning object per month for the January to June 2021 period.
- (2) Compared to the last two quarters, learn:tpl saw a significant increase in video training and sessions.
 - There was a 95% increase in session completions in the first two quarters of 2021 compared to the last two quarters of 2020.

- This was a result of an increase to the number of sessions being offered, as staff became more comfortable delivering training virtually.
 - Also significantly, the number of staff attending town halls tripled, from two to six.
 - In January 2021 the Online Programming curriculum was introduced, with seven videos required for viewing for staff delivering online programs. This was the main driver of the 249% increase in video completions.
- (3) Staff have been strongly motivated to complete mandatory accessibility training as well as tune in for updates and ask questions through the Monthly Staff Town Halls.
- The total registrations for the Monthly Town Halls was 2,197 for the January to June 2021 period, over 125% higher than that of the next highest learning object during the same period.
- (4) In 2021, TPL has been proactive in its strategy and shown increased commitment to organizational communication, in order to engage with staff across TPL about COVID-19 and operational impacts
- Staff satisfaction reached 73% for the January to June 2021 period, an increase of 20% from July to December 2020.
 - A few factors likely impacted the rise in satisfaction metrics, such as a broadening of scope to include presentations/information sharing about various topics affecting TPL staff (ie: the Library's budget, capital project plans, digital strategy, etc.) as well as more dedicated time added for live Q&A.
 - Additionally, all Town Hall events were promoted more actively to staff.

CONCLUSION

The monthly COVID-19 Impact Report provides insightful analysis of the pandemic's impact on Library services and operations to the TPL Leadership Team. Retrospective reports such as this one are provided to the Board to demonstrate the Library's commitment to accountability, evaluation and transparency in supporting evidence-based decision-making through the various stages of the pandemic. The COVID-19 Impact Analysis has also informed the update to the balanced scorecard metrics, targets and initiatives, and supported the development of divisional scorecards in the organization.

The next report will be a 2021 year-end retrospective review and will be provided to the Board for information in Q2 of 2022. These reports will continue to measure and assess the impact of the pandemic on community, customers, TPL and staff. However, as TPL moves into a post-COVID-19 future, reporting will gradually transition into TPL's operational reporting on services.

CONTACT

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SIGNATURE

Vickery Bowles
City Librarian

ATTACHMENTS

Attachment 1: COVID-19 Impact Report: January to June 2021

COVID-19 Impact Report: January to June 2021

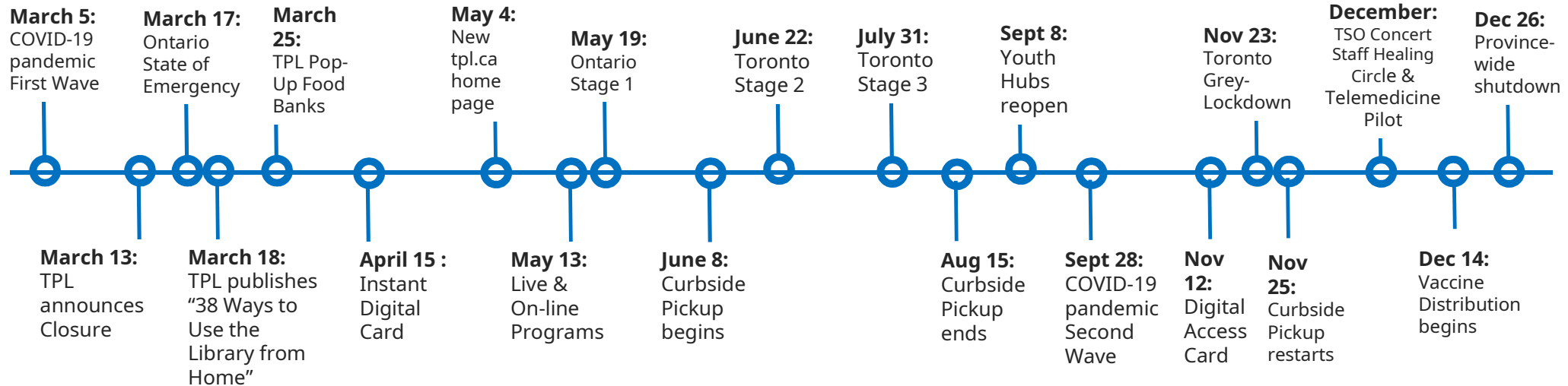
Toronto Public Library Board

September 27, 2021



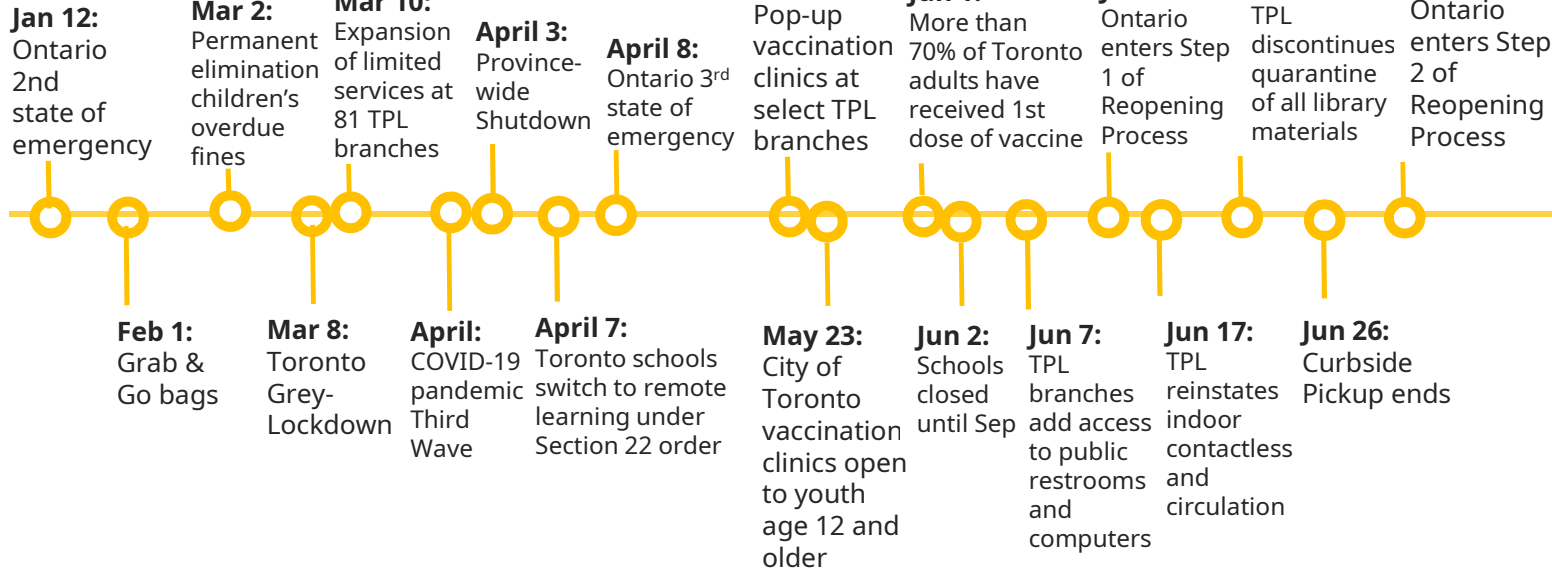
COVID-19 Pandemic Timeline of Events

2020



COVID-19 Pandemic Timeline of Events

2021



Torontonians:

- TPL continues to play an essential role in the City's pandemic recovery and response, in 2020 with the pop-up food banks and in 2021 through support of the vaccination effort.
- As Torontonians were increasingly using virtual spaces for their daily needs, the library developed targeted outreach and marketing strategies to create greater awareness of library services at the customer's point of need.

TPL's customers:

- During the pandemic, libraries have had to rethink and redesign their service delivery models. While the pandemic radically accelerated the development and use of TPL's online resources, in-person visits are still vital.
- The pandemic boosted popularity of digital borrowing and caused a sharp decline in physical borrowing, disrupting total circulation in the short term.

TPL as an organization:

- TPL continues to be innovative and adaptive in response to the pandemic, strengthening crisis response systems and working closely with valued community partners. As a result, library services are more accessible, convenient, and nimble.

TPL staff:

- Staff are increasingly leveraging digital training resources and taking advantage of cross-training through learn:tpl. Staff continue to show great commitment to serving the community and adaptability in the face of the pandemic.

01 TORONTONIANS

TPL continues to play an essential role in the City's pandemic recovery and response, in 2020 with the pop-up food banks and in 2021 through support of the vaccination effort.

TPL has supported the community with critical social services throughout the pandemic. The library partnered with Ontario Health to boost vaccine confidence and vaccination rates



**Individuals
Vaccinated**
1,123
May



Vaccine Clinics
5
May



**TPL Staff
Volunteers**
46
May



**Pageviews of the
Vaccine Webpage**
11K
May



**Seniors
Vaccination Calling**
14,584
April - June

01 TORONTONIANS

As Torontonians were increasingly using virtual spaces for their daily needs, the library developed targeted outreach and marketing strategies to create greater awareness of library services at the customer's point of need.

TPL continues to design outreach campaigns to meet the shifting needs of Torontonians brought about by the pandemic



Outreach For Children

11,231

Participants/Attendees

Children's Services delivered a series of large group sessions with high participation in the first quarter of 2021 in partnership with TDSB and TCDSB.

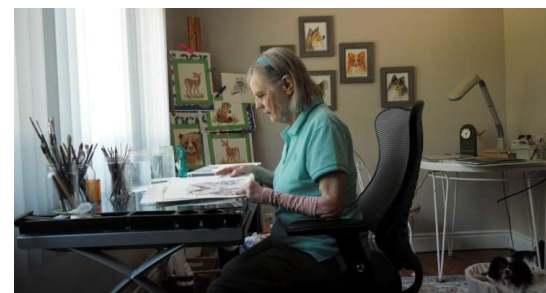


Outreach For Youth

6,096

Participants/Attendees

Youth Services conducted 35% more presentations in Q1 2021 compared to Q4 2020, resulting in a bump of 32% attendees.



Seniors Wellness Check-In

13,253

Number of Calls

A small, dedicated team of TPL staff have been calling seniors throughout the pandemic to help overcome social isolation, and provide important information about the library's services and COVID-19 resources.

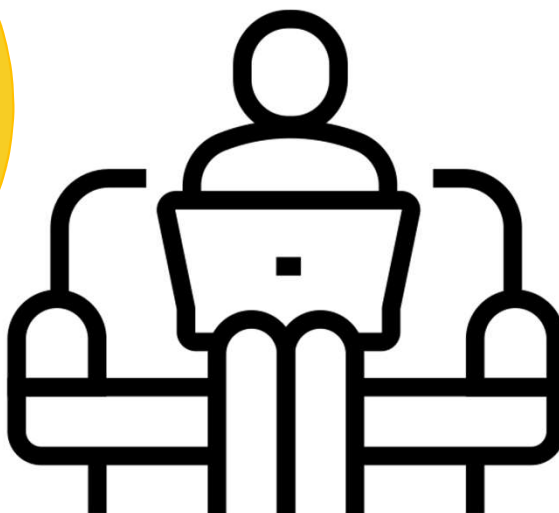
E-mail blasts were effectively used to communicate the availability of TPL's services throughout the course of the pandemic

62.22%

**Average open rate
Jan – Jun 2021**

3.19%

**Average click rate
Jan – Jun 2021**



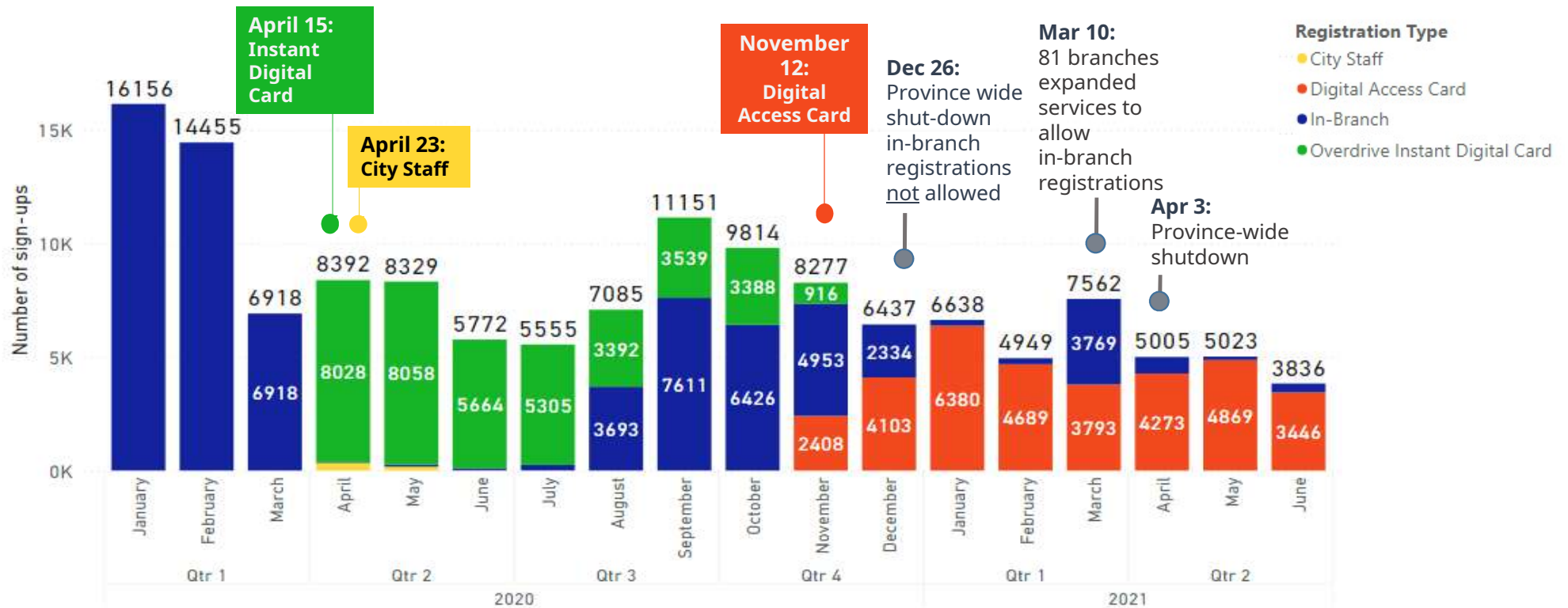
305,797

**Average number of e-mail blast
subscribers
Jan – Jun 2021**

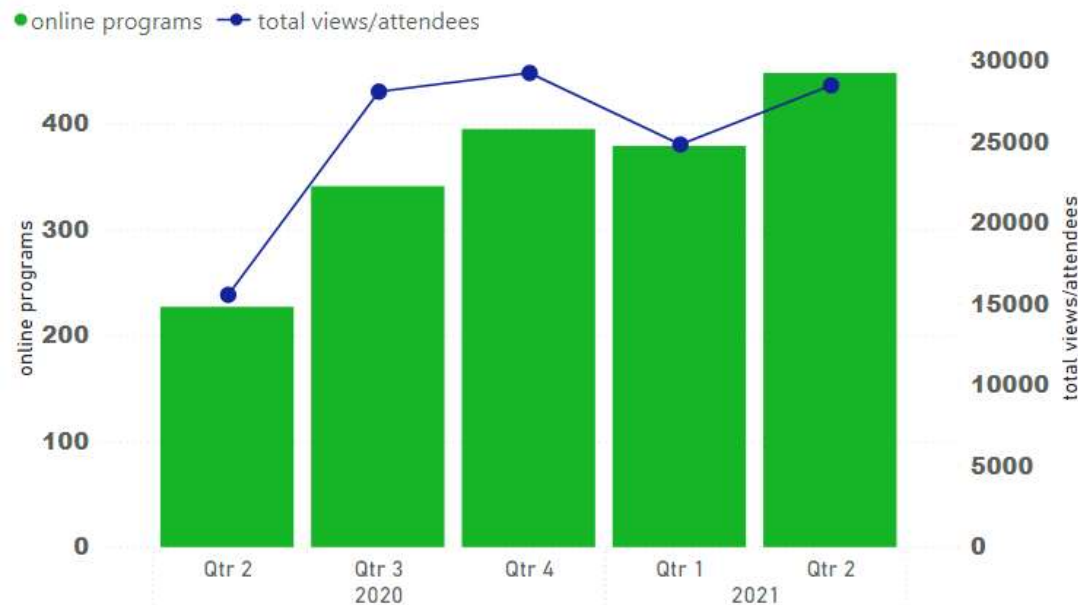
02 TPL'S CUSTOMERS

During the pandemic, libraries have had to rethink and redesign their service delivery models. While the pandemic radically accelerated the development and use of TPL's online resources, in-person visits are still vital.

Digital Access Card registrations peaked in January during the height of the shutdown, making up 96% of total registrations



Programs such as Our Fragile Planet, French Language, Small Business & Personal Finance, and Talk About Books have had higher attendance since being moved online. They became more accessible and less limited by location. Anonymity online also has given participants greater comfort in engaging and asking questions



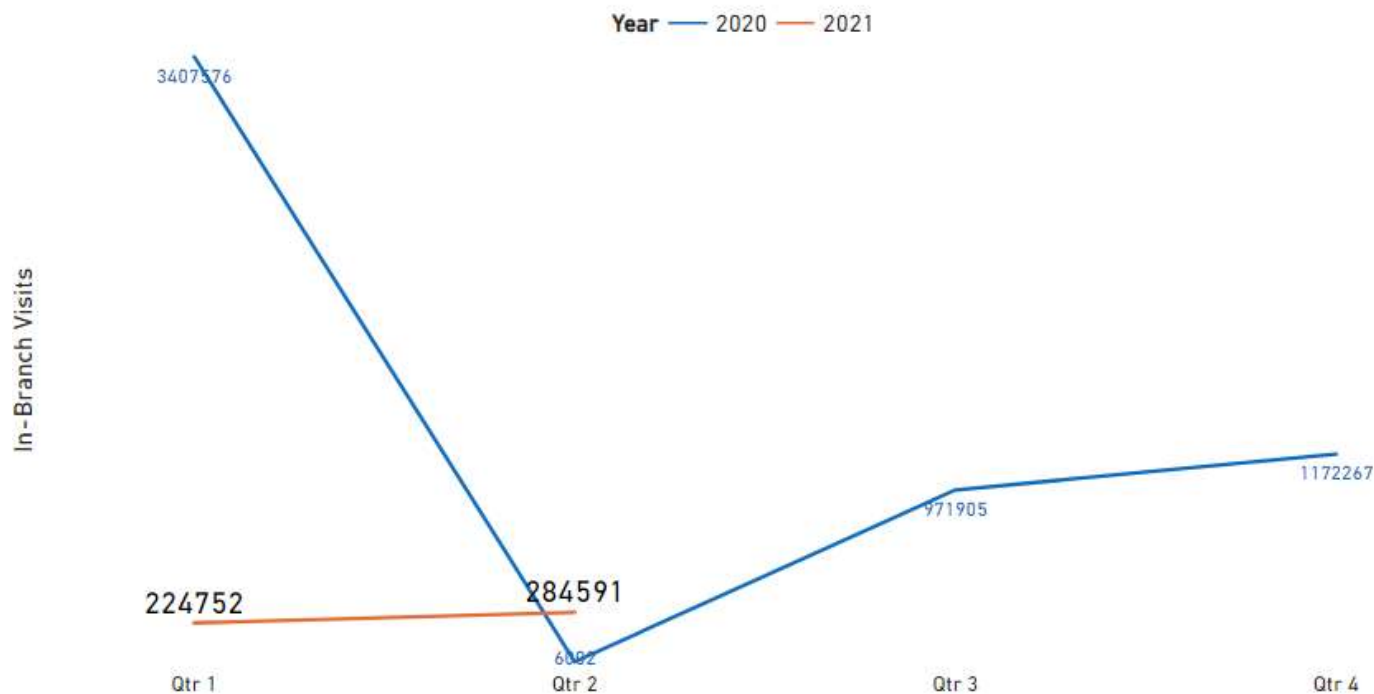
827

Total Online Programs Jan-Jun 2021

53292

Total Live Attendees & Views Jan-Jun 2021

Despite the reduced capacity for space and services, customers steadily visited branches in person as they re-opened



As digital inequities came to the forefront during the pandemic, efforts to increase equitable access to technology and the skills to navigate and use it have become essential

Seniors Tech Help

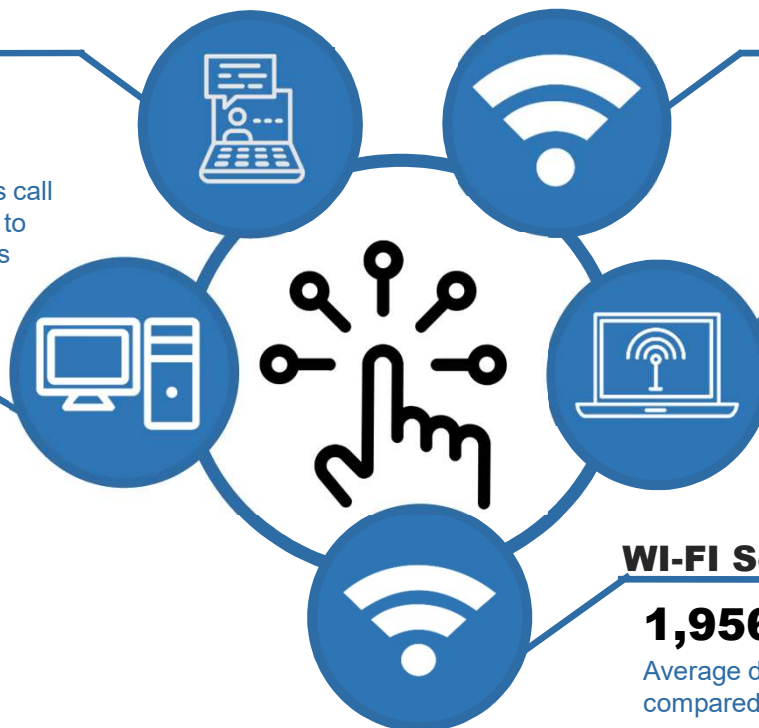
1,189 calls/ emails/ appointments

Customers who are seniors or their caregivers call to receive free help on how to use technology to access materials or critical services, as well as connect with friends and family.

Public Computing

56,795 Sessions

The lockdowns and stay-at-home orders effectively reduced access to computers for the community. Reserve-A-Computer sessions decreased 92% in Jan-Jun 2021 compared to the same period last year.



Wi-Fi Hotspot Lending

1,000 Wi-Fi hotspots

Together with the City and community partners, TPL identified eligible recipients for the Wi-Fi Hotspot Lending program and assisted in the distribution.

Internet Connectivity Kits

460 kits distributed

TPL equipped some of our city's most vulnerable residents with internet connectivity kits. The kits included laptops, Wi-Fi hotspots, and four months of unlimited data.

Wi-Fi Sessions

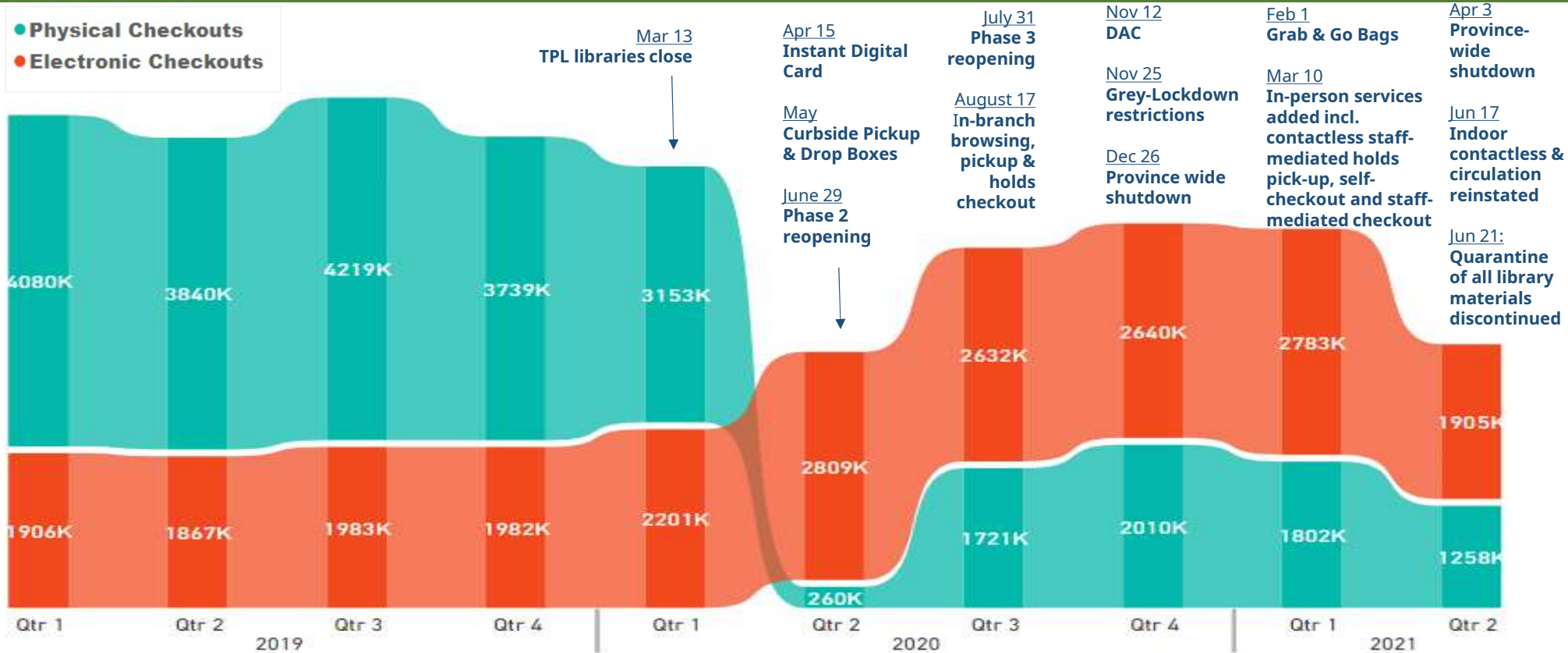
1,956 Average Daily Sessions

Average daily Wi-Fi Sessions decreased 67% in Jan-Jun 2021 compared to the same period last year.

02 TPL'S CUSTOMERS

The pandemic boosted popularity of digital borrowing and caused a sharp decline in physical borrowing, disrupting total circulation in the short term.

Since the onset of the pandemic, we have seen customers shift towards digital with increased electronic checkouts



The strong uptrend for e-collections, e-newspapers, and e-learning continues to be galvanized by the pandemic

E-Circulation

OverDrive, Hoopla, RB Digital, Kanopy



▲ 12%
Same Period Last Year
5,600,677
Total Checkouts + Circulation + Plays in Jan-Jun 2021

▼ 47%
Same Period Last Year
38,904
New Users in Jan-Jun 2021*

▲ 6%
Same Period Last Year
2,470,056
Holds in Jan-Jun 2021**

*New Users are applicable for OverDrive and Hoopla only
**Holds are applicable for OverDrive only

E-Newspapers

PressReader, NY Times, Toronto Star archive, Globe & Mail archive



▲ 21%
Same Period Last Year
180,515
Click-throughs in Jan-Jun 2021

E-Learning

BrainFuse, Mango Languages, Gale Courses



▲ 21%
Same Period Last Year
267,198
Sessions in Jan-Jun 2021

*LinkedIn Learning, formerly Lynda is excluded because there is no longer an equivalent for sessions

Digital Archives + Other

Ancestry, Consumer Reports, JSTOR, Academic OneFile



▲ 22%
Same Period Last Year
456,184
Sessions in Jan-Jun 2021

▲ 10%
Same Period Last Year
1,942,175
Pageviews in Jan-Jun 2021

▲ 57%
Same Period Last Year
602,430
Searches in Jan-Jun 2021

▲ increase ■ no/small change ▼ decrease

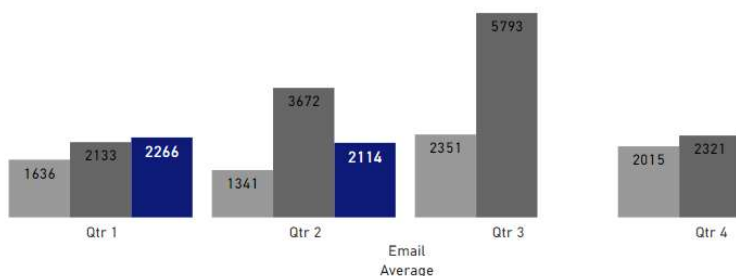
03 TPL AS AN ORGANIZATION

TPL continues to be innovative and adaptive in response to the pandemic, strengthening crisis response systems and working closely with valued community partners. As a result, library services are more accessible, convenient, and nimble.

The pandemic reshaped customer behaviour and new online services were introduced. As a result, TPL customers have increasingly been engaging with Answerline digitally

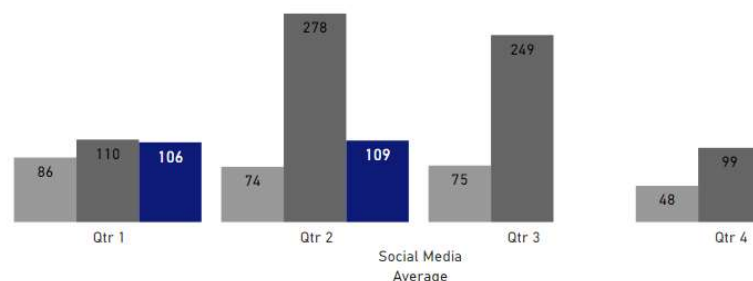
Email

● 2019 ● 2020 ● 2021



Social media

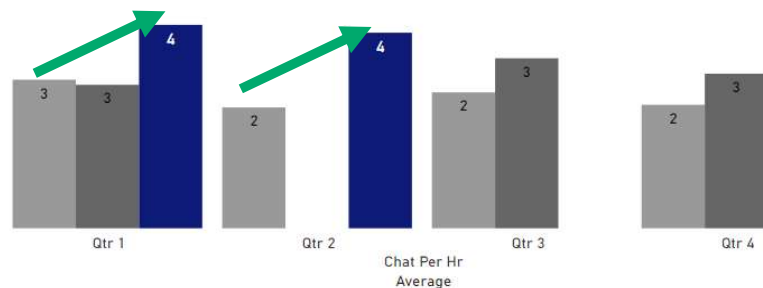
● 2019 ● 2020 ● 2021



Chat

● 2019 ● 2020 ● 2021

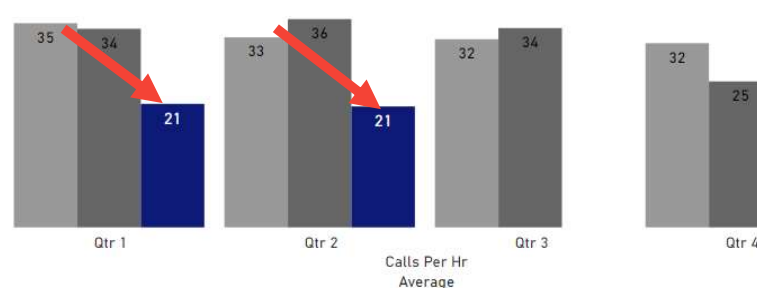
Please note that there was no chat service between Mar 18 – Sep 21 2020



Phone calls

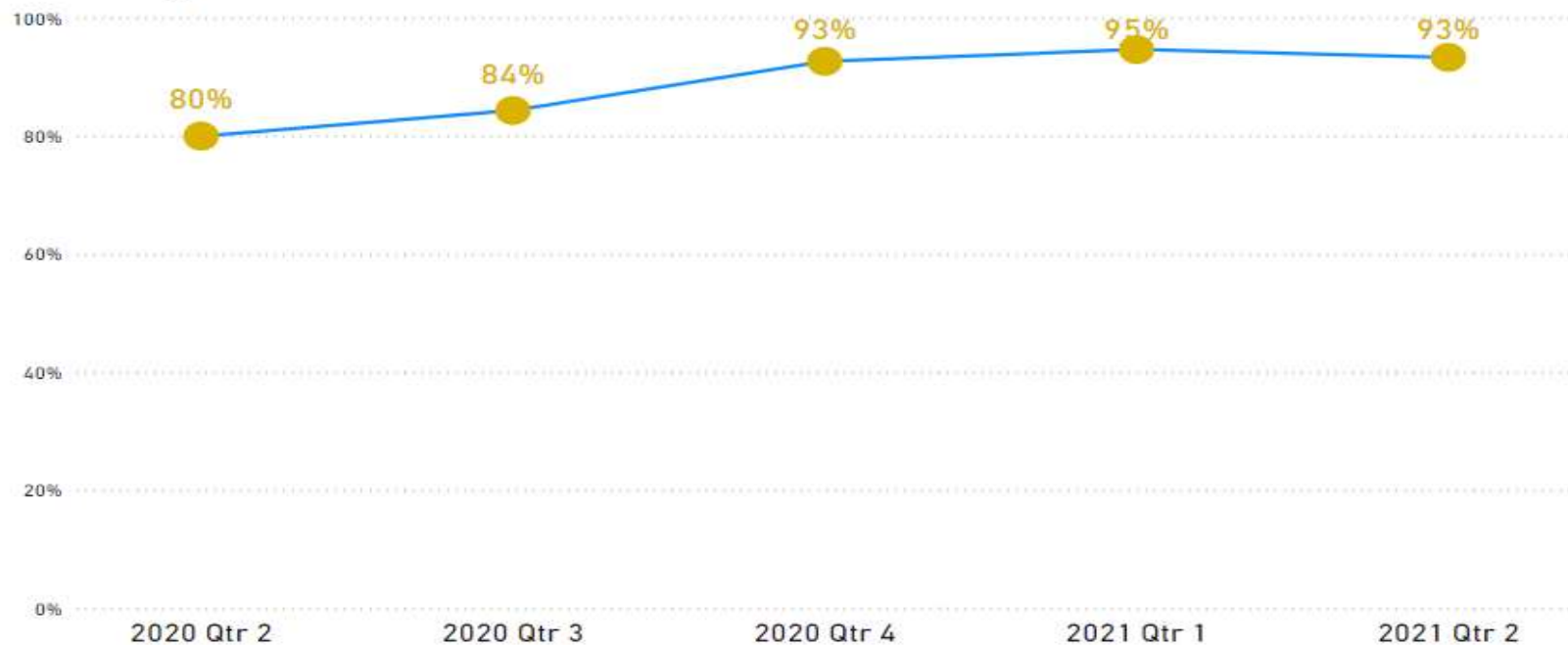
● 2019 ● 2020 ● 2021

Please note that there was no phone service between Mar 18 - Jun 14 2020



Answerline has successfully adapted its operations to meet shifts in customer behavior. Customer satisfaction for Answerline has been steadily increasing and half-way through 2021 averages 94%

Average Customer Satisfaction for Answerline



TPL has made the health and safety of staff a top priority by rigorously adhering to the safety protocols and directions from Toronto Public Health

**Health
Status**

data set 2.09a



Confirmed COVID-19 Cases

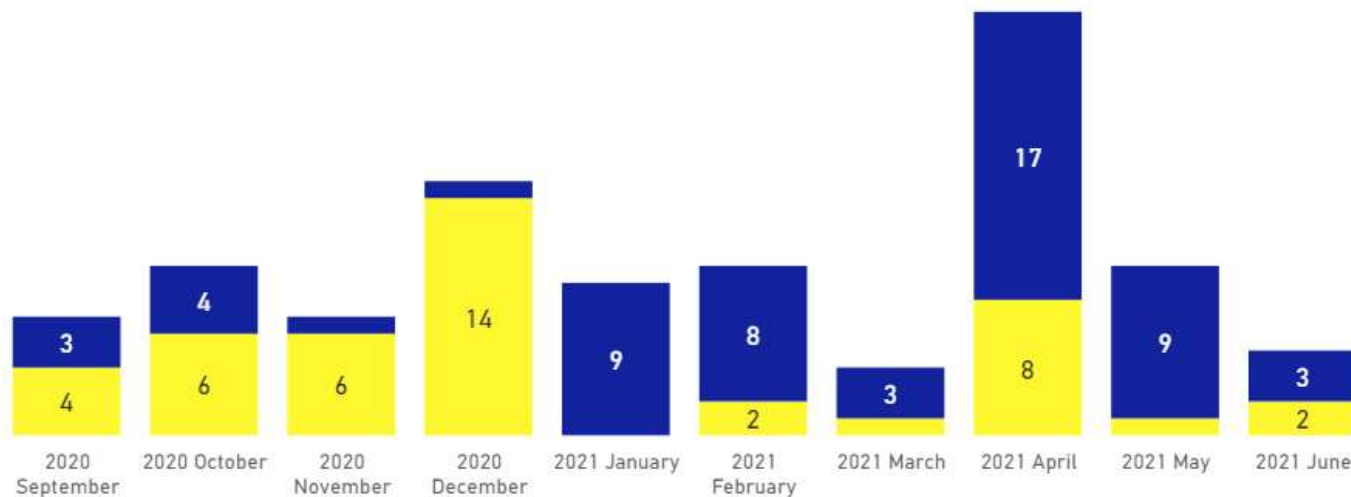
Visitor cases Staff cases

49

**Staff Confirmed Positive With
COVID-19 between Jan and Jun
2021**

14

**Visitors Self-Reported Positive
With COVID-19 between Jan and
Jun 2021**



04 TPL STAFF

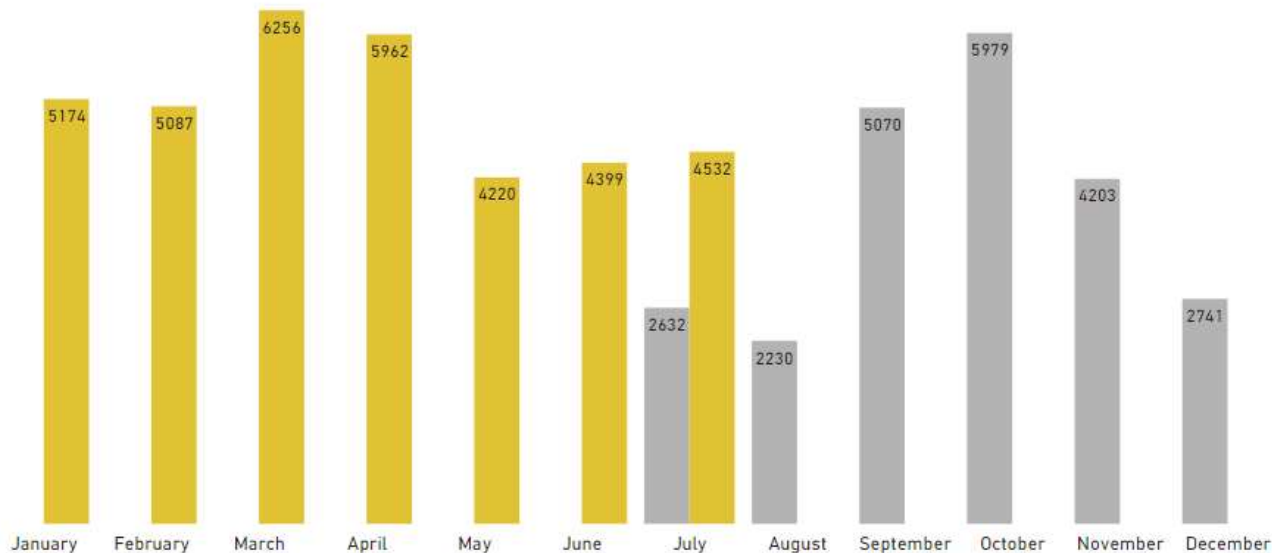
Staff are increasingly leveraging digital training resources and taking advantage of cross-training through learn:tpl. Staff continue to show great commitment to serving the community and adaptability in the face of the pandemic.

Usage on learn:tpl is increasing as staff become more familiar with the platform

learn:tpl

Monthly Learning Objects Completed By Staff

Year ● 2020 ● 2021



31,098

Total Learning Objects Completed Jan-Jun 2021



36%

Compared to Jul-Dec 2020*

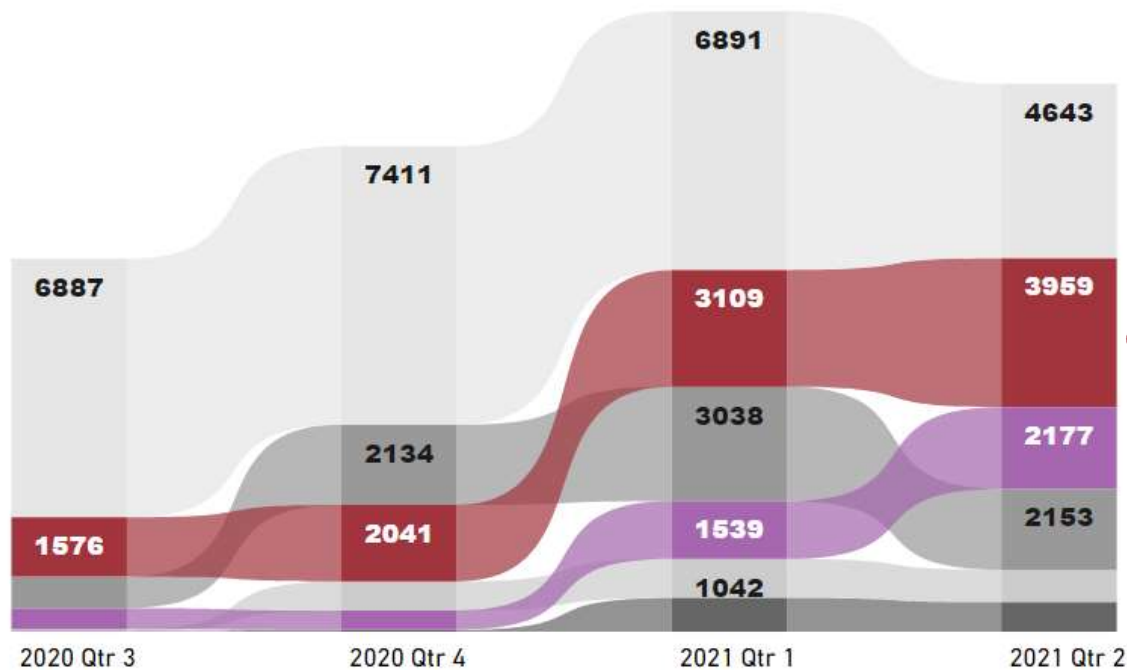
1,151

Average number of staff who complete at least one learning object per month Jan-Jun 2021

* Please note that comparisons are looking at change in areas of focus between January-June 2021 compared to July-December 2020 instead of same period last year because the new LMS launched June 22, 2020 with improved data collection and a break in trend.

Compared to the last two quarters, there was a significant increase in video training and sessions

learn:tpl Learning Object Type ● Curriculum ● Material ● Online Class ● Session ● Test ● Video



There was a 95% bump in session completions in the first two quarters of 2021 compared to the last two quarters of 2020. This was a result of an increase in the number of sessions being offered, as staff became more comfortable delivering training virtually. And significantly, the number of staff town halls tripled, from two to six.

In January 2021 the Online Programming curriculum was introduced. 7 videos were required viewing for staff delivering online programs. This was the main driver of the 249% increase in video completions.

Staff have been strongly motivated to complete mandatory accessibility training as well as tune in for updates and ask questions through the Monthly Staff Town Halls

learn:tpl

Top Learning Objects Completed (Jan - Jun 2021)

Monthly Staff Town Hall	2197
Internet Browsers and Web-Based Apps	978
Working Together - The Code and the AODA	871
Accessibility at TPL	869
AccessForward - Design of Public Spaces Standard	837
AccessForward - Employment Standard	811
AccessForward - Information Standard	801
AccessForward - Customer Service Standard	786
AccessForward - General Requirements	727
Toronto Public Health - Overdose Action Plan	565

Please note that completion data for the Staff Town Hall on learn:tpl reflects the number of registrations for the event and not necessarily the number of live attendees

There has been a proactive strategy and increased commitment to organizational communication, in order to update staff across TPL about COVID-19 and operational impacts

Ask-Me-Anything



45

Live Attendance
Jan-Jun 2021

25

Video Replay
Jan-Jun 2021

Online Staff Town Hall



▲ **100%**

Jul – Dec 2020

6

Number of Town Halls
Jan-Jun 2021

▼ **12%**

Jul – Dec 2020

329

Average Live Attendance
Jan-Jun 2021

▼ **82%**

Jul – Dec 2020

33

Average Views For Video
Replay
Jan-Jun 2021

▲ **20%**

Jul – Dec 2020

73%

Staff Satisfaction
Jan-Jun 2021

Yammer



▲ **10%**

Same Period
Last Year

436

Max group members
tpl: together
Jan-Jun 2021

▼ **80%**

Same Period
Last Year

184

Sum Messages
Posted
Jan-Jun 2021

▼ **74%**

Same Period
Last Year

72,618

Sum Messages
Read
Jan-Jun 2021

▼ **81%**

Same Period
Last Year

1,174

Sum Messages
Liked
Jan-Jun 2021

**ShareTPL
COVID-19
Resources Site**



2,701

Total
Pageviews
Jan-Jun 2021

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