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| <h1>OPL RESPONDS</h1> <p>A year into the COVID-19 pandemic, <b>Your Library</b> is still here for you.</p>                   |  |
| <h2>SIDEWALK AND ONLINE SERVICES PUT THE WORLD INTO YOUR HANDS.</h2>   |  |
| <p><b>332,000</b><br/>items checked out since we started sidewalk pickup.</p>  | <p>OPL provides sidewalk pickup of books, dvds, WiFi hotspots, and other materials that meet people's educational and informational needs.</p>                               |
| <p><b>735,000+</b><br/>digital checkouts since March 2020</p>  | <p>OPL's online books, movies, music, magazines and other resources have increased 21%, meeting people's recreational, educational and informational needs.</p>              |
| <p>12,000 new OPL users since March 2020</p>   | <p>OPL is offering accurate and trusted information and help at sidewalk service sites and its call center during these uncertain times.</p>                                 |
| <p><b>Mobile printing</b><br/>is available and widely used</p>   | <p>In response to community requests, OPL offers printing at all sidewalk service locations so that people impacted by the digital divide can print essential documents.</p> |
| <p><b>12,290</b><br/>uses of WiFi network outside OPL buildings, fighting the digital divide</p>                             | <p>OPL circulates 300 WiFi hotspots and donated 500 hotspots to OUSD so that online students can learn and people can access job, housing and health resources.</p>          |
| <p><b>157,000</b><br/>meals provided</p>   | <p>OPL provides free meals in partnership with Eat.Learn.Play. and World Central Kitchen so that hungry children can learn and hungry families can survive.</p>              |
| <p><b>Keeping people safe from COVID-19</b></p>  | <p>OPL staff have collected masks and referred more than 900 people to testing sites to keep the community healthy and safe.</p>   |
| <h3>AND EVEN MORE:</h3>  |  |
| <p>OPL provides tools for garden and home repairs through the Tool Lending Library</p>                                       | <p>Legal problems are solved through the online Lawyers in the Library program</p>   |
| <p>Weekly storytime videos entertain and educate children under 5, increasing their school readiness and literacy skills</p> | <p>OPL provides free, live homework help in English and Spanish through tutor.com helping students succeed</p>   |
| <p><b>Your Library is still here for you.</b></p>  |  |
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| <p><small>Prepared by the Oakland Public Library Community Relations Department, March 2021</small></p>                      |  |