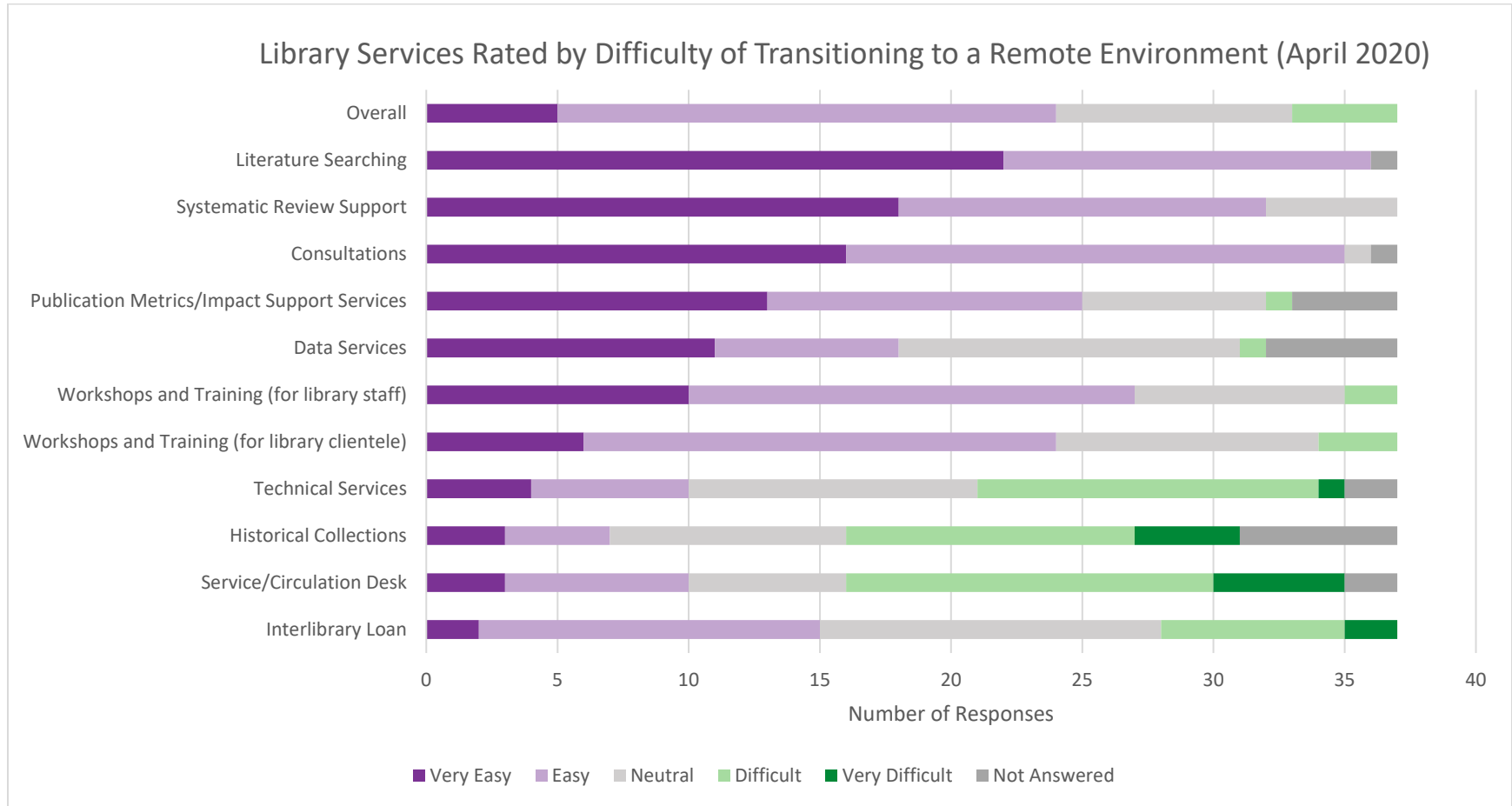
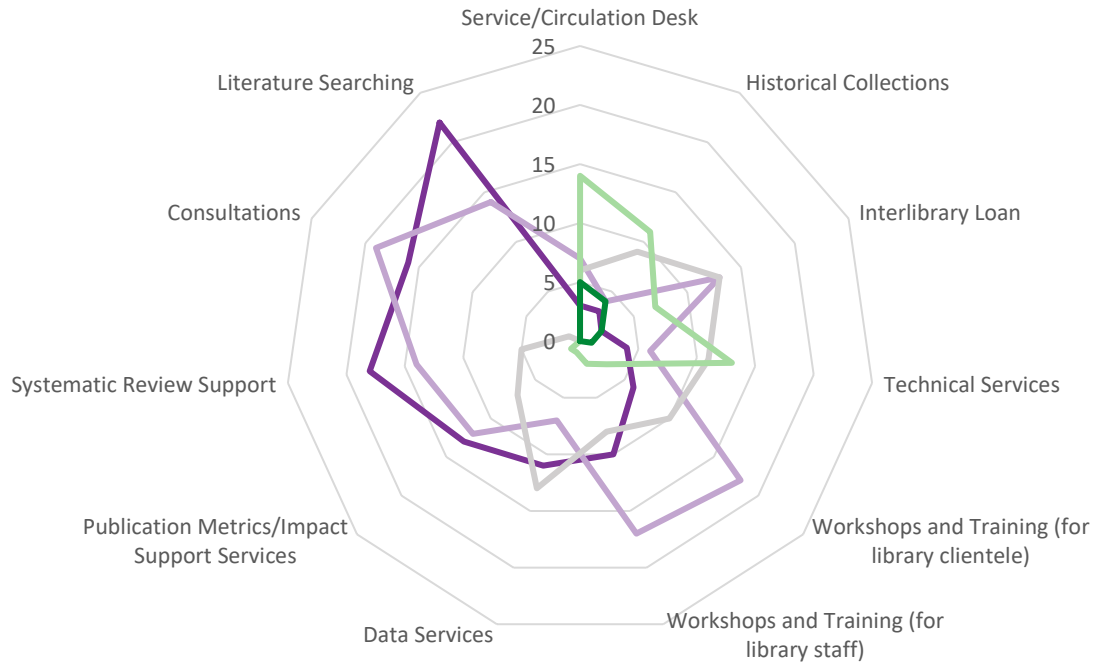


Appendix A: Figures 1a + 1b



Library Services Rated by Difficulty of Transitioning to a Remote Environment (April 2020)

Very Easy Easy Neutral Difficult Very Difficult



*This chart shows number of responses to the April 2020 survey.