



# 2019 ANNUAL REPORT

*Resourceful  
by Nature*

Physical Items in the Collection

367,255



Items Ordered

17,601



Items Processed

23,371



Discs Repaired

1,027

Delivery Stops

2,784



Items Transported

87,669

Online Courses Taken

750

Value of online courses taken: \$119,250

#1 Intro to Microsoft Excel #2 Accounting Fundamentals #3



Programs Sponsored in Libraries

30



WiFi Sessions in Libraries

42,222



## MESSAGE FROM THE CEO

2019 was a very busy year at Shortgrass and significant investments were made in several areas to enhance the system's ability to provide services to member libraries. Thanks to funding from the Government of Alberta, the Shortgrass facility was renovated and modernized with the addition of a second garage for delivery vehicles and a large meeting room.

In recognition of the increasing role technology plays in supporting member libraries, the Board of Trustees made a significant investment in network infrastructure, including the replacement of core firewalls and system management software. The Shortgrass Board also contributed \$95,729 for the purchase of eBooks and eAudiobooks.

A Community Initiatives Program grant from the Government of Alberta allowed for the purchase of two new delivery vehicles. 2019 also saw the development of a new Plan of Service, which will guide operations through 2022.

All these investments, coupled with the ongoing LEAN approach, allow Shortgrass to be well positioned to provide the flexible quality support services member libraries have come to expect, today and in the future!

*- Petra Mauerkhoff*

## MEDICINE HAT COLLEGE ONE CARD PARTNERSHIP

Public Library Materials

Picked Up at MHC Libraries

1,273

Public Library Materials

Returned to MHC Libraries

2,085



*Thank you for  
another great year!*

**SHORTGRASS.CA**

Alcoma Community Library • Bassano Memorial Library  
Bow Island Municipal Library • Brooks Public Library •  
Duchess & District Public Library • Foremost Municipal  
Library • Gem Jubilee Library • Graham Community Library  
• Irvine Community Library • Medicine Hat Public Library •  
Redcliff Public Library • Rolling Hills Public Library •  
Rosemary Community Library • Tilley & District Public Library

## Number of Items Catalogued

↑4%



## Average Turn-Around Time

2017: 4.00 days

2018: 2.91 days

2019: 2.25 days

## Physical Items Borrowed

734,862

2.2% increase over 2018



## eBooks Available

16,692

21% increase over 2018



## eBooks Borrowed

83,169

17% increase over 2018



## eAudiobooks Borrowed

10,279

10.55% increase over 2018



## Online Magazines Downloaded

20,430

89% increase over 2018



## Online Newspapers Read

103,472

5.25% increase over 2018



## Items Shipped via Government Courier

27,450

4.57% increase over 2018



## Programming Kits Available

40

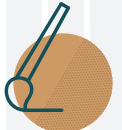
14% increase over 2018



## Programming Kits Booked

122

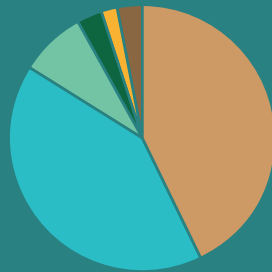
15% increase over 2018



## REVENUES

- 43% Municipal
- 41% Provincial
- 8% Library Boards
- 3% Contracts
- 3% Other Grants
- 2% Investments/Reimbursements

Total Revenues \$1,267,592

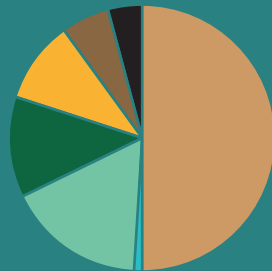


## EXPENSES

- 50% Staffing
- 17% Building/Capital
- 12% Technology
- 10% Public Services
- 6% Administration
- 4% Delivery/ILL
- 1% Grants & Donations

Total Expenses \$1,506,742\*

\*includes \$355,350 of reserve spending



## LIBRARY MATERIALS

Total Expenses \$371,093