



Annual
Report
2022



mission, vision & values

MISSION STATEMENT

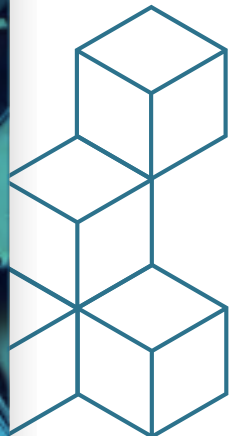
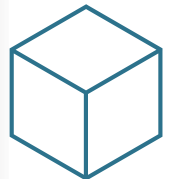
The Medicine Hat Public Library serves as a community hub, providing equitable and convenient access to books, media, information, and programs that help to educate, enrich, entertain, and inform.

VISION STATEMENT

The Medicine Hat Public Library is a valued resource, fostering lifelong learning and enhancing the vitality of the community now and into the future.

VALUES

- » *Equitable Access & Inclusion*
- » *Freedom of Information*
- » *Lifelong Learning*
- » *Intellectual Freedom*
- » *Connecting Community*



message from the chief

2022 was a year of recovery.

The community and the library got back on their feet after pandemic restrictions were lifted. This was not a quick or simple process; there were many stresses to recover from, memories of how things used to work were sometimes spotty, and new approaches were often necessary to meet new circumstances.

The social and psychological effects of the pandemic lingered a long time but they are receding in 2023. Our services have returned to new normal levels, and community demand has steadily increased to the point where library spaces and programs are packed with happy customers. Staff morale seems good and we are enjoying ourselves again. We hope that community members are feeling positive as well.

We are experiencing “good problems” in 2023.

Most of our programs fill up before we can even publicize them. We can't meet the demand for meeting room rentals. Free library card sponsorships that used to last a month are now used up in a couple of weeks. We are happy the community values our services but we need to do more to meet the demand. This is hard with limited resources but we will do our best, for example with expanded meeting room hours and passive programming that takes less staff time to deliver.

We are experiencing some more difficult challenges as well. Social disorder in the community and our facility has increased. Safety and visitor well being are our top priorities in 2023. We have put together a working group of staff, managers and Board members to develop a comprehensive safety plan. We are piloting new safety initiatives, trying new staffing arrangements and fine tuning our facilities to improve actual and perceived safety.

It will take money and other resources but we must do everything possible to make our library safe and pleasant for visitors and staff.



Ken Feser
Chief Librarian

2022 board members



Bryton Wilson
Ina Leahy
Janice Ouellet
Karen Charlton
Kyle Pudwell

Megan Hilgendorf
Ramona Robins
Rebecca Harper
Simone Harty
Steve Krysak

The City of Medicine Hat Library Board governs the Medicine Hat Public Library and the delivery of library services to the community. It is responsible for communicating with funders and the community, aligning Library services with community needs, and managing Library operations on a governance level. Board members are appointed by City Council as required. The Board has a monthly public meeting (except in summer) and Board committees typically meet monthly as well. Board vacancies are normally advertised in the fall on the City's website.

Community members are encouraged to apply.

our patrons

Thanks to generous sponsors, library cards were free in 2022!

This eliminates a small but significant barrier to library use. Sponsors can donate as little as \$5 to "pay forward" the cost of one card, or a larger donation can provide cards to many people as well as recognition benefits for the donor.



library visits

134,783

an **increase of 76.5%**
from 2021



free cards given

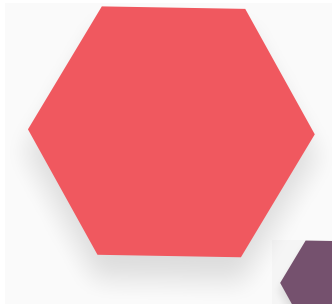
6,631



reference questions
answered

24,783

an **increase of 1.4%**
from 2021



our collection



items in collection

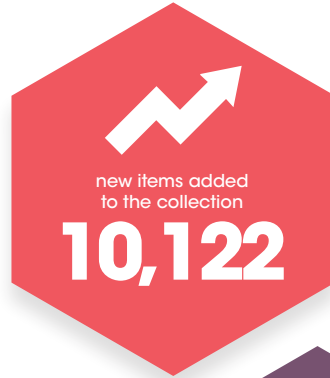
124,420



items circulated
in the community

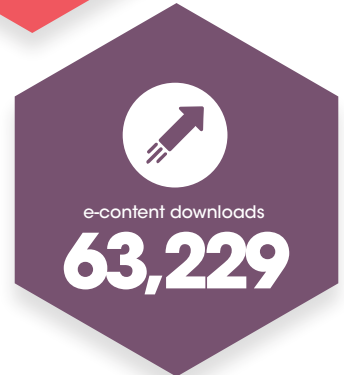
2,809

an **increase of 383%**
from 2021



total checkouts

452,284



online resources

Ancestry: 2,100 searches

Consumer Reports: 5,244 page views

eAudiobooks: 25,817 borrowed | an **increase of 16%** from 2021

eBooks: 97,389 borrowed | an **increase of 41.7%** from 2021

Gale Courses: 877 registrations | an **increase of 63%** from 2021

PressReader: 1,726,858 articles read | an **increase of 56%** from 2021

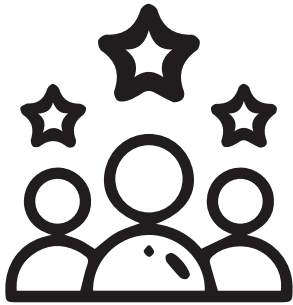
Pronunciator: 464 logins | an **increase of 124%** from 2021

Solaro: 1,582 lessons/quizzes/tests | an **increase of 45%** from 2021

Tumblebooks: 823 book views



staff & volunteers



44

**dedicated
staff**



52

**amazing
volunteers**



social work



The library had social workers for part of 2022 thanks to funding from Medicine Hat Community Housing Society.

This program continues in 2023. Library social workers help a wide range of people including many who would not otherwise access services they need.

our programs

children's programs

248

an **increase of 69%**
from 2021

teen programs

59

adult programs

102

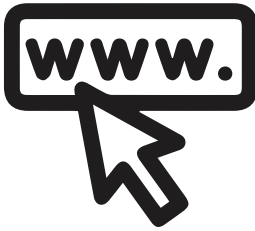
an **increase of 70%**
from 2021

total attendees

36,208



online presence



website visits

261,772

an **increase of 289%** from 2021



wifi connections

43,850

an **increase of 55%** from 2021

Social Media

MAIN PROFILE



twitter followers

3,628



facebook followers

6,500



instagram followers

3,519



tiktok followers

1,074

an **increase of 22.5%** from 2021

an **increase of 8%** from 2021

TEEN PROFILE



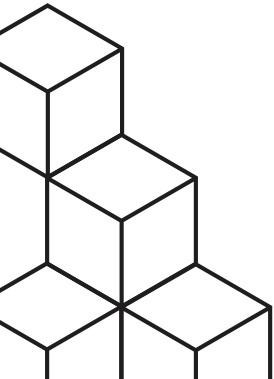
instagram followers

870



tiktok followers

2,721

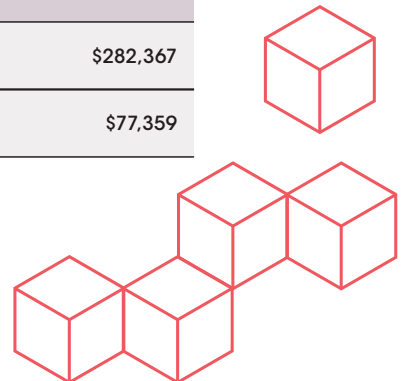


revenues & expenses

Revenue	2022
1. City of Medicine Hat	\$2,242,329
2. Province of Alberta	\$349,750
3. Cypress County Library Board Allotment	\$5,750
4. Sales, Service and Other	\$86,109
5. Summer Student Grants	\$9,323
8. Other Grants/Donations*	\$158,085

**for a list of donors, please see the back cover.*

Expenses	2022
1. Friendly, Helpful, Well-loved Staff (Wages, benefits, WCB, etc)	\$1,950,745
2. Materials and Programs	\$476,503
3. Building, Utilities, Computers and Maintenance	\$282,367
4. Everything Else	\$77,359



thank you, donors



2022 was a return to a new normal for MHPL. Programming and services were relaunched to great success!

Our Library Card for Every Hatter initiative is still going strong, keeping library cards FREE for Hatters during 2022.

If you'd like to make a contribution to our future please let us know.

For more information call 403-502-8527 or click 'Donate' in the footer of our website.

20/20 Vision Care
Alex Adams
Allen Vandenberg
Anna Wilson
Barry Hayson
Bee Lewis
Bonnie Zeller
Boston Pizza Foundation
Caiflin Hok
Cancarb
Carol Kimenius
Caroline Garrecht
Cash and Carry Carpets
Casi Knibbs
Chad Stratilo
Chris Kohlman
Coleen Sherven
Community Foundation of MH&SEAB
Courtyard Dental Centre
CWB Financial Group
Dawn Blackmer
Derie-Gillespie Medical
Donna MacLean

Elizabeth McNally Real Estate
Collective - Real Broker
Grape Expectations Bookclub
Harry Cyster
Ian & Phyllis McGaughlin
Janay Gregory
Janice Croissant
Jason Fedechko
Jessica Bray
Joan Armour
Josephine Good
Josh and Rose Sanchez
Joyce Anderson
Katey Thompson
Kathy Zoutsos
Kenroc Building Materials Co. Ltd.
Kimberley Bileski
Kollektiv Cycle
Kristin Klein
Laurie Stadnyk
Linda Joan Warneford
Marlais Ross
Mcbride's Bakery

MH & District Labour Council
MH Women's Cancer Support
Group
Micheline Missini
Orrie Whitford
Ray & Lori Townsend
REDI Bottle Depot
Robert & Helen Young
Roseabbe Binnie
Shannon Yeast
Shirley Helmerson
Stephen Yard
Sunrise Rotary Club
Susana Boese
Teresa Lawson
Trina Kobley
Tyrell Leacock
Walter Bergstresser
Wilbert Prouse