

ANNUAL REPORT 2020



medicine hat
public library

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

That 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 and inclusion
- » Freedom of information
- » Lifelong learning
- » Intellectual freedom
- » Connecting community



board members

Frances Barnes

Elaine Beierbach

Barry Bernhardt

Chelsey Edmundson

Sherrill Fedor

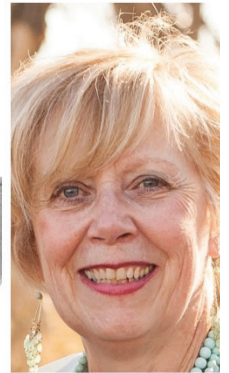
Linda Garvin

Janet Hamilton

Rick Redmond, Chair

Avril Torrence

Councillor Phil Turnbull



Board members are pictured in alphabetical order by last name.

our patrons



83,649* visits to the Library

8,101 active memberships
as of Dec 31, 2020



14,893 questions asked
at the Info Desk

5,767 questions answered
at the children's desk



**The COVID-19 pandemic drastically altered our service delivery in 2020. We were closed for a total of 19 weeks and even when we reopened, we operated under a schedule of reduced hours to limit the viral load on our building.*

our collection

163,433 items were circulated 349,492 times



134,330 items in our physical collection
29,103 items in our virtual collection



963 items circulated in the community

(books on the bus, airport, tourist information centre, women's shelter, and food bank)

our programs

**168 virtual programs
were viewed 88,022 times**



**76* children's programs
with 3,807 attendees**

**251* teen programs with
3,401 attendees**

**183* adult programs with
6,585 attendees**



**These programs include those hosted in-person prior to the COVID-19 pandemic and those that we held virtually (ex., Book Club's held over Zoom), as well as take-home craft and book club kits that we delivered through our no-contact pick-up service.*

staff & volunteers



42 lovely full and part-time staff



121 volunteers, Board Members, and Friends of the Library donated more than 1,732 hours of their time to the Library



online resources

Ancestry: 13,549 searches

Consumer Reports: 8,153 page views

eAudiobooks borrowed: 20,576

eBooks borrowed: 69,883

Gale Courses: 600 registrations

PressReader: 847,882 articles read

Pronunciator: 630 logins

Solaro: 1,974 lessons/quizzes/tests

Tumblebooks: 1,823 book views

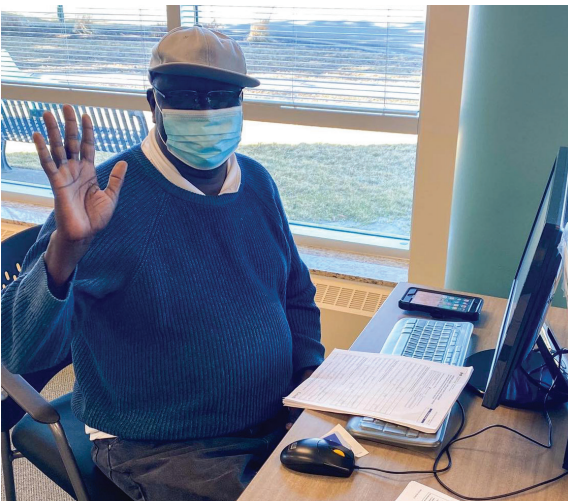


online presence



66,320 webpage visitors
247,041 pageviews

3,611 Twitter followers
5,496 Facebook likes
2,741 Instagram followers
770 TikTok followers



26,497 wifi sessions logged

the year ahead

2021 PRIORITIES

The Library has a new Plan of Service that identifies safety, access, and community as our strategic priorities.

We will keep our staff and guests safe with COVID-19 policies and procedures that minimize the risk of transmission. We will also improve our public spaces with safety and comfort in mind.

We will improve access to library services by seeking funding and other opportunities to offer services outside of our downtown library space.

The Library has been a strong and vibrant community hub. The pandemic has severely impacted our ability to connect people to people and that impact may linger. We will continue to seek innovative ways to bring the community together.

2021 will be a transition year. Post-pandemic society will be different and library services will have to adjust. In addition, library funding has been reduced. 2021 will be a year of restrictions, limited hours, and limited services, so the reduced funding will not be a serious issue for now. In 2022 however, we will have to increase our services and return to a new normal with significantly less budget.

2021 will be a year of planning for the post-pandemic, financially constrained future.



revenues & expenses

City of Medicine Hat	\$2,136,050
Province of Alberta	\$349,750
Cypress County Library Board Allotment	\$11,500
Sales, service and other	\$61,942
Other grants/donations*	\$124,881

*donors listed on back cover

Friendly, helpful, well-loved staff (wages, benefits, WCB, etc.)	\$1,851,507
Materials and programs	\$488,862
Building, utilities, computers, maintenance	\$258,235
Everything else	\$128,146



thank you, donors



2020 was a difficult pandemic year for our community. Many people responded with kindness and concern for others. We received a higher than normal number of smaller donations and several major donations as well. We thank you for your support.

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.

Alberta Association of Multicultural Education

Barnes Family Fund

Barry & Mavis Haysom

Bee Lewis

Beverley Drummond

Caitlin Hok

Carmela Jackson Lepage

Christine Foster

City of Medicine Hat

Community Foundation of SE AB

Doug Garrecht

Eva Jensen

Fran Jensen

Friends of MHPL

Government of Canada's Emergency Community Support Fund and the Community Foundation of SE AB

Government of Canada's Emergency Community Support Fund and the United Way of SE AB

Harry Zeller

Hilary Munro

Ian & Phyllis McLaughlin

June David

Janet Neubauer

Janice Croissant

Joan Armour

Joan Arthur

Joshua Reimer

Karen Anderson

Kinsmen Club of Medicine Hat

Laurie Stadnyk

Lillian Torrie

Lindsey Gebhart & RBC

Lori Townsend

Lydia Wright

Margery Ensminger

Marion Ibach

Methanex Corporation

Michelle Sauve

Nora Chan

Norm Emann

Page & Whisker

Pauline Fitzgerald

Paypal Giving Fund

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Robert & Helen Young

Josh & Rose Sanchez

Simonne Flynn

Stephen Yard

The Curtin Family

Tiki Press

Walter Bergstreser

Wawanesa Insurance



medicine hat
public library

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