

ANNUAL REPORT 2023



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.

VALUES

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

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.



message from the chief

2023 was a year of change. Community needs continued to evolve, use of services continued to grow post-pandemic and new challenges arose. The library piloted some significant new services and approaches, and planned some permanent changes which will be implemented in 2024.

Safety continued to be a primary concern. Social disorder and division increased the likelihood and severity of safety risks, and the perception of risk. Physical safety is obviously essential but it is also important that people feel safe in our library. We responded with a safety plan and an emergency response plan. We also brought guards into the library, a change which is permanent for 2024.

Teen services were expanded. We found

there was an increased need for support in this age group, and we also had long-standing plans to replace our old Youthopia space which was eliminated a few years ago. Our Board approved the use of reserve funds to build our beautiful new Honeycomb House teen area and we hired a new Youth Advocate who delivers programming and supports teens in need.

We negotiated a new Collective Agreement which is always important in a unionized environment. We ended with a wage settlement that mirrored that of city workers. Many (most?) people would dread the prospect of negotiations but the process was constructive and the needs of both employer

and employees were met. I was impressed by how positive our union-management relationship is, and how both sides are committed to providing good service to our community.



Ken Feser
Chief Librarian

We ended the year requesting a 2024 funding increase from the City. Council honoured us with their trust and provided the extra funding. This will mostly go toward staffing, in particular the Youth Advocate, the security guards and a little bit to schedule more casual staff. We are humbled by the support from the City and residents. We know that money is tight and costs are rising and it was not easy to give more. We are determined to use this funding to improve and expand our services. **We will do more in 2024 than we promised.**

board members



Rebecca
Harper
chair



Karen
Charlton



Simone
Harty



Megan
Hilgendorf



Janice
Ouellet



Kyle
Pudwell



Tanya
Ridgedale



Ramona
Robins



Bryton
Wilson

The City of Medicine Hat Public 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 monthly public meetings (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



There were **159,709** visits to the library, up from 134,783 in 2022.

13,478 people have a library card.

26,568 questions were answered at our desks, up from 24,783 in 2022.

our collection

There are **121,529** items in our physical collection.

We added **10,100** items to the collection last year.

There were **65,529** downloads of e-content, up from 63,229 in 2022.

In total we saw **481,851** total checkouts, up from 452,284 in 2022.







We randomly asked library visitors if we could take their photo. These are the people who agreed, and their faces show that people from all walks of life and all corners of our community use the library. Thank you for showing that libraries are universal.

staff & volunteers



We have 42 dedicated staff who deliver services and programs.



94 volunteers, board members, and Friends of the Library donated many hours of their time to MHPL.



our programs

We ran **1,326** programs for children, teens and adults, up from 409 in 2022.

That's an increase of **224%**.



A total of **43,490** people attended our programs, up from 36,208 in 2022.

social work

Social workers continue to be an integral part of the library thanks to funding from Medicine Hat Community Housing Society.

In the most recent grant year, from April 1, 2023 - March 31, 2024, social workers saw 415 unique individuals, averaging 52 client interactions per month. Clients ranged in age from 18-84 years old.

online presence



325,588 website visits, up from 261,772 in 2022

21,216 wifi connections, down from 43,850 in 2022

Social Media

@MHPublicLibrary

6,743 Facebook followers, up from 6,500 in 2022

3,564 Instagram followers, up from 3,519 in 2022

1,099 TikTok followers, up from 1,074 in 2022



@MHPLTeens

1,002 Instagram followers, up from 870 in 2022

2,746 TikTok followers, up from 2,721 in 2022

online resources

Ancestry: **2,390 searches**, up from 2,100 in 2022

Consumer Reports: **8,182 page views**, up from 5,244 in 2022

eAudiobooks: **31,995 borrowed**, up from 25,817 in 2022

eBooks: **65,529 borrowed**, down from 97,389 in 2022

Gale Courses: **882 registrations**, up from 877 in 2022

PressReader: **2,132,806 articles read**, up from 1,726,858 in 2022

Pronunciator: **475 logins**, up from 464 in 2022

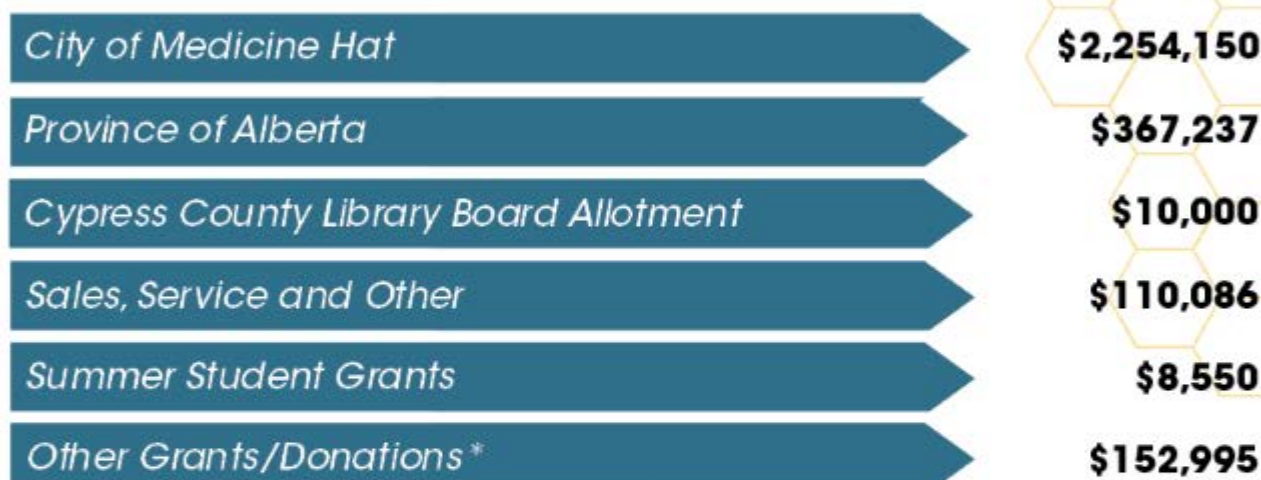
Solaro: **6,270 lessons/quizzes/tests**, up from 1,582 in 2022

Tumblebooks: **851 book views**, up from 823 in 2022



revenues & expenses

Revenue



**See the back cover for a list of donors*

Expenses



thank you, donors

2023 was a return to a new normal for MHPL. Programming and services were relaunched to great success!

Our A Library Card for Every Hatter initiative is still going strong, keeping library cards FREE for Hatters during 2023.

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

Adams, Alex
Armour, Sara Joan
Barr, Dawn
Bechtold, Theresa
Beckham, Sarah
Bileski, Allyne
Boese, Myrl and Janice
Brees, Tracee
Brooks, Chelsea
Carry, Mark and Kathy
Church Unlimited Christian Ministries
Contemporary Colors
Croissant, Janice
CUPE Local 829
Curtin, Marilyn
Cyster, Harry
Deis, Pat
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Domain CrossFit
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Smith, Dorothy
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Townsend, Raymond and Lori
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Wanner, Robert
What Matters To Hatters Coalition
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Wiedemann, Elaine
Woloshen, Dale
Women of the Moose
Yard, Stephen
Young, Robert and Helen



Please let us know if you'd like to make a contribution to our future.



414 First Street SE, Medicine Hat, AB | 403-502-8525 | mhpl.info

