



# ANNUAL REPORT



medicine hat  
public library

# 2024

# 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

2024 was a positive year for the library, as we made some significant improvements to our facility. With help from the City, we built a new washroom in the Kinsmen Children's Library and opened up the entrances to our existing upper floor washrooms. These changes have been transformative. Families now have everything they need in the safe, comfortable environment of the children's library.

It's worth mentioning the City also completed a major HVAC project in our building, replacing our boilers and otherwise upgrading our systems. We are lucky to be in a City facility and to have this sort of maintenance taken care of for us.

Our security guards have made a big contribution to the library. Their presence has reduced many of our behavioural challenges and freed up staff to concentrate on service. The guards have

done an excellent job taking on our empathetic approach to enforcement. Each day I see them dealing with people with kindness and respect. I am especially happy to see children who are delighted to greet their favourite guard and get a sticker.

We receive many generous donations from our community, large and small, and we used them to accomplish some special things that we couldn't have otherwise. We were especially excited to receive the first of two mini study pods in 2024. We now have a soundproof pod that is good for quiet study, podcasting or music practice, and a larger pod for study or one-on-one meetings.

The Library Board worked hard on needs assessment in 2024, in preparation for a new Plan of Service to be

released in 2025. They spoke to many people at community events and otherwise investigated what the library should do for the community. Libraries can do many different things, and it is necessary to listen to the community and pick priorities that meet local needs.



**Ken Feser**  
Chief Librarian

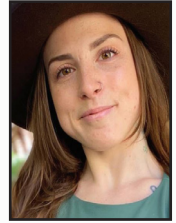
The new Plan of Service is not complete, but I can say we

heard that affordability and social connection are important to Hatters. Also, people want good old-fashioned library services like collections and programs. We are not sitting on our hands waiting for the finished plan, we are working now on things like musical performances to meet the needs and preferences we are hearing about.

Thank you to the City, the province, and the community for supporting us.



# 2024 board members



**Megan Hilgendorf**  
chair



**Shandra Beaulieu**



**Inez Brady-Halaska**



**Simone Harty**



**Mark Kaethler**



**Peter Mueller**

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.



**Kyle Pudwell**



**Tanya Ridgedale**



**Ramona Robins**



**Juanita Whalen**

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  
**169,852**  
visits to the  
library, up  
from 159,709  
in 2023.



**13,478** people  
have a library card.

**25,171** questions  
were answered at  
our desks, down from  
26,568 in 2023.

# social work

Library social workers support community members of all backgrounds and life experiences. The team does everything from helping seniors navigate the paperwork they need to fill out as they transition to retirement or after the death of a partner, to helping low-income families and individuals access supports to achieve housing, food and income security.

As an entry point into the system of care in Medicine Hat, the library social work office is uniquely positioned to reach community members experiencing challenges meeting their needs. That includes helping people access emergency shelter supports and building social connections with our in-house programming.

Our social workers also facilitate the



Casual Cash Employment Program, a direct response to a demonstrated community need for a program that supports marginalized people. It provides job skills, short-term cash support, social integration and helps to build meaningful relationships across generations.

In the grant year April 1, 2024, to March 31, 2025, the social work office provided service to 376 unique individuals, averaging 46 interactions a month.

# What you like about MHPL

**I love that it exists!**

In 2024, we asked why you like Medicine Hat Public Library. Here are some of the more than 450 reasons you gave, along with highlights from the year.



Children's area, programs for kids and the children's area staff!!!!



The stitching group is my favourite.

**Very family-friendly**

The spaces where we can come and engage with other families!



The different services it offers, the different communities it fosters.

**Free access**

The children's programs and the spaces for my children to read.





# Books are my escape

I love how the programs and services are innovative and relevant, and reflect the needs of the community.



Community focused. Safe and inclusive. Inviting for children.

## The most important part of life

### The staff

MHPL almost always has the books I need.



### The books

Peaceful, welcoming atmosphere.



Programming for everyone in the community. All ages/all statuses.



I love that my teenager also loves the library because of the teen space.

# staff & volunteers



We have **42** dedicated staff who deliver services and programs.

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





# our programs



We ran **1,599** programs for children, teens and adults, up from 1,326 in 2023.



A total of **45,151** people attended our programs, up from 43,490 in 2023.



# our collection

There are **113,342** items in our physical collection.

A total of **133,966** e-content downloads were made, up from 114,865 in 2023.



We added **8,462** items to the collection last year.

All counted, we saw **509,138** total checkouts, up from 481,851 in 2023.

# online presence

**487,130**

website  
visits, up from  
325,588 in  
2023.

**27,434** wifi

connections,  
up from 21,216  
in 2023.



## Social Media

@MHPublicLibrary

@MHPLTeens

**7,157**

Facebook followers, up from 6,743 in 2023.

**3,854**

Instagram followers, up from 3,564 in 2023.

**1,244**

TikTok followers, up from 1,099 in 2023.

**1,127**

Instagram followers,  
up from 1,002 in 2023.

**2,880**

TikTok followers, up  
from 2,746 in 2023.

# online resources

eAudiobooks: **42,382 borrowed**, up from 31,995 in 2023.

eBooks: **70,012 borrowed**, up from 65,529 in 2023.

Ancestry: **2,084 searches**, down from 2,390 in 2023.

Consumer Reports: **7,721 page views**, down from 8,182 in 2023.

PressReader: **1,833,173 articles read**, down from 2,132,806 in 2023.

Pronunciator: **389 logins**, down from 475 in 2023.

Solaro: **3,116 lessons/quizzes/tests**, down from 6,270 in 2023.

Tumblebooks: **1,009 book views**, up from 851 in 2023.

Udemy: **822 hours and 35 minutes spent watching; 202 active users**

\*new service in 2024, replaced Gale Courses.





# revenues & expenses

## Revenue



<i>City of Medicine Hat</i>	\$2,624,975
<i>Province of Alberta</i>	\$367,237
<i>Capital Reserves for Building Improvements</i>	\$10,759
<i>Sales, Service and Other</i>	\$99,664
<i>Summer Student Grants</i>	\$13,243
<i>Other Grants/Donations*</i>	\$113,451

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

## Expenses



<i>Friendly, Helpful, Well-loved Staff</i> (wages, benefits, WCB, etc.)	\$2,208,492
<i>Materials and Programs</i>	\$550,363
<i>Building, Utilities, Computers and Maintenance</i>	\$298,804
<i>Everything Else</i>	\$171,670

# thank you, donors

We can't do what we do here without the support of our incredible donors, like the Sameshima family who funded our first study pod. Your donations help make our programs and services as successful as they are, and help make the library an integral part of the community.

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



Azam, Haseeb  
Badger, Evelyn  
Biemans, Alex  
Bileski, Allynne  
Binnie, Roseanne  
Banff Mountain Film Festival  
World Tour  
Brees, Tracee  
Bullshead Ranch  
Cancarb  
Charlton, Karen  
City of Medicine Hat  
CNIB Support Group  
Croissant, Janice  
Curtin, Marilyn  
Cyster, Harry  
David Sameshima Professional  
Corporation  
Derie-Gillespie Medical  
Dynes, Jan  
Fleischaker, Charolotte  
Foley, Josh  
Frey, Terry Lynn  
Grape Expectations Book  
Club

Hell's Basement Brewery  
Hennes, Beatrice  
Hnatiuk, Melanie  
Hok, Caitlin  
Holte, Loen G.  
Ibach, Marion and Michael  
Jensen, Eva  
Lawson, Terry  
Lee, Judy  
McEwen, Ronald  
McLean, Donna  
Medicine Hat Potters'  
Association  
Medicine Hat Optimist Club  
Medicine Hat & District  
Genealogical Society  
Medicine Hat Coin & Stamp  
Club  
Medicine Hat and District  
Labour Council  
Medicine Hat Sunrise Rotary  
Club  
Munro, Hillary  
Neubauer, Barry and Janet  
Ouellet, Janice

Partek  
Play on Words  
Preceptor CHI XP2960  
Prokosch, Christine and Jason  
Elizabeth McNally Real Estate  
Collective  
REDI Enterprises Bottle Depot  
Redi - June Beverage  
Shortgrass Library System  
Friends of the Medicine Hat  
Public Library Society  
St. Jean, Lisa and Len  
Stadnyk, Laurie  
Townsend, Lori  
Travois Ale Works LTD  
VandenBerg, Allen  
Wai Chow  
Walton, Garry  
Watkiss, Crystal Lane  
Weigel, Mary Ann  
Whitford, Orrie  
Wilson, Bryton  
Yard, Stephen



***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.shortgrass.ca](http://mhpl.shortgrass.ca)

