

ANNUAL REPORT 2021



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



message from the chief

2021 was a hard pandemic year. The sudden passing in November of our board Chair Rick Redmond was also a blow. We were, however, encouraged by great community support, including donations that allowed us to offer free library cards. Thank you to everyone who chose kindness during difficult times.

We continued to adjust services in 2021 to meet COVID-19 realities. Family bookings allowed small groups to use our Co-op Community Developmental Play Space and other resources, and take-home kits let people do crafts and activities at home. These were extremely popular. Curbside pickup and a new display collection allowed distanced access to collections. A new library based social worker, funded by the Medicine Hat Community Housing Society, helped hundreds of library users, many of whom would not otherwise access this kind of service.

2022 will be a year of returning to a new version of normal. We will begin ramping up to full services. This will look a bit different than in the past, adjusted to meet new public health, societal and funding realities.

Community, access, and safety are the top priorities in our Plan of Service. These priorities remain relevant. We will open up access, build community, and always stay focused on doing so in a safe and sustainable way.

The Library is a powerful community builder and there is a greater need for this than ever before. Programming brings people together. We will soon return to in-person programming with restricted attendance; we hope to return to new normal levels of programming by the fall.

We will explore new ways of connecting people. The Library is an open facility that welcomes everyone. We will seek to bring different groups and demographics together. Our meeting rooms are an important resource for groups that need space to get together. We will bring back our room rental service in 2022.



board members

Rick Redmond, Chair

Evie Aschenbrenner

Frances Barnes

Elaine Beierbach

Barry Bernhardt

Sherrill Fedor

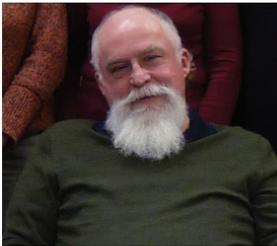
Linda Garvin

Julie Loerke

Janice Ouellet

Councillor Phil Turnbull

2021 Board Members pictured from left to right: Rick Redmond, Frances Barnes, Elaine Beierbach, Barry Bernhardt, Sherrill Fedor, Linda Garvin, Janice Ouellet, Phil Turnbull.



in memoriam...

On November 20, 2021 longtime volunteer and dedicated Board Chair, Rick Redmond passed away suddenly. We will remember his belief in the importance of libraries, and his unwavering commitment to the safety of our staff and community. Rest easy, Rick.

our patrons



**14,550 questions asked
at the Info Desk**

- 2.36%

76,344* visits to the Library

- 9.57%



+ 21.1%

**9,811 active memberships
as of Dec 31, 2021**

+ 71.4%

**9,882 questions answered
at the children's desk**

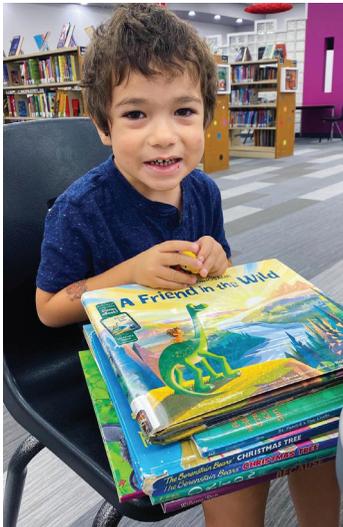
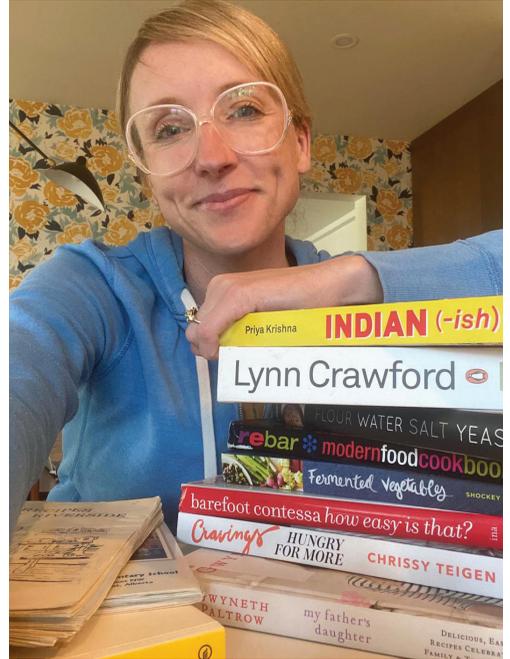


** The COVID-19 pandemic continued to alter our service delivery in 2021. We were forced to close for a total of 19 weeks and even when we reopened, we operated under a schedule of reduced hours to limit the viral load on our building.*

our collection

+ 14.7%

157,241 items circulated 400,809 times



130,096 items in our physical collection

27,145 items in our virtual collection

note: our physical collection shrunk by 4,234 items to make room for our display collection coming in 2022

581 items circulated in the community

note: several of our outreach locations were at reduced capacity or unable to accept donations, including the airport, city buses, and the Food Bank as they moved to the Root Cellar.

online resources

Ancestry: 11,169 searches

Consumer Reports: 6,835 page views

eAudiobooks: 22,215 borrowed

eBooks: 68,686 borrowed

Gale Courses: 538 registrations

PressReader: 1,105,520 articles read

Pronunciator: 207 logins

Solaro: 1,090 lessons/quizzes/tests

Tumblebooks: 1,260 book views



staff & volunteers



41 lovely full and part-time staff



45 volunteers, Board Members, and Friends of the Library donated more than 688 hours of their time to the Library



our programs

**73 virtual programs
were viewed 3,930 times**



**147* children's programs
with 9,354 attendees**

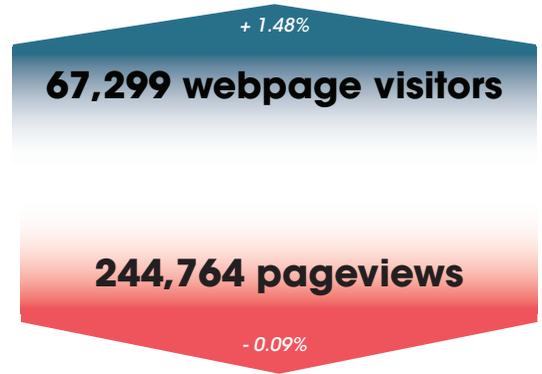
**162* teen programs with
2,013 attendees**

**60* adult programs with
1,310 attendees**



** These programs include those hosted in-person or held virtually (ex., Book Club's held over Zoom), as well as take-home craft and book club kits.*

online presence



- 3,643** Twitter followers
- 5,306** Facebook likes
- 3,264** Instagram followers
- 3,367** TikTok followers



revenues & expenses

City of Medicine Hat	\$2,180,886
Province of Alberta	\$349,750
Cypress County Library Board Allotment	\$10,000
Sales, service and other	\$54,010
Summer Student Grants	\$9,831
Other grants/donations*	\$113,754

**donors listed on back cover*

Friendly, helpful, well-loved staff (wages, benefits, WCB, etc.)	\$1,883,355
Materials and programs	\$496,012
Building, utilities, computers, maintenance	\$271,187
Everything else	\$78,197



thank you, donors



2021 was another difficult pandemic year for our community. Many people responded with kindness and concern for others. We received several donations to our Library Card for Every Hatter initiative which resulted in FREE library cards for Hatters.

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.

Joan Armour
Fred Beaupre
Allyne Bileski
Fay Bosch
Emily Rae Burke
Norma King Campbell
Nora Chan
Harry Cyster
Community Foundations of Canada
Community Foundation of SE AB
Norma Demke
Beverley Drummond
Michael Dykstra
Terry Elhert
Pauline Fitzgerald
Simonne Flynn
Barbara Foley-Gloss
Sarah Franchetto
Friends of MHPL
Hanna Friesen
Giuseppe Gigliotti
Catherine Glaser-Climie
Paulette Godin
Janet Hamilton

Norm Henke
Brenna Hochstetler
Caitlin Hok
Kenroc Building Supplies
Kinsmen Club of Medicine Hat
Kristin Klein
Karen Knibbs
Bee Lewis
Donna MacLean
Patricia Marshall
Norm McFarland
Marilyn McInnes
Elizabeth McNally
Karen McWilliams
Medicine Hat Community Housing
Hilary Munro
Janet Neubauer
Jim Nieman
Joyce Nishi
Mary Anne Olszewski
Pat and Brenda Olszewski
Janice Ouellet
Jane Palmer
Jason & Christine Prokosch

REDI Enterprises Bottle Depot
Redmond-Bell-Tankard-Brown families
Joshua Reimer
Dave Ridgedale
Marlais Ross
Roxanne Russell
Josh & Rose Sanchez
F. Lynn Schellenberg
Edward Secondiak
Diane Smith
Sons of Abraham Congregation
Laurie Stadnyk
Sunrise Rotary Club
Ray & Lori Townsend
Dennis Vickery
Orrie Whitford
Dale Woloshen
Robert & Helen Young
Sara Zacharias
Harry Zeller



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414 First Street SE
Medicine Hat, AB

403-502-8525
www.mhpl.info

