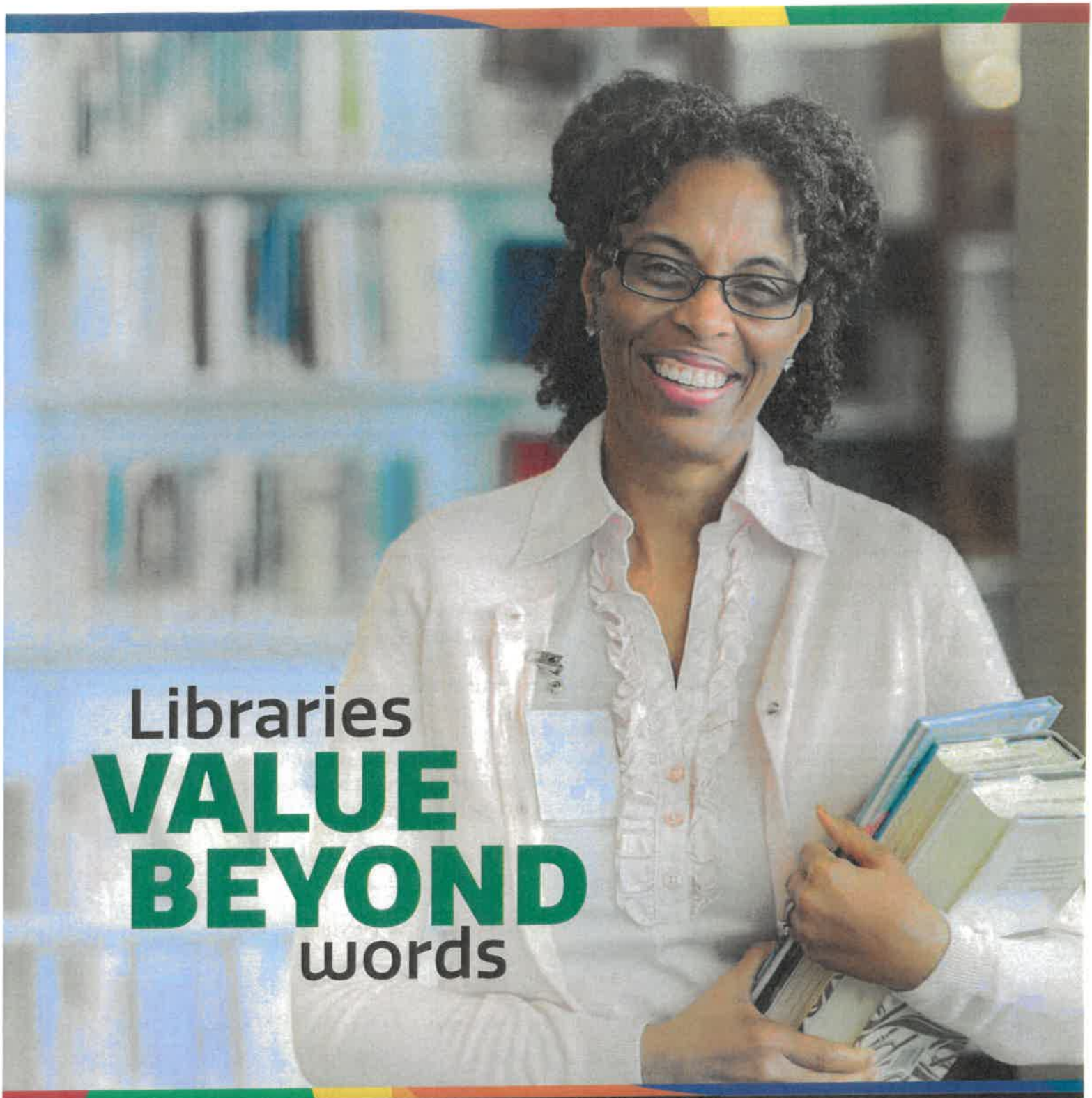


Libraries VALUE BEYOND words

2022 Annual Report

Yellowhead Regional Library

Message from the Board Chair

Over the past year, Yellowhead Regional Library (YRL) continued to demonstrate its commitment to service excellence. The role of YRL is to collaboratively support and enable public and school member libraries to deliver timely, responsive services to their respective patrons.

This partnership yields tremendous results, both financial and operational.

The return on investment to communities is more than monetary. We regularly hear stories of people accessing resources, upgrading job skills, learning to read and having fun – all at their local public and school libraries. Libraries truly are the hubs of their communities, and to more fully express this, the YRL team developed a tagline: Libraries Value Beyond Words. This tagline is being used on a range of materials, including approaches to advocacy with elected officials.

We believe this will help people to see libraries' full contributions to the quality of life we enjoy every day.

Hendrik (Hank) Smit
Chair, Yellowhead Regional Library Board of Trustees

Board of Trustees

Executive Committee Members as of December 2022

YRL Chair
Hendrik (Hank) Smit
Town of Hinton

YRL Vice Chair
Wayne Rothe
City of Spruce Grove

Barb Maddigan
Northern Gateway School Division

Carla Frybort
City of Leduc

Eric Meyer
Town of Stony Plain

Kathy Rooyakkers
County of Wetaskiwin No. 10

Robert (Bob) Robinson
City of Beaumont

Sally Kucher Johnson
Parkland County

Sandy Morton
Town of Mayerthorpe

Tara Elwood
Village of Alberta Beach

For the complete list of trustees, please visit yrl.ab.ca.

YRL Leadership

Extending beyond their YRL roles, key personnel also held leadership positions with provincial organizations in 2022.

Hank Smit
Vice President, Alberta Library Trustees' Association

Karla Palichuk
Chair, The Alberta Library

Jessica Knoch
President, Library Association of Alberta

Collections and Resource Sharing (CRS)

Our member libraries took advantage of the access through YRL to many virtual and physical collections in 2022, helping their patrons in life-long learning and enjoying a variety of content.

- Overdrive and Libby checkouts increased to 228,183 (up from 225,552 in 2021). Audiobook Cloud use increased 3% and Read Alberta eBooks use increased by 50%.
- More than 240 library patrons, an increase of 10% from the previous year, used Pronunciator to help them to learn and practice languages, including: French, Spanish, Russian and Ukrainian.
- LinkedIn Learning saw patrons record 640 hours of training time, up 14% from 2021.
- CRS facilitated six special orders for school and public libraries to support grant-funded programs, community events, community partnerships, one school-one book programs and more.

' Thanks to YRL, we were able to special order books for the Town of Devon's 2022 MMIWG2S* Awareness Kits, lessening the financial barrier for our community to access information about this important subject.'

**Missing and Murdered Indigenous Women, Girls, and Two-Spirit*

Technology Services (TS)

2022 saw TS staff busy helping the member public libraries to upgrade and strengthen the technology and computer networks at their sites to ensure stable and secure connections.

- 52 equipment orders were placed by TS staff for 18 libraries ensuring good quality computers met network standards for security and function.
- 572 questions by patrons about CloudLibrary/OverDrive/hoopla were answered by TS staff, allowing better access to these popular virtual collections.
- 29 site visits were made by TS staff to work in person at member libraries to help maintain the computer networks.
- Cyber security training through Sophos Phish Threat was offered to libraries to lessen the chance of future cyber hacks or incidents.
- Jasper Municipal Library was supported by TS staff with technical advice, securing contingency funding in case network devices were impacted and arranging for extra wi-fi hubs to arrive during the major wildfire that impacted internet connectivity in the Jasper townsite.
- 6 libraries were supported by TS staff in upgrading to VOIP phone systems on the SuperNet network allowing for new money saving technology.
- Libraries were surveyed, and the data analysed about the new website platform coming in 2023, allowing libraries to provide their opinion on what priorities should be included.

Library Development Services (LDS)

LDS staff were out and about in 2022 in person and remotely to support our members in making their libraries better than ever.

Homeless Library Academy

Total Tutorials	35	**Total Tutorial Enrollments**	288
Total Tutorials Accessed	35	**Total Learners**	85

Over the past few years, public libraries have seen a marked increased in interactions with people who are unsheltered. LDS purchased specialized, selfpaced homelessness training tutorials to help member library staff learn the skills needed to effectively work with this population.

' I am super excited and grateful that YRL purchased a subscription to this training for all of us and thankful that we have such a great regional system who cares about the issues we are having in our library.'

Administrative Services (AS)

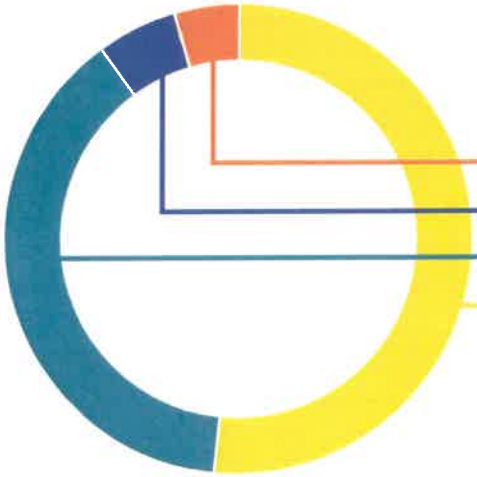
In 2022, the AS staff were behind the scenes, keeping staff, facilities and funding in line with the priorities and wants of our members.

Planning and Finances

A new Plan of Service was completed for the period 2023-2025, based on the current plans of member libraries, municipalities and school divisions.

Revenue:

School Levies	$146,899 (4.5%)
Contract Services	$147,884 (4.5%)
Provincial Government	$1,415,451 (43.5%)
Municipal Levies	$1,546,823 (47.5%)
Total	$3,257,057



Expenses:

Administration	$152,638 (4.6%)
Building and Capital	$180,330 (5.4%)
Direct Services	$1,269,002 (38.4%)
Staffing	$1,708,206 (51.6%)
Total	$3,310,176

Stewardship

- A new investment strategy was developed and approved, netting nearly $70,000 in interest (compared to $15,483 in 2021).
- A new cyber insurance policy was purchased, increasing the per-incident coverage from $150,000 to $2,000,000.
- A new vehicle was purchased to augment the fleet.

Yellowhead Regional Library

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