





Our Subscribers

3 Provinces



	12,831 87%	Beds Served Hospitals Served
	205,620 81%	Students Served Post-Secondaries Served
	7	Government Agencies & Associations Served
	22	Participating Subscribers

New Resources

DSM[®] Library

Median Inflation Rates

2019/20	3.00%
2020/21	3.23%
2021/22	2.00%

The Year that was 2020

- HKN started its new year with the beginning of the chaos that is COVID-19. Foreign exchange rates started rising at the beginning of March 2020. The majority of HKN's invoices are paid in US dollars. Fortunately, HKN received most of its vendor invoices before the surge. The exchange rates paid by HKN averaged 1.36. There were outliers, with the highest exchange rate paid at 1.43 and the lowest at 1.32.
- The mandate to work from home disrupted several of HKN's plans for 2020/21. HKN focused on starting its renewal process earlier than anticipated as its subscribers faced significant budgetary challenges due to the global pandemic and the changing economic environment in Alberta.



People

- ◆ HKN Partner Kathleen DeLong was seconded to the School of Library and Information Studies at the University of Alberta as Interim Director starting July 1, 2020 for a one-year period. Denise LaFitte became the acting HKN Partner, representing the University of Alberta.



Process

- ◆ Libraries faced significant budgetary challenges due to the global pandemic. Canadian libraries were especially affected by the unfavourable exchange rates when COVID-19 hit. This, coupled with the economic situation in Alberta, prompted HKN to start its 2021/22 renewal processes earlier than planned to support its Subscribers as they prepared to make decisions on renewals and subscriptions. For 2021/22, HKN was able to obtain flat or reduced inflationary increases on the majority of its subscribed resources.



Performance

- ◆ In July 2020, HKN began an in-house review of its business model and looked at how it aligned with the collections and financial models of its Partners libraries. The review found that HKN is functioning well and is achieving its goals of cost-recovery. It also found that this shared partnership brings many values and benefits to all its stakeholders, and is in keeping with the Government of Alberta's vision of post-secondaries collaborating together.



Purpose

- ◆ HKN continues to work with The Alberta Library (TAL) and COPPUL to provide information resources to libraries across the Prairie provinces.
- ◆ HKN worked to support Alberta Health Services' evolving health care delivery model and technological infrastructure.
- ◆ HKN monitored the consortial landscape, especially in light of the effects of COVID-19 on libraries and consortia.
- ◆ HKN updated its Operations Manual to ensure continuity of operations during workplace disruptions.