

Our Subscribers

3 Provinces



12,620

Beds Served

86%

Hospitals Served



266,686

Students Served

79%

Post-Secondaries Served



7

Government Agencies &
Associations Served



22

Participating Subscribers

New Subscribers



Median Inflation Rates (USD)

2020/21	3.00%
2021/22	2.00%
2022/23	3.00%

The Year that was 2022

- ◆ HKN started its new year amidst a gradual restarting of services and re-openings in a continuing pandemic.
- ◆ HKN continued to leverage institutional and consortial partnerships to benefit subscribers.
- ◆ HKN continued to evaluate its cost-recovery business model



People

- ◆ July 2022: Linda Ryan left HKN; Robert Tiessen, at the University of Calgary, Libraries and Cultural Resources, Collections, joined.
- ◆ July 2022: HKN welcomed Caitlin McClurg, Health Sciences Librarian, University of Calgary to the Executive. She served on the Executive while Diane Lorenzetti was on Research and Scholarship Leave.
- ◆ January 2023: HKN welcomed back Diane Lorenzetti, Health Sciences Librarian, University of Calgary to the Executive.



Process

- ◆ HKN worked with the University of Calgary Libraries and Cultural Resources Business Operations to streamline processes related to quarterly reporting.
- ◆ HKN continued to refine its internal processes and document them in the event of sudden staff disruption
- ◆ HKN continued to operationalize and document tacit knowledge and processes