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