

Our Subscribers

3 Provinces



13,193

Beds Served

90%

Hospitals Served



218,331

Students Served

80%

Post-Secondaries Served



6

Government Agencies &
Associations Served



21

Participating Subscribers

New Resources



Median Inflation Rates (USD)

2021/22	2.00%
2022/23	3.00%
2023/24	2.00%

The Year that was 2023

- ◆ HKN continued to leverage institutional and consortial partnerships to benefit subscribers.
- ◆ HKN continued to evaluate its cost-recovery business model
- ◆ HKN re-instated the Content Advisory Group
- ◆ HKN entered into a three-year agreement with Ovid



People

- ◆ June 2023: the Partners Chair transferred to the University of Alberta Partner, Denise LaFitte
- ◆ July 2023: With the leave and retirement of Susan Powelson (University of Calgary Associate University Librarian, Technology, Discovery & Digital Services, Interim Archives & Special Collections), HKN welcomed Claudette Cloutier (University of Calgary Associate University Librarian - Faculty Engagement and Facilities) as University of Calgary Partner Representative
- ◆ October 2023: With the secondment of Denise LaFitte to University of Alberta, Acting Vice-Provost (Library & Museums) and Chief Librarian, HKN welcomed Trish Chatterley (University of Alberta, Acting Associate University Librarian), as University of Alberta Partner Representative



Process

- ◆ HKN worked with the University of Calgary Libraries and Cultural Resources Business Operations to streamline processes related to quarterly reporting and invoicing.
- ◆ 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