The Bismarck Veterans Memorial Public Library continued to be a vital link for the citizens of our community to connect with books, entertainment, technology, and with each other as the COVID-19 pandemic continued into 2021. This year saw the library return to “new” normal operations, as regular operating hours resumed in March after COVID-19 closure and shortened hours in 2020 and early 2021. In-library programs resumed in May with the first face-to-face story time since the start of the pandemic. Additional in-person programs came back online through the end of the year. The last piece of the “new” normal puzzle was put in place when our public meeting rooms were re-opened for use in June. By the end of the year, the library was back to its usual hum of constant activity.

While 2021 was another year of uncertainty and adaptation, our public library continued to serve as a lifeline to help people of all ages in Bismarck and Burleigh County grow, learn, connect, and thrive.

**Visits in 2021**

\[
\text{Library} + \text{Burleigh County Bookmobile} + \text{Mobile Library} = \text{Total Visits}
\]

\[
165,281 + 6,182 + 624 = 172,087
\]

**Construction Project**

**JULY** marked the start of the Library’s exterior renovation project.

**We Are Fines-Free!**

In **JANUARY**, we officially became a “FINES-FREE” library! After the Library Board of Trustees gave approval, daily overdue fines for items checked out by patrons were eliminated.
We were excited to return to in-person programs in 2021! Providing opportunities for people of all ages to gather and learn together is at the heart of the library’s mission. Our engaging, educational programs for children and teens help instill a love of reading, encourage creativity, and build relationships. We also continue to provide a wide range of personal enrichment opportunities for adults, all free of charge.

### CHILDREN & TEENS
- Total Programs: 449
- Total Attendees: 25,703

### ADULTS
- Total Programs: 158
- Total Attendees: 8,302

### SUMMER READING
- Total Participants: 926
- Increase from 2020: 194%
- Total Hours Read: 11,235
- Increase from 2020: 174%
The library offers a dynamic, up-to-date collection of over 240,000 items to educate, enrich, and entertain people of all ages. In addition to our ever-popular traditional book collection, the library offers audiobooks, movies, music, board games, video games, e-books, digital magazines, and so much more (even fishing poles and life jackets!).

**CHECKOUTS**

<table>
<thead>
<tr>
<th>Category</th>
<th>Total</th>
<th>Increase from 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL</strong></td>
<td>473,849</td>
<td>25%</td>
</tr>
<tr>
<td><strong>CHILDREN’S LIBRARY CHECKOUTS</strong></td>
<td>100,459</td>
<td>54%</td>
</tr>
<tr>
<td><strong>BURLEIGH COUNTY LIBRARY/BOOKMOBILE CHECKOUTS</strong></td>
<td>34,561</td>
<td>27%</td>
</tr>
</tbody>
</table>

**2021 Top 5 Circulating Titles:**
1. The Four Winds by Kristin Hannah
2. Sooley by John Grisham
3. Dark Sky by C.J. Box
4. A Time for Mercy by John Grisham
5. The Russian by James Patterson

**DIGITAL COLLECTION**

<table>
<thead>
<tr>
<th>Category</th>
<th>Total Items</th>
<th>Total Checkouts</th>
<th>Increase from 2020</th>
<th>% of Total Checkouts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL ITEMS</strong></td>
<td>57,258</td>
<td>98,826</td>
<td>10%</td>
<td>21%</td>
</tr>
</tbody>
</table>

**2021 Top Digital Titles:**

**E-BOOK** – The Four Winds by Kristin Hannah

**AUDIOBOOK** – Cold Mourning by Brenda Chapman

**CHILDREN’S E-BOOK** – Wrecking Ball (Diary of a Wimpy Kid #14) by Jeff Kinney

**DIGITAL MAGAZINE** – Us Weekly
Throughout the COVID-19 pandemic, the Bookmobile and Mobile Library have continued in their vital role of bringing library resources and services to citizens where they are. The Bookmobile brings a world of learning and imagination to rural school students, and residents of rural locations can visit the library without having to travel outside of their communities. The Mobile Library provides library material delivery services to locations such as assisted living facilities and after-school programs within the City of Bismarck.

The library helps bridge the digital divide for citizens without consistent access to a computer or Internet connection by providing Internet-connected computer stations and free Wi-Fi access throughout the library building and grounds. Our “virtual branch” is open 24/7 via our website and online catalog.

Our helpful, friendly Information Desk staff provides first-class, personal service to the citizens of our community. Each day, we help people to conduct research, find and select books, movies, and other items, provide computer and technology assistance, notarize documents, and much more.

**TECHNOLOGY**

<table>
<thead>
<tr>
<th>PUBLIC COMPUTER SESSIONS</th>
<th>43,879</th>
<th>Increase from 2020</th>
<th>22%</th>
</tr>
</thead>
<tbody>
<tr>
<td>WI-FI SESSIONS</td>
<td>46,781</td>
<td>Increase from 2020</td>
<td>45%</td>
</tr>
<tr>
<td>LIBRARY WEBSITE ACCESSED</td>
<td>167,825</td>
<td>Increase from 2020</td>
<td>61%</td>
</tr>
<tr>
<td>ONLINE CATALOG SEARCHES</td>
<td>706,623</td>
<td>Increase from 2020</td>
<td>18%</td>
</tr>
</tbody>
</table>

**INFORMATION SERVICES**

<table>
<thead>
<tr>
<th>PATRON QUESTIONS ANSWERED</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADULT DESK</td>
</tr>
<tr>
<td>CHILDREN’S DESK</td>
</tr>
<tr>
<td>TOTAL</td>
</tr>
</tbody>
</table>

Increase from 2020 | 52%
LEADERSHIP TEAM

MATT HOVLAND
Head of Circulation Services

HANNAH VANORNY
Circulation Manager

KATE WALDERA
Head of Information Services

SARAH MATTHEWS
Adult Services Librarian - Programming

TROY HAMRE
Adult Services Librarian - Interlibrary Loan & Outreach

LORA ROSE
Head of Technical Processing

LYNN BRYNTSEN
Building & Grounds Manager

PATRICK TROTTER
Technology Manager

KELIANN MCDONALD
Head of Burleigh County Library/Bookmobile

ALISON HIATT
Bookmobile Assistant

CHRISTINE KUJAWA
Library Director

ELIZABETH JACOBS
Assistant Library Director

BEA KAISER
Office Manager

SKY M. KUJAWA
Chief Morale Officer (CMO)

KEVIN R. TENGESDAL
Community Relations

TRACI JUHALA
Head of Youth Services

JANA MAHER
Children’s Program Director

LAURA RYSAY
Teen Programming Coordinator

EMPLOYEE ANNIVERSARIES RECOGNIZED IN 2021

KATE WALDERA – 35 YEARS
JOAN WEISS – 20 YEARS
SHARON JOHNSON – 10 YEARS
JUNE PALMER – 10 YEARS
JENNIE REINBOLD – 5 YEARS

The North Dakota Library Association (NDLA) awarded Bismarck City Commissioner Nancy Guy the 2021 Library Champion Award at their annual conference award banquet.

BOARD OF DIRECTORS

BOB BARTOSH · · · · · · · · · · · · President
MIKE LALONDE · · · · · · · · · · · · Vice President
MIKE FLADELAND · · · · · · · · · · · · Trustee
DIANNA KINDSETH · · · · · · · · · · · · Trustee
SUE SORLIE · · · · · · · · · · · · · · · · · · Trustee
CHRISTINE KUJAWA · · · · · · · · · · · · Director
NANCY GUY · · · · · · · · · · · · · · · · · · Bismarck City Commission Library Liaison
KATHLEEN JONES · · · · · · · · · · · · Burleigh County Commission Library Liaison
TOTAL FUNDS RAISED IN 2021 ➟ $37,552
DIRECT FUNDING TO THE LIBRARY ➟ $15,740
TOTAL MEMBERSHIP ➟ 278
TOTAL VOLUNTEER HOURS ➟ 1,366
(Weekly Sorting & Book Sales)

GRANTS, GIFTS & DONATIONS DISTRIBUTED TO THE LIBRARY IN 2021 ➟ $198,597
MISSION
Collecting, organizing, and providing open access to educational, informational, recreational, and cultural resources

VISION
Personal enrichment for all

CONTACT US
515 North Fifth Street
Bismarck, ND 58501
(701) 355-1480
www.bismarcklibrary.org

HOURS
Monday-Thursday
middot; 9:00 AM - 9:00 PM

Friday-Saturday
middot; 9:00 AM - 6:00 PM

Sunday
middot; 1:00 PM - 6:00 PM