



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 it's 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.

ON AN AVERAGE DAY...

471
VISITORS



1,934
LIBRARY
ONLINE
CATALOG
SEARCHES



1,298
CHECKOUTS



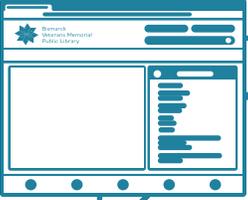
123 
PUBLIC COMPUTER
SESSIONS

80 QUESTIONS
ANSWERED AT
INFORMATION DESKS



128 
WI-FI SESSIONS

460
LIBRARY
WEBSITE
VISITS



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.

CONSTRUCTION PROJECT

JULY marked the start of the Library's exterior renovation project.



VISITS IN 2021

165,281 + **6,182** + **624** = **172,087**

Library Burleigh County Bookmobile Mobile Library Total Visits

PROGRAM HIGHLIGHTS



**LEGO
Take &
Make
Deliveries**

**Painting
Classes for
Adults &
Teens**

**B.A.R.K. &
Pet Therapy
Holiday
Hangout**

**Santa in July
with Miss
Sparkles**

**Outdoor Story Times:
Bismarck Community
Orchard / City Parks**

**Writing on
North Dakota
with
Clay Jenkinson
& Sarah Vogel**

**Summer
Reading
Program
Champions**

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%

4 | CHECKOUTS & COLLECTIONS

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!).



LIBRARY COLLECTION

PHYSICAL ITEMS . . . **189,951**
 DIGITAL ITEMS **57,258**
 TOTAL ITEMS **247,209**
 NEW ITEMS ADDED . . . **19,820**

CARDHOLDERS

LIBRARY **41,457**
 BOOKMOBILE **4,304**
 TOTAL **45,761**
 SERVICE POPULATION WITH A LIBRARY CARD . . . **48%**



CHECKOUTS

TOTAL **473,849**
 Increase from 2020 25%
 CHILDREN'S LIBRARY CHECKOUTS **100,459**
 Increase from 2020 54%
 BURLEIGH COUNTY LIBRARY/BOOKMOBILE CHECKOUTS **34,561**
 Increase from 2020 27%

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

TOTAL ITEMS **57,258**
 TOTAL CHECKOUTS . . . **98,826**
 Increase from 2020 10%
 % OF TOTAL CHECKOUTS . . . **21%**

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



BURLEIGH COUNTY LIBRARY/BOOKMOBILE

VISITORS	6,182
Increase from 2020	79%
CHECKOUTS	34,561
Increase from 2020	27%
STOPS	318
MILES DRIVEN	5,518

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.

MOBILE LIBRARY

VISITORS	624
Increase from 2020	40%
STOPS	325
MILES DRIVEN	1,533

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.



INFORMATION SERVICES

PATRON QUESTIONS ANSWERED	
ADULT DESK	26,205
CHILDREN'S DESK	3,071
TOTAL	29,276
Increase from 2020	52%

TECHNOLOGY

PUBLIC COMPUTER SESSIONS	43,879
Increase from 2020	22%
WI-FI SESSIONS	46,781
Increase from 2020	45%
LIBRARY WEBSITE ACCESSED	167,825
Increase from 2020	61%
ONLINE CATALOG SEARCHES	706,623
Increase from 2020	18%



LEADERSHIP TEAM



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 RYSAVY
Teen Programming Coordinator



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 BRYNTESEN
Building & Grounds Manager

PATRICK TROTTER
Technology Manager

KELIANN MCDONALD
Head of Burleigh County
Library/Bookmobile

ALISON HIATT
Bookmobile Assistant



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

FRIENDS & FOUNDATION



FRIENDS OF THE BISMARCK PUBLIC LIBRARY



Friends
of the
BISMARCK PUBLIC
LIBRARY

**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)

BISMARCK LIBRARY FOUNDATION, INC.



Bismarck Library
Foundation, Inc.



The Bismarck Library Foundation, Inc. hired
Beth Schatz Kaylor as Executive Director

**GRANTS, GIFTS & DONATIONS
DISTRIBUTED TO THE
LIBRARY IN 2021 \$198,597**



- ▶ FROM A TO Z, A SELECTION OF LIBRARY PROGRAMS & RESOURCES MADE POSSIBLE BY BISMARCK LIBRARY FOUNDATION DONORS & PARTNERS!
- ▶ AUDIOBOOKS • BOOK DISPLAY UNIT • CHAIRS FOR MEETING ROOM • DISC CLEANING MACHINE • EMPLOYEE RECOGNITION (THANK YOU LIBRARY STAFF!) • FRESH A/V COLLECTIONS • GREW FOUNDATION ENDOWMENT • HOLIDAY PET THERAPY HANGOUT • INTERESTING BOARD GAMES • JENKINSON/VOGEL AUTHOR EVENT • KIDS SUMMER READING PROGRAM • LEGO TAKE & MAKE KITS • MORE DVD BINGE BOXES • NEW LITTLE FREE LIBRARIES • OUTREACH WITH UPDATED NEWSLETTER DESIGN • POETRY WORKSHOP • QUALITY YOUTH & ADULT PROGRAMMING • REPAIRED BOOK DROP CONVEYOR BELT • STRATEGIC PLANNING SERVICES • TECH UPGRADE IN COMPUTER LAB • UPDATED LARGE PRINT BOOK COLLECTION • VIDEO FOR BOOKMOBILE PROMOTION • WINTER HARMONIES MUSIC EVENT • X-TRA BOOKPAGE MAGAZINES • YOUTH LITTLE SONGBIRDS MUSIC PROGRAM • ZENTANGLE CLASSES

2021



Bismarck Veterans Memorial Public Library

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
... 9:00 AM - 9:00 PM
Friday-Saturday
... 9:00 AM - 6:00 PM
Sunday
... 1:00 PM - 6:00 PM

