



# LIBRARY

**2024**  
**ANNUAL REPORT**



Bismarck  
Veterans Memorial  
Public Library

YOU BELONG HERE

# GUIDING PRINCIPLES

## MISSION

Collecting, organizing, and providing open access to educational, informational, recreational, and cultural resources.

## VISION

Personal enrichment for all.

## VALUES: PILLARS OF EXCELLENCE

Adopted August 22, 2024 by the Library Board of Directors

Bismarck Veterans Memorial Public Library holds itself to the highest standards of excellence.

### Inclusivity

- We are dedicated to fostering a truly inclusive, welcoming, safe space for all. We provide library services to everyone in our community in an environment of equity, inclusion, civility, accessibility, kindness, and mutual respect. We institute policies and practices that promote equitable outcomes. We listen with intention by respecting the diverse perspectives of our patrons. We lead with kindness and extend compassion to all who enter our doors. You belong here and we look forward to seeing you on your next visit.

### Access

- We provide quality, essential, and valued services without charge. Citizens have access to essential technology and connectivity. We support your right to seek and receive information from all viewpoints on a broad range of ideas and we oppose censorship in all its forms.

### Community

- We collaborate with other community organizations to enhance the range and impact of library services. We create opportunities for community connection and enrichment. We offer materials and programs that reflect the diverse cultural backgrounds in our community and provide a platform for artists, authors, and performers.

### Learning and Growing

- We promote lifelong learning by offering a wide range of collections, services, and resources for citizens of all ages, backgrounds, and abilities.

### Stewardship

- We are responsible for the resources entrusted to us and ensure the proper use of public funds. We maximize the efficiency of staff time and talent to make the best use of our resources for quality library services. We adapt our services with changing community needs to remain relevant and responsive.

### Accountability and Integrity

- We hold ourselves and one another accountable for our actions. We value competence and adhere to the highest professional and ethical standards including safeguarding patron personal information and confidentiality.



# 2024 BY THE NUMBERS

In 2024, Bismarck Veterans Memorial Public Library (BVMPL) continued its commitment to lifelong learning, equity, and community connection, welcoming over 259,000 visitors and lending more than 608,000 items. With the introduction of new services and collections, and expanded outreach programs, the library offered innovative and inclusive services to meet the evolving needs of our patrons. Through strong partnerships with the Bismarck Library Foundation, Inc., Friends of the Bismarck Public Library, and local organizations, BVMPL remains a vital, dynamic space where everyone belongs.



**259,702**

**VISITS TO THE LIBRARY**

**↑22%**



**47,419**

**CARDHOLDERS**

**46%** of citizens in our service population have a library card



**608,615**

**ITEMS BORROWED**

**↑7%**



**787**

**LIBRARY EVENTS HELD**



**3,692**

**HOURS OPEN FOR SERVICE**



**\$3,442,664**

**TOTAL EXPENDITURES**

For complete financial data, visit:  
[tinyurl.com/BVMPL24Financial](https://tinyurl.com/BVMPL24Financial)

**ON AN  
AVERAGE DAY  
IN 2024...**



**71**

Information Queries Answered by Staff



**732**

People Visited the Library



**65**

Individuals Used Public Computers



**1,714**

Items Borrowed



**89**

People Attended a Library Event

## NEW IN 2024: WINDOW ARTWORK



Take a stroll around the exterior of the library building on your next visit! Newly added window covers add to the ambiance of the library building and grounds. Classic book covers adorn Avenue A windows, and a library-themed narrative promoting BVMPL's message "You Belong Here" can be found around the building along the Sixth Street and Avenue B windows.



# CHECK IT OUT

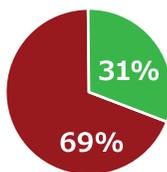


**608,615**

Total Items Borrowed

**Physical Items: 420,161**

**Digital Items: 188,454 (↑ 18%)**



**190,782**

Total Items: Physical Collection

**Books: 170,955    Audio: 9,263**

**Visual: 9,886    Other: 678**



**2,062,348**

Total Items: Digital Collection

**Ebooks, Digital Audiobooks,  
Magazines, Music, Video**

## NEW IN 2024:



### GHOST HUNTING KITS

In 2024, we welcomed a fun new addition to our library: Ghost Hunting Kits! Each kit includes the most common and popular ghost hunting equipment, such as an EMF meter, EVP recorder, and motion sensor. The kits also include books about ghost hunting and paranormal accounts in North Dakota.



### KANOPY

We expanded our digital library offerings in 2024 with the addition of Kanopy. Patrons can now stream movies 24/7 from Kanopy's collection of over 30,000 popular videos, TV series, independent films, and documentaries.

## MOST BORROWED TITLES IN 2024

### BOOKS:



**"The Women"**  
by Kristin Hannah



**"Guinness World Records"**



**"Three-Inch Teeth"**  
by C.J. Box



**"The Exchange"**  
by John Grisham



**"Camino Ghosts"**  
by John Grisham

### MOVIES:



**"Oppenheimer"**



**"Barbie"**



**"Indiana Jones and the Dial of Destiny"**



**"The Holdovers"**



**"Wonka"**

### DIGITAL LIBRARY:



**"The Women"**  
by Kristin Hannah (ebook)



**"Fourth Wing"**  
by Rebecca Yarros (ebook)



**"The Women"**  
by Kristin Hannah (audiobook)



**"None of This is True"**  
by Lisa Jewell (audiobook)



**"Lessons in Chemistry"**  
by Bonnie Garmus (audiobook)

## Alison Hiatt

Head of Technical Services

"There is something for everyone at BVMPL. There are books, of course, but also music, movies, games, recreational activity kits, passes to state parks and science centers, and radon kits that help keep your home safe. The library is for everyone, and our collections reflect that."



# CONNECTING OUR COMMUNITY



**22,922**

Public Computer Sessions



**71,664**

Public Wi-Fi Connections



**25,322**

Requests for Information Answered at Service Desks



**1,698**

Documents Notarized for the Public

↑23%

## NEW IN 2024:



### PRESCHOOL DISCOVERY CORNER



The Preschool Discovery Corner is our new go-to destination for preschool youth. With comfy seating, toys, puzzles, and sensory wall pieces, there is a little something for everyone to explore and enjoy. WonderBooks and Vox Books are also available for kids to listen to. This special space was made possible through a generous ND Department of Public Instruction grant.



## MEETING ROOMS

**513 PUBLIC EVENTS** were held in library meeting rooms, attended by **11,273 CITIZENS.**



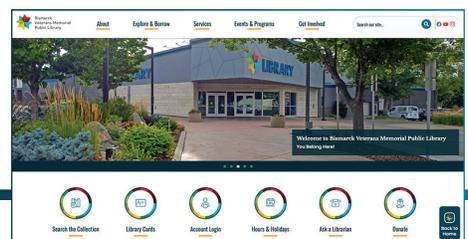
## STUDY ROOMS

**5,057 RESERVATIONS** were made for single and group study rooms (↑23%), utilized by **8,519 INDIVIDUALS** (↑22%).



## WEBSITE UPDATE

Our new and improved website, launched in **MAY OF 2024**, was visited **137,219 TIMES.**



## Sarah Matthews

Head of Adult Services

“The Adult Information Desk staff prides itself on friendly, approachable assistance. In addition to searching for books and other library materials, patrons can access computers and print remotely from their cell phones or laptops. We also provide free access to small study rooms for individuals, remote work, or group gatherings.”



# OUTREACH SERVICES

## BURLEIGH COUNTY LIBRARY



**636**

Stops

↑13%

**72**

Locations



**7,082**

Miles Traveled Across Burleigh County



**20,612**

Visitors

↑42%

**4,417**

Cardholders



**37,569**

Items Borrowed



**91**

Programs

**10,757**

Attendees

## MOBILE LIBRARY



**288**

Stops

**24**

Locations



**930** Miles

Traveled in Bismarck



**502**

Visitors



## MOBILE LIBRARY TEAM

The Mobile Library makes monthly visits to assisted living centers, after-school programs, the Bismarck Senior Center, and many other locations.



## NEW IN 2024:



## STORYWALKS



Burleigh County Library partnered with Bismarck Public Schools, Bismarck Parks and Recreation District, and the Lincoln Park District to install two StoryWalks®, located on the General Sibley Park Interpretive Trail south of Bismarck and at the P.T. Weigel Park in Lincoln.



## BOOKMOBILE STORY TIMES

Miss Mariah shared songs and stories with excited youngsters at the bookmobile's preschool & daycare stops throughout the year.



## OUTREACH EVENTS

Library staff had a great time engaging with citizens at community events throughout the year.



## Keli McDonald

Head of Burleigh County Library

"Outreach brings joy to staff and the community by meeting people where they are -- surprising some with library resources at public events and connecting with others who can't visit the library. It offers not just books but meaningful human interaction and a reminder that they matter."



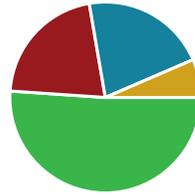
# PROGRAMS AND EVENTS



**787**

Total Programs & Events

**Total Attendees: 31,651**



**Children: 402 (51%)**

**Teen: 167 (21%)**

**Adult: 167 (21%)**

**All Ages: 51 (7%)**



## STORY TIME WITH MISS TIFFANY

Story Time with Miss Tiffany (and her poodle friend Colette!) is a highlight for children and families visiting the Children's Library. Programs for children were attended by **11,061 people** in 2024.



## TEEN HQ PROGRAMS

Teen HQ was buzzing with activity! **1,544 middle and high school students** attended teen events, **↑124%** from 2023. Events included video game tournaments, Crafternoons, and many other art, craft, and drawing classes.



## PUZZLE CONTESTS

Puzzle contests were one of our most popular adult programs in 2024, a testament to Bismarck's booming community of puzzlers! **2,531 people** attended events for adults in 2024.



## SUMMER READING PROGRAM

### Adventure Begins at Your Library!

We had a total of **660 readers** register for summer reading (all ages). Readers logged a total of **565,970 minutes** – a total of **9,432 hours** of reading!



## MacAllistar Kemmer Adult Services Program Coordinator

“In the past year, we've strengthened our partnerships with agencies and nonprofit organizations to extend the reach of community resources. Our programming strives to provide patrons with opportunities for lifelong learning, community engagement, and personal enjoyment.”



# WORKING TOGETHER



Bismarck Library  
Foundation, Inc.



**\$251,164**

Grants, Gifts and Donations  
to BV MPL



**264**

Individual Donors



**37**

Supporting Businesses,  
Organizations, and Foundations

## FOUNDATION INVESTMENTS IN LIBRARY PROGRAMS, COLLECTIONS, AND FACILITIES IN 2024:

- Expanded music and movement programs for young people, including dance-based story times, sing-alongs, and tiny tot powwow dancing
- Resources to help increase the number of Summer Reading Challenge participants by 58% (to over 500 young people and caregivers!)
- Ebook borrowing utilized by thousands of community members
- Ballroom dance classes attended by over 250 adults
- Dedicated furnishings and resources in the Children's Library for pre-readers
- Over 700 giveaway books for children to promote literacy at home



**FRIENDS**  
OF THE  
**BISMARCK PUBLIC**  
**LIBRARY**



**\$60,799**

Directed to BV MPL Programs  
and Services



**347**

Members



**1,987**

Hours Volunteered by Members

## MAJOR PROJECTS FUNDED IN 2024:

- Wireless presentation system and projector upgrades for Meeting Room A
- 3D printer for Teen Headquarters
- Mobile Library – ongoing program support and vehicle updates
- \$8000 in support of library programs and events



# MEET OUR TEAM



## LEADERSHIP TEAM

**CHRISTINE KUJAWA**  
Library Director

**ELIZABETH JACOBS**  
Assistant  
Library Director

**JENNIE ARCHER**  
Teen Services Librarian

**LYNN BRYNTESEN**  
Building and Grounds  
Manager

**MATTHEW ENGEL**  
Technical Services  
Associate II

**TROY HAMRE**  
Adult Services  
Librarian

**ALISON HIATT**  
Head of  
Technical Services

**MATTHEW HOVLAND**  
Head of  
Circulation Services

**TRACI JUHALA**  
Head of Youth Services

**BEA KAISER**  
Administrative  
Office Manager

**MACALLISTAR KEMMER**  
Adult Services  
Program Coordinator

**SARAH MATTHEWS**  
Head of Adult Services

**KELI MCDONALD**  
Head of  
Burleigh County Library

**MARIAH RALSTON**  
Burleigh County Library  
Associate II

**CHRIS REMME**  
Technology Manager

**KEVIN TENGESDAL**  
Public Information  
Specialist

**TIFFANY TOWNE**  
Children's  
Program Coordinator

**HANNAH VANORNY**  
Circulation Services  
Manager



## LIBRARY BOARD OF DIRECTORS

**DIANNA KINDSETH**  
President and Designated  
Municipal Representative

**MIKE FLADELAND**  
Vice President

**NANCY GUY**

**JUSTIN HUGHES**

**MIKE LALONDE**

COMMISSIONER JERRY WOODCOX  
Burleigh County Library Liaison

COMMISSIONER MICHAEL CONNELLY  
City of Bismarck Library Liaison



## PR XCHANGE AWARD

The library was honored with the American Library Association's 2024 Core PR Xchange award in the electronic external communications category for its "Borrower's Guide."





# WHAT OUR COMMUNITY IS SAYING

A place to gather knowledge and information to help us live a fulfilling life!

• **JUDY R.**

The library is a core part of our community. They do such a wonderful job of creating programming for everyone that sparks joy and promotes learning and fun. Personally, my children's lives have been immeasurably enriched by our public library.

I am so very grateful.

• **MICKI D.**

The role of Bismarck Veterans Memorial Public Library contributes to the community and creates a safe and comfortable space for anyone. The staff and the setting alone provide such an amazing, comforting environment and allows you a place to relax, all while enjoying your favorite book and maybe a coffee thanks to the coffee shop located in the library!

• **MADISON J.**

The library offers fun activities for children, youth, and adults. There are books, movies, and games that our family can enjoy.

• **NICOLE H.**

The library contributes to our overall quality of life by connecting people with activities and creating a safe and positive place of learning and fun for all ages.

• **NICOLE G.**

It's an essential service that provides community, learning, and a safe space. I love libraries!

• **DEANNA M.**

The library is an integral space and place for connection and learning, and an important resource hub for all folks in our community.

• **MOLLY M.**

The Bismarck Veterans Memorial Public Library is a vital part of our community, serving as a hub of knowledge, culture and support for individuals of all ages and backgrounds. Our local library promotes lifelong learning, provides access to technology and resources that some might not be able to afford and serves as a safe, welcoming space to all who enter.

• **AMBER S.**

The library is the most neutral source of information that there is.

• **LISA D.**

It's a great place for all ages!

• **ARLENE P.**

The library is a vibrant part of our community. The extent of the services and activities available to our community is commendable!

• **GERALDINE T.**

I think it quietly does wonderful services, from produce in the entryway to make a succulent pot to dancing. And of course the book sales. Thank you.

• **LAURIE C.**

The library is place to learn, interact and participate in activities for all ages. It is a fun and safe environment that is filled with a tremendous amount of resources that encourages literacy, family, and community. The library programming and the resources keep me engaged with my grandchildren and the community.

The library has great quality of board games that keeps us coming back week after week for games along with books.

• **LINDA S.**

The library is one of many central hubs within the city. So much knowledge, activities, and services are available.

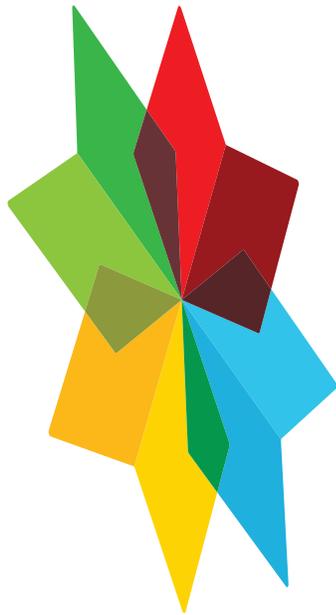
• **HEATHER H.**





Bismarck  
Veterans Memorial  
Public Library

Y O U B E L O N G H E R E



LIBRARY

**CONTACT US**

515 North Fifth Street  
Bismarck, ND 58501  
(701) 355-1480  
[bismarcklibrary.org](http://bismarcklibrary.org)



**HOURS**

**Monday through Thursday**

9:00am to 9:00pm

**Friday and Saturday**

9:00am to 6:00pm

**Sunday**

1:00pm to 6:00pm



The library is a department of the City of Bismarck.

