

Arden, Mountain Grove, Parham and Sharbot Lake Branches

Background

Branch Hours Review Process

In 2004, the Kingston Frontenac Public Library (KFPL) undertook a [Branch Services Review](#), followed by a [Branch Services Master Plan](#) and a [community consultation](#) in 2010. The current hours of operation at were chosen using feedback received during those projects

To assess whether hours of operation at each location continue to meet community needs, residents were engaged through a survey in November 2021, with summary reports posted on the Engage KFPL website in January 2022. KFPL staff were also asked for feedback on the needs of community branches.

Usage trends were analyzed, including loans and renewals, number of unique cardholders, and visitor data for all 16 locations. This data was compared to the survey feedback to develop draft recommendations.

In summer 2022, KFPL will complete a new Library Facilities Plan. Recommendations for construction, renovations and changes to layout and workflow in existing branch spaces are outlined in the draft plan. These recommendations were considered as recommendations were finalized.

Due to budget constraints, additional hours are not being considered at this time. Any changes to hours of operation would require a realignment at the Branch or municipal level.

Central Frontenac Library Usage

KFPL serves the residents of the Central Frontenac, **4,892** potential patrons¹, at four branch locations: Arden, Mountain Grove, Parham and Sharbot Lake. These branches also welcome seasonal residents each year and may also serve residents of Kingston and other areas of Frontenac County. In December 2021, **541 active cardholders**² were connected to Central Frontenac branches.

¹ 2021 census figures

² Active cardholders have used their account within the past two calendar years.

Arden, Mountain Grove, Parham and Sharbot Lake Branches

Combined, during regular hours of operation the four Central Frontenac branches provide residents with access to public library service for **45 hours per week**, with 10 hours per week at each of the Arden and Mountain Grove branches, 6 hours per week at Parham, and 19 hours per week at Sharbot Lake.

Analysis

Despite lower usage in 2021 due to pandemic concerns and restrictions, the pattern of use remains relatively consistent.³ The Sharbot Lake Branch is the busiest branch, with 54.8% (247) of Central Frontenac's 2021 unique borrowers and 42.4% (7,487) of the year's loans and renewals. 79.4% of the branch's active cardholders used the library in the past year.

The Arden and Mountain Grove Branches, despite equivalent hours of operation, showed a difference in usage. Arden served 18% (82) of the Township's borrowers compared to Mountain Grove's 12% (55). Loans and renewals at the Arden Branch were more than double those at Mountain Grove, with Arden loaning and renewing 4,662 items compared to Mountain Grove's 2,170.

Despite the more limited hours at the Parham Branch, they welcomed 14.6% (66) of the region's borrowers and processed 18.9% (3,337) of the loans and renewals in the Township. When compared to Mountain Grove, Parham has been consistently busier for the past four years. In 2021, they welcomed 18% more borrowers and had 42% more loans and renewals, with 60% of the hours of operation.

Feedback was received from **152 Central Frontenac patrons** through a community survey; respondents described personal use of branches and the library's digital collections, shared preferences for days and times of operation, and highlighted key community services with which KFPL should align branch hours. Feedback on branch hours was also provided by library staff. This feedback was considered during the decision-making process.

³ See Appendix A and B for comparative annual data.

Arden, Mountain Grove, Parham and Sharbot Lake Branches

Arden Branch

Regular hours of operation are **10 hours per week**:

- Tuesday 2 to 6 p.m.
- Thursday 5 to 8 p.m.
- Saturday 10 a.m. to 1 p.m.

The Arden Branch is the second-busiest service point in Central Frontenac, welcoming 18% (82) of the Township's borrowers in 2021; Arden patrons were responsible for 26.4% (4,662) of the region's loans and renewals.

Reviewing hourly borrower and loans and renewals data for 2018 through 2021, the same pattern has held across COVID-19 pandemic though overall numbers have decreased.

Saturday has been growing in popularity each year, from 38 to 42% of borrowers, with Tuesday declining from 32 to 27%; loans and renewals on Saturdays were 110% higher than Tuesday in 2021, but only 26.9% higher prior to the pandemic. In the patron survey, Saturday and Tuesday had the same number of first-place choices, with Thursday as the most popular second choice. Thursday has maintained the same percentage of borrowers, but usage has declined through the pandemic.

The busiest times in Arden are 5 to 6 p.m. (open at that time two days per week), 10 a.m. to noon (Saturdays), and 2 to 4 p.m. (Tuesday afternoons). Usage is lowest between 4 to 5 p.m. (Tuesdays) and 7 to 8 p.m. (Thursdays). Evenings were considerably busier prior to the pandemic, showing a 71.4% decrease in loans and renewals from 2018 to 2021.

Patron survey preferences align with the data, with the most frequently requested timeslots falling on weekday afternoons from 2 to 8 p.m. and on Saturdays from 10 a.m. to 2 p.m. Three respondents included requests to align the branch hours with those of the community hall activities with the post office hours (8:30 a.m. to noon and 1:00 to 5:30 p.m. Monday to Friday, and 9:00 a.m. to noon Saturday).

Arden, Mountain Grove, Parham and Sharbot Lake Branches

The Library Facilities Plan did not make any significant recommendations for this location.

Overall, the Arden Branch hours appear to be meeting the needs of the community but could be adjusted so that the branch is open more often during the busiest times of day.

Recommendations:

- No changes to the number of hours of operation.
- Maintain later evening hours on Thursday despite lower usage; usage may increase as pandemic concerns ease in the community.
- Review Saturday hours to ensure availability across the Township.

Proposed hours of operation:

- Tuesday 2 to 6 p.m.
- Thursday 5 to 8 p.m.
- Saturday 10 a.m. to 1 p.m.

Arden, Mountain Grove, Parham and Sharbot Lake Branches

Mountain Grove Branch

Currently open **10 hours per week**:

- Tuesday 2 to 5 p.m.
- Wednesday 5:30 to 7:30 p.m.
- Friday 2 to 5 p.m.
- Saturday 12:30 to 2:30 p.m.

The Mountain Grove branch is the least busy location in Central Frontenac. Despite equivalent hours of operation to Arden, and four hours more per week than Parham, the branch served fewer patrons than either of the next closest sites.

The branch did see a significant drop in loans and renewals when it relocated to the new facility, but the number of borrowers remained consistent until the pandemic years.

In 2021, the branch served 12% (55) of Central Frontenac borrowers, with their patrons responsible for the same percentage (12% or 2,170) of loans and renewals in the region. This has been the trend for the past four years – the branch offered 9% of the area's loans and renewals in 2018.

Reviewing hourly borrower and loans and renewals data for 2018 through 2021, the same pattern has held across COVID-19 pandemic though overall numbers have decreased. Saturday has traditionally seen the highest percentage of borrower use, followed by Wednesday and Friday. In terms of loans and renewals, Saturday sees the most materials borrowed in every year but 2016 and 2020 when Friday took the lead. Mid-week, Wednesdays shows higher usage than Tuesdays.

In each of the last six years, the most loans and renewals have taken place between 1 to 4 p.m., peaking between 2 to 3 p.m. A secondary peak from 4 to 5 p.m. has levelled out in the past three years. While evening usage was very high in 2016 it has dropped in the following years, with the first of the two hours busiest across the board.

Arden, Mountain Grove, Parham and Sharbot Lake Branches

Patron survey preferences align with the data. The most frequently requested timeslots from survey respondents were weekdays from 2 to 6 p.m. and Saturdays from 9 a.m. to 5 p.m. The most heard request was to maintain Saturday hours and to align hours of operation with those of the landfill (Olden Park Road, open Wednesday to Sunday from 8 a.m. to noon and 1 to 5 p.m.)

The Library Facilities Plan did not make any significant recommendations for this location.

Overall, the hours of operation at Mountain Grove are not distributed evenly with other Central Frontenac branches based on community usage. There are more hours than necessary to offer a comparative level of service.

Recommendations:

- Offer equivalent hours to Parham at the Mountain Grove Branch (6 hours); shift four hours of operation per week to the Sharbot Lake Branch.
- Close at 4 p.m. on Fridays and close on Tuesdays. Arden and Sharbot Lake branches are both open on Tuesdays. Adjust Wednesday hours to allow visits by school classes.
- Shift Wednesday hours to an earlier timeslot to allow school classes to visit the branch and align with landfill hours.
- Offer the same number of Saturday hours, review time of day to allow a spread of weekend hours in the Township.

Proposed Hours of Operation:

- Wednesday 11 a.m. to 1 p.m.
- Friday 2 to 4 p.m.
- Saturday 2 to 4 p.m.

Arden, Mountain Grove, Parham and Sharbot Lake Branches

Parham Branch

Currently open **6 hours per week**:

- Tuesday 4 to 6 p.m.
- Thursday 6 to 8 p.m.
- Saturday 10 a.m. to noon

The Parham Branch welcomed 14.6% (66) of the region's borrowers and processed 18.9% (3,337) of the loans and renewals in the Township. When compared to Mountain Grove, Parham has been consistently busier for the past four years. In 2021, they welcomed 18% more borrowers and had 42% more loans and renewals, with 60% of the hours of operation.

Reviewing hourly borrower and loans and renewals data for 2018 through 2021, the same pattern has held across COVID-19 pandemic though overall numbers have decreased.

Borrower usage is spread relatively evenly through the week, though Saturday has become busier through the pandemic. Loans and renewals are higher on Saturday, double the weekday numbers for 2018 and 2019, and triple those of 2020 and 2021.

The data aligns with patron preferences, with Saturday as the number one choice for all but 6 survey participants. Among the weekdays options, Tuesdays, Wednesdays and Thursdays were comparably ranked.

Peak times for loans and renewals has typically been in the first hour of opening on each day – 10 to 11 a.m. on Saturday, 4 to 5 p.m. on Tuesday, and 6 to 7 p.m. on Thursdays, although more borrowers use the branch in the latter half of the Saturday opening. Evening numbers have dropped during the pandemic.

Arden, Mountain Grove, Parham and Sharbot Lake Branches

Survey respondents requested that branch hours align with those of the landfill site (Monday, Friday, Saturday 1 to 5 p.m., and Tuesday, Sunday 8:00 a.m. to noon.) There were also requests to align with post office hours (Monday to Friday 9 a.m. to noon and 2 to 4:30 p.m. Monday to Friday).

The Library Facilities Plan did not make any significant recommendations for this location.

Overall, the hours at Parham appear to meet the needs of the community.

Recommendations:

- No change to the number of hours of operation.
- Adjust Saturday hours to better align with garbage and recycling hours, and to create a spread of Saturday hours in the Township.
- Maintain Tuesday hours, which currently align with the post office.

Proposed Hours of Operation:

- Tuesday 4 to 6 p.m.
- Thursday 6 to 8 p.m.
- Saturday 3 to 5 p.m.

Arden, Mountain Grove, Parham and Sharbot Lake Branches

Sharbot Lake Branch

The branch is currently open **19 hours per week**:

- Tuesday 1 to 5 p.m., 6 to 8 p.m.
- Thursday 1 to 5 p.m., 6 to 8 p.m.
- Friday 2 to 5 p.m.
- Saturday 10 a.m. to 2 p.m.

The Sharbot Lake Branch is the busiest branch, with 54.8% (247) of Central Frontenac's 2021 unique borrowers and 42.4% (7,487) of the year's loans and renewals. 79.4% of the branch's active cardholders used the library in the past year.

Reviewing borrower patterns, Friday is the busiest day and has seen continuing increases in the percentage of patrons using the branch. Saturdays is the next most popular day to visit, and Tuesdays and Thursdays are roughly equivalent. This is somewhat inconsistent with patron survey feedback. Saturday and Tuesday had an equal number of first-place preferences, though Tuesday scored higher overall. Friday was ranked fourth after the other days the branch is currently open.

The busiest times of day for both visits and borrowing have been 1 to 5 p.m., peaking between 2 to 3 p.m. Weekend hours from 10 a.m. to 1 p.m. are consistently busier than weekday evening hours. This aligns with patron feedback. The most requested timeslot in the survey was 2 to 4 p.m. on weekdays, followed by 4 to 6 p.m. on weekdays and Saturdays from 11 a.m. to 5 p.m.

The most frequently shared request for change was to the current weekday closure between 5 to 6 p.m. as it falls during commuting hours. Patrons also shared a variety of services that they would like to see in alignment with the library's hours, most of which have extensive hours of operation. We were encouraged to increase open hours and to spread those hours across the week in a consistent schedule that balances morning, afternoon and evening access.

The draft Library Facilities Plan recommends a significant physical expansion of the Sharbot Lake Branch.

Arden, Mountain Grove, Parham and Sharbot Lake Branches

Compared to other Central Frontenac branches, Sharbot Lake's hours of operations do not meet the community's needs. The ratio of open hours to active cardholders is lower than every other Central Frontenac location.

Recommendations:

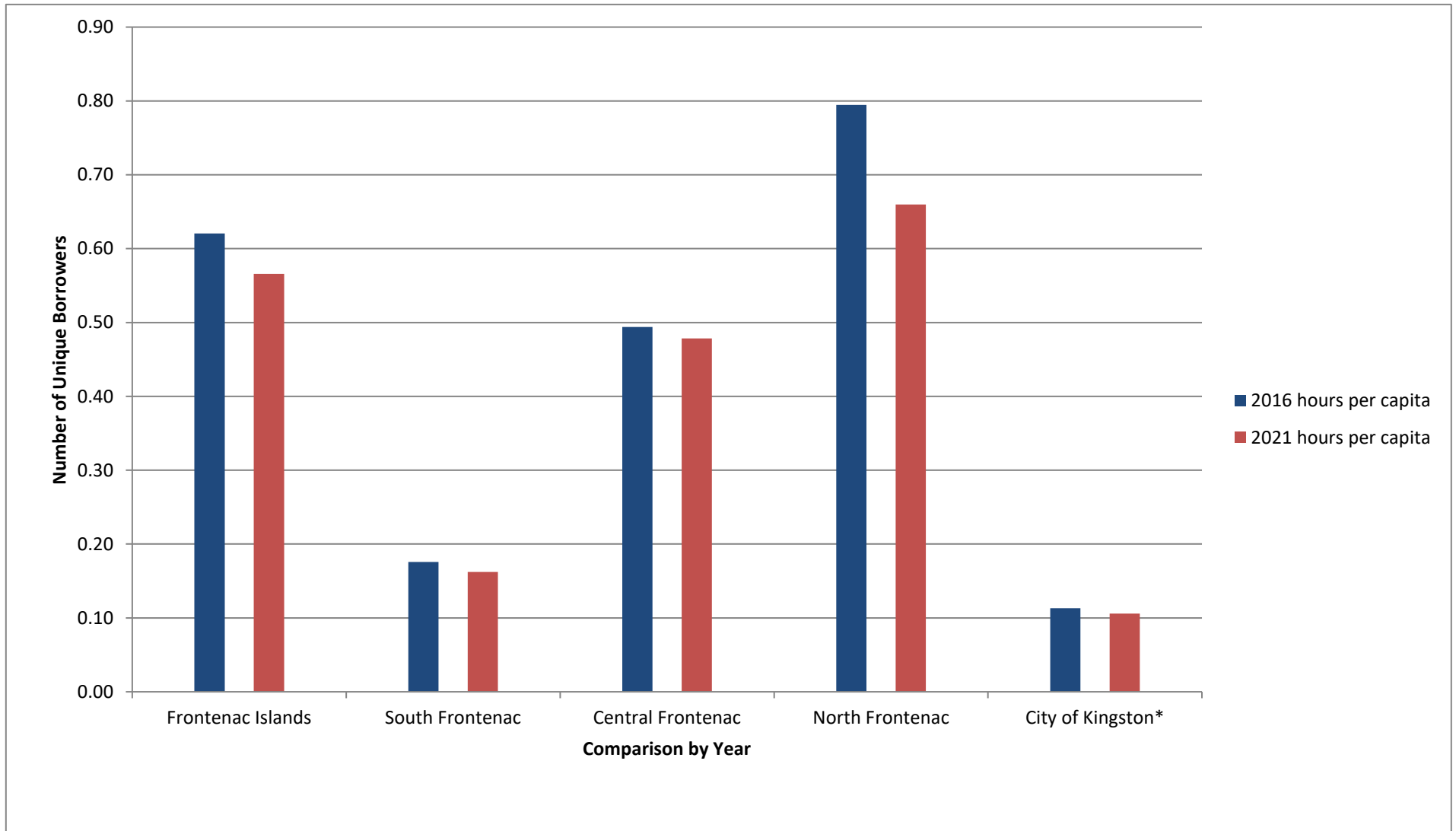
- Increase hours of operation by 4 hours per week, shifting hours from Mountain Grove
- Open the branch five days per week, add weekday morning hours of service to better serve the schools and offer a range of options to the community.

Proposed Hours of Operation:

- Tuesday 2 to 7 p.m.
- Wednesday 11 a.m. to 4 p.m.
- Thursday 2 to 7 p.m.
- Friday 1 to 5 p.m.
- Saturday 9 a.m. to 1 p.m.

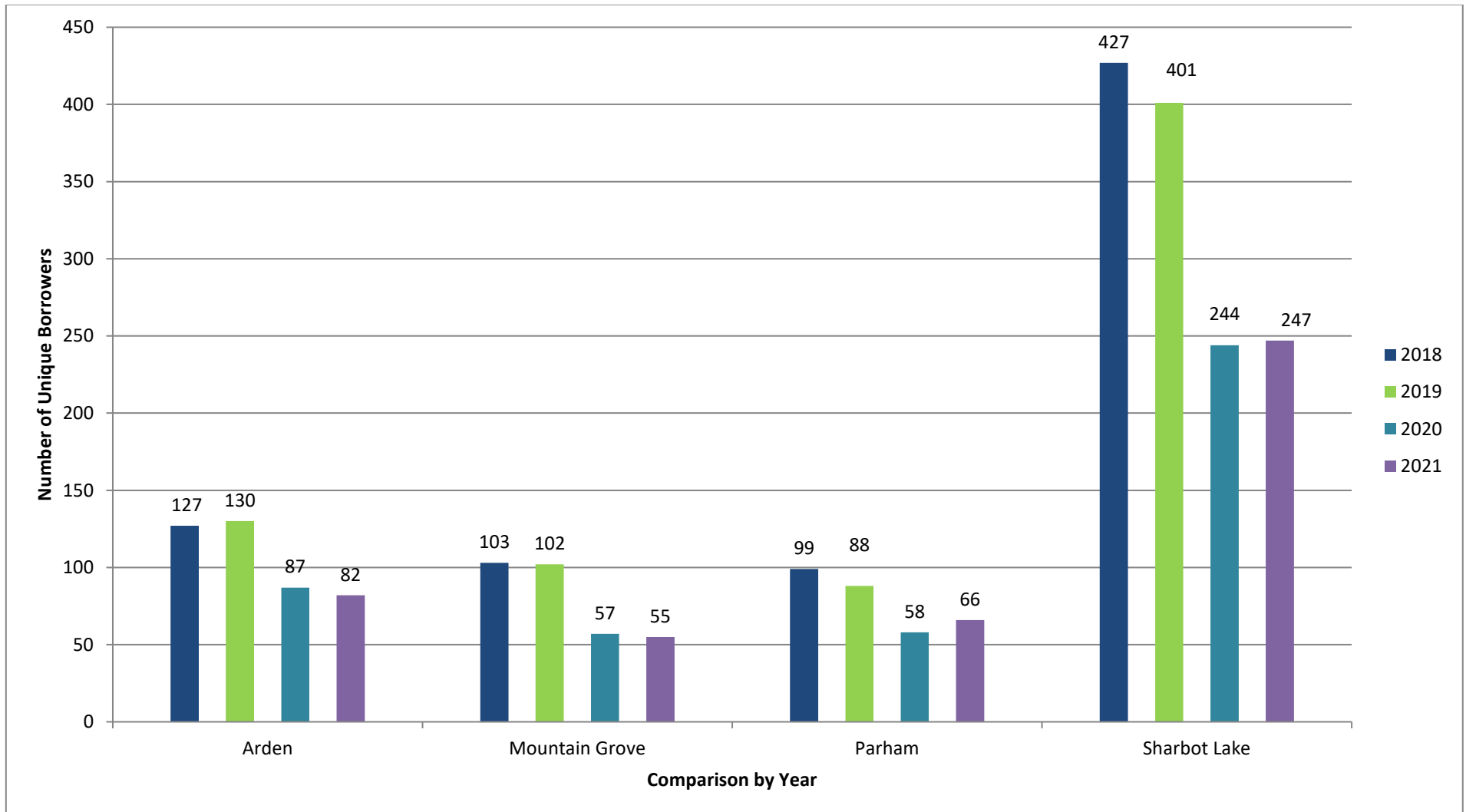
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Appendix A: Comparative Hours of Operation per Capita by Municipality



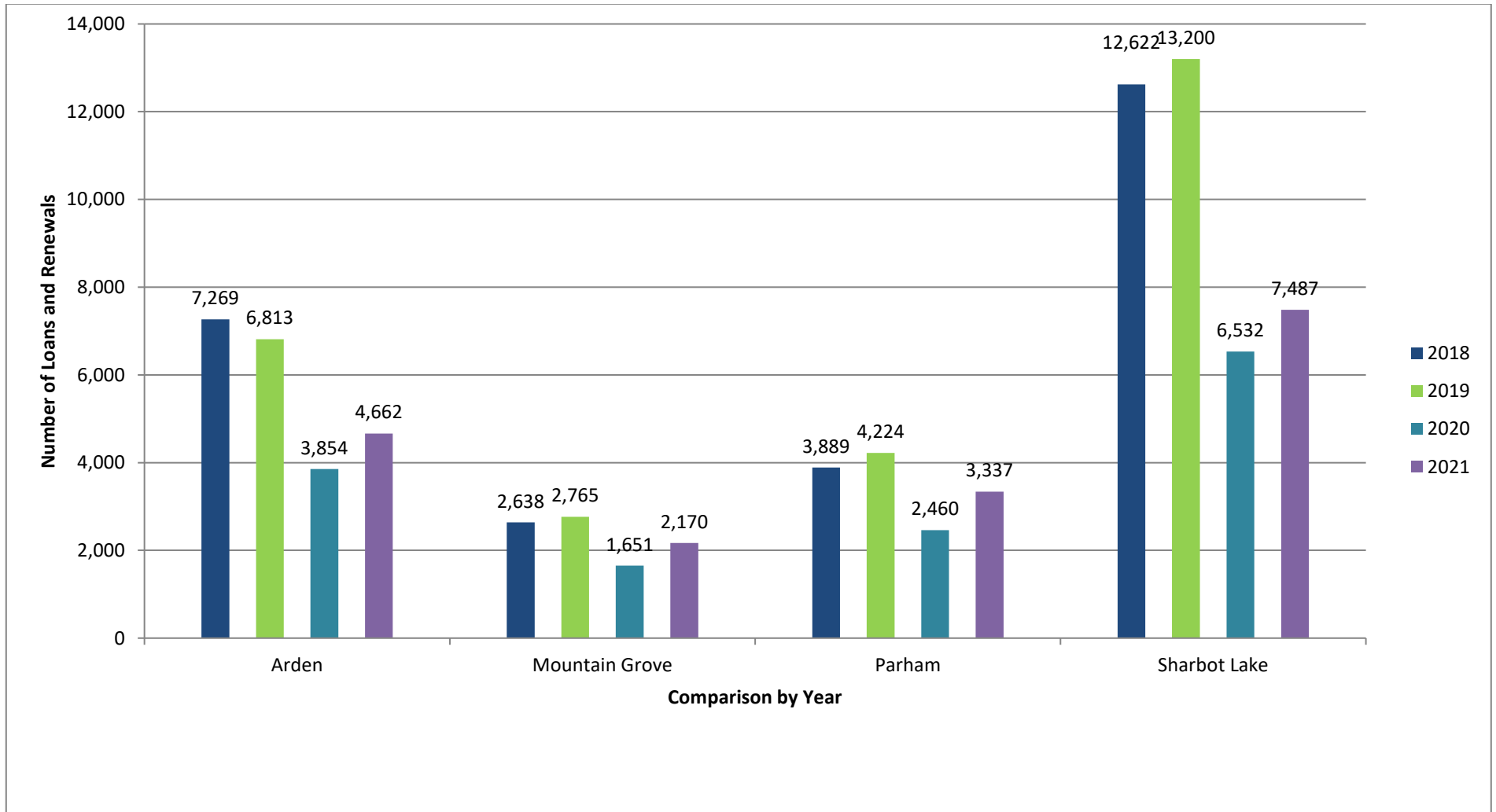
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Appendix B: Central Frontenac Branch Usage Trends – Unique Borrowers



Arden, Mountain Grove, Parham and Sharbot Lake Branches

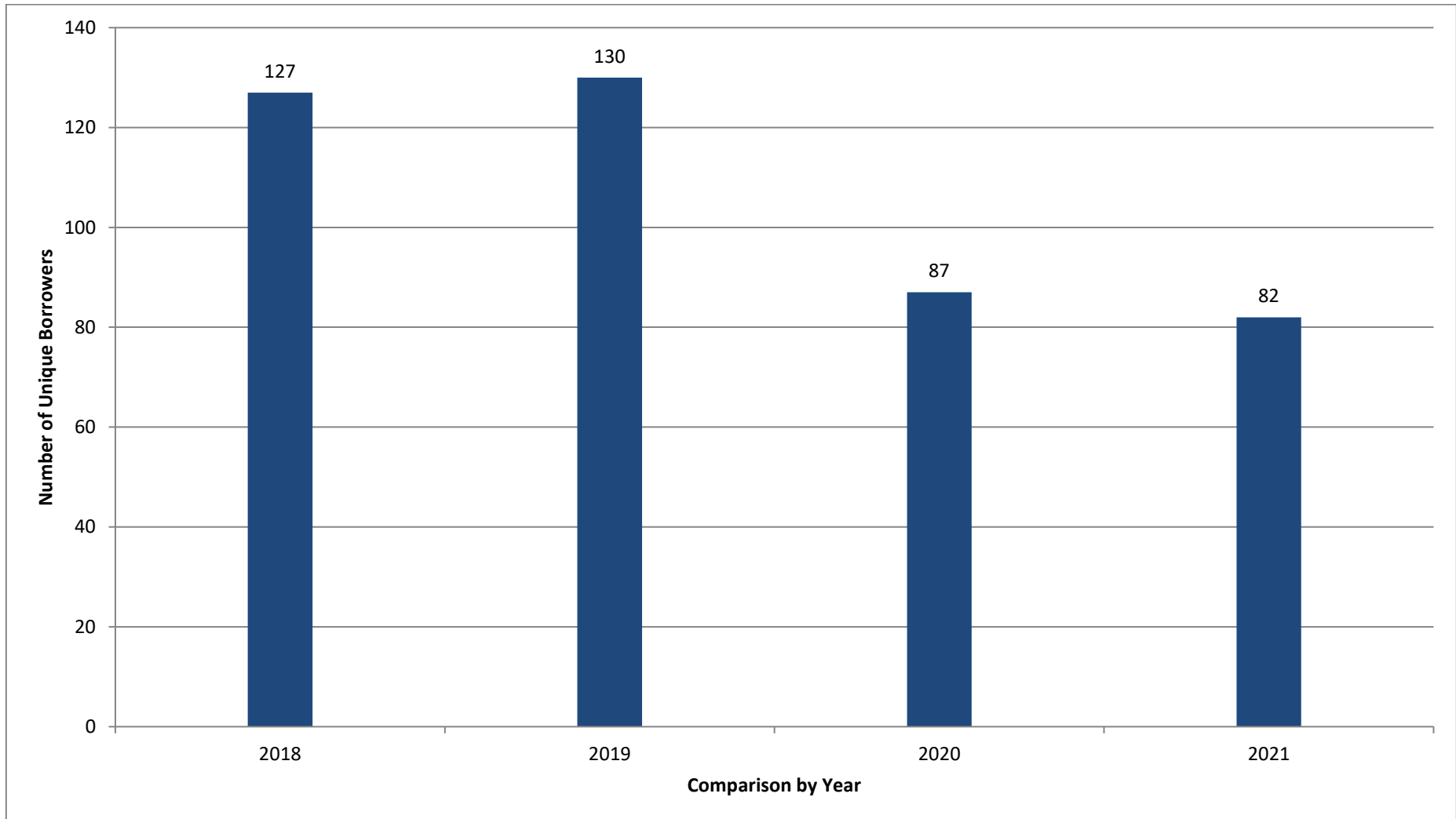
Appendix C: Central Frontenac Branch Usage Trends - Annual Loans and Renewals



Arden, Mountain Grove, Parham and Sharbot Lake Branches

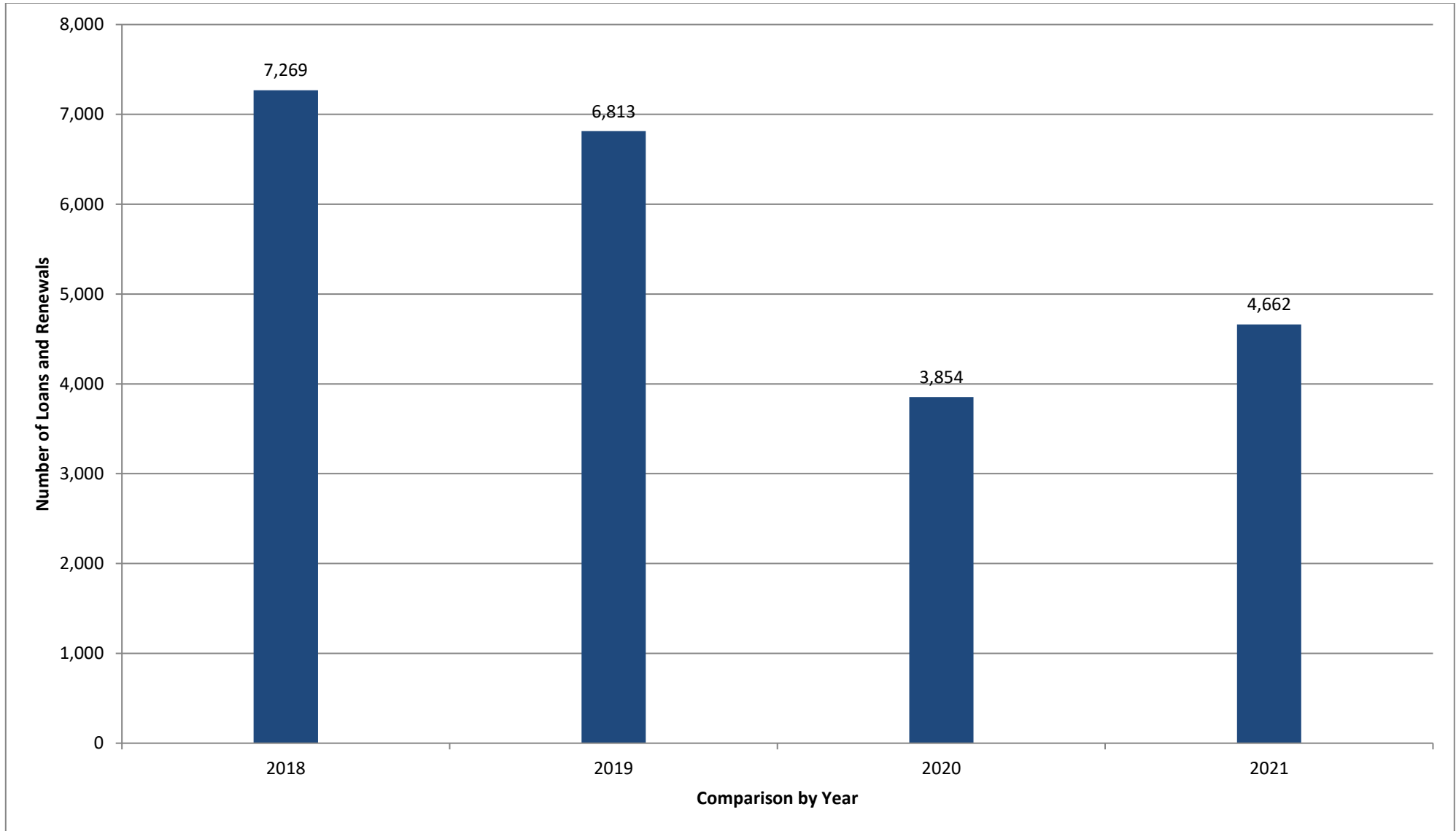
Appendix D: Arden Data

Figure 1- Arden - Branch Usage Trends – Unique Borrowers



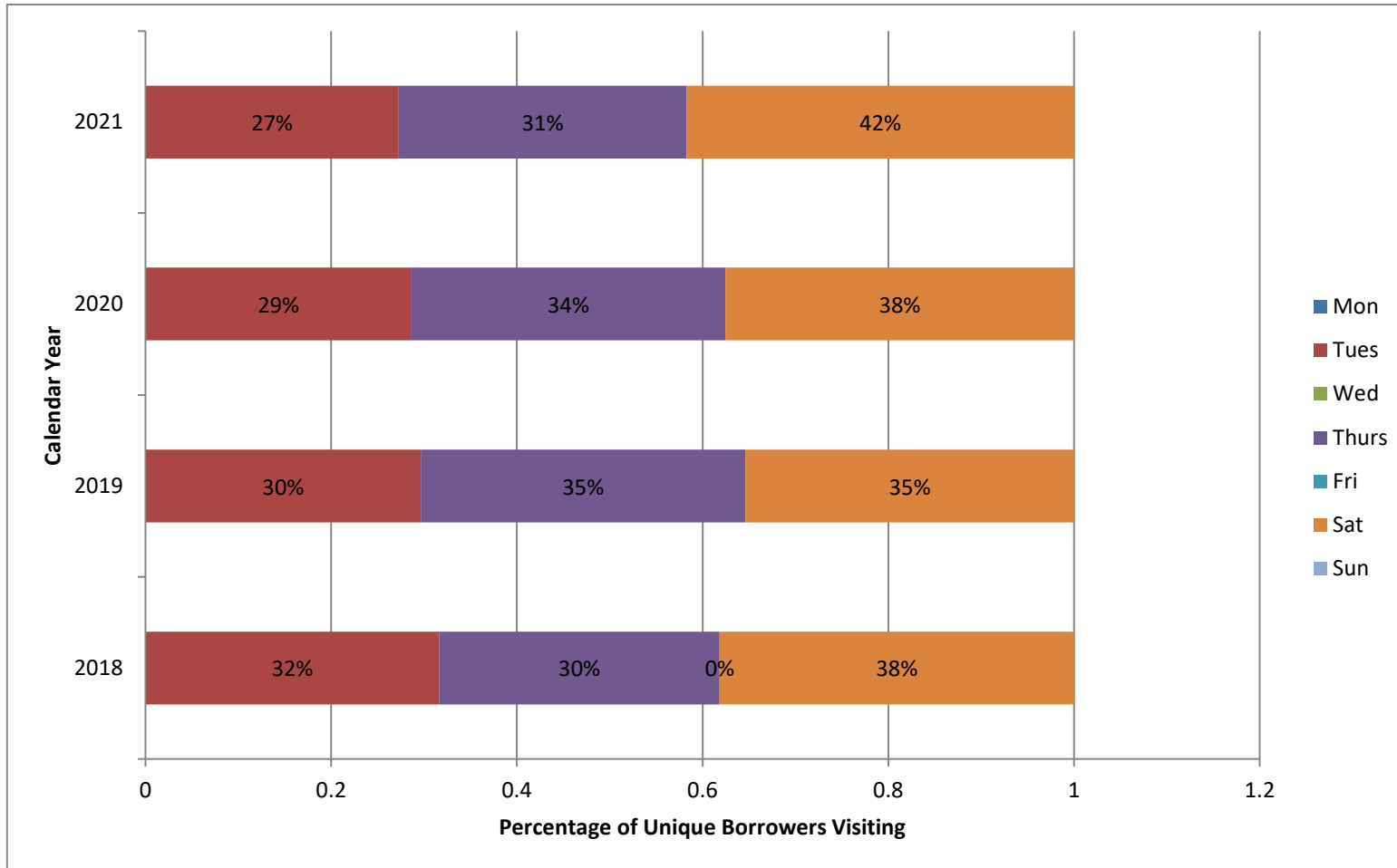
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 2: Arden - Branch Usage Trends – Loans and Renewals



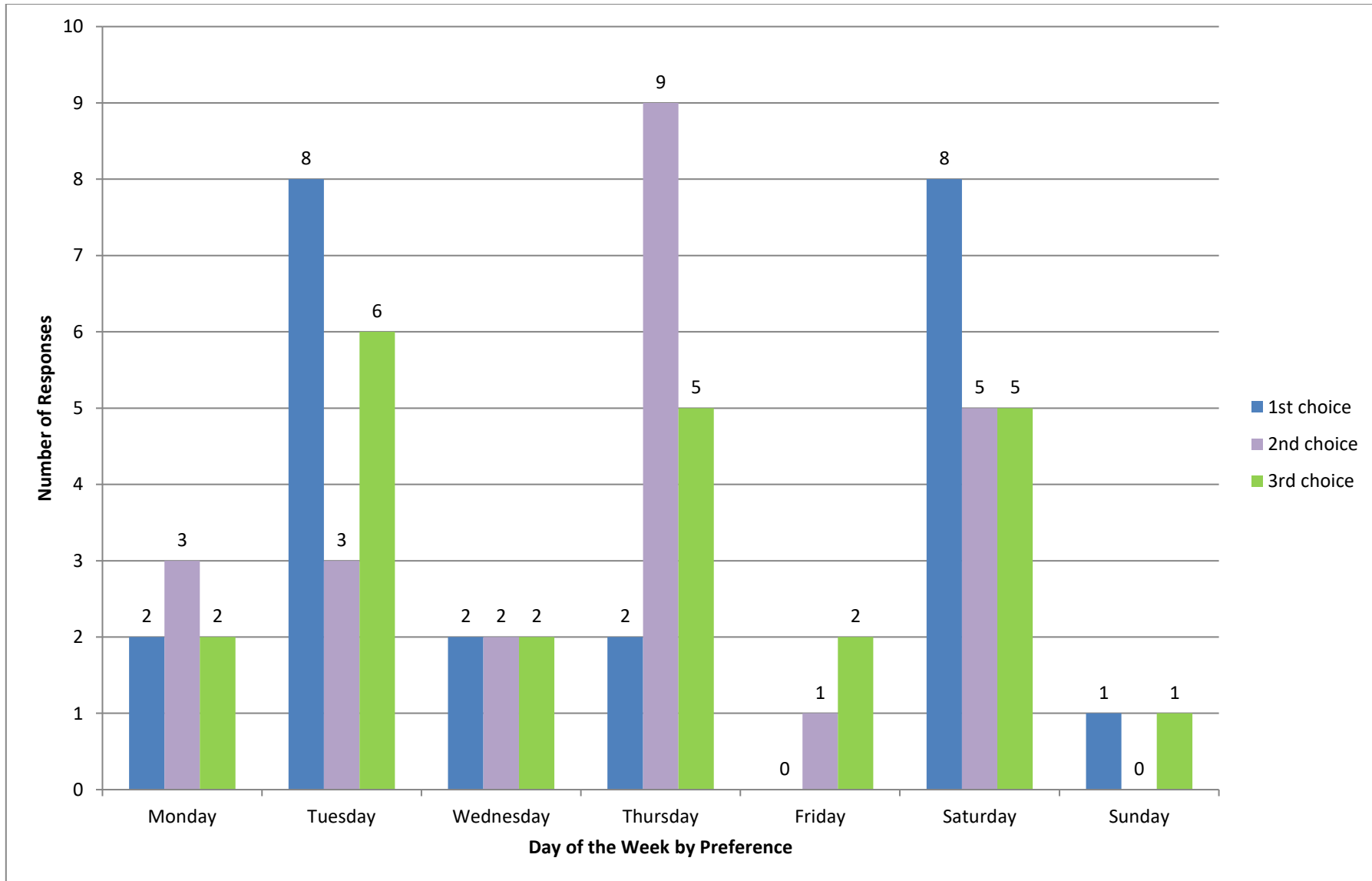
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 3 - Arden Branch - Percentage of Annual Borrowers by Day of the Week Adjusted for Hours of Operation



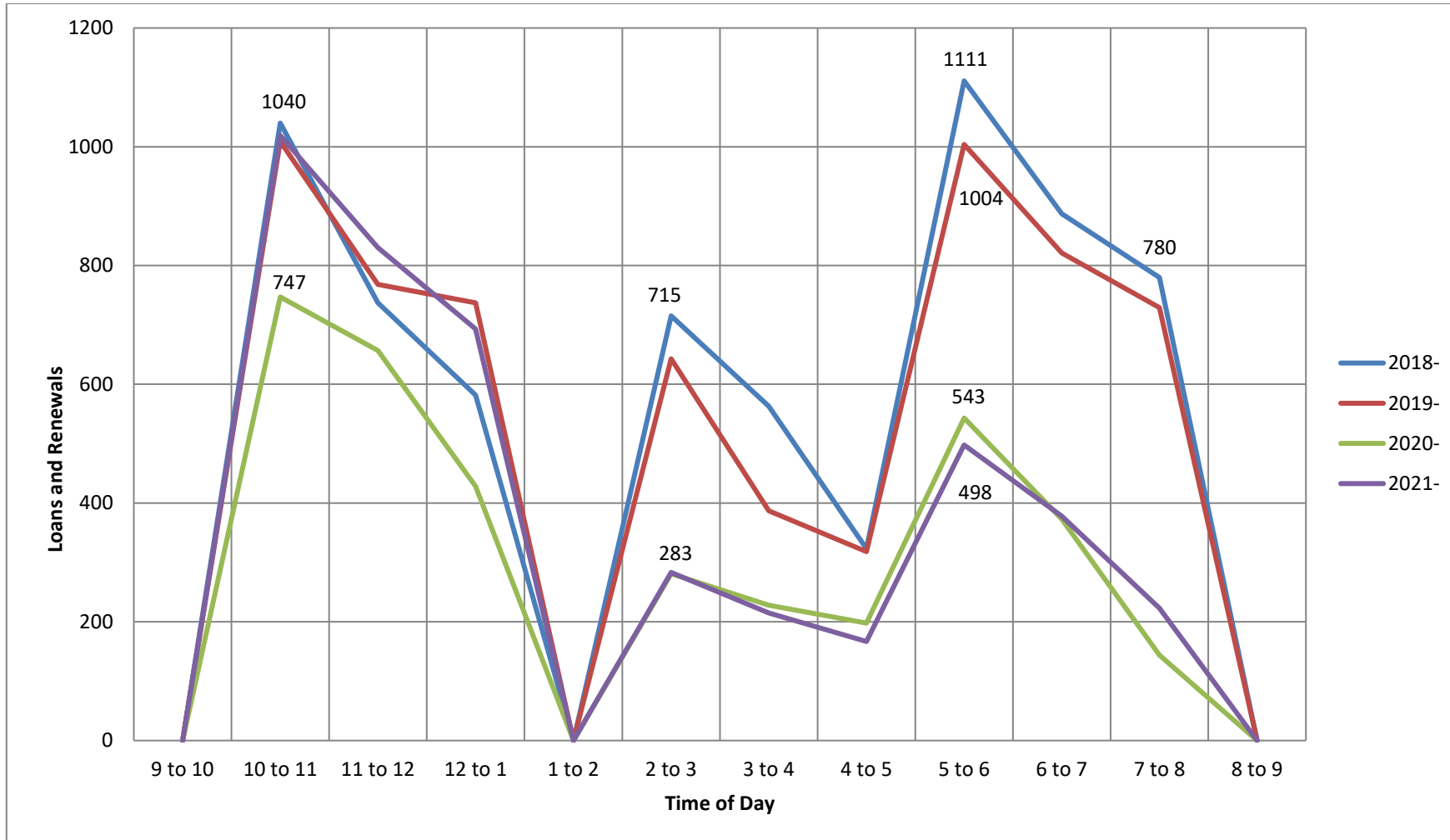
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 4 - Arden - Preferred Open Days



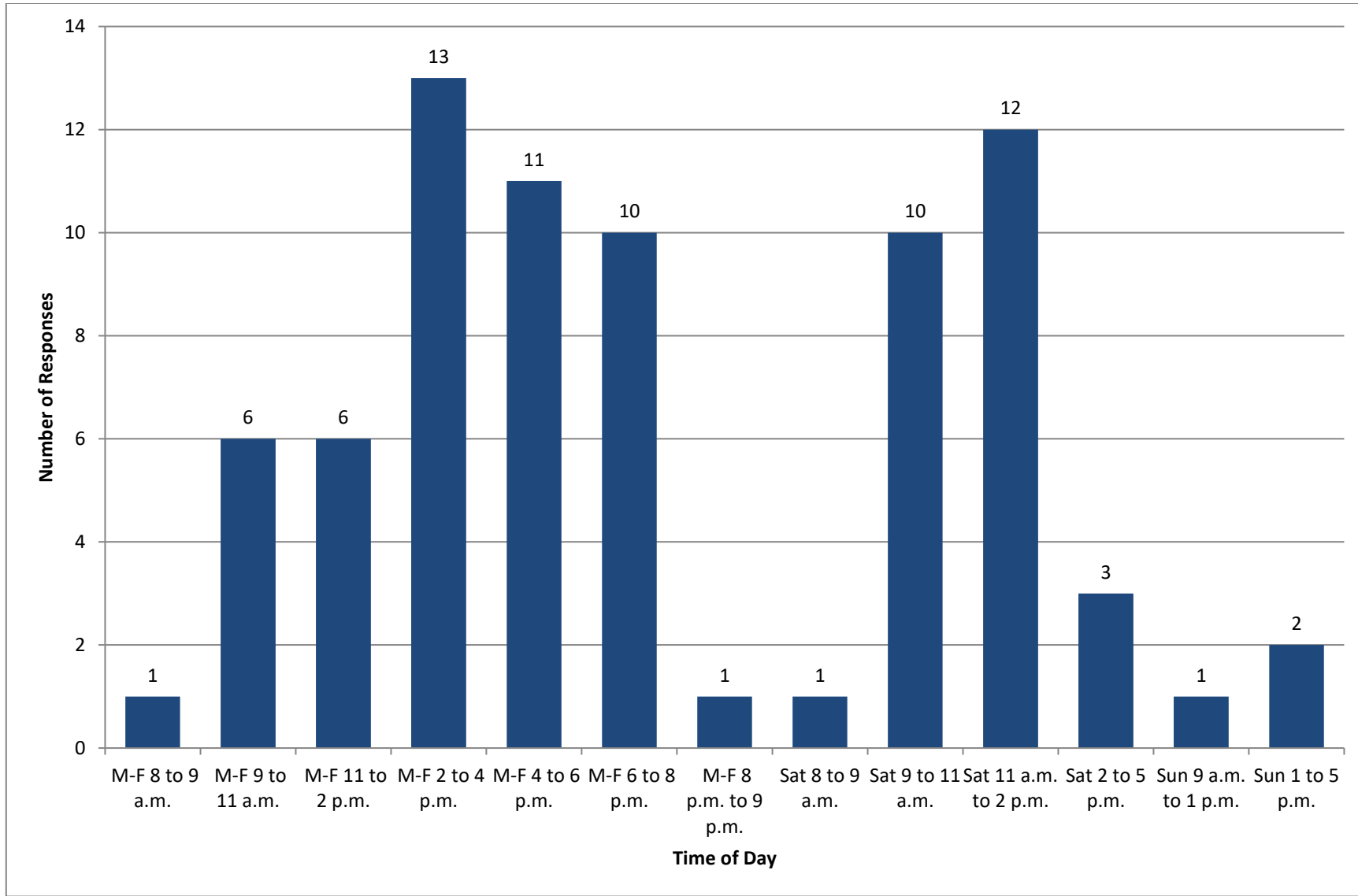
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 5 – Branch Usage Trends – Loans and Renewals by Hour



Arden, Mountain Grove, Parham and Sharbot Lake Branches

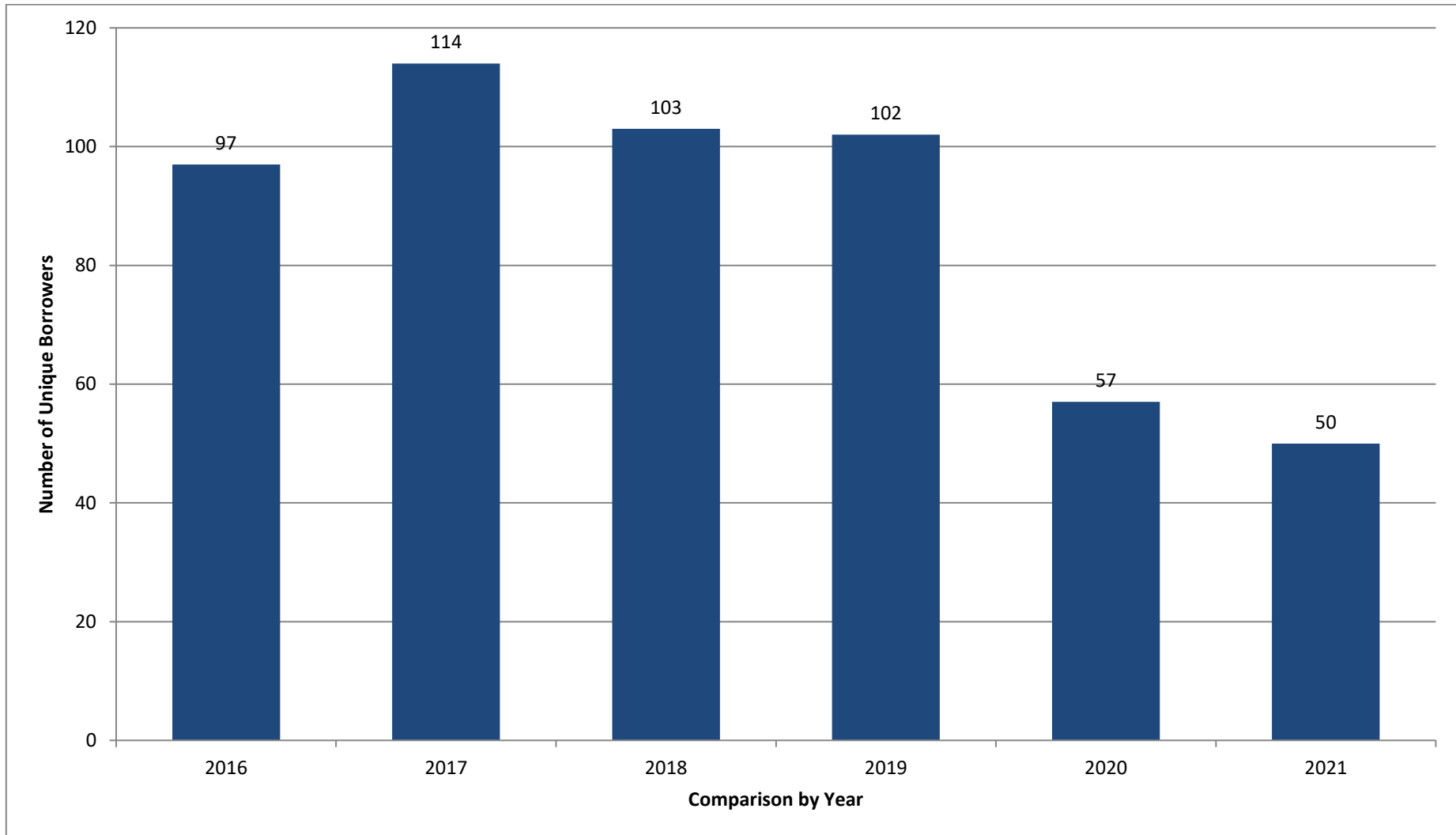
Figure 6: Arden - Preferred Time of Day



Arden, Mountain Grove, Parham and Sharbot Lake Branches

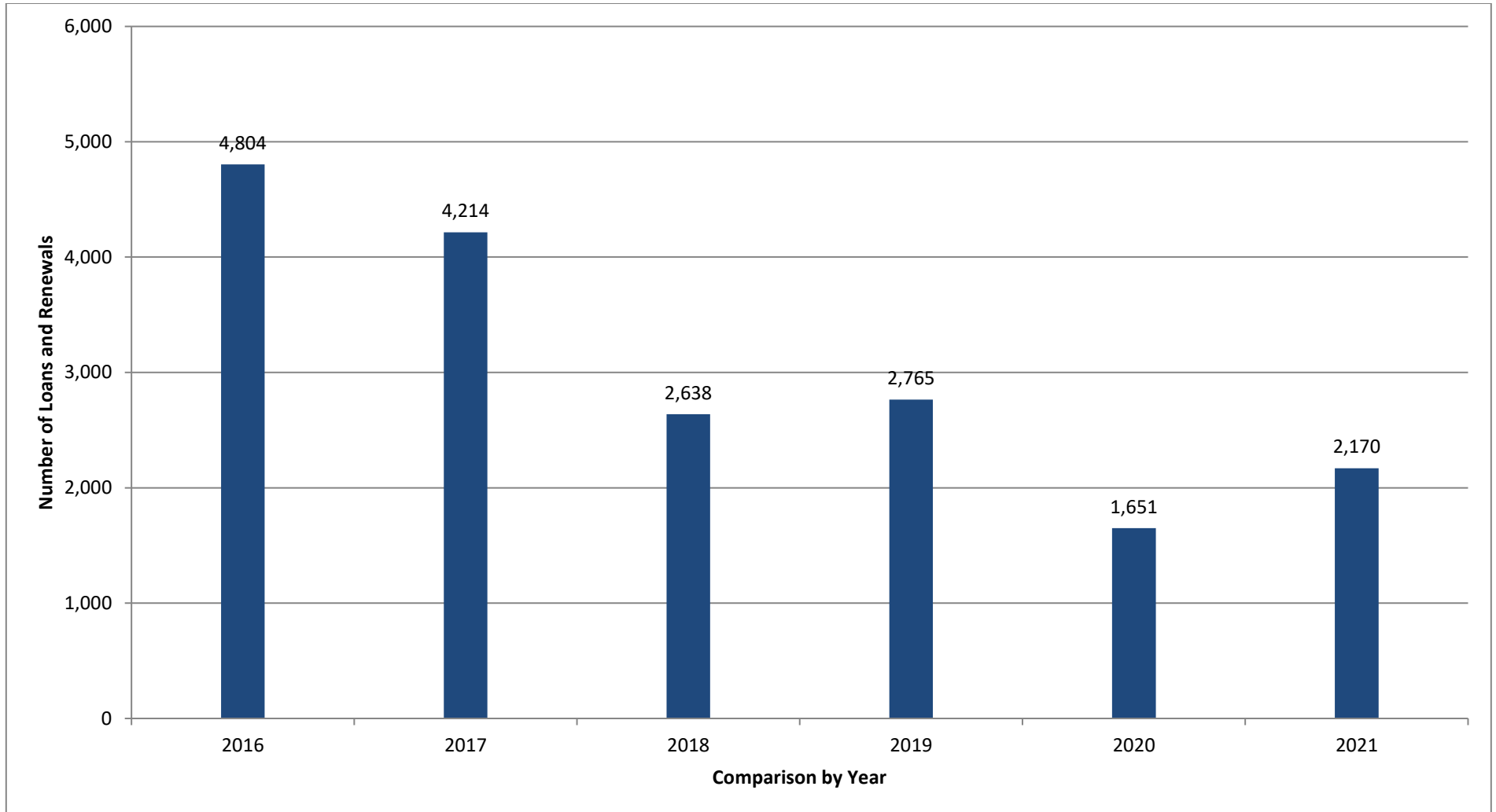
Appendix D: Mountain Grove

Figure 1: Mountain Grove - Branch Usage Trends – Unique Borrowers



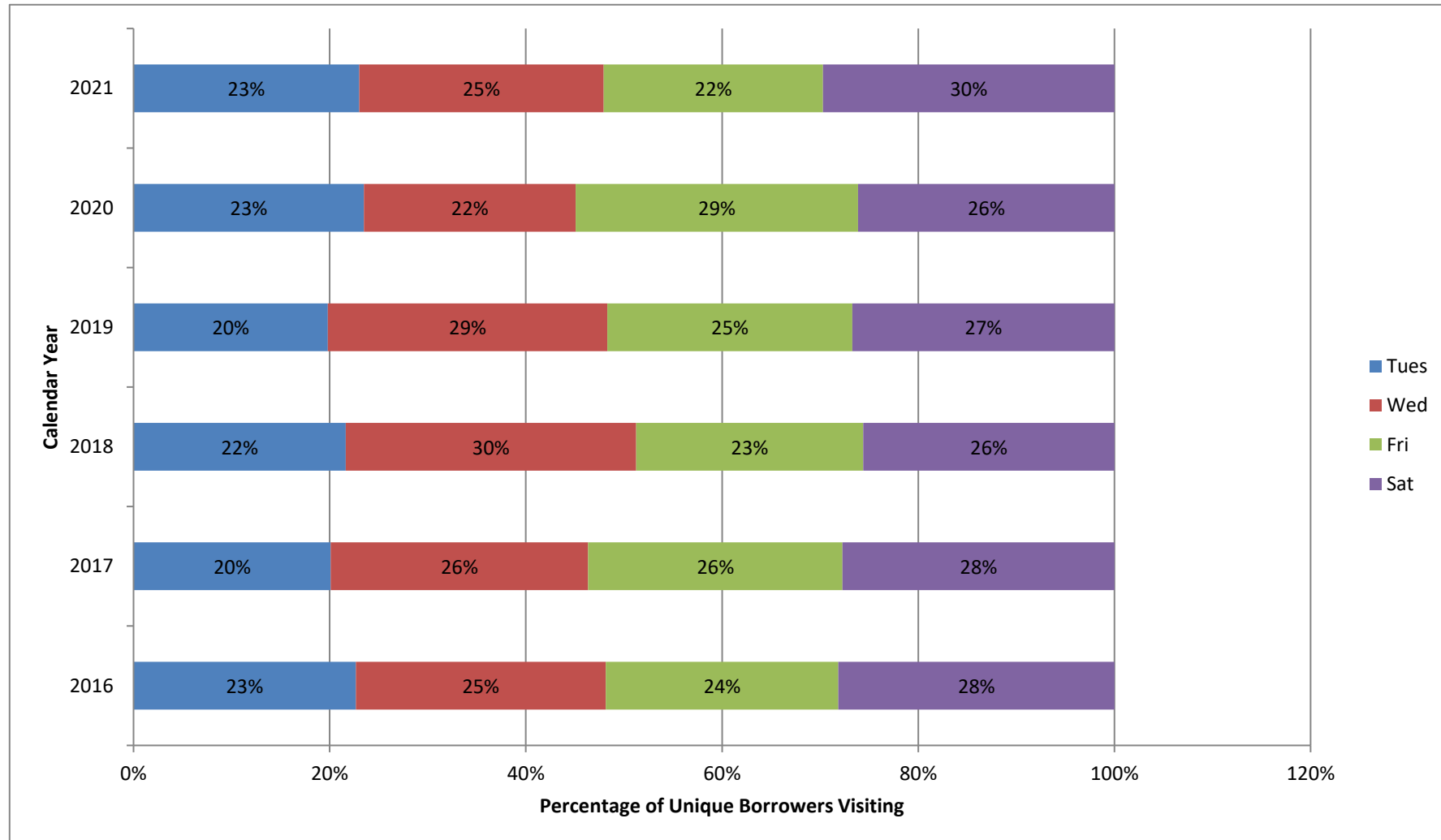
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 2: Mountain Grove - Branch Usage Trends – Loans and Renewals



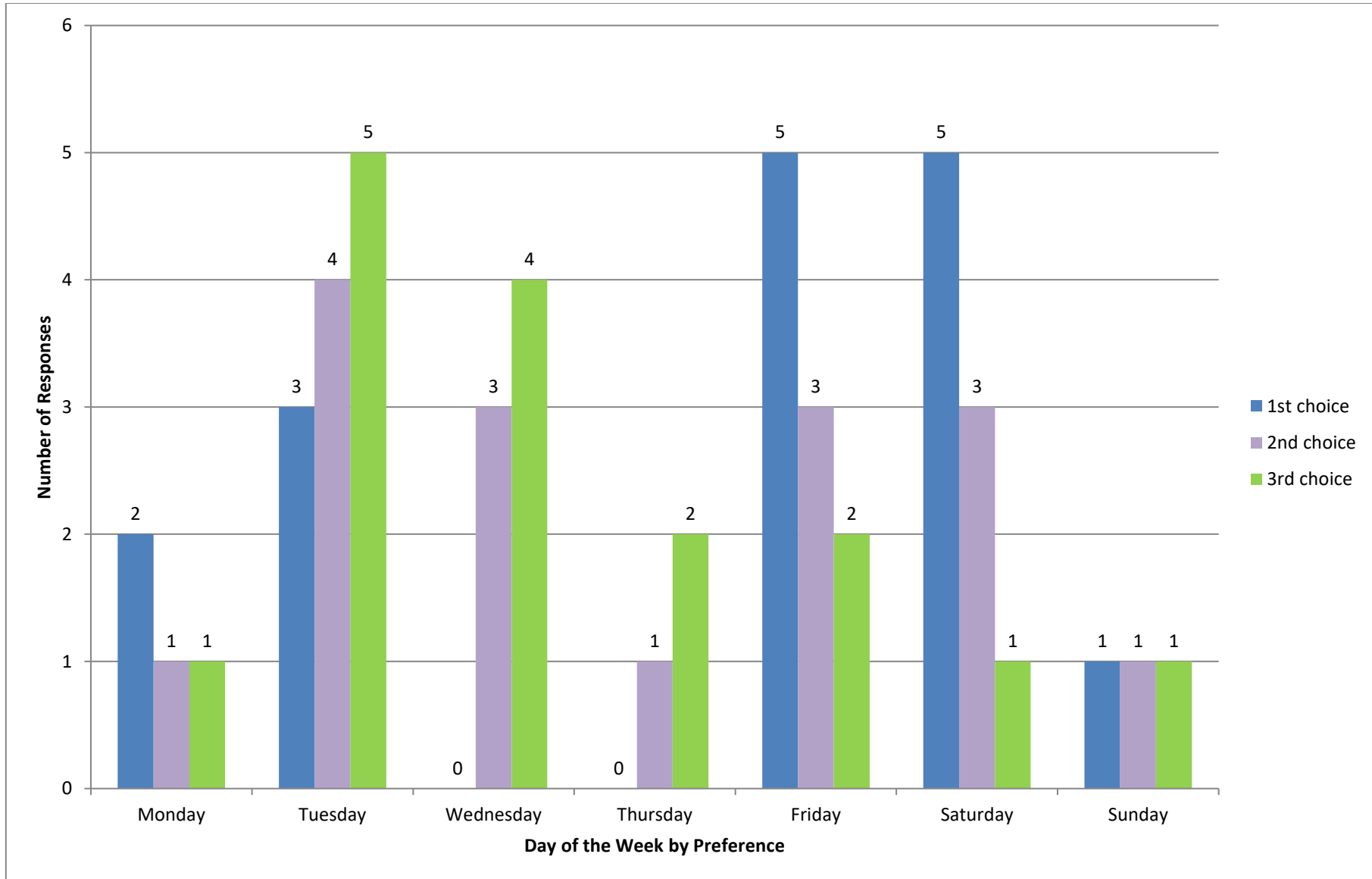
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 3 – Mountain Grove Branch - Percentage of Annual Borrowers by Day of the Week Adjusted for Hours of Operation



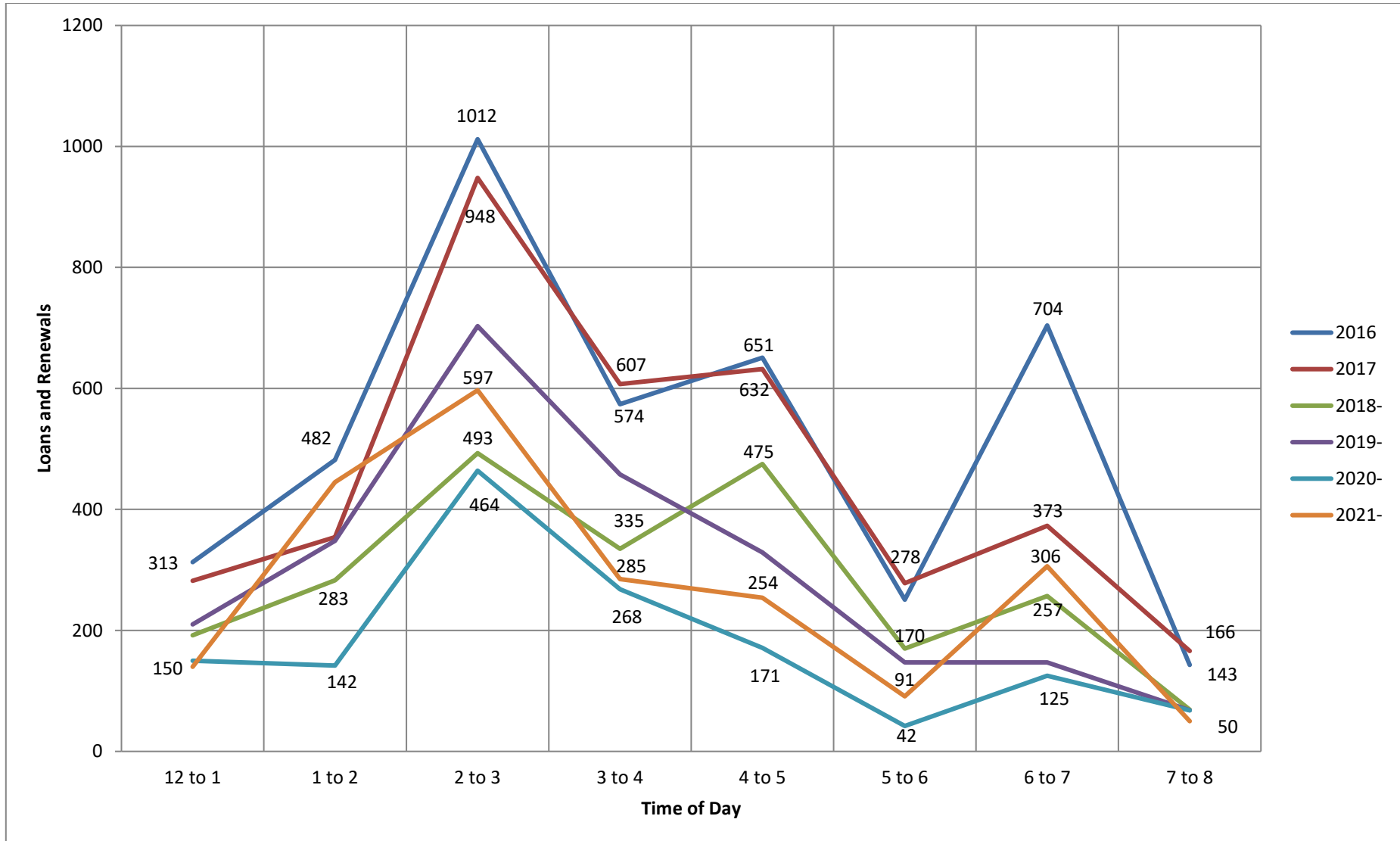
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 4 - Mountain Grove – Preferred Open Days



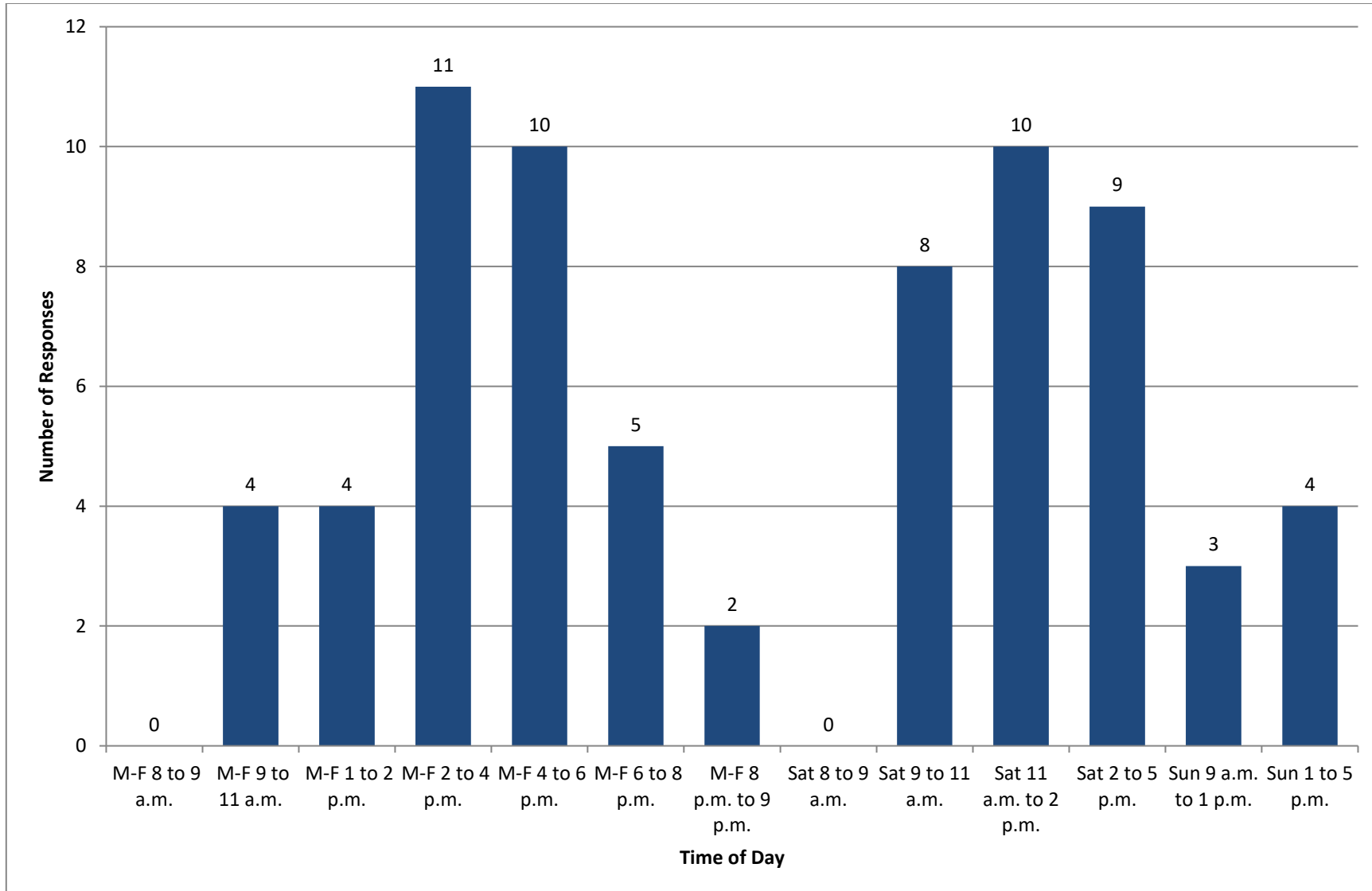
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 5: Mountain Grove - Branch Usage Trends – Loans and Renewals by Time of Day



Arden, Mountain Grove, Parham and Sharbot Lake Branches

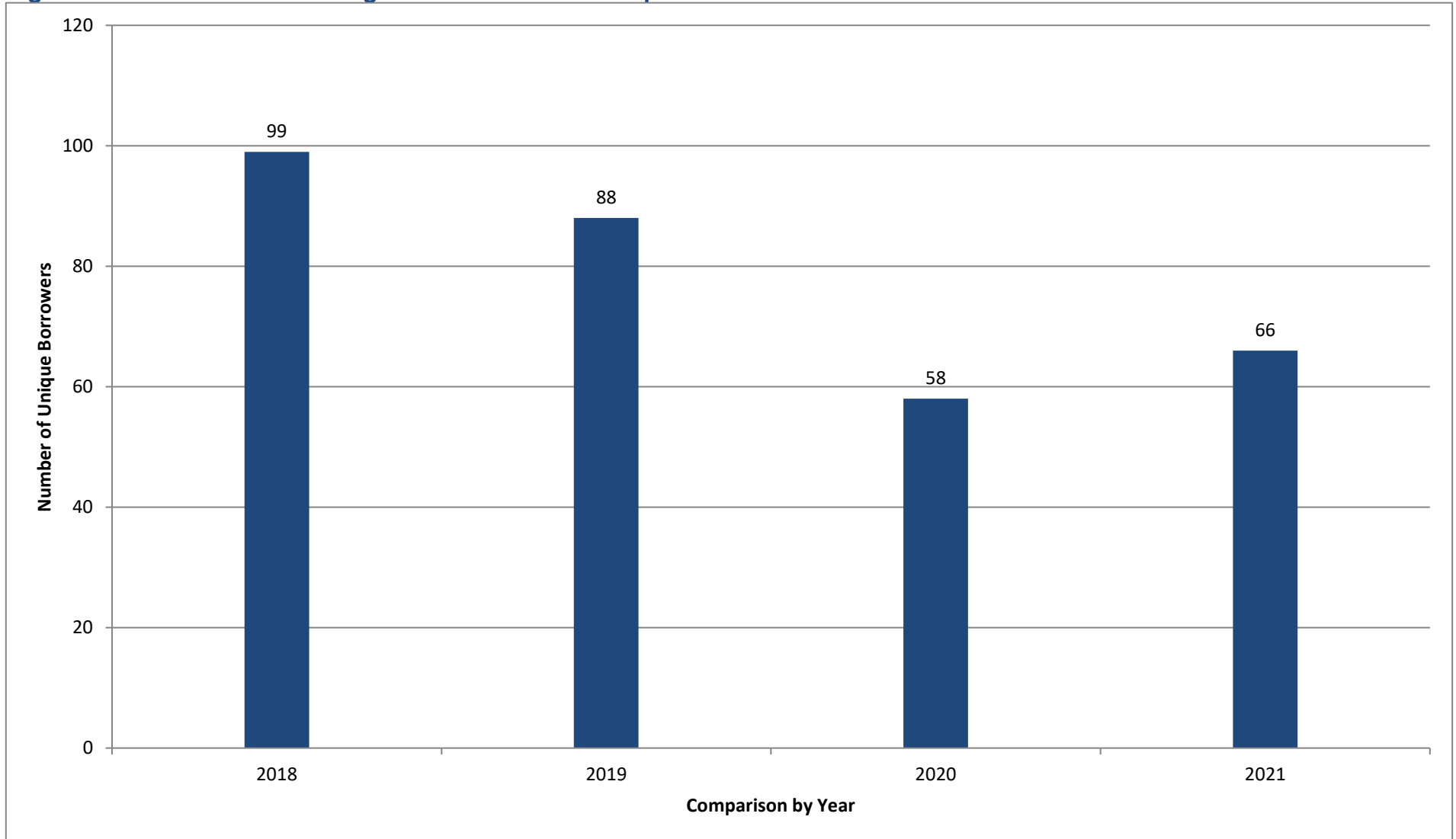
Figure 6: Mountain Grove – Preferred Time of Day



Arden, Mountain Grove, Parham and Sharbot Lake Branches

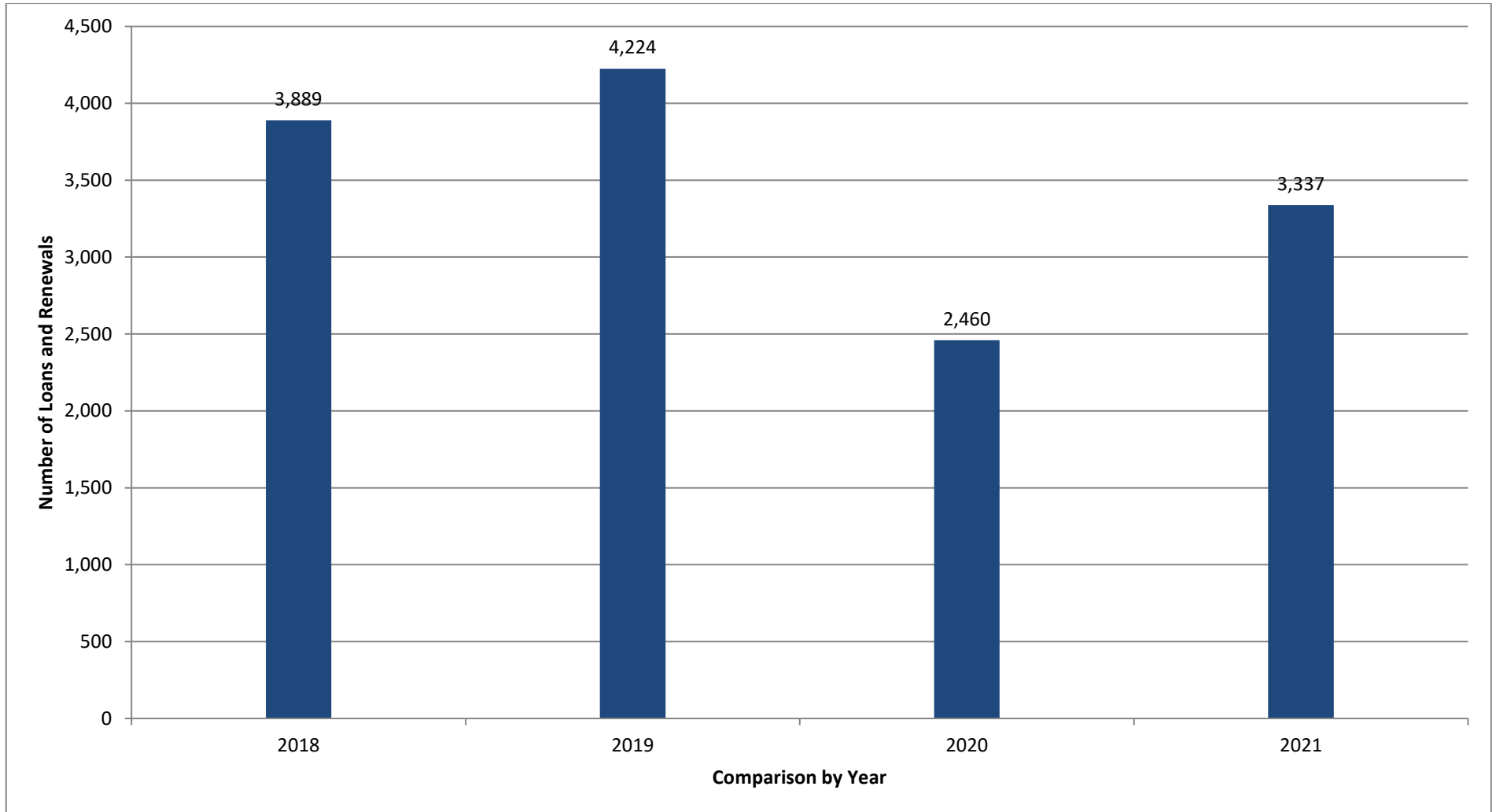
Appendix E: Parham

Figure 1: Parham - Branch Usage Trends – Annual Unique Borrowers



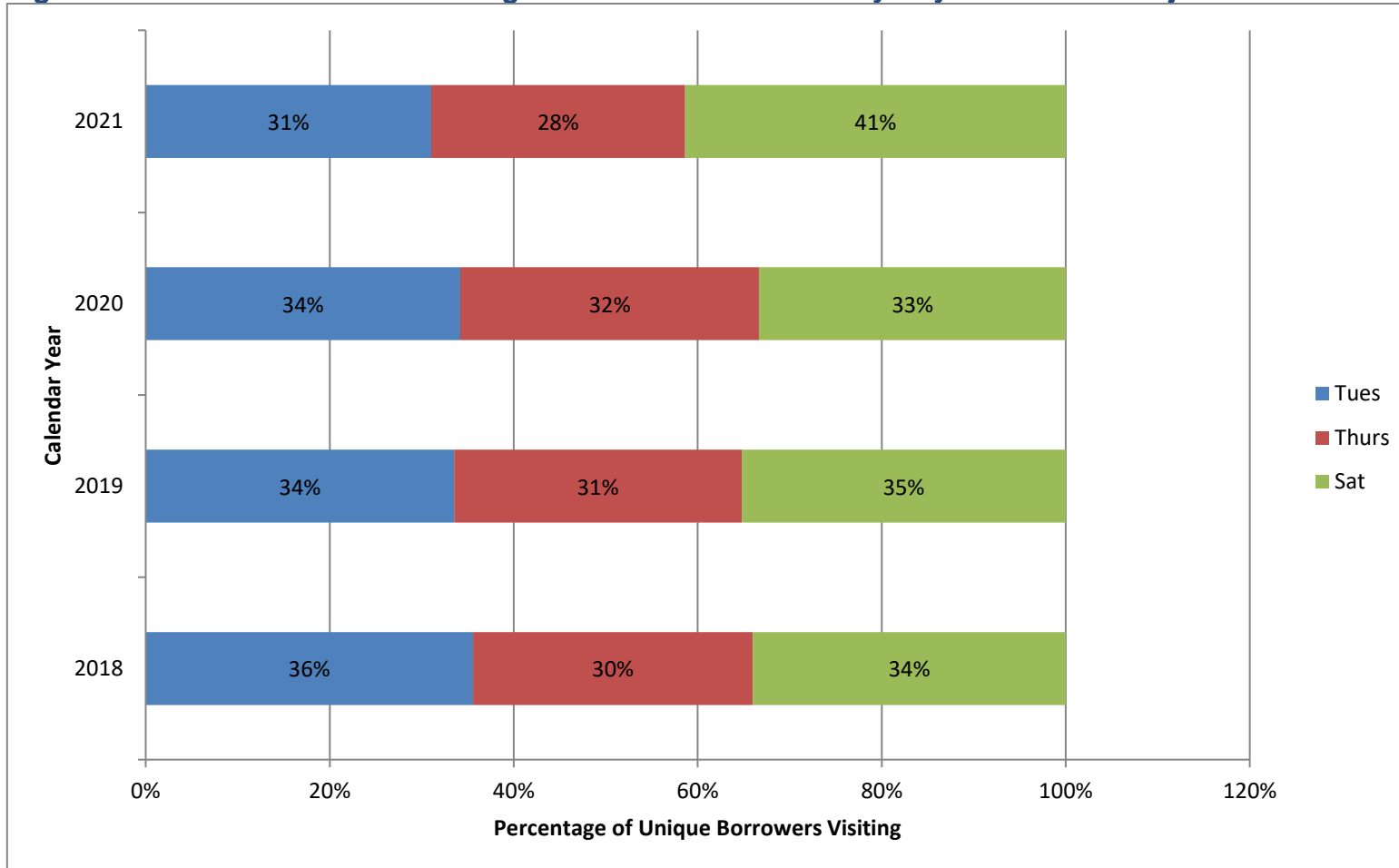
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 2: Parham - Branch Usage Trends – Annual Loans and Renewals



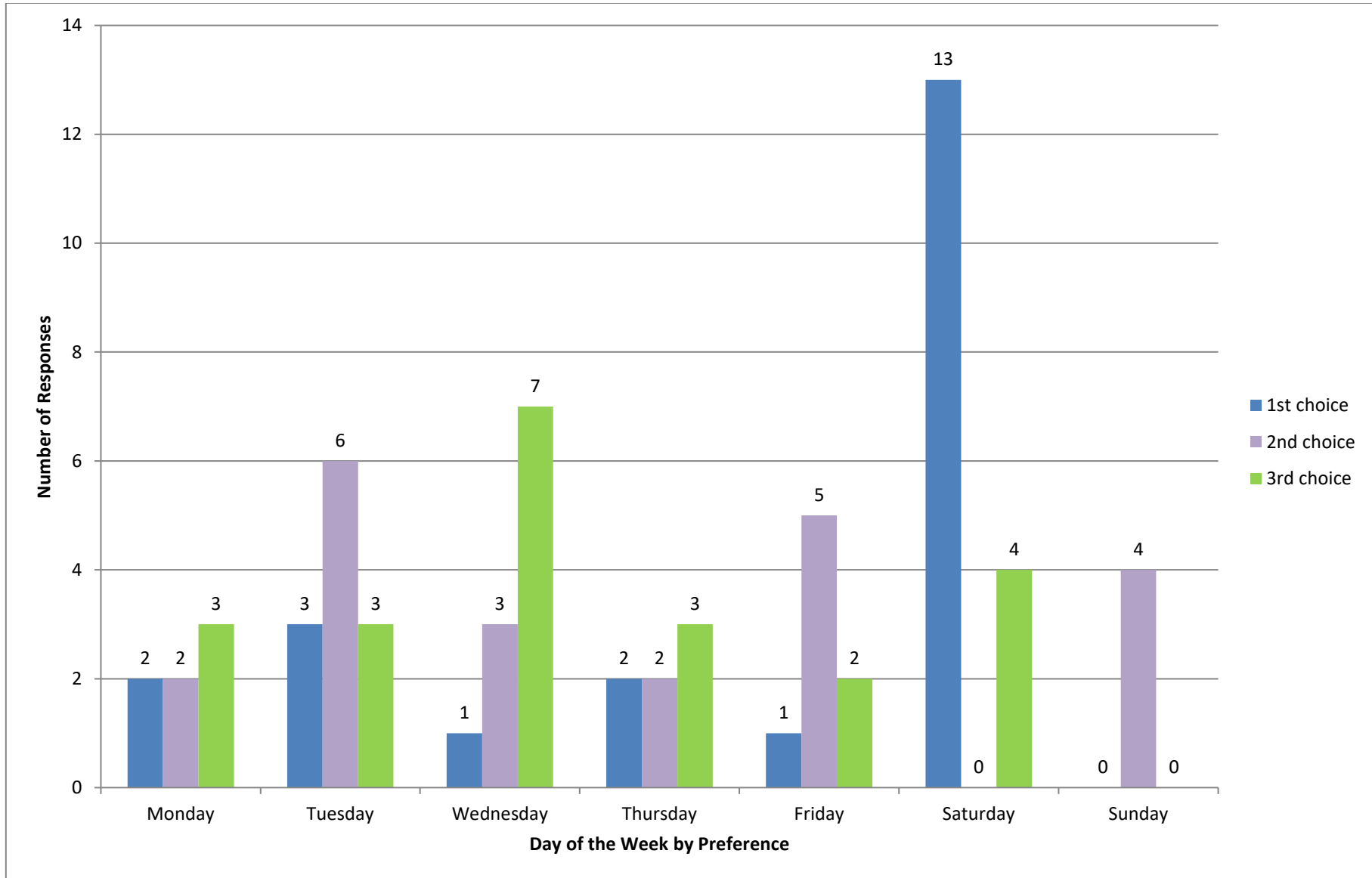
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 3: Parham Branch - Percentages of Annual Borrowers by Day of the Week Adjusted for Hours of Operation



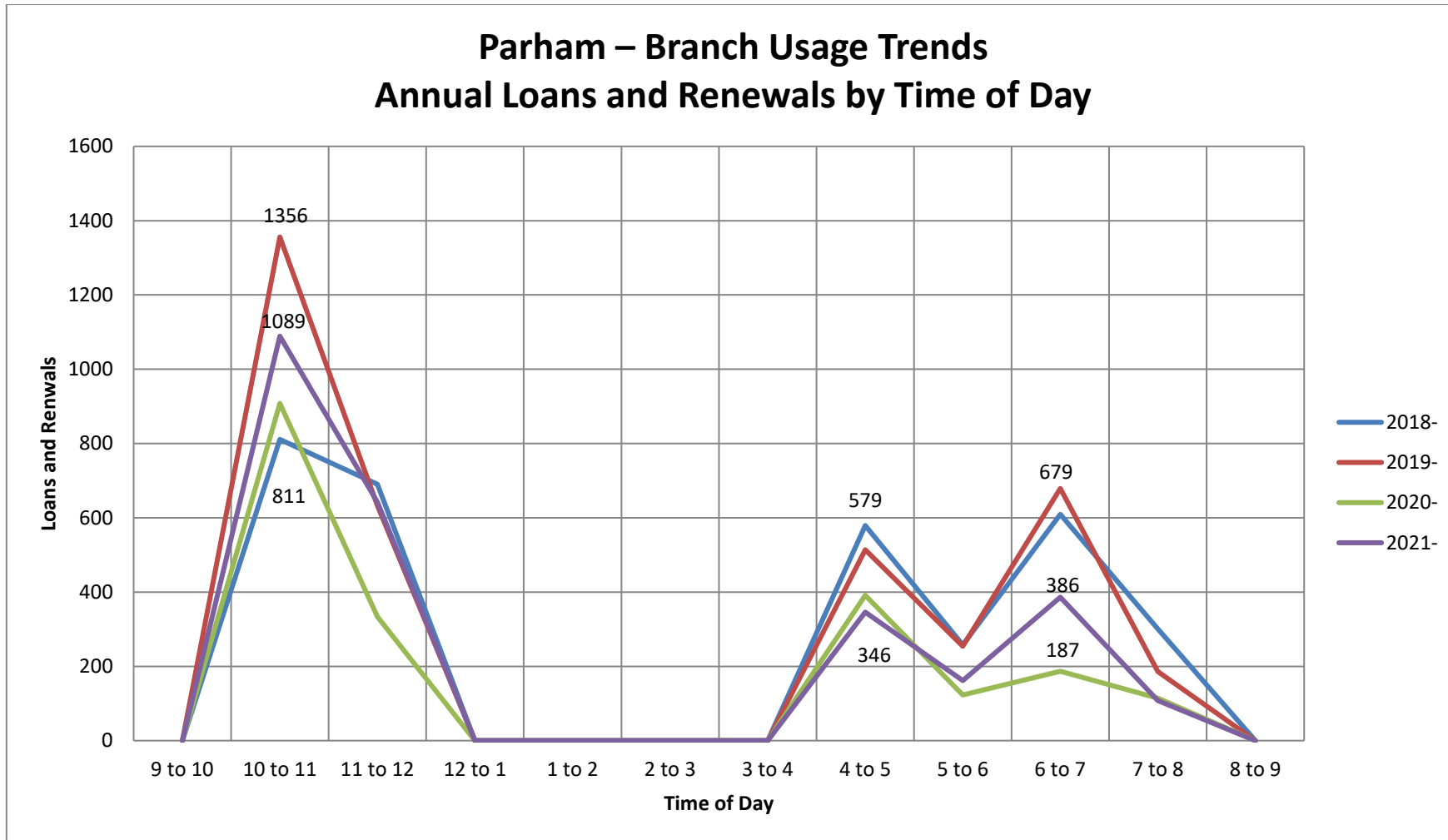
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 4: Parham - Preferred Open Days



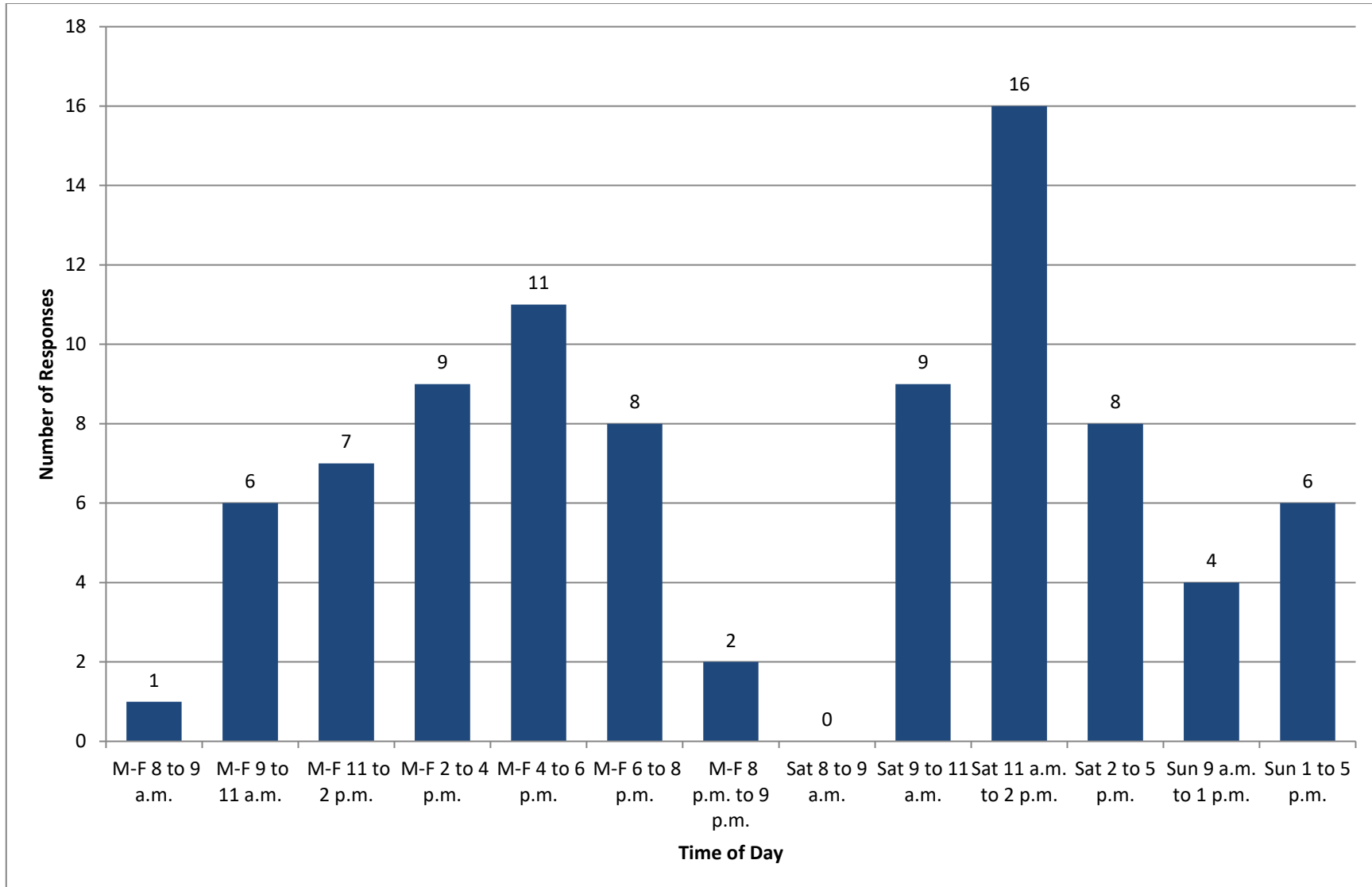
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 5: Parham - Branch Usage Trends – Loans and Renewals by Hour



Arden, Mountain Grove, Parham and Sharbot Lake Branches

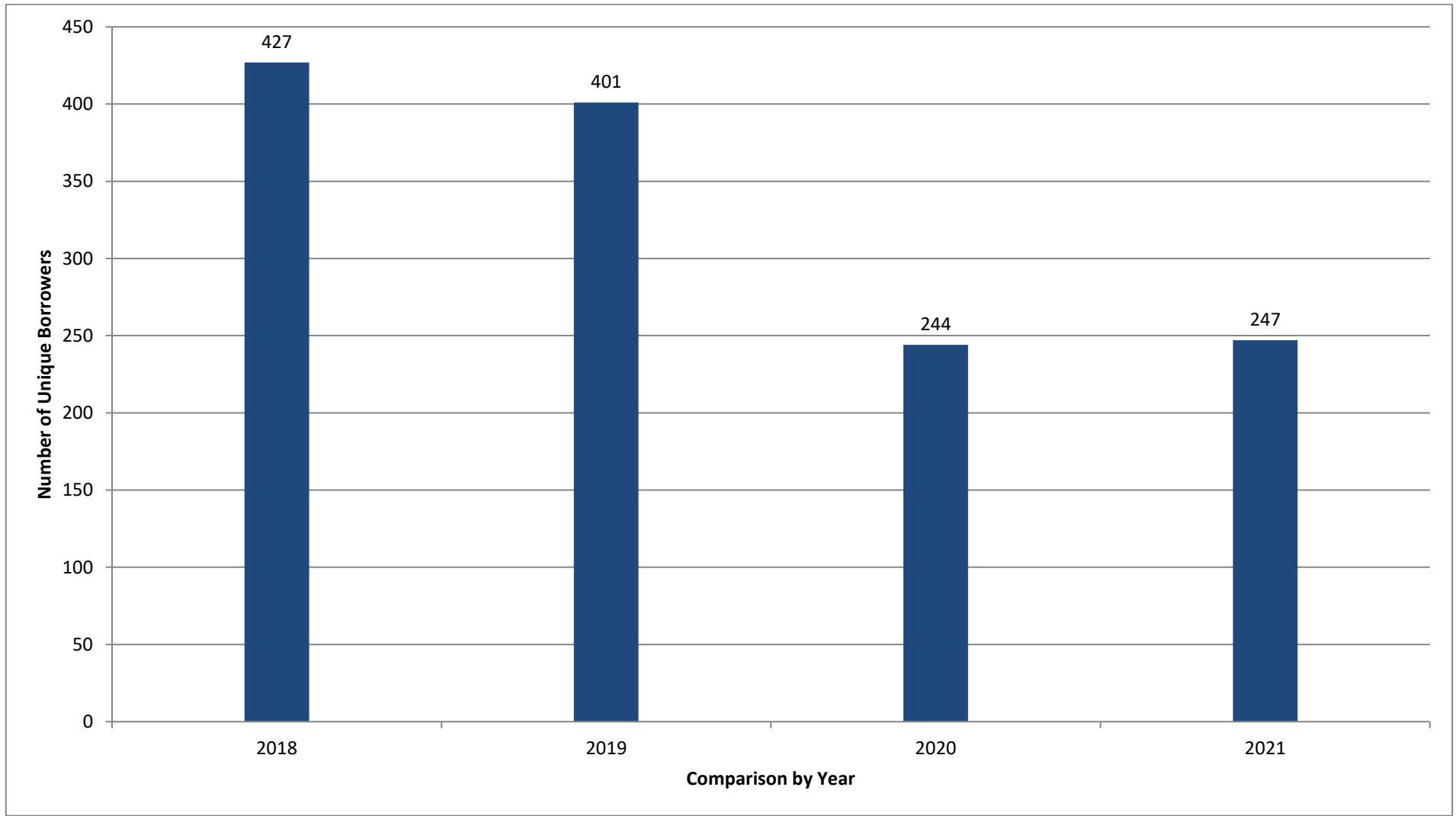
Figure 6: Parham - Preferred Time of Day



Arden, Mountain Grove, Parham and Sharbot Lake Branches

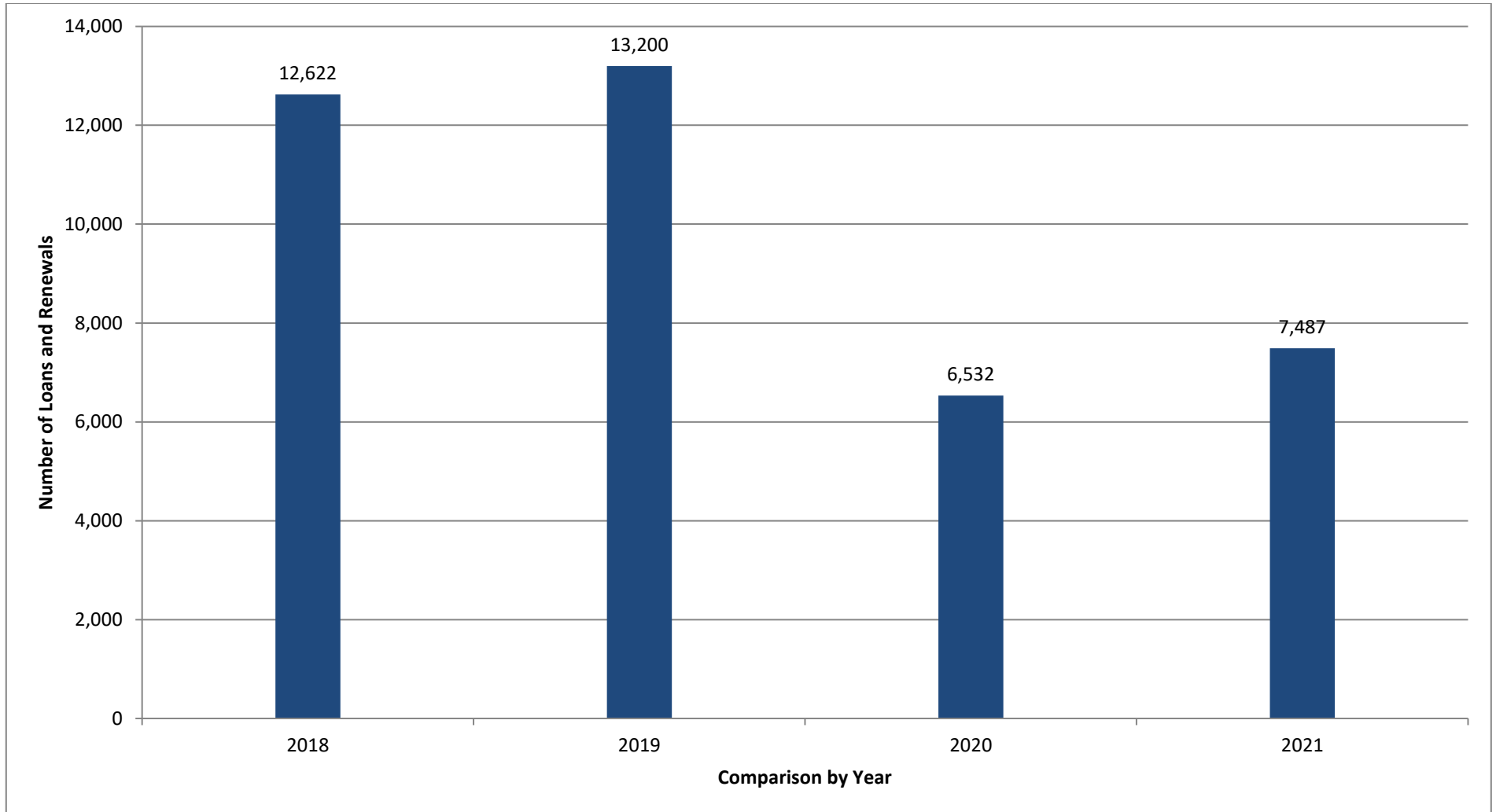
Appendix F: Sharbot Lake

Figure 1: Sharbot Lake - Branch Usage Trends – Unique Borrowers



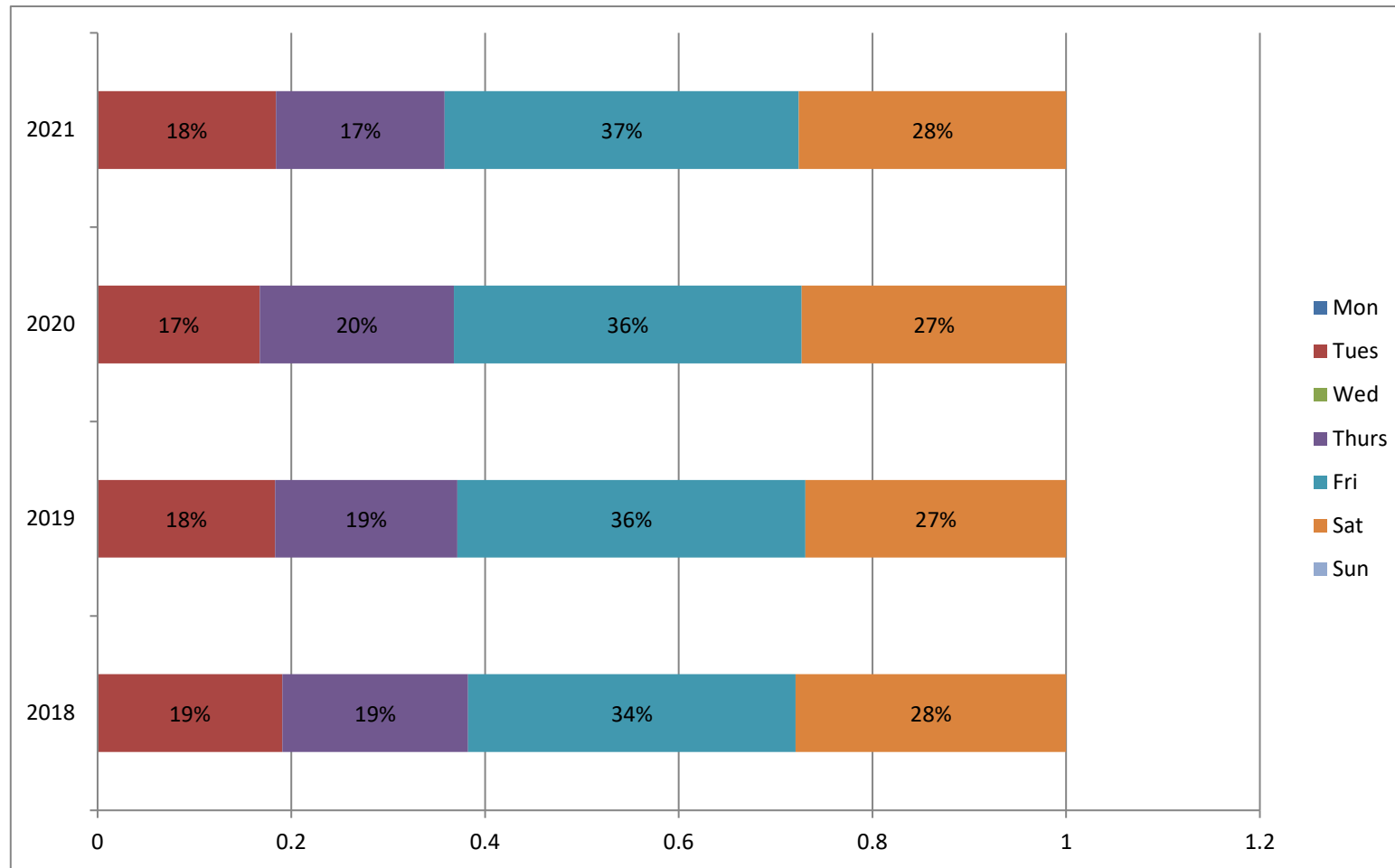
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 2: Sharbot Lake - Branch Usage Trends – Loans and Renewals



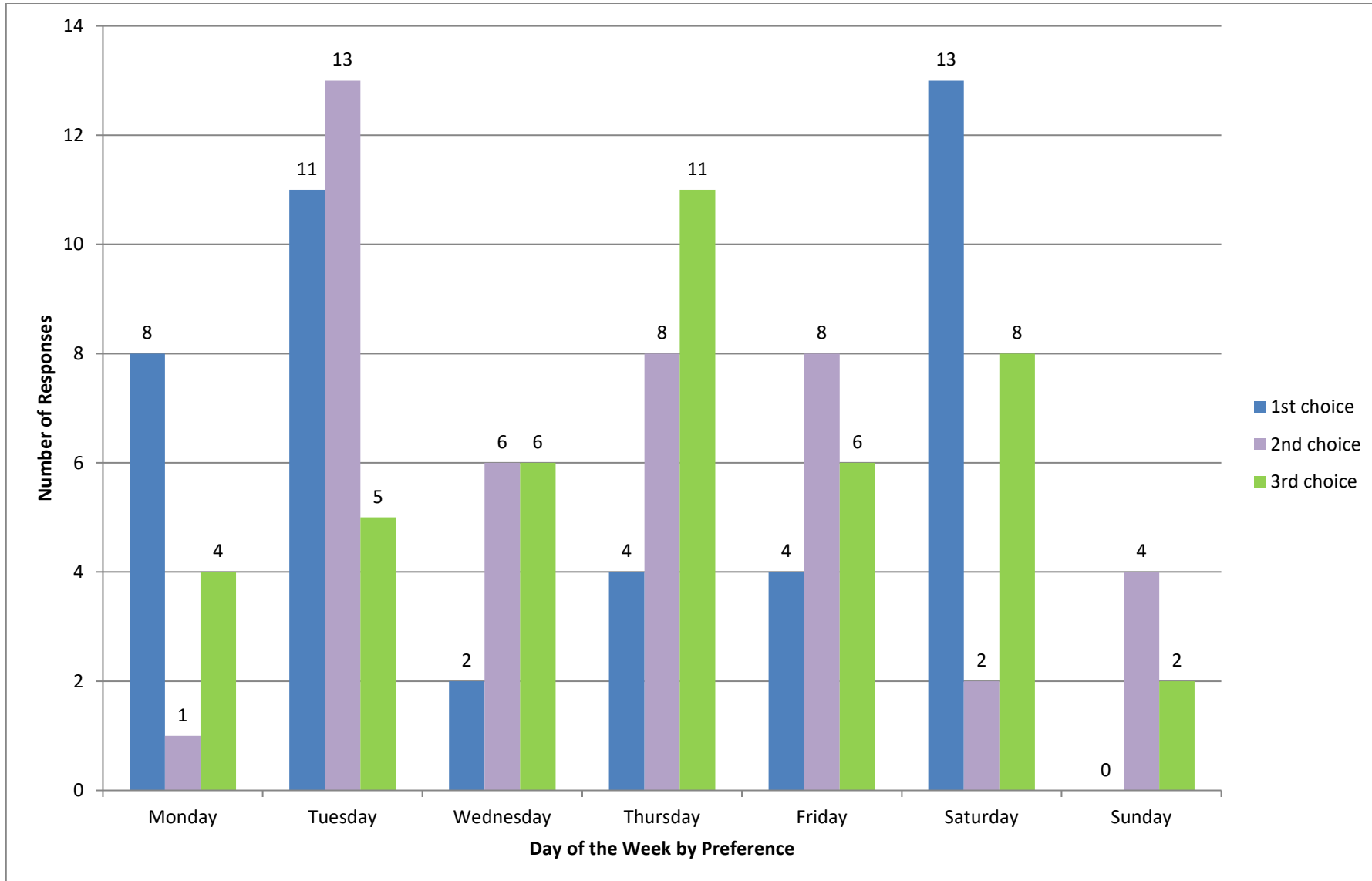
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 3: Sharbot Lake - Percentage of Annual Borrowers by Day of the Week Adjusted for Hours of Operation



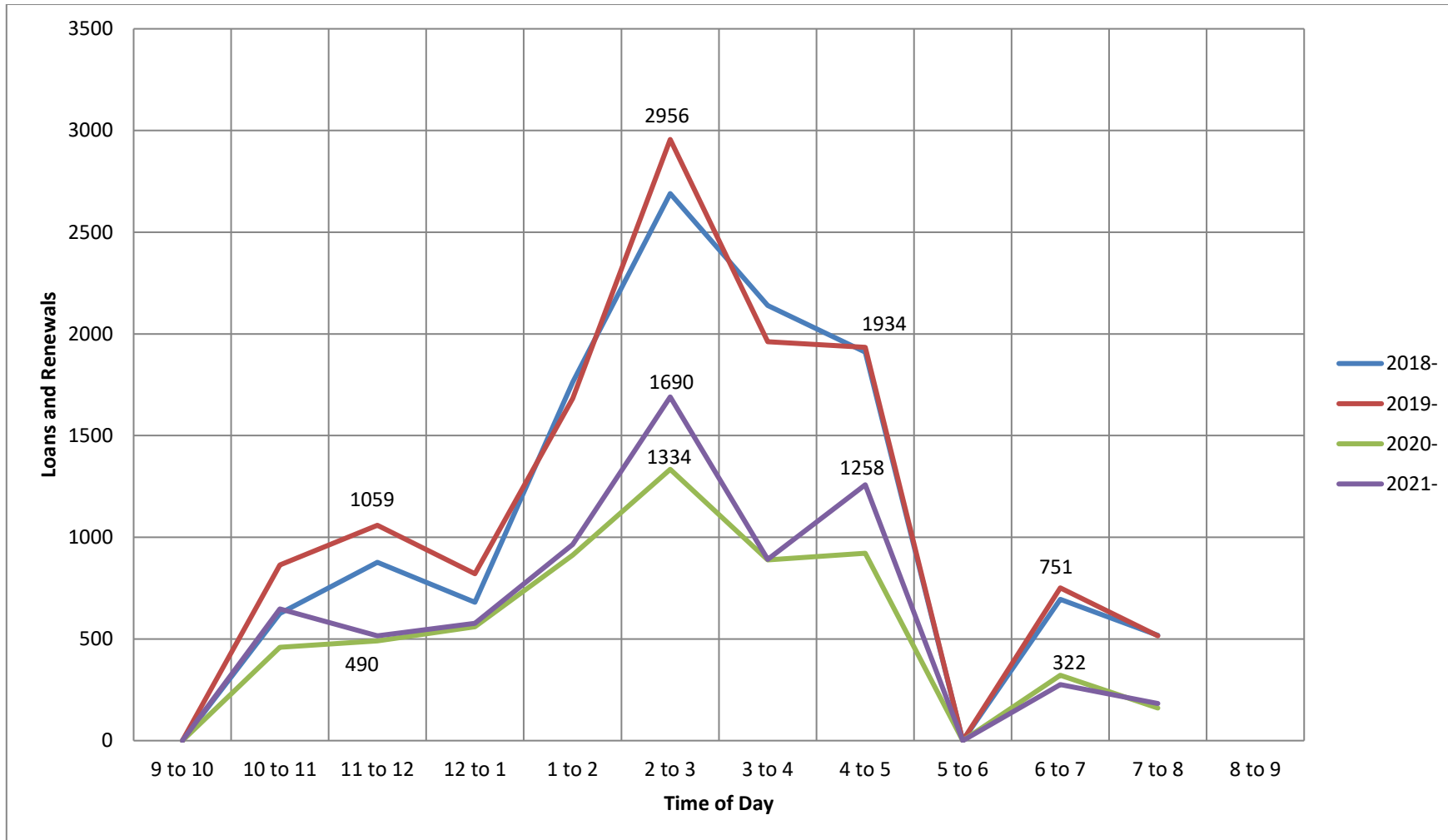
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 4: Sharbot Lake – Preferred Open Days



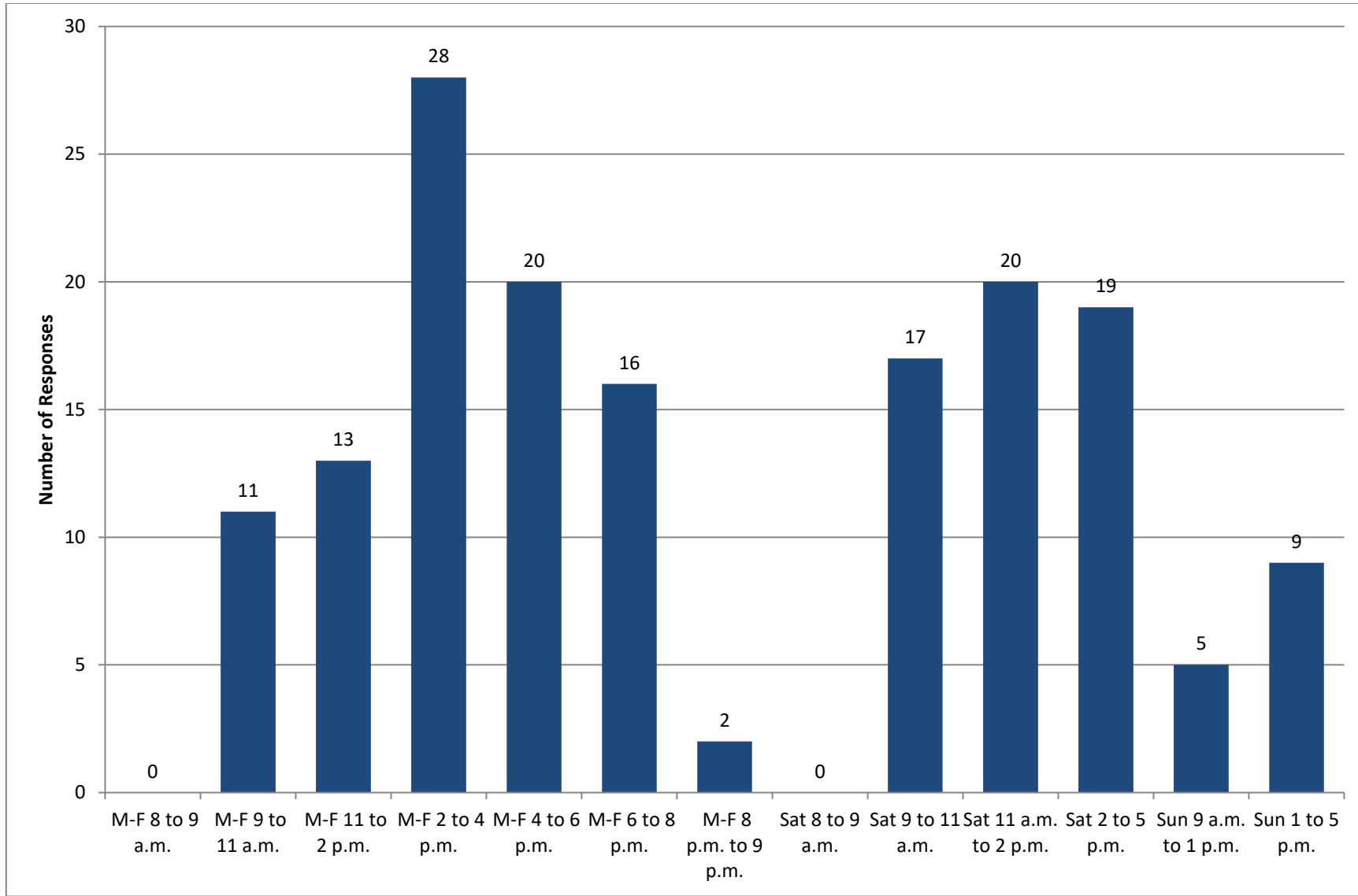
Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 5 – Sharbot Lake - Branch Usage Trends – Loans and Renewals by Time of Day



Arden, Mountain Grove, Parham and Sharbot Lake Branches

Figure 6: Sharbot Lake - Preferred Time of Day



Arden, Mountain Grove, Parham and Sharbot Lake Branches

