Extended Hours Project

📋 Implementation and Safety Protocols

The Extended Hours Project will provide Kingston East residents with more opportunities to use their public library branch, expanding access to a vibrant community space where they can connect and learn. The project was approved the Library Board in October 2021 and support was reaffirmed in June of 2022.

Community consultation for the 2022 Library Facilities Plan identified expanded hours as the most requested service priority at branches across Kingston-Frontenac, but the municipalities and the Library are facing increasing funding pressures. The Library is therefore seeking innovative ways to deliver service within these financial constraints.

When the project begins, the Pittsburgh Branch will offer a blend of full service and Extended Hours access. Library staff will continue to support patrons on site, maintaining the current level of service of 38 hours staffed hours per week. The branch will not be accessible 24/7. Extended Hours will align with open hours at another location, and KFPL staff will provide remote support via a dedicated video/phone link.

Community feedback will help determine which days of the week and times of day will be best suited to Extended Hours, and which will most benefit from on-site staff.

Extended Hours will offer a different level of service, providing the community with alternative ways to use the Library. Patrons will be able to borrow and return materials, pick up reservations, and access public computers and Wi-Fi. They will also be able to use library space to study and connect with others in the community.

An expansion of the Pittsburgh Branch has been in the Library's capital plan for several years. This project will offer a bridge to the planned building renovation, increasing access and use leading into the branch expansion.

The effectiveness of Extended Hours will be evaluated using data and feedback from staff and patrons.

KFPL is committed to offering a welcoming and inclusive space for the community. Using community feedback, we are working to identify assess and mitigate risks. These risk and mitigation strategies are outlined in this handout.

Access to the Branch

Access during Extended Hours will require a valid Kingston Frontenac Public Library card and PIN. Access is limited to those aged 14 and older. Younger patrons are welcome to visit with an adult who has access privileges.

- Patrons requesting access will agree in writing to terms and conditions to increase accountability and understanding of mutual responsibilities before having the access code added to their account. Only patrons that have pre-registered will be able to enter the building during Extended Hours.

Service Issues

Staff will be onsite for a portion of every open day, except Sundays. They will ensure that all equipment is stocked and in working order. Additionally:

- Clear instructions will be posted next to all equipment to guide public use.
- Staff at another branch are available by phone or video chat for assistance.
- A suggestion box is available for patrons to leave comments or ask questions to be addressed when staff are next onsite.

General Maintenance and Cleanliness

Maintenance staff will continue to visit the branch on their regular schedule for cleaning. Additionally:

- Staff can be dispatched from another location to address urgent issues.
- Members with access privileges will be provided with instructions for reporting a problem during Extended Hours.

Safety and Security

Lighting

- Exterior lighting will be checked regularly by staff.
- Indoor lighting will be activated and deactivated automatically.
- Closing announcements will provide visitors with adequate time to leave the building prior to the lights shutting off and alarms activating.
- Emergency lighting will activate during power outages and fire emergencies.

Problem Behaviours

- Members with access privileges will be provided with instructions for action in the event of an emergency and how to report damage during Extended Hours.
- Members with access privileges will be clearly advised that allowing non-members to access the building will result in withdrawal of membership.
- Telephone and video chat to staff at another branch will be available to receive assistance.

Medical Emergencies

- Members with access privileges will be provided with instructions for action in the event of an emergency.
- A telephone is available to call emergency services, and a first aid kit is available.

Fire Emergencies

Kingston Fire and Rescue has full access to all branches in the City in case of an after-hours emergency and there are three signed emergency exits from the building if evacuation is required.

- Evacuation routes will be posted, and a designated assembly area will be identified with signage outside the branch.
- Fire extinguishers are inspected and recertified on a yearly basis and are clearly signed. The fire alarm panel is checked at regular intervals.
- Fire alarms are monitored.

General Security

Emergency Services are aware of Extended Hours and have access to the building in case of emergency.

- Fire and intrusion alarms are monitored, and security cameras are recording.
- Utility and equipment rooms and other staff only areas are secured.
- Staff computers in the public area are password protected.

Property Damage and Theft

The suite of technology that controls the Extended Hours service has several features to both deter and detect theft:

- Cameras capture patron images as they scan their card to enter the building.
- If items are taken from the building without being signed out, the security gates can record the item barcodes and the time they were removed from the building.

Review of security cameras would allow staff to identify the patron.

- Branch inspections each day will expose missing or damaged equipment, and security camera footage will allow staff to identify the patrons involved.

KFPL has consulted with other public libraries offering Extended Hours service – they have not experienced any increase in theft or property damage.

Health and Safety Assessments

Health and safety inspections are conducted monthly at all KFPL branches. Annual safety and accessibility inspections are also carried out by the Library's Joint Health and Safety Committee (JHSC).

All incident reports are reviewed by JHSC, and a list of incidents is provided to the Library Board at every meeting.

The Extended Hours risk assessment will be reviewed regularly.

🚪 Closing Procedure

Visitors to the branch will be given a verbal warning prior to closing through the automated PA system. Options for accessible announcements are being investigated, including visual warning systems.

If anyone remains after closing time, motion sensor alarms will be triggered, and security/police will be dispatched by the alarm monitoring company.

❓ Frequently Asked Questions

Will this project result in job losses?

No. The Pittsburgh Branch will be staffed for the same number of hours. No jobs will be eliminated as a result of this project.

Will this initiative expand to other library branches?

This is a pilot project intended to increase access to and use of the Pittsburgh Branch. The Extended Hours Project will be evaluated using both data and feedback from patrons and staff. Depending on the outcomes, Extended Hours may be considered as one option where there are similar needs.

How will the Extended Hours project be evaluated?

Interested parties will be surveyed at regular intervals. The Library will also track and review metrics such as visits, circulation, registration, and issues/incidents.

Which other libraries are offering this service?

The Hamilton and Toronto Public Libraries have both been offering access to remotely staffed libraries for several years. The Essex County Library launched their "enhanced community access hours" earlier this fall, and several other Ontario libraries are in the process of implementing this service. There are over 850 libraries across the world who are offering enhanced access to their services using technology.

How can I get involved in the community engagement for this project?

Updates on the process will be posted on the project's Community Consultation page, and will be shared on our website and social media channels. Subscribe to the Engage KFPL newsletter to receive updates by email.

Library newsletters and in-branch displays will connect community members to the discussion.

✉ More Information

Questions or additional comments can be directed to Kimberly Sutherland Mills, Director, Service Design and Delivery, at kmills@kfpl.ca or (613) 549-8888 x3520.

Kingston Frontenac Public Library

Extended Hours Project

Community Feedback Form

1. What do you think is the biggest opportunity offered by Extended Hours?

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2. What do you think is the biggest risk / concern that needs to be addressed?

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3. Is there anything else you'd like to tell us?

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☐ **I would like the Director, Service Design and Delivery to follow-up with me regarding this feedback.**

☐ **I would like to be added to the mailing list for project updates and information about upcoming engagement opportunities.**

Name: _____

Phone / Email: _____