

Extended Hours Implementation

Schedule of Operation Feedback Summary

Background

The Kingston Frontenac Public Library plans to use technology to extend access to the Pittsburgh Branch, allowing patrons to use space and resources that would otherwise be inaccessible when the building is closed. The Extended Hours Project was included in the Library's 2022 capital budget.

Feedback Process

Community consultation sessions were held on Zoom on January 11, 2023 at 2 p.m. (1 attendee) and at the Pittsburgh Branch on January 14, 2023 at 10 a.m. (10 attendees) and January 17, 2023 at 5 p.m. (7 attendees)

The purpose of these sessions was to gather feedback on the proposed schedule of Extended Hours alongside staffed hours at the branch and to respond to questions and concerns.

The sessions were advertised in the Library's events calendar, on the website and through social media posts. An Engage KFPL newsletter was sent to the 599 people who subscribe, and to all patrons who have Pittsburgh listed as the primary branch. A total of 4,434 people received newsletters from KFPL advertising the three sessions.

K. Sutherland Mills, Director, Service Design and Delivery hosted the sessions on behalf of the Library. Nineteen people participated in person or by email.

Community members provided feedback on proposed hours of operation that had staff on site during the busiest times at the branch. The proposed schedule was:

Monday to Thursday (9 a.m. to 8 p.m.)

- Extended Hours 9 to 11 a.m.
- Staffed Hours 11 a.m. to 5 p.m.
- Extended Hours 5 p.m. to 8 p.m.

Friday (9 a.m. to 5 p.m.)

- Extended Hours 9 to 11 a.m.
- Staffed Hours 11 a.m. to 5 p.m.

Saturday (9 a.m. to 5 p.m.)

- Staffed Hours 9 a.m. to 5 p.m.

Sunday (1 to 5 p.m. Seasonally)

- Extended Hours 1 to 5 p.m.

Feedback Summary

The conversations were wide-ranging, with attendees asking a variety of questions about Extended Hours and the planning and implementation processes.

Topics of discussion included technology, the safety protocols to be implemented, lighting, access, age limits on Extended Hours, the permission process to use Extended Hours, enforcement of appropriate use of a card with permissions, and next steps and timelines of the project. Patrons also discussed how volunteers are used at KFPL and expressed concerns about the impact on KFPL staff.

Some patrons submitted written thoughts in addition to comments captured during the conversation, and one patron who was unable to attend submitted feedback by email.

Relating to hours of operation, the following feedback was collected:

- Five people expressed appreciation for the additional access to the branch; three people requested Friday hours specifically.
- Five patrons indicated that they would not feel safe visiting the branch in the evenings when staff were not on site.
- Four patrons requested that staff be on site during some evenings so that assistance is available at a variety of times through the week.
- Three patrons said that they would not feel safe without staff at any time, one of whom was undecided about whether they would use Extended Hours.
- One patron expressed concern about the schedule's impact on programming.
- Seven people expressed concern about the impact to library staff arising from changes to hours of operation.

Analysis

Based on community feedback, there is a desire to have staff on site a variety of times through the week. Having staff on site during some evenings will provide access to in-person customer service and an improved sense of safety for some patrons. In addition to the feedback received at the January engagement sessions, other factors were considered in determining the hours for the pilot project. Hours of operation at nearby branches, peak

hours of use and minimizing the impact on staff schedules were all factors.

Two additional hours of on-site staffing have been added, increasing hours that staff will be on-site from 38 to 40 when the project launches.

Outcome

The Extended Hours pilot project is expected to launch late spring or early summer and run for 12 to 18 months. During the pilot project, the hours at the Pittsburgh Branch will be:

Monday (9 a.m. to 8 p.m.)

- Staffed Hours 9 a.m. to 1 p.m.
- Extended Hours 1 p.m. to 8 p.m.

Tuesday (9 a.m. to 8 p.m.)

- Extended Hours 9 a.m. to noon
- Staffed Hours noon to 8 p.m.

Wednesday (9 a.m. to 8 p.m.)

- Extended Hours 9 to 10 a.m.
- Staffed Hours 10 a.m. to 6 p.m.
- Extended Hours 6 to 8 p.m.

Thursday (9 a.m. to 8 p.m.)

- Extended Hours 9 a.m. to noon
- Staffed Hours noon to 8 p.m.

Friday (9 a.m. to 5 p.m.)

- Extended Hours 9 to 1 p.m.
- Staffed Hours 1 to 5 p.m.

Saturday (9 a.m. to 5 p.m.)

- Staffed Hours 9 a.m. to 5 p.m.

Sunday (1 to 5 p.m. Seasonally)

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