

Howe Island and Wolfe Island 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 our branches were chosen using feedback we 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 our 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.

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.

Frontenac Islands Library Usage

KFPL serves the residents of the Frontenac Islands, **1,930** potential patrons¹, at two branch locations: Howe Island and Wolfe Island. These branches also welcome seasonal residents, and may serve residents of Kingston and other areas of Frontenac County. In December 2021, **292 active cardholders**² were connected to our Frontenac Islands branches.

Combined, during regular hours of operation the two Frontenac Islands branches provide residents with access to public library service for **21 hours per week**, with 6 hours per week at the Howe Island branch and 15 hours per week at the Wolfe Island branch.

¹ 2021 census figures

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

Howe Island and Wolfe Island Branches

Analysis

Despite lower usage in 2021 due to pandemic concerns and restrictions, the pattern of use remains relatively consistent.³

The Wolfe Island Branch is the busiest branch, with 73.4% (169) of the Frontenac Islands branches' unique borrowers and 84.6% (6,253) of the region's loans and renewals in 2021. 78.2% of the branch's active cardholders used the library in the past year.

The Howe Island Branch served 26.6% (61) of the Township's 2021 borrowers, loaning and renewing 15.4% (1,137) of the region's borrowed items.

Feedback was received from **61 Frontenac Islands patrons** through a community survey; respondents described personal use of the 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.

No additional staffing is available at this time, so any change in service must utilize existing staff hours within the two Frontenac Islands branches.

³ See Appendix A and B for comparative annual data.

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Howe Island Branch

Regular hours of operation are **6 hours per week**:

- Tuesday 3:00 to 5:00 p.m.
- Thursday 6:00 to 8:00 p.m.
- Saturday 10:00 a.m. to noon

Howe Island Branch is the second-busiest service point in Frontenac Islands and has similar usage to the Mountain Grove and Parham Branches in Central Frontenac. In 2021, the branch welcomed 26.6% (61) of the Township's borrowers; Howe Island patrons were responsible for 15.4% (1,137) 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 is the busiest day at the Howe Island Branch, welcoming 43 to 50% of borrowers each year; in 2021 Saturday offered 50% of the branch's loans and renewals. Tuesdays and Thursdays are roughly equivalent in terms of usage. Time of day aligns with day of the week, with 10 a.m. to noon (Saturdays) being busiest overall, and afternoon (Tuesday) and evening (Thursday) hours similarly busy.

Patron surveys were limited at this location, with 12 responses. Saturday was the first choice for 6 of the 12 participants, which mirrors usage. Other respondents' preferences were spread across current open days and other options.

Most respondents (13) asked that hours align with recycling (Tuesday and Thursdays 6-8 pm, Saturdays 8-12) which is the case with two days of operation. Hours to accommodate after work/school visits (1) were also requested.

The draft Library Facilities Plan did not recommend any significant changes to the branch other than adding holds pick-up lockers.

Overall, the Howe Branch hours appear to be meeting the needs of the community.

Howe Island and Wolfe Island Branches

Recommendations:

No changes.

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Wolfe Island Branch

Regular hours of operation are **15 hours per week**, with an additional 3 hours per week during July and August:

- Tuesday 1:00 to 5:00 p.m. and 6:00 to 8:00 p.m.
- Thursday 1:00 to 5:00 p.m. and 6:00 to 8:00 p.m.
- Saturday 10:00 a.m. to 1:00 p.m.
- Friday 2:00 to 5:00 p.m. (July and August)

The Wolfe Island Branch is the busiest service point in Frontenac Islands, and has similar usage to the Storrington and Hartington branches in the Township of South Frontenac. The branch welcomed 73.4% (169) of the Township's borrowers in 2021, and Wolfe Island patrons were responsible for 84.6% (6,253) 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 is the busiest day year-round, with the branch welcoming 49-50% of the unique borrowers in each year. However, Fridays are the most popular day when the summer season is taken into account. Borrower usage is roughly equivalent on Tuesdays and Thursdays. This aligns with the survey responses in which 21 of 44 respondents ranked Saturday as the first preference; Tuesdays and Thursdays received roughly equal first-place votes.

Borrowers are evenly spread across daytime hours regardless of the day of the week, and usage during evening hours remains strong. Prior to the pandemic, the busiest times of day were Saturdays from 11 a.m. to noon and weekdays from 4 to 5 p.m., though the weekday afternoon peak shifted slightly to the 3 to 4 p.m. timeslot in 2021. Evenings are busiest in the first hour from 6 to 7 p.m. This corresponds somewhat to the survey responses ranked the 2 to 4 p.m. weekday timeslot most highly, followed by Saturdays from 9 a.m. to 2 p.m., weekdays from 4 to 6 p.m., and Saturdays from 2 to 5 p.m.

Howe Island and Wolfe Island Branches

The most frequently heard comment from survey respondents was the recommendation to align our hours with garbage and recycling (currently open Monday, Wednesday and Saturday 9 a.m. to noon and 12:30 to 5 p.m.), as well as the seasonal Saturday farmers' market, and the ferry schedule.

The draft Library Facilities Plan recommended enhancement of the outdoors space, but no changes to the building.

Overall, the Wolfe Island Branch hours meet some of the needs of the community but could be adjusted to better align with community services and commuter needs.

Recommendations:

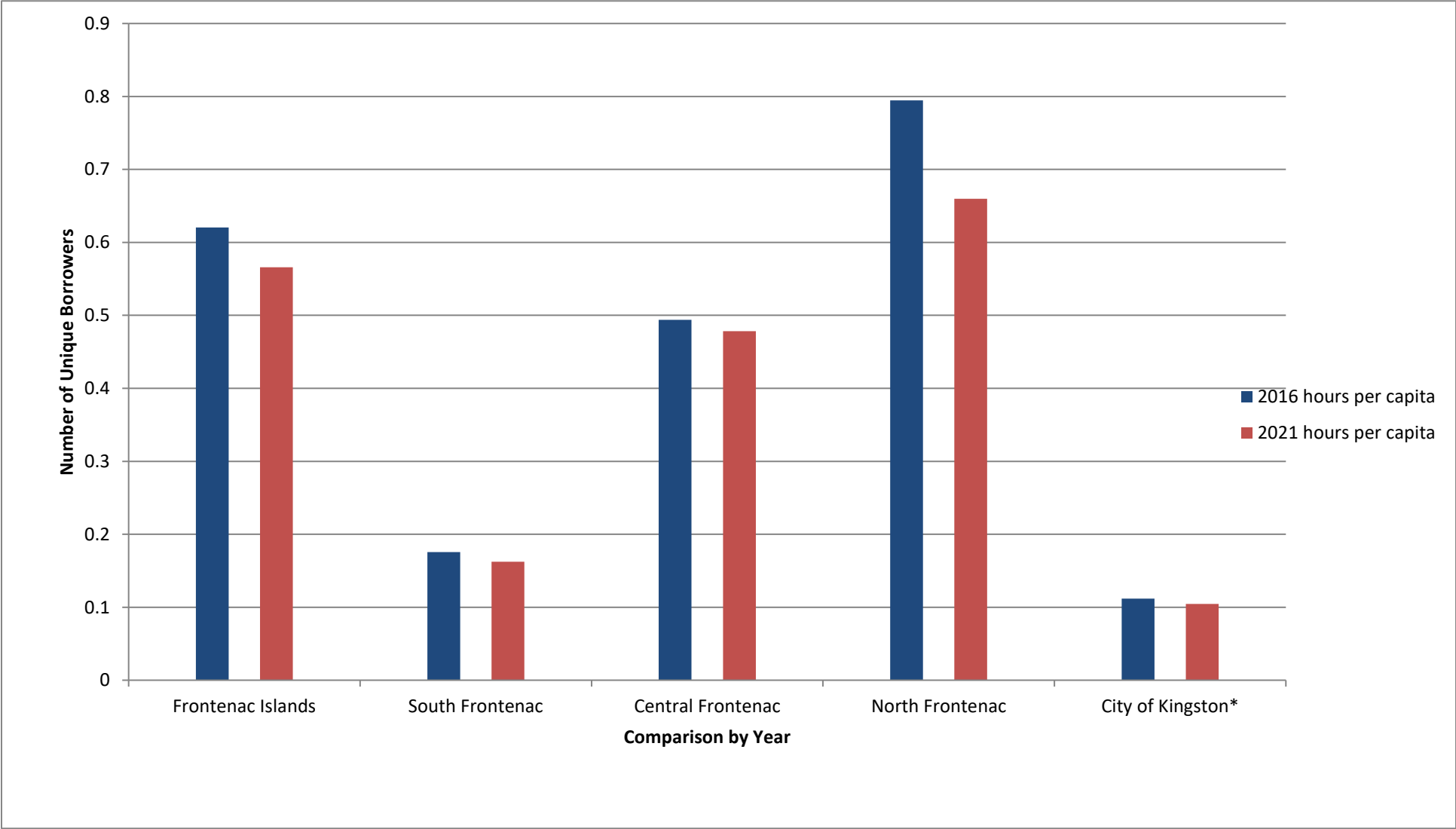
- Reinstate Friday hours in 2022
- Add Monday with school-friendly hours that are adjacent to dump hours of operation, eliminate Tuesday hours
- Move courier delivery to Wednesday, shift Thursday hours to Wednesday; adjust hours to better meet commuter needs and maintain evening hours to accommodate patron pick-up

Proposed Hours of Operation:

- Monday 10 a.m. to 3 p.m. or 2 to 7 p.m.
- Wednesday 10 a.m. to 3 p.m. or 2 to 7 p.m.
- Friday 2:00 to 5:00 p.m. (July and August)
- Saturday 9:00 a.m. to 2 p.m.

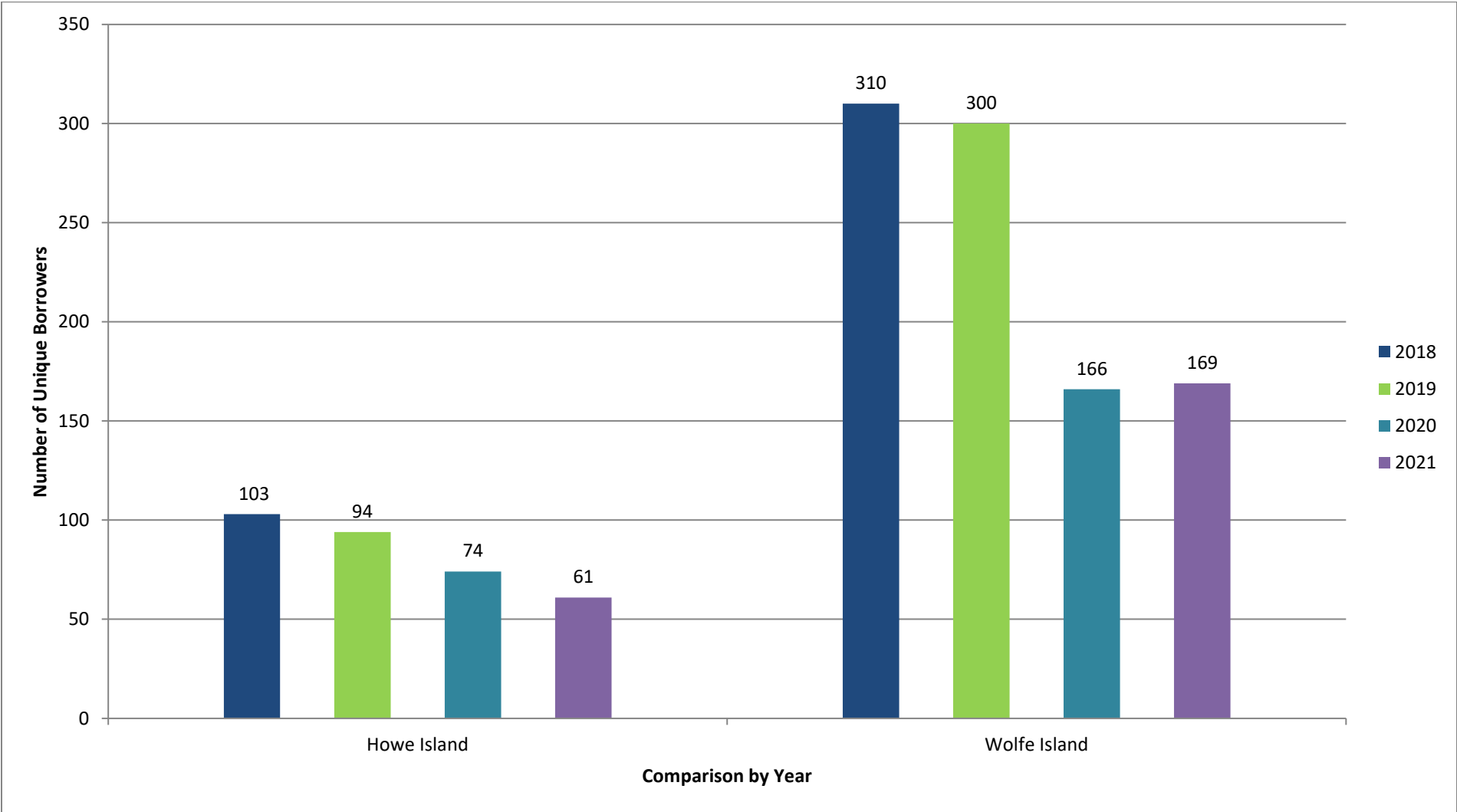
Howe Island and Wolfe Island Branches

Appendix A: Comparative Hours of Operation per Capita by Municipality



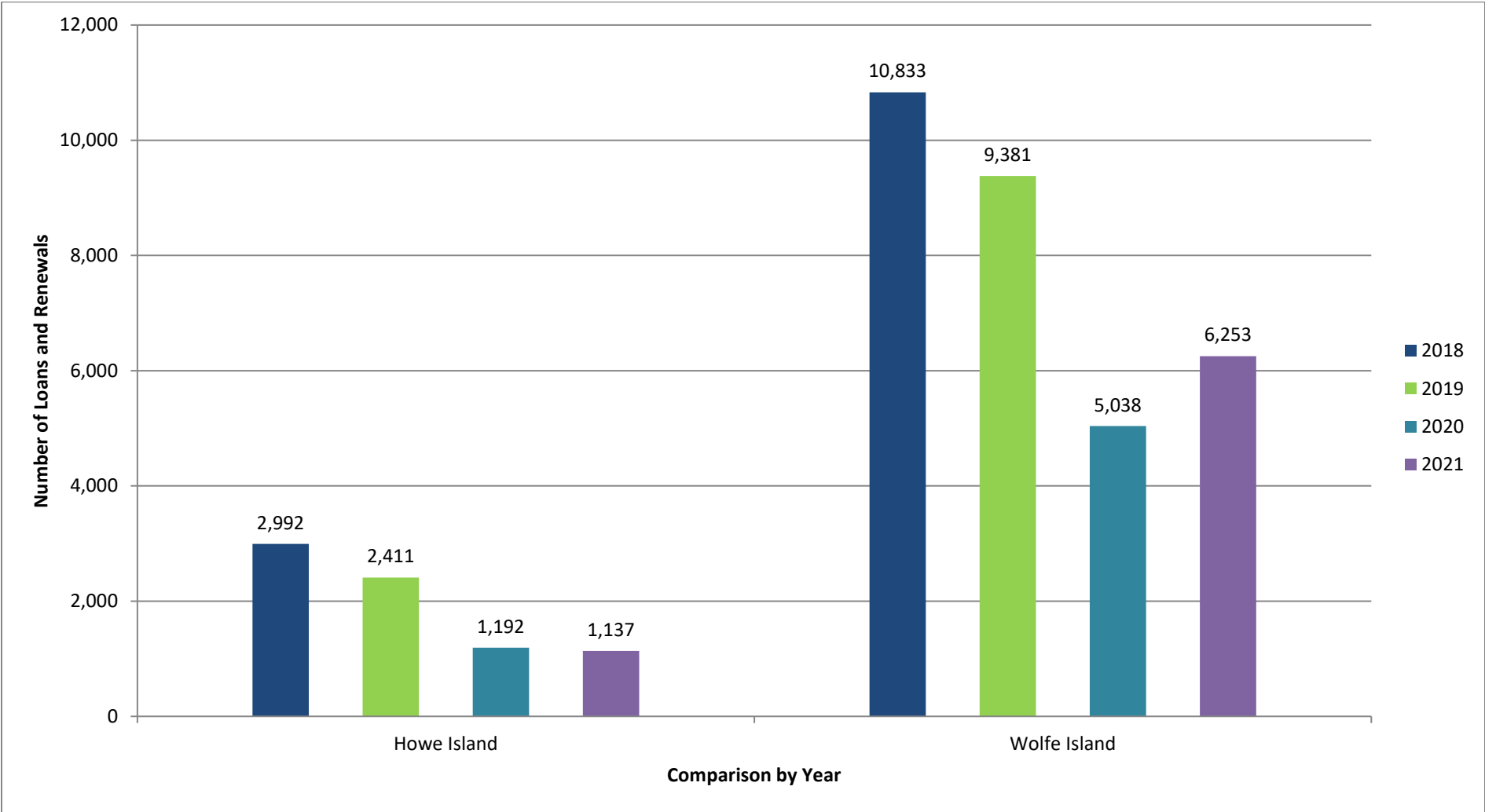
Howe Island and Wolfe Island Branches

Appendix A: Frontenac Islands Branch Usage Trends – Unique Borrowers



Howe Island and Wolfe Island Branches

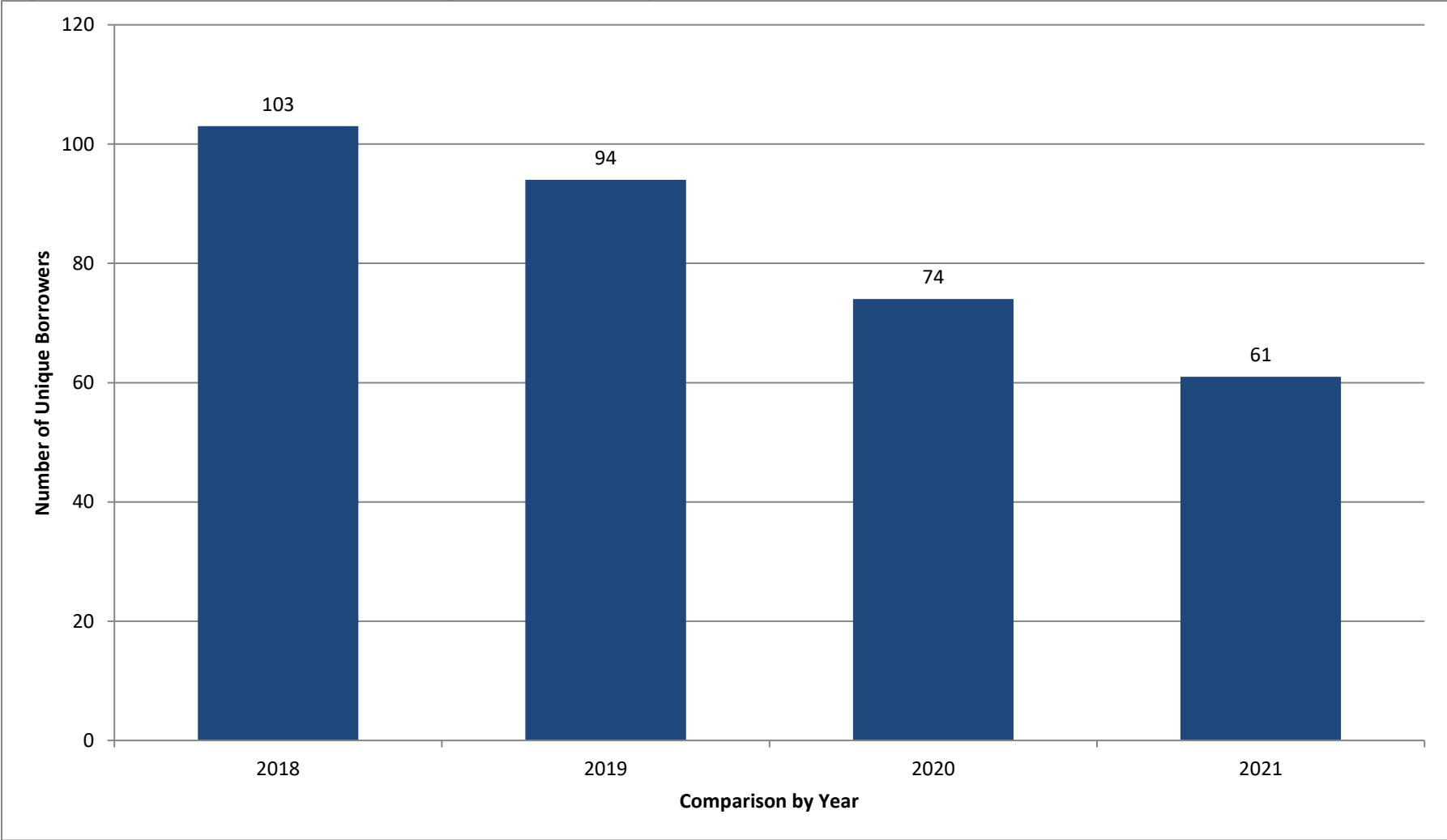
Appendix B: Frontenac Islands Branch Usage Trends - Annual Loans and Renewals



Howe Island and Wolfe Island Branches

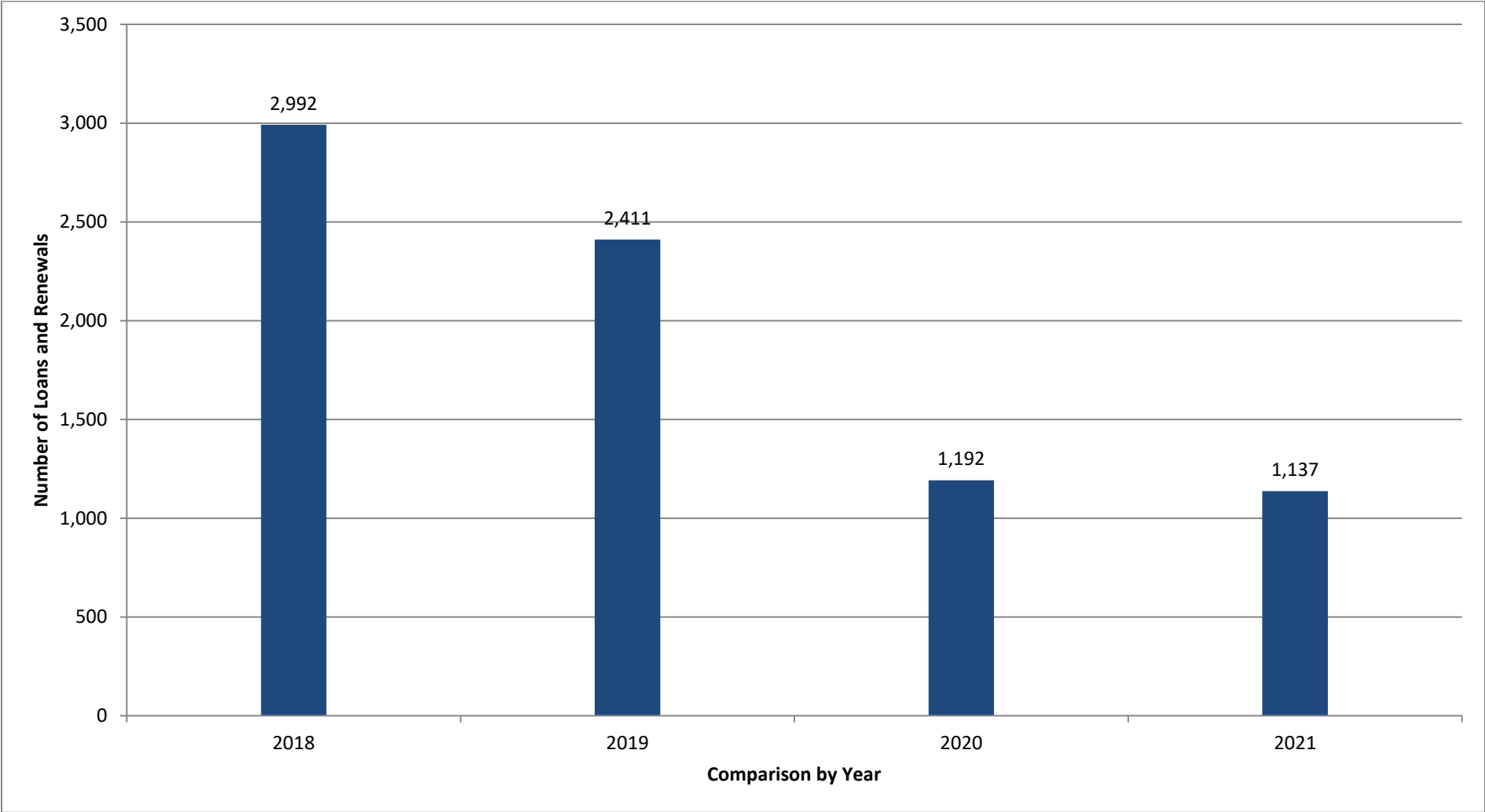
Appendix C: Howe Island

Figure 1: Howe Island – Branch Usage Trends – Unique Borrowers



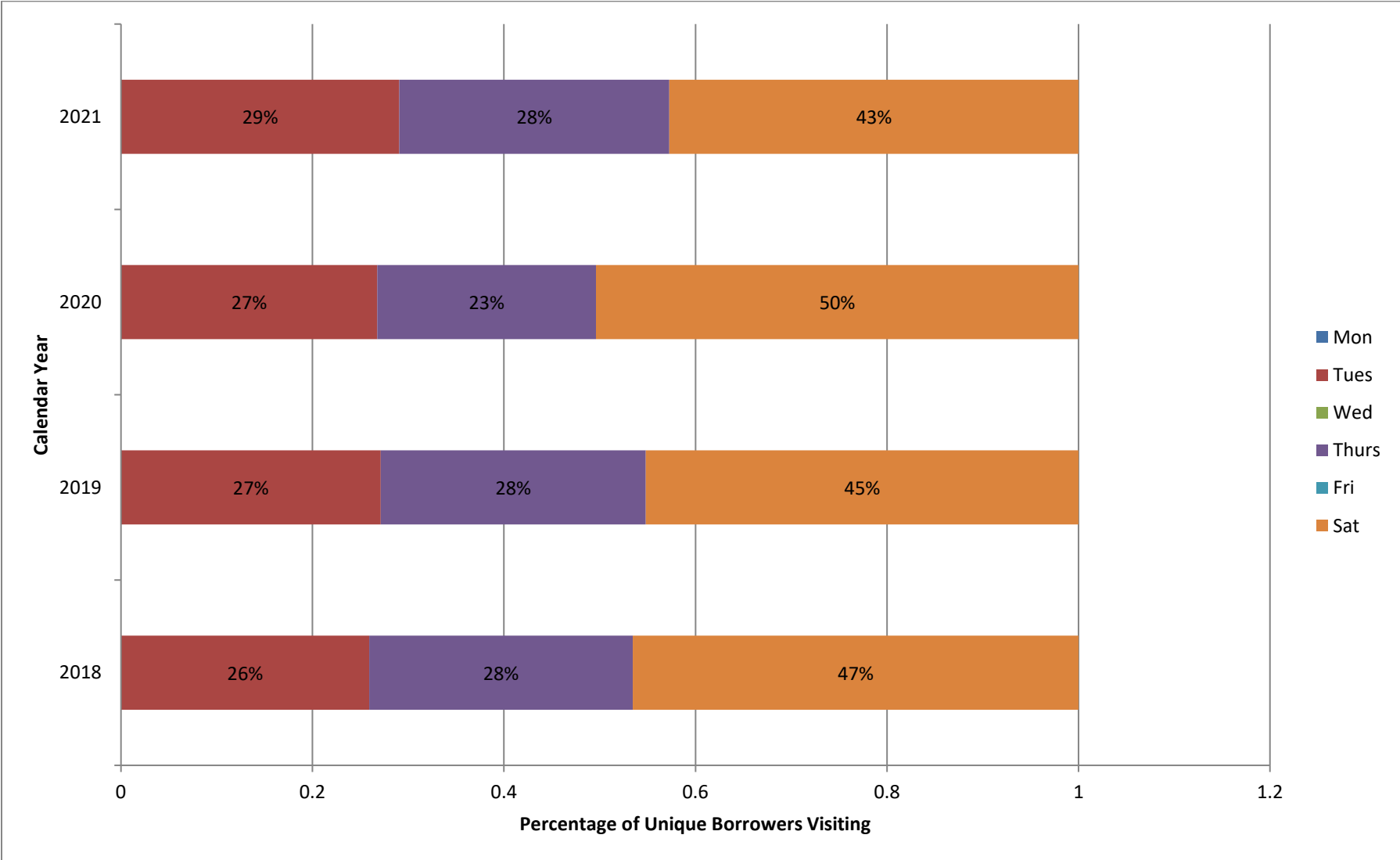
Howe Island and Wolfe Island Branches

Figure 2: Howe Island - Branch Usage Trends – Loans and Renewals



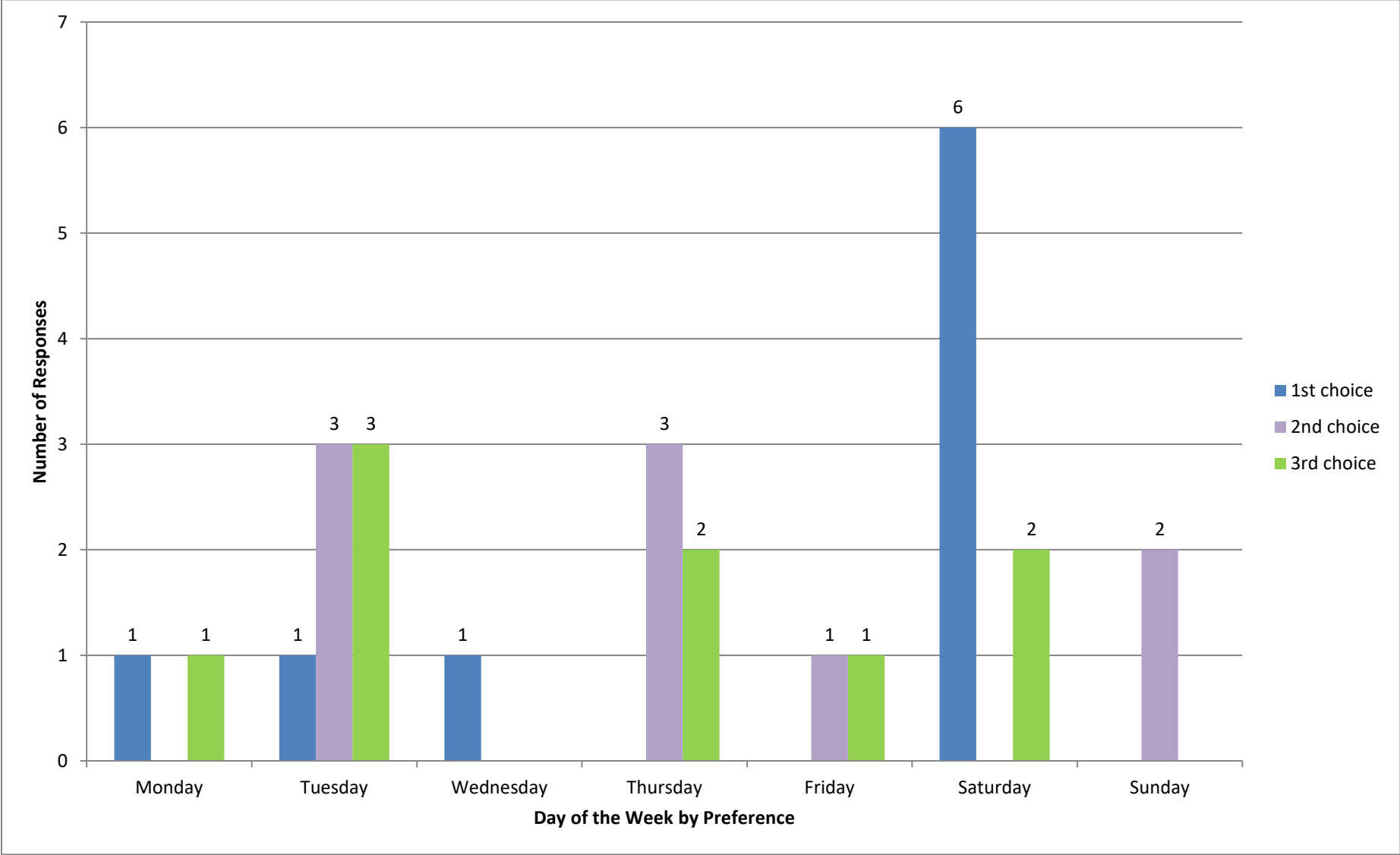
Howe Island and Wolfe Island Branches

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



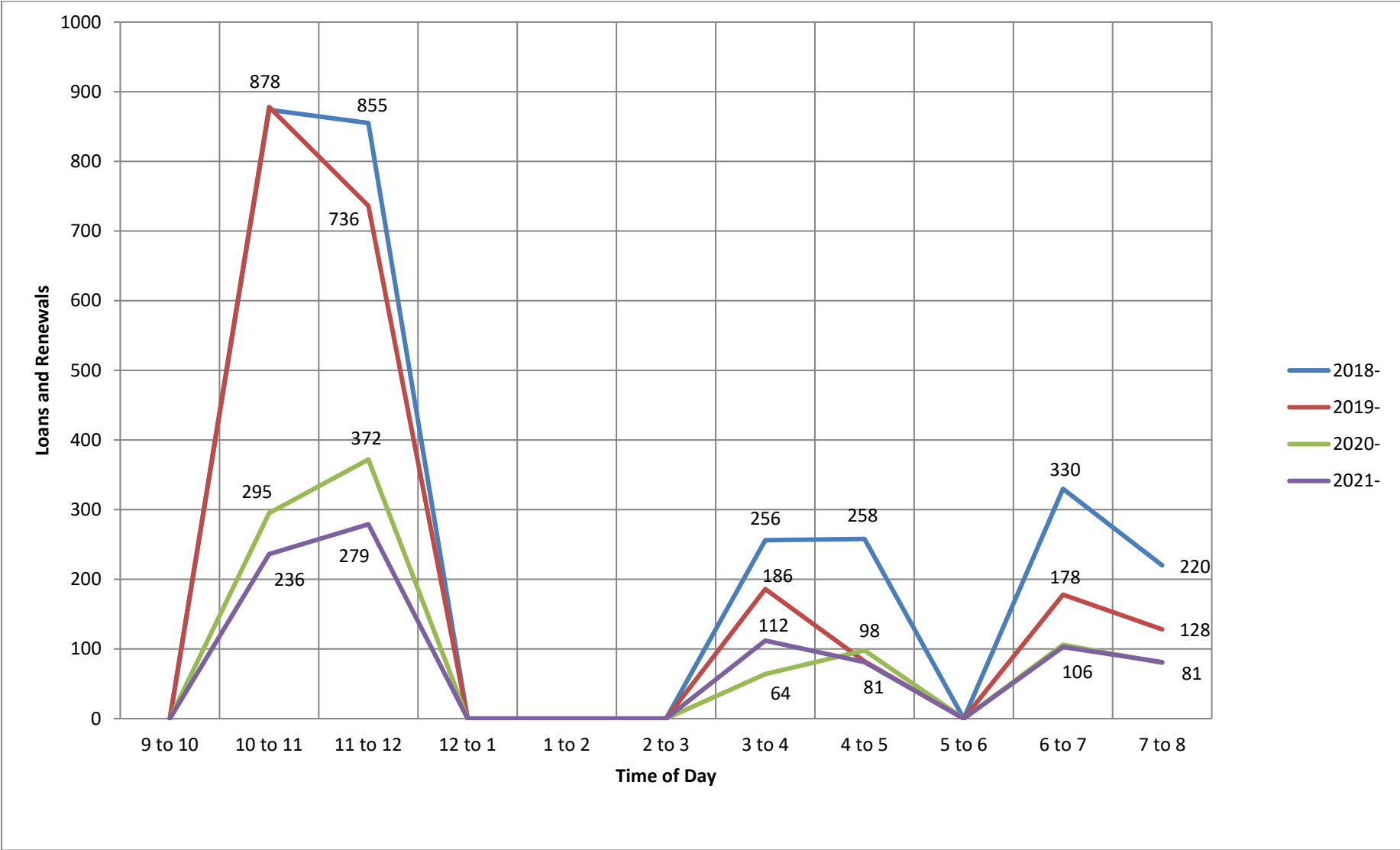
Howe Island and Wolfe Island Branches

Figure 4: Howe Island - Preferred Open Days



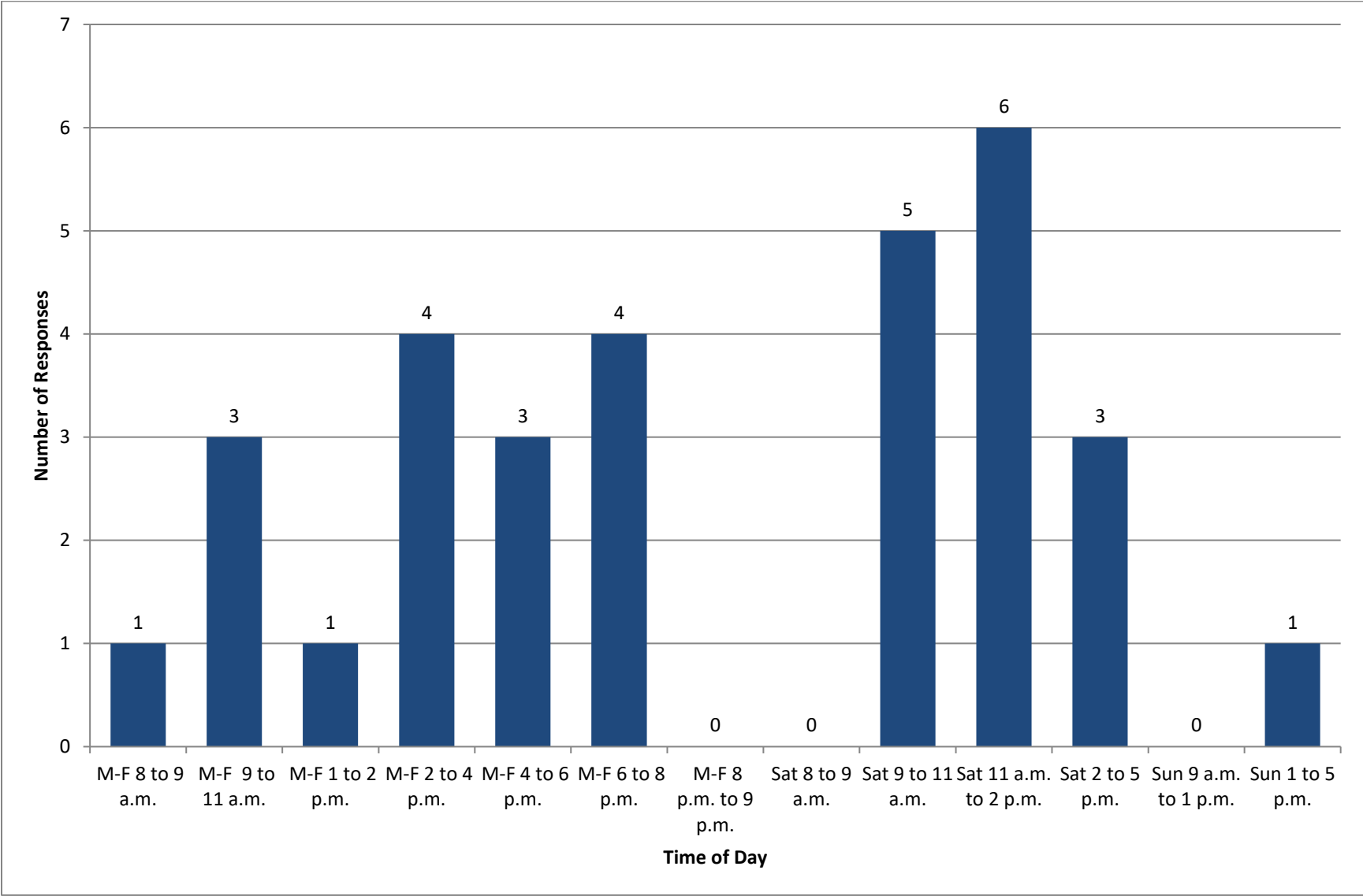
Howe Island and Wolfe Island Branches

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



Howe Island and Wolfe Island Branches

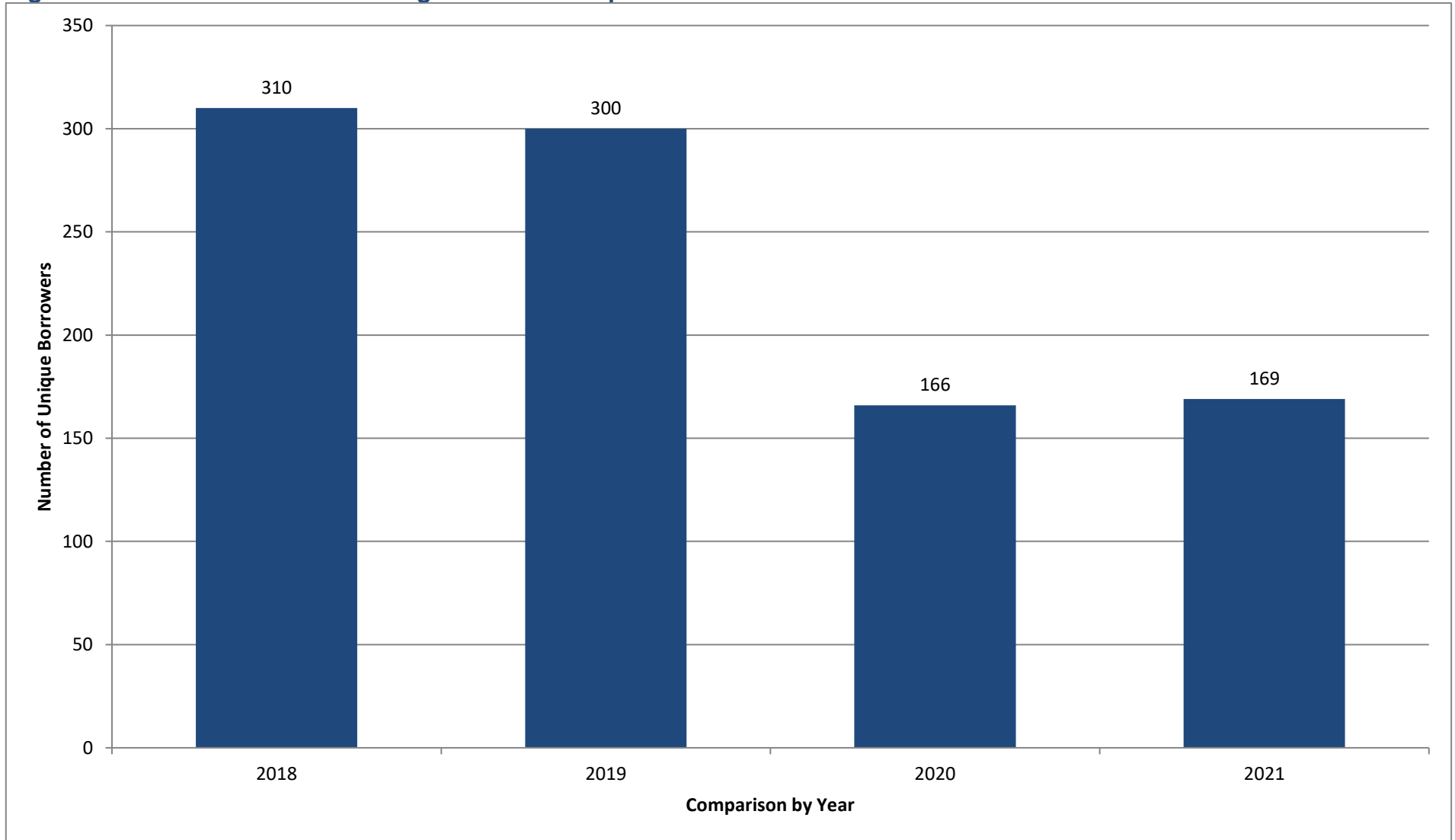
Figure 6: Howe Island - Preferred Time of Day



Howe Island and Wolfe Island Branches

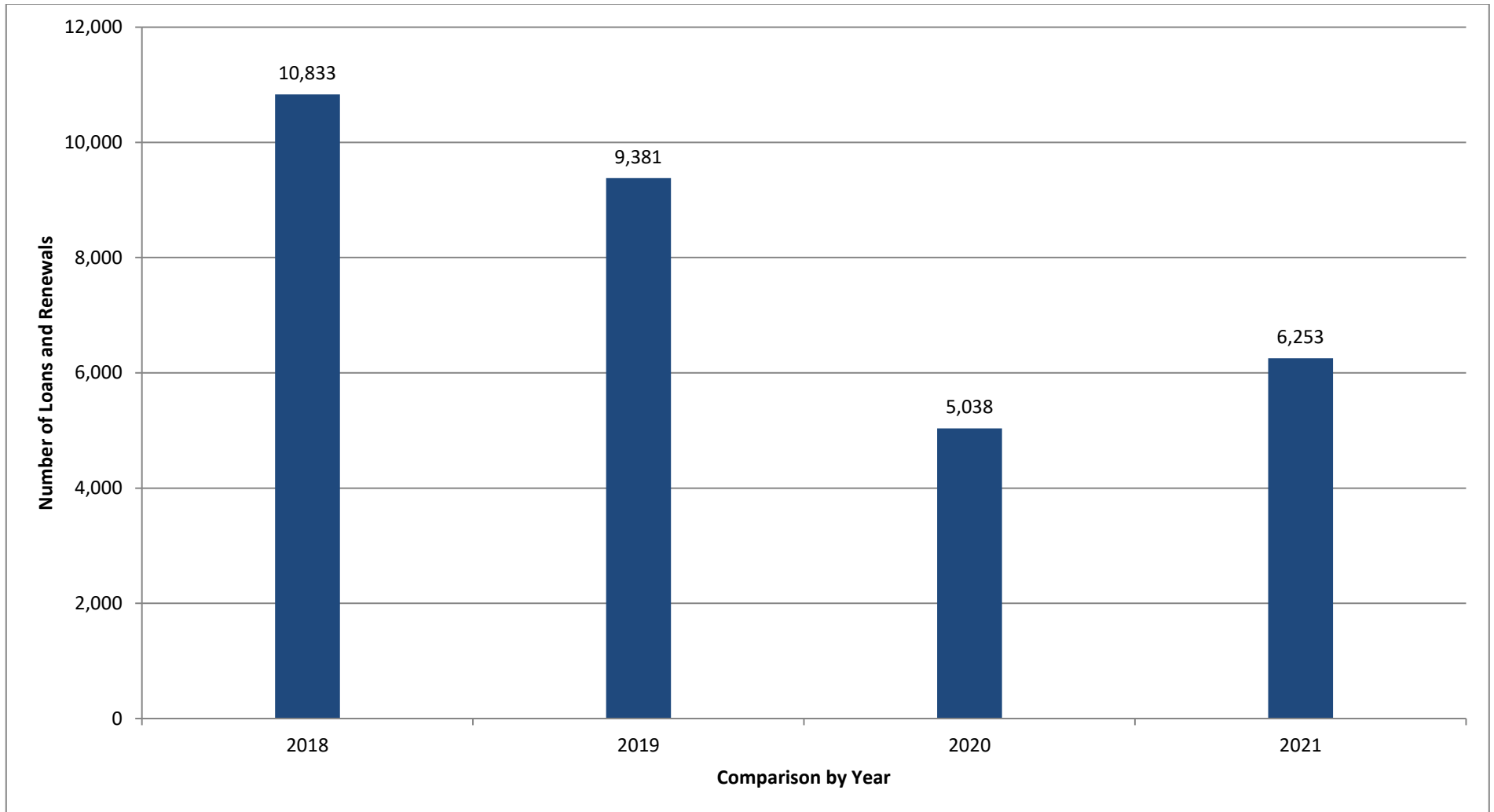
Appendix B: Wolfe Island

Figure 1: Wolfe Island - Branch Usage Trends – Unique Borrowers



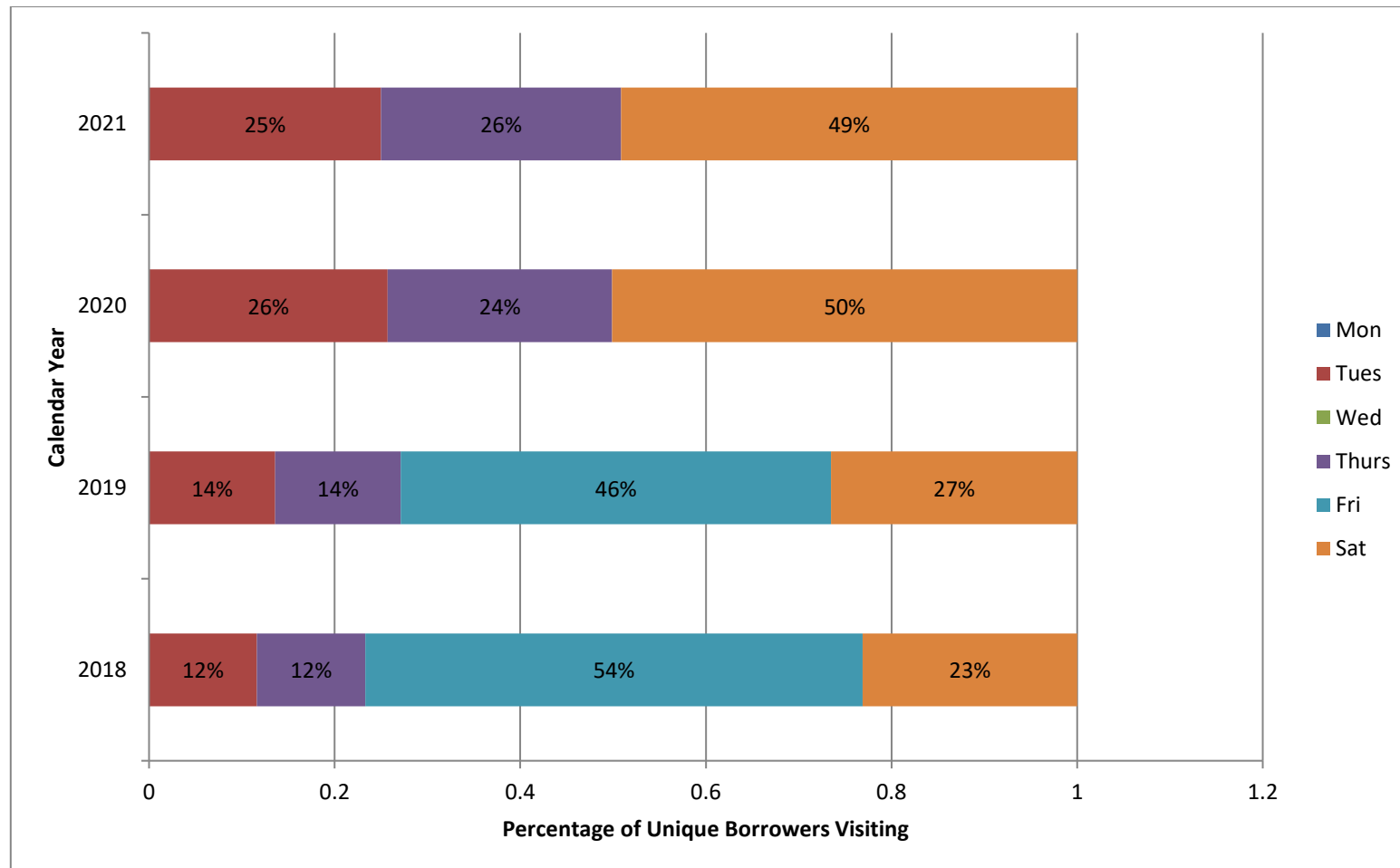
Howe Island and Wolfe Island Branches

Figure 2: Wolfe Island - Branch Usage Trends – Loans and Renewals



Howe Island and Wolfe Island Branches

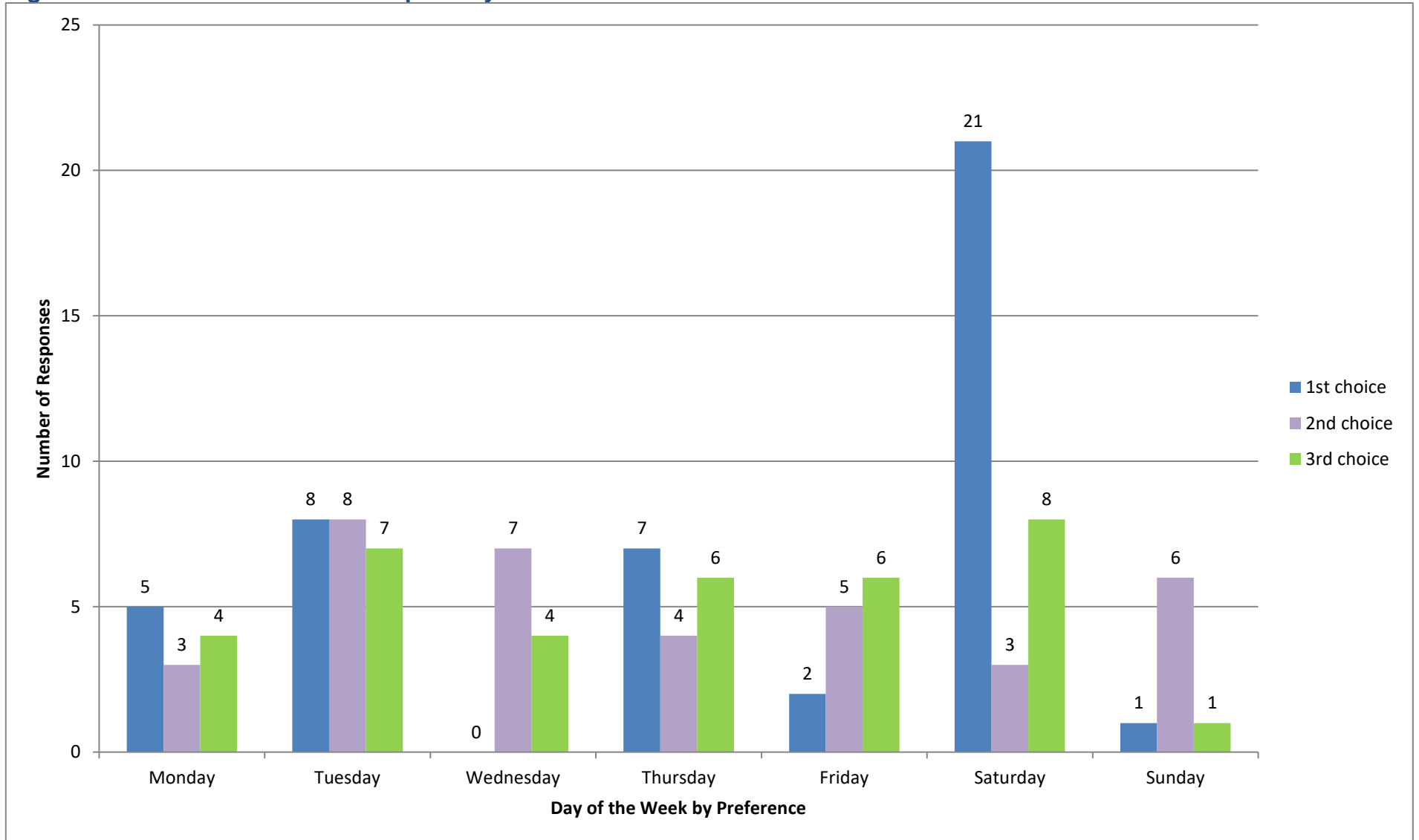
Figure 3: Wolfe Island - Percentage of Annual Borrowers by Day of the Week Adjusted for Hours of Operation⁴



⁴ The branch is only open on Fridays for the summer months. Without Friday data included, Saturdays in 2018 and 2019 welcome 50% of borrowers.

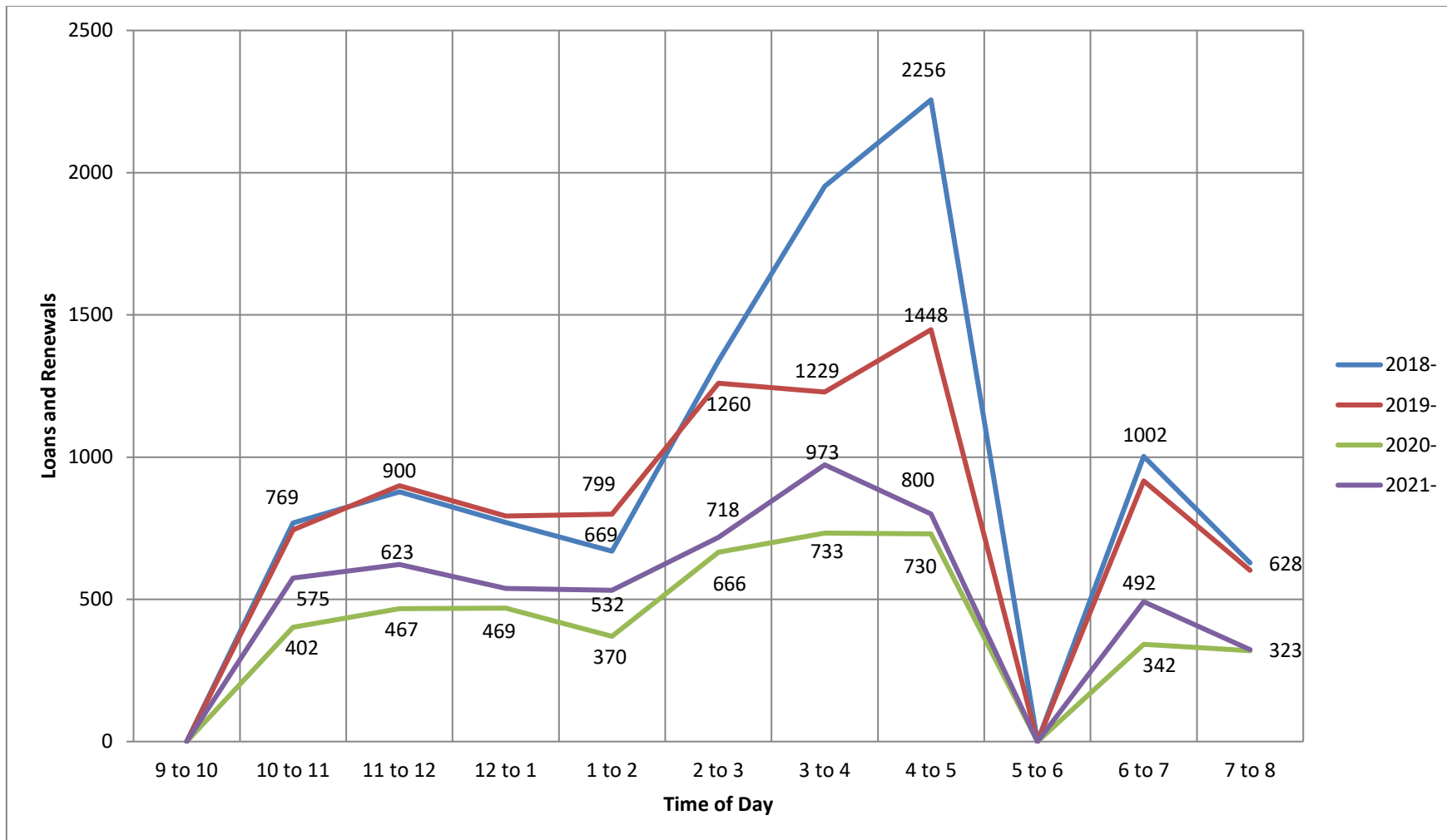
Howe Island and Wolfe Island Branches

Figure 4: Wolfe Island - Preferred Open Days



Howe Island and Wolfe Island Branches

Figure 5: Wolfe Island - Branch Usage Trends – Annual Loans and Renewals by Time of Day



Howe Island and Wolfe Island Branches

Figure 6: Wolfe Island - Preferred Time of Day

