

## General Information

### Background and 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.

Due to budget constraints, additional hours are not being considered at this time.

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 completed 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 proposed hours were finalized.

Further community engagement was completed in July and August 2022 at all branches where changes to hours were recommended, gathering feedback on the proposals.

### Outcome

Community feedback was incorporated into the Final Recommendations\*, which were presented to the Kingston Frontenac Public Library Board at their regular meeting on Wednesday, February 22, 2023. The changes to hours of operation were approved, and the new hours of operation will go into effect in spring 2023.

\*The updated hours of operation are provided in the Final Recommendations section for each branch.

### Howe Island Branch

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

- ▶ Tuesday ..... 3 to 5 p.m.
- ▶ Thursday ..... 6 to 8 p.m.
- ▶ Saturday ..... 10 a.m. to 12 p.m.

#### **Initial Recommendations**

Overall, the hours of operation at Howe Island appear to be meeting the needs of the community. Most respondents asked that hours align with recycling. Hours to accommodate after work/school visits were also requested.

No change to the hours of operation were recommended.

#### **Community Feedback**

No additional community feedback was received.

#### **Final Recommendations**

No changes to the hours of operation were recommended to the Board.

### Wolfe Island Branch

**Regular hours of operation are 15 hours per week\*, currently:**

- ▶ Tuesday ..... 1 to 5 p.m. and 6 to 8 p.m.
- ▶ Thursday..... 1 to 5 p.m. and 6 to 8 p.m.
- ▶ Friday.....2 to 5 p.m. *\*July and August only*
- ▶ Saturday ..... 10 a.m. to 1 p.m.

### Initial Recommendations

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.

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.

- ▶ 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 to 5 p.m. [July and August]
- ▶ Saturday .....9 a.m. to 2 p.m.

### Community Feedback

Two people attended the open house event, and another eleven submitted feedback by email or to staff.

- ▶ Four patrons expressed general satisfaction with the existing hours.
- ▶ There was general satisfaction with a 7 p.m. closure so long as some evening hours were offered.
- ▶ There was general satisfaction with the 9 a.m. opening on Saturdays; there were varied opinions on the ideal closing time (noon, 1 or 2 p.m.). One patron preferred the branch to be open all day on Saturdays.
- ▶ Four patrons expressed concern about the loss of hours that would happen on a holiday Monday.
- ▶ Three patrons supported the earlier opening of the branch on Saturdays; one patron indicated that the earlier opening better aligns with dump hours.
- ▶ One patron asked that evening hours be provided during the week, stating that visits

### Wolfe Island Branch

to the library are one of the few things to do with children on the island at that time of day. They indicated that a 7 p.m. closure would be fine.

- ▶ One patron expressed support for one evening and one daytime opening in a week.
- ▶ One patron wrote in favour of changing the days of the week; one patron stated changing the days of operation would be fine.
- ▶ One patron expressed concern with a delay in picking up reserved materials if the days of operation changed.
- ▶ One patron suggested eliminating the summer Friday hours and adding them to Saturday.
- ▶ One patron pointed out that the medical clinic is open on Tuesdays.
- ▶ Two patrons believed that the return of the ferry to the village dock would lessen interest in aligning with dump hours; these patrons also stated that commuters may opt to use branches in Kingston and so linking the schedule to commuter times may not be necessary.
- ▶ One patron suggested consolidating the hours into two days per week.
- ▶ One person said she refused to live anywhere there wasn't a library within walking distance, and that the Wolfe Island branch is one of the reasons they ended up moving to WI.
- ▶ One patron suggested waiting to see whether the ferry schedule is changing.

### Final Recommendations

Based on community feedback, hours have been readjusted. Some hours have been maintained on Tuesday and Thursday, and no loss of service will result from service due to holiday Monday closures. Hours will align with the courier delivery. Saturday hours have shifted slightly later and have been expanded by shifting some hours from Tuesday and Thursday afternoons, better aligning with hours of the dump.

### Hours of Operation - *(current hours noted in parenthesis)*

- ▶ **Tuesday** .....2 to 7 p.m. *(1 to 5 p.m. and 6 to 8 p.m.)*
- ▶ **Wednesday** .....*(CLOSED)*
- ▶ **Thursday** .....2 to 7 p.m. *(1 to 5 p.m. and 6 to 8 p.m.)*
- ▶ **Friday** ..... 2 to 5 p.m. [July and August] *(no change)*
- ▶ **Saturday** .....10 a.m. to 3 p.m. *(10 a.m. to 1 p.m.)*