

Cloyne and Plevna 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 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 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.

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.

North Frontenac Library Usage

KFPL serves the residents of North Frontenac, **2,285** potential patrons¹, at two branch locations: Cloyne and Plevna. These branches also welcome seasonal residents, and may serve residents of Kingston and other areas of Frontenac County. In December 2021, **206 active cardholders**² were connected to North Frontenac branches.

Combined, during regular hours of operation the two North Frontenac branches provide residents with access to public library service for **29 hours per week**, with 15 hours per week at the Cloyne Branch and 14 hours per week at the Plevna Branch.

¹ 2021 census figures

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

Cloyne and Plevna Branches

Analysis

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

The Cloyne Branch is the busier of the two service points in North Frontenac and has similar usage to the Arden Branch in Central Frontenac. In 2021, the branch welcomed 50% (98) of the Township's borrowers and Cloyne patrons were responsible for 63% (5,274) of the region's loans and renewals. 83.7% of the branch's active cardholders used the branch in the past year.

The Plevna Branch served 50% (98) of the Township's borrowers, loaning and renewing 36.9% (3,088) of the region's borrowed items. This branch shows the greatest recovery from the pandemic, with loans and renewals in 2021 at the highest of the past four years.

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

Feedback was received from **51 North 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.

Cloyne and Plevna Branches

Cloyne Branch

Regular hours of operation are **15 hours per week**:

- Tuesday 10 a.m. to 3 p.m.
- Wednesday 5 to 8 p.m.
- Friday 12 to 4 p.m.
- Saturday 9 a.m. to 12 p.m.

The Township also provides supervised access to the space for public internet support outside of the hours of operation.

The Cloyne Branch has similar usage to the Arden Branch in Central Frontenac. In 2021, the branch welcomed 50% (98) of the Township's borrowers, Cloyne patrons were responsible for 63% (5,274) of the region's loans and renewals.

Reviewing hourly borrower and loans and renewals data for 2018 through 2021, the patterns of usage have changed during the COVID-19 pandemic and overall numbers have decreased.

Saturday has been the busiest day in terms of visitors at the Cloyne Branch for the past three years, welcoming 31-33% of borrowers each year; Fridays are close in popularity with 26-30% of borrowers visiting on that day of the week, and a higher percentage of borrowers in 2018. Loans and renewals are highest on Wednesday and Friday, but Saturday outperforms Tuesday.

This aligns somewhat with the patron survey in which the most-preferred day of the week in the patron survey was Friday. Monday, a day on which the branch is not currently opened, landed in second place and had the most first-place votes. Patrons ranked Tuesdays higher than Wednesdays, though the data shows it is the least busy of the current hours of operation.

The busiest times of day have been 10 a.m. to 3 p.m., with peaks over the noon hour and between 2 to 3 p.m. This has been the case over the past four years, though there was a significant dip in usage in 2020. The number of borrowers using evening hours decreases with each hour the branch is open, but loans and renewals show a unique trend that reversed during the pandemic.

Cloyne and Plevna Branches

Borrowing peaks between 6 to 7 p.m.; prior to the pandemic the evenings were busier in the first and last hours. Evening loans and renewals dropped significantly in 2020, but are showing signs of a rebound in 2021.

These trends align with the survey. The most requested time slot was weekdays between 2 and 4 p.m., followed by Saturdays from 11 am to 2 p.m., and both weekdays and Saturdays from 9 to 11 a.m.

Respondents suggested that hours align with garbage and recycling facilities (Cloyne Transfer Station is open Wednesday 1-4, Friday 9 a.m. to 12 p.m. in the winter season; and the 506 Site is open Monday, Thursday, and Saturday 9 a.m. to 1 p.m., Friday 1 to 4 p.m. in winter season); one requested aligning with water sample drop-off at the health department (Wednesday, 8:30 to 11:30 a.m.). Staff working at this branch also recommended aligning with dump hours.

The draft Library Facilities Plan recommended an enhancement of this branch in partnership with other services.

Overall the hours of the Cloyne branch meet most community needs but could be better aligned with community services and patron preferences.

Recommendations:

- Maintain Friday hours.
- Open on Thursdays, close Tuesdays to align with dump services.
- Increase Saturday hours of operation, shift hours later to align with patron preferences and dump hours.

Proposed Hours of Operation:

- Wednesday 4 to 7 p.m.
- Thursday 10 a.m. to 2 p.m.
- Friday 12 to 4 p.m.
- Saturday 9 a.m. to 1 p.m.

Cloyne and Plevna Branches

Plevna Branch

Regular hours of operation are **14 hours per week**:

- Tuesday 2 to 4 p.m. and 5 to 7 p.m.
- Thursday 2 to 4 p.m. and 5 to 7 p.m.
- Friday 10 a.m. to 1 p.m.
- Saturday 10 a.m. to 1 p.m.

The Township also provides supervised access to the space for public internet support outside of the hours of operation.

The Plevna Branch welcomed 50% (98) of the Township's borrowers in 2021, loaning and renewing 36.9% (3,088) of the region's borrowed items. This branch shows the greatest recovery from the pandemic, with 2021 loans and renewals the highest of the past four years.

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

Fridays and Saturdays have been the busiest days, with the branch welcoming a range of 23-32% of unique borrowers on those days each year. Borrower usage is roughly equivalent on Tuesdays (20-25%) and Thursdays (18-23%). This aligns somewhat with the survey responses which ranked Saturdays and Fridays higher than other days; however votes were spread across all days except Sunday. Monday, a day on which the branch is not currently open, received more first place votes than any other weekday and was the fourth choice overall.

Except for 2020, loans and renewals have been highest between 2 to 4 p.m. on weekdays, though fewer visitors used the branch at those times. The branch welcomes more visitors in the morning timeslots, with those hours ranking second in terms of loans and renewals. The busiest evening hour in 2021 had 32% of the peak morning hour's loans and renewals, and 27% of the midday peak. The same trend is reflected in the number of borrowers using the branch at those times.

Cloyne and Plevna Branches

Respondents suggested aligning branch hours with those of the landfill (Sunday, Wednesday and Friday 10 a.m. to 1 p.m. and 1:30 to 4 p.m.) as well as the grocery store (8 a.m. to 6 p.m. daily, fresh produce delivered Thursdays), mail delivery (noon) at the Ardoch Post Office (open Monday, Tuesday, Wednesday and Friday 11 a.m. to 2:30 p.m., and Thursday 11 a.m. to 12:30 p.m. and 2 to 6 p.m.), and the Shamrock Bakery (seasonal). One respondent encouraged more Friday and Saturday hours to benefit cottagers, and another asked us to eliminate the hour closure over the dinner hour.

The draft Library Facilities Plan recommended increasing the space for technology and reservation pickup at this location by reducing the size of the collection.

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

Recommendations:

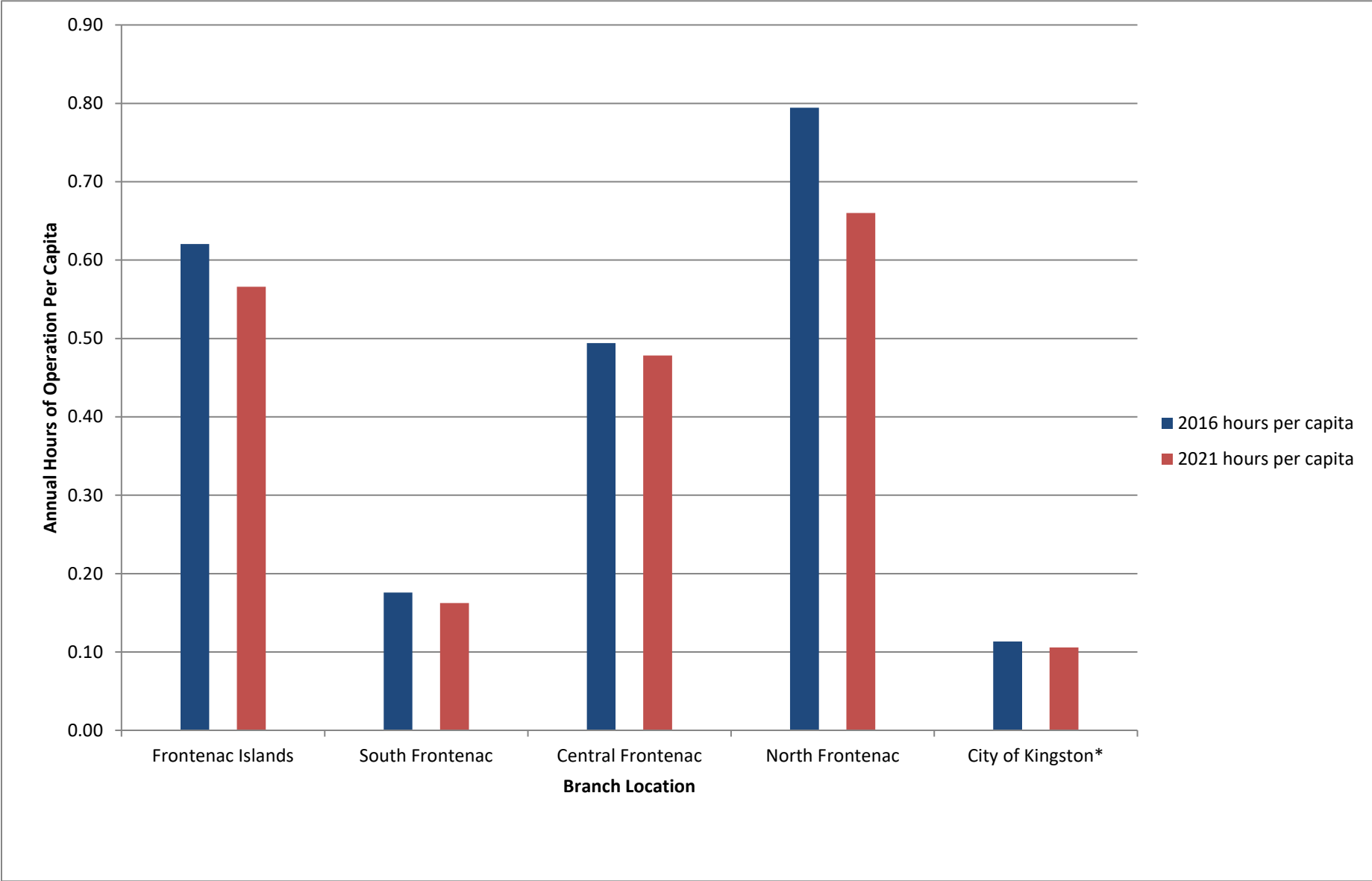
- Maintain Friday and Saturday hours
- Shift evening hours earlier to close at 6 p.m.
- Add Wednesday afternoons to align more closely with dump hours of operation; shift hours from Thursday

Proposed Hours of Operation:

- Tuesday 2 to 6 p.m.
- Wednesday 2 to 6 p.m.
- Friday 10 a.m. to 1 p.m.
- Saturday 2 p.m. to 5 p.m.

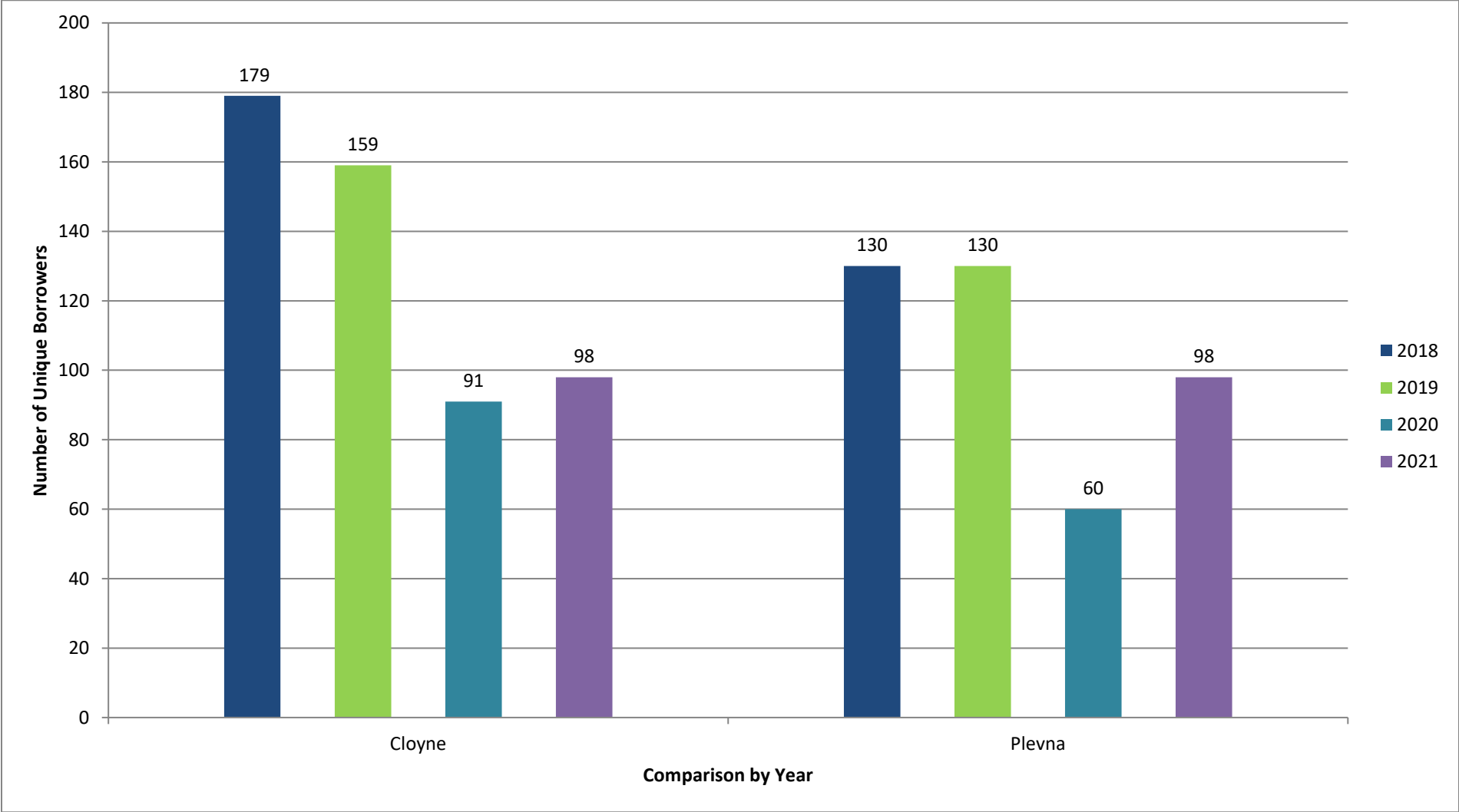
Cloyne and Plevna Branches

Appendix A: Comparative Hours of Operation per Capita by Municipality



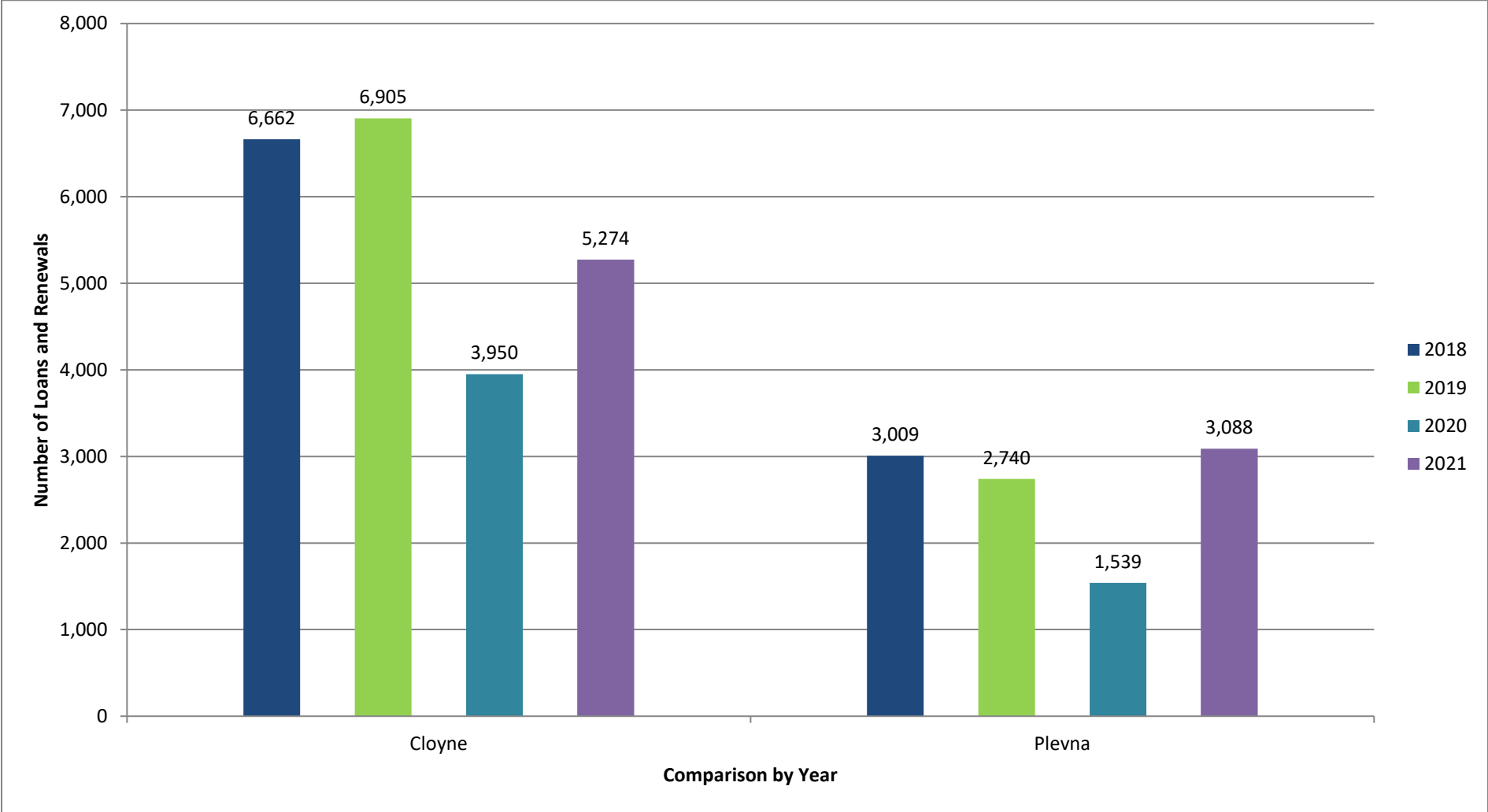
Cloyne and Plevna Branches

Appendix B: North Frontenac Branch Usage Trends – Unique Borrowers



Cloyne and Plevna Branches

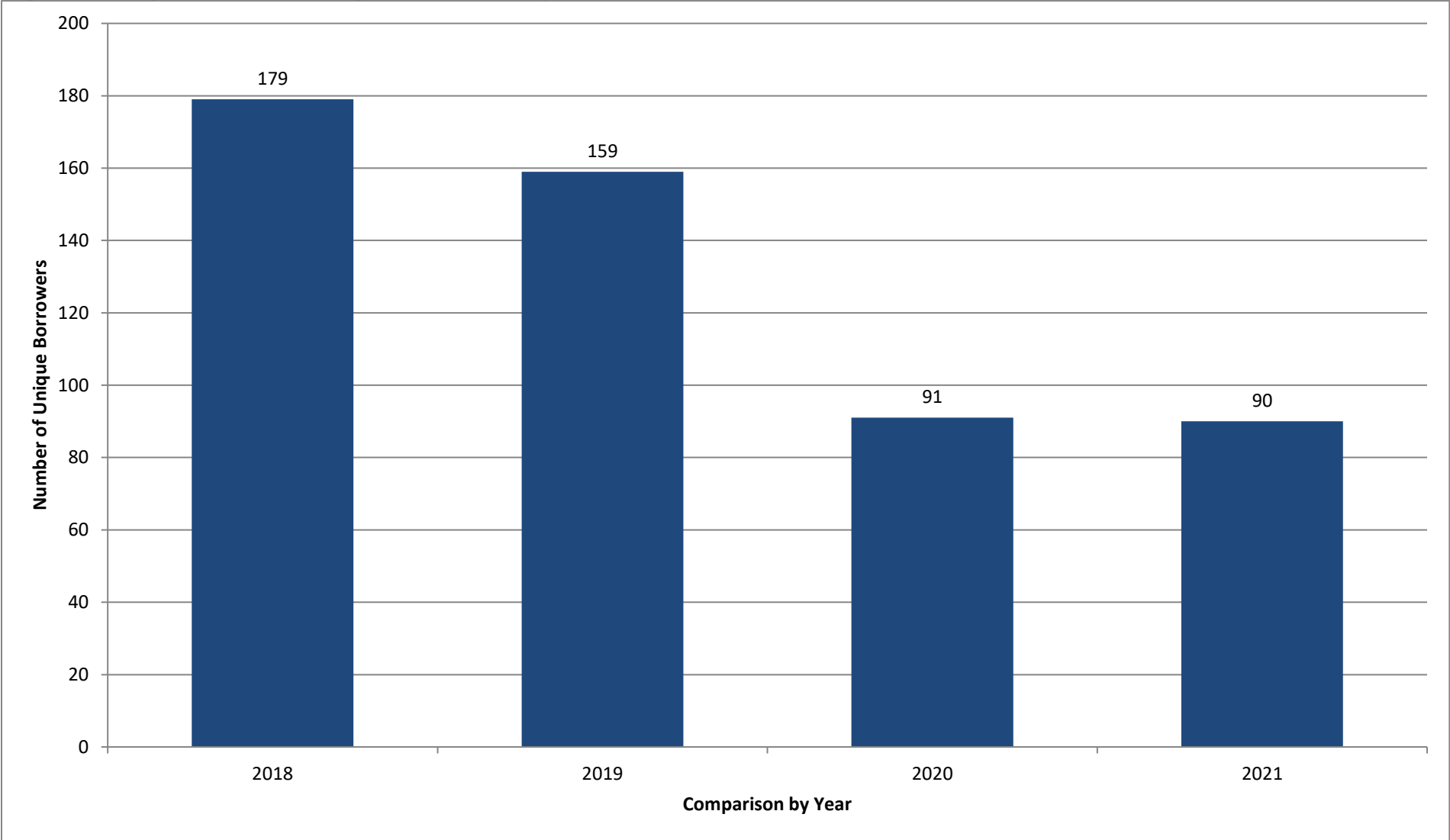
Appendix C: North Frontenac Branch Usage Trends - Annual Loans and Renewals



Cloyne and Plevna Branches

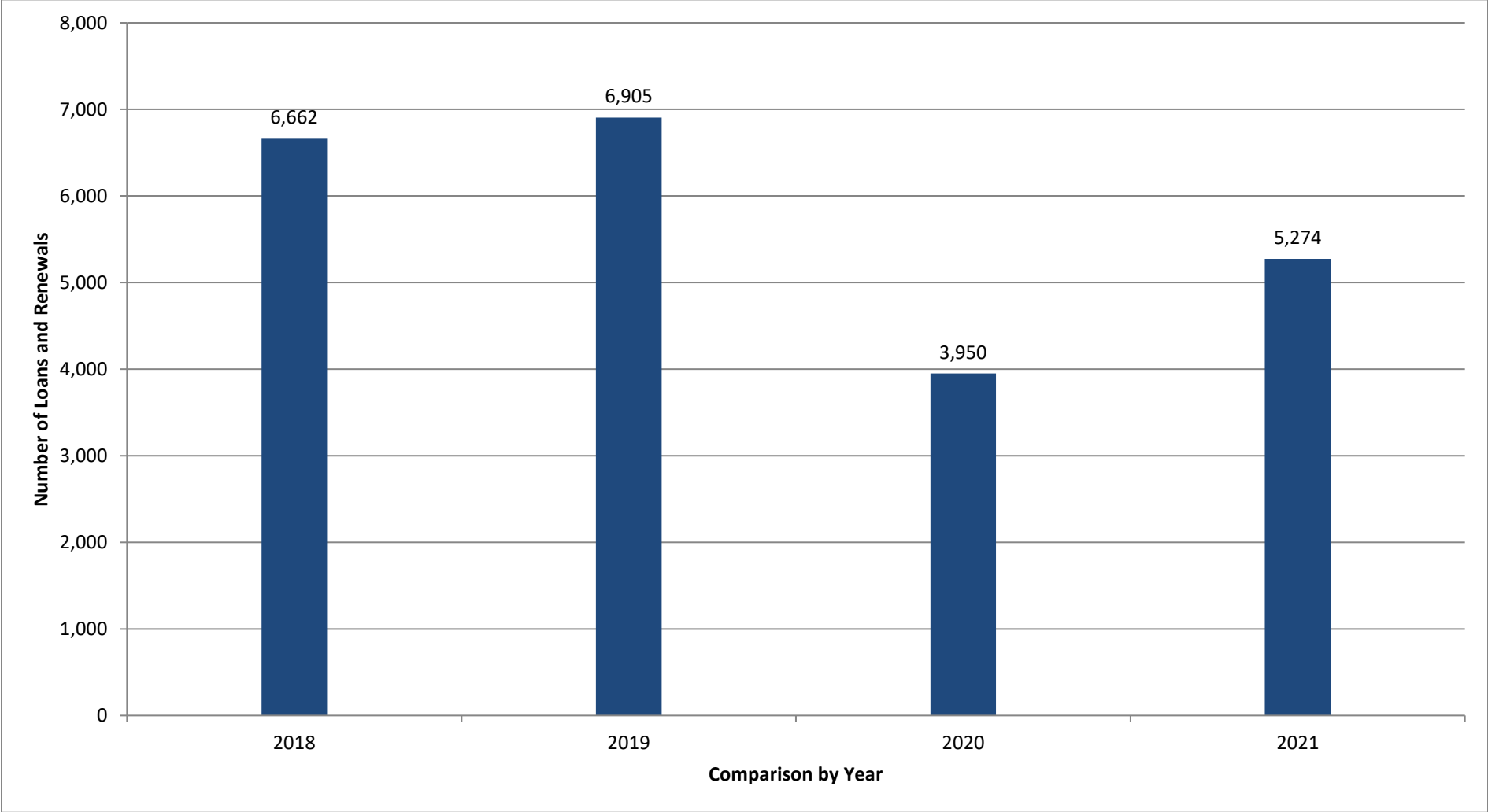
Appendix D: Cloyne

Figure 1: Cloyne - Branch Usage Trends – Unique Borrowers



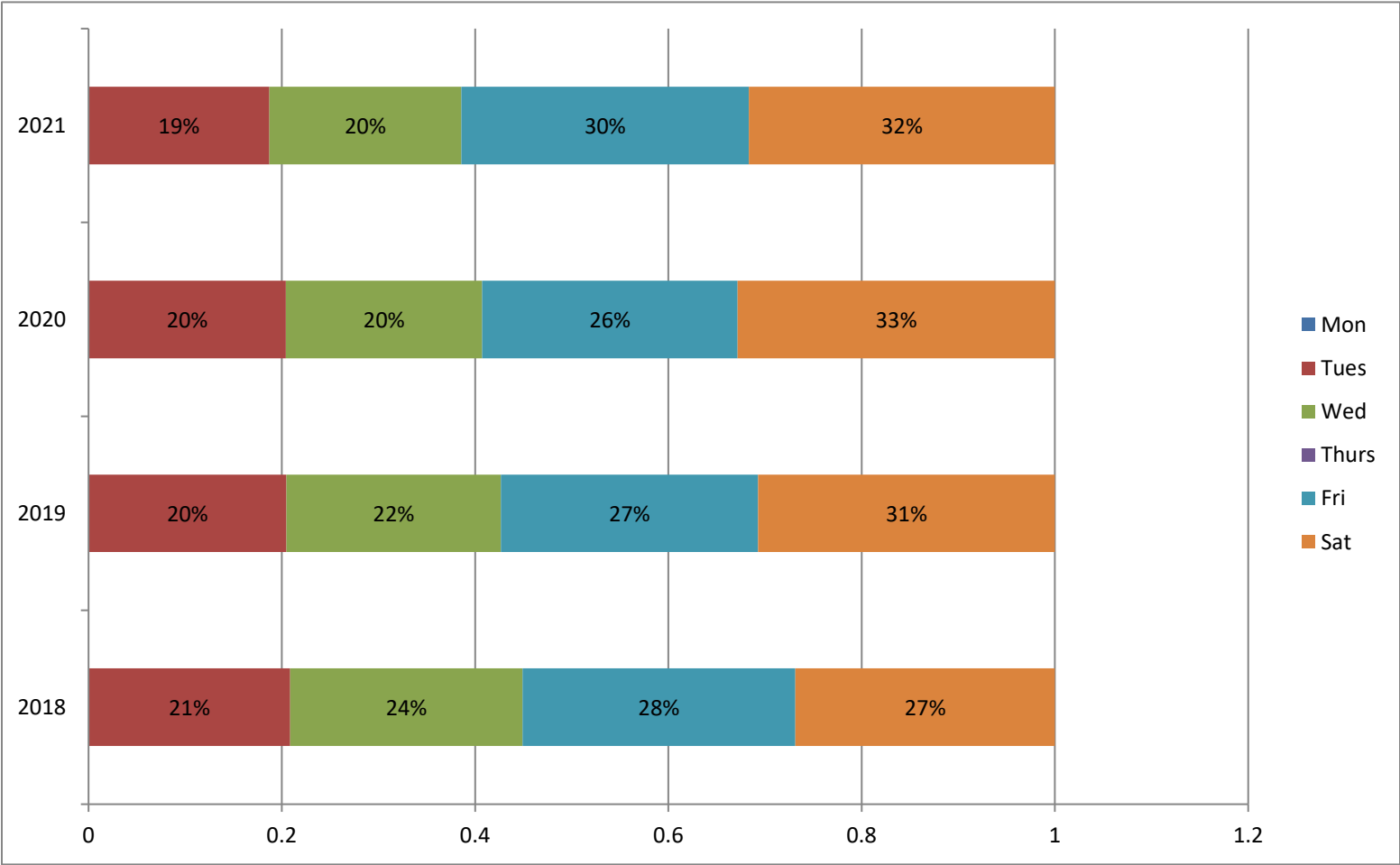
Cloyne and Plevna Branches

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



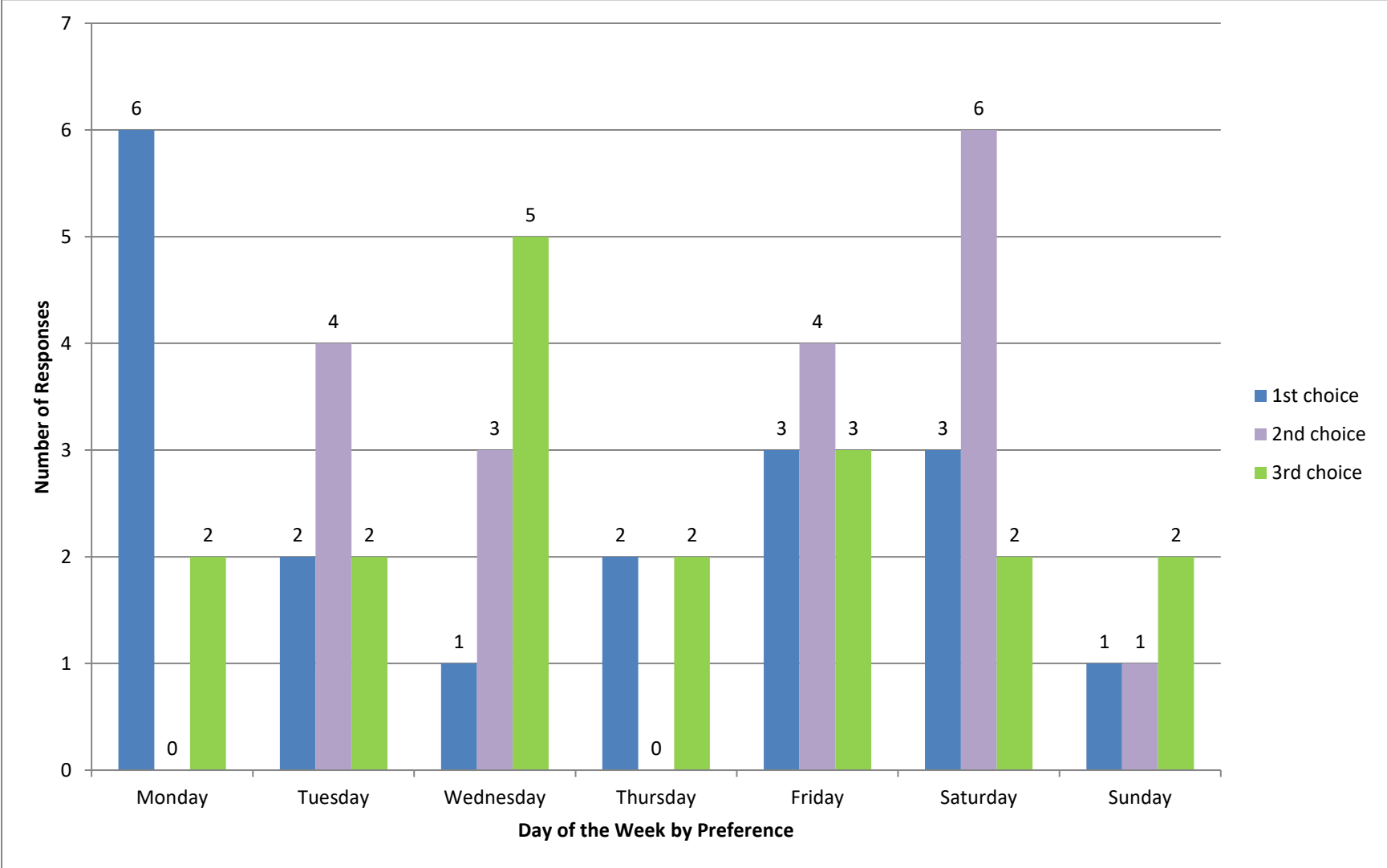
Cloyne and Plevna Branches

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



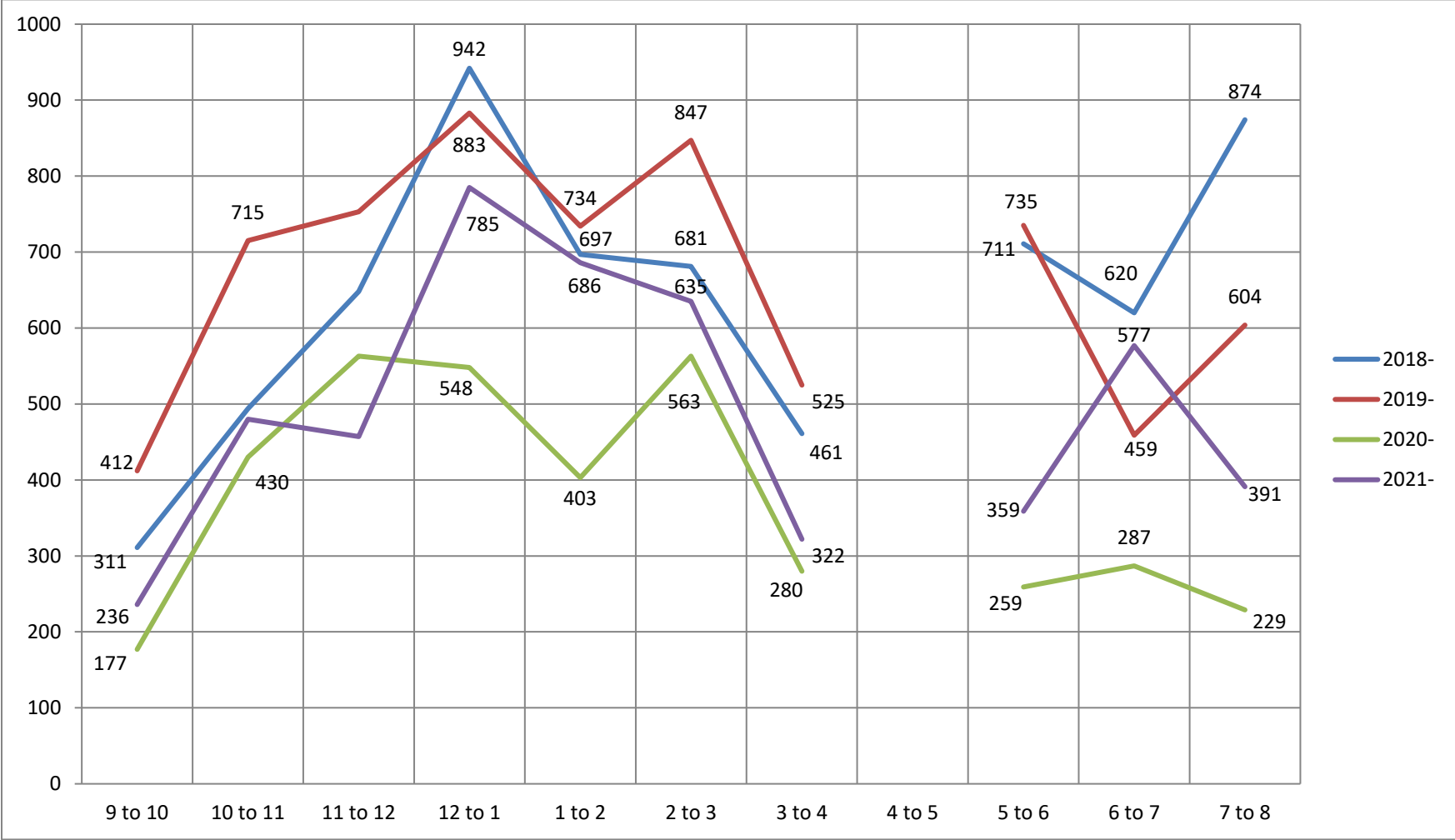
Cloyne and Plevna Branches

Figure 4 - Cloyne - Preferred Open Days



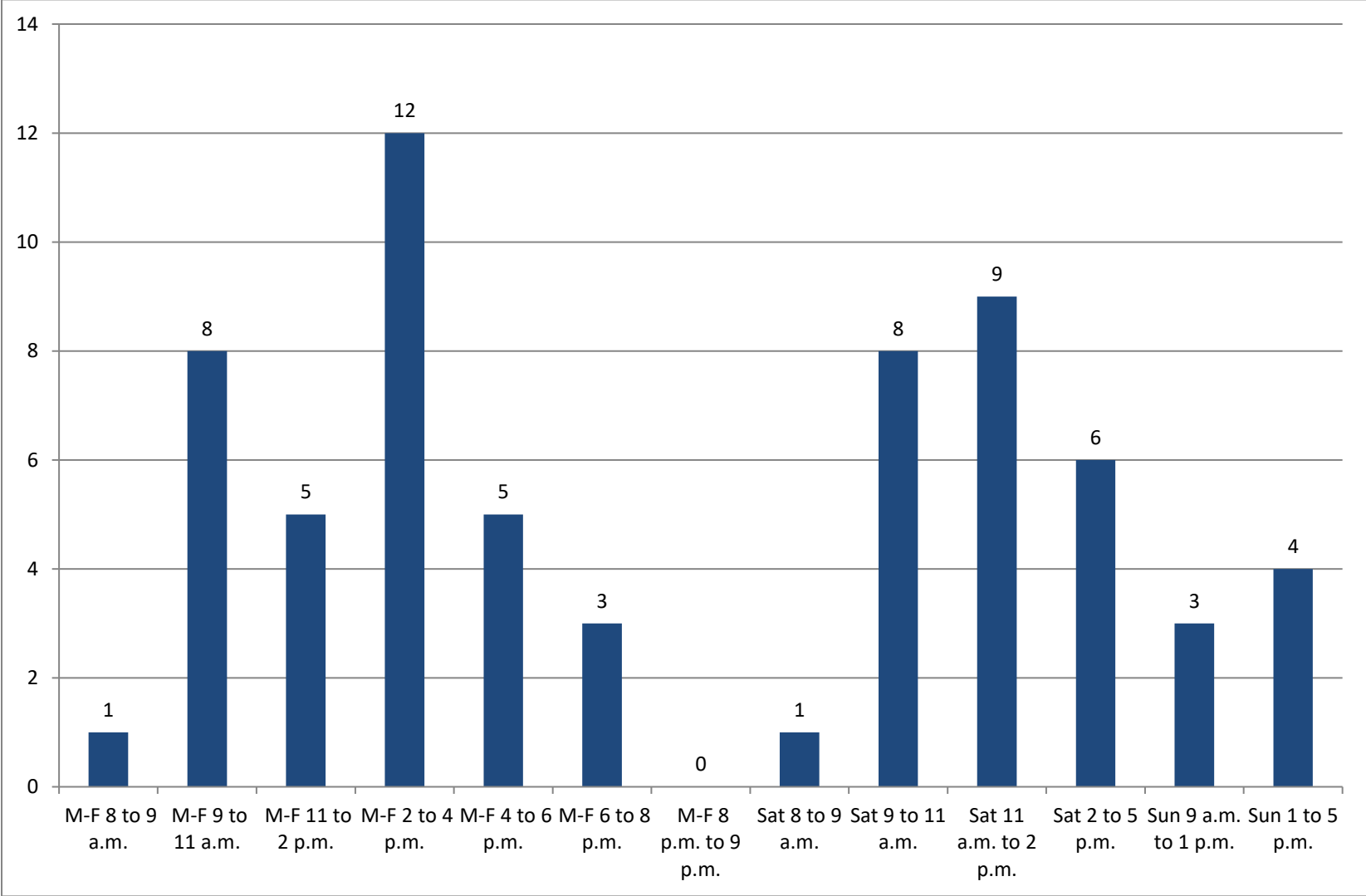
Cloyne and Plevna Branches

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



Cloyne and Plevna Branches

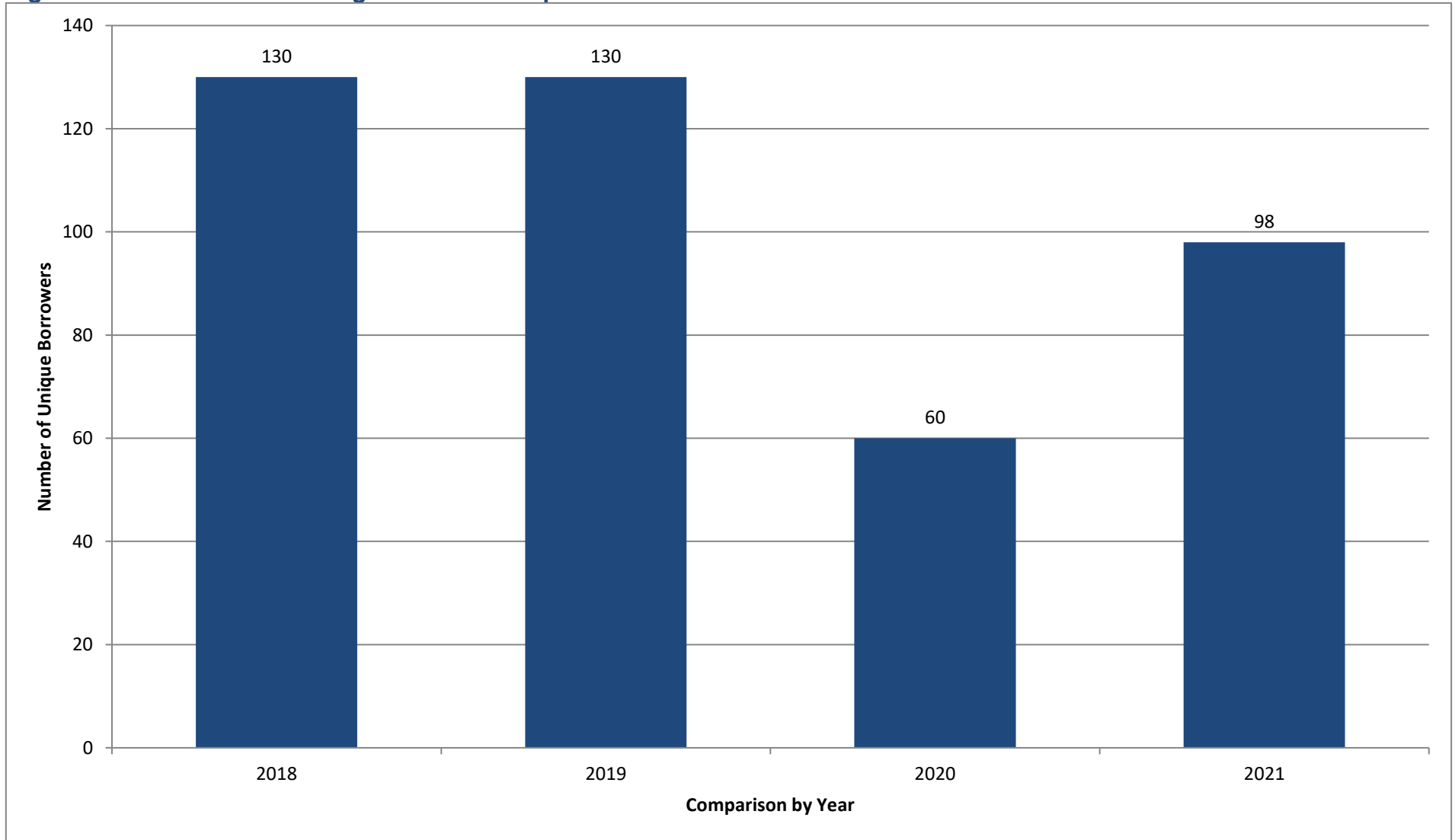
Figure 6: Cloyne - Preferred Time of Day



Cloyne and Plevna Branches

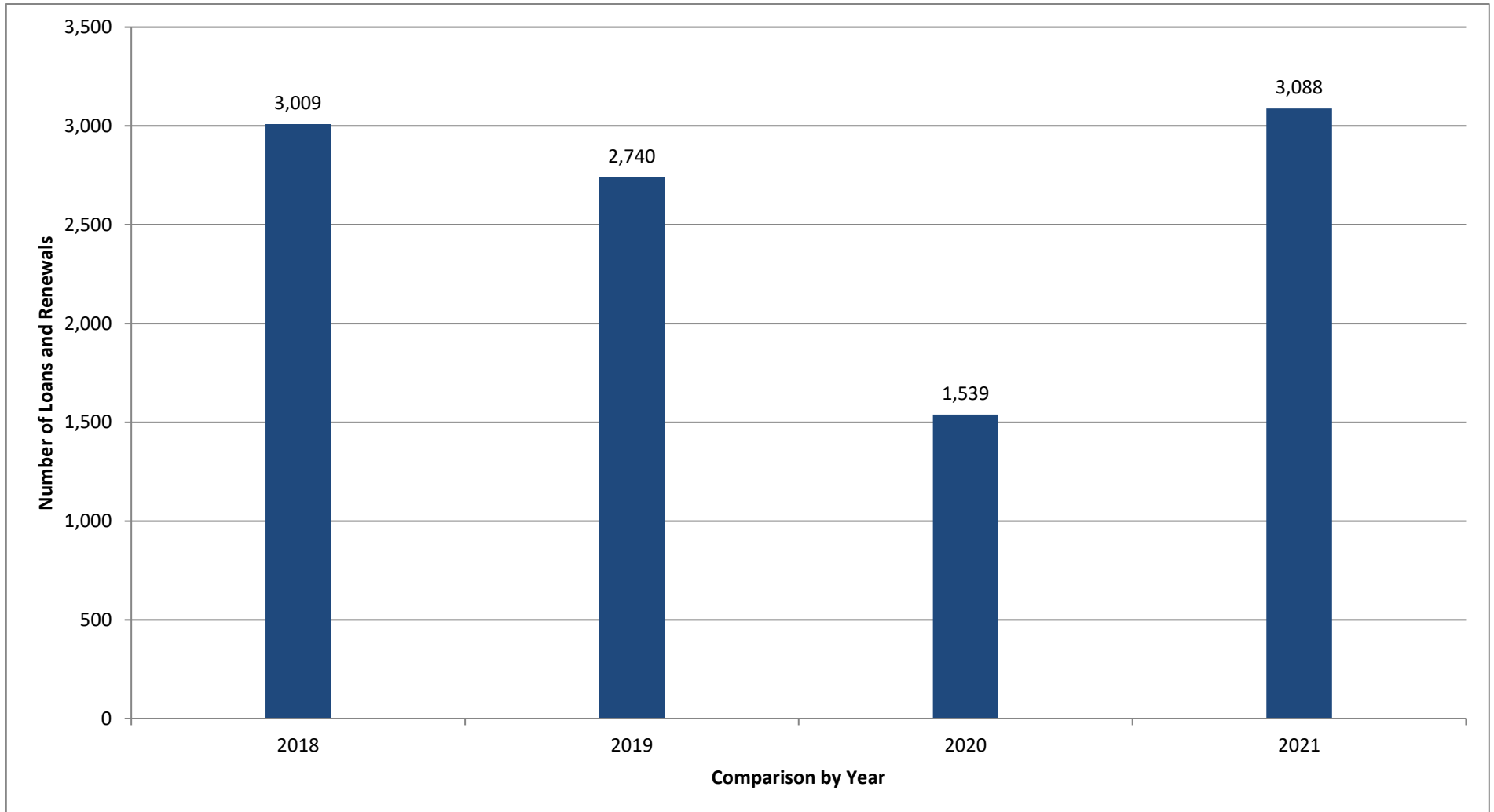
Appendix E: Plevna

Figure 1: Plevna - Branch Usage Trends – Unique Borrowers



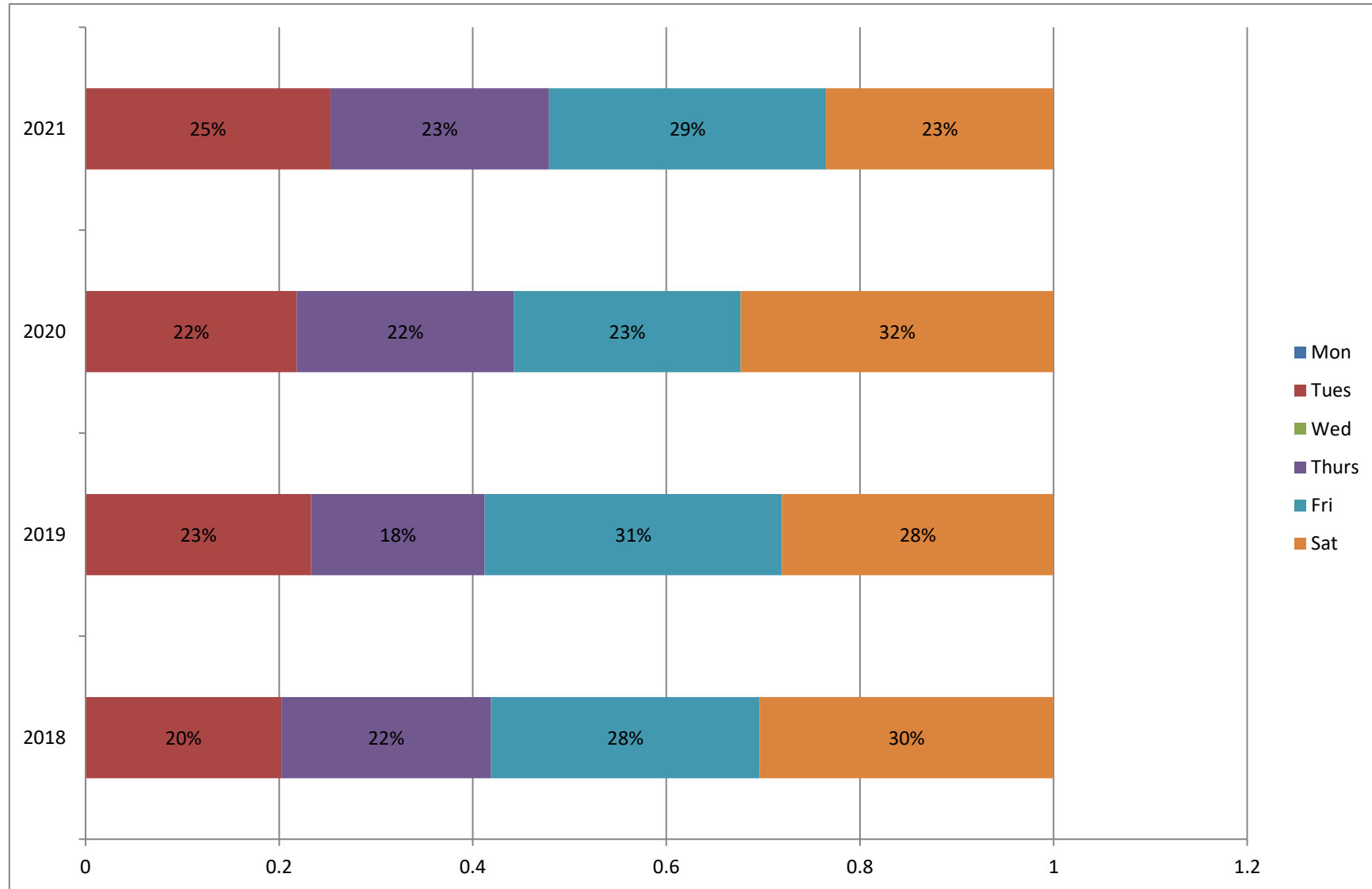
Cloyne and Plevna Branches

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



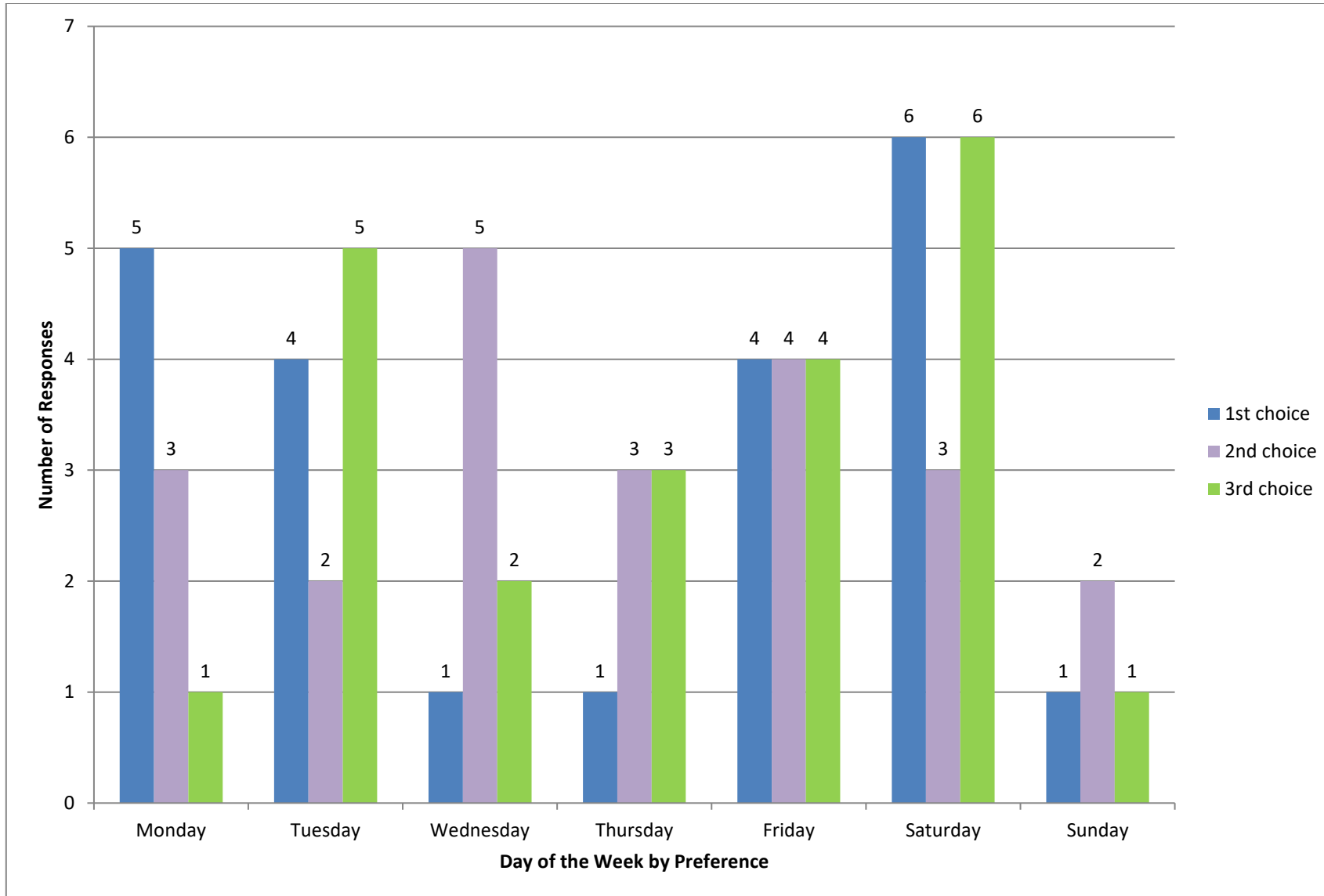
Cloyne and Plevna Branches

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



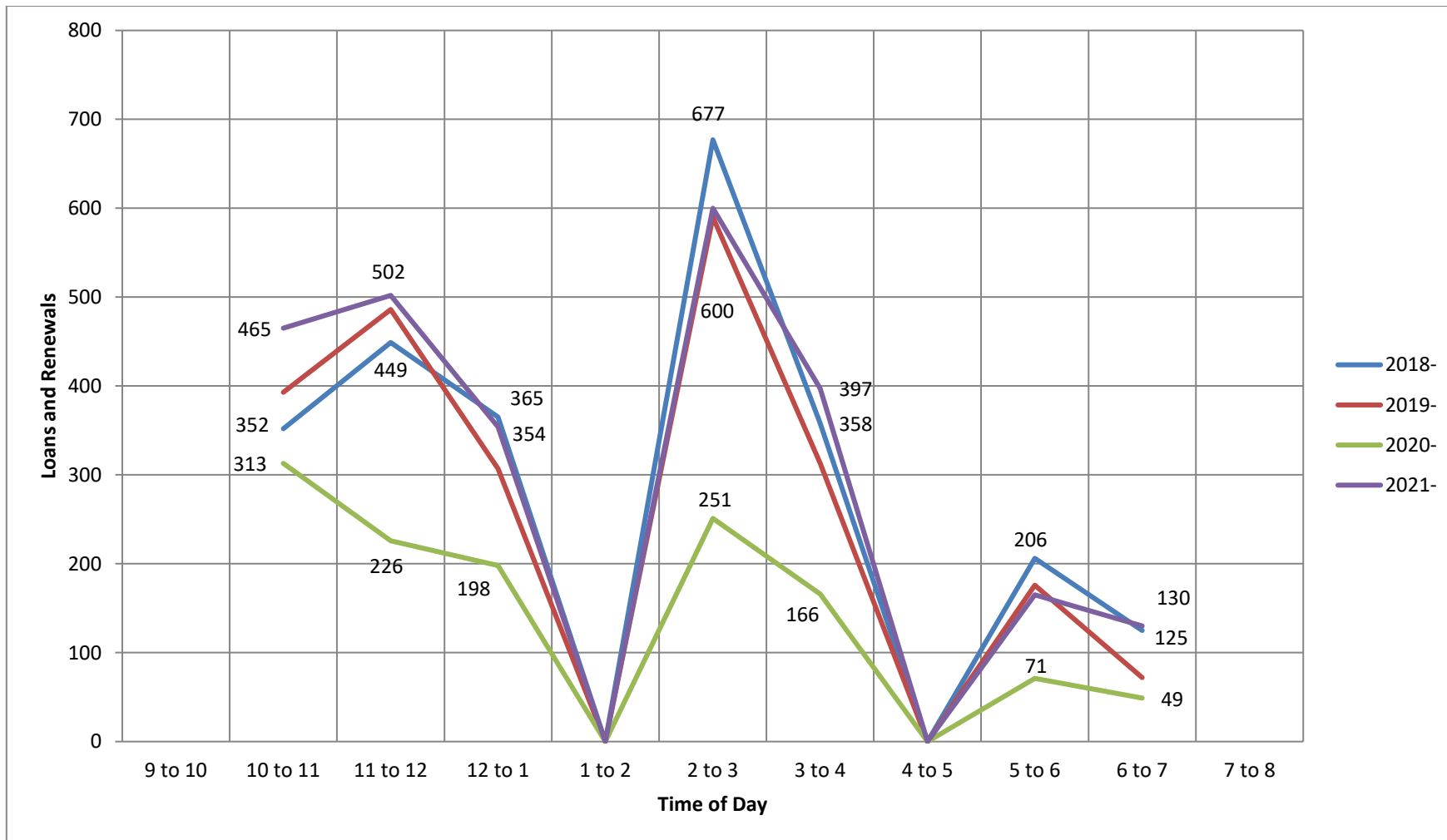
Cloyne and Plevna Branches

Figure 4: Plevna - Preferred Open Days



Cloyne and Plevna Branches

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



Cloyne and Plevna Branches

Figure 6: Plevna - Preferred Time of Day

