

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

Cloyne Branch

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

- ▶ 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.

Initial Recommendations

Overall, the hours of the Cloyne branch meet most community needs but could be better aligned with community services and patron preferences. The initial proposal increased Saturday hours as the busiest day at the branch, maintaining Friday hours as next busiest and most popular day with survey respondents. It recommended closing Tuesdays and opening Thursdays to align with dump services.

- ▶ **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.

Community Feedback

Four patrons attended the open house. There were no submissions by email.

- ▶ Four patrons arrived together to express shared concerns. Since they do not drive at night, moving Tuesday hours would create a four-day gap in for them (no hours Sun, Mon, Tues and then Wed too late.) They stated that Tuesday hours would even out the week.
- ▶ The group agreed that 3 to 6 p.m. would be better than 4 to 7 p.m. for afternoon/evening access but did not feel that adequately solved the problem.
- ▶ The group expressed concern about pick up materials and the timing of the courier in relation to the proposed hours.
- ▶ All participants are members of an active book club; they pointed out that

Cloyne Branch

they donated many sets of books to the library. Their club was set up to align with the branch hours, and they return book club sets on Tuesdays.

- ▶ One patron stated that more days with fewer hours would be preferred, acknowledging that it may be harder on the staff.

Final Recommendations

Based on community feedback, expanded Saturday hours were maintained but shifted an hour later as Saturdays 11-2 was the most requested time slot in the patron survey. Hours were returned to Tuesdays for better balance through the week.

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

- ▶ **Tuesday** 10 a.m. to 2 p.m. *(10 a.m. to 3 p.m.)*
- ▶ **Wednesday**..... 4 to 7 p.m. *(5 to 8 p.m.)*
- ▶ **Friday** 12 to 4 p.m. *(12 to 4 p.m.)*
- ▶ **Saturday** 10 a.m. to 2 p.m. *(9 a.m. to 12 p.m.)*

Plevna Branch

Regular hours of operation are 14 hours per week, currently:

- ▶ 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.

Initial Recommendations

Overall, the Plevna Branch hours meet some of the needs of the community but could be adjusted to better align with community services. The initial proposal maintained Friday and Saturday hours and shifted evening hours. It recommended closing Thursdays and opening Wednesday afternoons to align more closely with dump 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 to 5 p.m.

Community Feedback

The open house was attended by 5 patrons, and another community member submitted feedback by email.

- ▶ All patrons strongly preferred Saturday morning hours.
- ▶ All open house participants shared the concern about losing Thursday hours, stating that Thursdays are very busy in Plevna – the newspaper comes out, the grocery store gets their fresh produce in, and the post office is open later.
- ▶ All agreed that more should be considered than dump hours.
- ▶ One patron commented that it would be easier to remember the schedule if there were 2 days and 2 days with same hours rather than all different.
- ▶ One patron commented that people love the library and will come whenever it is open.

Plevna Branch

Final Recommendations

Based on community feedback, the current Saturday morning hours will be maintained, and hours of operation will continue to be offered on Thursdays. Tuesday and Thursday hours will be consolidated to eliminate the one-hour closures. Hours have been aligned for predictability.

Hours of Operation – *(current hours noted in parenthesis)*

- ▶ **Tuesday**2 to 6 p.m. *(2 to 4 p.m. and 5 to 7 p.m.)*
- ▶ **Thursday**2 to 6 p.m. *(2 to 4 p.m. and 5 to 7 p.m.)*
- ▶ **Friday** 10 a.m. to 1 p.m. *(no change)*
- ▶ **Saturday** 10 a.m. to 1 p.m. *(no change)*