

KFPL Branch Hours Review

Rideau Heights Branch

Background and Review Process

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 Initial Recommendations.

Further community engagement was completed at the Rideau Heights Branch in July 2023, gathering feedback on proposed changes to the hours of operation at this location.

Outcome

Community feedback was incorporated into the Final Recommendations, which will be presented to the Kingston Frontenac Public Library Board at a special Board meeting on August 10, 2023. If approved the new hours of operation will go into effect in fall 2023.

Regular hours of operation are 36 hours per week, currently:

- ▶ Monday..... 10 a.m. to 8 p.m.
- ▶ Tuesday.....CLOSED
- ▶ Wednesday..... 10 a.m. to 8 p.m.
- ▶ Thursday.....CLOSED
- ▶ Friday..... 9 a.m. to 5 p.m.
- ▶ Saturday9 a.m. to 5 p.m.

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Initial Recommendations

The most common request received through the community survey was for an increase in hours and alignment with community programming offered in the Rideau Heights Community Centre.

The proposed hours of operation include an increase of eight hours per week, with the new hours on days when the library is currently closed.

- ▶ Monday 10 a.m. to 8 p.m.
- ▶ Tuesday 10 a.m. to 2 p.m.
- ▶ Wednesday 10 a.m. to 8 p.m.
- ▶ Thursday 10 a.m. to 2 p.m.
- ▶ Friday 9 a.m. to 5 p.m.
- ▶ Saturday 9 a.m. to 5 p.m.

Community Feedback

Twenty-five patrons and one community partner shared their views through the open house events, via email and by sending feedback forms.

All were satisfied with an increase in hours; 10 patrons and the community partner supported adding those hours on days the library is currently closed.

One patron expressed an interest in Sunday hours, two patrons would prefer evening hours on Friday or Saturday, two patrons would appreciate more evening hours, and one patron would like more hours to be added, especially in the summer.

Final Recommendations

Most of the people who gave feedback welcomed the proposed hours, and therefore no adjustments to the proposal are being recommended. Pending Library Board approval, the Rideau Heights Branch will open an added eight hours weekly, with the branch open six days per week, as detailed above.