

Hartington, Storrington and Sydenham Branch

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 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 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.

South Frontenac Library Usage

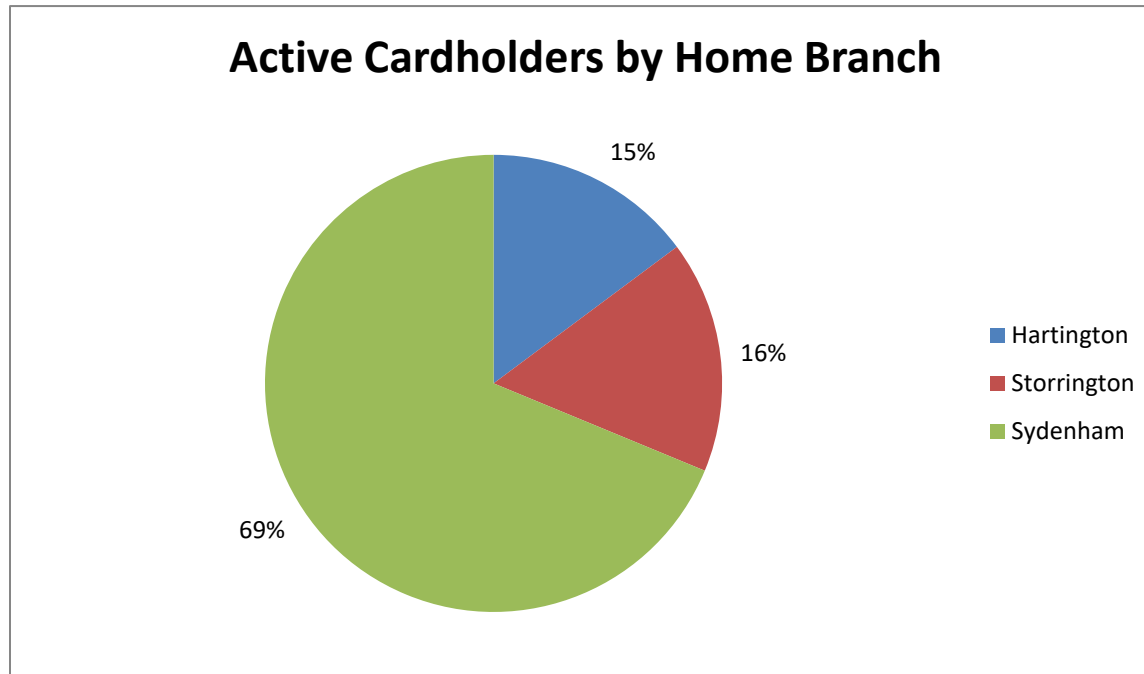
KFPL serves the residents of the South Frontenac, **20,188** potential patrons¹, at three branch locations: Hartington, Storrington and Sydenham. These branches also welcome seasonal residents each year, and may also serve residents of Kingston and other areas of Frontenac County. In December 2021, **1,546 active cardholders**² were connected to South Frontenac branches.

¹ 2021 census figures

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

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Figure 1: South Frontenac – Active Cardholders by Location



- ➔ Hartington - 229
- ➔ Storrington - 254
- ➔ Sydenham – 1,063

Combined, during regular hours of operation the three South Frontenac branches provide residents with access to public library service for **63 hours per week**, with 15 hours per week at each of the Hartington and Storrington branches, and 33 hours per week at Sydenham.

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Analysis

Despite lower usage in 2021 due to pandemic concerns and restrictions, the pattern of use remains relatively consistent.³ The number of unique borrowers dropped from 2019 to 2020, and again from 2020 to 2021 at all three locations. However, loans and renewals have increased over the first year of the pandemic with Hartington at 76.3% of their 2018 loans, Storrington at 83.4%, and Sydenham at 70.2%.

The Sydenham Branch is the busiest of the three branches, with 66% (805) of the South Frontenac branches' unique borrowers in 2021 and 67.6% (32,778) of the year's loans and renewals. 75.7% of the branch's active cardholders used the library in the past year.

The Hartington and Storrington branches are roughly equivalent in the number of borrowers served, and have equivalent hours of operation. Loans and renewals are consistently higher at the Storrington Branch, and in 2021 Hartington had 67.5% of Storrington's loans and renewals. These branches each have 23.8% of available hours in South Frontenac while serving 15.7% and 19% of borrowers respectively.

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

Feedback was received from **223 South Frontenac patrons** through a community survey; respondents described their personal use of library branches and the library's digital collections, shared their preferences for days and times of operation, and highlighted key community services with which KFPL should align branch hours. We also received feedback on branch hours from members of library staff. All of this feedback was considered during the decision-making process.

³ See Appendix A and B for comparative annual data.

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Hartington Branch

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

- Monday 1 to 5 p.m. and 6 to 8 p.m.
- Wednesday 1 to 5 p.m. and 6 to 8 p.m.
- Saturday 1 to 4 p.m.

The Hartington Branch welcomed 15.7% (192) of the Township's borrowers in 2021; their patrons were responsible for 13% (6,318) 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 most popular day to visit the branch, with 50-52% of borrowers, and Wednesday is somewhat busier than Monday; loans and renewals on Saturdays were 200% higher than Mondays and 50% higher than Wednesdays in 2021, reflecting the trend in 2019. In the patron survey, Wednesdays was ranked highest overall, but Monday and Saturday had more first-place rankings.

Hartington's hours are consistent across the three days the branch is open. They are busiest between 1 to 2 p.m. and 3 to 4 p.m.; evenings are busiest in the first hour from 6 to 7 p.m. The branch is showing some signs of a rebound in evening usage in 2021.

Patron survey preferences do not align with afternoon usage data, with the most frequently requested timeslots falling on weekday afternoons from 4 to 6 p.m. This may reflect a desire to have the branch open for commuters rather than the recorded use from 4 to 5 p.m. The preference for Saturday access aligns with usage.

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Respondents suggested that we align our hours with Hartington Community Caring (Tuesdays and Fridays 10:00 a.m. to 2:00 p.m.), garbage and recycling (Wednesdays and Saturdays 8:30 a.m. to 4:30 p.m.), the post office (Monday to Friday 9:00 a.m. to 12:00 pm, 2:30-5:30 p.m.), and local shop hours. Some patrons expressed frustration with the one hour closure from 5:00-6:00 p.m. on weekdays or requested later evenings hours. Requests were also received for a weekday morning or more weekday afternoons.

The Hartington Branch has more hours than needed to serve the number of borrowers using the branch, currently open for 23.8% of the Township's available hours to serve 15.7% of the region's borrowers. However, the draft Library Facilities Plan recommends a physical expansion of this space to better serve the population of South Frontenac.

The branch may not need to be open in the evenings since the Sydenham Branch is relatively close and most Hartington patrons indicated an ability to travel to another location if needed. Hartington patrons commuting to the city may also use the Isabel Turner branch as an alternate location.

Recommendations:

- Increase Saturday access
- Open during commuting hours

Proposed Hours of Operation:

- Mondays 1 to 6 p.m.
- Wednesdays 10 a.m. to 3 p.m. or 1 to 6 p.m.
- Saturdays 9 to 2 p.m.

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Storrington Branch

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

- Tuesday 1 to 5 p.m. and 6 to 8 p.m.
- Thursday 1 to 5 p.m. and 6 to 8 p.m.
- Saturday 1 to 4 p.m.

The Storrington Branch welcomed 18% (221) of the region's borrowers and processed 19% (9,350) of the loans and renewals in the Township.

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.

The branch is busiest on Saturdays when it welcomes 42-45% of unique borrowers, with weekday usage evenly spread across Tuesdays and Thursdays. However, loans and renewals are highest on Tuesdays, 50% higher than Saturdays in 2018 and 87.5% higher in 2021.

The data aligns with patron preferences, with Tuesday as the highest ranked day overall despite Saturday receiving the most first-place rankings. The current days of operation were preferred by survey respondents, with Wednesdays receiving a fourth place ranking over all.

The peak time for loans and renewals has been the afternoon, with loans and renewals spread between 1 and 4 p.m. In the evenings, the first hour was busiest in terms of both patrons and borrowing, though the second hour showed more loans and renewals in 2021.

Ten survey respondents shared additional comments recommending alignment with various activities in the community or other changes to hours of operation.

Hartington, Storrington and Sydenham Branch

Overall, the Storrington Branch has more hours than needed to serve the number of borrowers using the branch, currently open for 23.8% of the Township's available hours to serve 19% of the region's borrowers. However, the draft Library Facilities Plan recommends a physical expansion of this location to better serve the community of South Frontenac.

The branch may not need to be open in the evenings since the Sydenham Branch is relatively close and most Storrington patrons indicated an ability to travel to another location if needed. Patrons commuting to the city may also use the Rideau Heights Branch as an alternate location.

Recommendation:

- Adjust Saturday hours to earlier in the day as per patron requests.
- Keep the branch open during commuting hours.

Proposed Hours of Operation:

- Tuesday 10 a.m. to 3 p.m. or 1 to 6 p.m.
- Thursday 1 to 6 p.m.
- Saturday 9 a.m. to 2 p.m.

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Sydenham Branch

The branch is currently open **33 hours per week**:

- Monday 10 a.m. to 6 p.m.
- Tuesday 1 to 8 p.m.
- Thursday 1 to 8 p.m.
- Friday 10 a.m. to 5 p.m.
- Saturday 10 a.m. to 2 p.m.

The Sydenham Branch is the busiest branch, with 66% (805) of the South Frontenac branches' unique borrowers in 2021 and 67.6% (32,778) of the year's loans and renewals. 75.7% of the branch's active cardholders used the library in the past year.

Reviewing borrower patterns, Saturday is the busiest day with 27-29% of unique borrowers visiting each year, which is aligned with survey feedback on preferred days to use the branch. However, Tuesdays, Thursdays and Fridays are somewhat busier than Mondays but Monday received a higher overall ranking in the survey.

Prior to the pandemic, the branch was busiest between 11 a.m. and noon, then consistently steady from 12 to 5 p.m. Usage dropped significantly from 5 to 6 p.m. before peaking again between 6 and 7 p.m., but evening usage was lower than any daytime hours. During the pandemic, that morning peak smoothed into consistent usage across the daytime hours; evening usage continues to be lower.

Patron survey feedback showed preferences spread evenly across all timeslots except for early mornings, late evenings and Sundays. Evenings were ranked higher than has been reflected in the usage data.

Survey respondents suggested we align with the hours of local shops, services and restaurants (7), with two patrons pointing out that some services are closed on Sundays and Mondays in the off-season. The most common requests for changes were for us to add Wednesdays (5), extend Saturdays (5) and standardize the hours of the branch (4).

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We were reminded to offer hours that were suited to those who work (6), attend school (8) or have evening activities in the village (3), and that needs may vary by season (2). Some stressed the importance of weekends (7), with requests to extend Saturday hours (5) and add Sundays (1), and a request for holiday access (1), while others were happy with hours as they were (6) or preferred daytime hours (5).

Overall, the hours of operation would better serve the community if spread over additional days of service.

Recommendations:

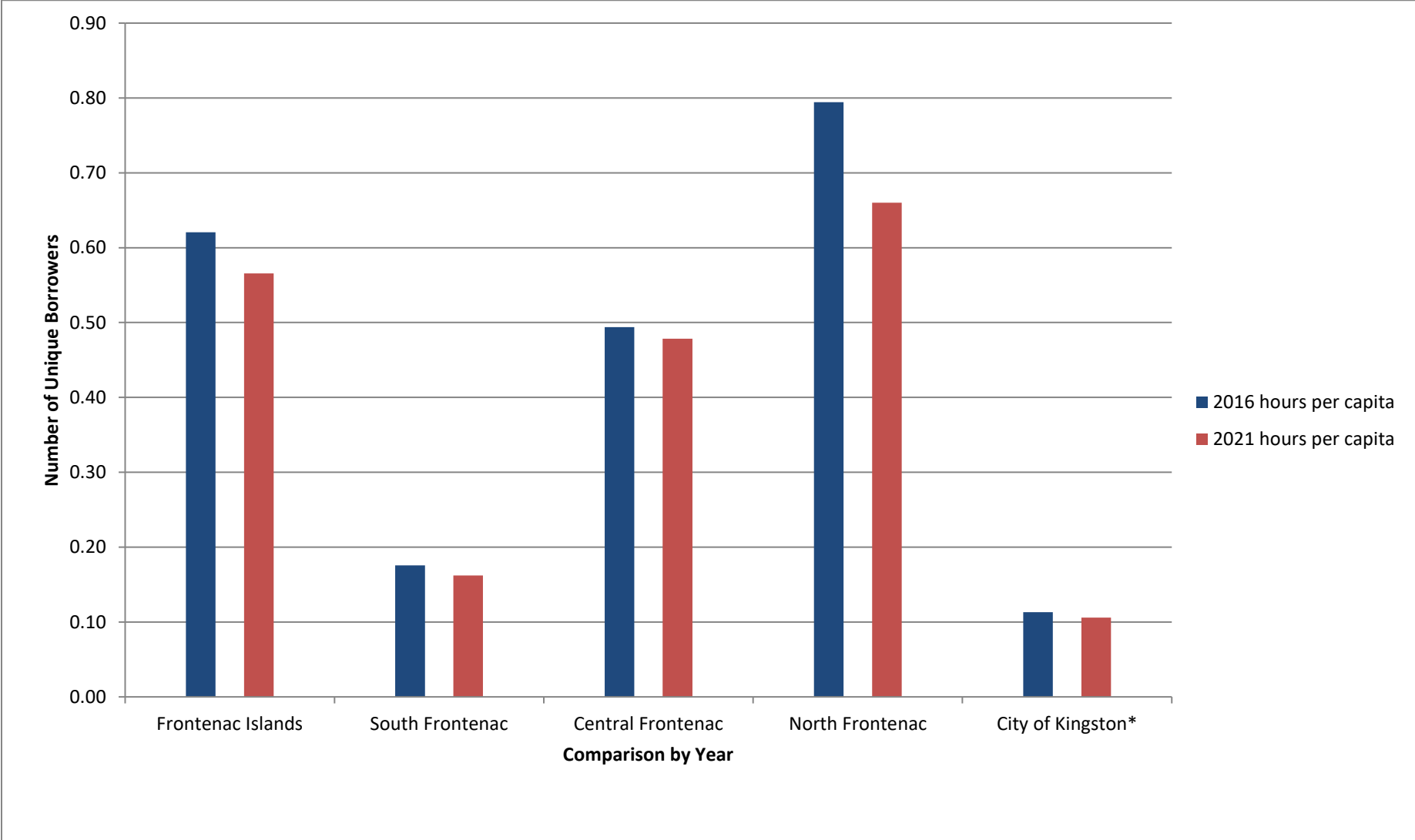
- Adjust the hours to increase Saturday access
- Opening six days per week is possible with a reduction in hours on other days.

Proposed Hours of Operation:

- Monday 10 a.m. to 4 p.m.
- Tuesday 2 to 7 p.m.
- Wednesday 10 a.m. to 4 p.m.
- Thursday 2 to 7 p.m.
- Friday 10 a.m. to 4 p.m.
- Saturday 10 a.m. to 4 p.m.

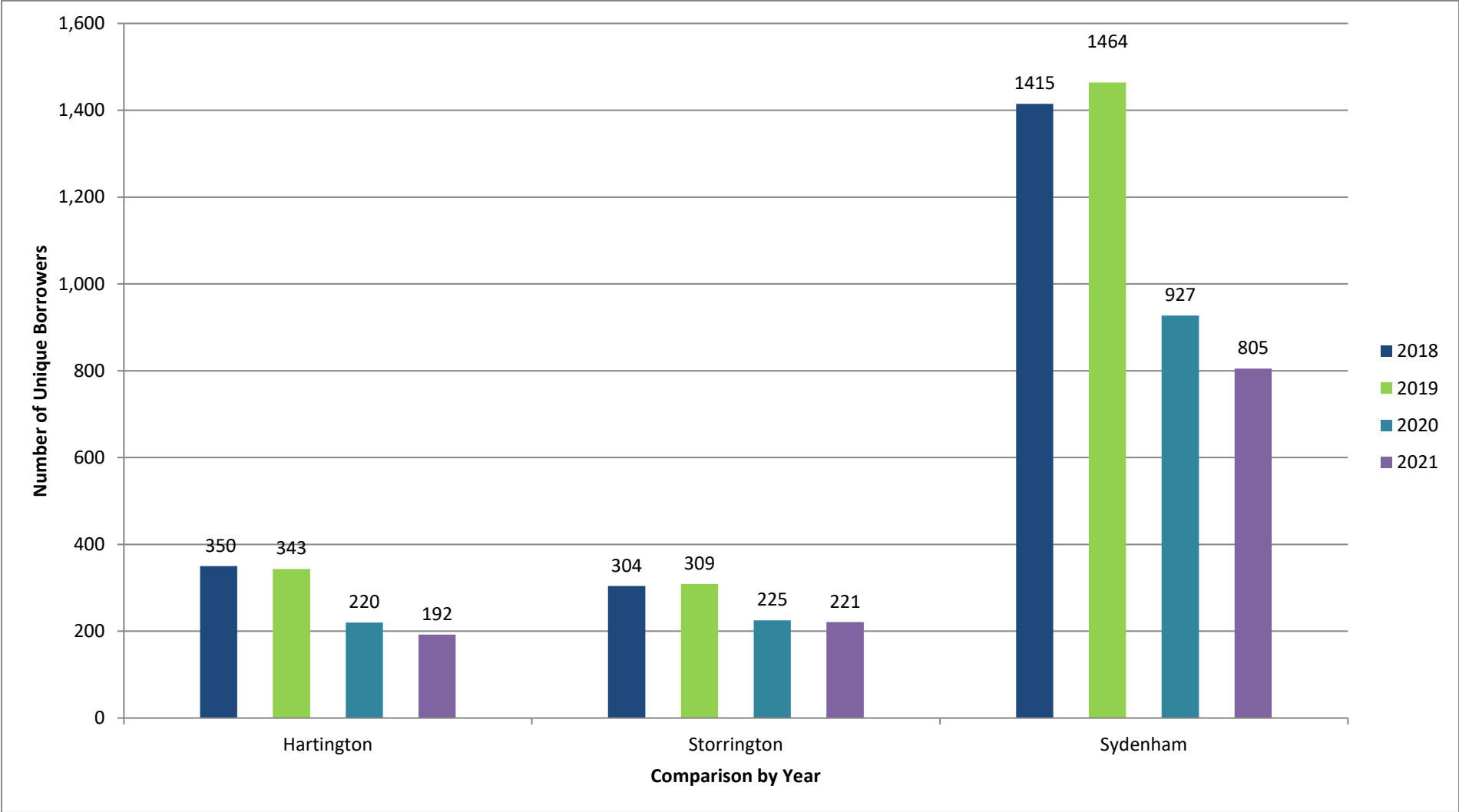
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Appendix A: Hours of Operation per Capita by Municipality



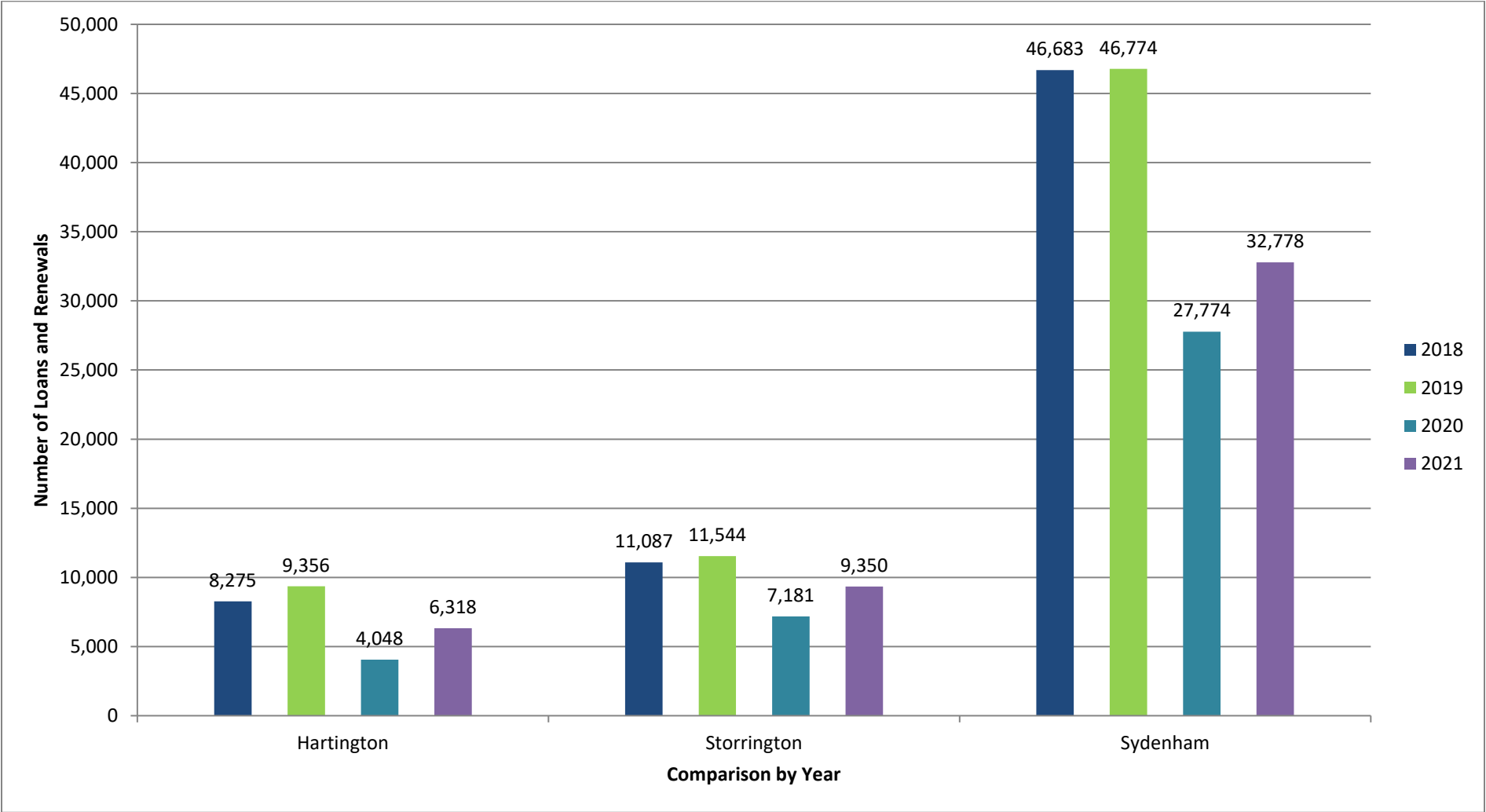
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Appendix B: South Frontenac Branch Usage Trends – Unique Borrowers



Hartington, Storrington and Sydenham Branch

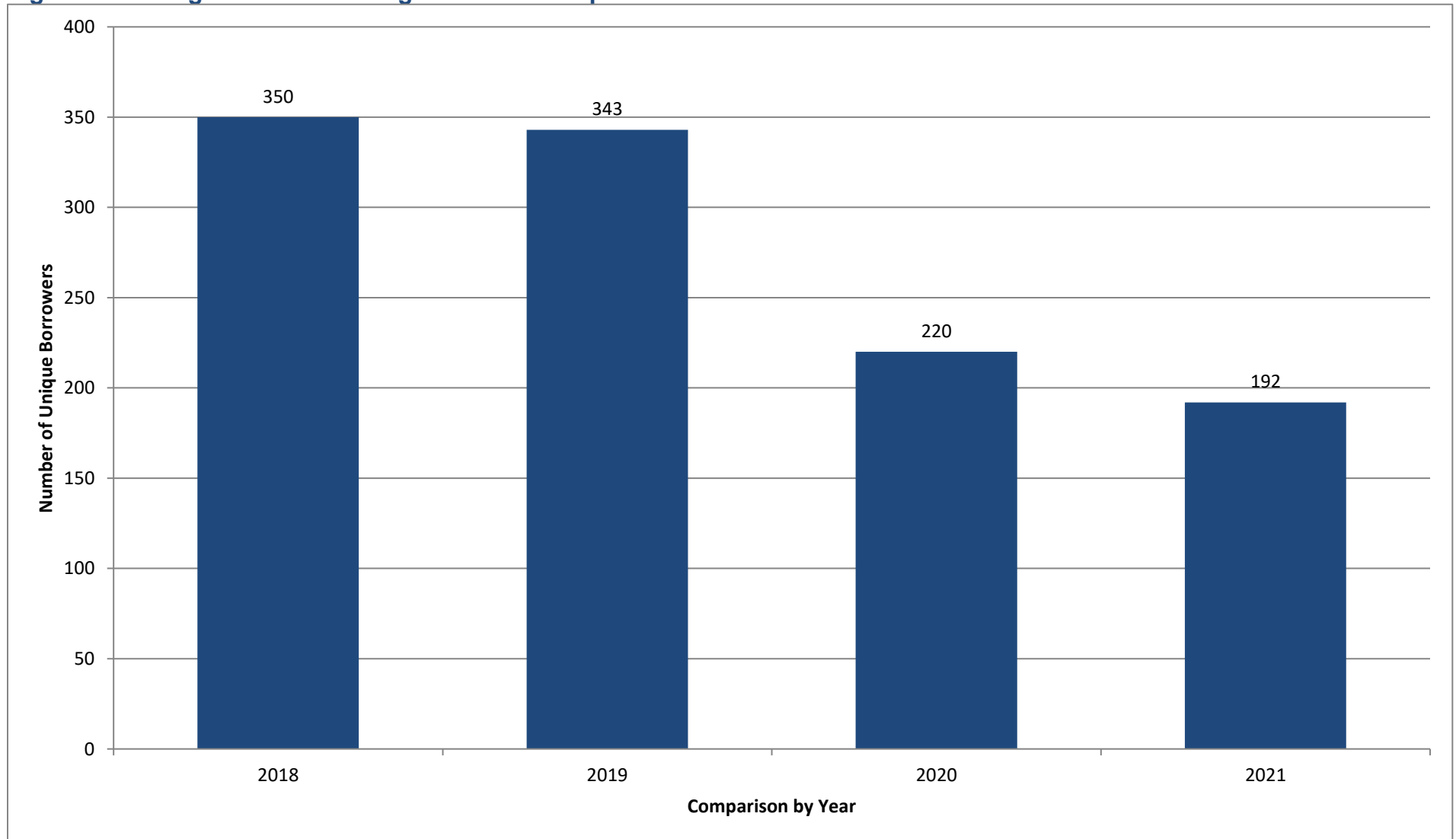
Appendix B: South Frontenac Branch Usage Trends - Annual Loans and Renewals



Hartington, Storrington and Sydenham Branch

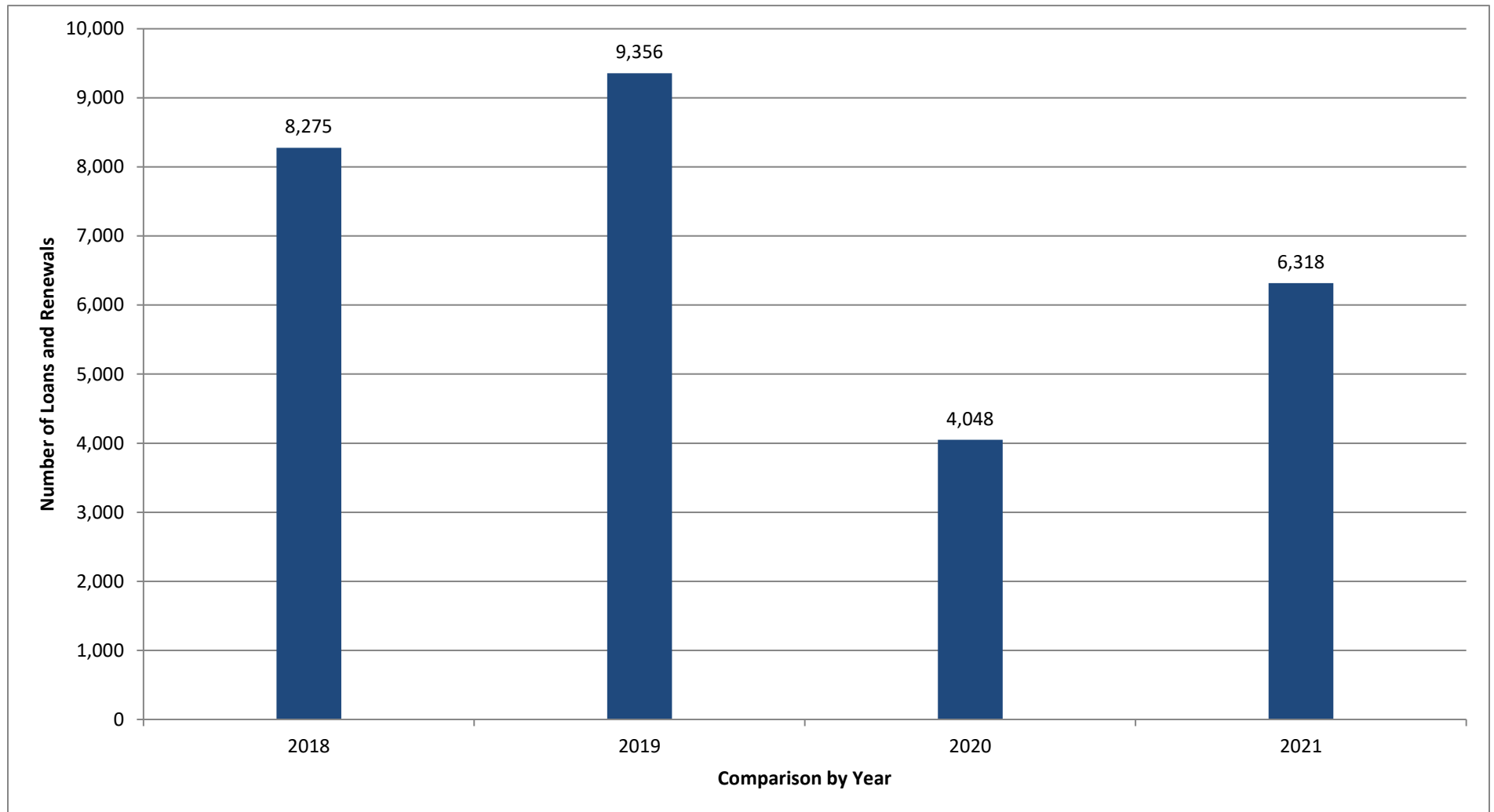
Appendix C: Hartington Data

Figure 1- Hartington - Branch Usage Trends – Unique Borrowers



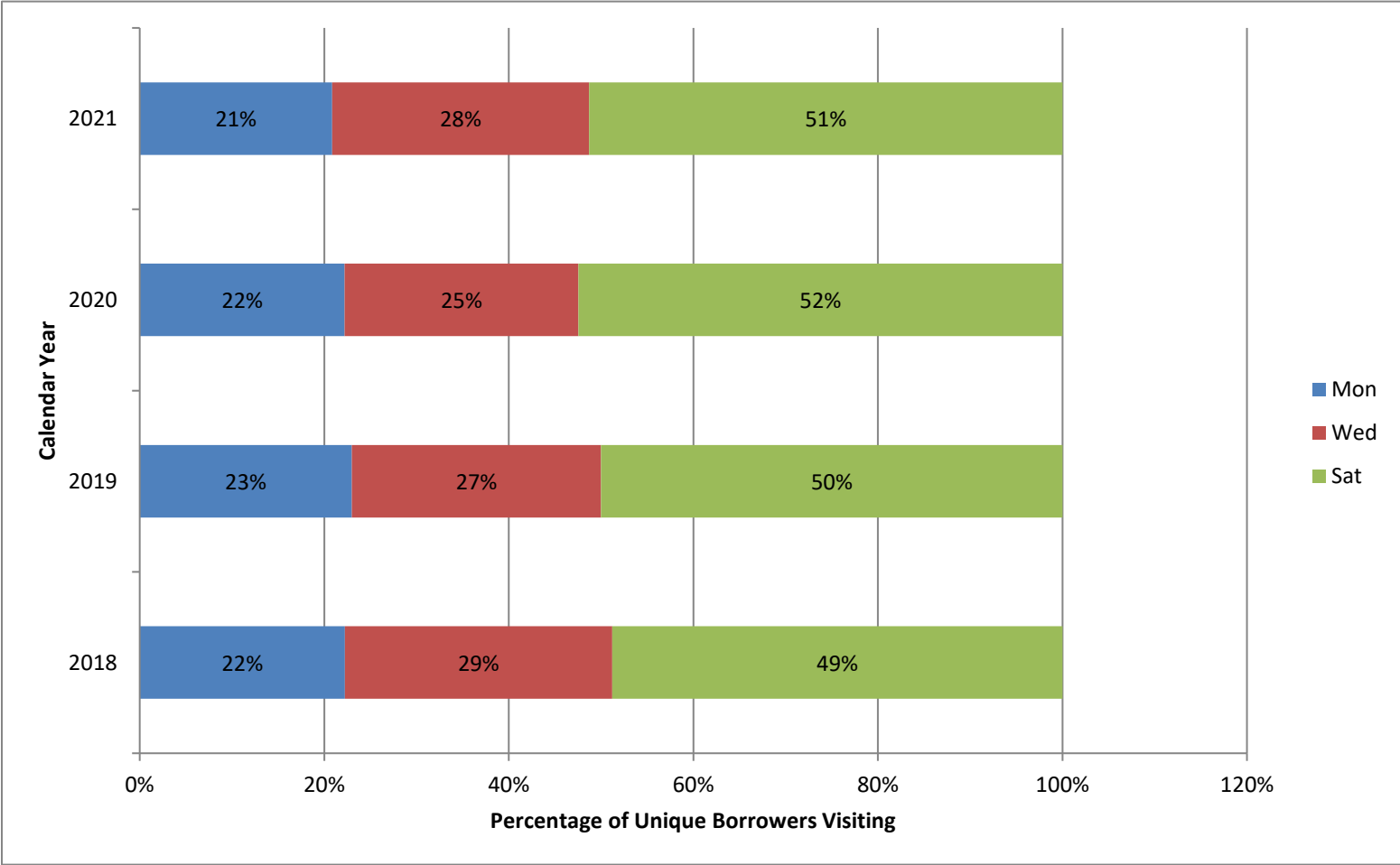
Hartington, Storrington and Sydenham Branch

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



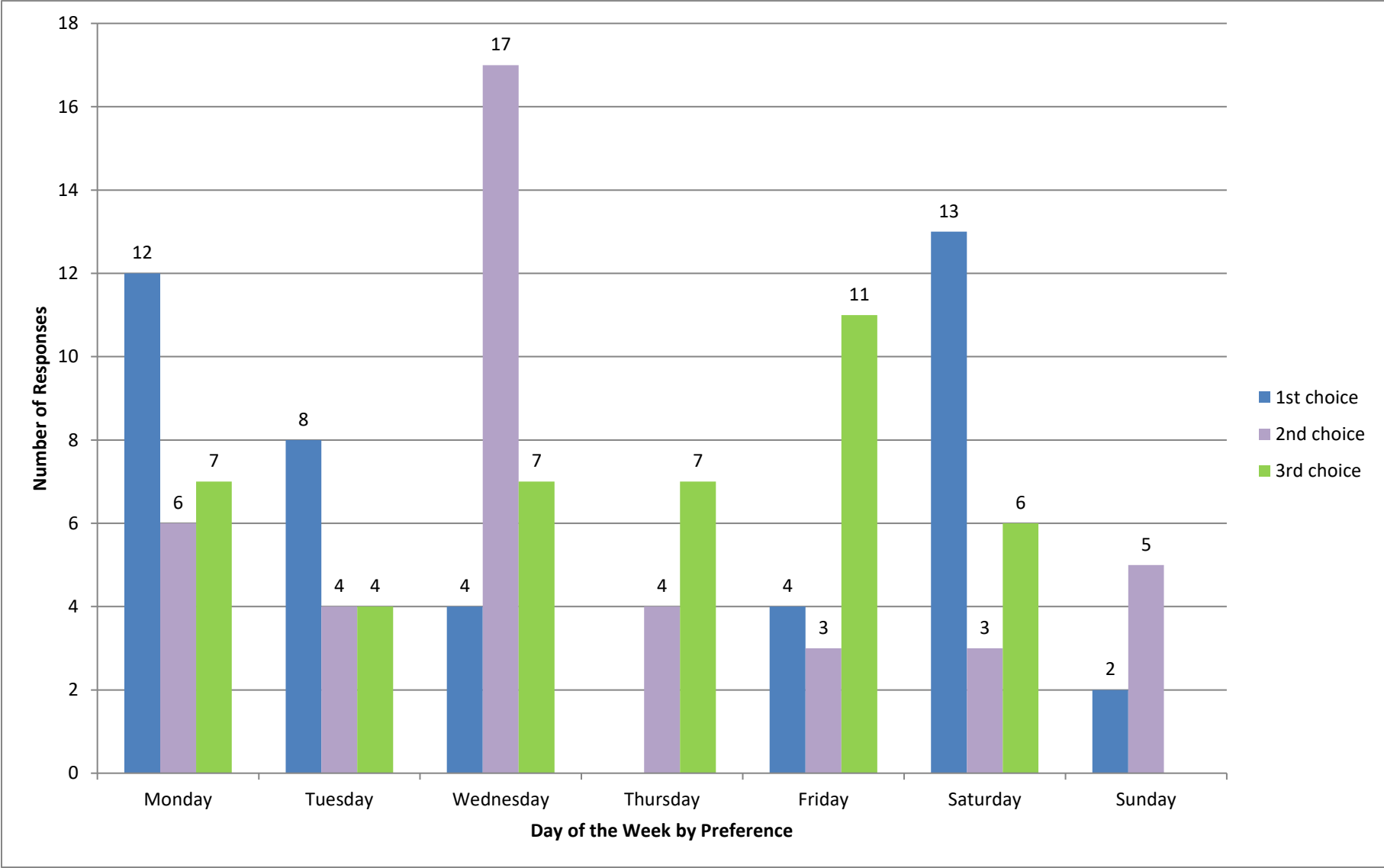
Hartington, Storrington and Sydenham Branch

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



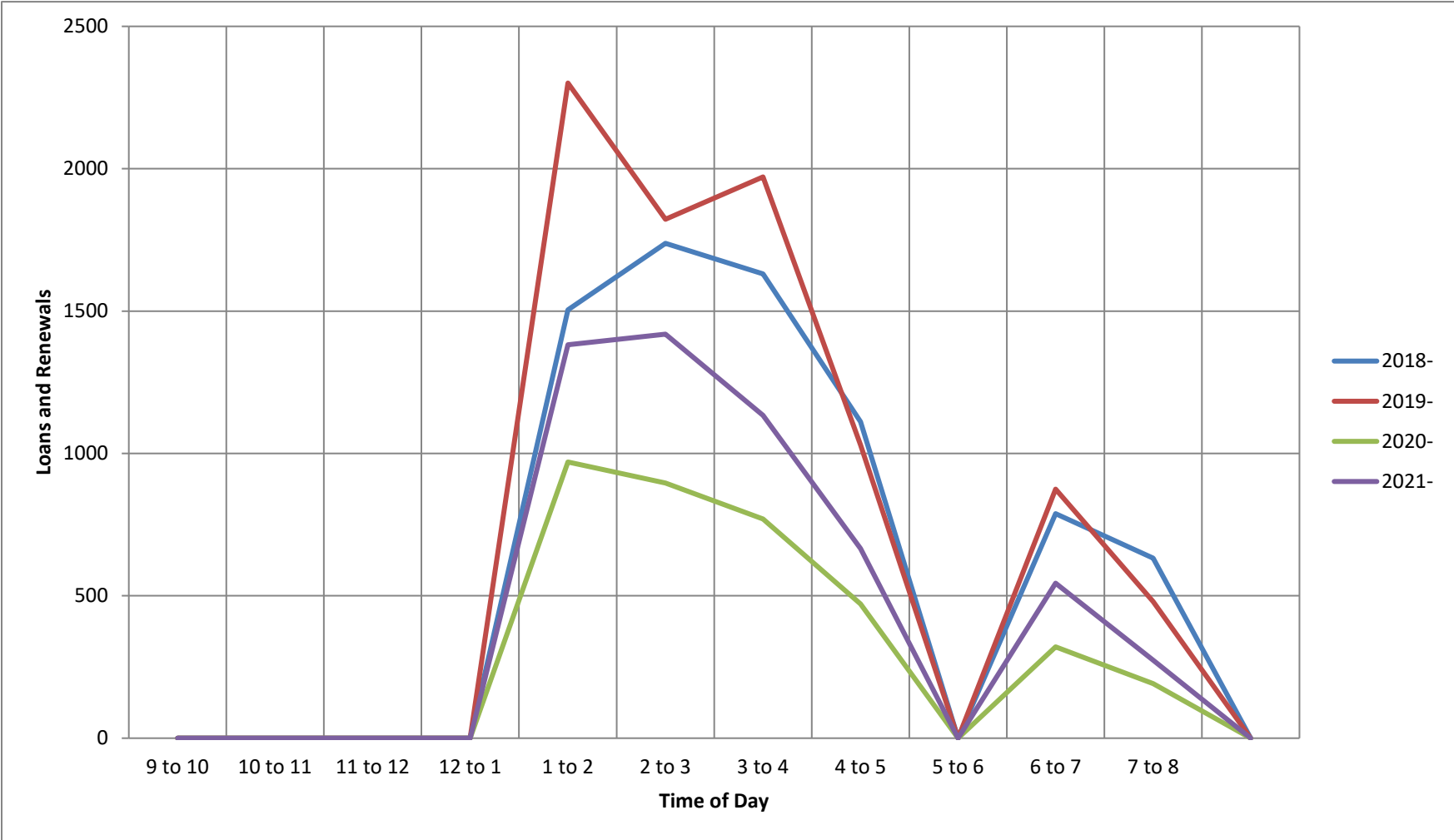
Hartington, Storrington and Sydenham Branch

Figure 4: Hartington - Preferred Open Days



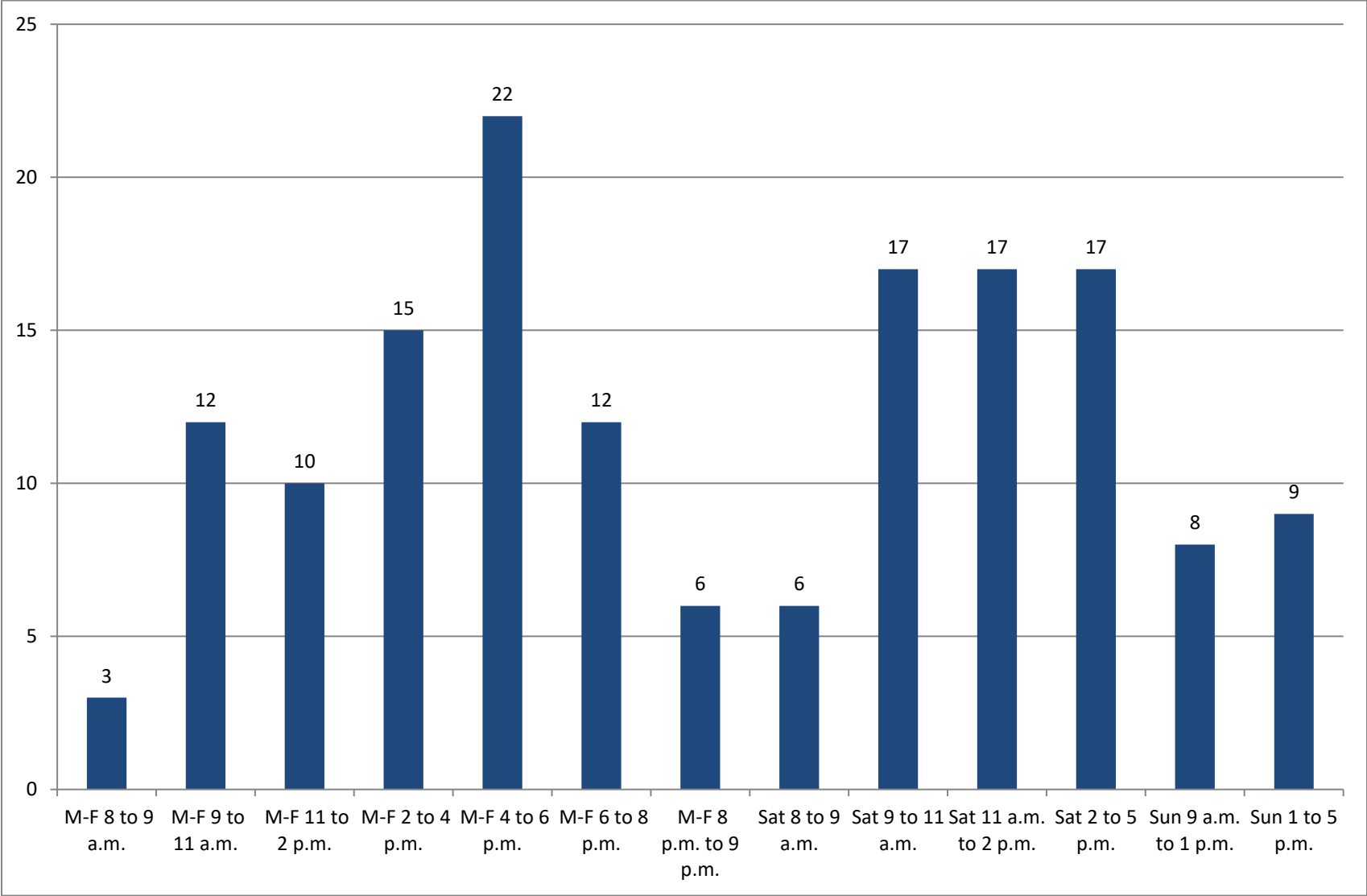
Hartington, Storrington and Sydenham Branch

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



Hartington, Storrington and Sydenham Branch

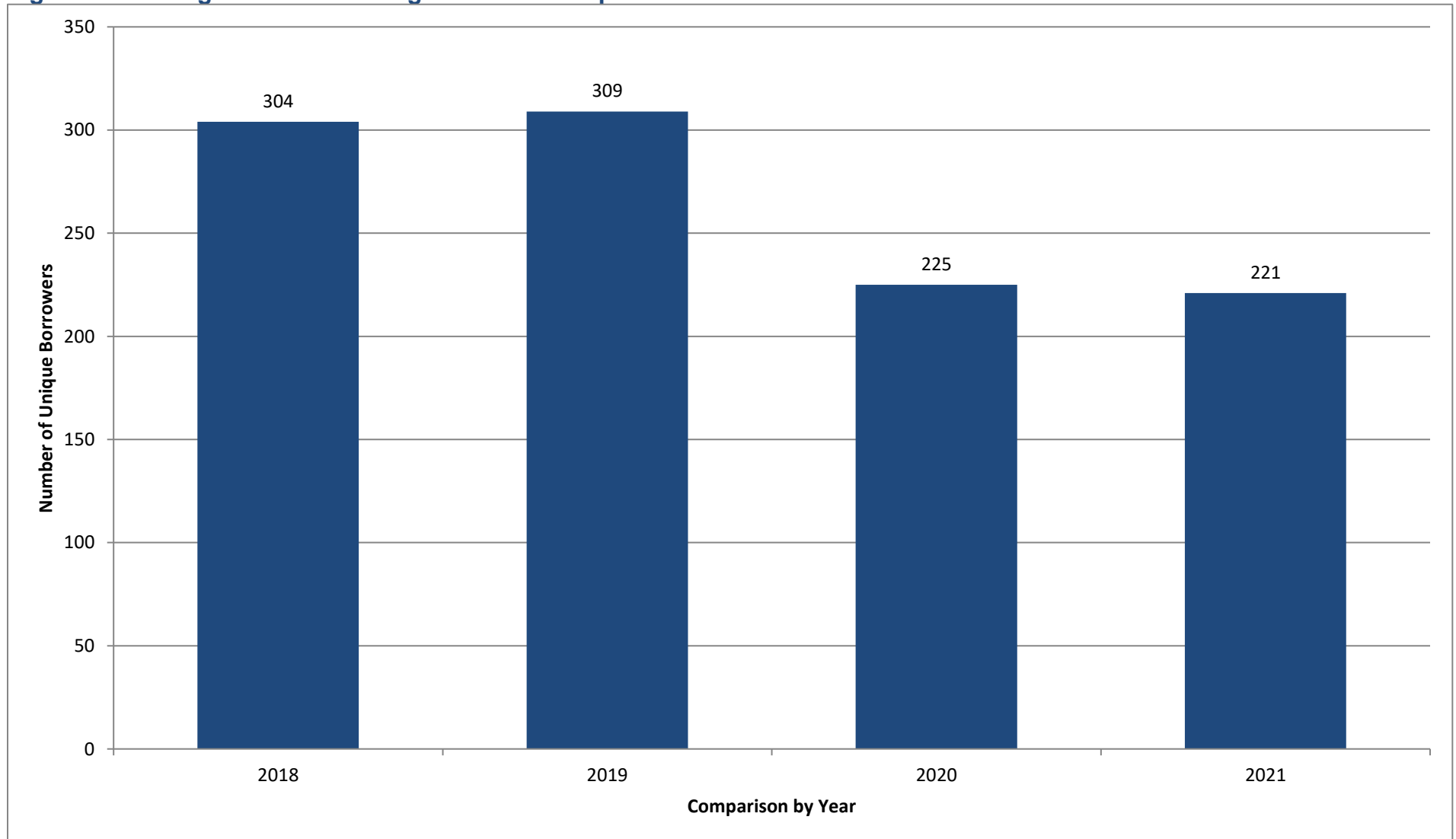
Figure 6: Hartington - Preferred Time of Day



Storrington Branch

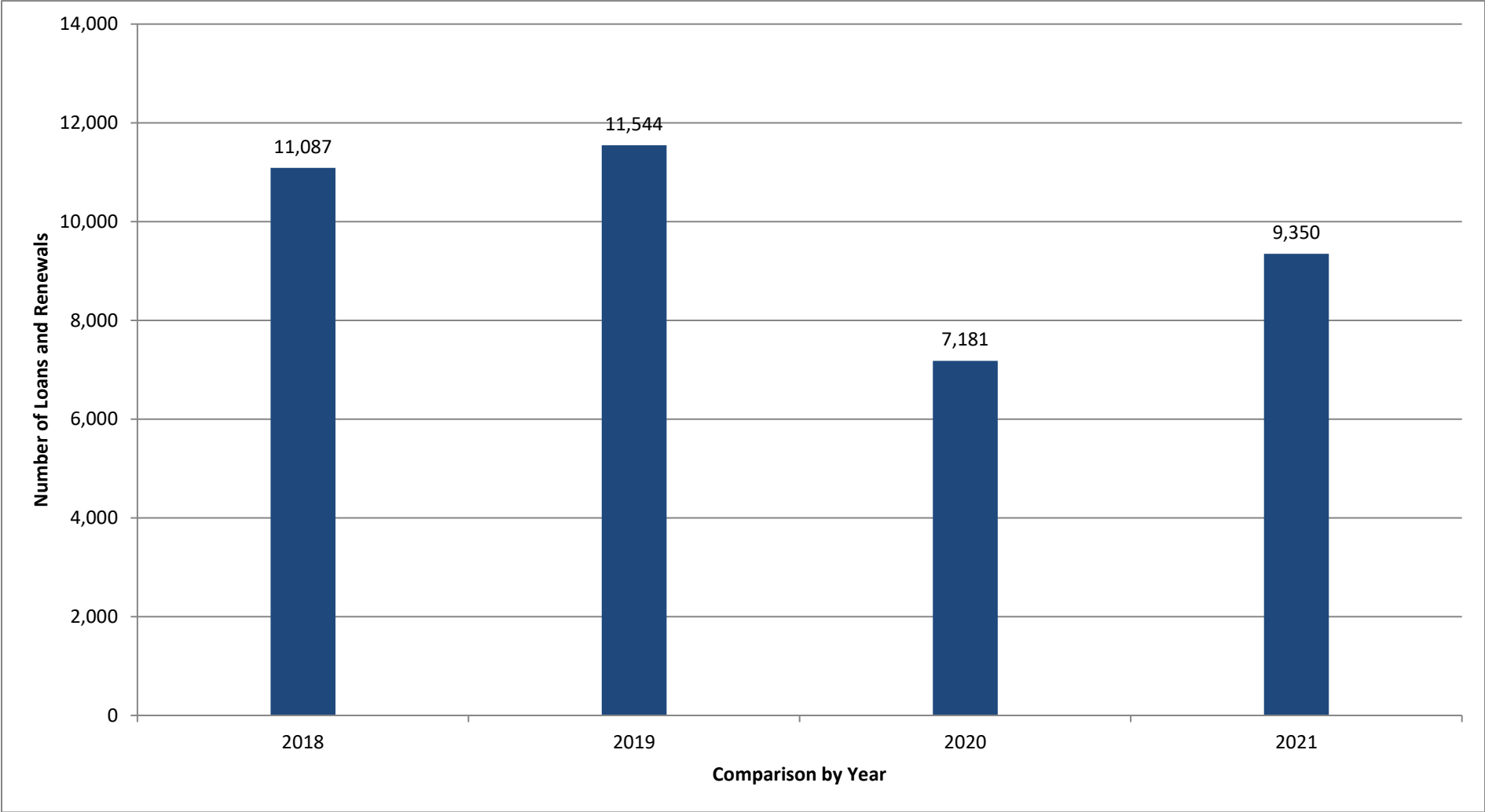
Appendix B

Figure 1: Storrington - Branch Usage Trends – Unique Borrowers



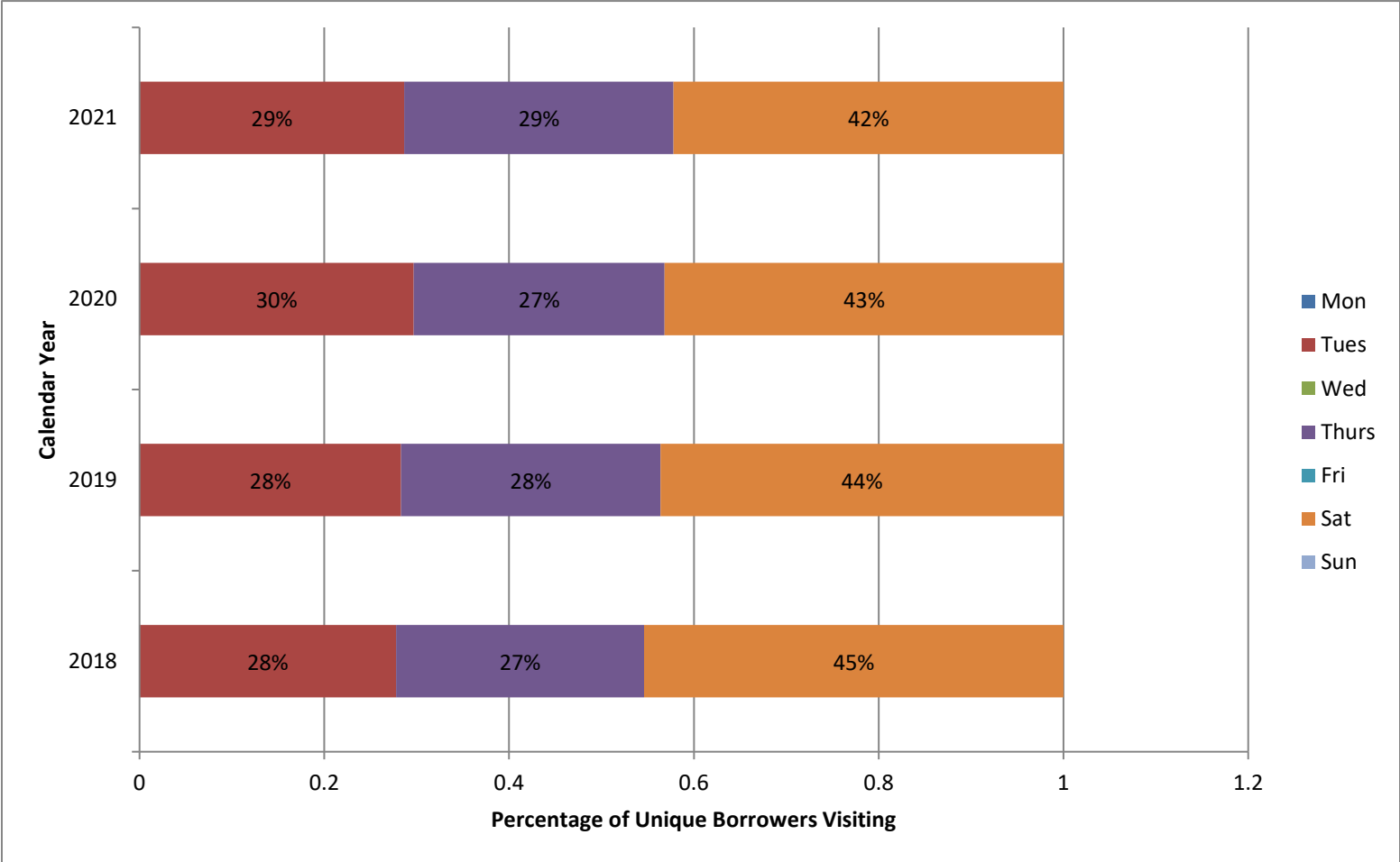
Storrington Branch

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



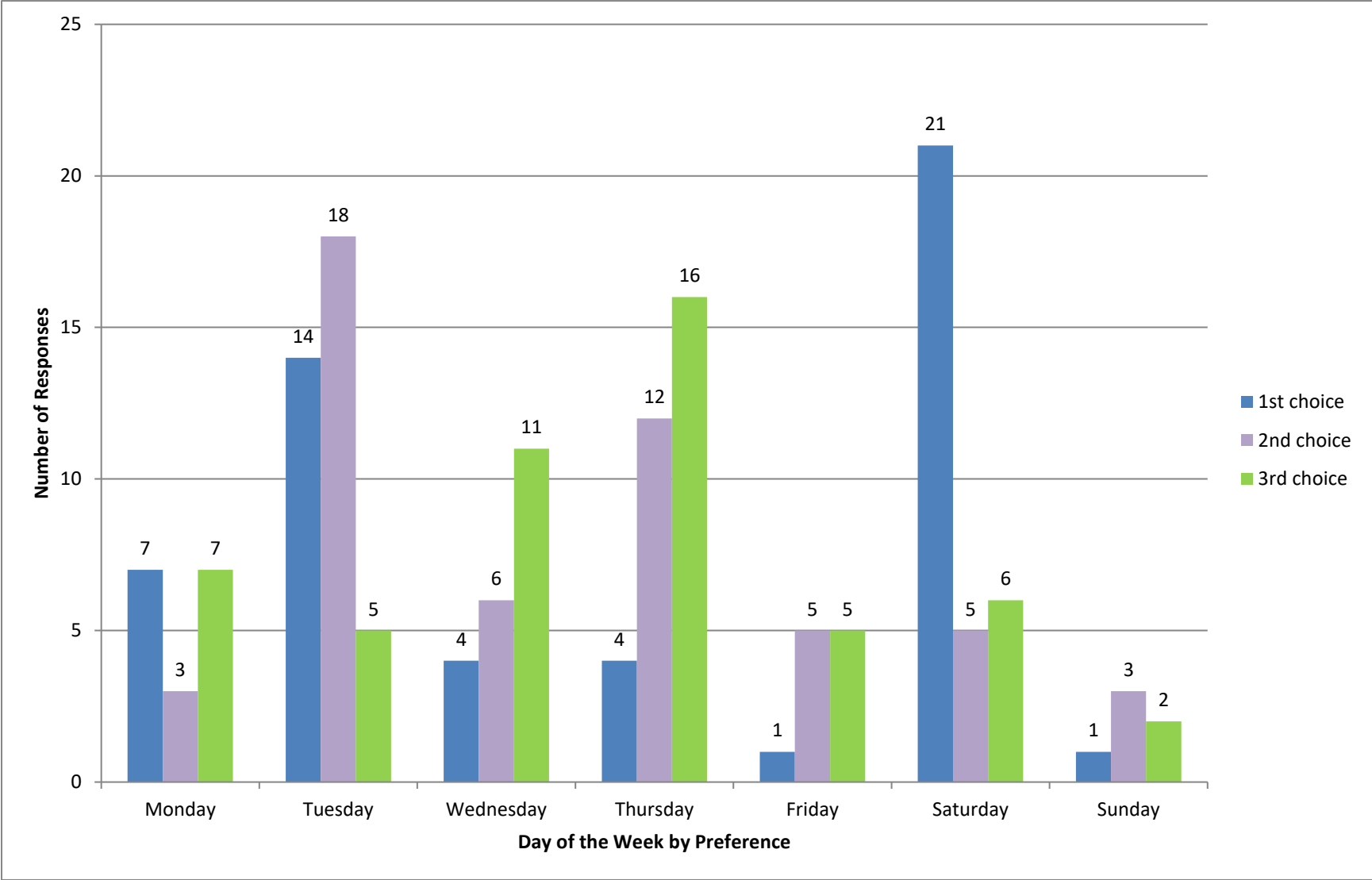
Storrington Branch

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



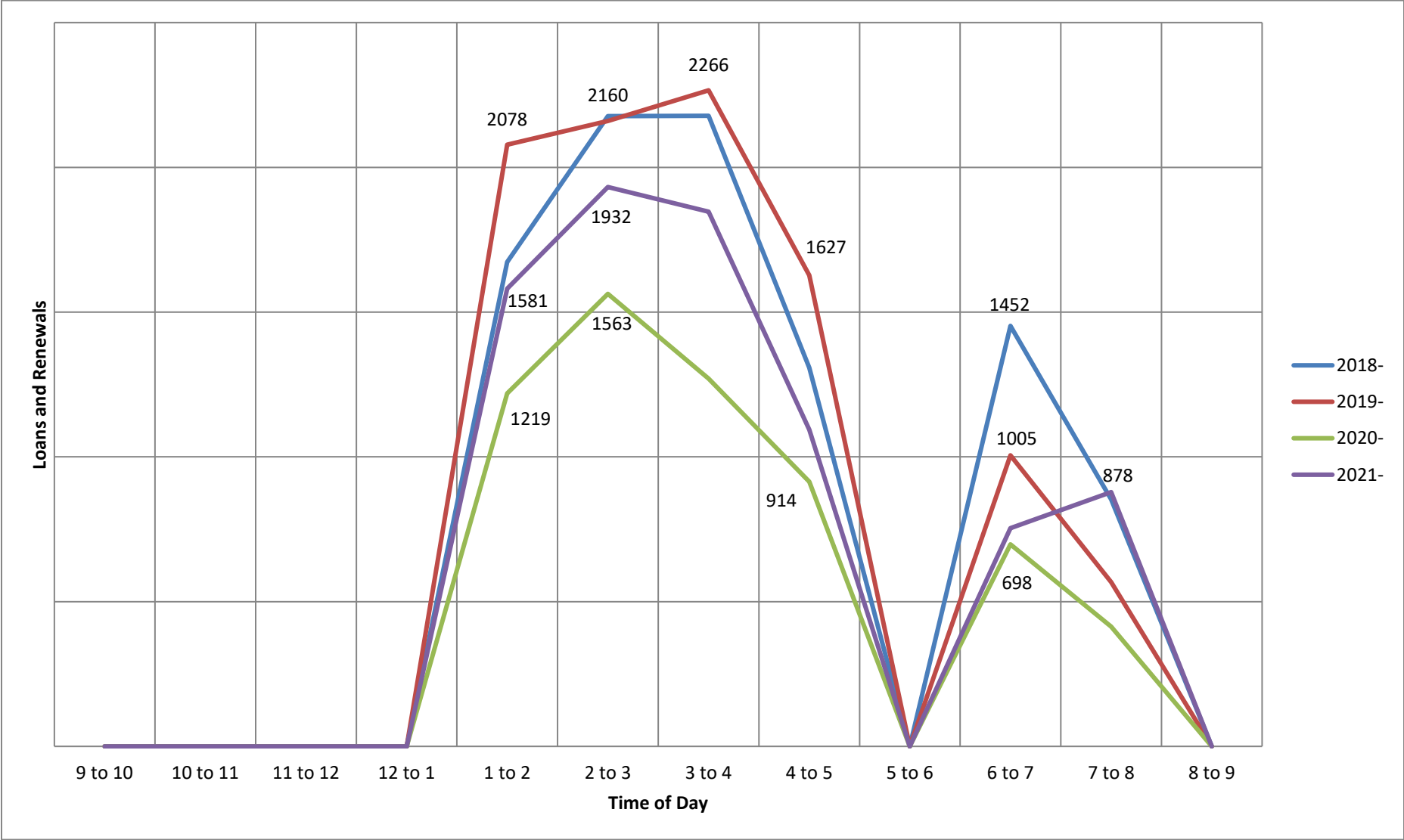
Storrington Branch

Figure 4: Storrington – Preferred Open Days



Storrington Branch

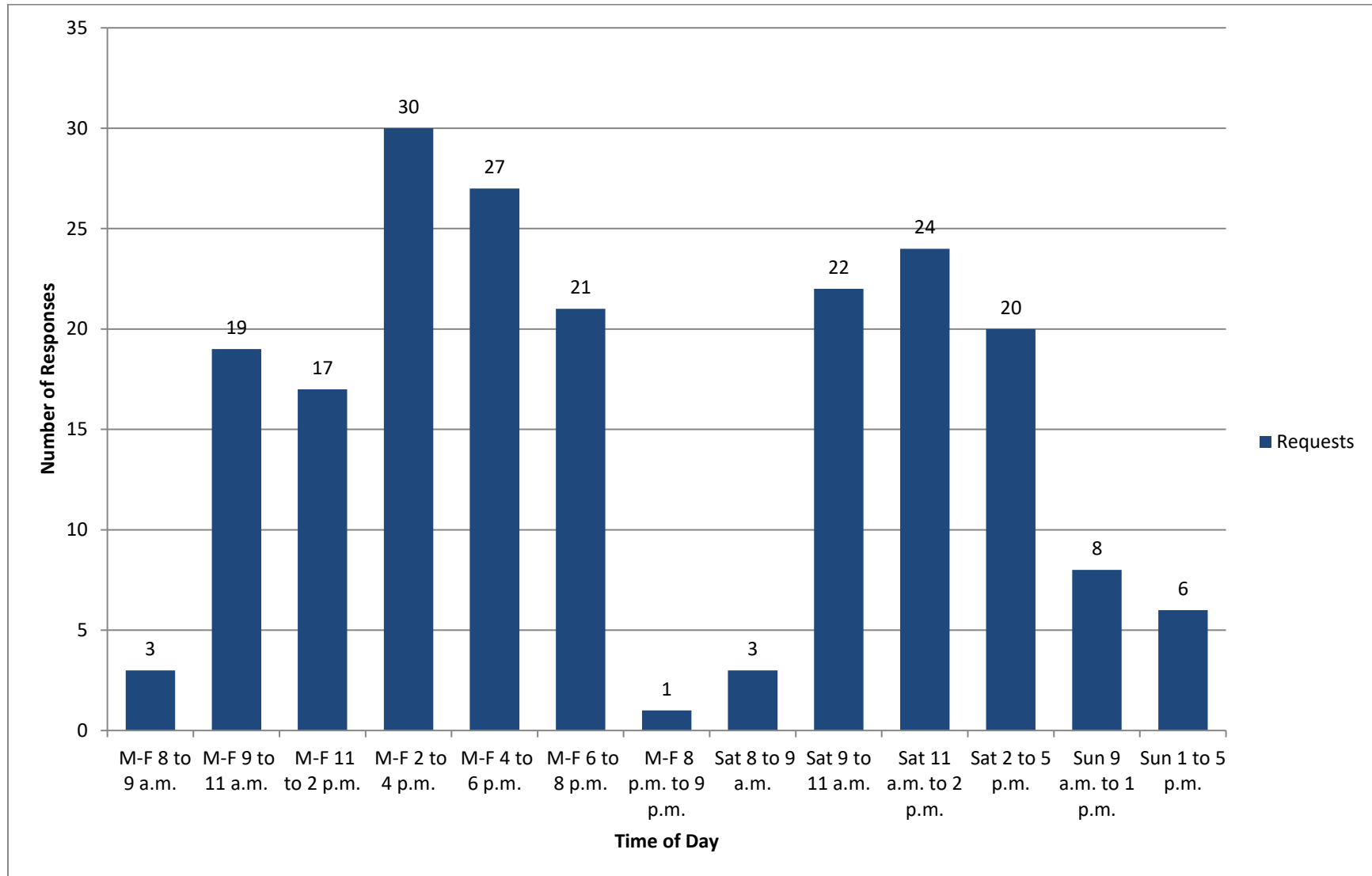
Figure 5: Storrington - Branch Usage Trends – Loans and Renewals by Time of Day



Storrington Branch

Figure 6: Storrington – Preferred Time of Day

Storrington Branch



Hartington, Storrington and Sydenham Branches

Appendix C: Sydenham

Hartington, Storrington and Sydenham Branches

Figure 1: Sydenham - Branch Usage Trends – Unique Borrowers

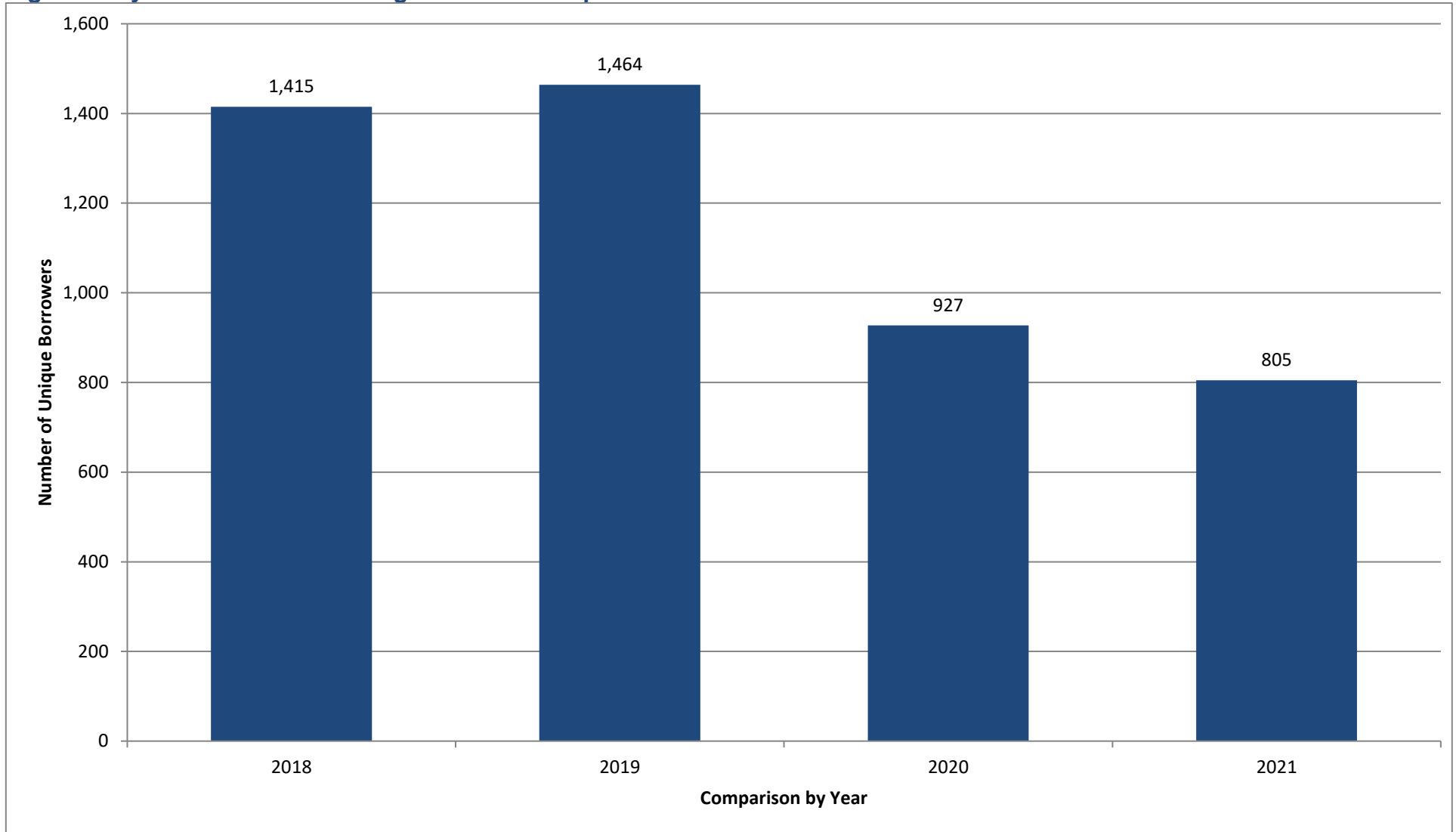
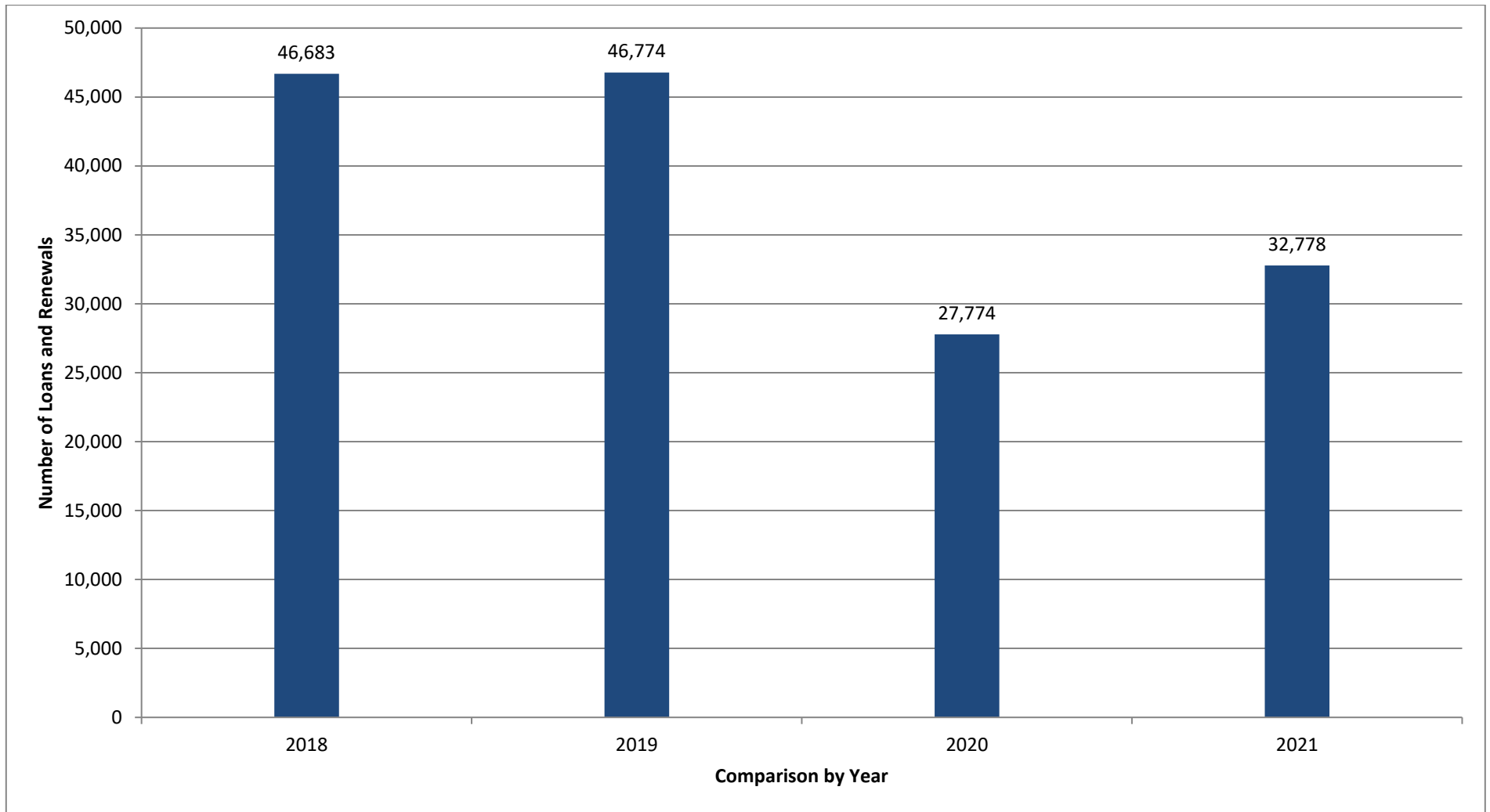


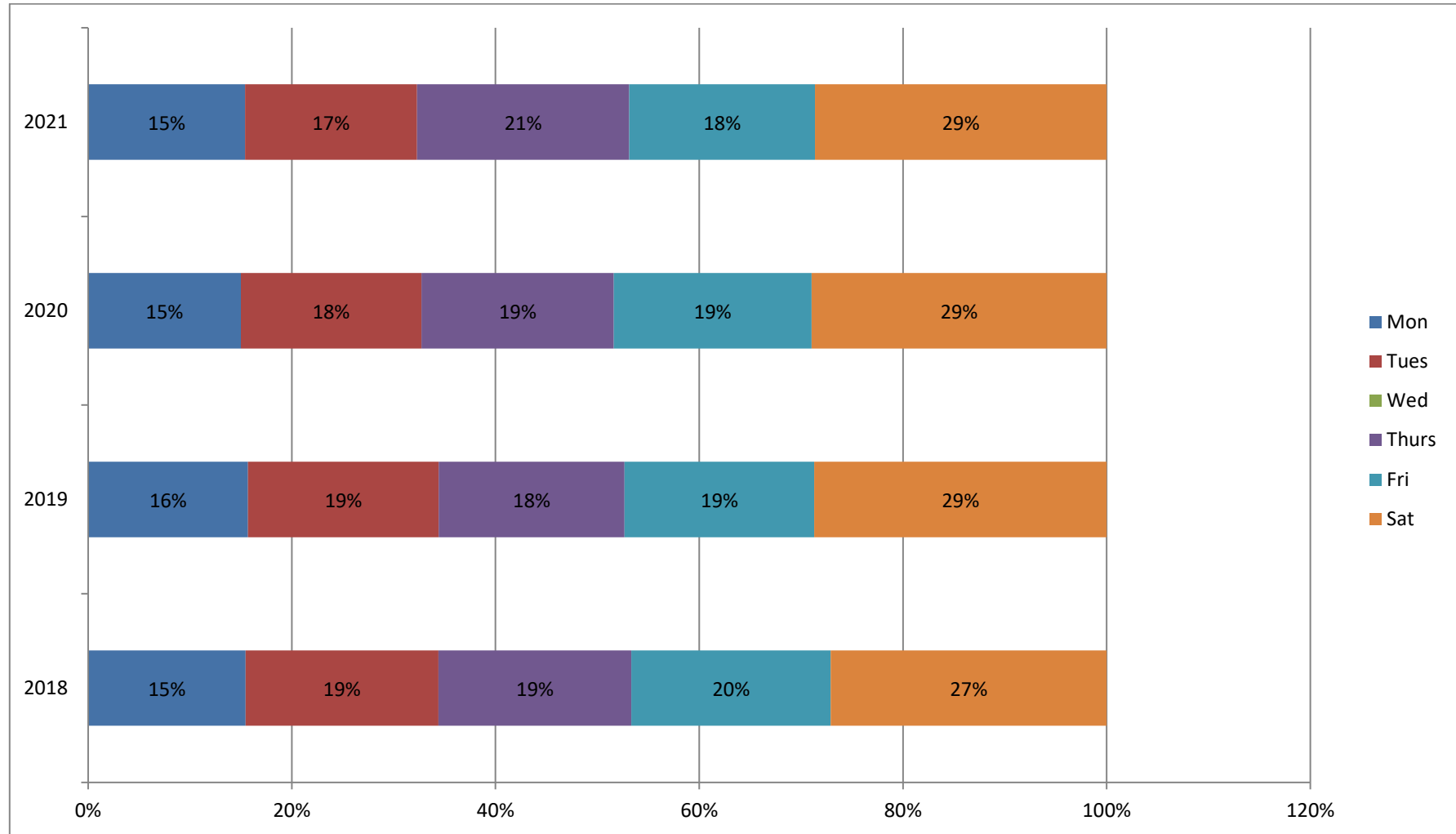
Figure 2: Sydenham - Branch Usage Trends – Loans and Renewals

Hartington, Storrington and Sydenham Branches



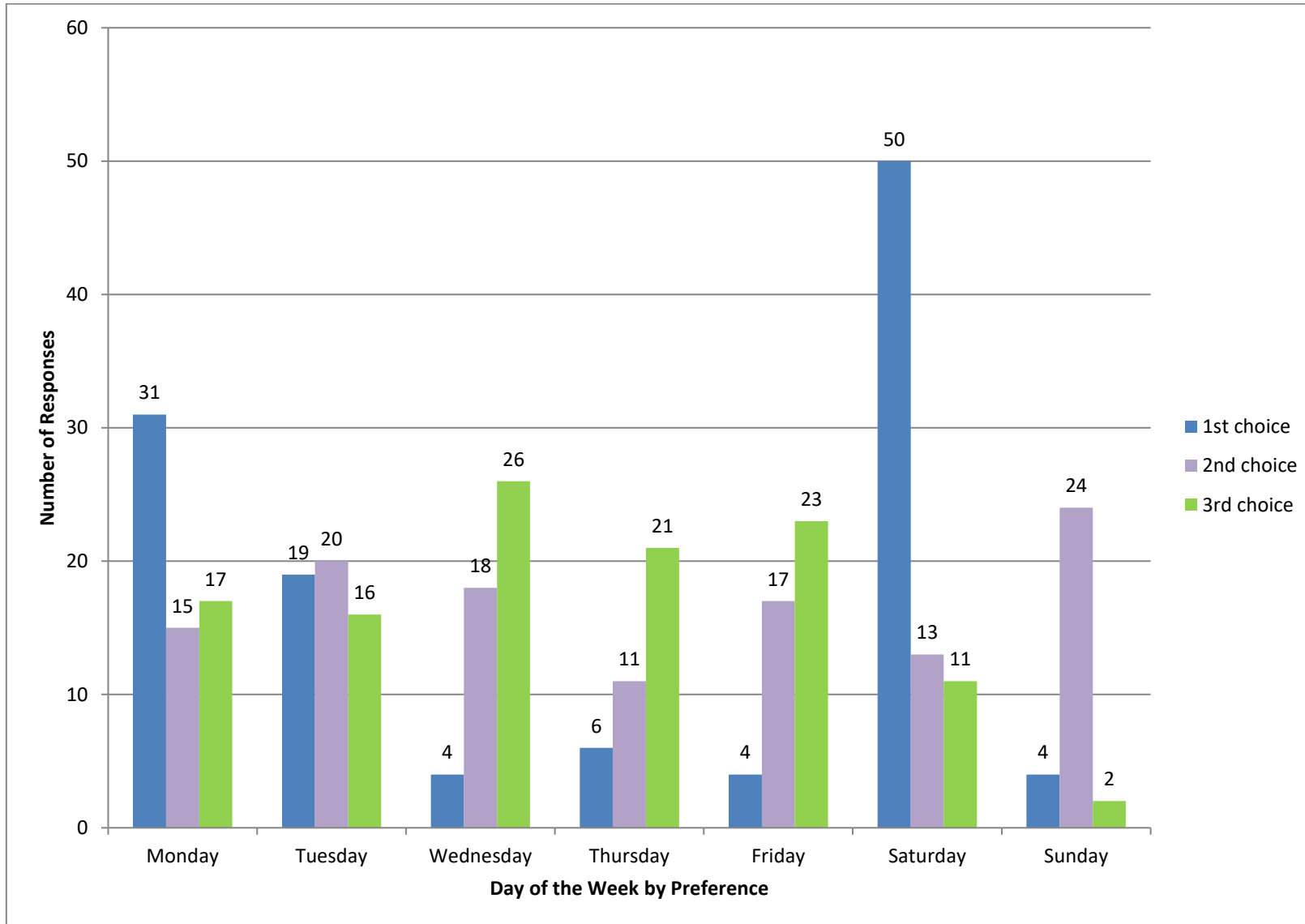
Hartington, Storrington and Sydenham Branches

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



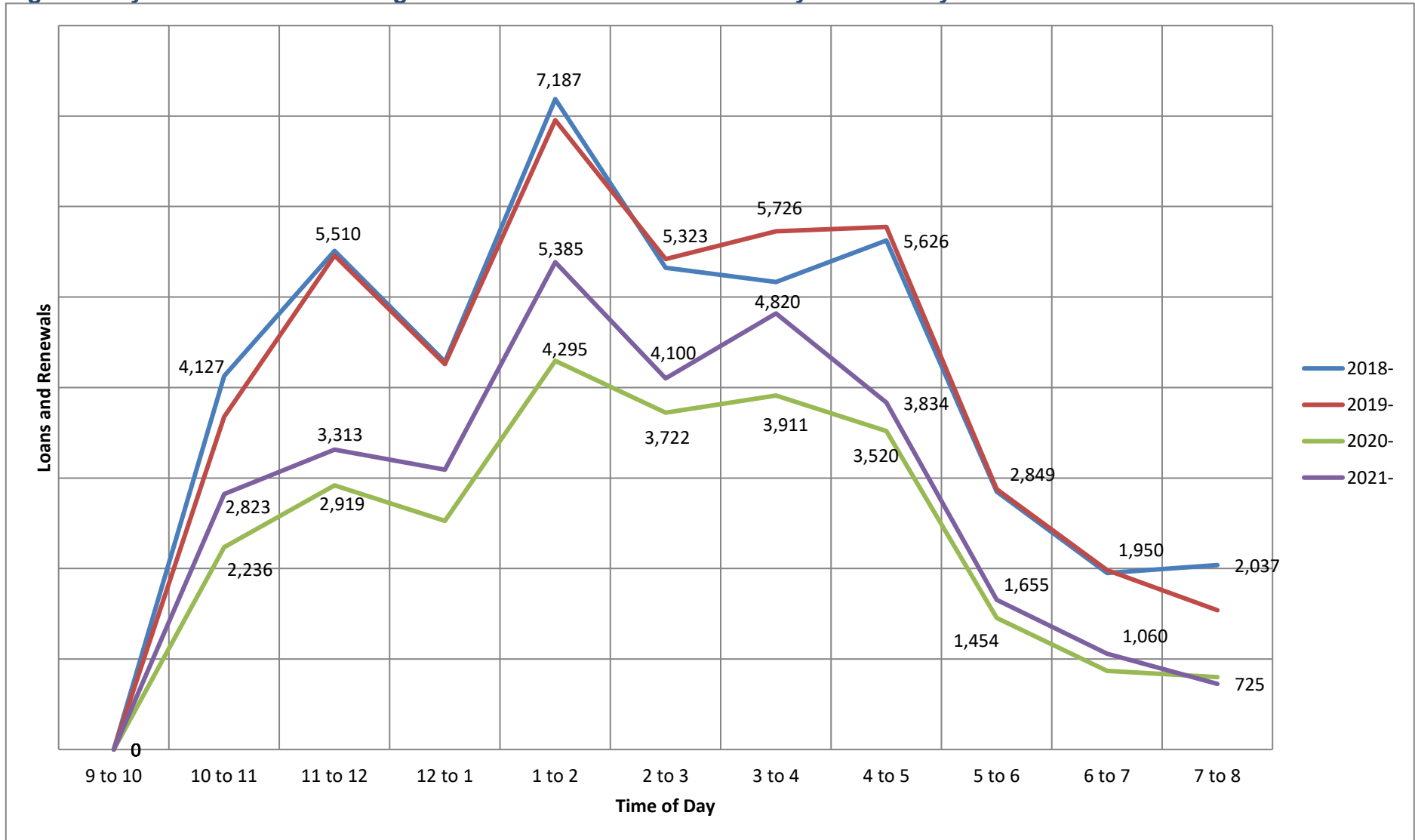
Hartington, Storrington and Sydenham Branches

Figure 4: Sydenham - Preferred Open Days



Hartington, Storrington and Sydenham Branches

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



Hartington, Storrington and Sydenham Branches

Figure 6: Sydenham - Preferred Time of Day

