

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.

Storrington Branch

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

- ▶ 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.

Initial Recommendations

Overall, the hours of operation at Hartington are not meeting the needs of the community. The one-hour closure from 5 to 6 p.m. on weekdays is frustrating for commuters and there were requests for more weekday morning/afternoon hours. Most Hartington patrons indicated an ability to travel to another location if needed (e.g., Sydenham Branch) and patrons commuting to the city for work may use the Isabel Turner branch as an alternate location.

The initial proposal increased Saturday hours as the branch's busiest day, eliminated the mid-evening closures, and provided an option for Wednesday hours to start earlier in the day.

- ▶ Monday 1 to 6 p.m.
- ▶ Wednesday 10 a.m. to 3 p.m. OR 1 to 6 p.m.
- ▶ Saturday 9 a.m. to 2 p.m.

Community Feedback

Two patrons attended the open house event; both were satisfied with the proposed hours. No preferences were shared regarding morning or evening hours on Wednesdays.

Final Recommendations

The community expressed no preference for time of day on Wednesdays, so hours have been aligned for predictability.

Hours of Operation - (current hours noted in parenthesis)

- ▶ **Monday** 1 to 6 p.m. (1 to 5 p.m. and 6 to 8 p.m.)
- ▶ **Wednesday** 1 to 6 p.m. (1 to 5 p.m. and 6 to 8 p.m.)
- ▶ **Saturday** 9 a.m. to 2 p.m. (1 to 4 p.m.)

Storrington Branch

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

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

Initial Recommendations

Overall, the hours of operation at Hartington are meeting the needs of the community, but some patrons recommended the alignment of branch hours with various activities in the community. Most Hartington patrons indicated an ability to travel to another location if needed (e.g., Sydenham Branch) and patrons commuting to the city for work may use the Rideau Heights branch as an alternate location.

The initial proposal increased Saturday hours and eliminated the mid-evening closures to keep the branch open during commuting hours.

- ▶ 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.

Community Feedback

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

- ▶ Three patrons were generally in favour of the proposed hours.
- ▶ Two patrons commented in favour of opening during commuting hours.
- ▶ One patron requested that hours on Tuesday and Thursday be the same for predictability, and two expressed a preference for 1-6. Two supported 10-3. One patron preferred 10-3 on Tuesday but felt moving Saturday hours to the morning would meet their young family's needs if the community preferred the evening.

Final Recommendations

Patrons were evenly split on the preferred time of day on Tuesday. Hours have been aligned for predictability, with the change to hours on Saturdays providing morning

Storrington Branch

access to meet that need for the community.

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

- ▶ **Tuesday** 1 to 6 p.m. *(1 to 5 p.m. and 6 to 8 p.m.)*
- ▶ **Thursday** 1 to 6 p.m. *(1 to 5 p.m. and 6 to 8 p.m.)*
- ▶ **Saturday** 9 a.m. to 2 p.m. *(1 to 4 p.m.)*

Sydenham Branch

Regular hours of operation are 33 hours per week, currently:

- ▶ 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.

Initial Recommendations

Overall, the hours of the Sydenham branch would better serve the community if spread over additional days of service. The initial proposal increased Saturday hours and adjusted remaining hours to have the branch open six days per week.

- ▶ 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.

Community Feedback

Nine patrons attended the open house events, and another three submitted feedback by email.

- ▶ Nine patrons expressed general support for the revised hours.
- ▶ Eight patrons supported the addition of Wednesday hours; one patron supported the proposed changes on Saturdays.
- ▶ One patron was satisfied with the earlier 7 p.m. closure on Tuesdays and Thursdays, one patron was pleased to see some evening hours available. One patron expressed concern that the earlier evening closure may inconvenience patrons who need later access
- ▶ One patron would prefer slightly later hours on Monday, Wednesday, and Friday to increase access for commuters. The changes in hours do not increase access for commuters.

Sydenham Branch

Final Recommendations

Most patrons expressed satisfaction with the revised hours, confirming that additional Saturday hours and an extra weekday are welcomed. Based on that feedback we have made an adjustment to increase Saturday hours further while offering service six days a week.

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

- ▶ **Monday** 10 a.m. to 3 p.m. *(10 a.m. to 6 p.m.)*
- ▶ **Tuesday** 2 to 7 p.m. *(1 to 8 p.m.)*
- ▶ **Wednesday** 10 a.m. to 3 p.m. *(CLOSED)*
- ▶ **Thursday** 2 to 7 p.m. *(1 to 8 p.m.)*
- ▶ **Friday** 10 a.m. to 3 p.m. *(10 a.m. to 5 p.m.)*
- ▶ **Saturday** 9 a.m. to 5 p.m. *(10 a.m. to 2 p.m.)*