

AGENDA

Special Meeting #2023-S01

Kingston Frontenac Public Library Board

August 10, 2023 at 8:30 AM

Room 1, Kingston East Community Centre

The Kingston Frontenac Public Library acknowledges that our work takes place on the traditional territories of the Algonquin, Anishinaabe, Haudenosaunee and Huron-Wendat and is home to Shabot Obaadjiwan First Nation, one of ten communities that make up the Algonquins of Ontario. We acknowledge the Mohawks of the Bay of Quinte and recognize that our region is home to First Nations, Métis, and Inuit from across Turtle Island, as well as Indigenous Peoples from other areas of the world.

1. Call to Order
2. Adoption of the Agenda / Addendum (motion)
3. Disclosure of Conflict of Interest
4. Delegations

Required Approvals Agenda

5. Branch Hours Review
 - 5.1. Rideau Heights Branch – hours of operation (report attached) (motion)

Other Business

- 6.

Adjournment and Next Meeting

Regular Board Meeting, Wednesday, September 27, 2023 at 5:00 p.m., Meet 1, Central Branch.

KFPL Report to the Board

Subject: Branch Hours – City of Kingston Branches
Prepared by: K. Sutherland Mills, Director, Service Design and Delivery
Date of meeting: August 10, 2023

Background:

A comprehensive branch hours review process began in late 2021. Residents and staff were surveyed in November 2021¹ and usage statistics (e.g., loans, renewals, unique cardholders, visitor data, etc.) were analyzed. Open houses were held at several Frontenac County branches to gather feedback on proposed hours changes, and new hours of operation for several County branches were approved by the Board at the February 22, 2023 meeting and implemented in May 2023.

Temporary changes to hours of operation in City of Kingston branches were made several times over the course of the COVID-19 pandemic, and permanent changes to branch hours are now being recommended for the Central, Calvin Park, Rideau Heights and Isabel Turner branches.

Analysis:

Temporary changes to branch hours are within the delegated authority of the Chief Librarian/CEO, with Board approval required for permanent changes.

The Central, Calvin Park and Isabel Turner branches have been closing at 8:00 p.m. instead of 9:00 p.m. Mondays through Thursdays since evening hours were reinstated following pandemic-related closures. Usage analysis and patron feedback supports making this change permanent. Analysis of system-wide staffing complexities and priorities, and an overall review of budgeted branch hours, result in ten of the twelve hours of operation being available for reallocation. Staff propose that these service hours be redistributed to the Pittsburgh and Rideau Heights Branches as follows:

Pittsburgh Branch

The Extended Hours Project is a Board-approved pilot project, and as such, an information report outlining hours the schedule for staffed and extended hours was provided to the Board at the February 22, 2023 meeting. Two additional staffed hours were included in the pilot project, temporarily increasing staffed hours from 38 to 40 each week.

¹The 2021 survey received responses from 616 cardholders who indicated Rideau Heights as their home branch. Feedback received is summarized in the [Rideau Heights Branch Survey report](#), available on the Engage KFPL website.

Rideau Heights Branch

Community consultation identified increased access to library service and alignment of library hours with programming in the Rideau Heights Community Centre as key considerations. The draft recommendations reflect this feedback, including a proposed increase in hours of operation from 36 to 44 hours each week.

Feedback on the proposed changes was sought through two open house events held at the Rideau Heights Branch, in-branch feedback forms, and social media engagement. Twenty-five patrons and one community partner shared their views:

- All were satisfied with an increase in hours. Ten 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 additional evening hours on Friday or Saturday.
- Two patrons would appreciate more evening hours but didn't specify which days.
- One patron would like more hours to be added overall, especially in the summer.

Overall, the draft recommendations were well-received and eight additional service hours are recommended for the Rideau Heights Branch on a permanent basis, allowing it to open on Tuesdays and Thursdays during the mid-morning peak use period.

Recommendation:

That the Board approve, on a permanent basis, an 8:00 p.m. closure Monday through Thursday at the Central, Calvin Park and Isabel Turner branches.

That the Board approve the hours of operation for the Rideau Heights Branch as presented below, to take effect October 2023.

Day	Current Hours	Proposed Hours
Monday	10 a.m. to 8 p.m.	10 a.m. to 8 p.m.
Tuesday	CLOSED	10 a.m. to 2 p.m.
Wednesday	10 a.m. to 8 p.m.	10 a.m. to 8 p.m.
Thursday	CLOSED	10 a.m. to 2 p.m.
Friday	9 a.m. to 5 p.m.	9 a.m. to 5 p.m.
Saturday	9 a.m. to 5 p.m.	9 a.m. to 5 p.m.
Sunday	CLOSED	CLOSED
TOTAL	36 hours/week	44 hours/week