



WAUKESHA PUBLIC LIBRARY

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Bruce Gay, Library Director
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MEMORANDUM

TO: Library Board of Trustees
FROM: Bruce Gay
DATE: April 26, 2019
SUBJECT: Library Hours Change

In an effort to better meet public needs, library managers and I have been studying our current open hours. There are a few minor changes to the library hours I am recommending:

1. Close Monday-Thursday at 8:30. When we looked at circulation, patron count, and computer use data we found that around 98% of our total business was outside the 8 pm hour. Because of adult programming, we want to remain open until 8:30, but believe our use numbers will not be affected by this change.
2. Close on Friday at 6:00. Hourly use data shows that the last hour on Friday (currently 4-5) is very busy. Anecdotally, managers know there are many patrons coming in with just ten minutes left in the day on Friday. We feel we would better serve working people by staying open until 6.
3. Retain full Saturday hours year-round. Currently we close at 1 pm in the Summer on Saturdays. This is confusing to the public and doesn't have strong reasoning behind it. Our data shows that Saturday is our busiest circulation day; we believe this would remain the case in the Summer.
4. Change Sunday hours to 12:00 to 5:00. Again, our data shows that Sunday is very busy. For many people Sunday may be the only convenient day to go to the Library. This change would better accommodate them.
5. Use Memorial and Labor Day to mark the beginning and end of Summer hours. Currently we end Sunday hours in May and begin in October, while shorter Saturdays begin in June and end in September. This is confusing to the public. Using Memorial and Labor Day makes more sense and better matches a school-year schedule.

Looking at other Bridges libraries, Big Bend, Fort Atkinson, Jefferson, Watertown, and Whitewater stay open past 5 on Fridays. Many libraries close at 8:30, 8:00, or earlier from Monday through Thursday. In general, Bridges libraries are open 3 or 4 hours on Sunday and have shorter Saturday hours.



Managers believe they can schedule the increased open hours with current staffing levels. Although being open later Fridays could be seen as a negative by some staff, the increased use of the library and the earlier nights Monday through Thursday lessen that. Overall, these changes would add 100 open hours a year.

I recommend making this change beginning September 3, 2019. We would begin promoting the new hours in August and prepare to make changes to signs late that month.

The recommended new schedule is on the next page. Following that are charts showing the patron count, circulation, and computer use by hour.

Thank you for the consideration,

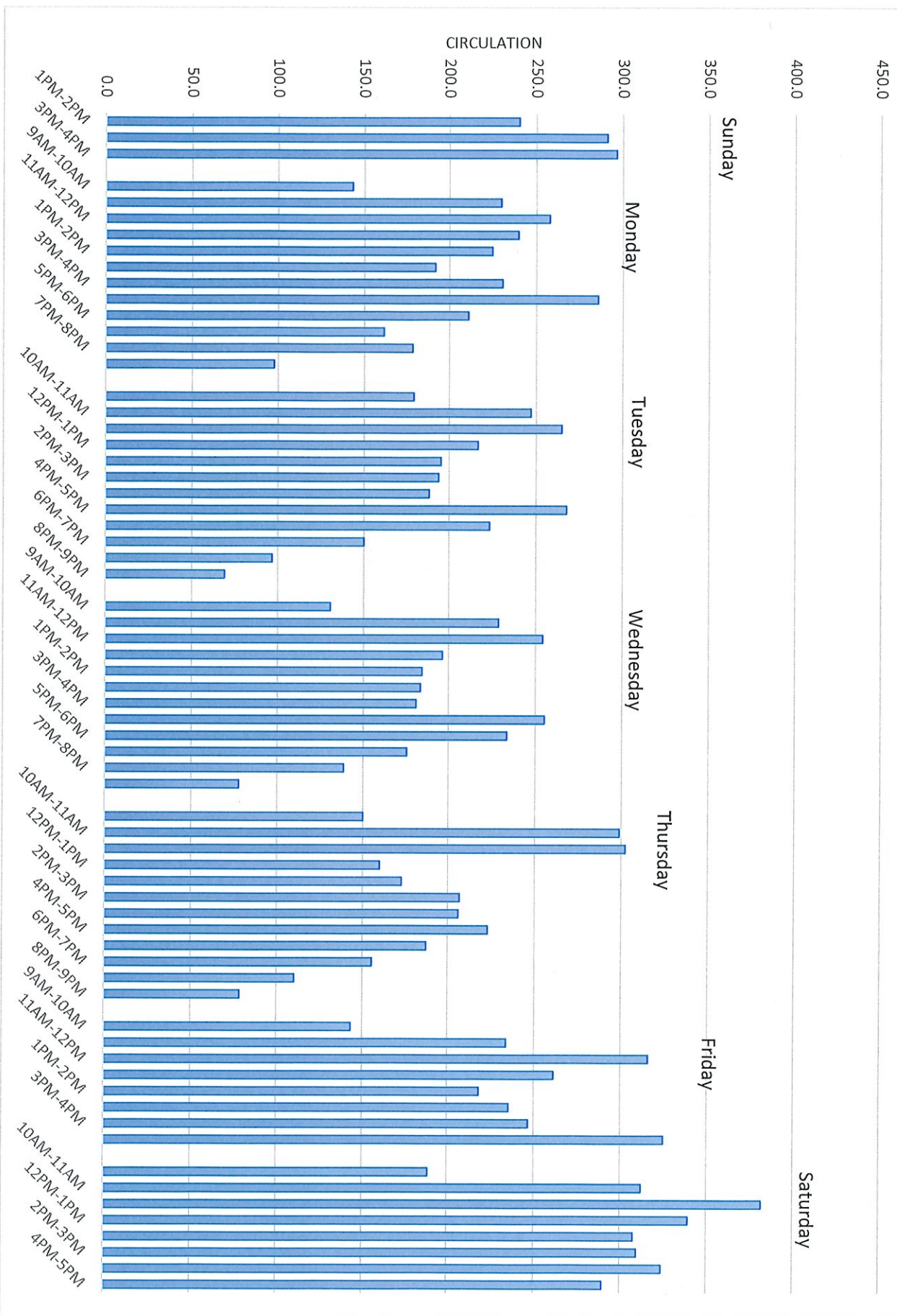
Bruce

Schedule change proposal

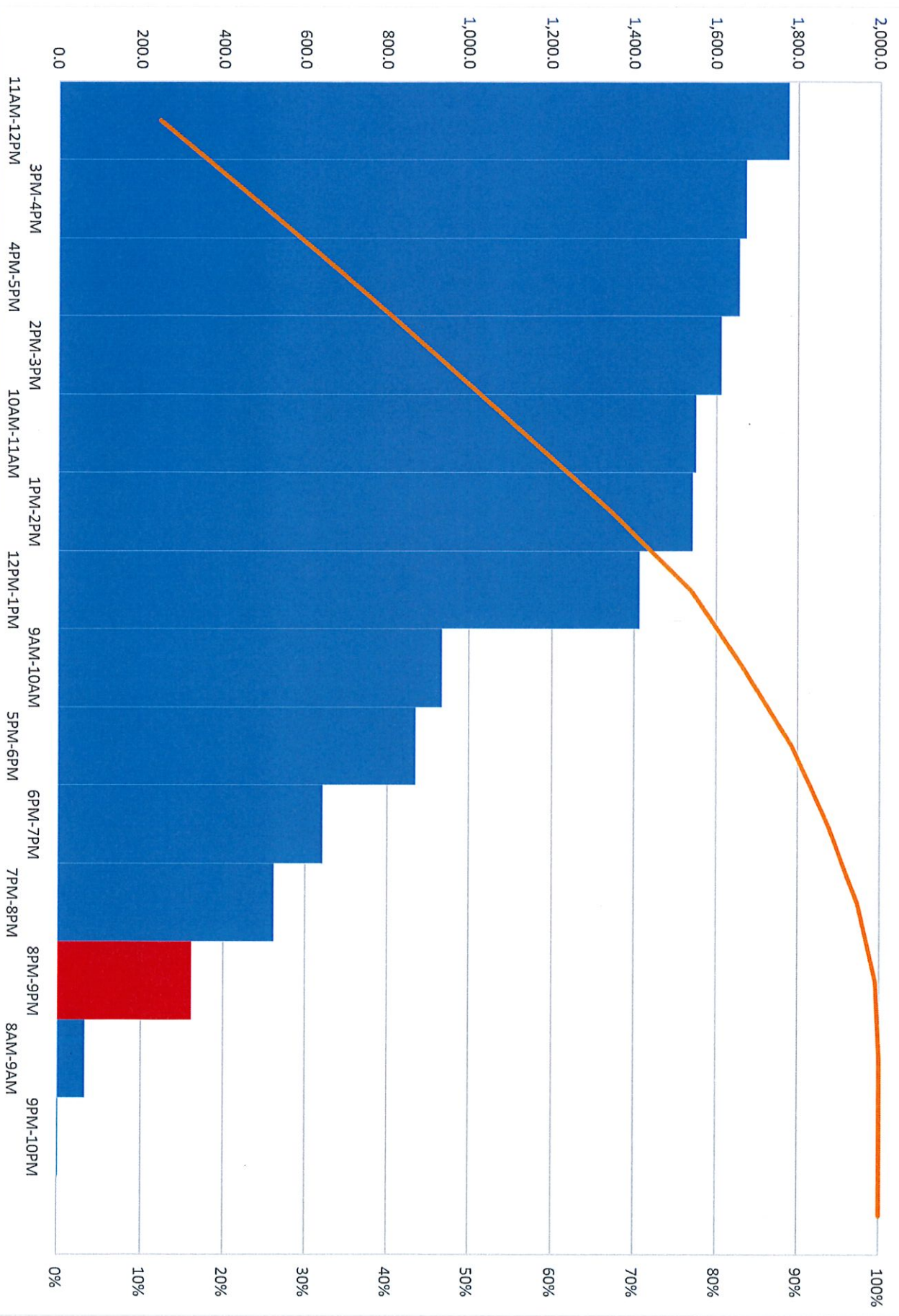
Current Schedule		
<u>Oct-April</u>	<u>Open Hours</u>	<u>Hours</u>
Monday	9am-9pm	12
Tuesday	9am-9pm	12
Wednesday	9am-9pm	12
Thursday	9am-9pm	12
Friday	9am-5pm	8
Saturday	9am-5pm	8
Sunday	1pm-4pm	3
	Total weekly hours	67
	#Weeks	30
	Hours	2010
<u>May, September</u>		
Monday	9am-9pm	12
Tuesday	9am-9pm	12
Wednesday	9am-9pm	12
Thursday	9am-9pm	12
Friday	9am-5pm	8
Saturday	9am-5pm	8
Sunday	closed	0
	Total weekly hours	64
	#weeks	9
	Hours	576
<u>June-August</u>		
Monday	9am-9pm	12
Tuesday	9am-9pm	12
Wednesday	9am-9pm	12
Thursday	9am-9pm	12
Friday	9am-5pm	8
Saturday	9am-1pm	4
Sunday	closed	0
	Total weekly hours	60
	#weeks	13
	Hours	780
	Annual total	3366

Proposed Schedule		
<u>Labor Day-Memorial Day</u>	<u>Open</u>	<u>Hours</u>
Monday	9am-8:30pm	11.5
Tuesday	9am-8:30pm	11.5
Wednesday	9am-8:30pm	11.5
Thursday	9am-8:30pm	11.5
Friday	9am-6pm	9
Saturday	9am-5pm	8
Sunday	12pm-5pm	5
	Total weekly hours	68
	#weeks	38
	Hours	2584
<u>Memorial-Labor Day</u>		
Monday	9am-8:30pm	11.5
Tuesday	9am-8:30pm	11.5
Wednesday	9am-8:30pm	11.5
Thursday	9am-8:30pm	11.5
Friday	9am-6pm	9
Saturday	9am-5pm	8
Sunday	closed	0
	Total weekly hours	63
	#weeks	14
	Hours	882
	Annual total	3466
	<i>Increase:</i>	<i>100</i>

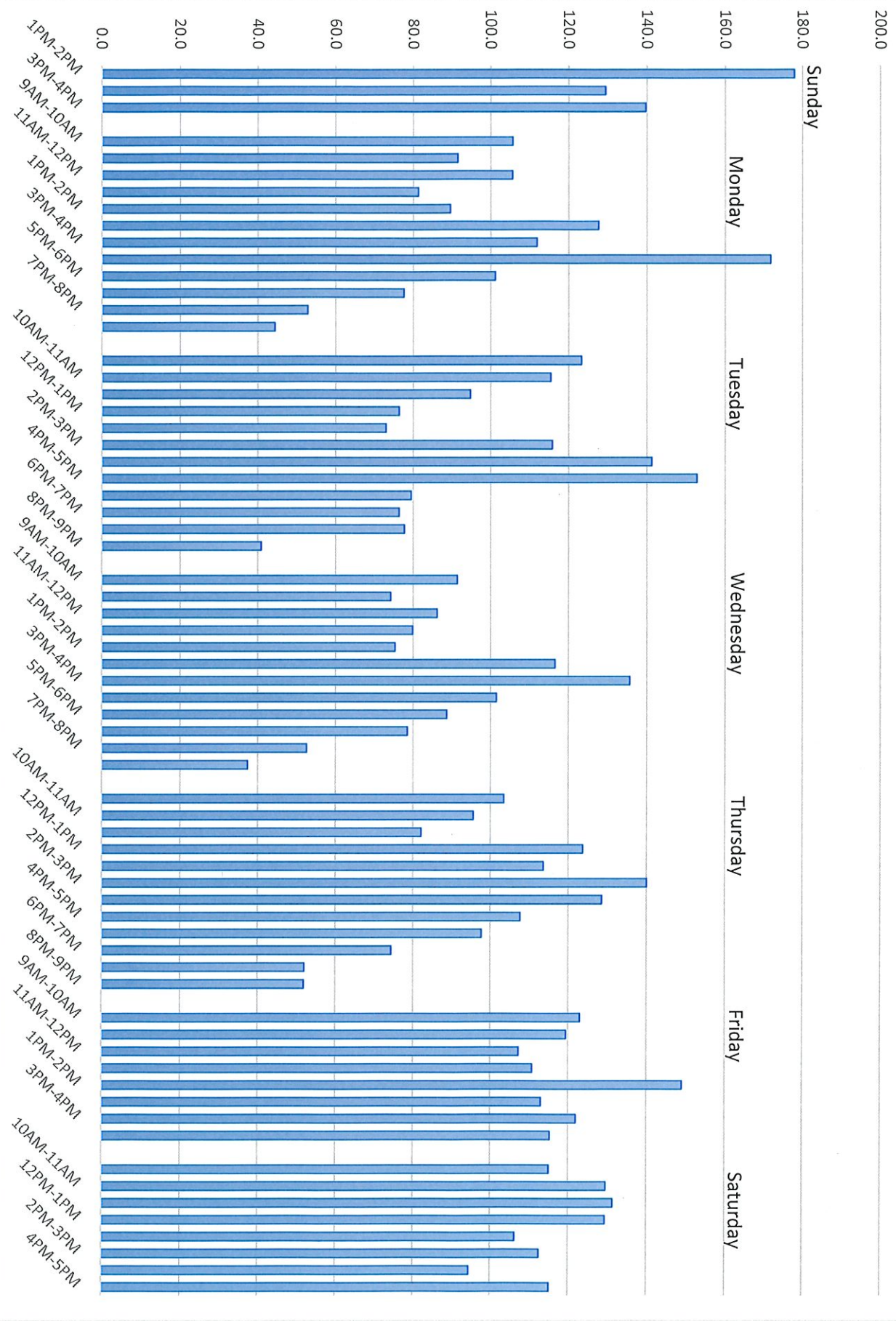
Circulation by Day and Hour--January-March, 2019



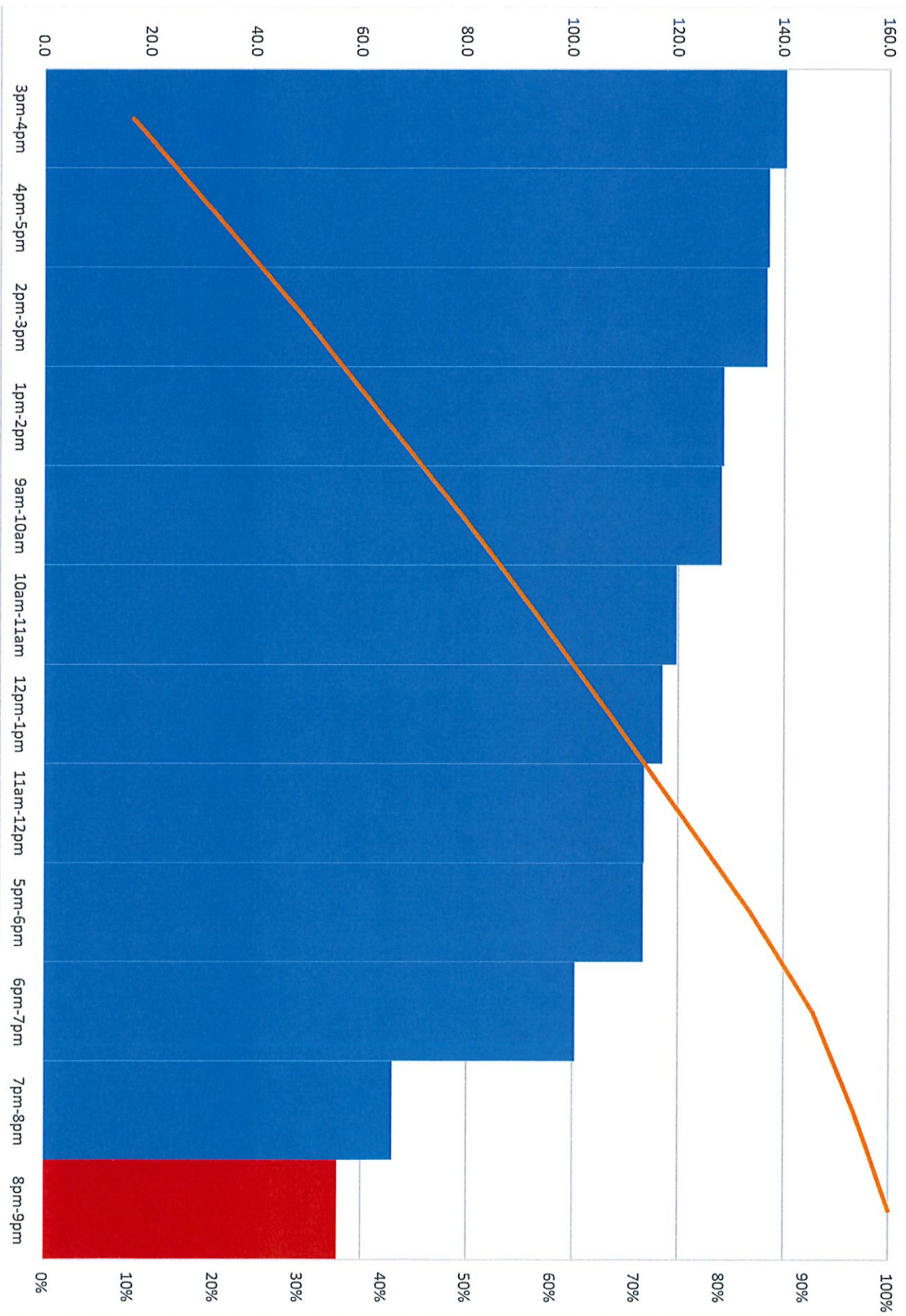
Circulation--hours from busiest to slowest



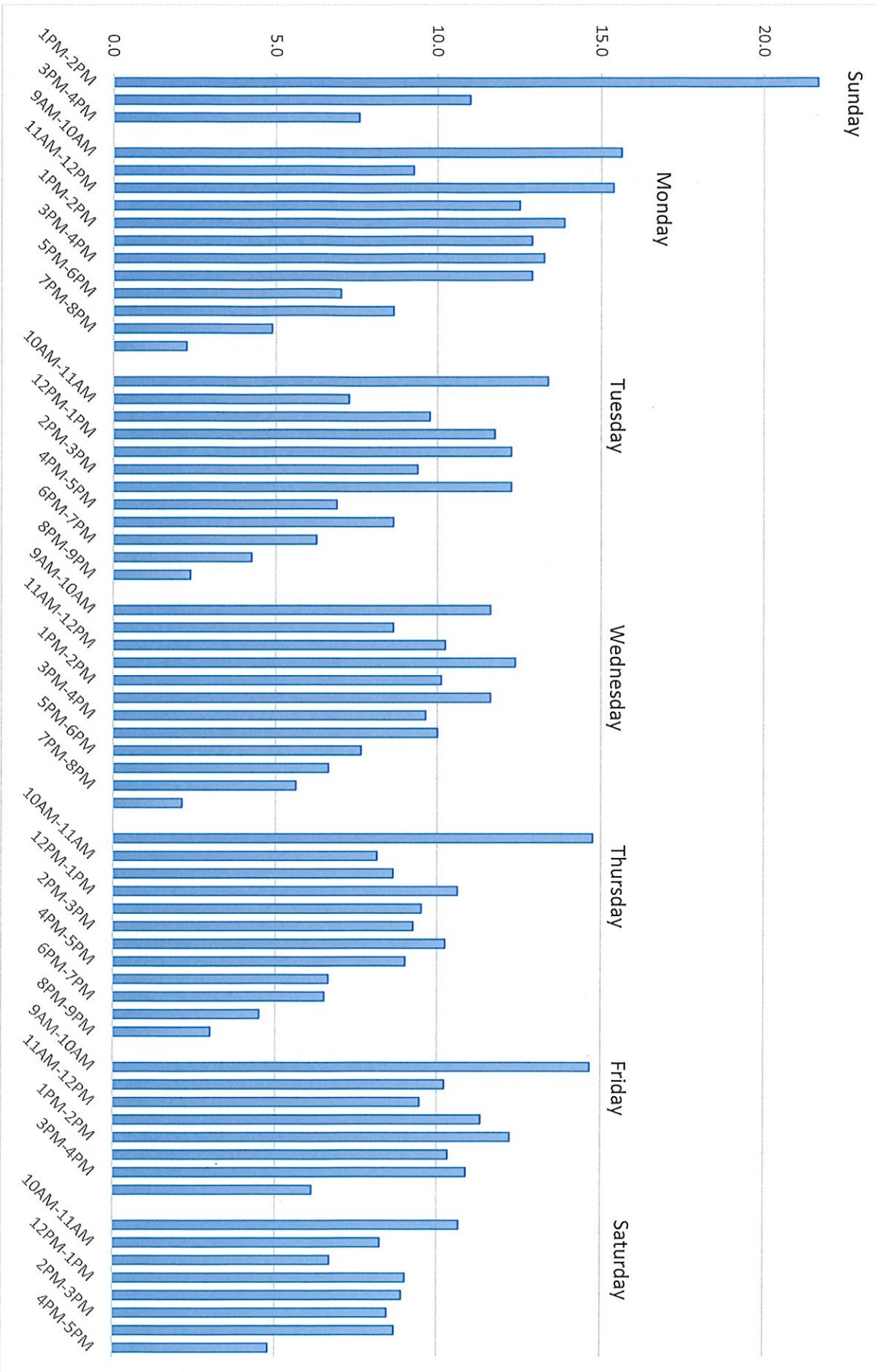
Patron Count by Day and Hour--April 5-April 28, 2019



Patron Count--hours from busiest to slowest



25.0



Computer Sessions--hours from busiest to slowest

