



## MEMORANDUM

**To:** Newmarket Public Library Board

**From:** Todd Kyle

**Date:** January 20, 2016

**Re:** Sunday hours user feedback

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At the Board meeting of September 12, 2015, it was decided that the Library would continue its long-standing practice of closing for business on the Sunday immediately before and after Christmas Day. As a result, the operating budget request for annual funding to expand Sunday openings was based on closing these two days but opening all remaining Sundays except where they fall on a statutory holiday.

However, user feedback indicated some concerns on the part of the community that the Library was closed on December 20 and 27, 2015. A resident also requested the past year's full statistics of Sunday usage. The Board had been provided with a similar chart but it only contained a sample of Sundays for the purposes of comparison to the summer 2015 pilot, so a more complete chart was compiled and shared with the resident, and is attached to this report. While there is no statistical method to measure potential demand on these additional Sundays, security camera footage did indicate a considerable number of people attempting to attend the Library on those days and expressing surprise that it was closed.

Given this, the Board may wish to re-consider this decision. The annual additional cost, as per 2016 budget estimates, is approximately \$3000. For 2016, the decision would have no effect: the two Sundays in question would be December 25 and January 1, which are already statutory holidays (as per past practice, the Library would open on Sunday, December 18). I would recommend that the Board consider, as of 2017, opening all Sundays unless they fall on a statutory holiday or Christmas Eve and New Year's Eve (when normally the Library closes at 1pm and 3pm respectively).

The following motion is recommended:

**THAT the Library Board receive the report on Sunday hours user feedback;**

**AND THAT the Library Board add this item to the Action List for inclusion on a later agenda to coincide with discussions on 2017 budget.**