



Newmarket Library
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Library Board Report

To: Newmarket Public Library Board

From: Tracy Munusami, C.E.O.

Date: May 15, 2024

RE: Monday Operating Hours

Key Issue

Newmarket Library is closed on Mondays, limiting its availability and ability to serve the community effectively. This gap hampers access to essential services, resources, and programs for education, job searching, internet access, and community connection. The Library has sought funding for Monday operations since 2017. This report provides a brief history of Newmarket Library's service hours, compares them with neighboring municipalities, and offers recommendations.

Recommendation

That the Library Board receive the Monday Operation Hours report for information.

Strategic Implications

Opening on Mondays supports our strategic pillars by **ensuring welcoming and accessible places & spaces** for the community and **providing engaging and relevant services**. Opening on Mondays would allow the Library to offer 22% more hours of operation to the residents of Newmarket and an opportunity to provide an extra day of programming and community building.

Background

In 2015, Newmarket Library extended its hours by opening on Sundays year-round, initially funded through Reserve funds. Previously closed on Sundays from May to September, the change was piloted successfully and fully incorporated into the annual budget by 2016, responding to community needs and strengthening its presence in Newmarket. Since 2017, the

Library has sought to expand further by opening on Mondays, aiming to provide consistent service, align with neighbouring libraries, and improve community access to resources.

Surrounding Libraries

According to Ontario Public Library Statistics, neighbouring libraries provide more operating hours than Newmarket Library. The chart below illustrates this, with Newmarket Library's weekly hours slightly below Whitchurch Stouffville and Aurora Public Libraries, which are similar in having one branch each. Urban libraries typically offer services seven days a week, while rural ones have limited hours.

Library	Municipal Pop.	# of Locations	Hours	Monday Hours
Aurora	62,900	1	62	9:30 am – 9 pm
Bradford West Gwillimbury	38,559	1	63.5	9:30 am – 8:00 pm
East Gwillimbury	23,991	3	166	No
Georgina	52,772	3	153	No
Newmarket	89,802	1	56	No
Whitchurch Stouffville	30,705	1	63	10 am – 8:30 pm

[Ontario public library statistics | ontario.ca](https://www.ontario.ca/en/your-government/ontario-public-library-statistics)

Discussion

Benefits and Impact of Opening on Mondays:

Consistent Access: Opening on Mondays ensures consistent access to library resources, providing an extra day of refuge for patrons in need.

Facility Optimization: Utilizing the Library building on Mondays maximizes resource allocation and meets high demand for room bookings, potentially increasing revenue.

Student Support: Daily service, including Mondays, offers students a safe study space and promotes academic success and community engagement.

Resource Accessibility: Expanded hours enable job searches, Internet access, material borrowing, and program attendance for the community.

Community Engagement: Increased flexibility for events enhances community cohesion.

Regional Alignment: Opening on Mondays aligns with neighboring libraries and meets urban expectations.

Service Expansion: A 22% increase in service delivery significantly enhances Library offerings and meets community demand.

Consideration of Staff Impact and Pilot Project Considerations:

Library staff have voiced concerns about work-life balance stemming from the proposed change. Addressing these concerns and involving staff in decision-making is crucial to ensure a smooth transition. Library Management acknowledges this importance and is committed to working collaboratively with unionized staff to understand their perspectives and incorporate their input.

For six years, the Library has sought support to open on Mondays for 8 to 12 hours, a request repeatedly deferred due to budget adjustments and operational impacts. To address this, the Library proposes a pilot program to gradually assess community needs and staff concerns. Implementing a phased approach starts with working with Library staff to develop a pilot plan to meet the community's needs and then presenting the plan to the Library Board for approval. During the pilot phase, the Library can gather data to make a compelling case for full-day implementation. Staff can actively participate in discussions, and the phased approach can ensure responsible financial management using Growth funding and Reserves to fund the pilot project.

Financial Implications

No Financial implications at this time.