

To: Library Board  
From: Executive Director  
Re: Revising the Library's Open Hours  
Date: July 11, 2023

**Proposal**

Change the Library's Open Hours to the following, effective Friday, September 1, 2023:

<b>Monday-Thursday</b>	<b>9:00AM-9:00PM</b>
<b>Friday-Saturday</b>	<b>9:00AM-5:00PM</b>
<b>Sunday</b>	<b>12:00PM-5:00PM</b>

**Background**

This proposal is based on a steady process of gathering information and opinions, such as:

- 1) Individual staff recommendations and concerns discussed during meetings,
- 2) Door-counter data which provided for quantitative analysis of the number of people entering/leaving the library over the course of a recent 12-month period in each and every hour that the library was open,
- 3) A general staff survey giving respondents a chance to prioritize their recommended open hours schedule for each day of the week,
- 4) Presentations and discussions in recent board meetings, and
- 5) The evaluation of open-hours data of 43 other peer libraries in the Chicago area.

**Other Supportive Information**

The research conducted in support of this decision has yielded the following:

- 1) Door-count data shows that the 1:00PM hour on Sundays has been the Library's busiest hour of the week for people entering the Library. This cannot be ignored. It stands to reason that if the Library is closed during the hour immediately preceding your busiest hour of the week, then the Library should consider opening an hour earlier that day.
- 2) Several area libraries are open at 12:00PM on Sunday. This forms an expectation in ours and nearby communities that 12:00PM is a typical open hour for public libraries.
- 3) Friday evenings contain a three-hour block (5:00PM, 6:00PM, 7:00PM) of lower counts of patrons entering the Library.
- 4) The 8:00PM hour for each of Monday, Tuesday, Wednesday, and Thursday rank in the top 20% of all hours when counting the number of patrons leaving the Library. We may be sending patrons home too soon.
- 5) The 8:00PM closing time on weeknights forces outside group meetings and Library programs to start shutting down around 7:30PM. This makes it difficult to hold meaningful meetings and programs in such limited time, or forces less-than-ideal earlier start times for those meetings, potentially affecting attendance numbers negatively.
- 6) The Illinois Library Association's *Serving Our Public 2.0* recommendation of the number of hours to be open, for a Library of our profile (which includes population and budget), is 70 hours per week. The Library is currently open 67 hours per week. The new proposal would move that up to 69 hours per week.