



Pioneering Through Project Management

Extend Access Service Model



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Welcome to HPL & Hamilton.

The Hamilton Public Library

22 branches across 1137km².

2 bookmobiles with 31 stops.

Annual circulation of 5.5 million items.

One of the largest library systems in the country.

The City of Hamilton

Top 5 largest cities in Ontario by population.

Home to over 550,000 residents.

A mix of urban, suburban and rural communities.

Top 10 largest cities in Ontario by area
(2x the area of Toronto).





Project Overview.

Initiating Phase

The Extended Access Service Model?

Addresses significant gaps in service, in a budget friendly way.

Extends access to customers (*but not necessarily programming*).

Provides freedom to discover your spaces when they want.

Essentially gives the “keys” to the community.

Opening doors engages the community.



Project Timelines.

Milestones

Innovation: It all started with a need, and potential solutions.

Stamp of Approval: Our Board approved a pilot project in March 2017.

Pioneering: Worked out the details and tested over 6 months.

Doors Open: Launched to the Public October 2017

Knowledge Building: Tweaked, monitored, and learned... Ongoing...



Project Test Site.

About Freelon:

Population Served: 7,835

Active Library Cardholders: 568

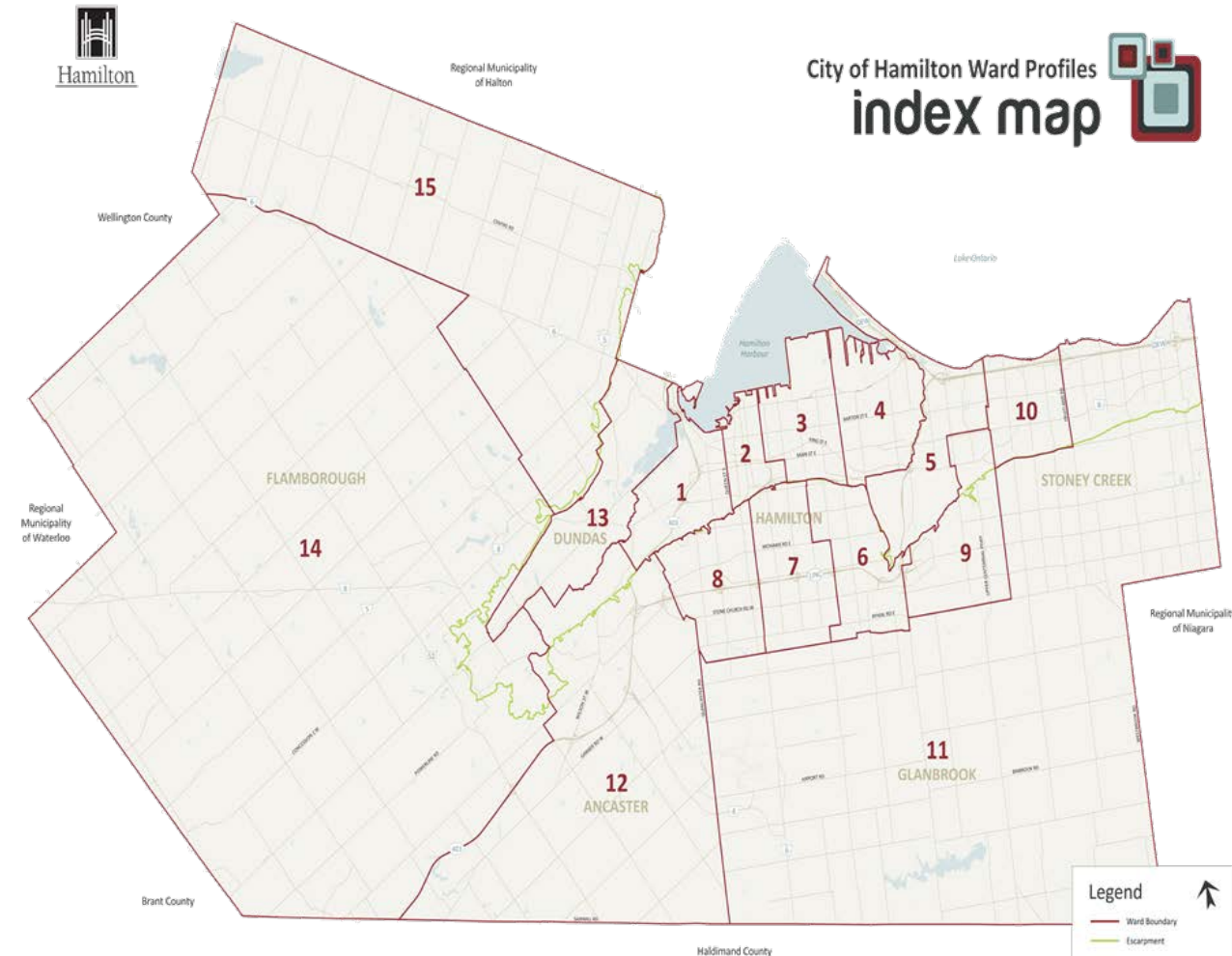
Catchment Area: 119 km²

Community: The Freelon Branch serves the Freelon and the surrounding area of Flamborough bounded by Hwy 6 and Hwy 8 and Gore Road and Concession 6, which includes neighbouring communities in Puslinch, Mountsberg, Strabane and Millgrove.

About the Branch:

The Freelon Branch was established in 1978 and moved to its current location, which was built in 1995. Located adjacent to the town fire station, the branch is a welcome destination in the village's core.

Planning Phase





Why Rural?

Why This Location:

Freelton is our northernmost branch, which serves a small population in the greater Hamilton community. The branches limited hours were not convenient for the community and left valuable resources of collections, computers and space idle for most hours of the day.

Easability of implementation: Not a lot of renovations required to make the project work.

Building size: 2,113 sq. ft., 1 storey.

Good accessibility and visibility: Neighbourhood mail boxes out front, right beside the community fire station, and other EMS services use the area.

Engaged and active community.





Rational For This Project

Goals:

The goal was to **increase service hours** and prevent future closures or consolidations.

To best address immense **local needs vs. staffing and funding limitations**.

Rural branches, for nearly all library systems, **are challenging**. Limited open hours are not convenient for the community.

Replace simple repetitive tasks with **value-added work** to better meet community needs.

Expand HPL programs & services in a **sustainable** way.

Allows us to deliver on our **Mission and Values** which aligns with our **Strategic Priorities** of being a Community Beacon, Relevant and Responsive and a Learning and Innovative organization.



How Did We Do It?

Executing Phase



Facility Access



Safe & Secure Spaces



Building Systems & Controls



Communications & Education



Facility Access.

Entry Modifications:

You can still have locks!

Installation of an electric strike.

Emergency exiting hardware.

Signage.

Controlled Building Access (Open+ & Keyscan):

bibliotheca Open+ Scanner for Customers.

Keyscan (Card Access) for staff entry.

After Hour Access (Cleaners & Deliveries).

Open+ does have options to work with your existing security system and alarms.





Safe & Secure Spaces.

Lock It Down:

Installation of privacy gates.

Lock drawers, electrical panels, certain rooms.

Install covers for thermostats & light switches.

Tether staff and public computers.

RFID pads, etc. were deemed low risk to secure.

Self-checks are heavy!

Active Monitoring:

Washroom monitoring via lights, camera, action.

Speakers for announcements.

2-Way Voice Communication (Help Phone).

Active security camera monitoring.





Building Systems & Controls.

Building Systems & Controls

HVAC Systems:

Timers, Open+ and BAS integration.

Lighting Systems:

Timers, Switch Overrides, Open+ integration.

Plumbing Systems:

Automatic Controls (you don't want the water to be left on).

Electrical Systems:

Access to Power, Charging, USB Power. You might need more outlets to plug in self-check in/out machines.

Data Systems:

IT Racks, Cabling, Help phone is IP based, RFID Gates, Strong WiFi and Internet connections.





Communications & Education.

Preparing Staff and the Community

We started to provide information to staff and the public before we started offering Extended Access. There was a pre-registration period where customers could complete the Terms and Conditions form and their registration information.

Staff Engagement

We explained the rationale behind the adoption of this technology and what it could do for our customers and what did it mean for staff that had to use it.

Customer Engagement

We developed a clear understanding about where our customers were at in adopting this new technology by soft launching some of the equipment at the branch.





Outcomes.

Monitoring Phase

What Happened?:

Freelton's **use is up 100% and circulation has increased** and both gate count and computer use are also up significantly.

The branch is now accessible to customers for more hours from 9am-8pm Monday through Thursday and 9am-5pm Friday and Saturday.

When staff arrive in the afternoon, they find **customers already inside the library** using the computers, **taking advantage of the area's most reliable Wi-Fi**, or browsing for books.

The library isn't just used more during extended hours. **Program attendance has also doubled.**

The library is more accessible and therefore, the community is more engaged.

This puts the **keys back in the hands of the community**, the people who are funding the library.



Outcomes.

MORE
OPEN
HOURS!



100%

Increase in usage
compared to overall system



Increased hours
at Freelon Branch



Key Lessons & Factors for Success.

The rural service model should be a cost-effective way to provide the community with additional access and services.

We had to go the extra mile because we were the first. As more systems do this, it will become easier.

Trust the Board, staff, community.

The Board's reassurances, that they were using this to expand access and not reduce staffing, went a long way.

Ensure all the pieces are in place before opening.

Closing Phase





Going Forward.

The Board is pleased with the process and the results.

The community has embraced this service model as use of all services and programs has increased.

We have adjusted and rolled out at another branch – this has been a win for HPL.

More rural branches are planned for future rollouts.





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Questions?