



Summary of Open+ Extended Library Hours Solution

Bibliotheca first installed Open+ in Denmark in 2007 and has continued to evolve the solution over the past 12 years. There are currently over 750 libraries worldwide providing additional open hours with Open+. It is now changing the way libraries in the US and Canada think about service delivery.

It's a similar concept to the remote locker in Henefer, but this service would allow us to offer access to our buildings, collections, computers, and Wi-Fi, so patrons could visit when it's most convenient for them.

We'd love to staff our libraries 24 hours a day, but that's not practical or cost-effective. The goal of this program is not to replace staff, but to provide additional access above and beyond what we are currently able to provide.

The taxpayers have paid for our buildings and collections. We feel they should be allowed to use them to the greatest extent they can.

Not everyone who uses the library needs the same level of assistance. We have already invested in self-checkout infrastructure at all of our libraries, so we are ready to take advantage of a system like this.

Adding more open hours in the morning or evening creates a consistent and convenient schedule for the community and meets the needs of different users.

Patrons would need to register to use this service and attend an orientation session so they understand exactly how the system works. They would also be required to sign an agreement stating they would follow our patron rules of conduct policy and acknowledge they understand security cameras will monitor the use of the facility. Their library card number and PIN would provide access to the building after they register to use the service. An intercom system is used for announcements.

These are some libraries currently offering Open+ in the US and Canada.

Note: Not all branches in each of these systems use Open+.

- Gwinnett County Public Library, a 15-branch library system located just north of Atlanta
- Ventura County Public Library, a 14-branch library system located west of Los Angeles
- Evanston Public Library, a 3-branch library system located north of Chicago
- Hamilton Public Library, a 22-branch library system in Ontario, Canada – They have urban, suburban, and rural communities. Their northernmost branch (Freelton) serves a community of just 2,500 which is very similar to Coalville and that is where they decided to first install Open+. The branch was only open for a few hours a day and can now be open with hours more consistent with their other branches.

Some Library Board members and I participated in a conference call with Nancy Schram, Director of Ventura County Library on Wednesday, May 29th about their library's experience with Open+ at their Hill Road Branch Library. It opened at the end of 2017 and was planned with Open+ in mind. They initially only had funding to open the branch for 24 hours a week, but eventually got to 40. With Open+ they are able



to be open for 52 hours a week. They implemented in February 2018 and have had no problems. Ms. Schram said the community LOVES it. They are currently offering extended hours from 8-10 AM Monday-Wednesday and Thursday-Sunday. Ventura County's ideal service model would be to staff the library during these hours, but they are grateful to be able to use a service like Open+ to give their community more access to their library.

The Summit County Library conducted a survey during the month of June to see if our patrons would be interested in extended library hours and explained the possibility of using a service like Open+ to offer extended hours at the Coalville Branch. I will provide the full results of the survey for your review, but here are the highlights:

Extended Library Hours Survey

Number of respondents: 243 (41 Coalville, 55 Kamas, 147 Kimball)

Q1: If your library was open for extra hours would you utilize it?

Coalville: Yes – 75.61%

Kamas: Yes – 78.85%

Kimball: Yes – 80.99%

Q2: If you answered Yes, when?

Coalville: Before normal hours: 21.95%, After normal hours: 63.41%

Kamas: Before normal hours: 28.85%, After normal hours: 71.15%

Kimball: Before normal hours: 23.94%, After normal hours: 63.38%

Q3: Would you use the library if it was open on Sundays?

Coalville: Yes – 19.51%

Kamas: Yes – 53.85%

Kimball: Yes – 85.21%

Q4: Would you use the library if it was open on holidays?

Coalville: Yes – 17.07%

Kamas: Yes – 19.23%

Kimball: Yes – 36.62%

Another question asked patrons what services they would utilize during extended hours and the top two answers at every branch were "Browse collections and check out materials utilizing self-checkout kiosks" and "Pick up and check out my items on hold."

We also included a space for patrons to ask questions and list concerns. There was a wide array of comments. Some mentioned they would very much like the extended hours. Others listed concerns such as security and cost, especially if there would be an increase in tax dollars to fund extended hours.



The Library Board has approved for me to seek funding through the LSTA grant program like we did with the Henefer Remote Locker to provide Open+ at the Coalville Branch pending approval from the County Council. Coalville's size and layout of the facility would make for the least challenging implementation of Open+ in our system. It is also open the fewest hours of any of our branches and has the lowest number of staff (2.5 FTE), so providing this service would help make Coalville's access to the library more equitable. I feel members of the community would benefit greatly by having extended hours to pick up materials because I believe many cannot make it to the library during current business hours if they commute to work. The current hours are Monday-Friday 10-6 and Saturday 10-2.

Obviously the preferred alternative to Open+ is hiring more staff to extend our current hours of operation. The survey we conducted demonstrates that patrons, especially in the Snyderville Basin, are interested in Sunday hours and the majority of our patrons at all locations are interested in having extended hours. Open+ is a creative solution to accomplish this and we feel a pilot program in Coalville, especially if it can be funded by an LSTA grant, is a very inexpensive option. We would be the first library in the state to implement Open+, so it is likely we could get funding for this innovative approach.

The Coalville Branch could be open from 8-10 AM Monday-Friday, 6-8 PM Monday-Thursday, and 2-6 PM Saturday, which would be 22 additional hours each week. We have staff working during those hours at the Kimball Junction Branch who could be available to answer questions via phone and who could monitor the security feeds.

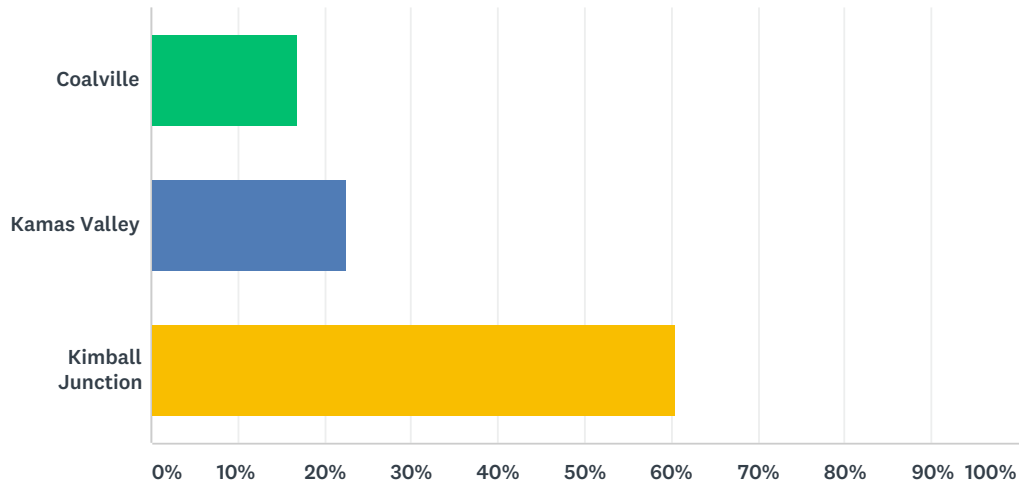
We plan to request additional hours for part-time staff members in our 2020 budget to be able to offer Sunday hours at the Kimball Junction Branch in another pilot program.

I have met with Clay Coleman (Risk Management), Mike Crystal (Facilities), Sheriff Martinez, and Ron Boyer (IT) about Open+ and would continue to work with them to address concerns if this is something the County Council is comfortable with us pursuing and if funding can be obtained.

Respectfully submitted by Dan Compton, Summit County Library Director

Q1 What Summit County Library location do you utilize the most?

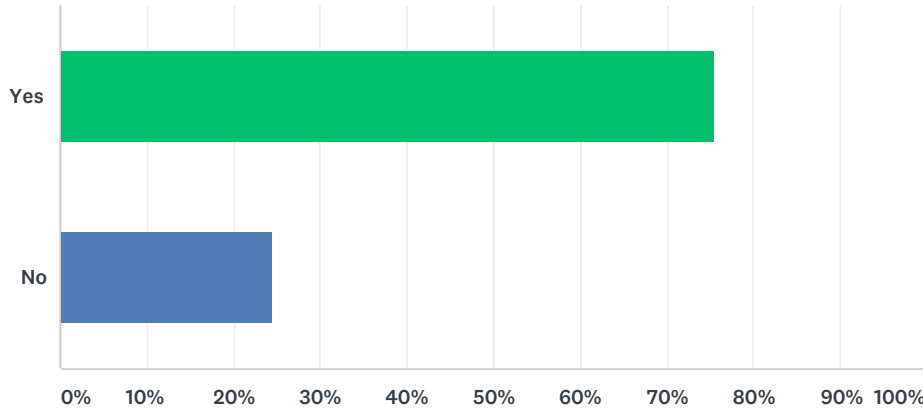
Answered: 243 Skipped: 0



ANSWER CHOICES	RESPONSES
Coalville	16.87% 41
Kamas Valley	22.63% 55
Kimball Junction	60.49% 147
TOTAL	243

Q2 If your library was open for extra hours would you utilize it?

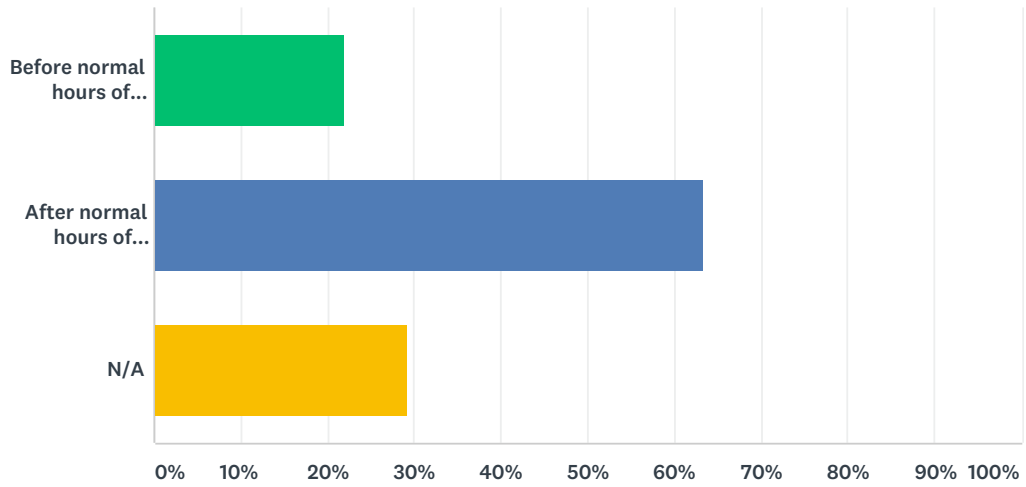
Answered: 41 Skipped: 202



ANSWER CHOICES	RESPONSES	
Yes	75.61%	31
No	24.39%	10
TOTAL		41

Q3 If you answered Yes to Q2, when (please select all that apply)?

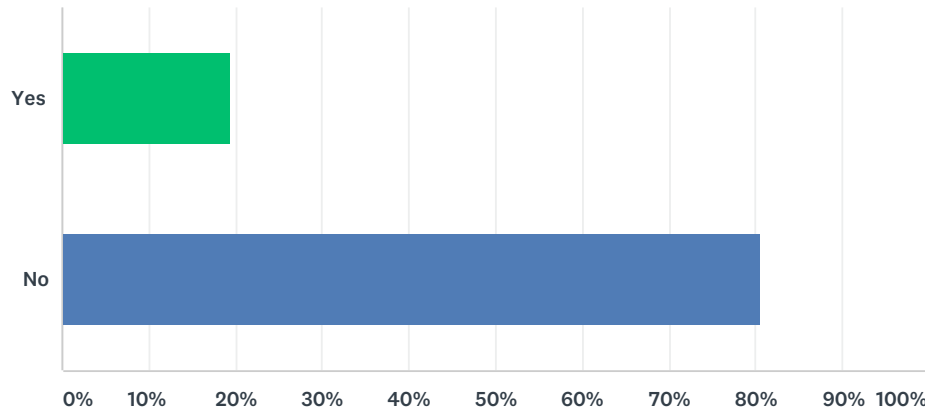
Answered: 41 Skipped: 202



ANSWER CHOICES	RESPONSES
Before normal hours of operation	21.95% 9
After normal hours of operation	63.41% 26
N/A	29.27% 12
Total Respondents: 41	

Q4 Would you use the library if it was open on Sundays?

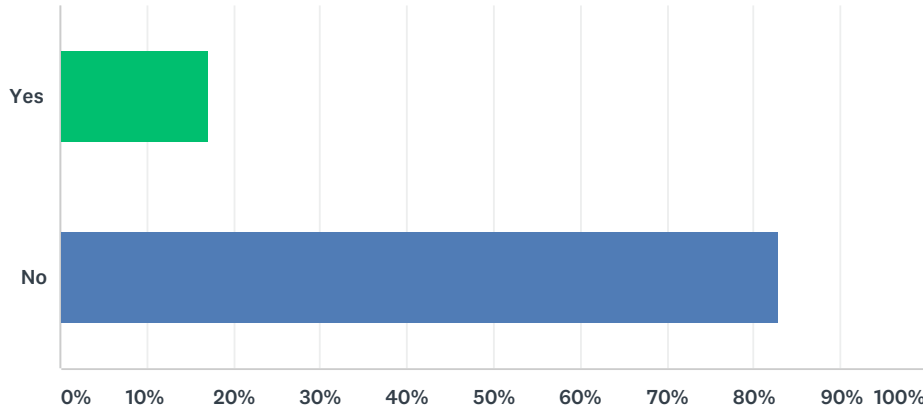
Answered: 41 Skipped: 202



ANSWER CHOICES	RESPONSES	
Yes	19.51%	8
No	80.49%	33
TOTAL		41

Q5 Would you use the library if it was open on holidays?

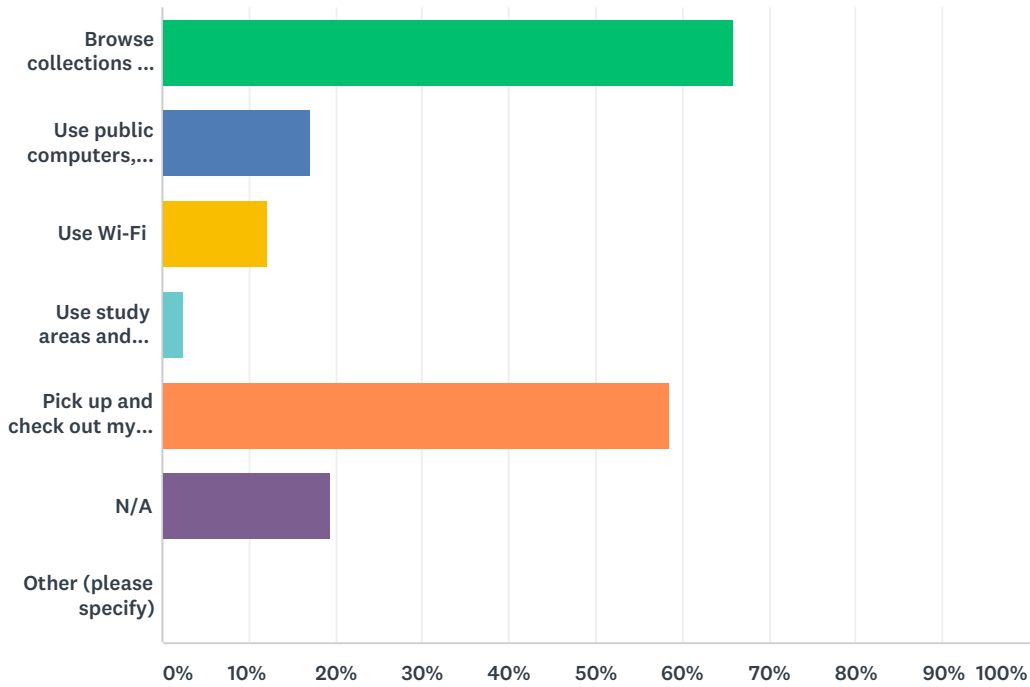
Answered: 41 Skipped: 202



ANSWER CHOICES	RESPONSES	
Yes	17.07%	7
No	82.93%	34
TOTAL		41

Q6 During extended hours I would (please select all that apply):

Answered: 41 Skipped: 202

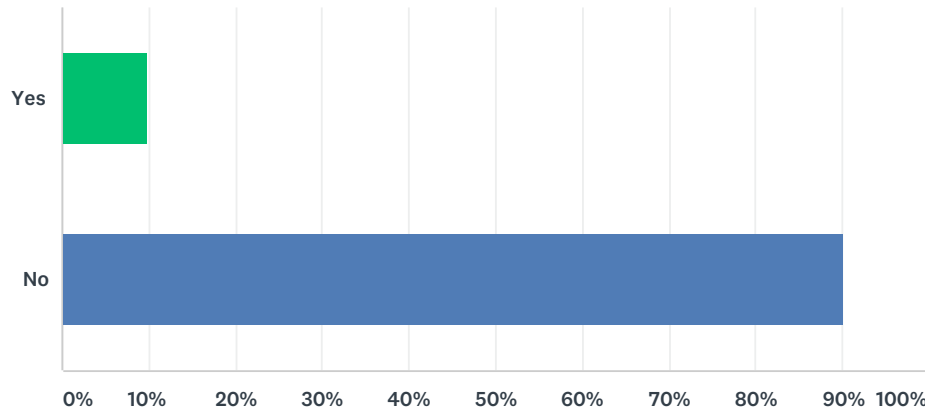


ANSWER CHOICES	RESPONSES	
Browse collections and check out materials utilizing self-checkout kiosks	65.85%	27
Use public computers, printers, and scanners	17.07%	7
Use Wi-Fi	12.20%	5
Use study areas and meeting rooms	2.44%	1
Pick up and check out my items on hold	58.54%	24
N/A	19.51%	8
Other (please specify)	0.00%	0
Total Respondents: 41		

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q7 Do you have any questions or concerns with this new proposal?

Answered: 41 Skipped: 202

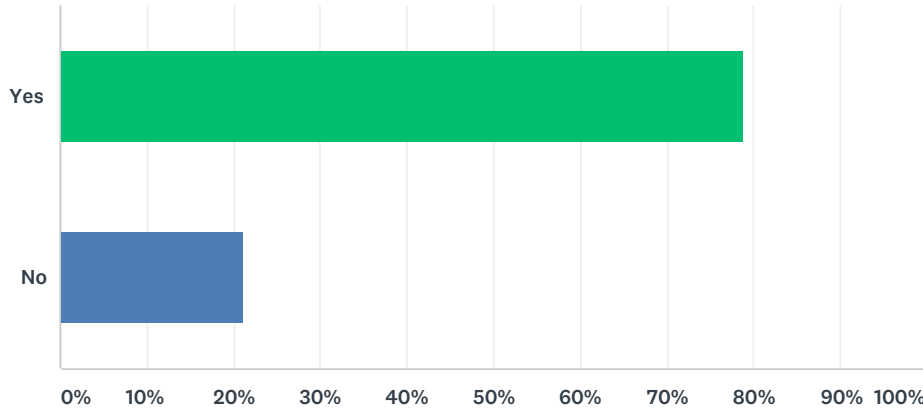


ANSWER CHOICES	RESPONSES	
Yes	9.76%	4
No	90.24%	37
TOTAL		41

#	IF YES, PLEASE EXPLAIN.	DATE
1	Security	7/10/2019 4:13 PM
2	No one should have to work on Sundays.	7/10/2019 4:11 PM
3	Only if it made them not to work on these days (Holidays, Sundays)	7/10/2019 4:04 PM
4	Extended hours on Saturday would be nice.	7/10/2019 4:03 PM
5	I personally can usually get to the library during the normal operating hours. However, I can see that there are people who could use the extended hours and this seems like it could work.	7/5/2019 3:55 PM
6	Do you really trust people that much?	7/5/2019 3:29 PM

Q8 If your library was open for extra hours would you utilize it?

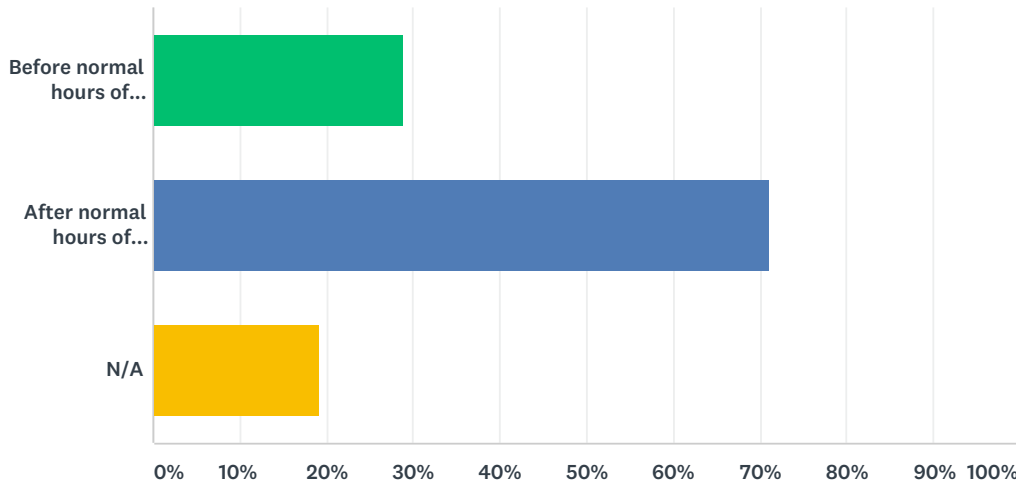
Answered: 52 Skipped: 191



ANSWER CHOICES	RESPONSES	
Yes	78.85%	41
No	21.15%	11
TOTAL		52

Q9 If you answered Yes to Q2, when (please select all that apply)?

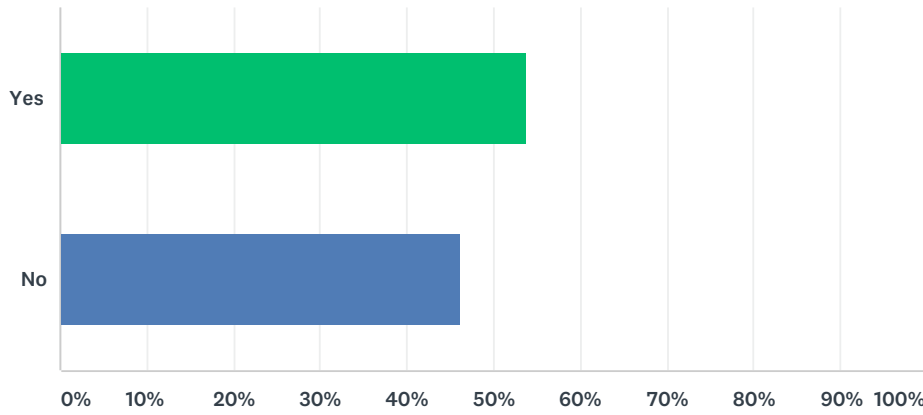
Answered: 52 Skipped: 191



ANSWER CHOICES	RESPONSES
Before normal hours of operation	28.85% 15
After normal hours of operation	71.15% 37
N/A	19.23% 10
Total Respondents: 52	

Q10 Would you use the library if it was open on Sundays?

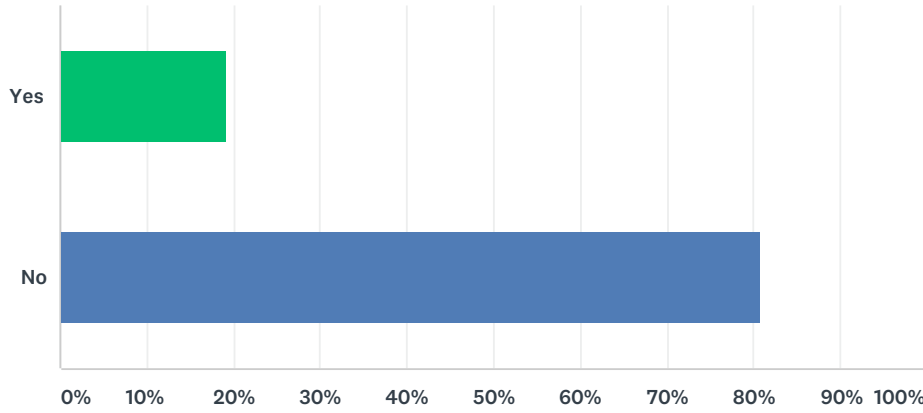
Answered: 52 Skipped: 191



ANSWER CHOICES	RESPONSES	
Yes	53.85%	28
No	46.15%	24
TOTAL		52

Q11 Would you use the library if it was open on holidays?

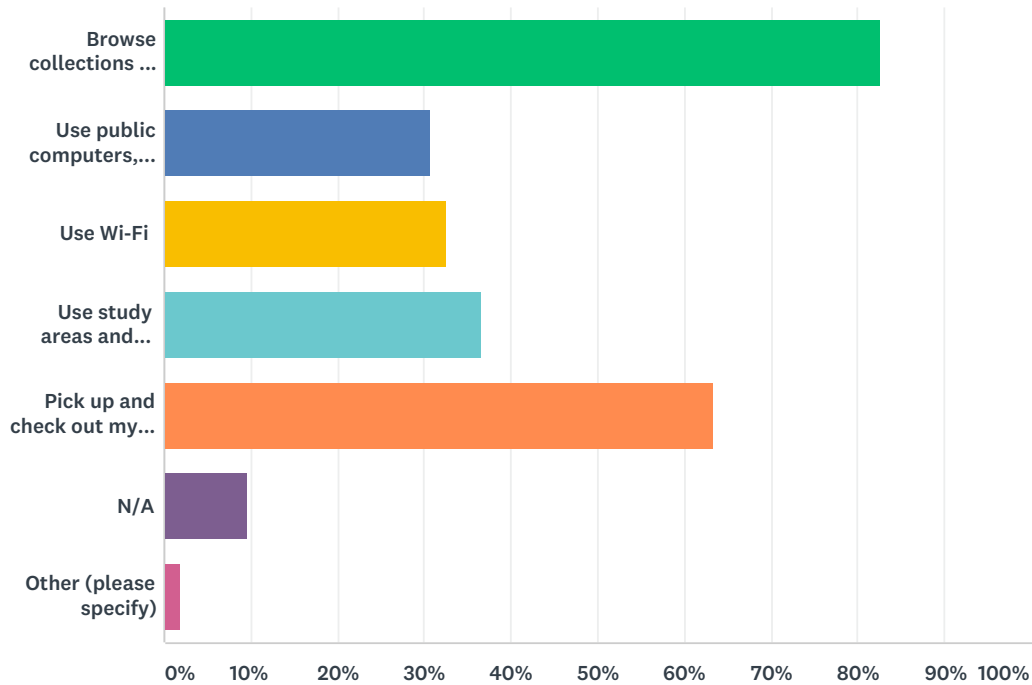
Answered: 52 Skipped: 191



ANSWER CHOICES	RESPONSES	
Yes	19.23%	10
No	80.77%	42
TOTAL		52

Q12 During extended hours I would (please select all that apply):

Answered: 52 Skipped: 191

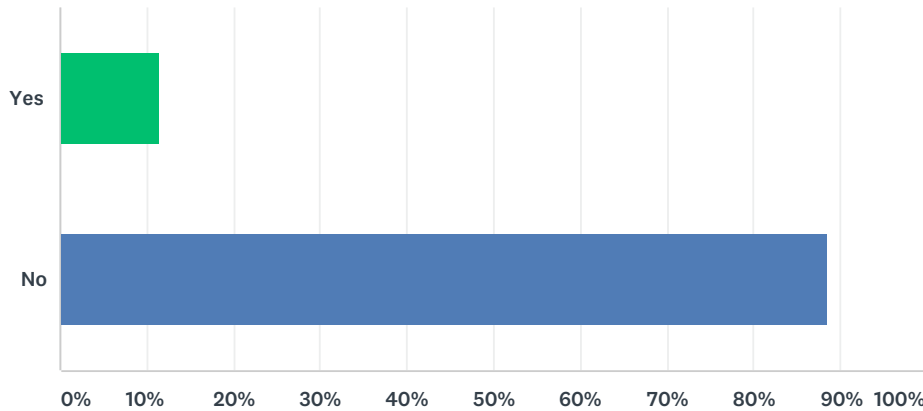


ANSWER CHOICES	RESPONSES	
Browse collections and check out materials utilizing self-checkout kiosks	82.69%	43
Use public computers, printers, and scanners	30.77%	16
Use Wi-Fi	32.69%	17
Use study areas and meeting rooms	36.54%	19
Pick up and check out my items on hold	63.46%	33
N/A	9.62%	5
Other (please specify)	1.92%	1
Total Respondents: 52		

#	OTHER (PLEASE SPECIFY)	DATE
1	Use children's area	6/2/2019 7:09 AM

Q13 Do you have any questions or concerns with this new proposal?

Answered: 52 Skipped: 191

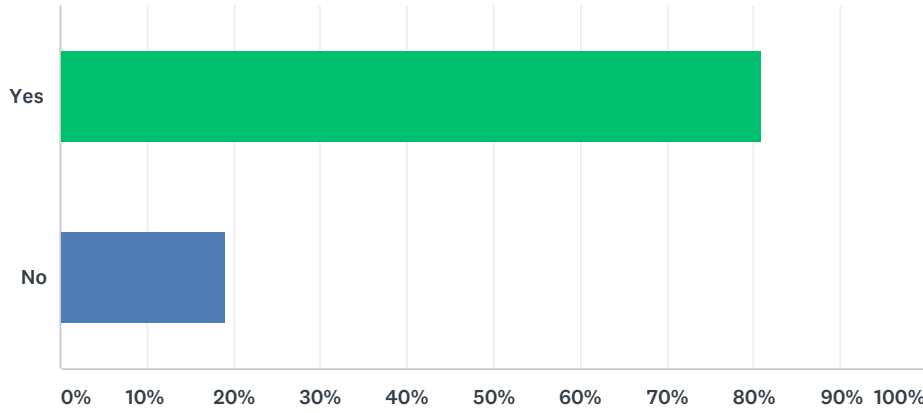


ANSWER CHOICES	RESPONSES	
Yes	11.54%	6
No	88.46%	46
TOTAL		52

#	IF YES, PLEASE EXPLAIN.	DATE
1	Safety of lone patrons and safety of the library facility. Concerns of transient activity.	7/10/2019 3:47 PM
2	A concern would be whether there would be an increase in tax dollars to do this. I have had numerous tax increases in the past few years and do not want any more. Also, what would be the added cost for a security system to monitor the facility when a physical employee is not available? What about liability issues regarding possible problems, such as assault, with another patron during these hours? I would consider using the library to browse and check out items before 10:00 AM most days and possibly after 2:00 PM on Saturdays. It would be simple enough to browse and check out without needing an employee there. However, I have never had a problem utilizing the library during its already established business hours. It would just be an added, but unnecessary convenience to have extended hours.	6/10/2019 5:47 PM
3	Funding is a big concern. It would be unfortunate if this had an impact on already existing and amazing services. On the flip side of that, I'd love to see the Kamas branch open longer on Saturdays.	6/2/2019 8:50 AM
4	Saturday extended answers is all that I would be interested in.	6/1/2019 11:08 PM
5	Would you have some sort of "panic button" or similar for people to utilize if they did encounter a safety problem while in the unstaffed facility?	6/1/2019 10:19 PM
6	Please please please try opening on Sunday!	6/1/2019 10:08 PM
7	None	6/1/2019 12:18 AM

Q14 If your library was open for extra hours would you utilize it?

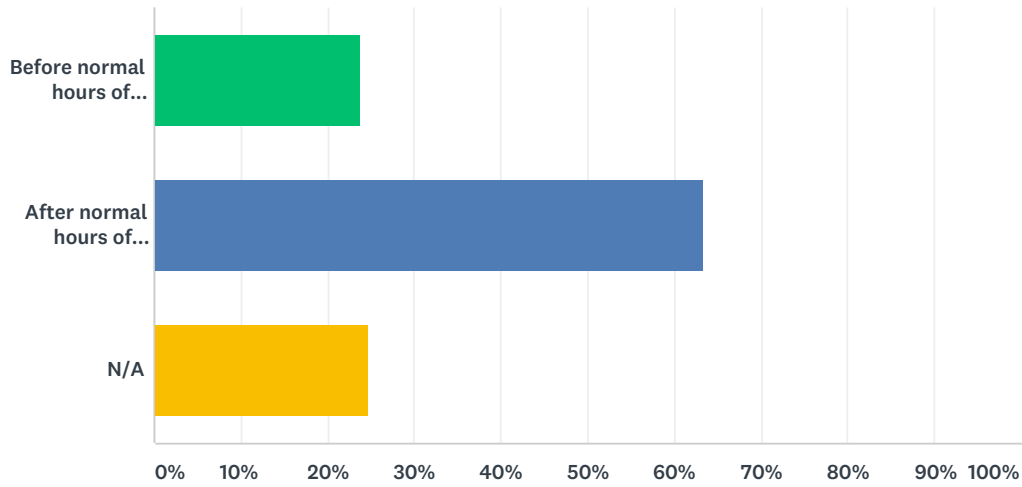
Answered: 142 Skipped: 101



ANSWER CHOICES	RESPONSES	
Yes	80.99%	115
No	19.01%	27
TOTAL		142

Q15 If you answered Yes to Q2, when (please select all that apply)?

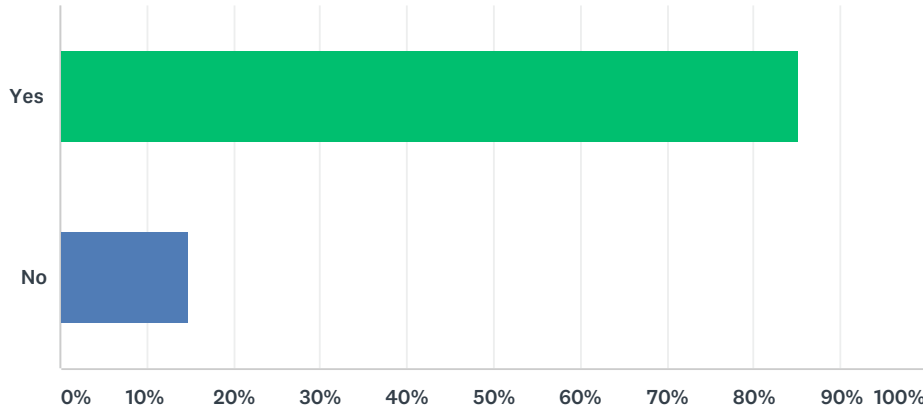
Answered: 142 Skipped: 101



ANSWER CHOICES	RESPONSES
Before normal hours of operation	23.94% 34
After normal hours of operation	63.38% 90
N/A	24.65% 35
Total Respondents: 142	

Q16 Would you use the library if it was open on Sundays?

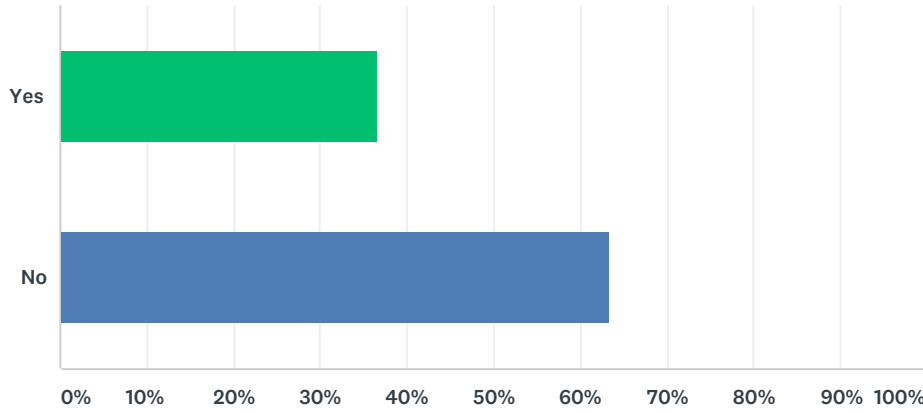
Answered: 142 Skipped: 101



ANSWER CHOICES	RESPONSES	
Yes	85.21%	121
No	14.79%	21
TOTAL		142

Q17 Would you use the library if it was open on holidays?

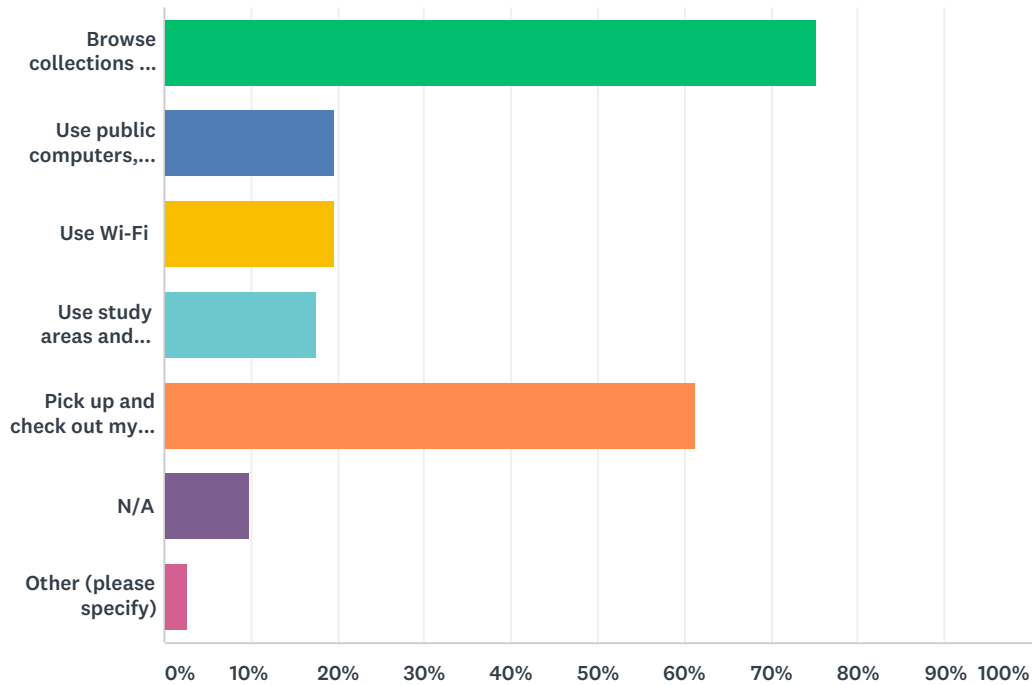
Answered: 142 Skipped: 101



ANSWER CHOICES	RESPONSES	
Yes	36.62%	52
No	63.38%	90
TOTAL		142

Q18 During extended hours I would (please select all that apply):

Answered: 142 Skipped: 101

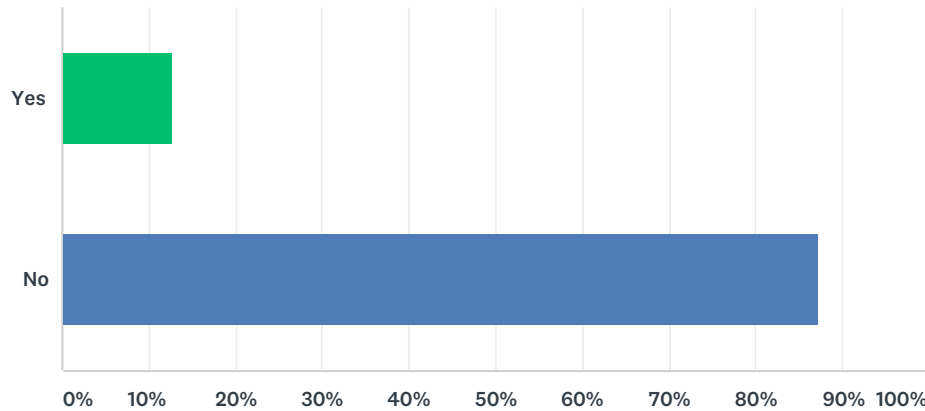


ANSWER CHOICES	RESPONSES	
Browse collections and check out materials utilizing self-checkout kiosks	75.35%	107
Use public computers, printers, and scanners	19.72%	28
Use Wi-Fi	19.72%	28
Use study areas and meeting rooms	17.61%	25
Pick up and check out my items on hold	61.27%	87
N/A	9.86%	14
Other (please specify)	2.82%	4
Total Respondents: 142		

#	OTHER (PLEASE SPECIFY)	DATE
1	Use children's area	7/10/2019 4:32 PM
2	Use quiet space for study/work	7/10/2019 3:52 PM
3	Basically use on Sundays	7/10/2019 3:45 PM
4	Read newspapers	7/8/2019 3:12 PM

Q19 Do you have any questions or concerns with this new proposal?

Answered: 142 Skipped: 101



ANSWER CHOICES	RESPONSES	
Yes	12.68%	18
No	87.32%	124
TOTAL		142

#	IF YES, PLEASE EXPLAIN.	DATE
1	I think the actual schedule is fine, if you change it, you are going to end up going back to the original one. You are risking having the homeless people coming in after hours and leaving the library very stinky or even coming to take naps especially if you decide to open Sundays and holidays. Very bad idea.	7/10/2019 4:37 PM
2	I think its important for society to have days that are different where you can't do everything you might normally. Don't open on holidays.	7/10/2019 4:29 PM
3	Please extend hours, open Sundays.	7/10/2019 4:20 PM
4	Can we afford it?	7/10/2019 4:17 PM
5	Not a concern, but just a suggestion from my hometown - have the library open on Sundays during the school year for students who need a quiet place to study. It could be closed on Sundays through the summer.	7/10/2019 4:17 PM
6	Para mi seria bueno ya que no trabajo por la tarde y puede venir a estudiar.	7/10/2019 4:06 PM
7	Nothing written down.	7/10/2019 3:49 PM
8	I prefer the library to be staffed but if monitored where will funds come from? Not from the taxpayer please. Also, it sounds like this is going to take too long to implement. I do not see that simply stating that minors must be accompanied by adult would work. What age is "minor." Will teenagers be allowed unaccompanied and will they be respectful of the property? This should not be at taxpayer expense. I understand that everything comes with a price but I do not think this should be a reason/excuse to raise taxes. Consider cost cutting, use interns from schools for credit not dollars, reallocate staff to have fewer staff on regular days and rotate Sunday/holiday coverage.	7/8/2019 3:12 PM
9	Agree to expanded services on contingency that there would be no tax increase. Cut costs elsewhere for this (e.g. don't overuse cool/AC)	7/8/2019 3:08 PM
10	I think the library still would need to be minimally staffed - perhaps solicit for trained volunteers from within the community?	6/28/2019 10:05 PM
11	Please open on Sundays!	6/17/2019 5:11 PM

12	I do not think it is safe to have the library open without paid staff. It would attract theft, vandalism, and crime.	6/14/2019 9:11 PM
13	Welcoming homeless people to a new free shelter . . .	6/13/2019 7:54 AM
14	I live in Old Town and use the Park Ave library. Extended hours at the Summit County library branches don't impact me. That said, if there are community members, particularly young adults and children, who would be served by extended hours, I fully support expanding schedules and staff. Libraries are such a critical resource in communities and ours are doing a phenomenal job at introducing programs and adapting technologies to serve the residents and families of Summit County.	6/7/2019 6:47 AM
15	Would be more interested in expanding the ebook options rather than physical hours.	6/4/2019 11:16 PM
16	S	6/2/2019 9:30 PM
17	I don't believe resources should be used to have the Library open without staff available. If you are intending to extend hours, there should be librarians and library staff present. I think patron privacy may be compromised.	6/2/2019 3:04 PM
18	The open-with-no-staff option is puzzling. Summit County government is very well-off financially and can afford some modest extra staff. Why would you want to staff it as if you were poor? The proposal combines higher risk and the cost of extra electronic monitoring to provide reduced service. Those are the wrong priorities.	6/2/2019 11:58 AM
19	Theft and personal safety are concerns	6/2/2019 7:10 AM
20	A staff member needs to be on site to protect the library from vandalism, illegal activities happening on site, and to prevent people from negligently damaging or stealing items. Frankly, I wouldn't be surprised in this town if people brought their dogs with them into the library and did drugs or used it as a location to buy/sell drugs.	6/1/2019 9:14 PM