

Proposal to Close at 5:00 pm on Wednesdays at White Branch Library

The following are some of the justifications and data that support our recommendation that White Branch Library closes at 5:00 pm on Wednesdays.

- **Limited Staff**

- Because we are open two nights a week, we are almost always limited to having one librarian on duty during the evening shifts. This can be problematic if an incident occurs, because the librarian's time and attention will be focused on resolving the immediate need, and our regular operations will be disrupted.
- The longer day doesn't just effect staffing in the evening hours. We also have to split our full time staff during the day. Because of this, we have limited staff in the mornings while the evening staff are out and during the evening hours when the day staff go home.
- Our lunch coverage is also very limited on the longer days.
- White branch has a responsibility to staff the Northeast Community Center, which means we have to split up staff to cover hours there, stretching staff coverage even further. We have part-time staff who are scheduled for only a few hours to help fill the gaps, but this still leaves very little wiggle room if someone calls-in or requests time off.
- Having the library only open one evening a week will allow staff to have split shift opportunities or alternative evening shifts between weeks like that of the Saturday schedule.

- **Programs and Services**

- When incidents like the ones listed happen, all staff duties and programs are affected. This includes the programs and general services that are offered and needed by patrons.
- We're hoping to offer more high quality programs (especially heading into the summer) during the evening hours on Thursday. With more coverage available, there will be enough staff to run an uninterrupted program and handle possible incidents should they occur.
- Support from external resources is very limited at these times of day. If a patron needs help from a social worker or housing services, for example, it's more difficult and time-consuming for staff to help them with these issues in the evening. More staff during those times would allow staff to provide patrons with better service.

- **Data**

- We have attached a file of all the incidents that have occurred on Wednesdays or Thursdays January 2025. We believe it's helpful to see **any** incidents from those days, as

this points out the problems caused by having limited staff for the entire day on those two days.

- There have been 25 incidents which have taken place on a Wednesday or Thursday at White Branch since January 2025. There have been approximately 65 incidents total in that time period. Therefore, **over 38% of security incidents at White Branch happen on a Wednesday or Thursday.**

- **Conclusion**

- In conclusion, we recommend that White Branch Library only be open until 7:30 pm on Thursdays, and that are open until 5:00 pm on Wednesdays. The greater staffing levels and logistical support for programs and services that this change would allow us to have would be of great benefit to the staff of White Branch and would allow them to better serve their community. We believe that both anecdotal evidence and hard data support this recommendation.

This recommendation was jointly written by Rebecca Gilbert, Operations Administrator and Jaclyn Bleich, Branch Manager for White Library.