The After-Hours Library Concept - open+

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What is open+?
a comprehensive system to extend library access

open+ provides more convenient access for users, more flexibility for library staff and more opportunities for community impact.
Designed to complement staffed library hours, open+ can be implemented in a number of different ways to meet various library service models.
Form closer partnerships within your community

Having a safe and secure place to work, with access to computers, printers and the internet is very attractive for government workers who are typically not office-based. This could include social workers, health visitors, accounting advisers and even law enforcement.
Average public library open hours in the United States

<table>
<thead>
<tr>
<th>Population served</th>
<th>Average FTE staffing for all locations</th>
<th>Average weekly open hours per location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 10,000</td>
<td>4.7</td>
<td>46.0</td>
</tr>
<tr>
<td>10,000 – 24,999</td>
<td>11.9</td>
<td>55.8</td>
</tr>
<tr>
<td>25,000 – 49,999</td>
<td>21.7</td>
<td>57.9</td>
</tr>
<tr>
<td>50,000 – 99,999</td>
<td>38.9</td>
<td>53.8</td>
</tr>
<tr>
<td>100,000 – 249,999</td>
<td>70.1</td>
<td>51.3</td>
</tr>
<tr>
<td>250,000 – 499,999</td>
<td>179.2</td>
<td>54.8</td>
</tr>
<tr>
<td>500,000 – 999,999</td>
<td>327.5</td>
<td>56.1</td>
</tr>
<tr>
<td>1 million or more</td>
<td>430.7</td>
<td>49.8</td>
</tr>
</tbody>
</table>

2008 average weekly hours: 60.0

2017 average weekly hours: 52.8

https://lj.libraryjournal.com/2018/02/budgets-funding/holding-pattern-budgets-funding/
Be better stewards of taxpayer money

More access to the resources you’ve invested in

The library building, physical collections, public access computers, wireless internet and research databases are all examples of resources that the library pays for, no matter how many hours it’s open. By increasing the exposure of these resources, users benefit from additional access to information and enjoyment of the library space for personal growth and lifelong learning.
No “one size fits all approach”

- Additional morning + evening hours
- Creation of a holds pick-up room
- Provide access to a section of a library
Everything you need to control, in one place

- scheduled and event driven audible warnings
- management information for statistical reporting
- customize entire schedule of events
Ways to control access to your library

‘opt-in’ system allows libraries to closely monitor who has extended access

open+ uses existing library cards with a PIN and works with your current ILS

the library sets their custom schedule of opening and closing times
Energy efficient and cost-conscious ways to power your library

- Turn internal and external lighting on and off
- Automate the startup and shutdown of kiosks and PC’s
- Activate and deactivate the building security alarm
A bit of history - where did this concept come from?

big, medium + small
open+ works in branches
of all shapes and sizes

2004
concept began
ten+ years ago

OVER
750 LIBRARIES
operate with open+ hours

provides access in the North Pole
Svalbard Library, the most Northern Library in Norway
Simply manage the entire system from one central location.

From setting custom schedules to editing the audible announcements, open+ puts all the control at your fingertips with a central remote configuration location.
Benefits of the central administration software

- **easily customize library hours**: Custom schedules for all sites where open+ is implemented can be set remotely from one single easy-to-use interface, which is integrated into the central administration software.

- **access real-time and historical video recordings**: open+ records all event-driven activity for your library staff to review. The duration of video we retain is highly adaptable to the privacy and security goals of the library.

- **review detailed reports of library usage**: Reports can be as detailed or high level as you need. Statistics are illustrated by data and graphs in a given period, which may be spread over days, weeks, months or years.
“Our focus at Gwinnett has always been access. The taxpayers have paid for these buildings, they’ve paid for these collection and resources, and we feel they should be allowed to use them to the greatest extent they possibly can. We see open+ as a way to further that goal.”

Charles Pace,
Executive Director
Gwinnett County Public Library
# open+ at Gwinnett County

![Image of library hours]

**GWINNETT COUNTY PUBLIC LIBRARY**

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
<th>39 additional hours</th>
<th>98 total open hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td>8AM-12PM, 12PM-5PM, 5-10PM</td>
<td>9 open+ hours</td>
<td></td>
</tr>
<tr>
<td>Monday</td>
<td>8-10AM, 10AM-8PM, 8-10PM</td>
<td>4 open+ hours</td>
<td></td>
</tr>
<tr>
<td>Tuesday</td>
<td>8-10AM, 10AM-8PM, 8-10PM</td>
<td>4 open+ hours</td>
<td></td>
</tr>
<tr>
<td>Wednesday</td>
<td>8-10AM, 10AM-8PM, 8-10PM</td>
<td>4 open+ hours</td>
<td></td>
</tr>
<tr>
<td>Thursday</td>
<td>8-10AM, 10AM-8PM, 8-10PM</td>
<td>4 open+ hours</td>
<td></td>
</tr>
<tr>
<td>Friday</td>
<td>8-10AM, 10AM-5PM, 5-10PM</td>
<td>7 open+ hours</td>
<td></td>
</tr>
<tr>
<td>Saturday</td>
<td>8-10AM, 5-10PM</td>
<td>7 open+ hours</td>
<td></td>
</tr>
</tbody>
</table>

- **39 additional hours** Each week with the help of open+
- **98 total open hours**
The 3 ways Gwinnett County Public Library sees the value in open+

- Non-standard program hours
- Flexibility of staffed hours
- Expanded access to collections
Gwinnett County Public Library

- Now open 98 hours per week, having added 39 hours through open+
- Plans to roll out to entire system, once successful at their busiest branch location
- Add the quote from the webinar about taxpayer money.

Georgia, United States
Increasing hours + access

- Initial 30% increase in total hours of operation
- open+ increases access to library services at almost 60% discount
- Ability to expand Express Hours at any time
- Enhanced functionality for branch management.

Hill Road Library
Opt-In model + available services

- 3rd library in U.S. to use open+ technology.
- Patrons 18 and over in good standing may opt-in for Express Service.
- Patrons can checkout laptops, use WiFi, meet and collaborate, checkout print and electronic collections, and use research materials.

Hill Road Library
Hennepin County Library
Ridgedale Library statistics

open+ access:
61.5 hours each week
24% more than average open hours

Total circulation (average):
1,227 per week, 202 per day or 20 per hour

Open hours:
Mon–Thurs: 7:30AM – 7PM
Fri: 7:30AM – 6PM
Sat: 9AM – 2PM
open+ integrates with our entire library system, making the library card extend beyond the key to our collection, but now the key to our space & self-service resources.
Hamilton Public Library
open+ at Hamilton Public Library: Freelton Branch
Extended hours for rural communities, first open+ installation in Canada!
"We wanted staff to still be available, as they add huge value to patrons. So we complemented the expanded hours with remote assistance. They can call staff whenever they need."

Hamilton Public Library

| Engaging staff + board early, getting buy-in
| Remote support for users at rural branches
| Implementing pre-registration

Ontario, Canada
Hamilton Public Library outcomes

**Increased hours at Freelton Branch**

- **17 hours** → **60 hours**

**Percentage Increases**

- 52% increase in gate counts
- 37% accessed branch during open+ hours
- 40% increase in computer usage

**19% increase in usage compared to overall system**