



New Library Schedule Beginning July 1, 2019

Monday	10 a.m. to 8 p.m.
Tuesday	10 a.m. to 4 p.m.
Wednesday	10 a.m. to 8 p.m.
Thursday	10 a.m. to 4 p.m.
Friday	Closed
Saturday	10 a.m. to 2 p.m.
Sunday	Closed

In 2016, and continuing every year thereafter, the library has benchmarked its performance against that of similar-sized libraries in Central Massachusetts with a goal to improve patron service. Over this time period, the following observations were made:

- Ashburnham was the only library not open on Saturdays.
- Ashburnham was the only library that did not have a focus on youth services.
- Ashburnham's Library had the lowest staff size per hour opened.

In response to these observations, the following changes were implemented:

- In FY16, the library opened on Saturdays between 10 a.m. and 2 p.m. Patron response was slow to build, but this year Saturdays now have the highest hourly circulation and highest hourly visitors of the entire week.
- In FY18 the Library hired its first dedicated Youth Services Librarian.
- In FY19 the Library began a multi-year program to optimize its space utilization to transition from a “the library is here to check out books” mentality to “the library is here to serve our patrons’ diverse needs.” The first step in this evolution was to concentrate Youth Services on the Ground Floor, and patron response has been overwhelmingly positive.

This year a critical examination of library utilization was made for each day of the week. Fridays were clearly the most underutilized day. In addition, the Library currently opens at 10 a.m. on Tuesday, Thursday, Friday and Saturday but opens at noon on Monday and Wednesday. Patrons frequently come to the library at 10 a.m. on Mondays and Wednesdays only to find the door locked and a “closed” sign in the window.

- Following the lead of Town Hall, the Library will close on Friday.
- The opening time on Monday and Wednesday will be changed to 10 a.m., making a consistent start on all open days.
- Closing time on Monday and Wednesday will remain at 8 p.m.
- The total weekly library hours will be reduced from 40 hours/week to 36 hours/week to:
 - Improve patron service during times of high library utilization.
 - Increase staffing at the Youth Service Desk.
 - Allow more outreach to children, elders, and homebound patrons.

Collectively these changes will increase patron satisfaction and improve utilization of library services.