



Outlook

RE: QEII Hours Fall 2025

From Keeping, Dianne <dckkeep@mun.ca>**Date** Fri 8/15/2025 11:33 AM**To** Cranford, Cindy <ccranford@mun.ca>; Hatch, Kelly <hatch@mun.ca>

That makes sense.

Kelly: Meaghan's last name is Malone, meaghan.malone@mun.ca**From:** Cranford, Cindy <ccranford@mun.ca>**Sent:** Friday, August 15, 2025 10:42 AM**To:** Hatch, Kelly <hatch@mun.ca>; Keeping, Dianne <dckkeep@mun.ca>**Subject:** RE: QEII Hours Fall 2025

If we are not staffing the Sunday lending services shift with a student, then it would be a 7-hour shift instead of a 5-hour.

[REDACTED]
[REDACTED] s. 29 (1)(a)

Cindy Cranford, BBA (she/her) | Manager of Finance and Administration
Queen Elizabeth II Library, 2025E
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T 709 864 7429 | E ccranford@mun.ca

From: Hatch, Kelly <hatch@mun.ca>**Sent:** Thursday, August 14, 2025 5:50 PM**To:** Keeping, Dianne <dckkeep@mun.ca>; Cranford, Cindy <ccranford@mun.ca>**Subject:** QEII Hours Fall 2025 [QE II Library Hours Fall 2025.docx](#)

Hi Cindy & Dianne

Attached is a rough draft of proposed hours for the QEII.

s. 29 (1)(a)

A couple of weeks ago myself and Cindy met with Rob, Erin and Nicole [REDACTED]

[REDACTED]
I'd appreciate your eyes on this before I share with Erin and Nicole for input/discussion as I am sure I have overlooked some considerations. If you are able to answer some of the questions I pose, feel free to do so. [REDACTED]

s. 29 (1)(a)

[REDACTED]
[REDACTED] I am hopeful over the next academic year we can collect good data to inform our decisions moving forward.

Feel free to use track changes for your comments in the document.
Your insights are greatly appreciated.

Kelly

Kelly Hatch MSW MLIS | Associate Dean of Libraries

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QE II Library Hours – Fall 2025

Previous Academic Year Hours

QEII	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Building	8 to 2	8 to 2	8 to 2	8 to 2	8 to 5	10 to 5	10 to 2
Lending Services						10 to 5 s. 29 (1)(a)	10 to 5
Info & Res Help	12-5 (on-call 10-12)	12-7 (on-call 10-12)	12-7 (on-call 10-12)	12-7 (on-call 10-12)	12-5 (on-call 10-12)	Closed	12 to 5
CEP	6 to 2	6 to 2	6 to 2	6 to 2	NA	NA	6 to 2
CNS							
ACS							
Maps & GIS							
Commons							
Maker Space							
Digital Media Centre							
Rotunda							



s. 29 (1)(a)

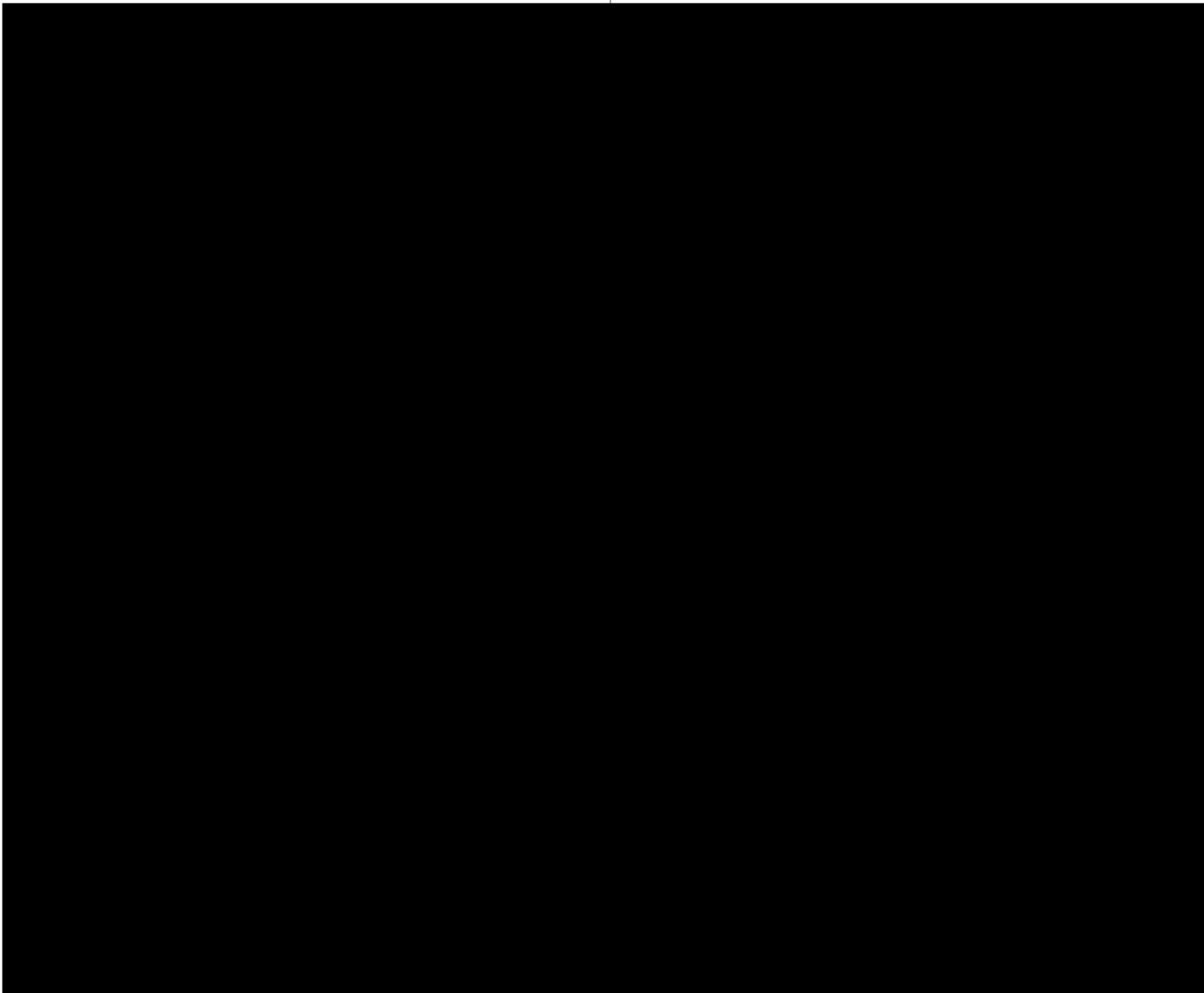
Hours for Fall 2025 - Final Version (August 2025)

QEII	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Building	8:00-2:00	8:00-2:00	8:00-2:00	8:00-7:00	8:00-7:00	12:00-8:00	12:00-8:00
Lending Services	9:00-7:00	9:00-7:00	9:00-7:00	9:00-7:00	9:00-7:00	Closed	Closed
Info & Res Help	12:00-5:00	12:00-7:00	12:00-7:00	12:00-7:00	12:00-5:00	Closed	Closed

	(on-call 10-12)	(on-call 10-12)	(on-call 10- 12)	(on-call 10-12)	(on-call 10-12)		
CEP	6:00PM- 2:00AM	6:00PM- 2:00AM	6:00PM- 2:00AM			12:00-8:00	12:00-8:00
Commons	8:30- 8:00	8:30- 8:00	8:30- 8:00	8:30- 8:00	8:30 5:00	10:00-5:00	10:00-8:00
CNS	9am - 5pm (9am-8pm beginning Sep15 and ending Dec 8)	9am - 5pm (9am-8pm beginning Sep15 and ending Dec 8)	9:00-5:00	9:00-5:00	9:00-5:00	Closed	
ASC							
Maps & GIS	Closed	10:00- 2:00	10:00-2:00	10:00- 2:00	Closed	Closed	Closed
Computing Support/Co mmons	8:30-8:00	8:30-8:00	8:30-8:00	8:30-8:00	8:30-5:00	10:00-5:00	10:00-8:00
Digital Media Centre	9:00-5:00	9:00-5:00	9:00-5:00	9:00-5:00	9:00-5:00	Closed	Closed
Maker Space	9:00-5:00	9:00-5:00	9:00-5:00	9:00-5:00	9:00-5:00	Closed	Closed
Rotunda							

- Decision to keep CEP hours to 8-hour shifts with 2 days off to continue to have one CEP officer assigned to QEII. [REDACTED] s. 29 (1)(a)

s. 29 (1)(a)





Outlook

RE: QEII Hours - Fall Semester

From Keeping, Dianne <dckkeep@mun.ca>

Date Tue 8/19/2025 4:25 PM

To Hatch, Kelly <hatch@mun.ca>

Thanks Kelly. [REDACTED] the second iteration [REDACTED] s. 29 (1)(a) [REDACTED] offers the later weekday hours, more consistent weekday services, and later access on Friday. The trade off is the weekend lending services, but at least we have the self-checkout machine to supplement service levels. [REDACTED]

s. 29 (1)(a)

It looks good. I really appreciate your work on this.

Dianne

From: Hatch, Kelly <hatch@mun.ca>**Sent:** Tuesday, August 19, 2025 3:40 PM**To:** Keeping, Dianne <dckkeep@mun.ca>**Subject:** QEII Hours - Fall Semester

Hi Dianne

Rob, Nicole, Cindy and I met this afternoon to review the proposed QEII library hours for the fall (excluding holiday & exam hours).

The second iteration looks different than the first iteration (I've included both for you to compare).

s. 29 (1)(a)

- The first iteration requires CEP six days a week. [REDACTED]

[REDACTED]

- [REDACTED]

- No Lending Services desk shift on Sunday. [REDACTED]

[REDACTED]

- With no Lending Services staff scheduled to work on the weekends, Nicole says she can schedule staff to work until 7:00 on Fridays.

s. 29 (1)(a)

s. 29 (1)(a)

Everyone is committed towards collecting better data so we can assess if these library hours best meet our user needs, considering our current resources.

Data collection will include: CEP hourly head counts during shifts and noting any issues (noise complaints, etc.); Lending Services and Info & Research Help collecting data in Gimlet (I'll work with Erin & Nicole to engage their staff); circulation stats for the Lending Services desk; people counter at the entrance/exit doors.

s. 29 (1)(a)

Second Iteration

QEII	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Building	8:00-2:00	8:00-2:00	8:00-2:00	8:00-7:00	8:00-7:00	12:00-8:00	12:00-8:00
Lending Services	9:00-7:00	9:00-7:00	9:00-7:00	9:00-7:00	9:00-7:00	Closed	Closed
Info & Res Help	12:00-5:00	12:00-7:00	12:00-7:00	12:00-7:00	12:00-5:00	Closed	Closed
CEP	6:00-2:00	6:00-2:00	6:00-2:00			12:00-8:00	12:00-8:00
Commons	8:30-8:00	8:30-8:00	8:30-8:00	8:30-8:00	8:30-5:00		

s. 29 (1)(a)

First Iteration

QEII	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Building	8:00-12:00	8:00-12:00	8:00-12:00	8:00-12:00	8:00-7:00	12:00-7:00	12:00-12:00
Lending Services	9:00-6:00	9:00-6:00	9:00-6:00	9:00-6:00	9:00-7:00	Closed	11:00-6:00
Info & Res Help	12:00-5:00 (on-call 10-12)	12:00-7:00 (on-call 10-12)	12:00-7:00 (on-call 10-12)	12:00-7:00 (on-call 10-12)	12:00-5:00 (on-call 10-12)	Closed	Closed
CEP	6:00-12:00	6:00-12:00	6:00-12:00	6:00-12:00		12:00-7:00	6:00-12:00
Commons	8:30-8:00	8:30-8:00	8:30-8:00	8:30-8:00	8:30-5:00	10:00-5:00	10:00-8:00

Much appreciated.
Kelly

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Outlook

Re: QEII Hours Fall Semester

From Ball, Robert <rball@mun.ca>

Date Wed 8/20/2025 11:17 AM

To Hatch, Kelly <hatch@mun.ca>; Cahill, Nicole <nicolecahill@mun.ca>; Alcock, Erin <ekalcock@mun.ca>; Cranford, Cindy <ccranford@mun.ca>

I'm happy for you to communicate with the commons.

Rob

.....

Rob Ball | Manager of Library Facilities

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www.mun.ca

From: Hatch, Kelly <hatch@mun.ca>

Sent: Wednesday, August 20, 2025 11:10 AM

To: Cahill, Nicole <nicolecahill@mun.ca>; Alcock, Erin <ekalcock@mun.ca>; Ball, Robert <rball@mun.ca>; Cranford, Cindy <ccranford@mun.ca>

Subject: Re: QEII Hours Fall Semester

Hi everyone

Thank you for the great teamwork yesterday in figuring out the QEII Fall Hours. I also appreciate your input on the CEP duties document - I think it clearly states our expectations for CEP when working with the QEII.

I ran our proposed hours by Dianne and she supports it.

Nicole - you are good to proceed with scheduling your staff.

Rob - you are good to confirm with CEP the shifts and the CEP duties updated document (see attached). Also check with Jumping Bean re: their hours.

Kelly - I will cross reference the QEII hours with other unit hours and follow up with the division heads if there are any misalignments. I will send an email to all QEII staff sharing the new QEII hours schedule and outlining why changes were needed. I will also update the QE II Library Hours Fall 2025 document based on our discussions yesterday so there is a record of how we got here.

Erin - if you have any questions, we can fill you in!

Rob, I know [REDACTED] this week and our new hours impact the Commons weekend hours (highlighted in yellow). Do you typically communicate with the Commons about hours or is that something I do? I am fine with either.

QEII	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Building	8:00-2:00	8:00-2:00	8:00-2:00	8:00-7:00	8:00-7:00	12:00-8:00	12:00-8:00
Lending Services	9:00-7:00	9:00-7:00	9:00-7:00	9:00-7:00	9:00-7:00	Closed	Closed
Info & Res Help	12:00-5:00 (on-call 10-12)	12:00-7:00 (on-call 10-12)	12:00-7:00 (on-call 10-12)	12:00-7:00 (on-call 10-12)	12:00-5:00 (on-call 10-12)	Closed	Closed
CEP	6:00-2:00	6:00-2:00	6:00-2:00			12:00-8:00	12:00-8:00
Commons	8:30-8:00	8:30-8:00	8:30-8:00	8:30-8:00	8:30-5:00	10:00-5:00	10:00-8:00

Let me know if I have missed anything.
Kelly

From: Cahill, Nicole <nicolecahill@mun.ca>

Sent: Tuesday, August 19, 2025 9:07 AM

To: Hatch, Kelly <hatch@mun.ca>; Alcock, Erin <ekalcock@mun.ca>; Ball, Robert <rball@mun.ca>; Cranford, Cindy <ccranford@mun.ca>

Subject: RE: QEII Hours Fall Semester

Hey,

I am in today after all and can meet in person. See you at 1pm

Nicole

From: Hatch, Kelly <hatch@mun.ca>

Sent: Monday, August 18, 2025 11:22 AM

To: Cahill, Nicole <nicolecahill@mun.ca>; Alcock, Erin <ekalcock@mun.ca>; Ball, Robert <rball@mun.ca>; Cranford, Cindy <ccranford@mun.ca>

Subject: QEII Hours Fall Semester

 [QE II Library Hours Fall 2025.docx](#)

Hi everyone

Thank you for your patience as I work through reviewing and understanding our QEII Hours for the upcoming academic year.

I have drafted a schedule for QEII Building and Lending Services Desk Hours, including some comments and questions to guide our decision making.

In considering our library hours, I took into consideration our lending services staff resources, CEP resources and user needs based on the information we currently have available.

s. 40 (1) [REDACTED] I have included the Information and Research Help hours she shared with Cindy. We will also get input from her when she returns.

s. 29 (1)(a)

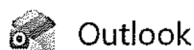
Next steps

- Let me know if you are available to meet tomorrow, Tuesday, August 18th at 1:00 PM. If not, let me know times that do work for you. Also let me know if you can meet virtually or in-person. Once I hear from everyone, I will send out a meeting invitation.
- The purpose of the meeting will be to review the proposed hours and discuss challenges, concerns and alternatives.

Thank you everyone, your contributions to this process are invaluable.

Kelly

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ORCID: [0000-0001-8388-7978](#)



Outlook

QE II Library Hours Fall 2025

From Hatch, Kelly <hatch@mun.ca>

Date Mon 8/25/2025 4:10 PM

To Alcock, Erin <ekalcock@mun.ca>; Cahill, Nicole <nicolecahill@mun.ca>; Fahey, Sue <sfahey@mun.ca>; Field, Colleen <cfield@mun.ca>; Hillier, Jackie <jackieh@mun.ca>; Little, Gordon <glittle@mun.ca>; Penney, Stacey L. <staceya@mun.ca>; Rose, Kathryn <kathrynr@mun.ca>; Squires, Lesley <lsquires@mun.ca>; White, Linda <lindaw@mun.ca>; Smith, Rebecca <becky.smith@mun.ca>; Doody, Christine <cdoody@mun.ca>; Keeping, Dianne <dckkeep@mun.ca>

Cc Ball, Robert <rball@mun.ca>

Good afternoon, Division Heads and Supervisors

I wanted to provide an update on QEII building and service desk hours for Fall 2025. Please share this information with your unit.

We have made some adjustments based on building usage stats, budget, and through consultations with our public services team, the Commons and CEP.

You can find our new hours updated on the [website](#). We are still in the process of finalizing exam hours. Stay tuned.

In addition, the library will be closed for the following holidays:

- Labour Day, September 1
- National Day of Truth and Reconciliation, September 30
- Thanksgiving, October 13
- Remembrance Day November 11.

We will continue to monitor library hours throughout the fall, utilizing statistics, user feedback, and other information to determine if changes need to be made.

I realize this impacts units and may require adjusting your own service hours. I appreciate your flexibility as we balance our resources with library user needs.

Please reach out if you have any questions, comments or concerns.

Thank you
Kelly

Kelly Hatch MSW MLIS | Associate Dean of Libraries

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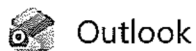
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E: hatch@mun.ca

p: she/her [what does this mean](#)

ORCID: [0000-0001-8388-7978](#)



RE: CEP Hours during holidays - Fall Semester

From Malone, Meaghan <meaghan.malone@mun.ca>

Date Fri 9/5/2025 1:49 PM

To Hatch, Kelly <hatch@mun.ca>; Cahill, Nicole <nicolecahill@mun.ca>; Alcock, Erin <ekalcock@mun.ca>; Ball, Robert <rball@mun.ca>

Cc Cranford, Cindy <ccranford@mun.ca>

Thanks for letting me know, Kelly.

I've already informed my student staff that we won't be staffing Sept 30, Oct 13, & Nov 11, so it's fine by me if the building is CEP only those days.

I hope everyone has a great weekend,
Meaghan

From: Hatch, Kelly <hatch@mun.ca>

Sent: Friday, September 5, 2025 12:29 PM

To: Cahill, Nicole <nicolecahill@mun.ca>; Alcock, Erin <ekalcock@mun.ca>; Malone, Meaghan <meaghan.malone@mun.ca>; Ball, Robert <rball@mun.ca>

Cc: Cranford, Cindy <ccranford@mun.ca>

Subject: CEP Hours during holidays - Fall Semester

Hi everyone,

We have received clarification from CEP that we have to retain the CEP hours for the following holidays for the Fall semester: September 30th, October 13th, and November 30th. [REDACTED]

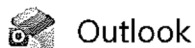
s. 29 (1)(a)

Meaghan, with regards to the Commons, let us know if you want to schedule Commons shifts on these dates during the library open hours.

Please share any comments, concerns, questions as soon as you are able. Once we finalize the library hours on these dates, I can advise Kristine to update the library hours on the website.

Much appreciated.
Kelly

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p: she/her what does this mean



RE: Post on Facebook

From Power, Kristine <kristinep@mun.ca>

Date Fri 9/12/2025 12:24 PM

To Hatch, Kelly <hatch@mun.ca>; Cranford, Cindy <ccranford@mun.ca>

s. 29 (1)(a) s. 40 (1)

Yes – I will pop in Monday to discuss [REDACTED]

From: Hatch, Kelly <hatch@mun.ca>

Sent: Friday, September 12, 2025 12:18 PM

To: Power, Kristine <kristinep@mun.ca>; Cranford, Cindy <ccranford@mun.ca>

Subject: Re: Post on Facebook

Appreciate the additional information and monitoring (will be interesting to see how much traction it gets) and check in on Monday.

Also, Kristine, more of a reminder to myself, [REDACTED]

s. 29 (1)(a)

Thanks all
Kelly

Kelly Hatch MSW MLIS | Associate Dean of Libraries

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p: she/her [what does this mean](#)

ORCID: [0000-0001-8388-7978](https://orcid.org/0000-0001-8388-7978)

We acknowledge that the lands on which Memorial University's campuses are situated are in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the diverse histories and cultures of the Beothuk, Mi'kmaq, Innu, and Inuit of this province.

From: Power, Kristine <kristinep@mun.ca>

Sent: Friday, September 12, 2025 12:08 PM

To: Hatch, Kelly <hatch@mun.ca>; Cranford, Cindy <ccranford@mun.ca>

Subject: RE: Post on Facebook

Hi there,

s. 29 (1)(a)

What this post does is provide valuable insight into how students are thinking. I will continue to

monitor it.

s. 29 (1)(a)

Happy to chat more.

s. 40 (1)

From: Hatch, Kelly <hatch@mun.ca>

Sent: Friday, September 12, 2025 11:49 AM

To: Cranford, Cindy <ccranford@mun.ca>; Power, Kristine <kristinep@mun.ca>

Subject: Re: Post on Facebook

s. 29 (1)(a)

Thoughts...
Kelly

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ORCID: [0000-0001-8388-7978](#)

We acknowledge that the lands on which Memorial University's campuses are situated are in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the diverse histories and cultures of the Beothuk, Mi'kmaq, Innu, and Inuit of this province.

From: Cranford, Cindy <ccranford@mun.ca>

Sent: Friday, September 12, 2025 11:14 AM

To: Power, Kristine <kristinep@mun.ca>; Hatch, Kelly <hatch@mun.ca>

Subject: RE: Post on Facebook

s. 29 (1)(a)

Kelly –

s. 29 (1)(a)

s. 29 (1)(a)

Cindy Cranford, BBA (she/her) | Manager of Finance and Administration
Queen Elizabeth II Library, 2025E
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From: Power, Kristine <kristinep@mun.ca>
Sent: Friday, September 12, 2025 9:55 AM
To: Hatch, Kelly <hatch@mun.ca>; Cranford, Cindy <ccranford@mun.ca>
Subject: Post on Facebook

Just wanted to draw your attention to this. [REDACTED] s. 29 (1)(a)

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5:40 

< **MUN COURSE REVIEW/
ADVICE** ...

Anonymous member · 22h · 

**Is it true the MUN library
hours are until 7:00 on
Thursdays now?!**

 Like

 Comment

 Send

Most relevant ▾



Anonymous member 596

I'm not sure if this is a permanent
change or if it's just exten... See more

20h Like Reply

1 



Anonymous member  Author

Anonymous member 596 I hope
it's not permanent.

15h Like Reply

s. 40 (1)

Write a reply...

Members also joined



s. 40 (1)



Keeping, Dianne

From: Keeping, Dianne
Sent: Saturday, September 13, 2025 2:24 PM
To: Power, Kristine; Hatch, Kelly
Subject: Re: Library Hours

s. 40 (1)

Thank you. I'll send the reply to [REDACTED]
 It's hard to hear complaints, but it's a good thing. It means they care. [REDACTED]

s. 29 (1)(a)

Dr. Dianne Keeping
 Dean of Libraries
 Memorial University Libraries

From: Power, Kristine <kristinep@mun.ca>
Sent: Saturday, September 13, 2025 8:03:01 AM
To: Keeping, Dianne <dckeeep@mun.ca>; Hatch, Kelly <hatch@mun.ca>
Subject: Re: Library Hours

Just checked with Rob and it is 2am.

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From: Keeping, Dianne <dckeeep@mun.ca>
Sent: Friday, September 12, 2025 8:39:34 PM
To: Hatch, Kelly <hatch@mun.ca>; Power, Kristine <kristinep@mun.ca>
Subject: Re: Library Hours

Thanks for the draft. Is the Rotunda accessible 24/7? I thought it was, but the website indicates 2:00am.

Dianne

From: Hatch, Kelly <hatch@mun.ca>
Sent: Friday, September 12, 2025 2:08 PM
To: Power, Kristine <kristinep@mun.ca>; Keeping, Dianne <dckeeep@mun.ca>
Subject: Re: Library Hours

Thanks Kristine, very helpful suggestions. I do like the more direct route.
 Dianne, [REDACTED] to respond to the student.

s. 29 (1)(a)

Kelly

Kelly Hatch MSW MLIS | Associate Dean of Libraries
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p: she/her what does this mean

ORCID: [0000-0001-8388-7978](https://orcid.org/0000-0001-8388-7978)

We acknowledge that the lands on which Memorial University's campuses are situated are in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the diverse histories and cultures of the Beothuk, Mi'kmaq, Innu, and Inuit of this province.

From: Power, Kristine <kristinep@mun.ca>

Sent: Friday, September 12, 2025 3:22 PM

To: Hatch, Kelly <hatch@mun.ca>; Keeping, Dianne <dckeep@mun.ca>

Subject: RE: Library Hours

s. 40 (1)

Sorry Kelly. Didn't scroll all the way down. [REDACTED]

s. 29 (1)(a)

Hi [REDACTED] s. 40 (1)

We are very sorry for the situation last night and we appreciate you taking the time to share your thoughts with us. Our hours shifted this week and are different from previous academic years.

This semester, we find ourselves in a position where a reduction in library hours is necessary. I appreciate the opportunity to explain the considerations behind this decision.

We examined several factors, including available resources and student usage patterns—such as occupancy data, and information desk statistics. We will continue to monitor usage throughout the term, making any additional adjustments, if necessary, based on occupancy numbers, circulation statistics, information desk interactions, and student feedback.

I also want to draw your attention to other campus spaces that are available, including the Rotunda, [REDACTED]

[REDACTED] A full list of alternative study spaces is available on the Commons website.

Sincerely, s. 29 (1)(a)

From: Hatch, Kelly <hatch@mun.ca>

Sent: Friday, September 12, 2025 2:46 PM

To: Power, Kristine <kristinep@mun.ca>; Keeping, Dianne <dckeep@mun.ca>

Subject: Re: Library Hours

Hi Kristine, the draft response is to an email the Dean of Libraries received from a student. Let me know if you don't see it in this email thread.

Dianne, Kristine shared a Facebook post earlier that was posted in a MUN Course Review group about the QEII closing at 7 on Thursdays. Let's just say it wasn't a positive response....

Kelly Hatch MSW MLIS | Associate Dean of Libraries
Memorial University Libraries
L-2025C Queen Elizabeth II Library
Memorial University | St. John's | Newfoundland | A1B 3Y1
www.library.mun.ca
T: 709-864- 6901
E: hatch@mun.ca
p: she/her what does this mean
ORCID: [0000-0001-8388-7978](https://orcid.org/0000-0001-8388-7978)

We acknowledge that the lands on which Memorial University's campuses are situated are in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the diverse histories and cultures of the Beothuk, Mi'kmaq, Innu, and Inuit of this province.

From: Power, Kristine <kristinep@mun.ca>
Sent: Friday, September 12, 2025 2:05 PM
To: Hatch, Kelly <hatch@mun.ca>; Keeping, Dianne <dckeep@mun.ca>
Subject: RE: Library Hours

Hi there - Just to clarify – this is a prepared response for future enquires from students? Not responding to the Facebook chatter?

From: Hatch, Kelly <hatch@mun.ca>
Sent: Friday, September 12, 2025 1:55 PM
To: Keeping, Dianne <dckeep@mun.ca>; Power, Kristine <kristinep@mun.ca>
Subject: Re: Library Hours

Hi Dianne, see a draft response below

s. 29 (1)(a)

s. 29 (1)(a)

Kelly Hatch MSW MLIS | Associate Dean of Libraries
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From: Hatch, Kelly <hatch@mun.ca>
Sent: Friday, September 12, 2025 1:13 PM
To: Keeping, Dianne <dckeep@mun.ca>
Subject: Re: Library Hours

Of course, will have something to you shortly...

Kelly Hatch MSW MLIS | Associate Dean of Libraries
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From: Keeping, Dianne <dckeep@mun.ca>
Sent: Friday, September 12, 2025 1:09 PM
To: Hatch, Kelly <hatch@mun.ca>
Subject: FW: Library Hours

Hi Kelly,

Can you help with drafting a response please?

Dianne

From: Dean of Libraries <deanoflibraries@mun.ca>
Sent: Friday, September 12, 2025 12:50 PM
To: Keeping, Dianne <dckeep@mun.ca>
Subject: FW: Library Hours

Hi. Please see below. Forwarding to dckeep from DOL.

Sheri

SHERI COOMBS MA | Decanal Assistant
 Memorial University Libraries
 L-2019A Queen Elizabeth II Library
 Memorial University | St. John's | Newfoundland | A1B 3Y1
 T: 709.864.3862
 E: sheri.coombs@mun.ca
www.library.mun.ca

From: [REDACTED] s. 40 (1)
Sent: Thursday, September 11, 2025 7:42 PM
To: Dean of Libraries <deanoflibraries@mun.ca>
Subject: Library Hours

Good Evening,

My name is [REDACTED] s. 40 (1)

I am emailing you tonight, unfortunately, very disgruntled.

s. 40 (1)

I was intending on doing my readings at the Queen Elizabeth II Library, from 6:30 to well into the evening. [REDACTED]
 [REDACTED] To my dismay, the library closed at 7. I had already paid for 4 hours of parking, which comes to \$7.00 and an additional \$0.20 as a convenience fee. I can tell you, there is nothing convenient about paying for useless parking. [REDACTED] money is certainly an object and is extremely finite in nature.

s. 40 (1)

I am aware that the hours are posted on the library door, but I was only alerted to this after the fact. Until, I believe last Tuesday, the hours that were posted were summertime hours. I understand that during the summer, hours get cut. I, however, do not think I should be punished for assuming the hours would return to what they were during the last semester.

In a conversation I had with a Campus Enforcement Officer and Maintenance Staff, it appears that the hour cuts and unfilled job positions, from employees leaving, has been happening across the board. It is deplorable that the institution

s. 40 (1)

[REDACTED] seems to be unable to allocate the funding necessary for their employees to facilitate the services [REDACTED]

It is heartbreaking to see the people who are damned in this situation are the students and the employees of Memorial University of Newfoundland and Labrador, who rely on this institution for their wellbeing and quality of life now and in the future.

What I would want to see is the hours of the library, and the services she provides, back to where it was in years previous. Which include, and is not limited to: library hours, lending services, IT support staff, Campus Enforcement, etc.

If this is not the proper vein to voice my concerns and frustrations, you have my permission and enthusiasm to please forward to the proper chain.

I sign, incredibly irritated and distracted [REDACTED]

s. 40 (1)

Keeping, Dianne

From: Dean of Libraries
Sent: Saturday, September 13, 2025 11:55 PM
To: [REDACTED] s. 40 (1)
Subject: Library Hours

Hello [REDACTED] s. 40 (1)

We're very sorry for the situation you encountered on Thursday evening, and appreciate you taking the time to share your thoughts. Our hours shifted this week and are different from those in previous academic years. This semester, a reduction in library hours has become necessary, and I appreciate the opportunity to explain the considerations behind this difficult decision.

We reviewed several factors in determining our current schedule, including available staffing and student usage patterns, such as occupancy data and information desk activity. We understand how important access to library spaces is for students, and we will continue to monitor usage and feedback throughout the term to identify where adjustments may be possible. We will do whatever we can within our capacity to respond to evolving student needs.

I'd also like to highlight other campus spaces available for study, including the Rotunda, which is open until 2:00am seven days a week. A full list of alternative study spaces is available on the Commons website.

Thank you again for reaching out and sharing your concerns.

Sincerely,
Dianne

DIANNE KEEPING MLIS PHD | Dean of Libraries
Memorial University Libraries
L-2025 Queen Elizabeth II Library
Memorial University | St. John's | Newfoundland | A1B 3Y1
T: 709-864-3862
E: deanoflibraries@mun.ca
www.library.mun.ca



Outlook

More feedback

From Power, Kristine <kristinep@mun.ca>

Date Sun 9/14/2025 1:51 PM

To Hatch, Kelly <hatch@mun.ca>; Keeping, Dianne <dckkeep@mun.ca>; Cranford, Cindy <ccranford@mun.ca>

 1 attachment (1 MB)

Image.jpeg;

More feedback on social.

Get [Outlook for iOS](#)

facebook

s. 40 (1)



What's on your mind?



MUN COURSE REVIEW/ADVI...



Anonymous member · 2h ·

Anyone know why the
library hours are

changed this year

 1

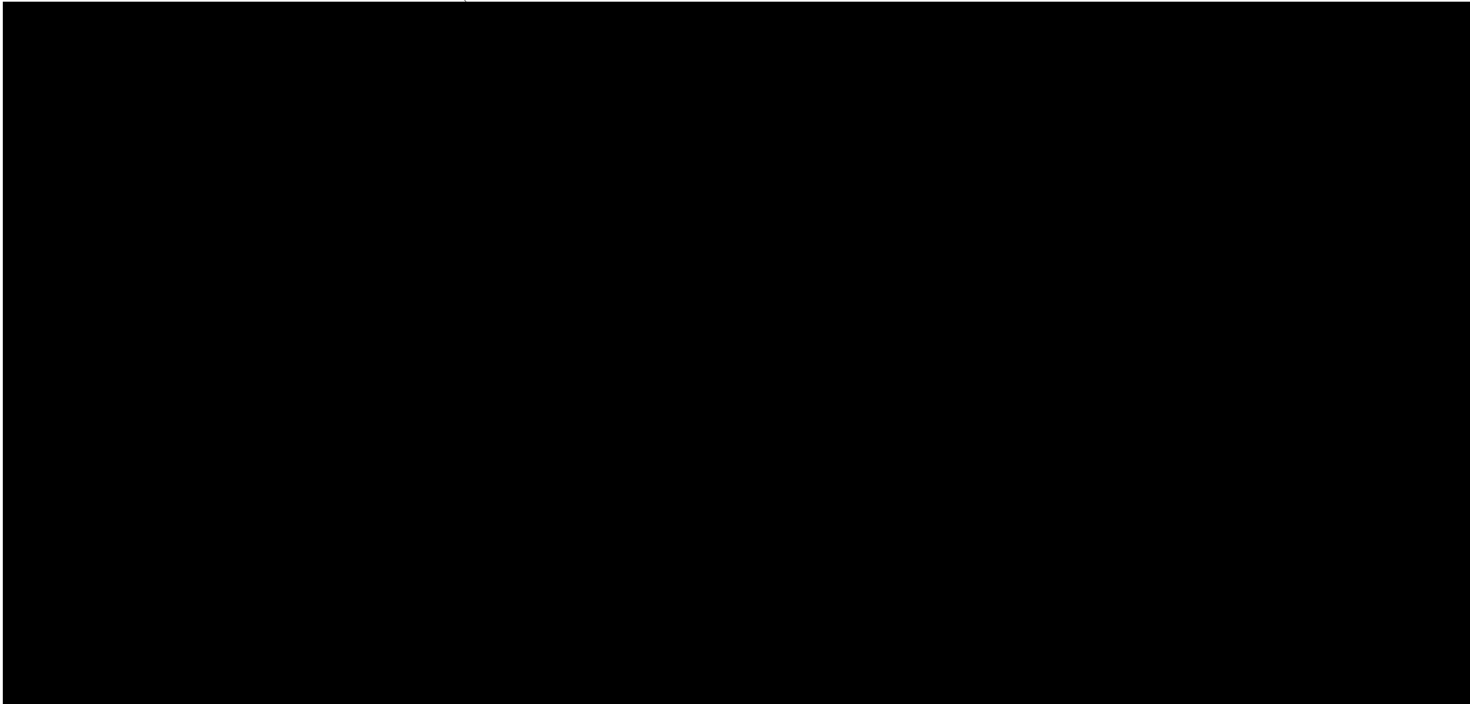
4 comments

 Like

 Comment

 Send

s. 40 (1)





Outlook

More feedback on hours

From Power, Kristine <kristinep@mun.ca>

Date Mon 9/15/2025 5:46 AM

To Hatch, Kelly <hatch@mun.ca>; Keeping, Dianne <dckkeep@mun.ca>; Cranford, Cindy <ccranford@mun.ca>

 2 attachments (2 MB)

IMG_2718.jpeg; IMG_2717.jpeg;

FYI.

Get [Outlook for iOS](#)

5:41 

MUN COURSE REVIEW/ ADVICE



Anonymous member · 6h · 

What the heck is the new library hours?!? As a student I worked all weekend and couldn't even study on a Sunday night (AND 7 PM ON THURSDAYS)!!! Who can we talk to about this?? Could MUNSU help 🤔🤔🤔



Like



Comment



Send



2

Most relevant ▾



Anonymous member 105

Usually you can study in empty classrooms after hours or... See more

6h

Like

Reply

3 



Anonymous member 910

Anonymous member 105 which classrooms in particular?

classrooms in particular :

6h Like Reply

1 

View 1 reply...

s. 40 (1)



Write a reply...

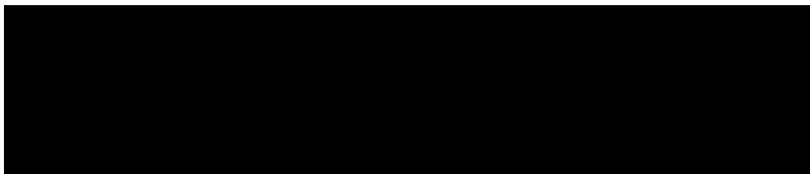


Anonymous member 839

Im a night owl and loved having a space outside my home f... See more

5h Like Reply

2 



s. 40 (1)





Anonymous member 374

MUNSU is probably no help here. The university has massive bu... See more

6h Like Reply

3 🙄👍



s. 40 (1)

Friends and I have reached out to MUNSU- not sure if they can help but they're about all we can think of. These new library hours SUCK for any of us who work full time- especially mature students or grad students, who may already work a M-F 9-5 schedule. 🙄

6h Like Reply

Members also joined



Keeping, Dianne

From: Brown, Margot
Sent: Tuesday, September 16, 2025 10:49 AM
To: Dold, Patricia
Cc: Keeping, Dianne; President, The
Subject: FW: Library Hours

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Patricia,

The President has spoken with me about your email below and asked me to respond on her behalf. Firstly, Janet asked that I thank you for raising these issues regarding operations of the library and thank you also for your advocacy. I am copying the Dianne Keeping on this exchange so that she is aware of the exchange and suggested resolutions and I encourage the students to work with the library folks to address their concerns.

Sorry for the delay in responding.

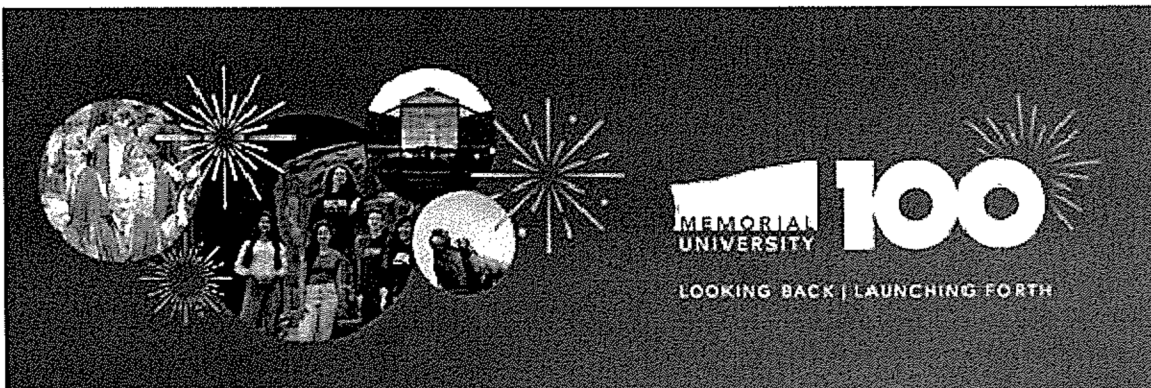
All the best, Margot

Margot Brown, MBA (she/her)
Executive Director, Office of the President
Memorial University of Newfoundland
AA2028, Arts and Administration Building
230 Elizabeth Avenue
St. John's, NL A1C 5S7

mbrown@mun.ca
709-864-8216 (office)

s. 40 (1)

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From: Dold, Patricia <pdold@mun.ca>
Sent: Friday, September 12, 2025 4:18 PM
To: President, The <munpres@mun.ca>
Subject: FW: Library Hours

Hi Janet (if I may!)

This is the second Humanities and Social Sciences department head in one day who has reported student dismay over the library's hours of operation. This campus has relatively few good study spaces for students. The QE II had become a go to spot for many.

I gather that it used to be open until 2 AM and still is on some days of the week. Meanwhile on Mondays, the QE II closes at 4PM! (<https://www.library.mun.ca/qeii/hours/>).

I very much appreciate your focus on students. Please make this part of that focus. Student need and want places where they can study on campus, where they can gather together and the library has a great variety of spaces so that it can accommodate all kinds of needs and uses [REDACTED] s. 40 (1)

[REDACTED]
 [REDACTED] s. 29 (1)(a)

Please help!!

Pat

Patricia Dold (she/her)
 Associate Professor, Religion and Culture
 Associate Dean, Curriculum and Programs
 Faculty of Humanities and Social Sciences
 St. John's Campus, Memorial University

From: Dean of Humanities & Social Sciences <deanofhss@mun.ca>
Date: Friday, September 12, 2025 at 3:28 PM
To: Dold, Patricia <pdold@mun.ca>
Subject: FW: Library Hours
 Hi Pat,

See below.

Best wishes,

Charlene Stone
 Decanal Assistant
 Faculty of Humanities and Social Sciences
 Memorial University

We acknowledge that the lands on which Memorial University's campuses are situated are in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the diverse histories and cultures of the Beothuk, Mi'kmaq, Innu, and Inuit of this province.

From: Nancy Pedri <npedri@mun.ca>
Sent: Friday, September 12, 2025 1:23 PM
To: Dean of Humanities & Social Sciences <deanofhss@mun.ca>
Subject: FW: Library Hours

Something that you, Nat, may be able to address for this student.

Thanks,
 Nancy

Head & Professor
 Department of English, MUNL

<https://www.mun.ca/english/people/nancy-pedri/>

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From: [REDACTED] s. 40 (1)
Sent: Thursday, September 11, 2025 7:43 PM
To: Nancy Pedri <npedri@mun.ca>
Subject: Library Hours

Good Evening,

My name is [REDACTED]

I am emailing you tonight, unfortunately, very disgruntled.

s. 40 (1)

I was intending on doing my readings at the Queen Elizabeth II Library, from 6:30 to well into the evening. [REDACTED]. To my dismay, the library closed at 7. I had already paid for 4 hours of parking, which comes to \$7.00 and an additional \$0.20 as a convenience fee. I can tell you, there is nothing convenient about paying for useless parking. [REDACTED] money is certainly an object and is extremely finite in nature.

s. 40 (1)

I am aware that the hours are posted on the library door, but I was only alerted to this after the fact. Until, I believe last Tuesday, the hours that were posted were summertime hours. I understand that during the summer, hours get cut. I, however, do not think I should be punished for assuming the hours would return to what they were during the last semester.

In a conversation I had with a Campus Enforcement Officer and Maintenance Staff, it appears that the hour cuts and unfilled job positions, from employees leaving, has been happening across the board. It is deplorable that the institution [REDACTED] seems to be unable to allocate the funding necessary for their employees to facilitate the services [REDACTED]

[REDACTED] s. 40 (1)

It is heartbreaking to see the people who are damned in this situation are the students and the employees of Memorial University of Newfoundland and Labrador, who rely on this institution for their wellbeing and quality of life now and in the future.

What I would want to see is the hours of the library, and the services she provides, back to where it was in years previous. Which include, and is not limited to: library hours, lending services, IT support staff, Campus Enforcement, etc.

If this is not the proper vein to voice my concerns and frustrations, you have my permission and enthusiasm to please forward to the proper chain.

I sign, incredibly irritated and distracted from [REDACTED] s. 40 (1)

[REDACTED] s. 40 (1)

Keeping, Dianne

From: Dean of Libraries
Sent: Tuesday, September 16, 2025 12:04 PM
To: Keeping, Dianne
Subject: FW: Concerns Regarding Library Hours

Follow Up Flag: Follow up
Flag Status: Flagged

Hi. Forwarding to dckeeep from DOL. This seems to be a hot issue this September...

SHERI COOMBS MA | Decanal Assistant
 Memorial University Libraries
 L-2019A Queen Elizabeth II Library
 Memorial University | St. John's | Newfoundland | A1B 3Y1
 T: 709.864.3862
 E: sheri.coombs@mun.ca
www.library.mun.ca

From: [REDACTED] s. 40 (1)
Sent: Monday, September 15, 2025 4:38 PM
To: Dean of Libraries <deanoflibraries@mun.ca>
Subject: Concerns Regarding Library Hours

Hello,

I am writing to express my concerns regarding the current library hours. While I appreciate the effort to extend access until 2:00 a.m. on Mondays, Tuesdays, and Wednesdays, I believe a closing time of midnight would be more reasonable and consistent with student needs. Additionally, it would be helpful if Sunday hours aligned with this schedule.

The early closing time of 7:00 p.m. on Thursdays is particularly frustrating, as it limits access to a much-needed academic space during the week. An academic institution should provide students with consistent and reliable study environments, and the current schedule does not reflect this.

I hope the library will consider adjusting its operating hours to better serve students and ensure a dependable academic space.

Thank you for your time and consideration.

Regards,

[REDACTED] s. 40 (1)

Keeping, Dianne

From: Dean of Libraries
Sent: Tuesday, September 16, 2025 4:37 PM
To: [REDACTED] s. 40 (1)
Cc: Dean of Libraries
Subject: RE: Concerns Regarding Library Hours

Hello [REDACTED] s. 40 (1)

We're very sorry for your frustration with the change in library hours, and appreciate you taking the time to share your thoughts. [Our hours](#) are different from those in previous academic years and I appreciate the opportunity to explain the considerations behind this difficult decision.

We reviewed several factors in determining our current schedule, including available staffing and student usage patterns, such as occupancy data and information desk activity. We understand how important access to library spaces is for students, and we will continue to monitor usage and feedback to identify where adjustments may be possible. We will do whatever we can within our capacity to respond to evolving student needs.

I'd also like to highlight some of the other campus spaces available for study, including the Rotunda, which is open late seven days a week. A full list of alternative study spaces is available on the [Commons](#) website.

Thank you again for reaching out and sharing your concerns.

Sincerely,
 Dianne

DIANNE KEEPING MLIS PHD | Dean of Libraries
 Memorial University Libraries
 L-2025 Queen Elizabeth II Library
 Memorial University | St. John's | Newfoundland | A1B 3Y1
 T: 709-864-3862
 E: deanoflibraries@mun.ca
www.library.mun.ca

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From: [REDACTED] s. 40 (1)
Sent: Monday, September 15, 2025 4:38 PM
To: Dean of Libraries <deanoflibraries@mun.ca>
Subject: Concerns Regarding Library Hours

NOTE TO APPLICANT: The remainder of this thread has been removed as it is already found above in the responsive records.

Hello,

IAP Office

Keeping, Dianne

From: Dean of Libraries
Sent: Tuesday, September 16, 2025 6:44 PM
To: Brown, Margot
Cc: President, The
Subject: RE: Library Hours

Hello Margot,

Thank you for copying me on the message. I responded to the student over the weekend.

The QEII Library closes at 4:00 p.m. during the reduced hours between semesters, but once the semester begins, regular hours resume and the library is open later. However, later is a relative term. Adjustments had to be made to the operating hours this year due to staffing and budget constraints, so the regular hours do look different for returning students. I understand the frustration with this change.

Thursday evenings tend to have the lowest usage during the week. This helped to inform the decision to adjust Thursday closing times, which in turn allowed for a reallocation of CEP coverage to the weekend and maintain library access in the absence of weekend staff. A self-checkout machine is available for users who wish to borrow materials when staff are not present at the circulation desk.

The cost of CEP coverage has increased, which is also a factor in the scheduling decisions for this semester. The current arrangement is not ideal, but the situation is being actively monitored. We're listening to feedback and exploring the viability of alternative solutions. Our goal, as always, is to ensure the library is an accessible, secure, and welcoming space for students. The library team is as creative as they are committed to our user community.

s. 29 (1)(a)

Sincerely,
 Dianne

DIANNE KEEPING MLIS PHD | Dean of Libraries
 Memorial University Libraries
 L-2025 Queen Elizabeth II Library
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 T: 709-864-3862
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From: Brown, Margot <mbrown@mun.ca>
Sent: Tuesday, September 16, 2025 10:49 AM
To: Dold, Patricia <pdold@mun.ca>
Cc: Keeping, Dianne <dckeepp@mun.ca>; President, The <munpres@mun.ca>
Subject: FW: Library Hours

NOTE TO APPLICANT: The remainder of this thread has been removed as it is already found above in the responsive records.

Keeping, Dianne

From: AVPA Students
Sent: Wednesday, September 17, 2025 12:11 PM
To: Belbin, Bruce; Keeping, Dianne
Cc: Gidge, Yuri S.; Hatch, Kelly
Subject: Library Hours: Change

s. 40 (1)

Bruce and Dianne,

Good afternoon! Thank you for ensuring that the communication protocols are clear and consistent moving forward. It is appreciated that you will meet and discuss further supporting Jumping Bean's operations in the QEII Library. If you require anything moving forward to achieve this, please let me know, and I will be available.

Best,

Christine Helen Arnold, Ph.D., OCT | Interim Associate Vice-President (Academic) and Dean of Students
 Office of the Vice-President (Academic) Students
 University Centre
 Memorial University of Newfoundland and Labrador
 1 Artic Avenue
 St. John's, NL, Canada, A1B 0P4
 Voice: (709) 864-2985
 Email: avpas@mun.ca



I respectfully acknowledge that Memorial University is located on the ancestral homelands of the Beothuk, and that the island of Newfoundland is the ancestral homelands of the Mi'kmaq and Beothuk. I also recognize the Inuit of Nunatsiavut and NunatuKavut and the Innu of Nitassinan, and their ancestors, as the original peoples of Labrador.

From: Keeping, Dianne <dckee@mun.ca>
Sent: Wednesday, September 17, 2025 10:24 AM
To: Belbin, Bruce <b@mun.ca>
Cc: AVPA Students <avpas@mun.ca>; Gidge, Yuri S. <yuri.gidge@mun.ca>; Hatch, Kelly <hatch@mun.ca>
Subject: RE: Library Hours: Change

s. 40 (1)

Hi Bruce,

Thanks for reaching out, and I appreciate you looping in the relevant colleagues.

s. 29 (1)(a)

I understand how this has impacted Jumping Bean's operations and scheduling obligations. We value the presence of Jumping Bean in the QEII Library and recognize the importance of clear communication around any operational changes that might affect your team.

s. 29 (1)(a)

The change in hours was implemented in response to current staffing levels and budgetary challenges. I'll make sure to keep you informed of any further changes and will work with our team to establish a clearer process for advance notice

going forward. I'll also connect with Yuri and the AVPA Students office to ensure we're aligned on communication protocols.

Let's set up a time to chat further if that would be helpful. I'd be happy to hear more about how we can support Jumping Bean's operations and avoid similar disruptions in the future.

Warm regards,
Dianne

DIANNE KEEPING MLIS PHD | Dean of Libraries
Memorial University Libraries
L-2025 Queen Elizabeth II Library
Memorial University | St. John's | Newfoundland | A1B 3Y1
T: 709-864-3862
E: deanoflibraries@mun.ca
www.library.mun.ca

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From: Belbin, Bruce <bbelbin@mun.ca>
Sent: Wednesday, September 17, 2025 10:08 AM
To: Keeping, Dianne <dckeepp@mun.ca>
Cc: AVPA Students <avpas@mun.ca>; Gidge, Yuri S. <yuri.gidge@mun.ca>; [REDACTED]
Subject: Library Hours: Change

s. 40 (1)

Hi Dianne,

Hope things are going well.

s. 29 (1)(a)

Dialing in a couple of relevant colleagues I am touching base with you regarding the change in library Hours that have been recently implemented [REDACTED] with our Jumping Bean operations, via Aramark. As you know Jumping Bean is operated under license via Aramark Canada. [REDACTED]

s. 29 (1)(a)

[REDACTED] Also wondering if the hours change is temporary or intended to go for the year. Either way, happy to discuss and anything we can do on this end.

Thanks in advance.

Cheers
Bruce



Outlook

Re: Social media feedback on hours

From Hatch, Kelly <hatch@mun.ca>

Date Fri 9/19/2025 7:41 AM

To Keeping, Dianne <dckkeep@mun.ca>; Power, Kristine <kristinep@mun.ca>

Cc Hatch, Kelly <hatch@mun.ca>

 1 attachment (350 KB)

Screenshot 2025-09-16 at 9.15.36 PM.png;

Thank you, Kristine, and please do keep sharing these.

Here is one I came across this week.

Kelly

From: Keeping, Dianne <dckkeep@mun.ca>

Date: Friday, September 19, 2025 at 12:10 AM

To: Power, Kristine <kristinep@mun.ca>, Hatch, Kelly <hatch@mun.ca>

Subject: RE: Social media feedback on hours

Thanks for the update. It's not pleasant, but it does show that they care about the library.

Dianne

From: Power, Kristine <kristinep@mun.ca>

Sent: Thursday, September 18, 2025 9:06 PM

To: Hatch, Kelly <hatch@mun.ca>; Keeping, Dianne <dckkeep@mun.ca>

Subject: Social media feedback on hours

Just keeping you in the loop as I see them.

Thanks,

Kristine

Get [Outlook for iOS](#)

**Anonymous participant**14 September at 21:51 · 🌐

Does anyone know what's up with the QE2 hours? The website has them closing at 7 on Thursdays and Sundays. I'm hoping it's just for the start of classes, but as someone who can only make it to the library in the evenings, it's a bit frustrating.



1

1 comment



Like



Comment



Share

**Anonymous participant 968**

i have heard from other students that it's likely due to the major budget cuts, they likely can't afford the extra hours

1d Like Reply Share



2



Write an answer...



s. 40 (1)

Keeping, Dianne

From: Dean of Libraries
Sent: Monday, September 22, 2025 3:59 PM
To: s. 40 (1) [REDACTED]
Subject: RE: Budget cuts: library hours Fall 2025

Hello [REDACTED] s. 40 (1)

Thank you for reaching out to share your concerns about the recent change in library hours. We understand how important access to library spaces is for students, and appreciate the opportunity to explain the considerations behind this decision.

Our current schedule was developed after reviewing several factors, including staffing availability and student usage patterns. While these changes were necessary, we recognize they may be challenging. Please know that we are continuing to explore options and will keep monitoring usage and feedback to identify where adjustments may be possible. We will do whatever we can within our capacity to respond to evolving student needs.

In the meantime, I'd like to highlight other campus spaces available for study, including the Rotunda, which is open late seven days a week. A full list of alternative study spaces can be found on the [Commons](#) website.

Thank you again for taking the time to share your concerns. The feedback is very helpful.

Sincerely,
 Dianne

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From: President, The <munpres@mun.ca>
Sent: Monday, September 22, 2025 9:22 AM
To: [REDACTED] s. 40 (1)
Cc: Dean of Libraries <deanoflibraries@mun.ca>
Subject: RE: Budget cuts: library hours Fall 2025

Good morning [REDACTED] s. 40 (1)

Thank you for your email; and for raising these issues regarding operations of the library. I am copying the Dianne Keeping (Dean of Libraries) to assist with your concerns.

Linda

(for: Rose M. Frew, Executive Assistant to the President (Correspondence))
 President's Office, Room A-2028
 Arts and Administration Building | 230 Elizabeth Avenue
 Memorial University | St. John's | Newfoundland and Labrador | A1C 5S7
 t: 709.864.8212 | f: 709.864.2059 | email: president@mun.ca



We acknowledge that the lands on which Memorial University's campuses are situated are in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the diverse histories and cultures of the Beothuk, Mi'kmaq, Innu, and Inuit of this province.

From: [REDACTED] s. 40 (1)
Sent: Thursday, September 18, 2025 12:21 PM
To: President, The <munpres@mun.ca>
Subject: Budget cuts: library hours Fall 2025

To whom this may concern,

I am writing this email regarding the new library hours for fall 2025. I, along with many other students, use the library during the night to study. As someone who struggles with focusing, the library is a great space to study without distractions.

The library hours were cut significantly compared to the fall 2024 semester. The hours went from staying open until 2 am from Sunday to Thursday (Fall 2024), to closing at 2 am Monday to Wednesday and on Thursdays, closing at 7 pm (Fall 2025). This is a 7-hour drop from last semester, which means 7 hours of productive study time loss.

As I understand, the university is doing this due to the \$20.85 million budget cut that was set in place for the 2025-2026 fiscal year. This was a very poor decision on the university's part. I believe that there are other areas in the budget where cuts could be made without affecting the library.

I appreciate your time and consideration in this matter. Thank you in advance.

[REDACTED] s. 40 (1)

Memorial University of Newfoundland



Outlook

FW: Please open the library earlier on weekends.

From President, The <munpres@mun.ca>

Date Tue 10/7/2025 11:04 AM

To Dean of Libraries <deanoflibraries@mun.ca>; Hatch, Kelly <hatch@mun.ca>

Good morning,

Please see email below being forwarded to you for attention on behalf of the President's Office.

Best regards,

Rose

Rose M. Frew, Executive Assistant to the President (Correspondence)

President's Office, Room A-2028

Arts and Administration Building | 230 Elizabeth Avenue

Memorial University | St. John's | Newfoundland and Labrador | A1C 5S7

t: 709.864.8212 | f: 709.864.2059 | email: president@mun.ca



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From: [REDACTED] s. 40 (1)

Sent: Tuesday, October 7, 2025 1:28 AM

To: President, The <munpres@mun.ca>

Subject: Please open the library earlier on weekends.

Good morning Ms. President,

Last Saturday morning, I was studying in the cafeteria and arrived at the library at 11:57 AM. Many students were waiting outside. Security hadn't arrived until noon, which was a waste of students' time.

Can't you keep the weekend opening time at 10 AM, as before? If budget is an issue, having security patrol open two hours earlier and using surveillance cameras would be cost-effective. Right now, not only is time being wasted, but the library, a public resource, is also being wasted.

Thank you.



s. 40 (1)

Keeping, Dianne

From: Dean of Libraries
Sent: Saturday, October 18, 2025 3:37 PM
To: s. 40 (1) [REDACTED]
Subject: RE: Concern Regarding Decreased Hours at QEII

Hello [REDACTED] s. 40 (1)

Thank you for reaching out to share your concerns about the recent changes to library hours at the QEII. We understand how important access to library spaces is for students, and appreciate the opportunity to explain the considerations behind this difficult decision.

The current schedule was developed after reviewing several factors, including staffing availability and student usage patterns. While these changes were necessary, we recognize they may present challenges. Please know that we are actively exploring options and will continue to monitor usage and feedback to identify where adjustments may be possible. We will do whatever we can within our capacity to respond to evolving student needs.

In the meantime, I'd like to highlight other campus spaces available for study, including the Rotunda, which is open late seven days a week. A full list of alternative study spaces is available on the [Commons](#) website.

Thank you again for taking the time to share your concerns. The feedback is very helpful.

Sincerely,
 Dianne

DIANNE KEEPING MLIS PHD | Dean of Libraries
 Memorial University Libraries
 L-2025 Queen Elizabeth II Library
 Memorial University | St. John's | Newfoundland | A1B 3Y1
 T: 709-864-3862
 E: deanoflibraries@mun.ca
www.library.mun.ca

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From: [REDACTED] s. 40 (1)
Sent: Friday, October 17, 2025 12:58 PM
To: Dean of Libraries <deanoflibraries@mun.ca>
Subject: Concern Regarding Decreased Hours at QEII

Good afternoon,

s. 40 (1)

[REDACTED] emailing to express concern about the newly decreased hours at QEII. The Thursday and Friday hours which now have the library closing at 7pm on two lecture days weekly leave students without an essential resource. There are evening classes, including evening online video conference classes for which the on-campus Wi-Fi

s. 40 (1)

with the strongest connection can be found in QEll, which do not end until 9pm. Personally, yesterday I had to relocate while an online video conference class was ongoing. [REDACTED] this could have impacted my course performance and GPA. The library is a resource which is used by students of all degree levels and fields of study, and while I understand that Memorial University is unfortunately dealing with budget cuts, keeping such a vital part of the university available to the greatest possible extent, and at the very least through the end of active lecture time on lecture days, should be a priority for MUN.

If there are others who would be appropriate for me to bring this concern to, please let me know so that I can use the proper channels.

Sincerely,

[REDACTED] s. 40 (1)



Outlook

RE: Hours posts

From Keeping, Dianne <dckkeep@mun.ca>

Date Tue 10/21/2025 9:30 PM

To Power, Kristine <kristinep@mun.ca>; Hatch, Kelly <hatch@mun.ca>

At least they recognize that it's because of the budget cuts to the university.

S. 40 (1)

From: Power, Kristine <kristinep@mun.ca>

Sent: Tuesday, October 21, 2025 8:44 PM

To: Hatch, Kelly <hatch@mun.ca>; Keeping, Dianne <dckkeep@mun.ca>

Subject: Hours posts

Just an FYI!

Get [Outlook for iOS](#).

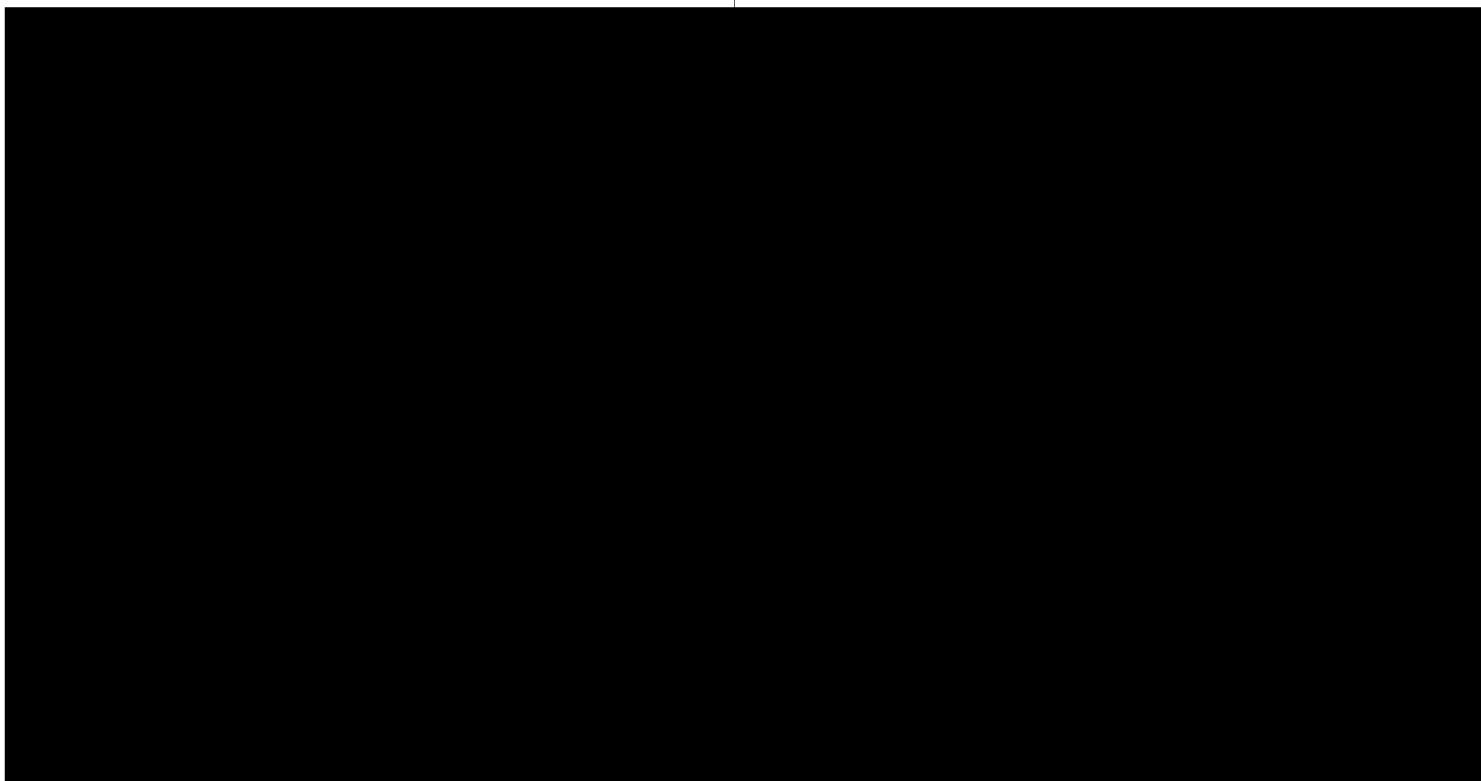
8:41



facebook



s. 40 (1)

**MUN COURSE REVIEW/ADVI...**Anonymous member · 56m · 

I've seen a lot of posts about library hours being cut back and people are saying to complain to MUNSU about this. How do we actually go about doing this? Lol probably a stupid question, I know their email is munsu@munsu.ca but what should we even say? Is there actually anything they can do

say: is there actually anything they can do about this?

2 comments



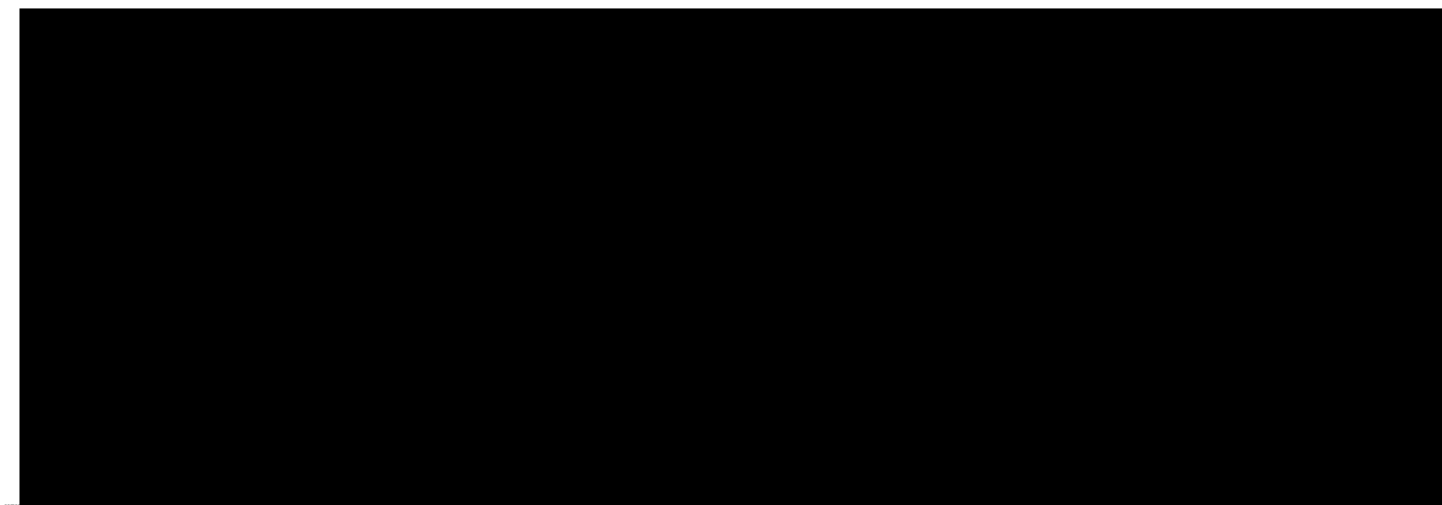
Like



Comment



Send



Home



Friends



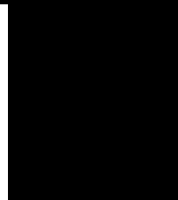
Reels



Marketplace



Notifications



s. 40 (1)

8:00



MUN COURSE REVIEW/ ADVICE



Anonymous member · 9h ·

2am

Reply



Anonymous member 348 · 7h

Complain 🙌

To 🙌

MUNSU 🙌

The student union is paid by us to represent us. Closing a university library at night is ridiculous.

MUNSU needs to step forward on this.

Reply



5



Anonymous member 679 · 7h

Anonymous member 348 complain to you local politician and ask why they are defunding MUN, causing cuts like this to happen.

Reply



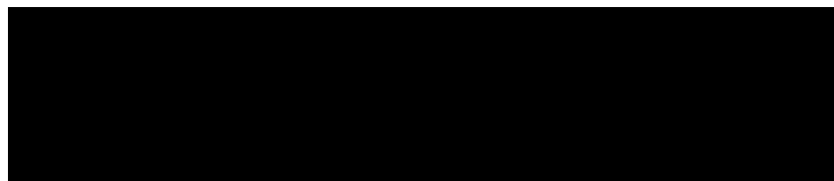
View 1 reply



Anonymous member 971 · 9h

There's probably empty classrooms around you can get into! Usually in the old science building or chem physics building

There's also a couple of tables and chairs in the arts and admin building by



s. 40 (1)

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Keeping, Dianne

From: Keeping, Dianne
Sent: Thursday, October 23, 2025 10:33 AM
To: Fitzgerald, Renee; Browne, Joseph Francis
Subject: Re: MUNSU

I can meet at 10:00.

Dianne

Get [Outlook for iOS](#)

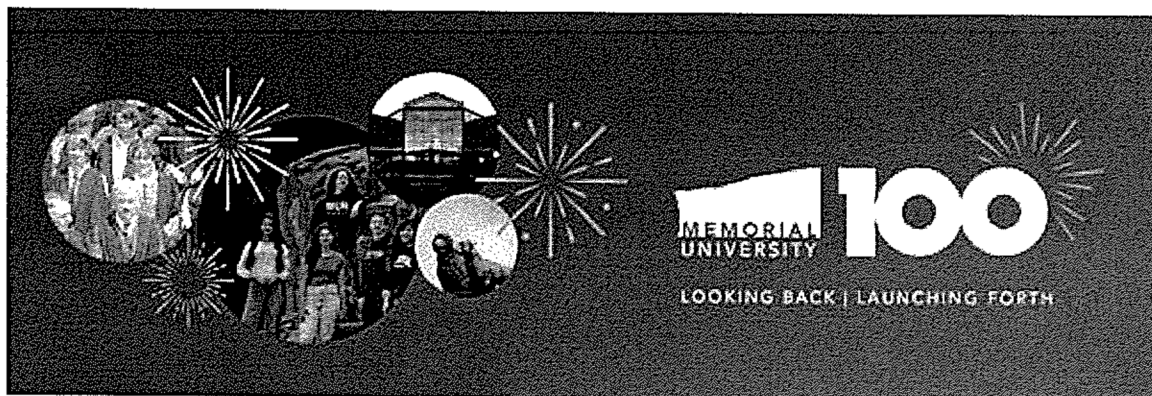
From: Fitzgerald, Renee <reneef@mun.ca>
Sent: Thursday, October 23, 2025 9:58:10 AM
To: Keeping, Dianne <dckeeep@mun.ca>; Browne, Joseph Francis <jfbrowne@mun.ca>
Subject: RE: MUNSU

Actually, sorry, could we do 10:00 am?

Reneé Fitzgerald, Executive Assistant to the President (Scheduling)
 President's Office, Room A-2028
 Arts and Administration Building | 230 Elizabeth Avenue
 Memorial University | St. John's | Newfoundland and Labrador | A1C 5S7
 t: 709.864.8212 | f: 709.864.2059 | email: reneef@mun.ca



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From: Keeping, Dianne <dckeeep@mun.ca>
Sent: Thursday, October 23, 2025 10:21 AM
To: Fitzgerald, Renee <reneef@mun.ca>; Browne, Joseph Francis <jfbrowne@mun.ca>
Subject: Re: MUNSU

Hi Renee,
 I'm available at 9:30 on Monday.

Dianne

Get Outlook for iOS

From: Fitzgerald, Renee <reneef@mun.ca>
Sent: Thursday, October 23, 2025 9:44:29 AM
To: Keeping, Dianne <dckeeep@mun.ca>; Browne, Joseph Francis <jfbrowne@mun.ca>
Subject: MUNSU

Hi Dianne and Joe. Janet just had a meeting with MUNSU. When she came out of the meeting she asked me to ask you both to have a brief meeting with her regarding MUNSU's concern about Library hours and campus at night. She would like then for you both to meet with MUNSU but she wanted to have a debrief meeting with you both ahead of time. Would you be free to have this debrief with her on Monday, October 27th at 9:30? Please advise and if okay, I'll send along a meeting request.

Thanks
Renee

Reneé Fitzgerald, Executive Assistant to the President (Scheduling)
President's Office, Room A-2028
Arts and Administration Building | 230 Elizabeth Avenue
Memorial University | St. John's | Newfoundland and Labrador | A1C 5S7
t: 709.864.8212 | f: 709.864.2059 | email: reneef@mun.ca



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