

The Best Thing a Library Can Be is Open

Presentation to the Toronto Public Library Board
April 21, 2008



TORONTO
PUBLIC
LIBRARY

Background

- ◆ January 2006 the Library Board adopted a vision for open hours
- ◆ The goal was to improve access to library services by rationalizing and increasing branch open hours across the City
- ◆ June 2006 the Library Board adopted an implementation plan
- ◆ January 2007 the Library began to implement the vision for open hours
- ◆ In 2008 the Library increased hours in three locations

Open Hours Vision

Increases open hours by 25% in library branches across the city:

- ◆ **Sundays** – more hours in more branches
- ◆ **Late Nights** – late night hours to midnight in the largest locations
- ◆ **Weekdays** – more morning, afternoon and evening hours

Open Hours Vision

		Monday - Friday	Saturday	Sunday
1	Research and Reference Libraries (2 Locations - 91 hours / week)	9 am - 8:30 pm 8:30 pm - 12 late study	9 am - 5 pm	12 - 8 pm
2	District Branches (17 Locations - 91 hours / week)	9 am - 8:30 pm 8:30 pm - 12 late study	9 am - 5 pm	12 - 8 pm
3	Neighbourhood Branches (17 Locations - 65.5 hours / week)	9 am - 8:30 pm	9 am - 5 pm	12 - 5 pm Sept - June (16 Locations)
4	Neighbourhood Branches (28 Locations - 62 hours / week)	9 am - 8:30 pm Mon-Thu 9 am - 5 pm Friday	9 am - 5 pm	12 - 5 pm Sept - June (13 Locations)
5	Neighbourhood Branches (23 Locations - 50.5 hours / week)	10 am - 8:30 pm Mon 12:30 - 8:30 pm Tues, Thu 10 am - 6 pm Wed, Fri	9 am - 5 pm	12 - 5 pm Sept - June (1 Location)
6	Neighbourhood Branches (10 Locations - 40 hours / week)	Closed Mon 12:30 - 8:30 pm Tues, Thu 10 am - 6 pm Wed, Fri	9 am - 5 pm	Closed

Achieving the Open Hours Vision

Open hours can be expanded with a two-pronged approach:

- ◆ **One-time capital investment** in self-service check-out to improve operating efficiency and reduce the additional operating funding request
- ◆ **Operating funding** for additional staff

Achieving the Open Hours Vision

	Capital Budget \$	Operating Budget \$
Total Cost of Open Hours Vision		17.4M
Capital Investment	6.6M	<u>(3.9M)</u>
Operating Investment		<u>13.5M</u>

Three Year Implementation Plan

Year	Capital Investment \$	Operating Investment \$	Service Increase	Service Results
2009	2.2M	2.8M	SUNDAYS	
			♦ 23 new Sunday branches	♦ 50 branches (50%) offer half-day Sunday service
			♦ 19 branches add Sundays in Summer	♦ Year-round Sunday service at 19 largest branches
2010	2.2M	6.3M	LATE NIGHTS	
			♦ 19 branches add late night service	♦ 19 largest branches offer late night service until midnight, 5 nights per week
			SUNDAYS	
			♦ Increase Sunday hours in 50 branches	♦ 50 branches add 1 to 3.5 hours each Sunday
2011	2.2M	4.4M	WEEKDAYS	
			♦ Increase weekday hours in 65 branches by a total of 15%	♦ 87 branches (90%) are open 6 days Mon - Sat
			♦ Add another day of service in 28 branches	
	6.6M	13.5M		

Continuous Improvement Investment

- ◆ 70% of circulation through self-service check-out
- ◆ Saves staff time with every check-out
- ◆ Reduces materials handling and improves health and safety for staff
- ◆ Allows more investment in community development and partnerships
- ◆ Positions the library to take advantage of future efficiencies

Service Investment

- ◆ Responds to community needs, e.g. more computers, quiet study space, collections
- ◆ Supports priority neighbourhoods and community safety
- ◆ Connects people in a welcoming community space
- ◆ Promotes reading and achievement at school for children and youth
- ◆ Integrates newcomers into Canadian life
- ◆ Offers opportunities to enjoy the city's cultural and literary life

Issues and Opportunities

- ◆ Issues to work through with the Union including work schedules, extension of Sundays and late night shifts
- ◆ Requires changes to the Collective Agreement
- ◆ Creates more employment opportunities and full time jobs
- ◆ Creates opportunities to build a stronger, more diverse workforce

Summary

- ◆ A mix of operating and capital funding is the most cost effective way to expand hours
- ◆ The timing is right to move forward with the Open Hours Vision
 - ◆ Service investment
 - ◆ Continuous improvement
 - ◆ Cost containment

Next Steps

- ◆ Staff to incorporate Open Hours Vision into Capital and Operating budgets for 2009