



To: Toronto Public Library Board – February 19, 2001

From: City Librarian

Subject: **2001 Bookmobile Schedule**

Purpose:

To provide a summary of the annual survey for the bookmobile service and the changes to the bookmobile schedule.

Funding Implications and Impact Statement:

None.

Recommendation:

It is recommended that the Toronto Public Library Board receive for information the *2001 Bookmobile Schedule*.

Background:

In April 2000, the Library Board approved the Mobile Library Services service review that recommended:

- (1) The expansion of the bookmobile service into the West and East Regions with existing staffing and vehicular resources; and
- (2) The annual survey of the bookmobile service.

Based on the results of the annual survey, the schedule changes and new stops will be introduced in April 2001. A map of the stops (Map No. 1) is attached.

Comments:

The annual survey was conducted at each of the 24 stops in the North and South Regions. It measured usage, as determined by headcount and by circulation per hour. The data was evaluated by comparison with the minimum usage guidelines of 15 customers per stop and 79 circulations per hour.

Several bookmobile stops were identified for cancellation or change. Library staff met with city councillors and customers affected by the changes. Follow up letters were distributed to all customers at these stops. The communities surrounding the affected bookmobile stops will be notified about the changes by flyer or by notification in their local community newspapers.

For the expansion of the bookmobile service into the West and East Regions, ten new stops have been identified for implementation in the 2001 bookmobile schedule.

Regional Directors have advised the city councillors of the new stops in their wards. Flyers and press releases will publicize the new stops.

The following is a summary of the changes to bookmobile schedule:

**1. Cancel stop at:**

- **828 Kingston Road (Map No. 2)**

The stop at 828 Kingston Road is located at a Toronto Housing seniors apartment building. This stop will be cancelled because the usage is below the minimum guidelines. There are six customers and the circulation per hour is 20. The seniors using this stop will be provided with home library service as an alternative.

**2. Merge stops at:**

- **250 Queen's Quay and Bathurst Quay (Map No. 3) into one stop to be called Queen's Quay**
- **Pride of Israel & Concourse Plaza (Map No. 4)**

Two stops will be merged with other stops due to usage that falls below the minimum guidelines and due to their proximity to another stop.

The stop at 250 Queen's Quay has 15 customers and a circulation per hour of 45. It will be merged with the Bathurst Quay stop at a location one block east of the current Bathurst Quay stop. This location will serve the customers at 250 Queen's Quay, Bathurst Quay and also the other apartment buildings on Queen's Quay.

The Pride of Israel stop has 11 customers and a circulation per hour of 39. It will be merged with the stop at Concourse Plaza that is four blocks away.

**3. Reduce services from once a week to once every other week at:**

- **St. Andrews (Map No. 5)**
- **Wynford Heights (Map No. 6)**

The stops at St. Andrews and Wynford Heights will be reduced from once a week to once every other week. At the St. Andrews stop, there are 18 customers and the circulation per hour is 33. At the Wynford Heights stop, there are 24 customers and the circulation per hour is 44. The change will allow the Library to maintain a bookmobile service to communities that are geographically isolated, have limited public transportation and have a high percentage of seniors.

**4. Reduce services from twice a week to once a week at:**

- **Swansea Plaza (Map No. 7)**

The Swansea Plaza stop will be reduced from twice a week to once a week service. This stop has bookmobile service on Saturday mornings and Wednesday evenings. On Wednesdays, there are 10 customers and the circulation per hour is 16. This evening service will be discontinued. The Saturday service will continue.

**5. Adjust services at:**

- **Change Swansea Plaza Stop from Saturday morning to Saturday afternoon**
- **Change the Ward's Island Stop from Saturday afternoon to Saturday morning to accommodate ferry schedule**

The two Saturday stops at Ward's Island and Swansea Plaza will be adjusted because of the ferry schedule to Ward's Island. The Swansea Plaza stop in the morning will be changed to the afternoon and the Ward's Island stop in the afternoon changed to the morning.

**6. Introduce new stops at:**

- **West Region: Braeburn; Mabelle; Martinway; Scarlettwood; Willowridge**
- **East Region: Camargue; Cliffside; Centenary; Glamorgan; Kingston Road**

All of the new stops will provide service every other week with consideration for weekly service in the future based on the outcome of the annual survey.

**Conclusion:**

The Library is always seeking ways to find the balance between maximizing our resources and addressing the needs of our customers. The changes to the bookmobile schedule meet this balance and also allow the library to harmonize bookmobile service across the city to the West and East Regions with existing staffing and vehicular resources. One of the benefits of bookmobile service is its flexibility and ability to adjust its location and schedule to accommodate changing needs in the community.

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City Librarian

List of Attachments:

Attachments are unavailable electronically.