

Toronto Public Library
2004 Operating Budget
Budget Reductions

Criteria for Reductions to Library Service Hours and Collections

- Service impacts
- Operational impacts and feasibility

Context

Hours reduction:

- TPL is relatively well positioned in terms of open hours per capita in comparison to other large North American cities
- Remote services (access to catalogue, renewals, holds, online research data bases, etc.) are available 24/7
- Potential for use to shift to remaining open hours, with open hour reductions

Collections reduction:

- TPL is relatively low in terms of collections spending per capita in comparison to other large North American cities
- Collections identified as the area of least customer satisfaction based on telephone survey conducted in 2001
- Missed purchasing opportunity for collections cannot be recovered in future years

Friday Service Hour Reductions

Description: Standard 8 hour shift; all branches closed by 6 p.m.; 40 of 98 branches impacted removing approximately 72.5 hours of service per week

- Identified on average as least active day as per attached chart
- Friday evening least busy night for neighbourhood branches and second least busy night for district branches
- Friday evening closure has less impact on students than Monday to Thursday evening and Saturday is a full service day
- Effective and efficient in terms of scheduling branch staff and support services
- 39 branches reduced from .5 to 3.5 hours per week
- Friday evening service during July and August reduced in 2003 as a result of budget reductions

Standardization of Latest Close time at 8:30 p.m.

Description: All branches closed by 8:30 p.m., Monday to Thursday; 4 branches impacted removing 8 hours of service per week

- Most branches close at 8:30 p.m.
- 4 branches in the former Etobicoke close at 9 p.m.
- Use peaks between 7 to 8 p.m. and declines between 8 to 9 p.m.
- Union has requested consideration of standardization to 8:30 p.m. close time
- Represents a small step towards standardization of branch open hours

Sunday Service Hour Reductions

Description: Sunday service available 36 Sundays, 1:30 to 5 p.m. from September to June (excluding long weekends and Christmas), in 2 research and reference, 17 district and 8 neighbourhood branches; savings can be achieved by shortening the Sunday season and/or reducing the number of branches open on Sunday

- Operationally feasible because Sunday work is not part of regular work week and can be cut without reducing FTEs or impacting gapping
- Reducing up to 9 Sundays still maintains a viable Sunday season running from Thanksgiving to Victoria Day
- High service impact as measured by hourly use