



**STAFF REPORT  
ACTION REQUIRED**

12.

**Adjustment of Branch Open Hours – Jane / Dundas,  
S. Walter Stewart, Woodside Square**

<b>Date:</b>	November 12, 2007
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

**SUMMARY**

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The purpose of this report is to recommend adjustments to branch open hours at the Jane / Dundas, S. Walter Stewart and Woodside Square branches. Jane / Dundas and S. Walter Stewart will be re-opening in early 2008 after significant renovations. Woodside Square re-opened in April 2007 after relocation.

The closure, renovation and re-opening of these libraries have provided an opportunity to review and revise the open hours in the context of the Board’s vision for branch open hours. All three branches incorporate features to improve work flow, operations and self-service. The new arrangement at Woodside Square has been successful over the last six months and allows hours to be increased without additional costs. Similarly, hours increases for Jane / Dundas and S. Walter Stewart are also recommended.

**RECOMMENDATIONS**

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**The City Librarian recommends that the Toronto Public Library Board:**

1. Approves the changes in branch open hours for Jane / Dundas, S. Walter Stewart and Woodside Square as outlined in Attachment 1;
2. Authorizes and directs the appropriate staff to take the necessary action to give effect thereto.

**Implementation Points**

At Woodside Square the new hours will take effect on January 7, 2008. The changes will be advertised locally and appear in *What’s On* and *Hours and Locations*. The changes in hours at Jane / Dundas and S. Walter Stewart will take effect when these branches re-open in 2008. They will be communicated to library customers as part of the branch

promotion for re-opening. Press releases, local advertising, flyers and the TPL website will highlight the change.

## **FINANCIAL IMPACT**

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The approved capital project budgets include the cost of redesigning branch layouts and introducing self-service check-out. Branch service hours can be expanded with no additional operating costs.

The Director, Finance & Treasurer has reviewed this report and agrees with the financial impact information.

## **DECISION HISTORY**

At its January 16, 2006 meeting, the Library Board adopted a vision for branch open hours across the City. The first phase of the implementation approved at the June 19, 2006 Library Board meeting, was completed in January 2007. These further adjustments build upon the principles of the first phase, including increases in hours where possible at no additional operating cost.

## **ISSUE BACKGROUND**

A review of branch open hours is undertaken in conjunction with all major capital renovation projects. In September 2006, the S. Walter Stewart Branch closed for construction. It is currently scheduled to re-open in April 2008. The Jane / Dundas Branch also closed for construction in September 2006 and is scheduled to re-open in February 2008. The Woodside Square Branch re-opened in April 2007 after relocation within the Woodside Square Mall.

The guidelines that were developed as part of the Board's open hours vision assist the Library in moving to harmonized open hours as opportunities arise. The renovation and redesign of these branches provides an opportunity to review and revise their open hours in the context of the long-term vision. All three branches incorporate elements to improve workflow, operations and self-service.

## **COMMENTS**

Located in the north-eastern corner of the city, Woodside Square is one of the busiest neighbourhood branches in Toronto. The improved layout and the introduction of self-service check-out service have assisted the branch in meeting demand. Ongoing evaluation indicates that service hours can be increased at the branch without additional cost as a result of increased efficiency. As outlined in Attachment 1, 3.5 additional hours per week will be added, to provide service on Thursday mornings. This brings Woodside Square to 62 hours per week, meeting the Monday to Saturday open hours vision for the branch.

The S. Walter Stewart Branch is a district library. Before its closure, it was open for 54 hours per week Tuesday to Saturday, with additional Sunday hours during the school year. This branch will be more efficient to operate when it re-opens. The changes recommended will add Monday service. The hours will increase to 59.5 per week from Monday to Saturday, closer to the open hours vision for the district branches. Sunday service will continue to be offered.

Similarly, the Jane / Dundas Branch will increase hours when it re-opens. Located in the western part of the city, Jane / Dundas was open 51.5 hours per week from Tuesday to Saturday before it closed. The changes will increase the weekly hours to 55 and add service on Mondays, moving it closer to the open hours vision. The new schedule will facilitate subsequent moves towards the full vision.

The proposed schedule changes have been reviewed with Toronto Civic Employees' Union Local 416 CUPE.

## **CONTACT**

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## **SIGNATURE**

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Josephine Bryant  
City Librarian

## **ATTACHMENTS**

Attachment 1: Proposed Branch Open Hours Changes