



STAFF REPORT ACTION REQUIRED

13.

Adjustment of Branch Open Hours 2010

Date:	September 21, 2009
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to recommend adjustments to branch open hours at eight locations. Hours increases are proposed for Agincourt, Bridlewood, Cedarbrae, Fairview, North York Central Library, S. Walter Stewart, Steeles, and Yorkville.

The hours in these branches have been reviewed and revised in the context of the Board's plan to expand branch hours. In the Strategic Plan, expanding hours of operation is identified as an Action to take under two of the Areas of Focus, Engaging Toronto's Diverse Communities and Addressing the Growing Income Gap. By the end of 2009, all of these branches will have implemented self-service circulation, allowing for increased efficiency and improved workflows and operations. At Cedarbrae, the introduction of self-service circulation is part of a larger capital building project. The branch will be reopening in 2010 after closure for renovations. S. Walter Stewart reopened in May 2008 following a renovation that introduced self-service circulation and improved workflows and operations. The new arrangement has been successful over the past 16 months and allows hours to be further increased without additional costs. The remaining six branches are part of the Self Service for Open Hours Capital Project approved as part of the 2009 – 2013 Capital Budget and Plan.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves the changes in branch open hours for Agincourt, Bridlewood, Cedarbrae, Fairview, North York Central Library, S. Walter Stewart, Steeles, and Yorkville as outlined in Attachment 1; and
2. authorizes and directs the appropriate staff to take the necessary action to give effect thereto.

Implementation Points

The change in hours at Cedarbrae will take effect when the branch re-opens in 2010. It 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. At the other branches, the changes will take effect on January 3, 2010 or shortly thereafter following completion of self-service implementation in each branch. They will be advertised locally and appear in *What's On* and *Hours and Locations*.

FINANCIAL IMPACT

At Cedarbrae and S. Walter Stewart, the service hours can be expanded with no additional operating costs as a result of renovations that introduced self-service check-out and a more efficient branch layout.

No additional operating funding is required to expand hours at Agincourt, Bridlewood, Fairview, North York Central Library, Steeles, and Yorkville. These branches gain operating efficiencies as a result of the Self Service for Open Hours Capital Project, approved as part of the 2009 – 2013 Capital Budget.

The Director, Finance & Treasurer has reviewed this financial impact statement and is in agreement with it.

DECISION HISTORY

At the January 16, 2006 meeting, the Library Board adopted a plan to expand 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. At the November 12, 2007 Board Meeting, increases in hours at Jane/Dundas, S. Walter Stewart and Woodside Square were approved for January 2008. At the November 24, 2008 Board Meeting, increases in hours for Jane/Dundas, St. Lawrence, Thorncliffe and Urban Affairs were approved for 2009. The 2009 – 2013 Capital Budget and Plan was adopted by the Library Board on December 15, 2008, including funding for the Self Service for Open Hours Capital Project.

ISSUE BACKGROUND

Express check-out has been successfully introduced at 13 Toronto Public Library branches, resulting in improved workflow, a healthier work environment, ability to handle increasing transaction loads with existing staff resources, increased branch open hours and improved customer service. The introduction of this technology enables the Library to expand branch open hours with existing staff and positions the Library to take advantage of future efficiencies through RFID technology, such as automated check-in.

The open hours expansions at Agincourt, Bridlewood, Fairview, North York Central Library, Steeles, and Yorkville are part of the Self Service for Open Hours Capital

Project approved as part of the 2009 – 2013 Capital Budget and Plan. By December 2009, all of these branches will have implemented self-service check-out, allowing the introduction of longer hours in January 2010.

A review of branch open hours is undertaken in conjunction with all major capital renovation projects. S. Walter Stewart re-opened in May 2008 following a renovation that introduced express check-out and improved workflows and operations. Cedarbrae closed for construction in October 2008 and is scheduled to re-open in 2010. Both self-service check-in and check-out will be offered in the new facility. The renovation and redesign of these branches provides an opportunity to review and revise their open hours in the context of the long-term plan.

COMMENTS

The January 2010 open hours expansion will see nine of TPL's busiest branches reach their Monday – Saturday open hours vision. Agincourt, Bridlewood, Cedarbrae, Fairview, North York Central Library, S. Walter Stewart and Steeles will all be open 65.5 hours per week from Monday to Saturday. This includes Monday morning and Friday night service at all of these branches. Yorkville will move to 62 hours per week from Monday to Saturday, with six mornings and four nights of service.

The proposed schedule changes have been reviewed with Toronto Public Library Workers Local 4948.

CONTACT

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SIGNATURE

Jane Pyper
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ATTACHMENTS

Attachment 1: Proposed Branch Open Hours Changes