



## STAFF REPORT ACTION REQUIRED

14.

### Adjustment of Branch Open Hours – 2010/2011

<b>Date:</b>	June 21, 2010
<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 nine locations. Hours increases are proposed for Bayview, Centennial, Goldhawk Park, Jane/Sheppard, Lillian H. Smith, Leaside, Malvern, Richview, and Thorncliffe.

The hours in these branches have been reviewed and revised in the context of the Board's Doors Wide Open 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. All of these branches will have implemented Express Check-out by the end of 2010, allowing for increased efficiency and improved workflows and operations. Three of the branches introduced Express Check-out as part of a larger capital building project. The remaining six branches are part of the Self Service for Open Hours Capital Project approved as part of the 2010 Capital Budget.

#### **RECOMMENDATIONS**

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

1. approves the changes in branch open hours for Bayview, Centennial, Goldhawk Park, Jane/Sheppard, Lillian H. Smith, Leaside, Malvern, Richview, and Thorncliffe 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 changes in hours will be implemented during the fall of 2010. The timing of hours expansions at individual branches will be linked to the implementation of Express Check-out and the completion of renovation projects, with the majority of hours increases taking place in September. The changes will be communicated to library customers through

local advertising and flyers. The TPL website will highlight the changes and the new hours will appear in *What's On* and *Hours and Locations*.

## **FINANCIAL IMPACT**

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There is no financial impact associated with the recommended changes in open hours.

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. At the September 21, 2009 Board Meeting, increases in hours at Agincourt, Bridlewood, Cedarbrae, Fairview, North York Central Library, S. Walter Stewart, Steeles and Yorkville were approved for January 2010. Ongoing funding for the project was approved at the December 14, 2009 meeting when the Board adopted the 2010 Capital Budget and 2011 – 2019 Plan.

## **ISSUE BACKGROUND**

Express check-out has been successfully introduced at 20 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 Bayview, Centennial, Goldhawk Park, Leaside, Richview, and Lillian H. Smith are part of the Self Service for Open Hours Capital Project approved as part of the 2010 Capital Budget. Implementation of Express Check-out at these branches will be phased throughout fall 2010. The majority of hours increases will take place in September.

A review of branch open hours is undertaken in conjunction with all major capital renovation projects. Jane/Sheppard re-opened in April 2009 in a new location that

incorporated Express Check-out and improved workflows and operations. Thorncliffe reopened in April 2010 after a renovation that included similar enhancements. 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.

The hours at Malvern were also reviewed. Malvern has offered Express Check-out since it reopened in 2005 after extensive renovations.

## **COMMENTS**

This year's open hours expansions will see nine of TPL's busiest branches increase their Monday – Saturday hours. Malvern, Lillian H. Smith, Richview, and Thorncliffe 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. Goldhawk Park and Leaside will move to 62 hours per week from Monday to Saturday, with six mornings and four nights of service. Bayview, Jane/Sheppard and Centennial will move from five to six days of service with 50.5 open hours per week, adding another evening and Monday service.

The hours expansions will take place throughout the year, as efficiencies are gained through Express Check-out implementation. This allows customers to take advantage of longer hours more quickly and furthers the Library's Strategic Plan.

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

## **CONTACT**

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## **SIGNATURE**

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Jane Pyper  
City Librarian

## **ATTACHMENTS**

Attachment 1: Proposed Branch Open Hours Changes 2010/2011