



STAFF REPORT ACTION REQUIRED

Runnymede Branch – Closure for Renovation

Date:	September 26, 2016
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The Runnymede Branch will be closing for renovation in the fall of 2016. This report requests Toronto Public Library Board approval for a closure of approximately four months to complete the renovation.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves the closure of the Runnymede Branch for approximately four months; and
2. approves the plan for alternate service for the duration of the closure.

FINANCIAL IMPACT

Proposed alternate service plans will be funded through savings from the temporary closure of the Runnymede Branch and the use of redeployed Runnymede staff.

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

DECISION HISTORY

The Runnymede Branch capital renovation was approved as part of the 2016 multibranch project capital program.

COMMENTS

The Runnymede Branch will be closed for approximately four to five months. The closure is expected to begin in the fall of 2016.

Runnymede is a 12,034 sq. ft. neighbourhood branch. It is the third busiest branch in the Toronto Public Library system in terms of visits and the busiest branch in terms of holds pick-up. The branch opened in 1928 and is listed on Toronto Historical Board's Inventory of Heritage Properties. It has undergone several renovations over the years.

The branch is very well used. Although it is classified as a neighbourhood branch, the usage statistics are more in line with those of a district library. Changes in library service delivery with the introduction of self-service technology and a more collaborative information service model means that the traditional large service desk no longer functions well in the space. High volume of walk-in traffic results in an often congested branch. Attendance for programs often exceeds available space. Customer use of space has evolved to include quiet study and reading, computer use, group study, collaboration and discussion, and attending programs. A more open flexible use of the second floor will improve the experience at the branch. Improved sightlines will also support delivery of customer service and contribute to a safe and welcoming environment.

The project at Runnymede will include: a replacement of service desk; relocation of self-service checkout; introduction of automated self-service check in; reconfigured space for public workstations; additional seating and study space; and new flooring, finishes, and merchandizing. The addition of mobile shelving will improve sightlines and offer more flexible use of space on the main floor. Improvements to the front door and vestibule will also be undertaken. Changes to the second floor will include: reconfiguration of the meeting room to provide more flexible use and accommodate larger events and programs; additional seating and study space; and new flooring and finishes.

PLAN FOR ALTERNATE SERVICE

For the duration of the closure the following plans will be in effect:

- direct users to pick-up holds and use branches in close proximity with TTC access or adequate public parking, including Swansea Memorial, Annette Street, Brentwood and Jane/Dundas branches;
- hours of operation at Annette Branch will be expanded to 60 hours and hours of operation at Swansea Memorial Branch will be expanded to 57.5 hours;
- continue to provide outreach services including: Kindergarten and Grade Four outreach, as well as other school outreach; visits to local child care centres, after school programs, and parent/child programs; and outreach to clients of local community agencies;
- maintain Ready for Reading storytime programs (to be delivered at Swansea Memorial and Annette branches);
- maintain the Youth Advisory Group (YAG) program (to be delivered at Annette Branch);
- maintain the adult book club program (to be delivered at Swansea Memorial Branch);
- maintain the Polish book club program (to be delivered at Brentwood Branch);

- maintain the Tuesday evening film screenings (to be delivered at Jane/Dundas Branch);
- maintain contact with community groups and agencies identifying service needs and planning for services to be delivered at the re-opening of the branch;
- continue to participate in key community events;
- utilize social media throughout the closure to promote library services and keep users updated on the progress of construction.

Prior to the closure, staff will hold an open house in order to answer questions, speak with customers on an individual basis and provide appropriate referrals for library services during the closure.

CONTACT

Cynthia Toniolo; Area Manager, Bloor / Brentwood / Richview Area; Tel: 416-394-5005;

E-mail: ctoniolo@torontopubliclibrary.ca

Susan Martin; Manager, Branch Capital Projects, Planning and Implementation;

Tel: 416-393-7543, E-mail: smartin@torontopubliclibrary.ca

SIGNATURE

Vickery Bowles,
City Librarian