



## STAFF REPORT ACTION REQUIRED

### Service Hour Enhancements at Swansea Memorial and Todmorden Room Branches

**Date:** December 5, 2022

**To:** Toronto Public Library Board

**From:** City Librarian

#### SUMMARY

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In response to customer feedback results and as a part of the ongoing evaluation of self-service offerings, staff are recommending an increase of self-service hours at Swansea Memorial and Todmorden Room branches. This proposal increases self-service hours while maintaining and streamlining the staffed hours in order to provide a consistent schedule for a better customer experience. In February 2020, the Toronto Public Library Board received an information report indicating results of the self-service hours pilot and customer survey results. The report indicated that TPL would be advancing with an increase to self-service hours; however, this was put on hold due to the COVID-19 pandemic impact on branch operations. The following is an updated recommendation to increase access to self-service hours without any reductions to the number of regular staffed hours, effective January 2023.

## RECOMMENDATIONS

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

1. Approves the recommended enhancements to Swansea Memorial and Todmorden Room branch hours of service for implementation effective January 2023.

## FINANCIAL IMPACT

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This recommendation will have no financial impact beyond what has already been approved in the current year's operating budget.

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

## ALIGNMENT WITH STRATEGIC PLAN

This initiative aligns with the first focus of TPL's Strategic Plan (2020-2024), "Creating inspiring, inclusive and sustainable public spaces". Self-service hours extend customers' access to free and accessible spaces for personal, educational, and professional needs.

## EQUITY IMPACT STATEMENT

Customers receive expanded access to free and accessible space, collections, and resources, including Wi-Fi and computers through self-service at Swansea Memorial and Todmorden Room branches. This is especially beneficial for older adults, adult job seekers, and families who visit our partners at Swansea Town Hall or the East York Community Centre. By contributing to a hub of community services in one place, this enables Torontonians to make efficient use of their time at these locations. This is important for those who work multiple jobs and have limited free time to visit the Library, or those with mobility issues who find it challenging to make their way to our facilities on multiple occasions. For example, 29.1% of customers using self-service hours are 65 years and older.

## DECISION HISTORY

On September 25, 2017, the [Extended Open Hours Pilot Project-Implement Plan](#) was presented to the Toronto Public Library Board to provide a status update on the extended open hours pilot at Todmorden Room and Swansea Memorial branches.

On February 24, 2020, the [Self-Service Hours - Update](#) was presented to the Toronto Public Library Board to provide an update on the Self-Service Hours pilot. The report informed the board that self-service hours would continue at Swansea Memorial and Todmorden Room with the hours being slightly modified to maximize access based on the success of this pilot and results of the evaluation.

## ISSUE BACKGROUND

As indicated in the February 2020 Board Information Report, safety was a key priority and concern in providing this service, and a risk assessment was conducted to ensure all risks were identified and mitigated. In addition to the risk assessment, staff engaged Toronto Police, Toronto Fire, and Toronto Paramedic Services to provide feedback and recommendations to ensure the safety of customers and security of the space.

Self-service has proven to be popular with customers providing convenient access to library space, and additional time to pick up holds, borrow materials, and use onsite electronic resources and Wi-Fi.

Customers have accessed the service 473 times since reopening in March 2022, and we anticipate key performance indicators to recover over the coming months. Increasing the number of self-service hours will also help encourage further use of the service. In comparison, customers accessed the service more than 3,000 times in 2019.

Customer feedback in response to the service has been very positive as demonstrated by the results of a year-end survey that was conducted over a six-week period just prior to the pandemic (December 2019-January 2020). Since reopening in March 2022, 76 new customers have registered for the service. This brings our total registration since launch to 734 (362 at Swansea Memorial and 372 at Todmorden Room).

## COMMENTS

The proposed schedules satisfy customer requests for increased service hours at each branch. The proposal increases self-service hours while maintaining and streamlining the staffed hours in order to provide a consistent schedule for a better customer

experience. The recommended increase in hours is in line with the library's existing band of hours.

**Proposed Swansea Memorial 2023 Service Hours:**

Day	Current Staffed Service Hours	Current Self-Service Hours	Revised Staffed Service Hours	Revised Self-Service Hours
<b>Monday</b>	N/A	10:00-6:00 (8)	1:30-6 (4.5)	9-1:30; 6:00-8:00 (6.5)
<b>Tuesday</b>	10:00-6:00 (8)	n/a	1:30-6 (4.5)	9-1:30; 6:00-8:00 (6.5)
<b>Wednesday</b>	1:00-8:00 (7)	10:00-1:00 (3)	1:30-6 (4.5)	9-1:30; 6:00-8:00 (6.5)
<b>Thursday</b>	10:00-6:00 (8)	N/A	1:30-6 (4.5)	9-1:30; 6:00-8:00 (6.5)
<b>Friday</b>	N/A	10:00-6:00 (8)	1:30-6 (4.5)	9-1:30; 6:00-8:00 (6.5)
<b>Saturday</b>	10:00-5:00 (7)	9:00-10:00 (1)	9:30-5 (7.5)	9-9:30 (0.5)
<b>Total Hours</b>	<b>30</b>	<b>20</b>	<b>30</b>	<b>33</b>
<b>Total Service Hours</b>	<b>50</b>		<b>63</b>	

**Proposed Todmorden Room 2023 Service Hours:**

Day	Current Staffed Service Hours	Current Self-Service Hours	No changes to Staffed Service Hours	Revised Self-Service Hours
<b>Monday</b>	N/A	10:00-6:00 (8)	N/A	9:00-8:00 (11)
<b>Tuesday</b>	12:30-8:30 (8)	10:00-12:30; 5:00-6:00 (3.5)	12:30-8:30 (8)	9:00-12:30; 5:00-6:00 (4.5)
<b>Wednesday</b>	9:00-5:00 (8)	12:00-1:00 (1)	9:00-5:00 (8)	12:00-1:00; 5:00-8:00 (4)
<b>Thursday</b>	12:30-8:30 (8)	10:00-12:30; 5:00-6:00 (3.5)	12:30-8:30 (8)	9:00-12:30; 5:00-6:00 (4.5)
<b>Friday</b>	N/A	10:00-6:00 (8)	N/A	9:00-8:00 (11)
<b>Saturday</b>	9:00-5:00 (8)	12:00-1:00 (1)	9:00-5:00 (8)	12:00-1:00 (1)

Day	Current Staffed Service Hours	Current Self-Service Hours	No changes to Staffed Service Hours	Revised Self-Service Hours
Total Hours	32	25	32	36
Total Service Hours	57		68	

## CONTACT

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## SIGNATURE

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City Librarian