



**STAFF REPORT  
ACTION REQUIRED**

**Branch Closure Policy - Update**

**Date:** June 24, 2024

**To:** Toronto Public Library Board

**From:** City Librarian

**SUMMARY**

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The purpose of this report is to recommend adoption of the revised Branch Closure Policy (Attachment 1).

The revised Branch Closure Policy outlines the notifications and approvals for branch closures related to branch renovations, construction and routine maintenance. It is driven by the Library's commitment to transparent communication with the Board, community, Library staff, and local councillors.

The policy replaces the previous Branch Closures policy (Attachment 2), approved by the Board in 2000, and provides greater clarity and transparency about the process for notification when a branch closure is required.

## **RECOMMENDATIONS**

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

1. Approves the revised Branch Closure Policy (Attachment 1).

## **FINANCIAL IMPACT**

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This report has no financial impact beyond what has been approved in the current year's budget.

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

## **ALIGNMENT WITH STRATEGIC PLAN**

The Branch Closure Policy aligns with the Library's strategic priority to provide welcoming public spaces.

## **DECISION HISTORY**

At its [meeting on October 2, 2000](#), the Board approved a motion stating that "For branch closures of four weeks or less, staff will make the necessary arrangements to inform the community and local councillors without seeking Library Board approval." This became TPL's Branch Closures policy (Attachment 2).

## **COMMENTS**

The revised Branch Closure policy provides clarity regarding communication of branch closures with the Board, community, and local councillors. Where applicable, it leverages Board Awards of Contracts as a means to secure approval and/or provide information about planned branch closures.

The policy applies to closures for branch planned maintenance, state-of-good-repair work, and branch renovations. The policy does not apply to branch closures for short-term operational constraints or inclement weather, closures to administrative buildings, or Bookmobile service disruptions.

The policy outlines the type of communication and Board approvals needed based on the expected duration of closure. It also addresses situations where the branch closure exceeds the originally expected closure timeframe.

## **CONTACT**

Alyssa van Graft, Director, Enterprise Projects and Facilities Management, Tel: 647-567-5098; Email: [avangraft@tpl.ca](mailto:avangraft@tpl.ca)

## **SIGNATURE**

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Vickery Bowles  
City Librarian

## **ATTACHMENTS**

Attachment 1: Branch Closure Policy

Attachment 2: Branch Closures Policy, October 2, 2000.

Policy Title: Branch Closure Policy  
Policy Classification: Board Policy

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## Branch Closure Policy

### Policy Classification: Board Policy

### Motion # and Approval Date:

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### Effective Date

June 24, 2024

### Purpose

Toronto Public Library recognizes the importance of transparent communications regarding branch closures with the Board, community, Library staff, and local Councillors.

This Branch Closure Policy (the Policy) outlines the decision-making and communication framework for branch closures based on multiple conditions including duration, type of closure, and if applicable, vendor Awards of Contract.

### Scope

This policy applies to:

- Planned closures for branch renovations or new construction of branches
- Planned closures for branch routine maintenance and/or State-of-Good-Repair work

This policy does not apply to:

- Branch closures for operational constraints
- Closures to administrative buildings (i.e. Ellesmere or Martin Ross)
- Bookmobile service
- Branch closures for inclement weather

## **Underlying Principles**

The Branch Closure Policy is driven by the Library's commitment to transparent communication with the Board, community, Library staff, and local Councillors. It aligns with the Library's priority to provide welcoming public spaces and deliver exceptional customer experiences.

## **Policy Statement**

For all closures for Planned Maintenance, State-of-Good-Repair Work, and/or Branch Renovations:

**1. If the Branch is expected to be closed for less than 6 weeks,**

- 1.1. branch staff will make the necessary arrangements to inform the community and local Councillors.
- 1.2. If, due to unforeseen circumstances after the Branch has closed, it is determined that the closure will exceed 6 weeks, the Board will be informed of the closure via email.

**2. If the Branch is expected to be closed greater than 6 weeks, but less than 3 months,**

- 2.1. the Board will be informed of the closure via email, and
- 2.2. branch staff will make the necessary arrangements to inform the community and local Councillors.
- 2.3. If, due to unforeseen circumstances after the Branch has closed, it is determined that the closure duration will exceed three months, wherever feasible, the Board will be informed via a Board report.

**3. If the Branch is expected to be closed greater than 3 months,**

- 3.1. the Board approves of the closure and, if applicable, any alternative service plans via a Board Report. Closure information may be included in the Award of Contract for the vendor performing the work, and
- 3.2. branch staff will make the necessary arrangements to inform the community and local Councillors.

**Accountability**

The Director, Enterprise Projects and Facilities Management is responsible for ensuring the policy is implemented.

**Contact**

Director, Enterprise Projects and Facilities Management

Public Service-Other  
Policy Manual

Section III: Branch Closures

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**POLICY:** **BRANCH CLOSURES**

**SECTION:** **III – Public Service Policies - Other**

**MOTION # / DATE:** **00 – 146 – October 2, 2000**

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For branch closures of four weeks or less, staff will make the necessary arrangements to inform the community and local councillors without seeking Library Board approval.

