

**Open Hours Standardization – 2015**

<b>Date:</b>	May 25, 2015
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

**SUMMARY**

---

The purpose of this report is to recommend the standardization of Monday – Saturday open hours at Downsview, Eglinton Square, Jane/Dundas and Morningside branches. The hours in these branches have been reviewed and revised in the context of the Board’s Doors Wide Open plan to standardize and expand branch hours. They are the only remaining branches that have not been moved into standardized bands. Each branch will move up into the closest standardized band of hours, 62 hours per week in each case. Increased efficiency and improved workflows have made these increases possible.

**RECOMMENDATIONS**

---

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

1. approves the changes in branch open hours for Downsview, Eglinton Square, Jane/Dundas and Morningside branches to complete the standardization of branch open hours, 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 in September 2015. The changes will be communicated to library customers through local advertising and flyers. The Toronto Public Library (TPL) website will highlight the changes and the new hours will appear in *What’s On* and *Hours and Locations*.

**FINANCIAL IMPACT**

---

These recommendations will have no financial impact beyond what has already been approved in the current year’s 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 standardize and expand branch open hours across the City. Since then, the Board has approved changes to standardize and increase open hours that were implemented in 2007, 2008, 2010, 2011, and 2014.

## **ISSUE BACKGROUND**

The goal of the 2006 plan to standardize and expand branch open hours was to improve access to library services by rationalizing and increasing branch open hours across the City by 25%. The plan included more Sunday hours in more branches; late night service to midnight in the largest branches; and more morning, afternoon and evening hours from Monday to Friday. Since 2006, steady progress has been made towards realizing the plan, described as the Doors Wide Open initiative. This has been accomplished through a combination of efficient scheduling practices, the implementation of self-service circulation in all branches, the addition of four new FTEs and the opening of two new branches. All of the new hours added are Monday to Saturday hours. No additional Sunday or late night hours have been achieved to date.

The Doors Wide Open initiative established four standardized bands of hours Monday to Saturday service: 40, 50.5, 62 and 65.5 hours/week. The bands were set to provide convenient hours of service to the public and to maximize the use of staff resources. Since 2006, all but four TPL branches have moved into the standardized bands. Hours at Downsview, Eglinton Square, Morningside and Jane/Dundas remain to be standardized.

## **COMMENTS**

With the implementation of the recommended hours increases, the final four branches will move into a standardized band at the 62 hours/week level. Downsview and Jane/Dundas will add Monday morning service. Eglinton Square and Morningside will add Thursday morning service. Increased efficiency and improved workflows have made these increases possible. The proposed schedule changes have been reviewed with Toronto Public Library Workers Local 4948.

## **CONTACT**

Anne Bailey, Director, Branch Libraries; Phone: 416-397-5944;  
E-mail: [abailey@torontopubliclibrary.ca](mailto:abailey@torontopubliclibrary.ca)

## **SIGNATURE**

---

Vickery Bowles  
City Librarian

## **ATTACHMENT**

Attachment 1: Open Hours Standardization – 2015 – Schedule of Hours