



Hamilton Public Library

Proposed Service Hours

October 11, 2001

Table of Contents

Table of Contents	2
Proposed Hours	3
Proposed Hours for each Location	3
Rationale:	4
Background:	4
Alternate Service Delivery	4
Picton	5
Greenville	5
Rockton- Sheffield	5
Stoney Creek- Winona	5
Future Issues	6
Stoney Creek	6
Mount Hope	6
Waterdown-Millgrove	6
Cost Estimates to Restore Service Hour Reductions	6
Reopen Branches which were closed one day per week.	6
Increase Hours at Neighbourhood Level III Branches and Kenilworth	7
Return Service Hours at Neighbourhood I and II Branches to Former Levels.	7

Proposed Hours

Recommendations:

That the Board adopt the Service Hours for each service location as outlined in the table below.

That the proposed Service Hours go into effect at Central, Terryberry and Sherwood when the staff deployment process is completed.

That the proposed Service Hours for all other locations take effect January 2, 2002.

Proposed Hours for each Location

Central Library								
	Monday	Tues.	Wed.	Thurs.	Friday	Sat.	Sunday	Hrs.
Central	9 - 9	9 - 9	9 - 9	9 - 9	9 - 6	9 - 5	1 - 5	69
District Libraries								
Terryberry	10 - 9	10 - 9	10 - 9	10 - 9	Closed	10 - 5	1 - 5	55
Saltfleet	10 - 9	10 - 9	10 - 9	10 - 9	Closed	10 - 5	1 - 5	55
Community Libraries								
Ancaster	10 - 9	10 - 9	10 - 9	10 - 9	Closed	10 - 5		51
Dundas	Closed	10 - 9	10 - 9	10 - 9	10 - 6	10 - 5		48
Sherwood	10 - 9	10 - 6	10 - 9	10 - 9	Closed	10 - 5		48
Westdale	10 - 6	10 - 9	10 - 6	10 - 9	Closed	10 - 5		45
Concession	Closed	10 - 8	10 - 6	10 - 8	10 - 6	10 - 5		43
Red Hill	Closed	10 - 8	10 - 6	10 - 8	10 - 6	10 - 5		43
Kenilworth	10 - 6	12 - 8	10 - 6	12 - 8	Closed	10 - 5		39
Neighbourhood – Service Level III								
Barton	1 - 8	10 - 5	1 - 8	10 - 5	Closed	10 - 5		35
Binbrook	1 - 8	10 - 5	1 - 8	10 - 5	Closed	10 - 5		35
Stoney Creek (new)	1 - 8	10 - 5	1 - 8	10 - 5	Closed	10 - 5		35
Locke	10 - 5	1 - 8	10 - 5	1 - 8	Closed	10 - 5		35
Valley Park	2 - 8	10 - 8	2 - 8	2 - 8	Closed	10 - 5		35
Waterdown	10 - 8	10 - 8	10 - 8	10 - 8	Closed	10 - 5		47
Neighbourhood – Service Level II								
Carlisle	2 - 8	2 - 8	2 - 8	10 - 5	Closed	10 - 5		32
Lynden	2 - 8	2 - 8	2 - 8	2 - 5	Closed	10 - 1		24
Neighbourhood – Service Level I								
Mount Hope	2 - 5	2 - 8	2 - 5	2 - 8	Closed	Closed		17
Millgrove	2 - 5	4 - 8	2 - 5	4 - 8	Closed	10 - 1		17
Picton	3 - 6	3 - 8	3 - 6	3 - 6	Closed	2 - 5		17
Freelton	4 - 8	2 - 5	4 - 8	2 - 5	Closed	2 - 5		17
Greenville	4 - 8	2 - 5	4 - 8	2 - 5	Closed	2 - 5		17
Rockton	2 - 5	5 - 8	2 - 5	5 - 8	Closed	2 - 5		15
Sheffield	5 - 8	2 - 5	5 - 8	2 - 5	Closed	Closed		12

The companion report *Model for Service Hours and Staff Complement* provides in detail the changes made since the model was first proposed in May 2001.

Rationale:

The split implementation date will enable staff orientation and training to take place before the staff redeployment date, which is expected to be in early March. Central, Terryberry and Sherwood's increase in hours would take place at that time which would ensure that sufficient staff are available to cover the additional hours.

Background:

The Service Hours proposal provides improved service hours at the following locations:

- Central, Terryberry and Sherwood are each open 3 more hours weekly. The three locations with increased service hours (Central, Terryberry and Sherwood) account for 44.1% of the system's circulation
 - Central Library –open Monday evenings.
 - Terryberry Library – open Monday mornings
 - Sherwood Library – open Thursday mornings.
- Saltfleet – opens Sundays (seasonally) – effective September 2002.
- Concession, Red Hill and Westdale - open two mornings per week through readjustment of hours.
- Opening times for all community and district branches are standardized at 10 a.m. throughout the week. The late evening closing times have been standardized as either 8 p.m. or 9 p.m. dependent upon community needs.

Service hour reductions include the following changes:

- There will be one day of closure per week at most the Wentworth branches and at Dundas, to be consistent with Hamilton branches.
- Kenilworth hours have been reduced by one morning per week.
- Neighbourhood Level III branches have been reduced to 35 hours per week over 5 days (except Waterdown).
- Neighbourhood Level III branches have been reduced to 17 hours per week, to enable one part-time staff position to cover the location and stay within the union contract and employment standards.

Some changes are neutral.

- The closed day has been moved to Friday for the following locations – Carlisle, Freerton, Greensville, Lynden, Millgrove, Sheffield and Rockton.

Alternate Service Delivery

The *Model for Service Hours and Staff Complement* report described possible alternate service delivery. This section makes recommendations regarding those proposals.

Picton

In 2002 further consideration will be given to providing an alternative service delivery for the Picton Library. This is a separate issue from the change to service hours which bring this branch into alignment with others of similar size. The hours were changed from the original report in order to maximize after school access for children.

Greensville

The report suggested that Greensville be closed and that the funds used to open Dundas on Sundays. It will cost approx. \$33,000 to open Dundas on Sundays seasonally.

Recommendation: that this be further investigated in 2002, and that community feedback be obtained.

Rockton- Sheffield

The report recommended that Sheffield be closed and that Rockton's service hours be expanded to 24 hours weekly. Other library services such as reciprocal borrowing with Cambridge and possible relocation of a bookmobile stop to the Sheffield area could further impact on Sheffield's low use.

Recommendation: That this be further investigated in 2002 and that community feedback be obtained.

Stoney Creek- Winona

Recommendation:

That the Stoney Creek and Winona branches be merged to provide a new branch library at the former Stoney Creek City Hall and that this branch be known as the Stoney Creek Branch.

Rationale: The rationale is provided in the report entitled *Model for Service Hours and Staff Complement*.

Implementation Schedule:

Since the actual date of the merger of the Stoney Creek and Winona branches has not yet been established and will not likely take place until 2002, a phase-in period is recommended.

Interim Recommendations:

That the current Stoney Creek branch hours be changed to match the new Stoney Creek City Hall branch, effective January 2, 2002.

That the current Winona branch hours be changed to 17 hours weekly, effective January 2, 2002 to maintain equitable service levels with other level 1-neighbourhood branches.

	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Total Hrs
Stoney Creek	1 – 8	10 – 5	1 – 8	10 – 5	Closed	10 - 5	35
	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Total Hours
Winona (temp.)	4 – 8	2 – 5	4 - 8	2 - 5	Closed	1 - 4	17

Changes to the staff complement will proceed and staff will be moved to their new locations as planned, on the "staff move date". The existing Stoney Creek Branch will be

staffed with the new staff complement for the new branch, effective the day of the staff move. The Winona branch will be staffed with a temporary position (which will not be part of the formal staff complement) until it closes. Cost of this would be up to \$10,000 for 4 months. This can be covered by the existing budget.

Future Issues

Stoney Creek

This branch has been planned and staffed as a Neighbourhood - level III branch. However, it is expected to grow rapidly to a community branch size. The initial planning will ensure that the size of the library is consistent with a community branch, but the staffing issue will need to be addressed. This will cost \$60,000 - \$100,000 in additional staff costs depending upon circulation.

Mount Hope

The committee recommends that the Mt. Hope branch be monitored. The building is in very poor shape.

Waterdown-Millgrove

A new building for the Waterdown community, which possibly provides service to both communities will become a necessity shortly. The Waterdown branch is too small for the level of services expected by the community. Additional staffing to bring this to community branch standards would cost approximately \$75,000 although this could rise, dependent upon circulation and demand for other services.

Cost Estimates to Restore Service Hour Reductions

The *Model for Service Hours and Staff Qualifications Report* was based on the principle that the operating costs must stay within the existing staff budget. This resulted in three types of service hour reductions. The costs of re-instating each of these have been estimated separately. In order to be equitable, similar type branches would need to be treated the same and so each option is a package decision. Other priorities such as the need for increased staffing at Stoney Creek and Waterdown as they expand have not been included here.

It must be emphasised that if the Board wishes to pursue any of these packages that considerable work must be done to ensure that these options are actually feasible. Costs were determined by adding additional staff hours to each location. The impact on actual positions (full-time, part-time) would need to be considered, as would all contract and employment standard issues.

Reopen Branches which were closed one day per week.

Branches in the former Hamilton system were closed several years ago because of budget cuts. This report recommends further closure of Wentworth and Dundas locations. If the branches which are closed one day per week are re-opened the cost would exceed **\$575,000**.

Branches Affected:

- District Libraries affected: Terryberry, Saltfleet (18.1% of the system's total circulation). Cost would be approximately: \$ 160,000
- Community branches affected: Ancaster, Dundas, Concession, Sherwood, Red Hill, Westdale, Kenilworth (37.7% of the system's total circulation). Cost would be approximately \$ 210,000
- Neighbourhood III branches affected: Binbrook, Stoney Creek, Valley Park, Waterdown, Barton, Locke, Kenilworth (14.3 % of the system's total circulation). Cost would be approximately \$ 200,000.
- Neighbourhood II branches: Carlisle and Lynden. (1.7% of the system's total circulation). Cost would be approximately \$34,000.
- Neighbourhood I branches affected: Greensville, Millgrove, Mt. Hope, Picton, Rockton, Sheffield, Freelon, Winona. (4.4% of the system's total circulation.) Cost would be approximately \$ 51,000.

Comments:

Branch circulation figures have been provided to give an indication of the levels of use at a location. Our previous experience, as well as that of other library systems, has shown that an increase in hours does not result in higher circulation since the current business spreads out over the hours of opening. The reverse is also true: circulation does not drop with fewer hours.

The cost estimate is based upon the addition of additional staff hours. If the Board wishes to proceed for any of these options, then a more detailed costing would be required, since the staff complement would need to be re-adjusted as the number of full and part time positions at each location would change. Benefit costs are not included.

Increase Hours at Neighbourhood Level III Branches and Kenilworth

The option of providing 42 hours per week of service vs. 35 hours was costed. This brings these branches into line with the community branches. This option requires overlapping shifts at least two days per week and therefore costs are substantially higher than the number of additional service hours would indicate.

Branches Affected: Locke, Barton, Binbrook, Stoney Creek, Waterdown, Valley Park. Cost would in excess of **\$200,000**.

Comments:

These branches will all experience reduced hours. Even if their hours are increased to 42 hours, not all branches will regain what was lost. Again the costing is an estimate only and will require further adjustments once it is looked at with respect to the impact on the proposed full-time and part-time hours.

These branches provide 10.8% of the system's circulation vs. 37.7% at the community branches.

Return Service Hours at Neighbourhood I and II Branches to Former Levels.

These branches perform 4.4% of the system's total circulation. In comparison, the Bookmobile Service does 4.5% of system's total circulation. It would be very difficult to provide a few additional hours at several small locations. The Service Requirements Team and the respective branch heads tried to provide more hours of service at these branches in the first two drafts of the Model but found that operational difficulties made this option unworkable. The option of adding staff members who worked for fewer than ten hours per week would cause significant operational difficulties. Other solutions violated contractual

issues and employment standards. Therefore, this cost underestimates the actual cost of adding more hours to these locations. Total Cost would exceed **\$155,000**.

The major increases per branch are broken out below.

- Mount Hope – 28 hours. Cost \$20,000
- Millgrove - 24 hours. Cost \$10,600
- Rockton –Sheffield. Cost \$18,000
- Picton – 42 hours. Cost. \$67,000
- Carlisle – 32 hours. Cost \$40,000