



**SUBJECT: SERVICE OUTLETS AND HOURS POLICY**

**Policy No: 2020-32**

**Date: November 16, 2020**

**Review Date: November 2024**

**Pages: 3**

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## **PURPOSE**

This policy lists the communities in which there are service outlets of the Library & ideaLAB and describes the decision making process for determining locations, types of service outlets, and hours of operation.

## **POLICY**

### **General**

The location and types of service outlets, and hours of operation are determined based on several factors including budget, staffing levels, the Library's Master Plan, feedback obtained from the community through one-on-one discussions, surveys and needs studies, statistical reports and other pertinent documentation. They are regularly reviewed to ensure that they continue to be the most responsive to community needs.

### **Application**

All locations of the Library & ideaLAB, and all Staff involved in the decision making process for determining locations and types of service outlets and the hours of operation for the service outlets.

### **Definitions**

**Service Outlet** – *A stationary or mobile facility for delivering public library service.*

*Types of service outlets include branches, kiosks and bookmobiles. To be considered a service outlet or service point, it must:*

- *Provide library kiosks or holds locker service;*
- *Offer library service directly to the public;*
- *Be open at regularly scheduled times;*
- *Have a permanent collection; and*

- *Be managed by Library personnel.*

**Branch** – A “bricks and mortar” stationary service outlet within a library system intended to deliver a range of library services to a designated area of the community.

**Kiosk** – To be considered a service outlet, a Kiosk must have ongoing collection management through Staff visits or collection rotation managed by Library Staff. An example would be a Kiosk dedicated to or providing public library services in a community centre.

**Holds Locker** – A self-serve, secure station which enables customers to pick-up holds using their library card, and which functions as a branch within the Library’s catalogue.

## **Guidelines**

### **Service Outlets**

The Innisfil Public Library system currently consists of four physical branches located in the communities of Stroud, Churchill, Cookstown, and Alcona (known as the Lakeshore Branch). Electronic library service is available through the Library website on a 24/7 basis.

### **Hours of Operation**

The Innisfil Public Library Board recognizes that the Innisfil Public Library is a community service and therefore, should be open in locations and at times compatible with the needs of the community as much as is possible subject to the determining factors noted in this policy.

The hours of operation of the four branches will be reviewed periodically to assess community needs. As a part of this review the guidelines for hours of operation provided by the most recently conducted community needs studies, electronic and/or manually collected customer surveys and statistical reports, and other documentation will be considered. Where staffing and budget levels require or permit, hours will be adjusted to meet these needs. Kiosks and holds lockers can provide a cost effective, access option to residents in areas not currently served by a branch.

The branches of the Library will be closed on statutory holidays or days which are designated as closure days for a statutory holiday. The annual list of closures will be evaluated and reported on by the CEO and/or designate and authorized by Board motion at the beginning of every year.

The branches of the Library may be closed due to adverse weather conditions, unexpected facility maintenance issues, or other emergency such as an infectious disease outbreak, at the discretion of the CEO (or as dictated by local, provincial and/or federal government). All unscheduled closing decisions will be made with due regard for the safety and well-being of Customers and Staff. Notification of unscheduled closures will be provided as per any legislated requirements (Accessibility for Ontarians with Disabilities Act, etc.), and include where possible, the broadcasting of a public service announcement, in addition to notices posted at all branch entrances, on the website, and social media.

Physical access to kiosk and holds lockers will be determined by the open hours of the facilities/locations in which they located and thus may be impacted by the same situations listed above such as statutory holidays and adverse weather conditions.

Approved by the Innisfil Public Library Board, November 16, 2020  
Motion Number: 2020.99

Supersedes Policy #2016-07, approved March 21, 2016, Motion #2016.31 & Policy #2015-05, approved on March 9, 2015, Motion #2015.31; & Policy #2012-04, approved on April 23, 2012, Motion #2012.33; & Policy #2009-04, approved on February 17, 2009, Motion #2009.15; & Policy #2006-10, approved on March 20, 2006, Motion #2006.28; & Policy #2001-10, approved on November 13, 1991, Motion #91.66.