



Date: 08/08/2018

AGENDA ITEM SUMMARY

To: Chair and Directors, Cariboo Regional District Board
And To: John MacLean, Chief Administrative Officer
From: Wanda Davis, Manager of Library Services
Date of Meeting: Cariboo Regional District Board_Aug24_2018
File: 7960-20

Short Summary:

100 Mile House Library Operating Hours

Voting:

Corporate Vote - Unweighted

Memorandum:

This report is brought forward to address a request made by Director Coakley at the CRD Board Meeting on June 22, 2018 for the 100 Mile House Library to be open on Mondays.

Current Staffing in Area Branches:

- The three Area Branches (100 Mile House, Williams Lake, Quesnel) are staffed by full-time and part-time staff in order to maximize staff presence during opening hours, which include weekday evenings in addition to Tuesday to Saturday daytime hours. All Area Branches are closed on Sundays and Mondays.
- Part-time staff only work when the library is open to the public.
- 100 Mile House Branch has three full-time staff who work on Mondays on a two-week rotation. Every second Monday only one staff member is scheduled to work at the 100 Mile House Branch.
- Depending on off-site meetings and vacation schedules, there are sometimes no staff at all in the Area branches on Mondays.

Opening to the Public on Mondays

- Opening to the public on Mondays is certainly possible, with the following implications:
 - o The library would need to be fully staffed. The Area Branches could not open to the public with the skeleton staff that currently works on Mondays.
 - o All three Area Branches maintain the same schedule of opening hours. Extending the opening hours of 100 Mile House Branch would automatically result in the expansion of opening hours of the other two Area branches, which serve greater populations than 100 Mile House Branch.

- Casual staff would need to agree to increase their availability to include Mondays. If they are not able to do that, new Casual staff would need to be hired. Note: this is already a challenge in the 100 Mile House area.
- Because the library offers access to public washrooms, an additional day of janitorial service would need to be negotiated into existing contracts for each Area Branch.
- The Branches would still need to be closed to the public on other days throughout the year in order for IT and outside contractors to do required interior building maintenance, for staff to do collection maintenance, and for staff to attend off-site meetings/training. Closing an Area Branch on a day when it is normally open is never popular with the public and usually results in public backlash.
- **Estimated staffing costs (wages and benefits) to provide Library Services to Area Branches on Mondays would add an additional \$173,000 per year to the Library Services budget in 2019 provided no evening hours were involved. The shift premium for evening hours would raise the amount of required funding. Increased janitorial and other contract service costs would raise that number even higher. Staffing costs would require an additional \$176,000 by 2020 as pay increases outlined in the collective agreement go into affect.**
- Due to the expected financial and other implications of adding Monday to the opening hours of the Area Branches, this request requires further study in order to gather the information required to ensure an evidence-based decision. It is unclear at this time how much public demand exists for this additional service or if it is affordable.
- As this study is not currently included in the 5-Year Business Plan for Library Services approved by the Board, devoting the necessary amount of staff time to the project at this time would significantly impact work that is already in progress on items that are in the Plan.

The recommendation is to leave the schedule of opening hours at Area Branches unchanged at this time.

Attachments:

None

Financial Implications:

Increasing operating hours will have a significant impact on the Library Services annual budget.

Policy Implications:

[Click here to enter text.](#)

Alignment with Strategic Plan:

- Ensuring Sufficient and Sustainable Funding
- Building on our Relationships
- Providing Cost Effective High Quality Services

Focusing on Being Well Governed

This issue is not included in the current Business Plan as established by the Board.

CAO Comments:

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Options:

1. Endorse recommendation.
2. Receipt and other action.
3. Defer.

Recommendation:

That the agenda item summary from Wanda Davis, Manager of Library Services, dated August 8, 2018, regarding the operating hours of the 100 Mile House Library, be received.