

Report to / Rapport au:

**Ottawa Public Library Board
Conseil d'administration de la Bibliothèque publique d'Ottawa**

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File Number: OPLB-2017-1003

SUBJECT: Bookmobile Stop Changes

OBJET: Modification des arrêts du Bibliobus

REPORT RECOMMENDATIONS

That the Ottawa Public Library Board approve the following:

- 1. The permanent discontinuation of the Grant Alternative School bookmobile stop, effective November 15, 2017; and,**
- 2. The permanent location of three bookmobile stops: Carleton Heights (formerly Carleton Heights School), Van Lang (formerly Clearview), and Lincoln Heights (formerly Regina St. School), effective November 15, 2017.**

RECOMMANDATIONS DU RAPPORT

Que le Conseil d'administration de la Bibliothèque publique d'Ottawa approuve ce qui suit :

- 1. L'interruption définitive de l'arrêt du Bibliobus à l'école alternative scolaire Grant, à partir du 15 novembre 2017; et**

- 2. L'emplacement permanent de trois arrêts de Bibliobus : Carleton Heights (anciennement École Carleton Heights), Van Lang (anciennement Clearview) et Lincoln Heights (anciennement École Regina St), à partir du 15 novembre 2017.**

BACKGROUND

As per Board policy 002-OPLB Delegation of Authority, the Ottawa Public Library (OPL) Board approval is required to “Permanently close...modify bookmobile stops...” as well as “Approve sites for new...bookmobile stops...”

Bookmobile stops were last modified in July 2016, based on the Board-approved Alternative Services Delivery Framework 2016-2020 (the Framework) and recommendations in Board report OPLB-2016-0142, “Alternative Services Bookmobile Stops.” The new schedule has largely been well-received by customers and neighbourhood groups, with a slight increase in the average circulation per month compared to the previous 12 months. Staff review and monitor the schedule on an ongoing basis.

Temporary changes to the bookmobile schedule were implemented on July 3, 2017 and will continue on a pilot basis for the time being. The purpose of this report is to present the Board with recommendations for permanent changes to four stops.

DISCUSSION

Recent Ottawa-Carleton District School Board (OCDSB) decisions regarding school closures required OPL to review and adjust some existing bookmobile stops. Using the Framework as a guideline, staff recommendations are as follows.

The Grant Alternative School closed at the end of the 2016-2017 school year. For the past three years, this bookmobile stop has had a circulation-per-hour rate that is below the parameter set in the Framework, and very few customers responded to the 2016 customer survey regarding this location. This stop was temporarily discontinued on July 3, 2017. Staff recommend that this bookmobile stop be permanently discontinued, with former customers being served at the Caldwell and Cambridge bookmobile stops. The Bayshore bookmobile stop and/or the Nepean Centrepointe branch are also approximately three kilometers away from the Grant Alternative School location.

This change created some capacity in the schedule as well as presented OPL with an opportunity to further refine bookmobile services. These refinements support service

continuity, improved partnerships, reduced reliance on the older vehicle, improved accessibility, and better respond to current traffic patterns.

This led to the temporary relocation of three stops as of July 3, 2017. Note that two of the stops are now at City facilities.

1. Carleton Heights School stop, moved to Carleton Heights Community Centre, 1665 Apeldoorn Avenue. This stop was renamed Carleton Heights;
2. Clearview stop, moved to Van Lang Field House, 29 Van Lang Private. This stop was renamed Van Lang; and,
3. Regina St. School stop moved to Pinecrest Queensway Health Centre, 1365 Richmond Road. This stop was renamed Lincoln Heights.

The temporary relocations are working out well and at this time, staff recommend these changes be made permanent.

Table 1 summarizes the changes to bookmobile stops that are recommended for Board approval.

Table 1: 2017 Recommended Permanent Changes to Bookmobile Stops

Stop	Current location	Proposed location	Recommendation	Rationale
Carleton Heights School	1660 Prince of Wales Drive	1665 Apeldoorn Avenue	Re-locate; Re-name "Carleton Heights"	Better alignment with Framework: improved access and partnership.
Clearview	Ellendale Crescent	29 Van Lang Private	Re-locate; Re-name "Van Lang"	Better alignment with Framework: improved access and partnership.
Grant Alternative School	2625 Draper Ave	N/A	Discontinue	School closure; alignment with Framework.
Regina St. School	2599 Regina St	1365 Richmond Road	Re-locate Re-name "Lincoln Heights"	Better alignment with Framework: improved access and partnership.

CONSULTATION

Informal consultations about bookmobile schedules have been conducted on a regular basis with affected City Councillors, neighbourhood partners, City of Ottawa Fleet Services, and OPL staff. In addition, the recommended changes align with the 2016 public consultation results.

LEGAL IMPLICATIONS

There are no legal implications associated with this report.

RISK MANAGEMENT IMPLICATIONS

Risk mitigation plans are already in place for the temporary stops. Mitigation plans include a targeted communication plan and ongoing collaboration with OPL in affected communities, including branch outreach and/or alternative services attendance at special events. Any future schedule changes will be communicated in advance of implementation to ensure customers are informed in a timely manner.

Approving the recommendations in this report will reduce risks to customers and staff at bookmobile stops by ensuring that services are offered in safe, central, and accessible locations.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

ACCESSIBILITY IMPACTS

Approving the recommendations in this report will improve the accessibility of bookmobile services by increasing the number of stops at City facilities.

TECHNOLOGY IMPLICATIONS

There are no technology implications associated with this report.

BOARD PRIORITIES

The proposed changes align with two strategic directions in the 2015-2018 Strategic Plan: SERVICES that are customer centric: Act as a catalyst for exploration and discovery; and SPACES for community, collections, and creation: Sustain collaborative and flexible physical spaces across the system.

DISPOSITION

Upon approval of this report, permanent changes to the bookmobile stops identified in Table 1 will take effect on November 15, 2017. Staff will continue to review and monitor the schedule, with a view toward presenting further recommendations to the Board as required.