

Alternative Services Definitions and Rankings

Alternative service modes were ranked using a modified Likert scale.¹ Services modes scoring above 70% (in bold) are considered key to OPL and best fulfil the Priorities.²

#	Service mode	Score	Definition	Services	Human Resources ³	Equipment and fleet ⁴
1	Large bookmobile	100%	Two large bookmobiles visit 25 neighbourhoods on a weekly basis.	Full, including browsing, returning, requests, staff assistance and programming.	8.04	Unit 1 (2016) Unit 2 (2005)
2	Homebound mini-library pop-ups	83%	Monthly visits made by staff to communal living facilities.	Full, including browsing, returning, requests, staff assistance and programming.	6.49	Van (2014)
3	Mini bookmobile (special events and maker space)	80%	Attending special events and providing programming, such as showcasing maker technologies.	Targeted, including browsing, returning, staff assistance and programming.	0 ⁵	Sprinter van (2014)

¹ A Likert scale is a ranking system that offers a range of answer options for respondents to indicate the intensity of their feelings for a given item, including a moderate or neutral midpoint option.

² Industry best practice in procurement, human resources and other fields commonly use 70% as a passing grade.

³ The number refers to the full-time employee count (FTE), not the number of employees.

⁴ The average lifecycle of alternative services fleet vehicles is approximately 10 years. The average lifecycle of kiosk equipment is approximately 5 years.

⁵ The mini bookmobile uses existing staff.

#	Service mode	Score	Definition	Services	Human Resources ⁶	Equipment and fleet ⁷
4	Homebound home reader services	76%	Monthly selection and delivery for customers living independently. Most customer interactions are by phone or email.	Targeted, including borrowing, returning, requests, and staff assistance.	Same employees providing service under #2	Same vehicle as #2
5	Mini bookmobile (regular stops)	63%	Back-up services to neighbourhoods when a large bookmobile is undergoing maintenance.	Full, including browsing, returning, requests, staff assistance and programming.	Same employees providing service under #1	Same vehicle as #3
6	Kiosk	30%	Two "vending-machine style" lending machines, 58 holds pick-up lockers, and a returns bin. OPL has one kiosk location at the Hunt Club Riverside Community Centre.	Limited, including borrowing, returning, requests.	0.5	Lending machines (2017) Lockers (2014, 2015) Van (2006)

⁶ The number refers to the full-time employee count (FTE), not the number of employees.

⁷ The average lifecycle of alternative services fleet vehicles is approximately 10 years.