

|          |                         |             |      |
|----------|-------------------------|-------------|------|
| HR35     | MINIMUM STAFFING LEVELS |             |      |
| APPROVED | 19 January 2022         | EFFECTIVE   | 2010 |
| AMENDED  | 2012, 2018, 2021        | NEXT REVIEW | 2026 |

### 1. PURPOSE

To ensure a basic level of service is maintained whenever the Library is open and to address the safety of Library employees and visitors.

### 2. SCOPE

The Chief Librarian or designate ensures minimum staffing levels are maintained or exceeded during regular opening hours. Employees will modify their regular workflow as required to meet minimum staffing levels.

### 3. DEFINITIONS

**Public Services** – Activities that require staff to regularly interact with members of the public. The core functions are member, borrowing, and information services as described in Policies OP-08 Membership, OP-09 Borrowing, and OP-12 Information Services. These activities normally occur at one of the public service points.

**Public Service Points** – The Welcome Desk and Information Desk.

### 4. MINIMUM STAFFING LEVELS

- a. For the safety of Library employees and visitors, a minimum of two employees are required to be on duty at all times when the Library is open to the public. For periods over one hour, two of the employees should be able to provide Public Services.
  - i. An employee able to provide Public Services is any Regular or Casual Employee who has received Public Services training.
  - ii. A Page who has received Public Services training, and is in the Casual Employee pool, may be upgraded to work at the main Public Service Points during their Page shift if a need is determined by the senior staff member present.
- b. If minimum staffing levels cannot be maintained for the full period of the Library’s regular hours of operation, the Library will reduce its hours to a period when minimum staffing requirements can be met.
- c. At times when only one employee has Public Services training, the Welcome Desk will be the sole staffed Public Service Point.

### RELATED POLICIES

OP-01 Patron Code of Conduct