

OP-04	HOURS OF SERVICE		
APPROVED	19 January 2022	EFFECTIVE	2006
AMENDED	2011, 2016, 2021	NEXT REVIEW	2026

1. PURPOSE

To set out how the Library provides regular hours of service to ensure people can access its services and programs.

2. SCOPE

The Library Board is responsible for setting hours of service. Library employees' schedules are determined by the hours of service. Members of the public can access onsite services and programs only when the facility is open.

3. DEFINITIONS

Emergency – A present or imminent event or circumstance that is caused by accident, fire, explosion, technical failure, infectious disease outbreak/pandemic, war, riot, terrorism, or the forces of nature, and requires prompt action to protect the health, safety or welfare of a person or to limit damage to property. Emergencies may range from internal events (such as a burst pipe causing flooding) to a government-declared state of emergency.

4. REGULAR HOURS

- a. The Library Board establishes hours of service for the Library, within available resources, to respond to customer expectations.
- b. Hours of service are posted at the Library, and will be communicated through other channels as appropriate.
- c. The Library Board will review hours of service on a regular basis.
- d. Library users shall have access to the Library's physical collections, services and programs during the hours of service.
- e. Access to digital resources will not be affected by the hours of operation of the physical location.
- f. Members of the public shall have access to the Library's public areas during regular hours of service.

5. PLANNED TEMPORARY CLOSURE

- a. The Library will close on all statutory holidays.
- b. The Library Board may close the Library during regularly scheduled hours for a planned event, such as:
 - i. To enable all employees to attend professional development activities;
 - ii. To accommodate special events that require the use of the entire Library facility or presence of all employees.
- c. Closures for planned events will be ratified by motion at a regular Library Board meeting.

6. EMERGENCY CLOSURE

- a. Emergencies may arise in which a rapid closure is needed to ensure the health and safety of employees (including meeting minimum staffing requirements), patrons, or the general public. Emergencies may or may not be accompanied by a government declaration of a state of emergency.

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- b. During an Emergency, the Library Board delegates to the Chief Librarian the authority to determine whether a temporary closure is necessary and to implement this decision.
 - i. Prior to exercising this authority, the Chief Librarian will consult with local governments, as appropriate, and will make reasonable efforts to consult with the Library Board Chair.
 - ii. The Chief Librarian or Library Board Chair will promptly inform the Library Board of the decision and will call a meeting to ratify the decision within ten days, or as soon as possible based on the circumstances of the emergency.
- c. If a closure is required as a result of a government order, or in other circumstances where the Library is required by law to close its facilities, the Chief Librarian will implement the closure for the duration required and will inform the Library Board as soon as possible.
 - i. The consultation requirements set out in Paragraph 2 do not apply to a closure necessitated by government order or by law.

7. STATUTORY HOLIDAYS

- a. The Library will close only on the date of the statutory holiday, with the following exceptions:
 - i. *Good Friday/Easter Monday* – The Library will close Friday through Monday.
 - ii. *Christmas & Boxing Day* – The Library will close the following days for Christmas:

Christmas & Boxing Days Fall On	Library Closed On
Sunday & Monday	Friday, Saturday, Sunday, Monday
Monday & Tuesday	Saturday, Sunday, Monday, Tuesday
Tuesday & Wednesday	Tuesday, Wednesday
Wednesday & Thursday	Wednesday, Thursday
Thursday & Friday	Thursday, Friday, Saturday, Sunday
Friday & Saturday	Friday, Saturday, Sunday, Monday
Saturday & Sunday	Friday, Saturday, Sunday, Monday

- b. **Early Closure** – The Library will close at 3 pm on 24 December, unless it is already scheduled to be closed the entire day, and on 31 December.

RELATED POLICIES

HR-19 Statutory Holidays