
Subject: Hours of Opening
Effective: July 1999
Revised: *October 2017*

1.0 PURPOSE

This policy explains the authority for setting library open hours, the standards for library open hours and the scheduling of staff.

2.0 APPLICATION

This policy applies to public and public-school libraries within New Brunswick Public Library Service (NBPLS).

The standards in this policy enable NBPLS to better manage library open hours within the realities of service delivery mandates (i.e. NBPLS goals, objectives and operational requirements), the number of staff available in the library and community demands.

These standards bring a certain level of consistency between libraries in terms of overall library open hours and staff work hours, however, variation between communities of similar size exists.

3.0 DEFINITIONS

FTE means full-time equivalent.

Unless otherwise stated, **libraries** refer to public, public-school libraries and library resource centres.

For the definition of library resource centres, class A and B, refer to [NBPLS Policy 1001 – Standard Classification of Libraries](#).

4.0 LEGAL AUTHORITY

[New Brunswick Public Libraries Act](#)

ORIGINAL SIGNED BY

PROVINCIAL LIBRARIAN

5.0 GOALS / PRINCIPLES

To serve as many New Brunswickers as possible who have differing lifestyles and therefore varying opportunities to visit the library.

To offer equitable, responsive and sustainable open hours that meet the needs of New Brunswickers that are based on available resources, the most effective use of those resources and local, regional and provincial operational and service planning requirements.

6.0 REQUIREMENTS / STANDARDS

6.1 AUTHORITY FOR SETTING OPEN HOURS

- 6.1.1** In consultation with the Provincial Librarian (Executive Director of NBPLS), the Regional Director will approve library open hours based on the standards outlined in 6.2 of this policy, while also considering feedback from the Library Manager/Director, the public library board and the public.
- 6.1.2** It is the responsibility of the Regional Director to ensure that hours of opening for the public and scheduling of staff are implemented according to this policy.
- 6.1.3** Any modifications to the hours of opening will be posted well in advance at library entrances, on bulletin boards, the NBPLS website, and will be publicized through the local media.

6.2 LIBRARY OPEN HOURS AND STAFF SCHEDULING

6.2.1 General:

- Public libraries will have a **minimum** of 20% of the total hours of opening outside 9 am to 5 pm, Monday to Friday. Exceptions may be made for public-school libraries, although these will be considered on a case-by-case basis.
- Public and public-school libraries will be open **at least** one evening a week.
- Public libraries will be open on Saturday. Exceptions may be made for public-school libraries, although these will be considered on a case-by-case basis.

- A minimum of two employees will be scheduled during public and public-school library open hours **whenever possible**.
- In the case of public-school libraries, the open hour schedule will be the same for the public and students of the school.
- A reasonable amount of time each day will be scheduled outside public and public-school library open hours for staff to carry out opening procedures and planning of services.
- The hours of work must respect the terms and conditions of employment set by the employer, in this case the Province of New Brunswick.

6.2.2 Public Libraries with 0.5 FTE

- Will be open 15 hours week
- Will be open 3-4 days a week
- Will be open 1 evening a week
- Will be open on Saturday
- Will close for a maximum of one hour during the day (when open more than 4 hours in a day) to permit staff a meal break. The service interruption will be between the hours of 11 am and 2 pm or 4 pm and 7 pm depending on the library's open hours schedule and overall public preferences.

6.2.3 Public Libraries with 1 FTE

- Will be open between 30 and 31 hours a week
- Will be open 5 days a week
- Will be open at least 1 evening a week
- Will be open on Saturday
- Will close for a maximum of one hour during the day to permit staff a meal break. The service interruption will be between the hours of 11 am and 2 pm or 4 pm and 7 pm depending on the library's open hours schedule and overall public preferences.

6.2.4 Public Libraries with 1.5, 2 and 2.5 FTEs

- Will be open between 30 and 36 hours a week
- Will be open 5 days a week
- Will be open at least 1 evening a week
- Will be open on Saturday
- May close for a maximum of one hour during the day to permit the scheduling of two employees during the library's open hours whenever possible (see 6.2.1 of this policy) and to permit staff a meal break. The service interruption will be between the hours of 11 am and 2 pm or 4 pm

and 7 pm depending on the library's open hours schedule and overall public preferences.

6.2.5 Public Libraries with 3 FTEs

- Will be open between 35 and 39 hours a week
- Will be open 5 days a week
- Will be open a minimum of 2 evenings a week
- Will be open on Saturday
- Will have no service interruptions during the day

6.2.6 Public Libraries with 3.5 and 4 FTEs

- Will be open between 41 and 47 hours a week
- Will be open 5 days a week
- Will be open a minimum of 2 evenings a week
- Will be open on Saturday
- Will have no service interruptions during the day

6.2.7 Public Libraries with 5 FTEs

- Will be open between 49.5 and 51 hours a week
- Will be open 6 days a week
- Will be open a minimum of 2 evenings a week
- Will be open on Saturday
- Will have no service interruptions during the day

6.2.8 Public Library Resource Centres, Class A

- Will be open between 42 and 43 hours a week
- Will be open 5 days a week
- Will be open a minimum of 2 evenings a week
- Will be open on Saturday
- Will have no service interruptions during the day

6.2.9 Public Library Resource Centres, Class B

- Will be open between 50 and 52 hours
- Will be open 6 days a week
- Will be open a minimum of 2 evenings a week
- Will be open on Saturday
- Will have no service interruptions during the day

6.2.10 Public-School Libraries

- Based on staffing level and local circumstances, will be open between 30.50 and 50 hours a week
- Will be open between 5 and 6 days a week

- Will be open a minimum of 1 evening a week
- Will be open on Saturday whenever possible
- May close for a maximum of one hour during the day to permit the scheduling of two employees during the library's open hours whenever possible (see 6.2.1 of this policy) and to permit staff a meal break. The service interruption will be between the hours of 11 am and 2 pm or 4 pm and 7 pm depending on the library's open hours schedule and overall public preferences.

6.2.11 New Year's Eve

- Public and public-school libraries may close at 5 p.m. on New Year's Eve as long as all staff are in agreement. In such cases, staff would need to adjust their work schedules for that day to maintain the total hours worked or may take paid (vacation, pro-rated, in lieu) or unpaid leave with the approval of the Library Manager/Director and Regional Director.

7.0 GUIDELINES / RECOMMENDATIONS

None.

8.0 REGIONAL GUIDELINES AND PROCEDURES

None.

9.0 REFERENCES

[New Brunswick Public Libraries Act](#)

[Policy 1001 – Standard Classification of Libraries](#). New Brunswick Public Library Service.

10.0 CONTACTS FOR MORE INFORMATION

NBPLS Provincial Office, (506) 453-2354

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PROVINCIAL LIBRARIAN