# G2. OPENING HOURS WORKSHEET

|  |
| --- |
| Library / Branch:        |
| Completed by:        | Date:       |

##

## Objective

To open at times which enable the community to make the most effective use of the library service and to ensure that the library’s resources and services are as widely available as possible.

Public libraries should be open at times when their customers might reasonably expect them to be open. Local influences on opening hours include library location, location of other community service points, local shopping and school hours, number of branches and size (area and population) of the community/region served, and number of staff employed.

Relevant standards**: *Living Learning Libraries 6th edition. 2015***: S3 and S4, Opening hours

## Guidelines

| **Guidelines***These Guidelines are from* Living Learning Libraries 6th ed. 2015 | **Action indicator***Select from drop down list* | **Commentary***Add comments on the library’s performance in the context of each Guideline* |
| --- | --- | --- |
| Library hours are fixed and include morning, afternoon, evening and weekend hours, based on assessment of users and potential users rather than on staff convenience |  | Comments:       |
| Library opening hours are displayed outside service points |  | Comments:       |
| Opening hours are consistent, predictable and easy for customers to understand |  | Comments:       |
| Changes to opening hours are advertised well in advance |  | Comments:       |
| The Library establishes and meets the standard for hours open, appropriate for size of population served |  | Comments:       |
| The nature of the community (for example, young people, families with children, seniors) is taken into account |  | Comments:       |
| The proximity of the library to other community facilities such as shops, businesses and public transport, and their hours of operation are taken into account |  | Comments:       |
| Remote access to library resources (eg. online library services and resources, including the online catalogue) is available at all times |  | Comments:       |
| The library provides after hours facilities for return of library materials |  | Comments:       |
| The hours, once set, are routinely reviewed to take into account changing demographics and circumstances |  | Comments:       |

## Suggested performance indicators

* Central library opening hours per week per capita of population
* Branch library opening hours per week per capita of population
* Total opening hours (all service points) per week per capita

## Things to consider

Measuring opening hours needs to take account of all service points (all central and branch opening hours) including mobile libraries. The measure of opening hours for mobile libraries is the operating time spent at mobile library stops; travelling time between stops is not counted (*Public Library Statistics,* 2011/12, p. xxii).