

Report to/Rapport au :

**OTTAWA PUBLIC LIBRARY BOARD
CONSEIL D'ADMINISTRATION DE LA BIBLIOTHÈQUE PUBLIQUE D'OTTAWA**

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**Submitted by/Soumis par : Jennifer Stirling
Division Manager, System-wide Services and Innovation**

*Contact Person / Personne ressource: Alexandra Yarrow
(613) 580-2424 x 32312, Alexandra.Yarrow@BiblioOttawaLibrary.ca*

Ref N°: OPLB-2013-0100

SUBJECT: Bookmobile Service Review

OBJET : Examen du service bibliobus

REPORT RECOMMENDATION

That the Board support the initiation of the process to replace Unit 1 Bookmobile and that final approval be made as a result of a tender process; and

That the Board confirm its support in principle of the purchase of a smaller bookmobile unit (sprinter van) in 2014 through the 2014 budget process to ensure service continuity of the fleet.

RECOMMANDATION DU RAPPORT

Que le C.A. de la BPO soutienne le lancement du processus de remplacement du bibliobus de l'Unité 1 et que l'approbation définitive soit donnée par suite d'un processus de soumission; et

Que le C.A. de la BPO confirme son soutien, en principe, de l'achat d'un plus petit bibliobus (camionnette Sprinter) en 2014, dans le cadre du processus budgétaire de 2014 afin d'assurer la continuité des services de la flotte.

BACKGROUND

Bookmobile service fills both service gaps for 198,636 Ottawa residents who do not have a local community branch and provides outreach opportunities. Although other service delivery models including kiosks are being evaluated we are confident that one large bookmobile will always be a necessary component of OPL's services given Ottawa's geography and current distribution of branches. Currently, two 40 foot vehicles operate a weekly schedule from Monday to Friday, at 23 stops for a total of 47 hours and 15 minutes of opening hours each week. There is significant immediate risk for the continuity of service. These include:

- Average lifespan of a bookmobile is 15-20 years
- OPL's bookmobiles have been identified as high risk for failure by Fleet Services: Unit 1 is a 1995 vehicle (18 years old) due for replacement in 2006 but still on the road out of necessity. Unit 2 is a 2005 vehicle (8 years old) that will reach end of life in 2016.
- Frequent service disruptions mainly due to Unit 1: in 2012 has resulted in a 4.2% decrease in circulation; customer frustration and significant staff time to manage the issues.
- An order for a new bookmobile usually takes 12 to 18 months from order to delivery.
- A smaller bookmobile unit (sprinter van) could be obtained quickly through fleet services and then modified with the addition of custom shelving to ensure service continuity when the existing units are unavailable due to mechanical breakdown or no longer roadworthy.

DISCUSSION

The following bullets address and identify remedies for the immediate service disruption problems and other ideas for the continued service delivery:

- 2013: Initiate process to replace Unit 1 with slightly smaller bookmobile unit immediately, within existing approved capital envelope. This unit would include wireless connectivity and some other modern features to help align the unit with current library programs and services. Estimated delivery time is between 12 to 18 months;
- 2013: Develop strategy for disposition of Unit 1;

- 2014: Ensure service continuity, improve reliability and explore efficiencies with a small bookmobile unit (specialized sprinter van) through capital obtained identified and approved through the 2014 budget process;

Next Steps

- 2013-2014: Continue the work of alternate service delivery review with the analysis of a consultant who will create criteria for determining how currently underserved areas could be supported by library services through the bookmobile, kiosk, and other services. This consultant would evaluate current stops and new areas of growth and need in the City using said criteria;
- 2014: Collect and monitor circulation and usage data for all current stops and the customer response to the services provided by the smaller unit;
- 2014-2015: Develop roadmap addressing service demands and bring back recommendations to the Board for approval.

CONSULTATION

The Manager, Digital Services, the Division Manager, System-wide Services and Innovation and the Project Officer, Municipal Fleet Engineering were consulted in the development of this report.

LEGAL IMPLICATIONS

There are no legal implications associated with this report.

RISK MANAGEMENT IMPLICATIONS

Implementation of these recommendations decreases OPL's risk with respect to disruption of Library services to underserved communities across the city. Delays in the delivery of a new bookmobile could result in disruptions in service in 2014 or beyond.

ACCESSIBILITY IMPACTS

The new Bookmobile will be fully compliant with AODA and related accessibility legislation.

TECHNOLOGY IMPACTS

Improved connectivity for staff and possibility of connectivity for customers will increase modernization of service.

FINANCIAL IMPLICATIONS

Funds currently exist in the Library's 2013 capital budget for the purchase of a bookmobile. As the anticipated cost exceeds the CEO's delegated authority, a report will be forthcoming to the Board for approval. Funds for the purchase of a sprinter van have been identified in the draft 2014 capital budget for approval by the Library Board and City Council.

BOARD PRIORITIES

Relevant, accessible and customer-Centric services were approved by the OPL Board as a key priority in the 2012-2015 Strategic Plan.

SUPPORTING DOCUMENTATION

1. [Ottawa Public Library Board, Doc 3, Bookmobile Service Report: Proposed Revised Schedule, June 28, 2007](#)

DISPOSITION

Upon approval of this report, Library staff will work with City Fleet Services to initiate the process for the procurement of a new bookmobile. An RFP (request for proposal) will be generated for the new units. Options and timelines will be investigated with regard to decommissioning Unit 1.

Library staff will also work with a consultant on criteria development for analysis of areas not currently served by a local library. A report to the Board is expected to be delivered in Q1 2015 regarding the Bookmobile Service Roadmap.