



***Opening Hours Policy***

**Date: *March 2018***

<b>Policy Information</b>	
<b>Policy Title</b>	<i>Opening Hours Policy</i>
<b>Policy Number:</b>	<i>POL045</i>
<b>Version</b>	<i>Version 2</i>
<b>Policy Sponsor</b>	<i>The Chief Executive</i>
<b>Policy Owner</b>	<i>The Director of Library Services</i>
<b>Committee and date recommended for approval</b>	<i>Services Committee, 15 March 2018</i>
<b>Date approved by the Board</b>	<i>19 April 2018</i>
<b>Equality Screening Status</b>	<p><i>1. Screened: 26 June 2015</i></p> <p><i>2. Screening Reviewed: 8 February 2018</i></p>
<b>Date Set For Review</b>	<i>March 2021</i>
<b>Related Policies</b>	<ul style="list-style-type: none"> <li>• Children's and Young People's Services Policy</li> <li>• Engaging with Culture and Creativity Policy</li> <li>• Heritage Policy</li> <li>• Partnership Policy</li> <li>• Reading and Reader Development Policy</li> </ul>

# Libraries NI

## Opening Hours Policy

### 1. Introduction

- 1.1 The primary duty of Libraries NI, as set out in the Libraries Act (Northern Ireland) 2008, is to provide a comprehensive and efficient public library service for persons living, working or studying in Northern Ireland.
- 1.2 This service is provided via a network of branch libraries supported by Mobile, Homecall, outreach and online services.
- 1.3 Delivering Tomorrow's Libraries states *"it is important to ensure that the library service is available in the places, at the times, and in the ways that enable as many people as possible to use it."*
- 1.4 Branch Library opening hours are a major factor in determining access to library services.

### 2. Purpose

- 2.1 The purpose of this policy is to set out Libraries NI's approach to opening hours.
- 2.2 Opening hours in the context of this policy means staffed opening hours; it does not include the 'Out of Hours' service.

### 3. Policy

- 3.1 Libraries NI will ensure that within the constraints imposed by available resources:
  - a consistent approach to determining opening hours is applied across all libraries; exceptions may be made for libraries serving areas of substantial social need and/or rural libraries
  - opening hours relate to the historic level of use of a library
  - the allocated hours are used in a way that best meets customer need
  - the allocated hours in every library are sufficient to provide a range of opening hours to suit different customer groups and to allow a minimum range of programmes to be delivered in line with Libraries NI's priorities
  - the opening hours are affordable
  - the opening hours are sustainable i.e. ad hoc closures due to staffing shortages should be avoided other than in exceptional circumstances.

#### **4. Authority**

**Policy Sponsor:** The Chief Executive is the Policy Sponsor.

**Policy Owner:** The Director of Library Services is the Policy Owner.

**Policy Contact:** The Assistant Directors are the Policy Contacts.

#### **5. Related Documents**

##### **Policies**

- Children's and Young People's Services Policy
- Engaging with Culture and Creativity Policy
- Heritage Policy
- Partnership Policy
- Reading and Reader Development Policy