



Interim Library Service in North Kingston: Community Consultation Report

Table of Contents

Background	1
Consultation Process.....	1
Appendix A: Survey Results	2
Services	2
Survey Question 1	2
Survey Question 2	2
Scheduling.....	3
Survey Question 3	3
Survey Question 4	3
Locations	4
Other Comments.....	4

Background

Funding was approved in the 2017 capital budget to provide pop-up library service in north Kingston during the break in service for the period between the Kingscourt Branch closing and the branch in Rideau Heights opening, a period of approximately 6 months.

Kimberly Sutherland Mills used the Library Board’s draft Community Engagement Framework and assigned the pop-up library project an impact score of 2 and a complexity score of A, placing it on the matrix under Consultation.

Consultation Process

A stakeholder’s meeting was held on March 1st at the Kingscourt Branch. Over 20 people from organizations serving north Kingston were invited. In attendance were two members of the Kingscourt Community Association, one staff member from Kingston Literacy & Skills, 2 library staff members and 4 library board members.

Two public drop-in sessions were held at the Kingscourt Branch on Thursday, March 2 and Saturday, March 4, between 2 and 4, a typically busy time at the branch. Library staff spoke to 19 people on Thursday and 16 people on Saturday, asking them for feedback (provided through survey responses) and answering questions about the proposed pop-up library service.

A print and online survey was available from February 9 to March 6 (see Appendix A). 72 responses were received, with print surveys entered into the online form. It should be noted that several people chose not to rank services and days of the week as requested on the paper survey, which resulted in the online survey not accepting incomplete responses. Feedback from these was entered as a text comment where applicable.

Appendix A: Survey Results

Services

Patrons overwhelmingly rated picking up reservations and borrowing library materials as the top 2 services they wanted the pop-up library to offer, followed by access to a computer and access to wireless internet. 49 of the 72 respondents answered this question completely, in a manner acceptable to the online survey software. Many of the other 23 people rated reservations and borrowing as their top two, but did not rank other services.

Survey Question 1

The pop-up library will be limited to what can be transported in a mini-van or an SUV. Which library services are most important to you? Rank these services from 1 to 7, with 1 being most important and 7 being least important.

Picking up reservation, 49 responses, ranking score of 1.8

Borrowing books and other library materials, 49 responses, ranking score of 2.0

Access to a computer, 49 responses, ranking score of 4.1

WiFi, 49 responses, ranking score of 4.4

Programs and events, 49 responses, ranking score of 4.7

Technology (e.g., 3D Printer), 49 responses, ranking score of 5.4

Tech Tutors, 49 responses, ranking score of 5.6

Survey Question 2

Are there other services that you'd like to see at the pop-up library?

There were 31 text responses to the question. Some of the comments were lengthy and included more than one topic.

9 responses such as, or similar to, "No", "Not Sure", "None come to mind".

4 questions regarding how pop-up would work.

3 responses reflecting desire to only pick up reservations and borrow materials.

2 requests for a fixed, temporary location similar to the Wellington storefront.

2 responses indicating desire to also return materials.

2 requests for expanded hours of service.

2 requests for printing.

1 request for telephone for taxi access.

1 request for bulletin board/community information.

Scheduling

Respondents were also asked to rate days of the week and to indicate which times of day would be most convenient for them. The rankings were more tightly grouped of the days of the week, with Tuesday and Thursday being the top and Saturday and Wednesday tying for third. The Kingscourt Branch is currently open Tuesday and Thursday, from 10 AM to 8 PM and Saturday, from 9 AM to 5 PM. Afternoons were the clear favourite for time of day, followed by evenings, with several respondents commenting that they could only access the library on evenings and weekends, and then mornings.

Survey Question 3

Which day of the week would be most convenient for you if you were to use a pop-up library? Rank the days from 1 to 6, with 1 being the most convenient and 6 being the least convenient.

Monday, 54 responses, ranking score 3.8

Tuesday, 54 responses, ranking score 2.9

Wednesday, 54 responses, ranking score 3.5

Thursday, 54 responses, ranking score 3.2

Friday, 54 responses, ranking score 4.1

Saturday, 54 responses, ranking score 3.5

Survey Question 4

What time of day would you prefer if you were going to use the pop-up library?

Mornings, 11 responses, response ratio 15.2%

Afternoons, 33 responses, response ratio 45.8%

Evenings, 17 responses, response ratio 23.6%

No response 11, response ratio 15.2%

Locations

The survey then asked where pop-up library should be located, giving examples such as community centres, shopping centres, health centres, places of worship or recreational spaces. 46 responses were received for this question, which asked if they had any recommendations. Several respondents suggested more than one location, and some locations were mentioned multiple times.

11 suggestions for Kingston Community Health Centres

5 suggestions for Memorial Centre

4 suggestions for Salvation Army Church on Weller Avenue

4 suggestions for Family and Children's Services

4 suggestions for Kingslake Plaza

3 suggestions for King's Crossing Outlet Mall

3 suggestions for No Frills Parking Lot

3 suggestions for Holy Family Church

3 suggestions for Community Room in apartment complexes

3 suggestions for Kingscourt Free Methodist Church

2 suggestions for Plaza at Elliott and Division

2 suggestions for Kingston Police Station

First Christian Reformed Church, Greenridge Plaza, Memorial Centre Farmer's Market, St. Peter's School, Rideau Heights Public School, Belle Park Clubhouse, Coffee Way, First Avenue Public School, Fourth Avenue Park, Molly Brant Elementary School, Goodway Thrift Store parking lot were also mentioned.

There were several general comments that churches, parks or schools would be appropriate, and concerns raised about parking and accessibility of location.

There were also comments that the Kingscourt Branch should remain open until Rideau Heights opens, that it should stay in the same location and that it needs to be walking distance from the current location.

Other Comments

The final question was "Anything else to add?", with 31 responses. Several people indicated that they did not have anything to add.

9 expressed disappointment or sadness at losing their library branch.

5 expressed appreciation for the service they have received and the library's efforts to provide service in the interim.

5 people felt that the pop-up service was not an acceptable option or that it would be too small.

2 respondents were critical of the timing of the closure, with the Central Branch also being closed for renovations during the same time period.