

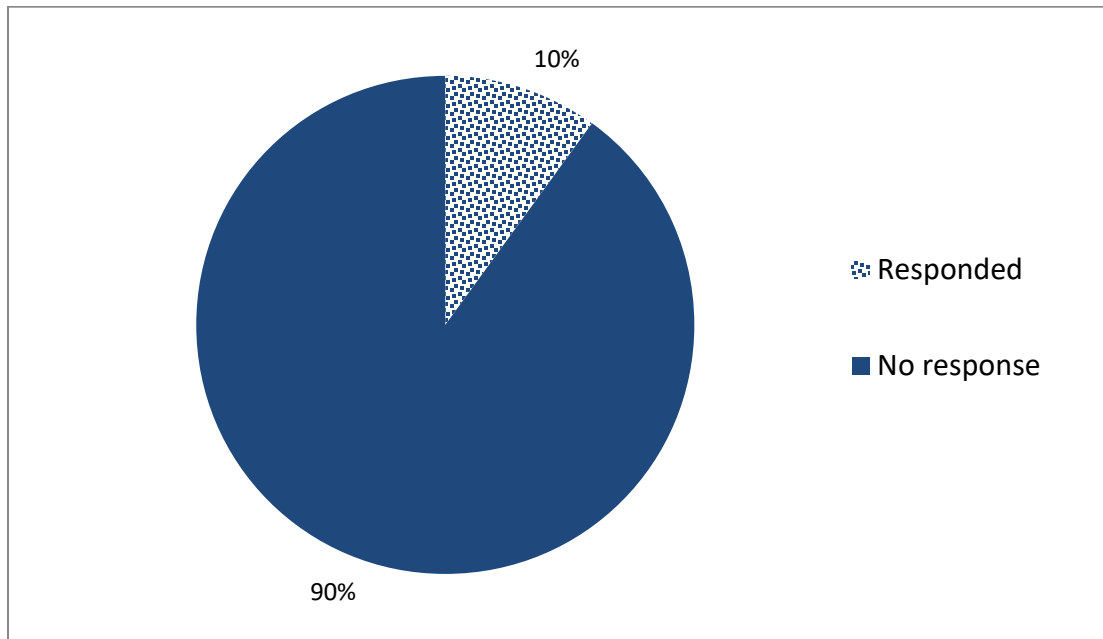
## Calvin Park Branch

### Background

Population Served: **27,085** (per 2020 census)<sup>1</sup>

### Branch Survey Responses

**Figure 1: Calvin Park- Percentage of Cardholders Responding to Survey**



- Cardholders listing Calvin Park as home branch: **4,908** (18.1% of population)
- Total survey respondents selecting Calvin Park as their primary branch: **491\*** (10% of cardholders, 1.8% of population)  
*\*Some of these users also shared feedback for Central (31), Isabel Turner (15), Rideau Heights (5), Pittsburgh (3), Cloyne (2), Wolfe Island (1) and Storrington (3) as their second choice of location, and Central (4) and Isabel Turner (8) as their third choice.*
- Total survey respondents that selected Calvin Park as an alternate location: **71**
- Total survey respondents who indicated that they use a different library system: **25**
  - Respondents indicated that they use these libraries to access academic materials or to take advantage of a broader selection of digital collections; some have a subscription membership to KFPL to access our resources.
- When asked whether they were able to visit an alternate location:
  - ➔ **48.4%** (238) of respondents indicated that they could;
  - ➔ **46%** (226) of respondents said they could do so for an urgent need;
  - ➔ **4.4%** (22) of respondents said they were not able to do so.

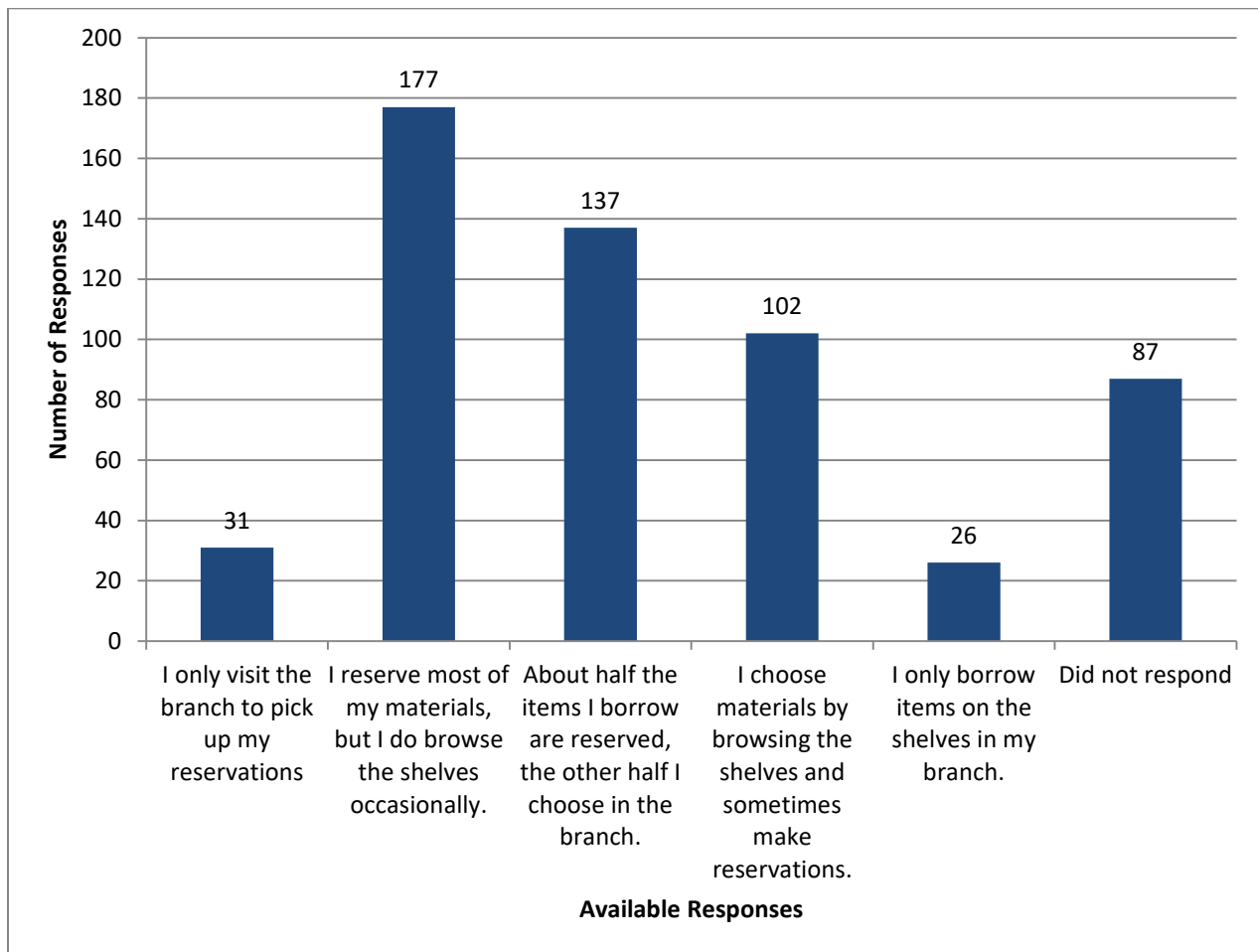
<sup>1</sup> Combined population of census tracts where the majority of cardholders primarily use this location as their home branch.

### Calvin Park Branch

#### Branch Usage

Respondents from Calvin Park actively use the online reservation system to access materials and bring them into the branch for borrowing, with 42.3% primarily using reservations and another 27.9% using it as often as they browse the shelves. 26% primarily use the collection on the shelves at the branch.

**Figure 2: Calvin Park - Branch Usage as Reported by Respondents**



Of survey participants who answered our questions about digital collections, the majority rarely or never use these services. At least occasional use was made of cloudLibrary (44.7%), Kanopy (13.6%), Hoopla (22%), and Flipster (9.5%).

## Calvin Park Branch

### Hours of Operation

Regular hours of operation are **64 hours per week**.

- Monday 9:00 a.m. to 9:00 p.m.
- Tuesday 9:00 a.m. to 9:00 p.m.
- Wednesday 9:00 a.m. to 9:00 p.m.
- Thursday 9:00 a.m. to 9:00 p.m.
- Friday 9:00 a.m. to 5:00 p.m.
- Saturday 9:00 a.m. to 5:00 p.m.

Respondents ranked days of the week by preference, using a score of 1 (most preferred) to 7 (least preferred). Using combined scoring<sup>2</sup> for each day of the week, respondents would **prefer to have their library open on these days** (listed in priority order):

- Saturday
- Monday
- Tuesday
- Sunday
- Friday
- Wednesday
- Thursday

Respondents were then asked to select their **preferred timeslots** without ranking. The **MOST preferred times were:**

- Sundays 1:00 to 5:00 p.m. (266)
- Saturdays 11:00 a.m. to 2:00 p.m. (265)
- Saturdays 2:00 to 5:00 p.m. (253)
- Weekdays 4:00 to 6:00 p.m. (234)
- Weekdays 6:00 to 8:00 p.m. (227)
- Saturdays 9:00 to 11:00 a.m. (218)
- Weekdays 2:00 to 4:00 p.m. (212)
- Weekdays 9:00 to 11:00 a.m. (172)
- Sundays 9:00 a.m. to 1:00 p.m. (164)
- Weekdays 11:00 a.m. to 2:00 p.m. (136)

The **LEAST preferred times were:**

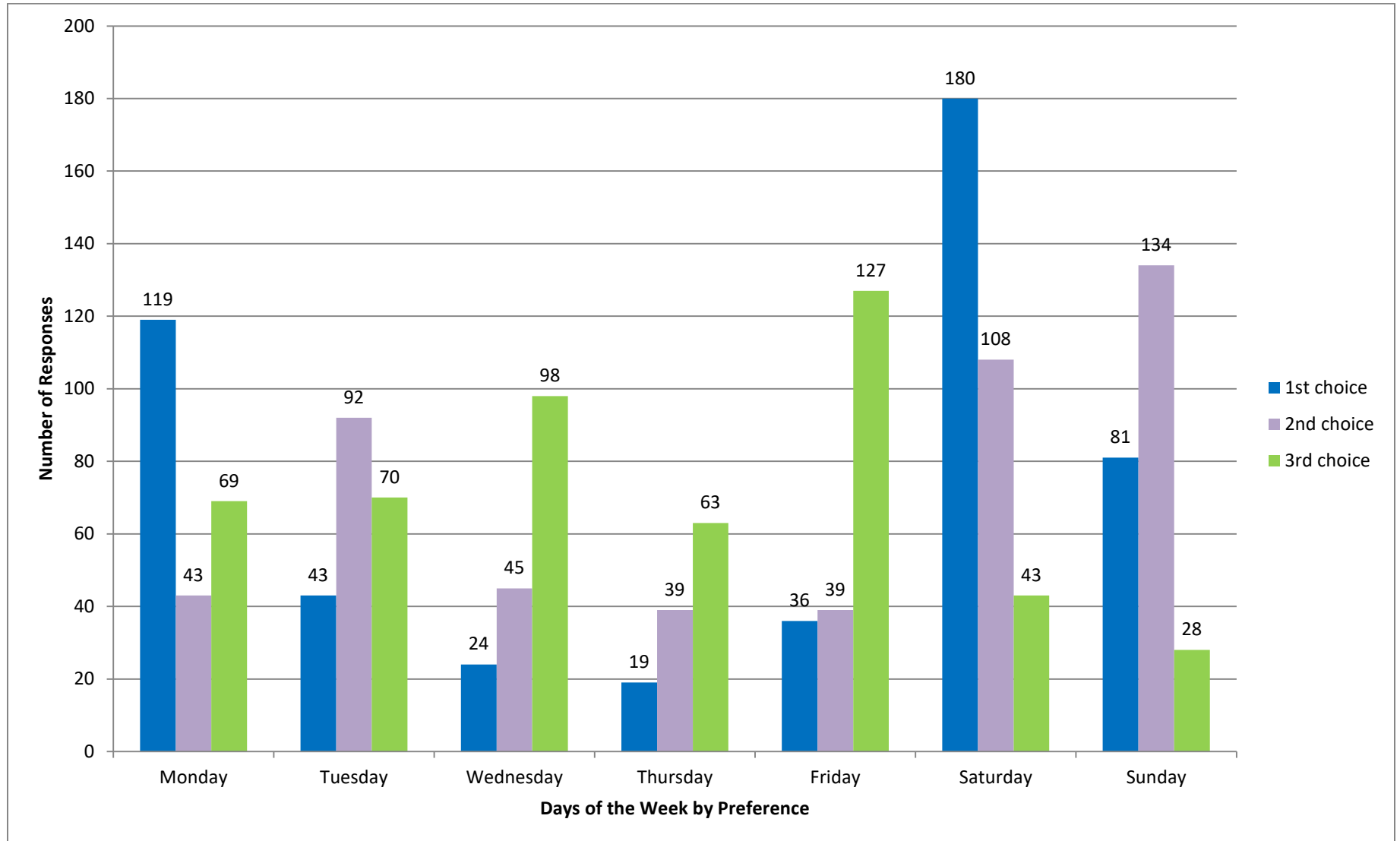
- Weekdays 8:00 to 9:00 a.m. (49)
- Saturdays 8:00 to 9:00 a.m. (54)
- Weekdays 8:00 to 9:00 p.m. (86)

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<sup>2</sup> An explanation of the combined scoring system and raw data of respondent preferences is available in Appendix A.

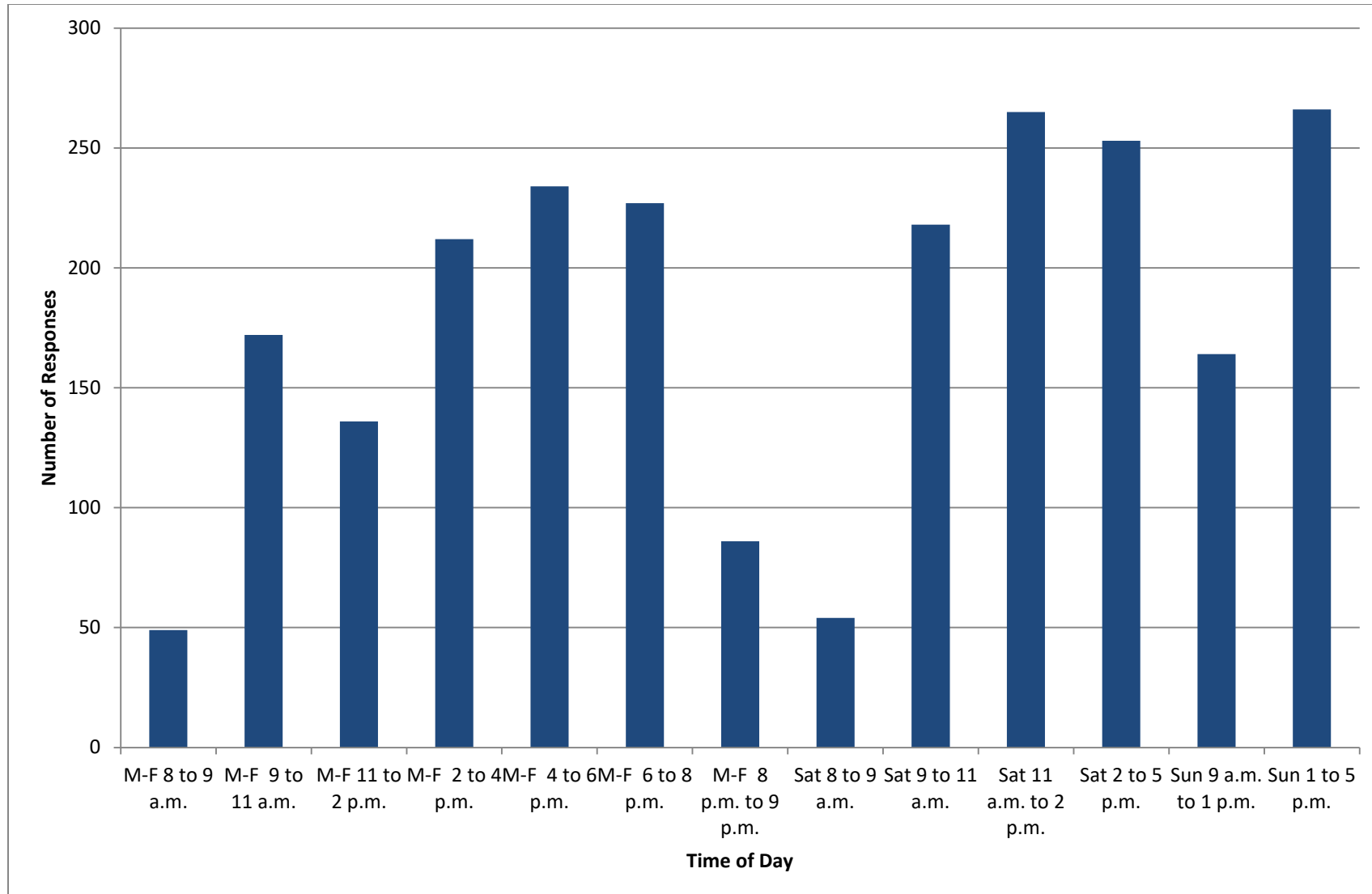
### Calvin Park Branch

Figure 3: Calvin Park - Preferred Open Days



### Calvin Park Branch

Figure 4: Calvin Park - Preferred Time of Day



### Calvin Park Branch

#### Comments

##### Comments related to hours of operation

The most commonly expressed request was for access to the branch on Sundays (33), with some emphasizing it should be year-round (2). Some specifically asked that we offer weekend evenings (6) and Sunday mornings (3). Several patrons reiterated the importance of weekend hours in general (31).

We also received many requests for the return of weekday evening hours (44), including specific requests that we add Fridays (5).

Several patrons asked us to accommodate those who work (10) or attend classes (1), and told us that they use the library when visiting the YMCA (7) or running errands in the neighbourhood (7), and some rely on transit to visit (2). Some commented on the importance of early mornings (14) or late evenings (2). We were also encouraged to provide opportunities for after-school visits (11) and PA Days (1). Some also emphasized importance of daylight hours of service (5)

- ➔ *It's been annoying with Calvin Park closing early during the pandemic. I understand why but there've been a few times I went to pick something up after 6pm and couldn't get the item. During the pandemic I mostly used cloud library.*
- ➔ *I work evening shifts at my work, so I am unable to visit after hours. Have you considered nighttime hours for a branch? Would it be viable? I think it is worth exploring the idea and come up with the pros and cons.*
- ➔ *Always seems your closed when the public is off...not being run like a business*
- ➔ *I think hours open should adjust to usage if not much use at particular times or days (ie. Sundays) then close to save money. Also times should reflect best staff usage and hours.*

##### Staff response:

*Thank you for your feedback. The Calvin Park Branch hours have been reduced during the COVID-19 pandemic. This survey will help staff prioritize ongoing increases in our hours of service across the library system.*

##### Comments related to programming and events

Some respondents shared ideas for programs and events, including reading support for ESL students, art classes, and a tool library. These ideas have been shared with our Manager, Programming and Outreach.

- ➔ *I think your early literacy programs are wonderful and essential for the community. Please offer them in person as much as possible.*
- ➔ *I care for my grandson at times and went to library programs on Saturdays before covid*

### Calvin Park Branch

*issues limited those opportunities*

#### Staff response:

*Thank you for expressing how much you value our children's programs. We know that our patrons are missing in-person opportunities, so we have increased our outdoor offerings. We look forward to welcoming you to indoor, in-person programs again as soon as possible.*

#### Comments related to library service

- ➔ *Given the government creating an app for proof of vaccinations, it would be great if the library could assist people with this and/or the alternative way, people who do not have cells with data, could obtain the proof.*

#### Staff Response:

*We appreciate that there is a technology gap in our community that makes it difficult for some patrons to access this sort of online service. We provide free printing for vaccination receipts at all 16 branches of KFPL.*

- ➔ *I really like the outdoor lockers at Calvin Park and am much more flexible about hours since we have those.*
- ➔ *I use the branch almost exclusively to pick-up reserves (not sure how common this is). Maybe there is a way to have the library semi-open for reserve pick-up (i.e. keep the main library locked up by the reserve section unmanned or with one staff member for reserve pick-up).*
- ➔ *Have drive-up return boxes!*

#### Staff Response:

*Unique among KFPL branches, Calvin Park offers outdoor lockers for those who wish to pick up reservations after hours. We have not provided drive-up return boxes due to concerns around safety, accessibility and sustainability.*

#### Comments related to community services

When asked about aligning hours with community services, some patrons requested battery, e-waste and general recycling drop-off services.

#### Staff Response:

*Thank you for the feedback. We accept batteries for recycling at Calvin Park and other branches. We will continue to explore other opportunities for partnership.*

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#### Comments related to the Extended Hours Project

- ➔ *I would rather have limited hours than see reduced service locations.*
- ➔ *I strongly object to there being ANY unstained [sic] hours at the library. It's just asking for trouble. It also devalues human interactions. Bad idea, KFPL!*
- ➔ *I feel it would be unsafe to have unstaffed library hours. I know that there would be security cameras, etc., but still not safe. And also I worry about homeless people, who may have library cards, who will use the library as a place to stay overnight. I know that they need a place to stay, but a library is not the right place.*

#### Staff Response:

*Thank you for your comments and questions. This survey, and an analysis of branch visit and borrowing statistics, will help us determine how best to use our budgeted staff hours. We will be reviewing this at a regional level, across the city and within townships in Frontenac County.*

*The Extended Hours Project has been proposed for our Pittsburgh Branch to provide alternatives to our community. We know that some library users may decide that Extended Hours is not appropriate for them and their family. Everyone engages with the library differently –from entirely online access to eBooks and other digital resources to taking full advantage of our staff's expertise and excellent customer skills by interacting in person.*

*The proposed Extended Hours project would supplement the branch's regular hours of operation, providing access to space and resources that are now inaccessible outside of staffed hours and could increase the branch hours from 38 hours per week to approximately 60 hours of use for the community, an increase that is not feasible within our budgetary constraints.*

*Safety and security of patrons and of the premises is paramount. A comprehensive safety audit would be conducted prior to the launch of this service, to mitigate health and safety risks.*

*We will be engaging further with the community on this project. Background information and a FAQ [have been posted](#) and will be updated as the project progresses. If you don't already receive our newsletters by email, we encourage you to [subscribe](#) so that you don't miss notification of engagement activities related to the project.*



## Calvin Park Branch

### **Message of thanks from Calvin Park respondents**

- ➔ *I don't know what I'd do without KFPL. You are always so friendly & helpful. Many thanks.*
- ➔ *I work from home but I depend on public transit. If I had to go to another branch, it would have to be during my lunch hour or after working hours. I love being within walking distance to my neighbourhood branch and knowing that there is a person there to answer my questions and to assist me. Sometimes I go in just to get a book that I have on hold, but other times, I like to browse the new books, find a children's book or find another book by an author I enjoyed previously.*

## Appendix A – Preferred Day of the Week Summary Data

The preferred open days at each branch were determined using a combined scoring system. Raw data showed the ranking number assigned to each day of the week by each respondent (1st choice = 1, 7th choice = 7) with smaller numbers indicating higher priority. Ranking numbers for each day of the week were then added to provide a total score. Days were then ranked in priority order from lowest total score to highest total score. The following tables show the number of respondents who preferred each day/ranking.

| <b>CALVIN PARK</b>           | <b>Monday</b> | <b>Tuesday</b> | <b>Wednesday</b> | <b>Thursday</b> | <b>Friday</b> | <b>Saturday</b> | <b>Sunday</b> | <b>502 survey respondents</b> chose to rank their preferred open days of the week at the <b>Calvin Park Branch.</b> |
|------------------------------|---------------|----------------|------------------|-----------------|---------------|-----------------|---------------|---|
| <b>1<sup>st</sup> choice</b> | 119           | 43             | 24               | 19              | 36            | 180             | 81            |   |
| <b>2<sup>nd</sup> choice</b> | 43            | 92             | 45               | 39              | 39            | 108             | 134           |   |
| <b>3<sup>rd</sup> choice</b> | 69            | 70             | 98               | 63              | 127           | 43              | 28            |   |
| <b>4<sup>th</sup> choice</b> | 66            | 72             | 81               | 169             | 63            | 26              | 20            |   |
| <b>5<sup>th</sup> choice</b> | 41            | 78             | 144              | 71              | 113           | 26              | 21            |   |
| <b>6<sup>th</sup> choice</b> | 57            | 112            | 67               | 86              | 54            | 100             | 17            |   |
| <b>7<sup>th</sup> choice</b> | 105           | 28             | 38               | 47              | 66            | 14              | 193           |   |