

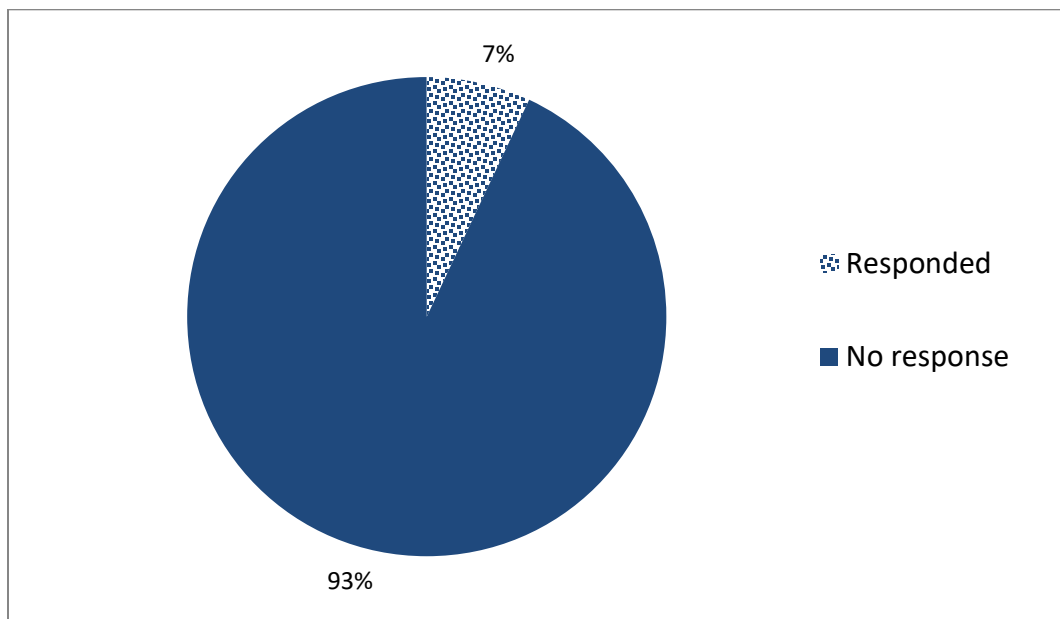
Central Branch

Background

Population Served: **21,976** (per 2020 census)¹

Branch Survey Responses

Figure 1: Central - Percentage of Cardholders Responding to Survey



- Cardholders listing Central as home branch: **5,338** (24.3% of population)
- Total survey respondents selecting Central as their primary branch: **375*** (7% of cardholders, 1.7% of population)
**Some of these respondents also submitted feedback for Calvin Park (17), Isabel Turner (6), Plevna (1), Pittsburgh (5), Rideau Heights (2), Sydenham (2), and Wolfe Island (1) as their second choice of location, and Calvin Park (4), Isabel Turner (1) and Rideau Heights (2) as their third choice.*
- Total survey respondents that selected Central as an alternate location: **84**
- Total survey respondents who indicated that they use a different library system: **32**
 - Respondents indicated that they use these libraries to access academic materials and to take advantage of a broader selection of digital collections. Some using other public libraries indicated that they had previously lived in other communities or had family there.
- When asked whether they were able to visit an alternate location:
 - ➔ **38%** (143) of respondents indicated that they could;
 - ➔ **46.9%** (176) of respondents said they could do so for an urgent need;
 - ➔ **13%** (49) of respondents said they were not able to do so.

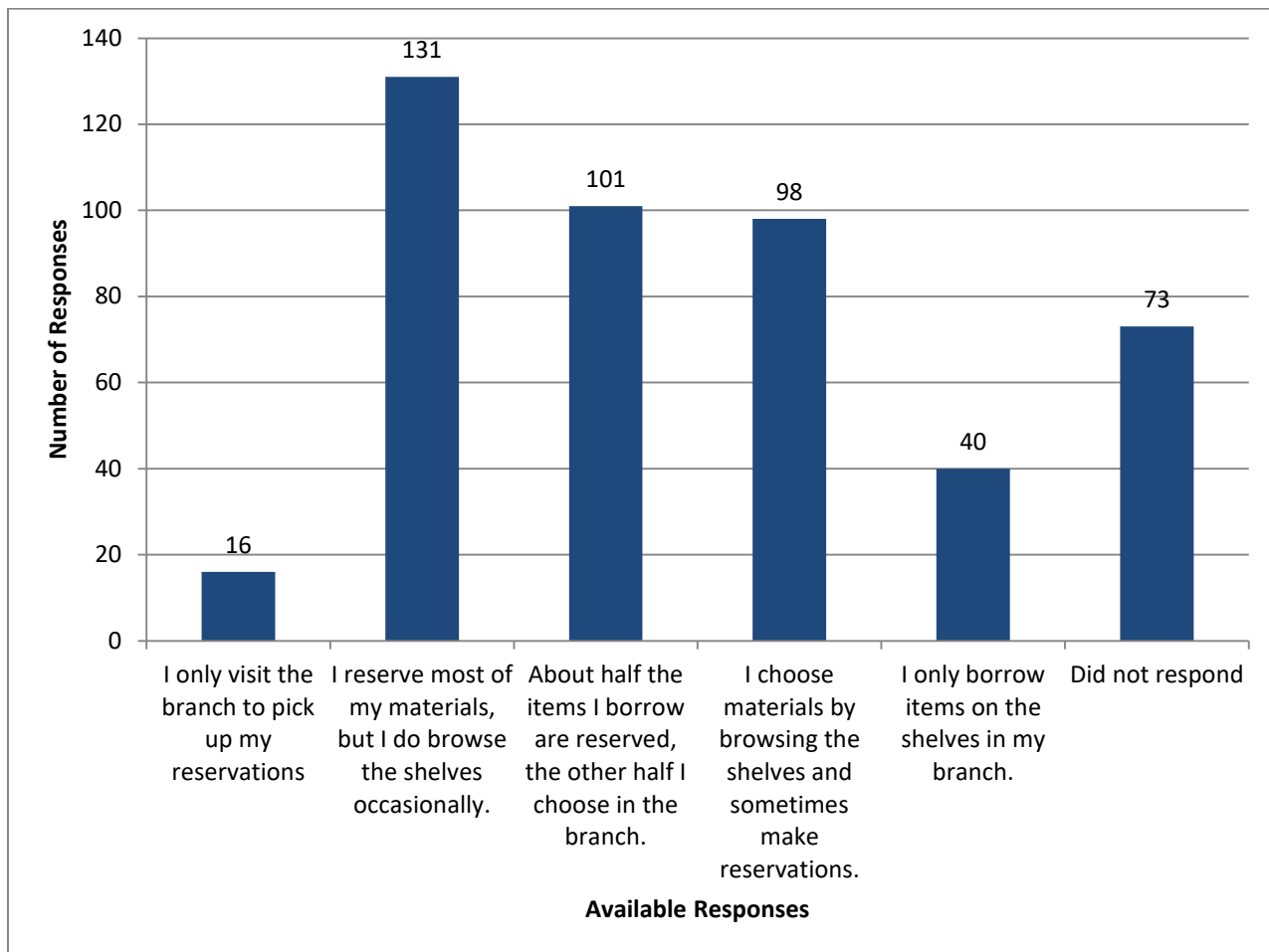
¹ Combined population of census tracts where the majority of cardholders primarily use this location as their home branch.

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Branch Usage

Respondents from Central actively use the online reservation system to access materials and bring them into the branch for borrowing, with 16.3% primarily using reservations and another 26% using it as often as they browse the shelves. 25.6% primarily use the collection on the shelves at the branch.

Figure 2: Central - 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 (45.2%), Kanopy (21.6%), Hoopla (28.7%), and Flipster (14%).

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Hours of Operation

Regular hours of operation are **64 hours per week** year-round, and an additional 4 hours per week seasonally.

- 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.
- Sunday 1:00 to 5:00 p.m. (seasonal)

Respondents ranked days of the week by preference, using a score of 1 (most preferred) to 7 (least preferred). Using combined scoring² for each day of the week, respondents would **prefer to have their library open on these days** (listed in priority order):

- Saturday
- Sunday
- Monday
- Tuesday
- 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. (227)
- Saturdays 11:00 a.m. to 2:00 p.m. (213)
- Saturdays 2:00 to 5:00 p.m. (198)
- Weekdays 4:00 to 6:00 p.m. (176)
- Saturdays 9:00 to 11:00 a.m. (168)
- Weekdays 6:00 to 8:00 p.m. (166)
- Weekdays 2:00 to 4:00 p.m. (161)
- Sundays 9:00 a.m. to 1:00 p.m. (150)

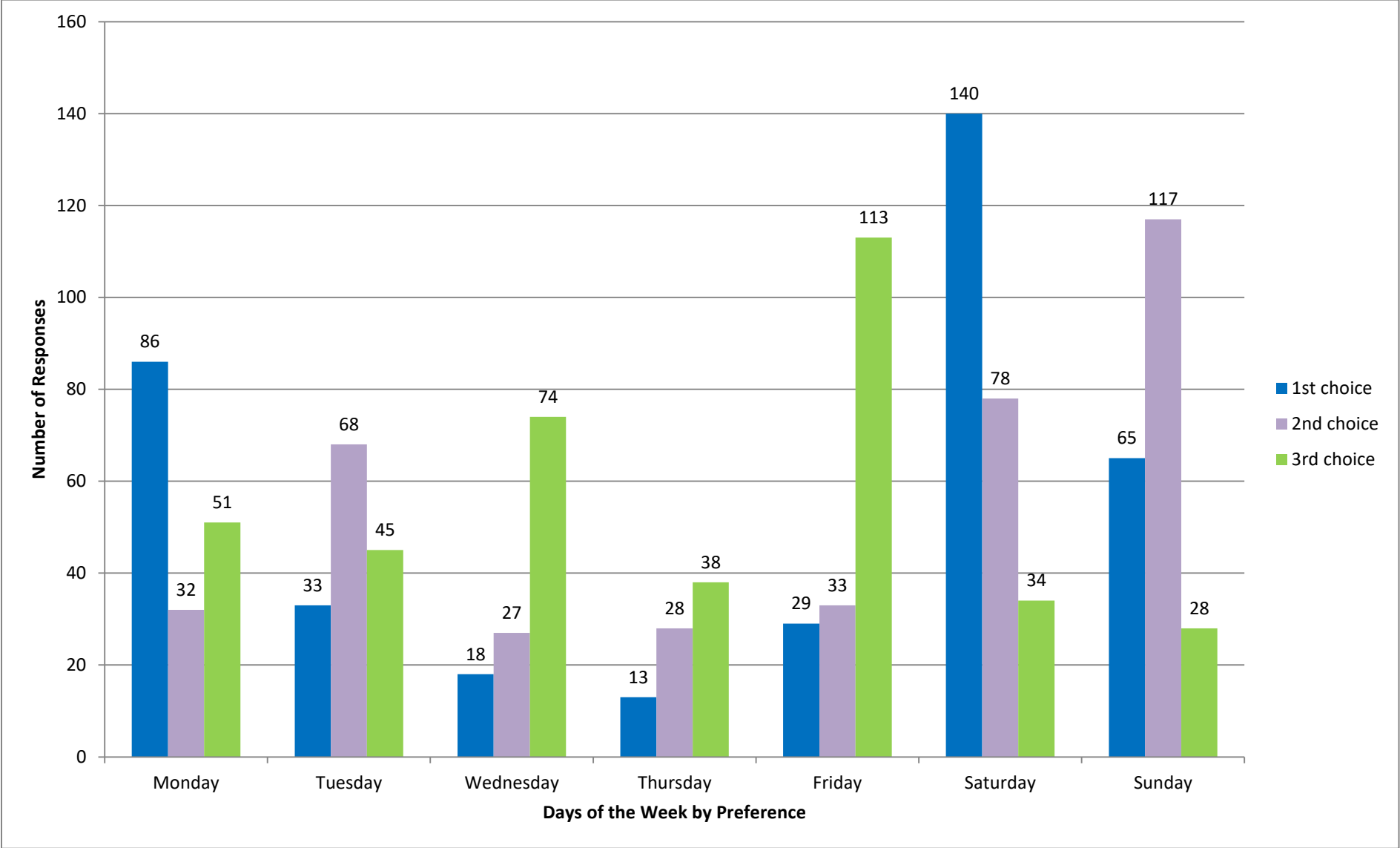
The **LEAST preferred times of day were:**

- Weekdays 8:00 to 9:00 a.m. (39)
- Saturdays 8:00 to 9:00 a.m. (54)
- Weekdays 8:00 to 9:00 p.m. (94)
- Weekdays 11:00 a.m. to 2:00 p.m. (122)
- Weekdays 9:00 to 11:00 a.m. (128)

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

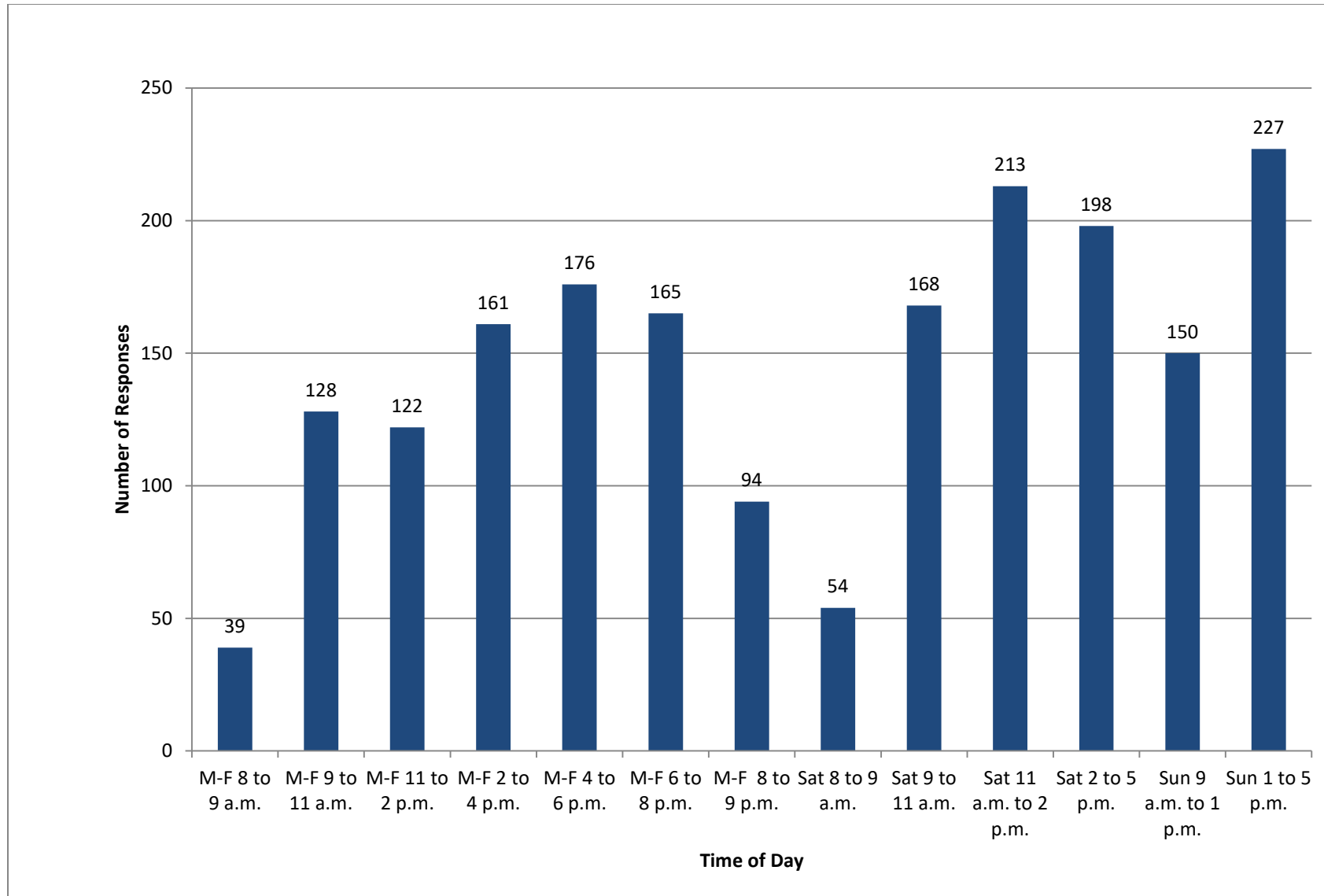
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Figure 3: Central - Preferred Open Days



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Figure 4: Central - Preferred Time of Day



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Comments

Comments related to hours of operation

The most commonly expressed request was for access to the branch on Sundays (31), specifically asking that weekend evenings (4) and Sunday mornings (4) be offered as well. Several patrons reiterated the importance of weekend hours in general (22), including one comment that parking is often easier to find during these times.

We also received many requests for the return of weekday evening hours (26), including specific requests that we add Fridays (2).

Some patrons mentioned that they enjoy visiting the branch when they are already downtown running errands (6), enjoying recreational activities (2) or visiting the market (2).

Several patrons asked us to accommodate those who work (14) or attend classes (1), including those working other than 9-5 (1). Some commented on the importance of early mornings to parents (2), shift-workers (1), and those wanting to stop in before work.(1) We were also encouraged to provide opportunities for after-school visits(9) and PA Days (1), and to open on holidays (1). Some also emphasized importance of daylight hours of service (4)

One patron expressed concern that our decision-making on hours of operation would be based on usage during the pandemic:

- ➔ *Many of us are still working from home, so being able to pop in and out of the library during the daytime on weekdays is very useful. However, as offices and workplaces open up more, I anticipate that library patrons will only be able to visit the library in the evenings on weekdays (after 5:00pm). In summary, full-time working adults will be changing their visiting times shortly and traffic based on the last 18 months will not be reflective of the future state.*

Staff response:

Thank you for sharing your concerns. We know that the pandemic has impacted how our community uses our services. While we are looking at recent data from all of our branches, we are also reviewing 2019 data for branch visits and borrowing, and for the Central Branch we will also look at data from the year prior to renovations.

Comments related to programming and events

Some patrons shared ideas for programming and outreach activities ranging from pop-ups at local farmers' markets to weekend children's programs, and a request to offer PA Day activities aligned with the French school boards' schedule. All of these requests have been shared with our Manager, Programming and Outreach.

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Comments related to library service

One patron suggested that we offer flexible returns and flexible membership services (e.g. applying via phone, online, or click to confirm renewal). One asked that we consider community information such as road closures. Another shared how much they missed the book drop off at Artillery Park.

Staff Response:

Thank you for your feedback. KFPL eliminated late fines in 2021, so while we still provide our patrons with due dates for their materials there is no penalty if you take a few extra days to bring them back. We also added the flexibility of online membership applications with instant access to our digital collections and 30 days to visit a branch with identification and proof of address.

Comments related to the Extended Hours Project

- ➔ *No but being open less would justify having less staff and reducing staff hours and cost to taxpayers?*
- ➔ *As noticed hours to all libraries have been cut now since the covid outbreak but still see same amount of staff in the branches though?*
- ➔ *No but I heard you are thinking about branches with no librarians, that's a bad idea. They are a valued huge part of any good library.*
- ➔ *What works best for my household, and any other thinking household, is to visit the library during hours that there are librarians working*

Staff Response:

Thank you for your comments and questions.

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.

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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.

Comments related to patrons experiencing homelessness

- ➔ *The Central library should have social workers and shower and laundry facilities (with attendant) to assist those in need and to enhance their desire to use the other facilities of the library. (Obviously the City/social services would have to provide additional financial assistance.) The current approach of shunning them is in humane and contrary to the self-improvement a public library should promote.*
- ➔ *Weather alerts. The library should stay open as a safe space during inclement weather to give refuge for those without homes.*
- ➔ *Support for houseless patrons (snacks, socks & community services worker) Job finding club*

Staff response:

The Central Branch acts as a warming and cooling centre, even during pandemic closures, and we regularly welcome street-involved individuals into the branch. Street Outreach workers from Home Base Housing visit the Central Branch as part of their regular rotation through the downtown, connecting those who need them with supports.

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Message of thanks from Central respondents

- ➔ *Hi there! I work from home and honestly, being able to go to the library to get some quiet work done has been so helpful to me.*
- ➔ *I like the library being open on Saturdays and Sundays especially because I live on ODSP, so I don't work. There aren't any social service organizations to go to on the weekend, and going to the library helps me to feel connected to the world. It's an important place for me to go to feel a part of things. Especially in the winter, it's nice to have a warm place to go on Sundays.*

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.

CENTRAL	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	380 survey respondents chose to rank their preferred open days of the week at the Central Branch.
1st choice	86	33	18	13	29	140	65	
2nd choice	32	68	27	28	33	78	117	
3rd choice	51	45	74	38	113	34	28	
4th choice	50	62	49	123	42	25	31	
5th choice	37	56	130	62	68	15	14	
6th choice	23	96	62	70	43	68	20	
7th choice	102	23	23	49	54	22	108	