

General Information

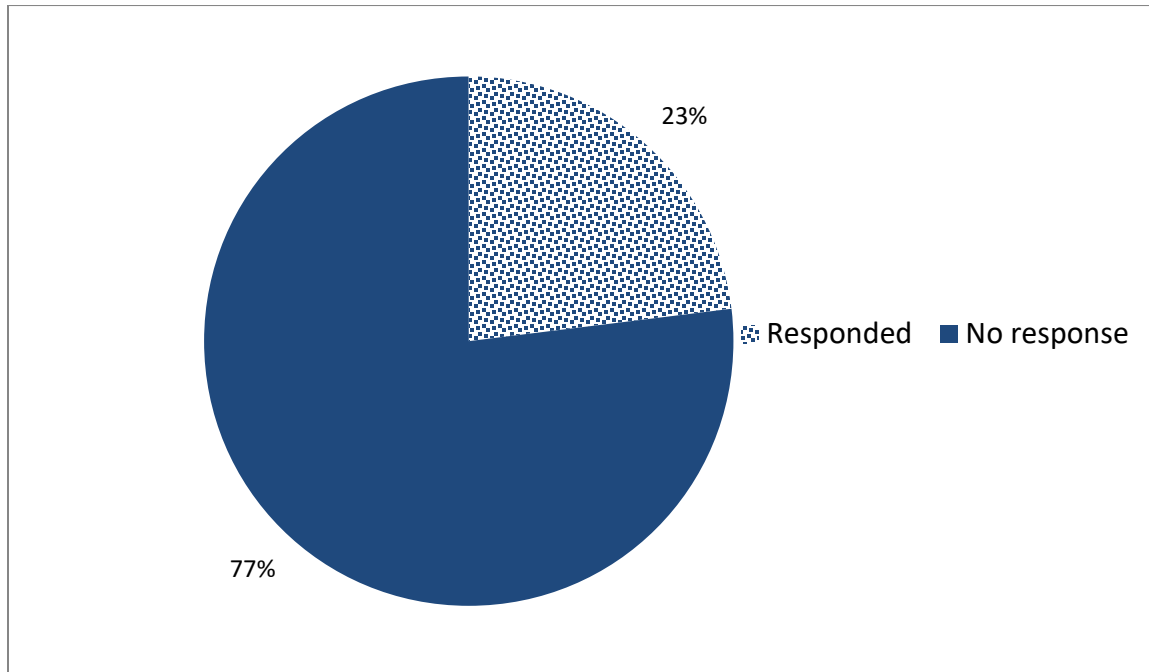
Background

- Population Served: **1,760** (per 2016 census)
- Cardholders with a Frontenac Islands home branch: **292**
(16.6% of population)
- Total respondents selecting a Frontenac Islands Branch as primary location: **61**
(20.9% of cardholders, 3.4% of population)
- Total respondents who indicated that they use different library system: **6***
**Three respondents from Howe Island indicated it was due to greater convenience. One patron is a seasonal resident and uses their home library, and one has a subscription to a library that has Kindle-friendly e-resources.*
- When asked whether they were able to visit an alternate location:
 - ➔ **19.6%** (12) of respondents indicated that they could;
 - ➔ **59%** (36) of respondents said they could do so for an urgent need;
 - ➔ **21.3%** (13) of respondents said that they were not able to do so.

Wolfe Island Branch

Branch Survey Responses

Figure 1: Wolfe Island - Percentage of Cardholders Responding to Survey



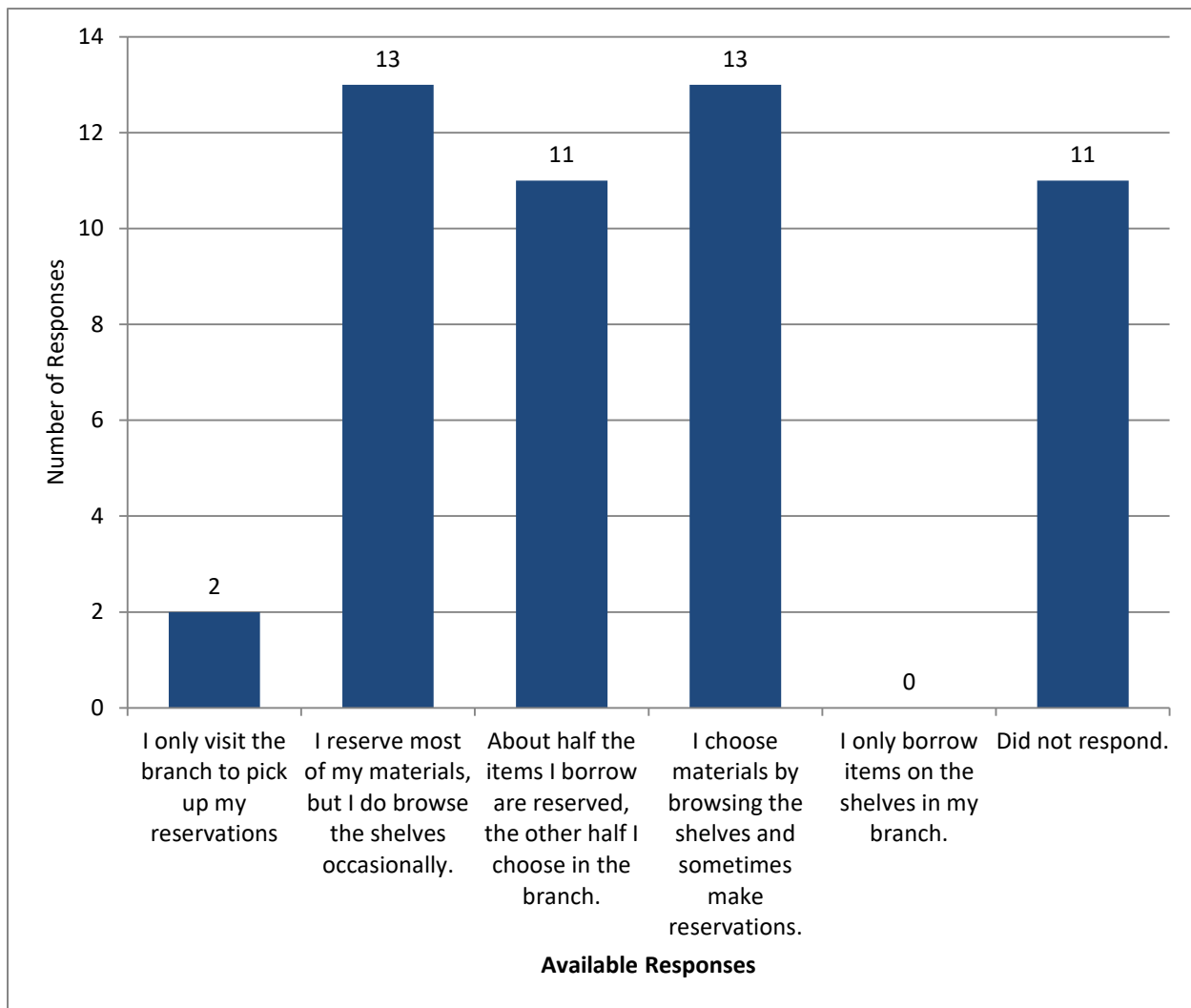
- Cardholders listing Wolfe Island as home branch: **216**
- Total survey respondents selecting Wolfe Island as their primary branch: **49** (22.7% of cardholders)
- Total survey respondents that selected Wolfe Island as their second or third choice of location: **2**
- When asked whether they were able to visit an alternate location*:
 - ➔ **20.4%** (10) of respondents indicated that they could;
 - ➔ **61.2%** (30) of respondents said they could do so for an urgent need;
 - ➔ **18.3%** (9) of respondents said they were not able to do so.

Wolfe Island Branch

Branch Usage

Respondents from Wolfe Island are almost evenly balanced in their use of the online reservation system to access materials and bring them into the branch for borrowing. 30.6% primarily use reservations, 22.4% using reservations as often as they browse the shelves, and another 26.5% primarily use the collection on the shelves at the branch. The remaining 22.4% did not respond to the question.

Figure 2: Wolfe Island - 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 (39.39%) and Hoopla (25.8%). Kanopy (15.7%) and Flipster (6.8%) offer the greatest opportunity for growth.

Wolfe Island Branch

Hours of Operation

Regular hours of operation are **15 hours per week**, with an additional 3 hours per week during the summer months:

- Tuesday 1:00 to 5:00 p.m. and 6:00 to 8:00 p.m.
- Thursday 1:00 to 5:00 p.m. and 6:00 to 8:00 p.m.
- Saturday 10:00 a.m. to 1:00 p.m.
- Friday 2:00 to 5:00 p.m. (July and August)

Respondents ranked days of the week by preference, using a score of 1 (most preferred) to 7 (least preferred). Using combined scoring¹ for each day of the week, respondents would **prefer to have their library open on these days** (listed in priority order):

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

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

- Weekdays 2:00 to 4:00 p.m. (30)
- Saturdays 9:00 a.m. to 2:00 p.m. (18)
- Weekdays 4:00 to 6:00 p.m. (16)
- Weekdays 6:00 to 8:00 p.m. (14)
- Saturdays 2:00 to 5:00 p.m. (14)
- Weekdays 9:00 to 11:00 a.m. (12)

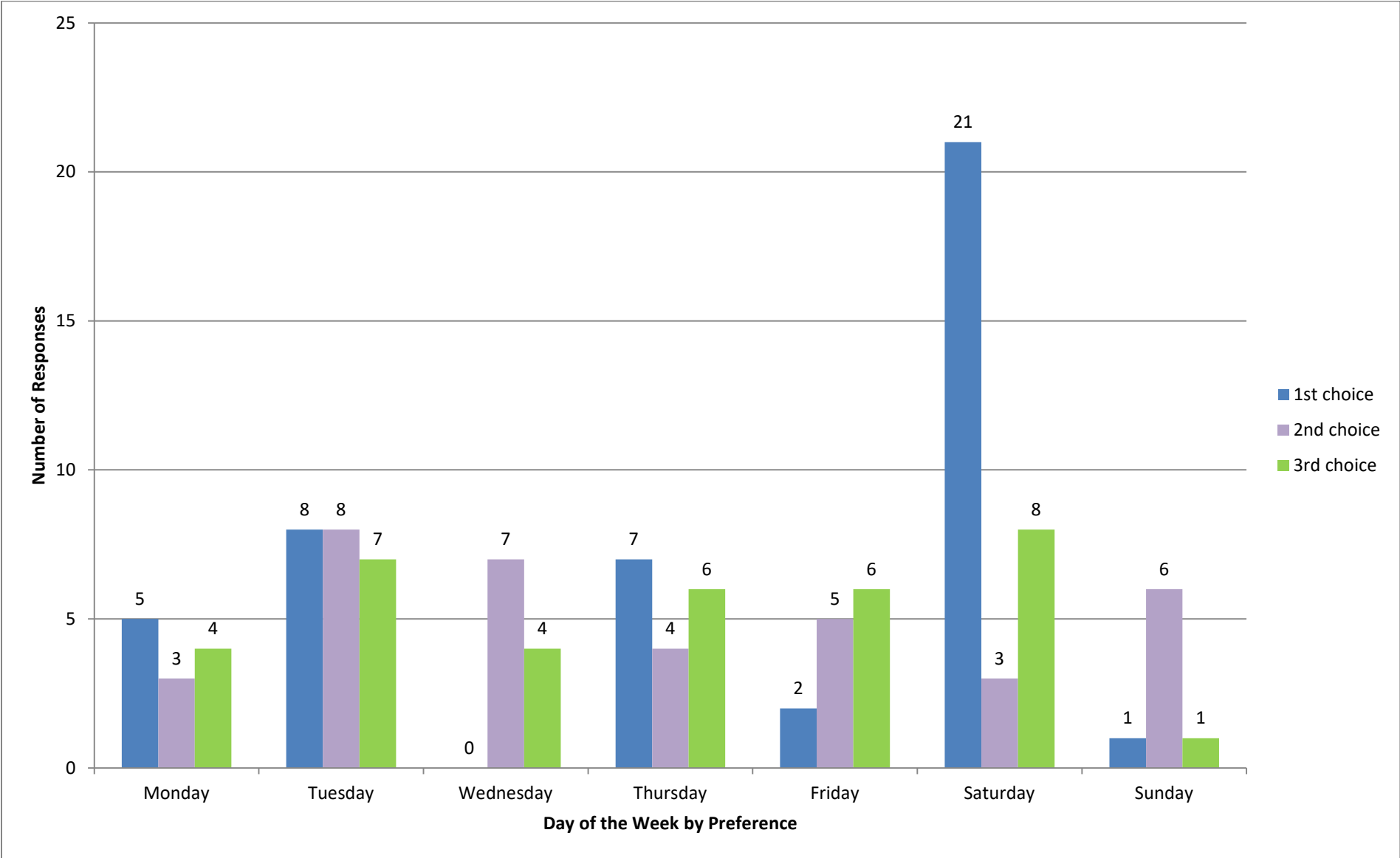
The **LEAST preferred times were:**

- Weekdays 8:00 to 9:00 a.m. (1)
- Saturdays 8:00 to 9:00 a.m. (1)
- Weekdays 8:00 to 9:00 p.m. (2)
- Sundays 9:00 a.m. to 1:00 p.m. (4)
- Sundays 1:00 to 5:00 p.m. (8)
- Weekdays 11:00 a.m. to 2:00 p.m. (9)

¹ An explanation of the combined scoring system and raw data of respondent preferences is available in Appendix A.

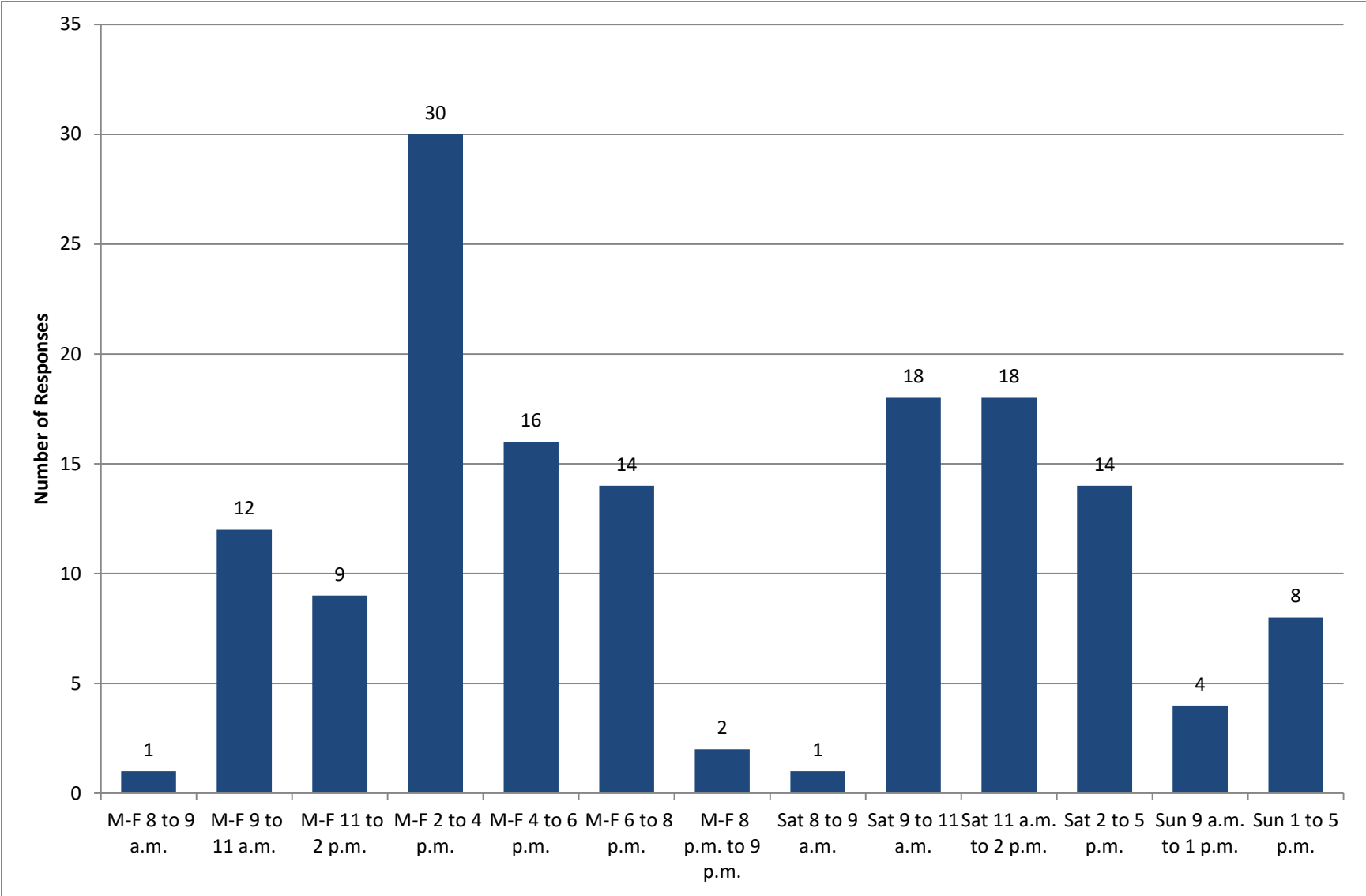
Wolfe Island Branch

Figure 3: Wolfe Island - Preferred Open Days



Wolfe Island Branch

Figure 4: Wolfe Island - Preferred Time of Day



Wolfe Island Branch

Comments

Comments related to hours of operation

Respondents recommended that we align our hours with garbage and recycling (Open Monday, Wednesday and Saturday 9-12, 12:30-5) (9), Farmer's Market (Saturdays, seasonal) (3), Kingston Jazz Society concerts and workshops, Fargo's hours of business (1), happy with current hours (3), ferry schedule (2), Library courier delivery (1), after school (1).

- ➔ *For my family when my kids were little and up at 5 in the morning I wished the library was open on weekends earlier than 10am. 9 would have been perfect because they were back down for a nap from 10-12ish. Now that my children are older I would say the later hours are better.*
- ➔ *Being on the island, it is important that the library is open some late evenings to accommodate people getting off the 5-6pm ferry. In addition, I am a shift worker so it is nice to be able to go after my 12 hour shift (around 8pm). It would need to be open at least one week day as well as one weekend day to accommodate shift workers.*
- ➔ *Please extend Saturday hours and add Sunday hours. To be open 15 hours a week (the current schedule) does not fit my family's needs. Wolfe Island branch needs to be open for weekend/seasonal residents.*

Staff response:

Thank you for your feedback and suggestions. We will review survey results, along with branch visit and borrowing data, to meet as many community needs as possible.

General comments about library service

- ➔ *I cannot understand why an island like Wolfe is taking "Cottage Life" magazine off the shelves. It is cottage country! Yes, maybe a lot get a subscription but a lot don't.*

Staff response:

Thank you for sharing your feedback. Magazine subscriptions were reviewed system-wide to determine the most popular titles read by our patrons. We reduced the number of our subscriptions to less-read titles, and tried to balance the cancellations so that all branches maintained a reasonable selection of titles. If you wish to reserve Cottage Life to have it shipped to Wolfe Island for your enjoyment, our staff can assist you.

Wolfe Island Branch

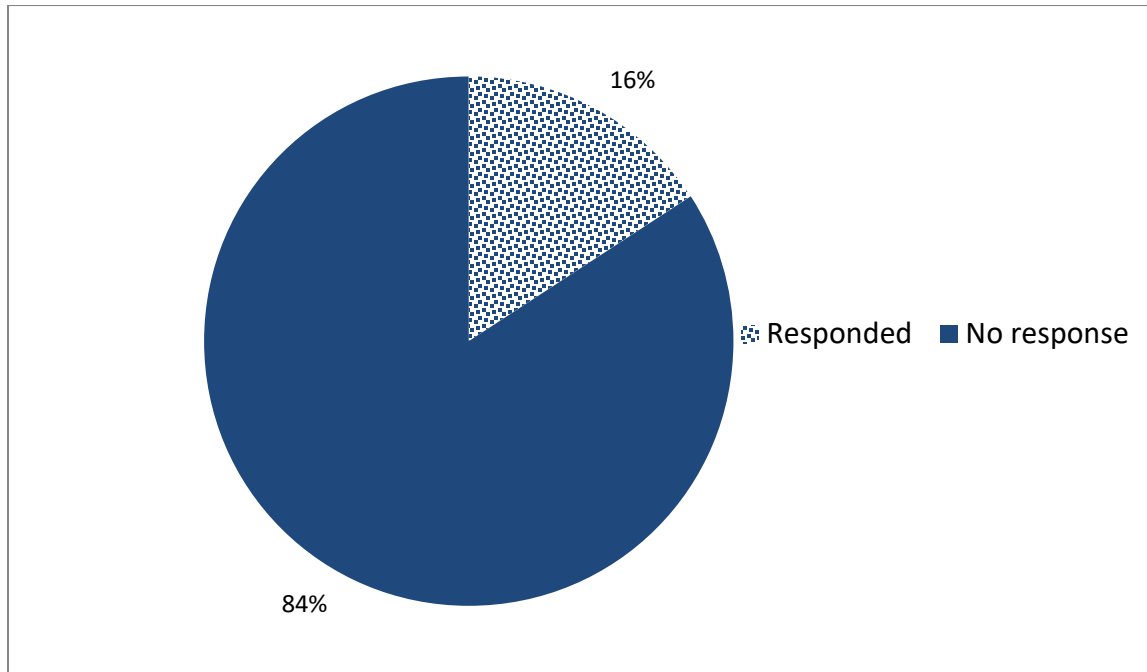
Messages of thanks from Wolfe Island respondents

- ➔ *I feel very fortunate to live on Wolfe Island to enjoy a beautiful library and neighbour. A quite amazing variety of books, topics and also a smart and obliging librarian.*
- ➔ *We appreciate KFPL - a lot - and the excellent service-oriented interaction with our librarian on Wolfe Island and in Kingston. Note: in Kingston we almost never encounter a human being on site. I much prefer the Kingston library of years past.*
- ➔ *We are thrilled that we have a library on Wolfe Island & are also able to access materials throughout the system. Our librarians are very kind and helpful at all times! We love to take our grandchildren to the library on a Saturday morning when they are visiting us.*

Howe Island Branch

Branch Survey Responses

Figure 5: Howe Island - Percentage of Cardholders Responding



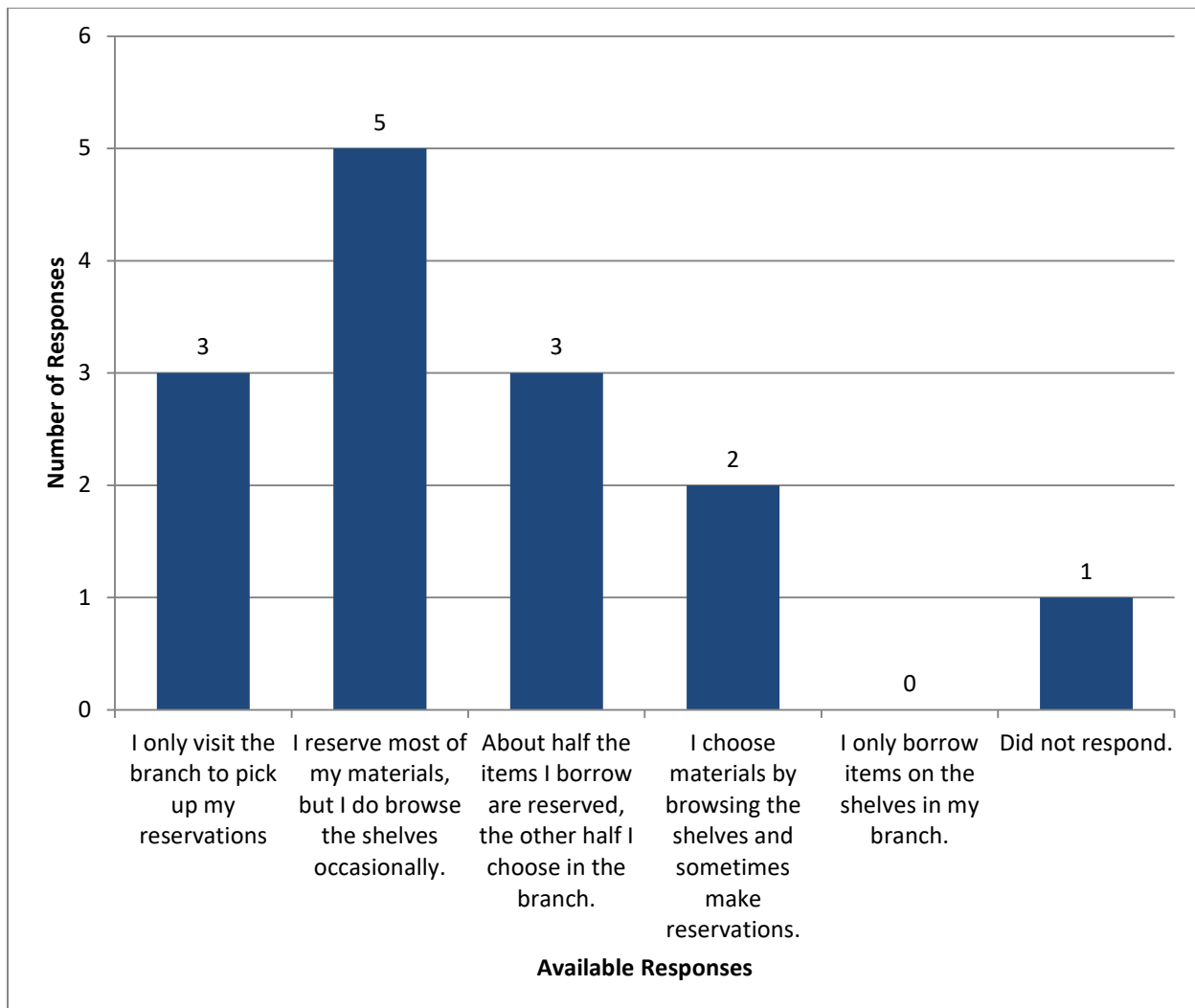
- Cardholders listing Howe Island as their home branch: **76**
- Total respondents who selected Howe Island as their primary branch: **12** (15.8% of cardholders)
- Total respondents who selected Howe Island as their second or third choice of location: **2**
- When asked whether they were able to visit an alternate location:
 - ➔ **16.6%** (2) of respondents indicated that they could;
 - ➔ **50%** (6) of respondents said they could do so for an urgent need;
 - ➔ **33.3%** (4) of respondents said that they were unable to do so.

Howe Island Branch

Branch Usage

Howe Island respondents actively use the online reservation system to find and bring in materials for borrowing, with 57.1% primarily reserving their selections and 21.4% using it as often as they browse the shelves. The in-branch collection is the primary source of materials for 14.2% of respondents. One person did not respond.

Figure 6: Howe Island – Branch Usage as Reported by Respondents



Use of digital collections by Howe Island respondents is higher than at other KFPL branches. 70% of respondents use cloudLibrary at least occasionally, while 41.6% use Hoopla and 36% use Kanopy. Flipster (18.1%) is the least-used digital service across the system, and offering the greatest opportunity for growth at this branch.

Howe Island Branch

Hours of Operation

Regular hours of operation are **6 hours per week**:

- Tuesday 3:00 to 5:00 p.m.
- Thursday 6:00 to 8:00 p.m.
- Saturday 10:00 a.m. to 12:00 p.m.

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

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

- Saturdays 11:00 a.m. to 2:00 p.m. (6)
- Saturdays 9:00 to 11:00 a.m. (5)
- Weekdays 2:00 to 4:00 p.m. (4)
- Weekdays 6:00 to 8:00 p.m. (4)
- Weekdays 9:00 to 11:00 a.m. (3)
- Weekdays 4:00 to 6:00 p.m. (3)
- Saturdays 2:00 to 5:00 p.m. (3)

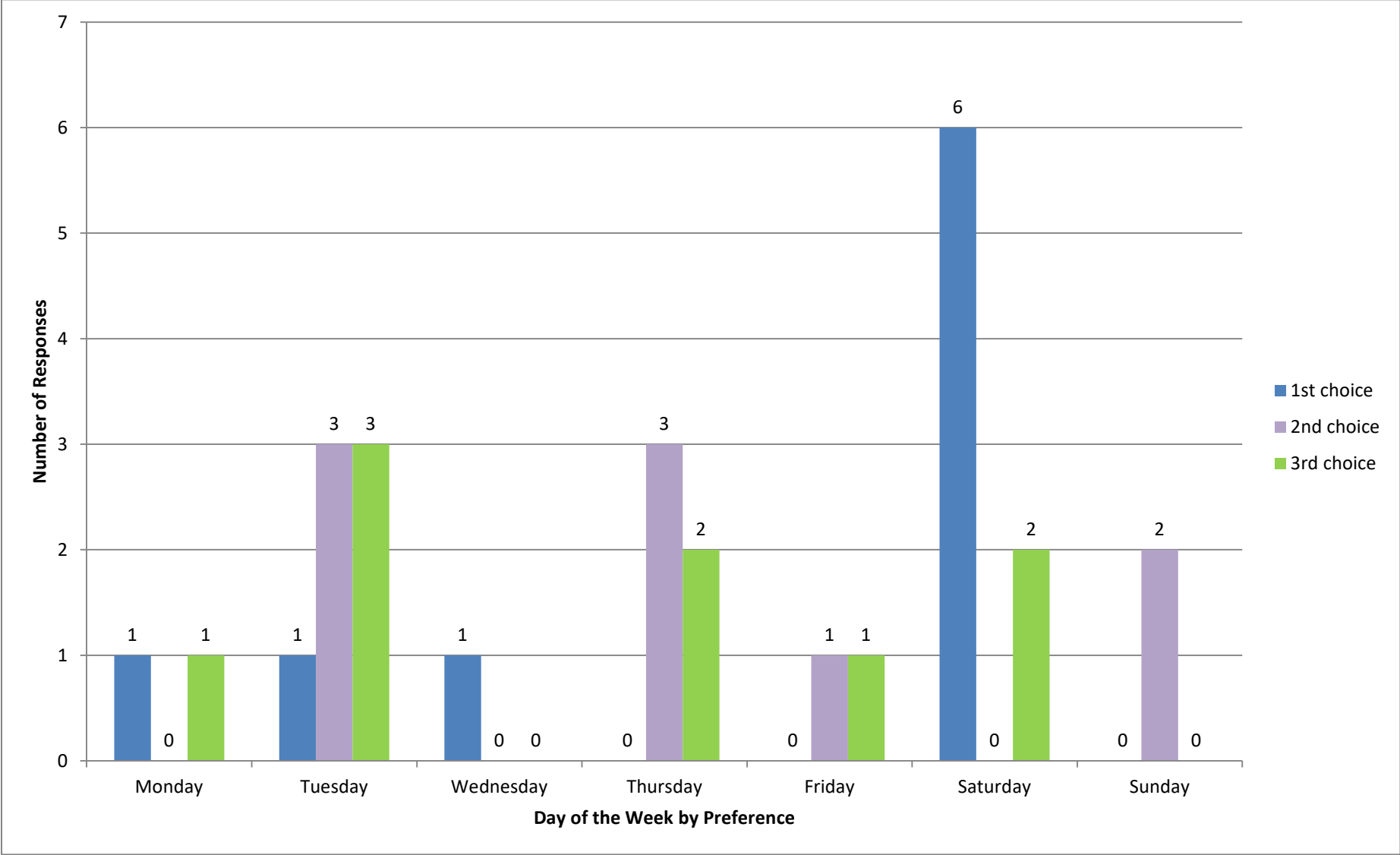
The **LEAST preferred times were**:

- Weekdays 8:00 to 9:00 p.m. (0)
- Saturdays 8:00 to 9:00 a.m. (0)
- Sundays 9:00 a.m. to 1:00 p.m. (0)
- Weekdays 8:00 to 9:00 a.m. (1)
- Weekdays 11:00 a.m. to 2:00 p.m. (1)
- Sundays 1:00 to 5:00 p.m. (1)

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

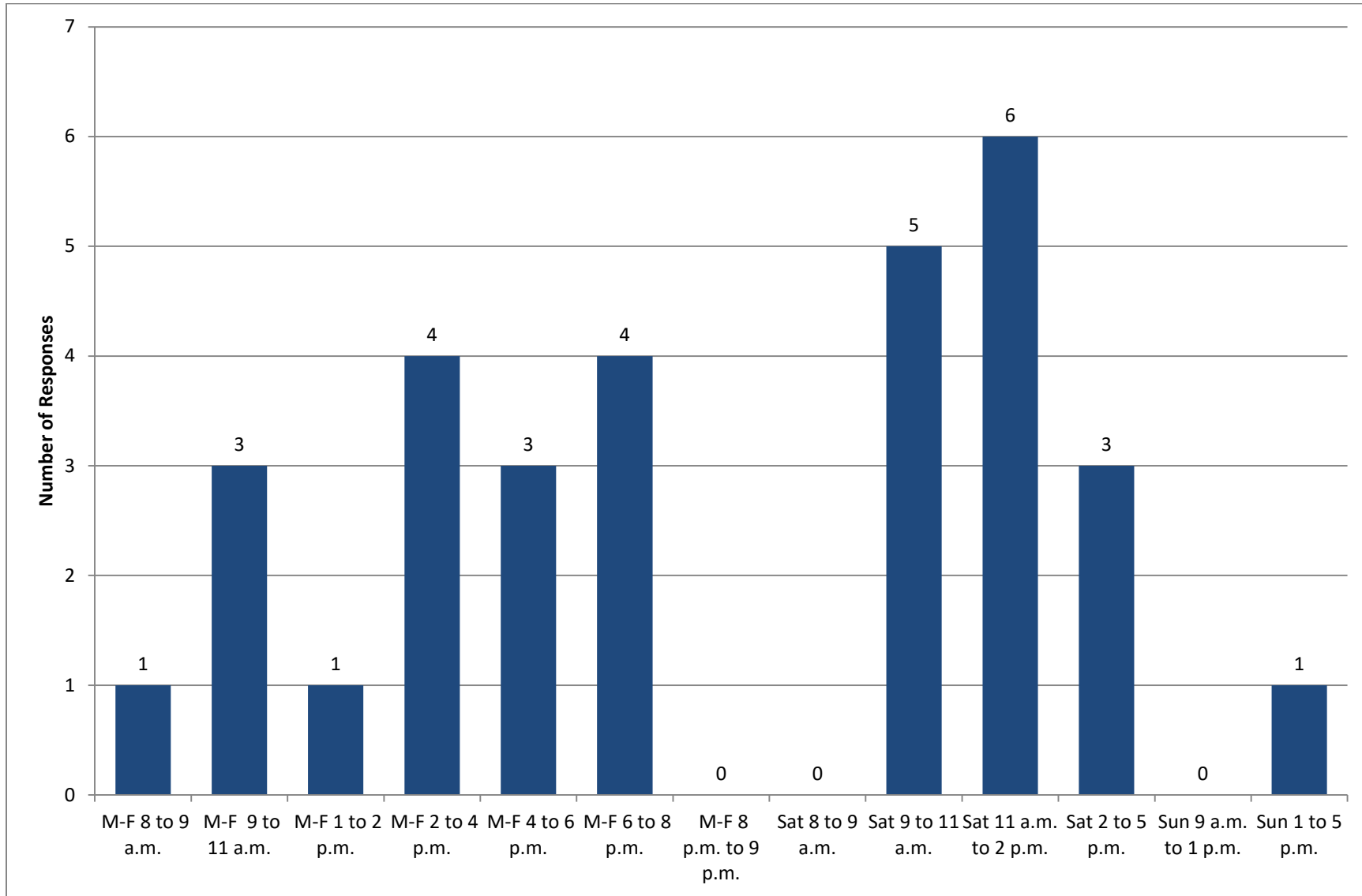
Howe Island Branch

Figure 7: Howe Island - Preferred Open Days



Howe Island Branch

Figure 8: Howe Island - Preferred Time of Day



Howe Island Branch

Comments

Comments related to hours of operation

Most respondents (13) asked that we align with recycling (Tuesday and Thursdays 6-8 pm, Saturdays 8-12). We were also asked to provide hours to accommodate after work/school visits (1).

Staff response:

Thank you for your feedback and suggestions. We will review survey results, along with branch visit and borrowing data, to develop a schedule that meets as many community needs as possible.

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.

WOLFE ISLAND	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	32 survey respondents chose to rank their preferred open days of the week at the Wolfe Island Branch.
1st choice	5	8	0	7	2	21	1	
2nd choice	3	8	7	4	5	3	6	
3rd choice	4	7	4	6	6	8	1	
4th choice	3	6	6	7	3	2	5	
5th choice	9	7	6	5	1	2	1	
6th choice	5	1	7	7	11	0	0	
7th choice	3	0	2	1	6	1	19	

HOWE ISLAND	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	9 survey respondents chose to rank their preferred open days of the week at the Howe Island Branch.
1st choice	1	1	1	0	0	6	0	
2nd choice	0	3	0	3	1	0	2	
3rd choice	1	3	0	2	1	2	0	
4th choice	0	1	3	3	1	0	1	
5th choice	2	0	3	1	3	0	0	
6th choice	2	1	2	0	3	1	0	
7th choice	3	0	0	0	0	0	6	