

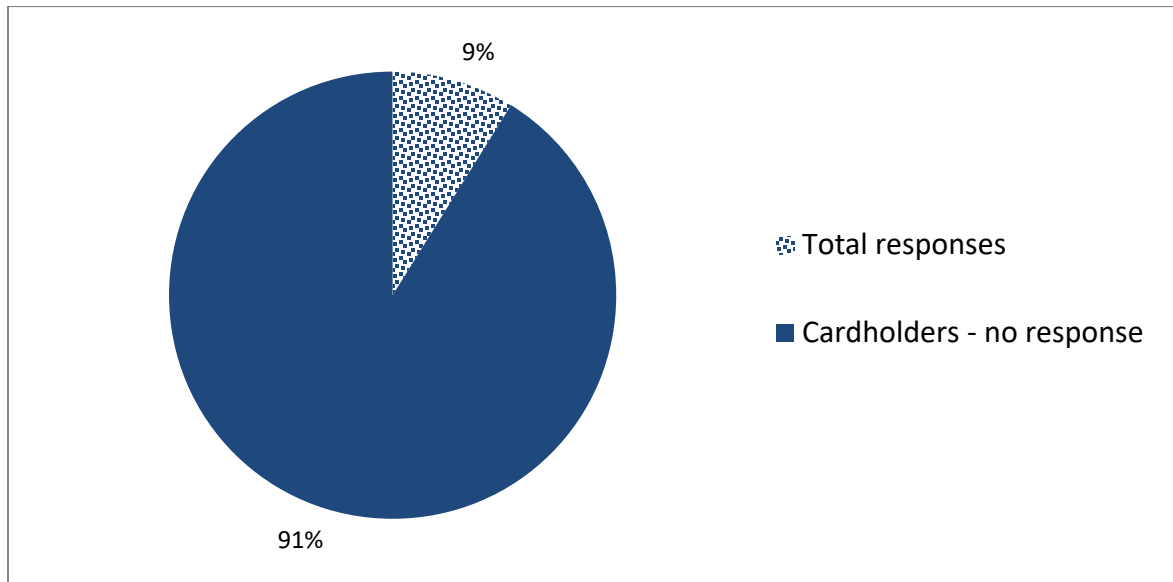
Isabel Turner Branch

Background

Population Served: **61,677** (per 2020 census)¹

Branch Survey Responses

Figure 1: Isabel Turner- Percentage of Cardholders Responding to Survey



- Cardholders listing Isabel Turner as home branch: **8,471** (13.7% of population)
- Total survey respondents selecting Isabel Turner as their primary branch: **752*** (8.9% of cardholders, 1.2% of population)
**Some of these respondents also submitted feedback for Central (20), Calvin Park (28), Pittsburgh (7), Rideau Heights (1), Sydenham (4), Storrington (1), Arden (1), and Hartington (3) as their second choice of location, and Calvin Park (8), Central (7, Rideau Heights (1), and Pittsburgh (1) as their third choice.*
- Total survey respondents that selected Isabel Turner as an alternate location: **39**
- Total survey respondents who indicated that they use a different library system: **44**
 - Respondents use these libraries to access academic materials. Some live part-time in other communities, and some Lennox & Addington users have paid for a KFPL subscription membership to access our larger collections.
- When asked whether they were able to visit an alternate location:
 - ➔ **39.5%** (291) of respondents indicated that they could;
 - ➔ **50.4%** (371) of respondents said they could do so for an urgent need;
 - ➔ **8.2%** (61) of respondents said they were not able to do so.**Seven respondents did not answer.*

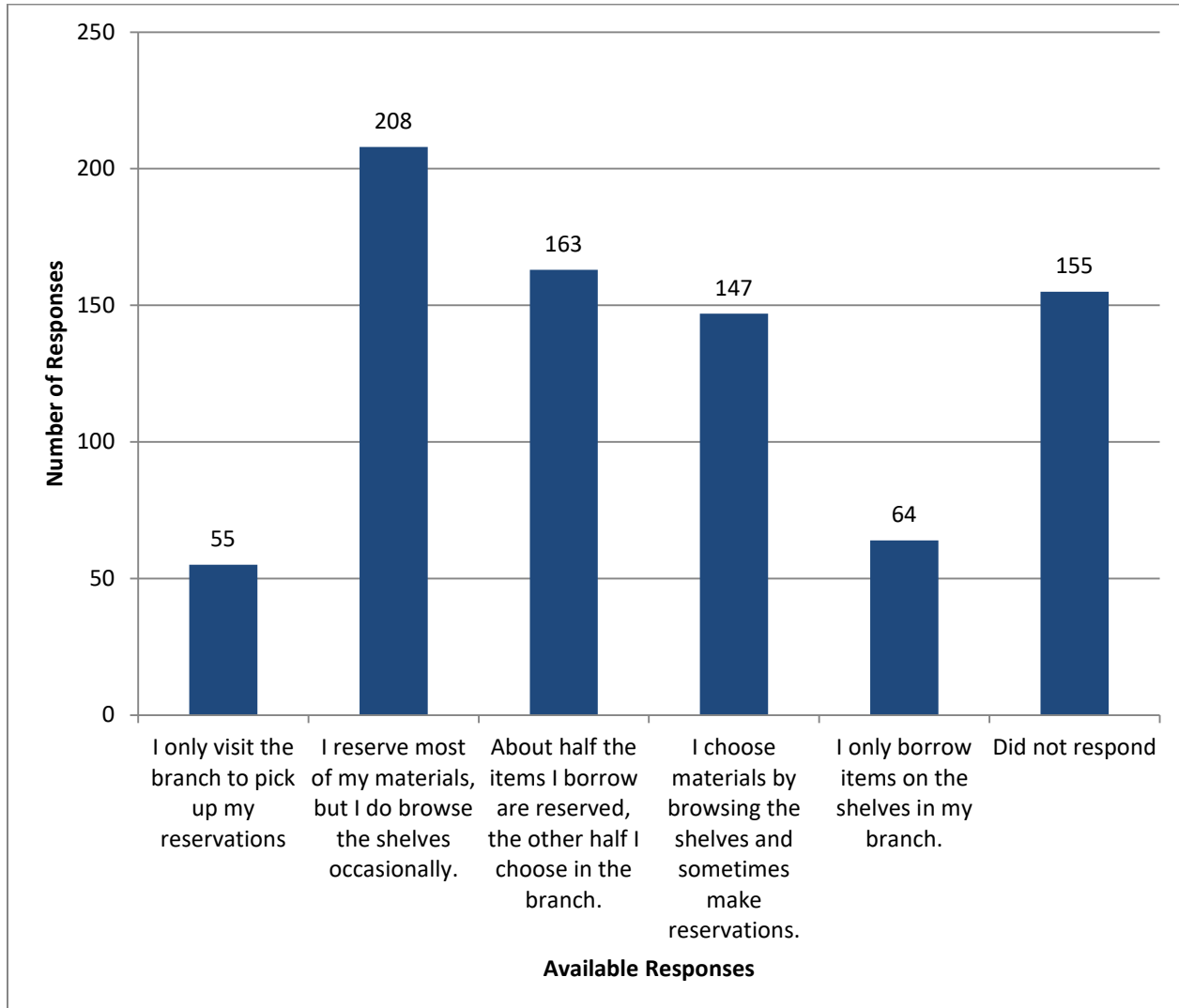
¹ Combined population of census tracts where the majority of cardholders primarily use this location as their home branch.

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Branch Usage

Respondents from the Isabel Turner Branch actively use the online reservation system to access materials and bring them into the branch for borrowing, with 33% primarily using reservations and another 20.5% using it as often as they browse the shelves. 26.6% primarily use the collection on the shelves at the branch.

Figure 2: Isabel Turner - 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 (43.9%), Kanopy (9.1%), Hoopla (22.4%), and Flipster (10.4%).

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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). There was little variation in the rankings between each day of the week. Using combined scoring² respondents would **prefer to have their library open on these days** (listed in priority order):

- Saturday
- Monday
- Tuesday
- Friday
- Sunday
- 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. (356)
- Saturdays 2:00 to 5:00 p.m. (331)
- Saturdays 11:00 a.m. to 2:00 p.m. (322)
- Saturdays 9:00 to 11:00 a.m. (296)
- Weekdays 6:00 to 8:00 p.m. (284)
- Weekdays 2:00 to 4:00 p.m. (262)
- Weekdays 9:00 to 11:00 a.m. (260)
- Weekdays 4:00 to 6:00 p.m. (251)
- Sundays 9:00 a.m. to 1:00 p.m. (238)

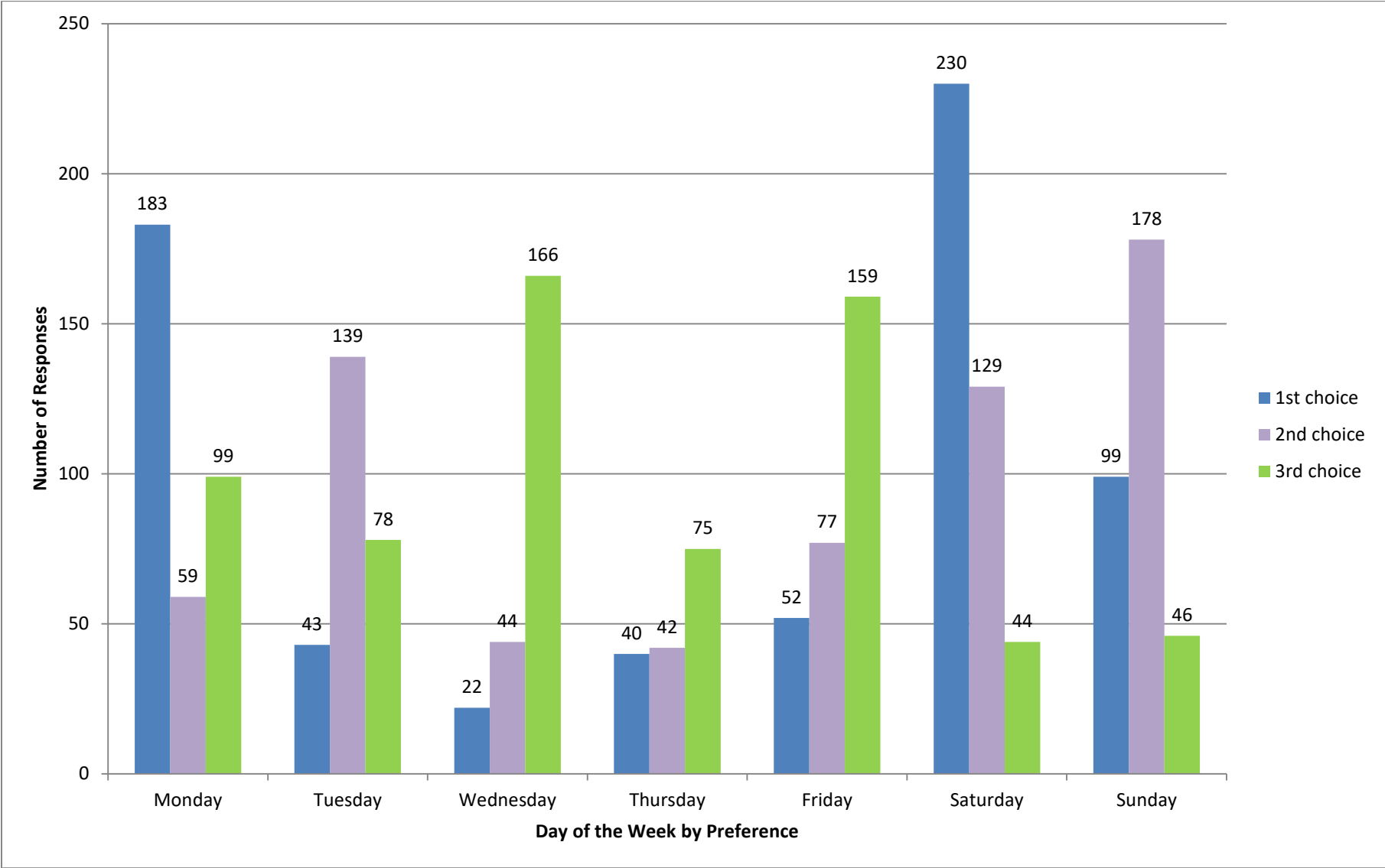
The **LEAST preferred times were:**

- Weekdays 8:00 to 9:00 a.m. (76)
- Saturdays 8:00 to 9:00 a.m. (100)
- Weekdays 8:00 to 9:00 p.m. (128)
- Weekdays 11:00 a.m. to 2:00 p.m. (175)

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

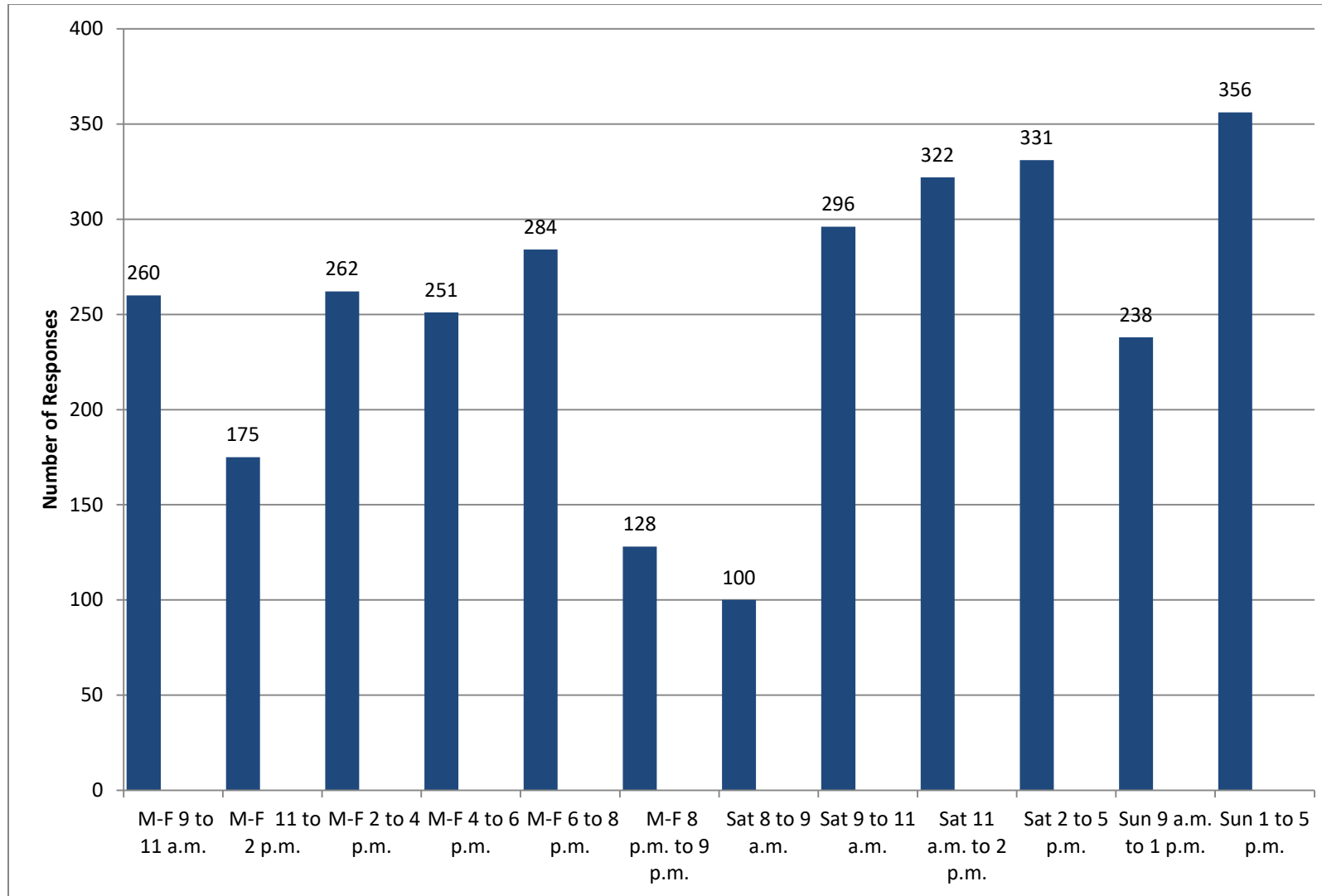
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Figure 3: Isabel Turner - Preferred Open Days



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Figure 4: Isabel Turner - Preferred Time of Day



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Comments

Comments related to hours of operation

The most commonly expressed request was for the return of weekday evening hours (55), including specific requests that we add Fridays (16).

Next priority for our respondents was for access to the branch on Sundays (29), with some specifically asking that weekend evenings (10) and Sunday mornings (6) be offered. Several patrons reiterated the importance of weekend hours in general (45).

Some patrons mentioned that they enjoy visiting the branch when they are already running errands (10) and appreciate hours aligning with retail, or while they are enjoying recreational activities (2). We were asked to be mindful of the transit schedule (4).

Several patrons asked us to accommodate those who work (6), and some commented on the importance of early mornings (14), including Saturdays (1). One person suggested we support high school and university exam study periods. (1) We were also encouraged to provide opportunities for after-school visits (5), field trips (1), and PA Days (1), and to open on holidays (4). Some also emphasized importance of daylight hours of service (5)

Comments related to programming and events

Some patrons made suggestions for programs and events, ranging from outdoor concerts to human libraries.

We also received requests for a tool library, and were asked to offer a shredding service, a recycling depot (including books, batteries, and plastics). We were also asked to sell garbage tags.

Staff response:

Thank you for your suggestions. Programming ideas have been shared with our Manager, Programming and Outreach. We will explore the feasibility of the others suggestions.

Comments related to library service

Our survey respondents had a wide range of opinions about when the branch should be open, some preferring early mornings and others late nights; some suggesting we need only be open 5 days per week, others requesting that we open every day for as many hours as possible. Some simply asked that hours be consistent.

One patron expressed concern that changing hours or closing branches on odd days would limit access, and another praised libraries as an institution available to everyone.

Some patrons offered suggestions for new ways to use our hours:

- ➔ *I would love later hours in the summer time since there is more space to fill.*

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- ➔ *In general, later weekend hours would be great, but I appreciate that you have later hours throughout the week and your staff probably needs some earlier nights. Later summer hours on the weekend would also be great. We're working parents and it's hard to get out to the library during the week. Just to be clear, we're not dissatisfied with hours at all. I really appreciate when you're open on Sundays. Saturdays is usually our full social day and Sunday is our quieter day.*
- ➔ *I really have in the past appreciated the extended hours during exam and finals season for schools*
- ➔ *I would love to see the libraries open until 9:00 p.m. If at all possible, it would also be lovely to have the libraries open later once per month for special "late night" library hours (say, until 11 or midnight). This would accommodate shift workers and night owls once in a while.*

Staff Response:

Thank you to all of our survey respondents for making the time to share your feedback on our hours of operation. We will carefully consider all of the ideas brought forward by our community, along with our visitor and borrowing data, to guide our decision-making.

- ➔ *This is only branch near Bayridge, have you considered opening another west-end branch? Perhaps you could come up with some ideas.*
- ➔ *I don't have a branch in my community. We have just moved to our new house in Perth Road Village, from Godfrey. Our home branch used to be Hartington, but it was never open so we didn't go for the longest time. I work in the West End, so if we need the library we would end up going to Gardiners Rd. It would be convenient to have a branch in Perth Road or Inverary.*

Staff Response:

Thank you for your feedback. We know that the Isabel Turner Branch serves a broad geographic area. KFPL is in the process of updating our Facilities Master Plan, which will guide our facilities planning and major capital investments over the next 10 to 20 years.

Our Storrington Branch, at 3910 Battersea Road, is the closest location for patrons in Perth Road Village.

- ➔ *I would like there to be entry access to libraries for people age 12 and up to be dependent on being vaccinated. Otherwise a negative test should be submitted before entry.*

Staff Response:

Thank you for sharing your concerns. KFPL takes the health and safety of our staff and patrons seriously. We have several safety protocols in place, including a staff vaccination policy and cleaning regiments, and we closely monitor public health guidelines. The province

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has not mandated vaccination for public library visits. Everyone entering the space must wear a mask unless they have a medical exemption, and are asked to maintain physical distancing.

Comments related to the Extended Hours Project

- *No but again we need librarians at every branch.*
- *Daily life in no way shape or form should the library reduce hours or use no attendants.*

Staff Response:

Thank you for your comments and questions.

While our branches have had reduced hours during the pandemic we have not made any reductions to staffing. 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 if funding becomes available and 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.

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Messages of thanks from Isabel Turner respondents

- ➔ *I think that the library system does a thorough coverage for the large number of citizens you serve, I commend you for the decisions you have made to make access, formats and a welcoming atmosphere to all patrons. Thank you for all you do.*
- ➔ *Libraries are an essential service and should be open as much as possible and be as mobile as possible. Will happily pay more taxes for libraries.*

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.

ISABEL TURNER	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	664 survey respondents chose to rank their preferred open days of the week at the Isabel Turner Branch.
1st choice	183	43	22	40	52	230	99	
2nd choice	59	139	44	42	77	129	178	
3rd choice	99	78	166	75	159	44	46	
4th choice	79	113	117	226	64	31	35	
5th choice	49	113	181	117	143	32	28	
6th choice	65	140	93	101	88	146	25	
7th choice	131	40	41	65	82	49	248	