Kingston Frontenac Public Library

CONSULTATION FINDINGS REPORT

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Kingston Frontenac Public Library

Facilities Master Plan
Consultation Findings Report

April 11, 2022

Prepared by:

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1.0
Introduction

Purpose of the Facilities Master Plan

Kingston Frontenac Public Library (KFPL) services a vast geographic territory through 16 library branches located in the five following municipalities:

- City of Kingston
- Township of North Frontenac
- Township of Central Frontenac
- Township of South Frontenac
- Township of Frontenac Islands

KFPL presently serves 161,750 people[1] living in its five member municipalities. Each municipality, along with the County of Frontenac, are funding partners that contribute towards the provision of library services offered through KFPL. Each library branch serves a slightly different function in that there are a diverse range of branches throughout its urban and rural communities by providing collections, programs, services and amenities in response to its diverse and geographically dispersed resident base.

The Facilities Master Plan (FMP) renews the long-term vision for how KFPL's built form will transform over the next 20 years based on the evolution of the County of Frontenac, the City of Kingston and the four Townships. It is intended to provide a library facility model to guide KFPL in re-affirming – and adjusting where necessary – the role of its library branches, evaluate the merits of delivering new or more specialized functions, and explore alternative space delivery options that can effectively improve access to library services.

Purpose of the Consultation Findings Report

Community consultation is an integral component of refreshing the vision and facility model. This Consultation Findings Report has been prepared as a background report to inform KFPL and the community about the types of feedback obtained through the initial phases of the master planning process. It is a point of departure that precedes upcoming needs assessments and thus it is important to note that this Consultation Findings Report does not contain any recommendations, nor does it alter any community feedback provided that may not reflect KFPL's actual practices, policies or amenities currently offered.

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[1] Statistics Canada 2021 Census Populations for Kingston, North Frontenac, Central Frontenac, South Frontenac, and Frontenac Islands

Summary of Consultation Initiatives

Consultations to date have focused upon the general public, community and agency partners, municipal representatives and KFPL staff. These have allowed the Consulting Team and KFPL Steering Committee to glean initial insights and perspectives relating to a wide range of topics pertaining to the provision of library space in Kingston-Frontenac. Consultation initiatives that have been carried out up until this point in time (i.e., April 2022) include:

- **Generating Community Awareness** through the creation of an online project portal, use of social media and traditional forms of communication with the public;

- **Virtual and In-Person Open Houses** to introduce the FMP to the community;

- **Community Survey** to obtain opinions, insights and preferences with respect to library space;

- **Community Partner Workshops** to understand the perspectives of organizations and agencies as to how they presently use library branches and how their use may differ in the future;

- **Key Opinion Leader Interviews** to listen to feedback from those that have a vested interest in the delivery of library services and/or work closely with KFPL; and

- **KFPL Staff Workshops** to benefit from the vast knowledge of those that work directly within the library system and interact with library users on a regular basis.

Additional consultations will be carried out in the future through engagement of the KFPL Library Board at key stages as well as another round of Community Open Houses to test the Draft FMP prior to its finalization.

2.0
Project Promotion & Awareness Efforts

KFPL placed a major emphasis on generating awareness of the Facilities Master Plan and notably those opportunities for the public and community partners to participate. The FMP's consultation initiatives were promoted using the KFPL webpage in addition to other print and digital media (posters, display boards, etc.), social media accounts and other advertising means. Further, members of KFPL staff, municipal staff, Councils and other community champions were asked to distribute project information throughout their respective networks.

A project-specific webpage was created to provide information about the FMP, ways for people to be engaged in the process, a link to subscribe to the Engage KFPL newsletter for project updates, and project contact information.

Figure 1: Screenshot from the KFPL Facilities Master Plan Webpage

Current Projects

∨ Facilities Master Plan
  - **About the Project**
  - ◦ Community Survey
  - ◦ Public Open House Events
  - ◦ Draft Plan Review
  › Branch Hours Review
  › Extended Hours Project
  › Calvin Park Courtyard and Green Space Rejuvenation

Future Projects

  › Pittsburgh Branch Renovations & Expansion

Past Projects

  › Library Services at the Kingston Secondary School

Facilities Master Plan

About the Project

KFPL is working with Monteith Brown Planning Consultants to develop a new Facilities Master Plan that will renew the space-related vision for the Library. The plan will ensure that quality library facilities are provided over the next 20 years that respond to the emerging needs of both the urban and rural communities.

Community engagement during this project will include a survey, virtual and in-person open house events, and an opportunity to share feedback on the draft plan.

Previously, KFPL undertook a Branch Services Review in 2004, followed by a Branch Services Master Plan and a community consultation in 2010. These documents and other works by KFPL have resulted in:

3.0
Community Survey

A community survey running between March 5 and April 4, 2022 collected input on a variety of library-specific topics to inform the Facilities Master Plan. Specifically, the survey explored use of local library branches along with programs, services and amenities being sought through KFPL. A total of 1,371 online and hard copy surveys were submitted and analyzed.

With the COVID-19 pandemic having closed library branches and reducing the availability of library services, survey respondents were asked to report their participation levels from 2019 (pre-COVID-19) to depict the frequency and type of activities that respondents would typically use the library in the absence of restrictions or concerns over personal health. Please note that the self-administered format of the survey is such that results should **not** be interpreted to be statistically representative of Kingston Frontenac's entire population.

Survey Sample Characteristics

Notable demographic characteristics of responding households are as follows:

- The median age of survey respondents was 62, significantly older than the 2016 Census median of 43 years.

- The average household size was 2.4 persons, which is similar to the 2016 Census figure (2.3).

- The City of Kingston accounted for the majority of survey responses (68%), followed by South Frontenac (13%), Central Frontenac (8%), North Frontenac (4%) and Frontenac Islands (3%). Based on 2022 Census population data, there is a slight over-representation among the rural townships.

- Approximately three out of four surveys were submitted by persons that are well established in Kingston Frontenac. People that have lived in the community for over 20 years accounted for 54% of responses while another 19% of surveys were submitted by persons living in the area for between 11 and 20 years.

Visits to KFPL

The majority of survey respondents are library users with 98% having a library card and 92% using it within the past two years. In terms of pre-pandemic frequency of use, nearly half of those surveyed visited a KFPL branch at least once every two weeks while just 4% of the sample reported that they do not use KFPL.

Figure 2: Frequency of Library Use (pre-COVID-19)
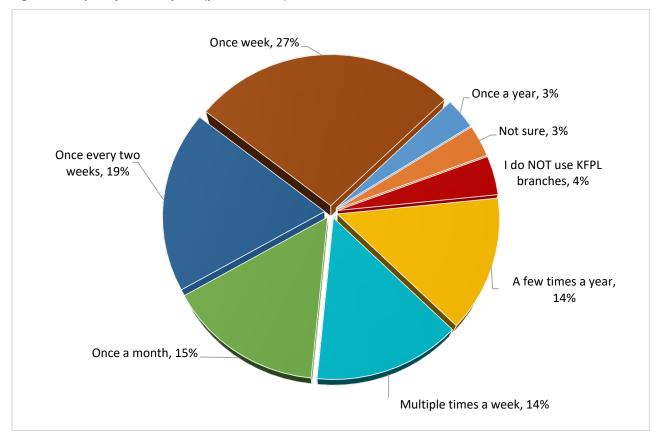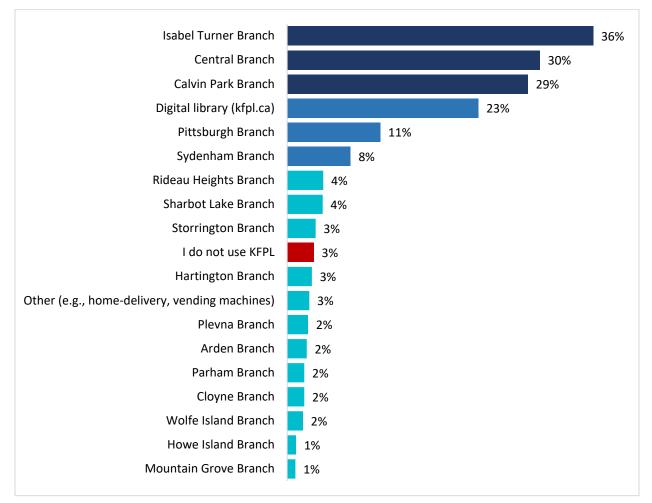
Figure 3 illustrates that the Isabel Turner Branch was visited the most among the survey sample with 36% of respondents having used that library prior to the pandemic. The Central Branch was used by 30% of respondents, followed closely by the Calvin Park Branch used by 29% of respondents. Nearly one out of four people also reported using the KFPL website which functions as a "virtual" library branch. While many of the rural libraries reported low usage through the sample, their percentages are indicative of the smaller populations that they serve and are reflective of lower survey participation from the rural townships.

Figure 3: Library Branches Visited (pre-COVID-19)

Branch	Percentage
Isabel Turner Branch	36%
Central Branch	30%
Calvin Park Branch	29%
Digital library (kfpl.ca)	23%
Pittsburgh Branch	11%
Sydenham Branch	8%
Rideau Heights Branch	4%
Sharbot Lake Branch	4%
Storrington Branch	3%
I do not use KFPL	3%
Hartington Branch	3%
Other (e.g., home-delivery, vending machines)	3%
Plevna Branch	2%
Arden Branch	2%
Parham Branch	2%
Cloyne Branch	2%
Wolfe Island Branch	2%
Howe Island Branch	1%
Mountain Grove Branch	1%

Common barriers identified by the 336 respondents that stated they are unable to use KFPL branches as often as they would like are as follows. It is worth noting, however, that these individuals accounted for one-third of all respondents meaning that two out of three people surveyed stated that KFPL provides everything that they need.

- hours of operation are too limited or do not work with their schedule (36%);

- they just moved to the area (13%);

- they obtain information from non-library sources such as bookstores, their own subscriptions, online, etc. (12%);

- KFPL does not have the books or other print material that they are seeking (12%); and

- KFPL branches are too far away from their home, school or place of work (7%).

Visits to KFPL Post-COVID-19

Respondents were asked which KFPL branches their household plans on visiting when restrictions are lifted. The Isabel Turner Branch has the most expected visits post-COVID-19 with 37% of respondents indicating that they expect to make use of the branch. The Central Branch followed closely with 32% of respondents anticipating to use it and 28% indicated they would use the Calvin Park Branch. Similar to pre-COVID-19 visits, rural branches are expected to have fewer visits from survey respondents.

Figure 4: KFPL Branches Expected Visits post-COVID-19

Branch	Percentage
Isabel Turner Branch	37%
Central Branch	32%
Calvin Park Branch	28%
Pittsburgh Branch	12%
Sydenham Branch	8%
Sharbot Lake Branch	5%
Rideau Heights Branch	5%
Storrington Branch	4%
Hartington Branch	3%
Plevna Branch	3%
Arden Branch	3%
Parham Branch	2%
Wolfe Island Branch	2%
We don't plan on visiting a KFPL branch	2%
Cloyne Branch	2%
Mountain Grove Branch	1%
Howe Island Branch	1%

Library Activities and Services

Browsing and borrowing books (90%) was identified as the most popular activity within KFPL. Other popular uses include browsing and borrowing DVDs, CDs, etc. (38%), using the KFPL website (35%), accessing e-books/audiobooks (34%), and reading and relaxing (24%).

Figure 5: Activities and Services Typically Used

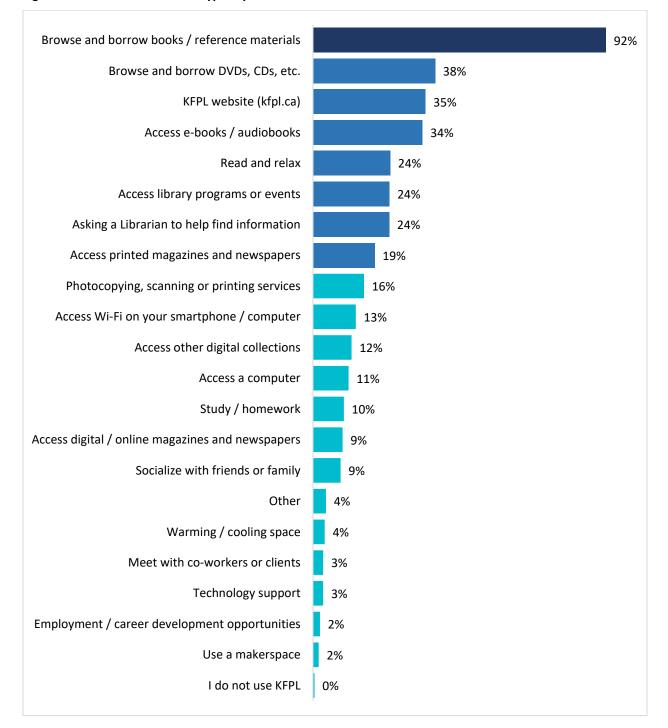| Activity	Percentage
Browse and borrow books / reference materials	92%
Browse and borrow DVDs, CDs, etc.	38%
KFPL website (kfpl.ca)	35%
Access e-books / audiobooks	34%
Read and relax	24%
Access library programs or events	24%
Asking a Librarian to help find information	24%
Access printed magazines and newspapers	19%
Photocopying, scanning or printing services	16%
Access Wi-Fi on your smartphone / computer	13%
Access other digital collections	12%
Access a computer	11%
Study / homework	10%
Access digital / online magazines and newspapers	9%
Socialize with friends or family	9%
Other	4%
Warming / cooling space	4%
Meet with co-workers or clients	3%
Technology support	3%
Employment / career development opportunities	2%
Use a makerspace	2%
I do not use KFPL	0%

Figure 6 shows respondents' usage of community centre spaces or programs when visiting a co-located library. With Rideau Heights being the only KFPL branch attached to a multi-use community centre in Kingston and smaller sample size of rural residents that would use libraries attached to rural community halls, the results are not entirely surprising. 70% of respondents never use a branch that is attached to a community centre or halls and of those that do, 13% rarely use any of the community centre spaces or programs, 10% sometimes do while just 7% report using them often or always.
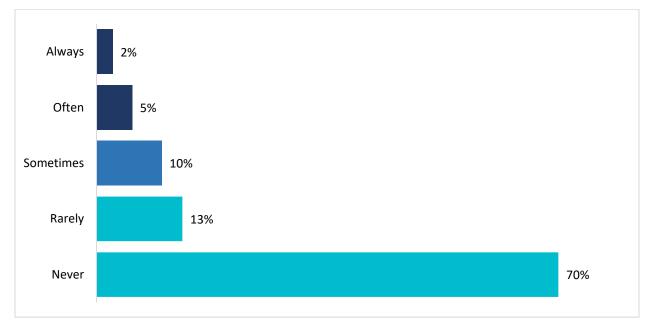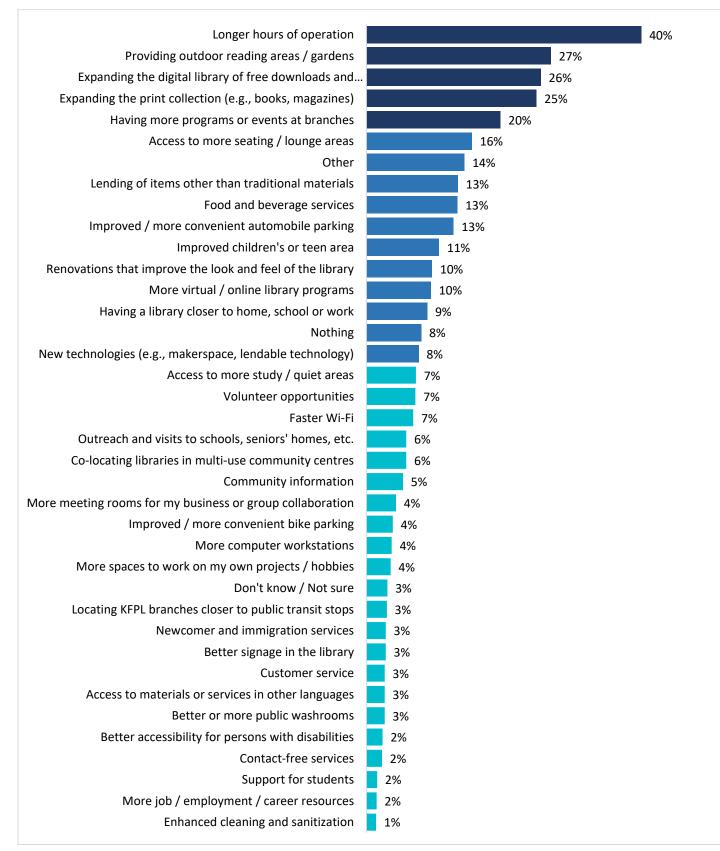
Figure 6: Usage of Community Centre Components Co-Located with Library Branches

Priorities

Services

Respondents were asked to select up to 5 things that would encourage their household to use KFPL branches more often post-pandemic. Figure 7 indicates that 40% would like additional hours, 27% would like outdoor reading areas/gardens and 26% would like the number of free downloads and streaming services to be expanded.
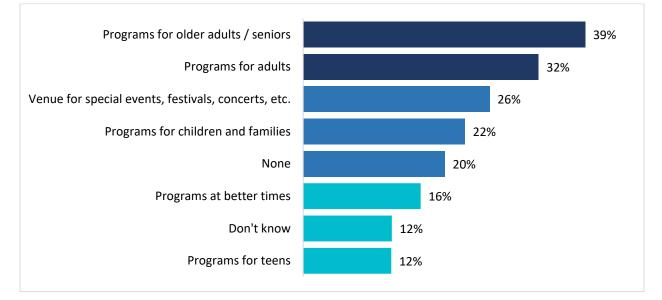
Figure 7: Respondent's Service Priorities for KFPL

Service Priority	Percentage
Longer hours of operation	40%
Providing outdoor reading areas / gardens	27%
Expanding the digital library of free downloads and…	26%
Expanding the print collection (e.g., books, magazines)	25%
Having more programs or events at branches	20%
Access to more seating / lounge areas	16%
Other	14%
Lending of items other than traditional materials	13%
Food and beverage services	13%
Improved / more convenient automobile parking	13%
Improved children's or teen area	11%
Renovations that improve the look and feel of the library	10%
More virtual / online library programs	10%
Having a library closer to home, school or work	9%
Nothing	8%
New technologies (e.g., makerspace, lendable technology)	8%
Access to more study / quiet areas	7%
Volunteer opportunities	7%
Faster Wi-Fi	7%
Outreach and visits to schools, seniors' homes, etc.	6%
Co-locating libraries in multi-use community centres	6%
Community information	5%
More meeting rooms for my business or group collaboration	4%
Improved / more convenient bike parking	4%
More computer workstations	4%
More spaces to work on my own projects / hobbies	4%
Don't know / Not sure	3%
Locating KFPL branches closer to public transit stops	3%
Newcomer and immigration services	3%
Better signage in the library	3%
Customer service	3%
Access to materials or services in other languages	3%
Better or more public washrooms	3%
Better accessibility for persons with disabilities	2%
Contact-free services	2%
Support for students	2%
More job / employment / career resources	2%
Enhanced cleaning and sanitization	1%

Programs

To improve their experience at KFPL, 39% respondents indicated a desire for programming geared towards older adults/seniors, followed by adult programming (32%) and having a venue for special events, festivals, concerts, etc. (26%).
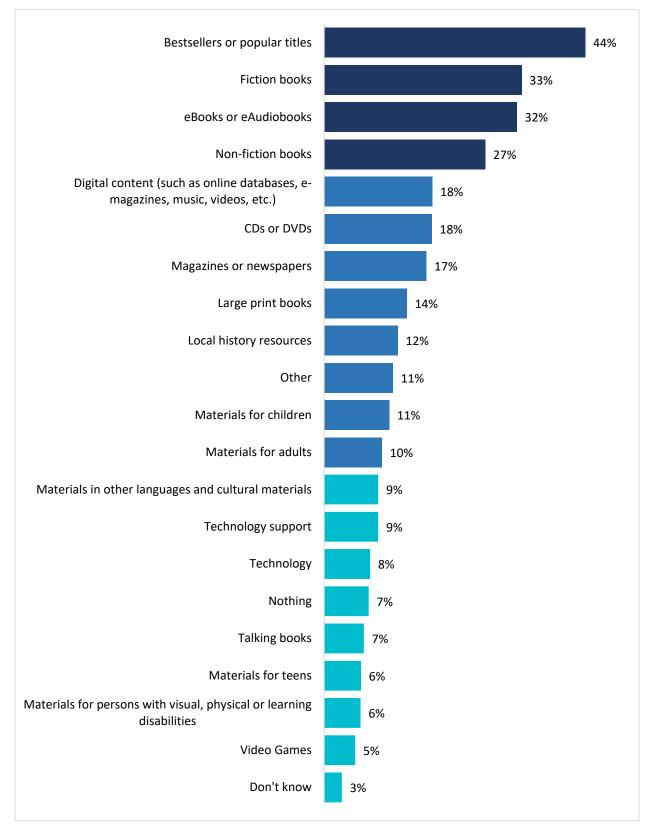
Figure 8: Respondent's Program Priorities for KFPL

Programs for older adults / seniors	39%
Programs for adults	32%
Venue for special events, festivals, concerts, etc.	26%
Programs for children and families	22%
None	20%
Programs at better times	16%
Don't know	12%
Programs for teens	12%

Materials

Respondents identified their 5 priorities for materials they would like to see provided at KFPL. 44% indicated they would like to see bestselling or popular books, followed by one-third (33%) seeing additional fiction books and 32% wanting e-books or audiobooks.

Figure 9: Respondent's Material Priorities for KFPL

Material	Percentage
Bestsellers or popular titles	44%
Fiction books	33%
eBooks or eAudiobooks	32%
Non-fiction books	27%
Digital content (such as online databases, e-magazines, music, videos, etc.)	18%
CDs or DVDs	18%
Magazines or newspapers	17%
Large print books	14%
Local history resources	12%
Other	11%
Materials for children	11%
Materials for adults	10%
Materials in other languages and cultural materials	9%
Technology support	9%
Technology	8%
Nothing	7%
Talking books	7%
Materials for teens	6%
Materials for persons with visual, physical or learning disabilities	6%
Video Games	5%
Don't know	3%

Physical Features

One out three of respondents (33%) would like KFPL to provide an outdoor reading garden while 26% are seeking additional comfortable seating and 22% would like the buildings to be green/sustainable.
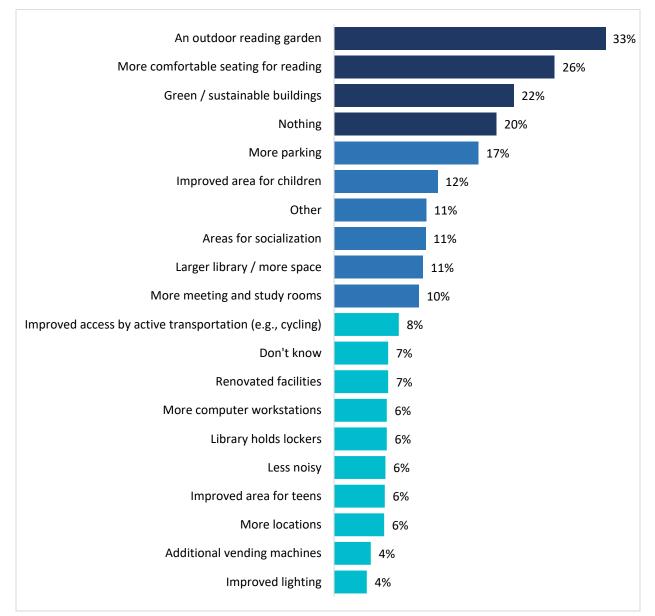
Figure 10: Respondent's Priorities for KFPL Facilities and Physical Features

Category	Percent
An outdoor reading garden	33%
More comfortable seating for reading	26%
Green / sustainable buildings	22%
Nothing	20%
More parking	17%
Improved area for children	12%
Other	11%
Areas for socialization	11%
Larger library / more space	11%
More meeting and study rooms	10%
Improved access by active transportation (e.g., cycling)	8%
Don't know	7%
Renovated facilities	7%
More computer workstations	6%
Library holds lockers	6%
Less noisy	6%
Improved area for teens	6%
More locations	6%
Additional vending machines	4%
Improved lighting	4%

Importance and Satisfaction with KFPL

Survey respondents reinforced the importance of KFPL with more than two-thirds (67%) indicating that KFPL is very important to their household while 31% indicated that it is important or somewhat important; just 2% stated that KFPL is unimportant to their household (Figure 11).

Figure 12 shows respondents are generally satisfied with most branches, with stronger satisfaction ratings assigned to the Sharbot Lake Branch (93%), Cloyne Branch (93%) and Isabel Turner Branch (91%). Conversely 68% were satisfied with the Hartington Branch. Satisfaction levels dwindle amongst many rural branches, however satisfaction hovers around 75% at the low end, suggesting that around three-quarters of respondents are satisfied with the branch they use.

Additionally, respondents rated their satisfaction with KFPL's services, programs, materials and facilities (Figure 13). Encouragingly, 93% of respondents are satisfied with KFPL staff's customer service, 88% are satisfied with the location of all 16 branches and 85% are satisfied with the physical collections of KFPL. Community spaces and meeting rooms had the lowest satisfaction rate at 37%.
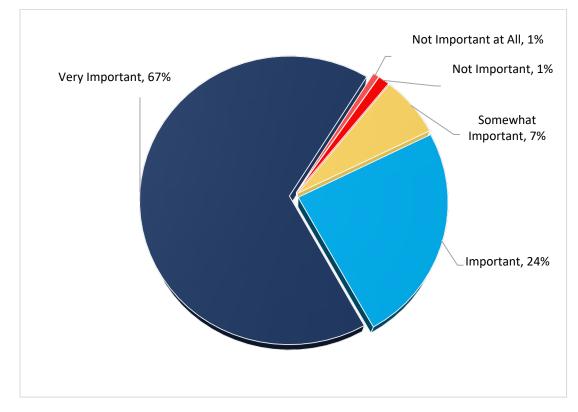
Figure 11: Importance of KFPL

Very Important, 67%

Not Important at All, 1%

Not Important, 1%

Somewhat Important, 7%

Important, 24%
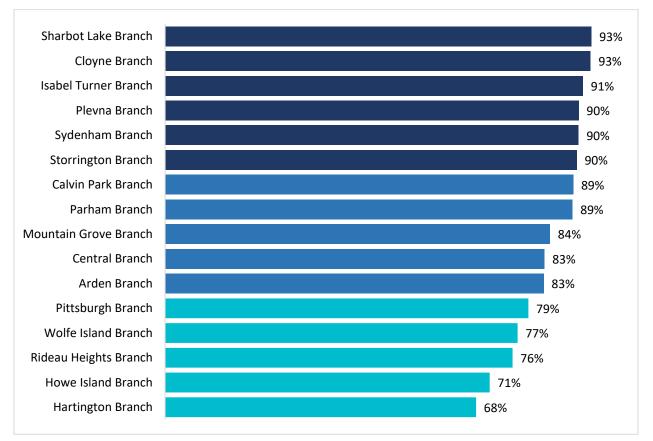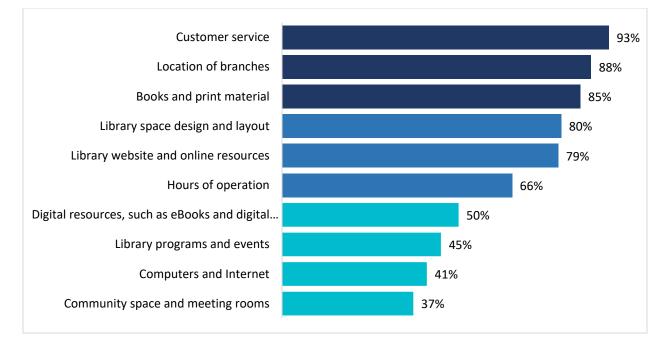
Figure 12: Satisfaction with the Overall KFPL Experience by Branch

Branch	Percentage
Sharbot Lake Branch	93%
Cloyne Branch	93%
Isabel Turner Branch	91%
Plevna Branch	90%
Sydenham Branch	90%
Storrington Branch	90%
Calvin Park Branch	89%
Parham Branch	89%
Mountain Grove Branch	84%
Central Branch	83%
Arden Branch	83%
Pittsburgh Branch	79%
Wolfe Island Branch	77%
Rideau Heights Branch	76%
Howe Island Branch	71%
Hartington Branch	68%
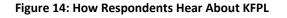
Figure 13: Satisfaction with KFPL's Services, Programs, Materials and Facilities

Category	Percentage
Customer service	93%
Location of branches	88%
Books and print material	85%
Library space design and layout	80%
Library website and online resources	79%
Hours of operation	66%
Digital resources, such as eBooks and digital...	50%
Library programs and events	45%
Computers and Internet	41%
Community space and meeting rooms	37%
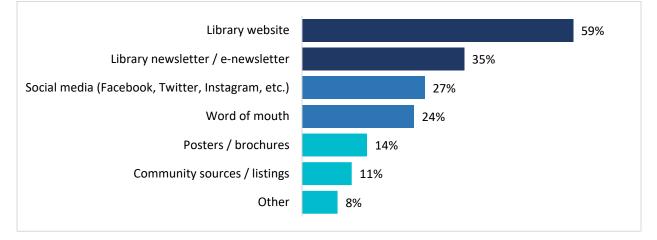
Awareness

Respondents were asked how they hear about KFPL's programs, services and collections. The following points identify the top ways that patrons heard about KFPL.

- 59% of respondents hear through KFPL's website;

- 35% hear through KFPL's newsletter/e-newsletter; and

- 27% find KFPL information through various social media platforms (e.g., Instagram, Facebook, Twitter).

Figure 14: How Respondents Hear About KFPL

Category	Percentage
Library website	59%
Library newsletter / e-newsletter	35%
Social media (Facebook, Twitter, Instagram, etc.)	27%
Word of mouth	24%
Posters / brochures	14%
Community sources / listings	11%
Other	8%

Vision for the Future

Respondents articulated a number of themes as summarized below by completing the following sentence to articulate their vision for KFPL.

" In the future, my library will…"

- continue to **be a relevant and important resource** for the community;

- continue to **be inclusive, welcoming and accessible** to all people;

- **deliver programs and services that keep pace with growth** (particularly those that are affordable and sometimes free);

- **bridge the digital divide** by provide access to strong, sufficient and free Wi-Fi/Internet services to library users; and

- **act as a community hub** for socialization and information.

Additional Comments

Respondents were welcome to provide additional comments for consideration with the notable themes grouped as follows:

- The library and its staff are highly-valued by the community;

- Additional hours of operation would benefit many users;

- The geographic dispersion of branches across the City of Kingston and Frontenac County is sufficient and serves all populations;

- Multicultural and multilingual resources would help to improve inclusivity and should be extended to facility design as well;

- Remain cognisant of barrier-free accessibility, both internally and externally to a branch;

- Many of the branches could be more comfortable through making the space more inviting and by providing improved comfort amenities like seating, lounge areas, etc.;

- Parking is a concern at a number of branches but consideration should also be directed to addressing demands for bicycle parking/storage at KFPL branches (specifically urban branches);

- A desire exists for tool sharing/lending and additional trades resources (e.g., electrical materials, gas, plumbing, etc.); and

- A café would be a welcome addition to branches that can provide one.

4.0
Community Open Houses

Community open houses were held at all 16 KFPL library branches as well as the South Frontenac Recreation and Leisure Services Fair throughout the month of March 2022. The Community Open Houses allowed the general public to review project-specific information and better understand the Facilities Master Plan so that they could contribute feedback to inform the initial planning phases. KFPL Staff facilitated in-person open houses while those unable to attend also had the opportunity to contribute through a 'virtual' open house through the FMP webpage.

A summary of notable themes that emerged through discussions during the March 2022 open houses are contained in the pages that follow. Of note, follow-up workshop(s) will be held to present the draft FMP to the public prior to its finalization.

Values

Individuals that attended the open house sessions value many things about KFPL. The following points summarize the input that was received.

Collections
Similar to findings from other consultation initiatives, many patrons value KFPL's digital and physical collections. The travelling collection received high praise and many people look forward to seeing what new collections come to their branch.

KFPL Staff
Library staff at all branch locations were commended for their friendliness, helpfulness and expertise. The public reiterated that KFPL staff add to the library experience and that they should remain at all branches.

Access to Libraries
Library users appreciate the geographic coverage provided by KFPL's 16 branches, sharing a sentiment that the libraries provide a valuable service within the communities and particularly in rural areas where other civic services may otherwise not exist.

Technology
The technology opportunities available at each of the branches is appreciated by library users, especially the free Wi-Fi. Many patrons use KFPL just so they can access internet or computers and technological devices that they do not have other access to.

Lendable Items
The lendable items are positively received amongst library users with the variety of items viewed positively. There is a demand for additional lendable items such as tools, video games, robotics, etc.

Space and Service Improvements

Commonly requested spaces and services that would encourage people to
visit KFPL branches more often are summarized as follows.

New Types of Library Space	Additional spaces are desired by the community including for co-working spaces, passive programming spaces and a coffee shop/café space.
Additional Programming	Requests for specific programs included (but were not limited to) pre-teen programming, guest speakers, gardening and environmental workshops, etc.
Additional Hours	People expressed a desire for additional hours of operation with a number stating they are unable to use KFPL during the existing hours. Requests for more evening and weekend hours were received.
Local Authors	Inviting local authors into branches for readings and to showcase their work could improve a sense of community and reflect Kingston Frontenac within the libraries.
History	Requests were brought forward for more local and world history materials.
Wayfinding & Advertising	Improving wayfinding to KFPL branches would help some users as some libraries are more difficult to find. Greater advertising of the services offered by KFPL would also be welcomed.
Comfort Amenities	Improved and additional comfort amenities were requested at KFPL branches of which seating and tables were most commonly stated.
Parking	It was expressed that parking is an issue at several branches and that parking configurations should be examined and re-worked, where possible. There is also a demand for bicycle and stroller parking/storage, especially at urban branches.

Other Library Examples

Open House attendees pointed to other examples of libraries that they
believe to provide innovative and beneficial services.

Thunder Bay, ON	Thunder Bay was identified as an example that incorporates local Indigenous culture into the library overall (i.e., through design, collection materials, etc.).
Perth District Union Library, ON	This system offers a variety of educational workshops as well interesting programming geared towards infants and their caregivers.
Sooke, BC	The Sooke Library provides a pleasant space oriented to playing board games.
Halifax, NS	This system welcomes persons experiencing homelessness populations including offering them food as well as the opportunity to use telephone services.
Tamworth, ON	The library in Tamworth gives patrons a craft kit which they are allowed to take home and keep.

5.0
Community Partner Workshops

Three workshops were held with community organizations and agencies that have an interest in library services delivered through KFPL. The workshops were held during the week of March 21, 2022 and were attended by 30 participants representing the following organizations:

1. l'Association Canadienne-Française de l'Ontario, Conseil Régional des Mille-Îles (ACFOMI)
2. Addictions and Mental Health Services
3. Algonquin & Lakeshore Catholic District School Board
4. Community Foundation for Kingston and Area
5. Community Living Kingston and District
6. Correctional Services Canada
7. Family and Children Services
8. Friends of the Kingston Frontenac Public Library
9. Frontenac Accessibility Advisory Committee
10. Greater Kingston Chamber of Commerce
11. Queen's University
12. Joe's Mill
13. Kingston Association of Museums
14. Kingston Branch of Ontario Ancestors
15. Kingston, Frontenac and Lennox & Addington Public Health
16. Kingston and Frontenac Housing Corporation
17. Kingston Literacy and Skills
18. Kingston Writers Fest
19. Maltby Centre
20. Martha's Table
21. Ongwanada
22. Pathways to Education Kingston
23. Partners in Mission Food Bank
24. Reel Out Arts Project Inc.
25. Rural Frontenac Community Services
26. St. Lawrence College
27. St. Vincent de Paul Society
28. Sustainable Kingston

Values

Workshop participants value many aspects of KFPL and clearly see it as being a benefit to the community. Notable and common values expressed during the discussions are as follows.

A Safe Space for Everybody	One of the most commonly expressed values of KFPL is that library branches are viewed as a safe space where individuals can go to warm up, or cool down and connect with others.
Programming	Many community organizations value the variety of programs offered by KFPL and that there is programming for all ages.
Internet Access	The free use of internet and Wi-Fi is a big draw for many community members and organizations.
Travelling Collections	KFPL's collections are large and move between the 16 branches which allows members of the community to regularly access new materials.
French Language Resources	KFPL offers collections in both English and French. This is valued by the community given there are many individuals that speak French and seek French materials. There is a demand for other languages materials as well.

Responsiveness

Community partners identified the following themes as to how existing and future KFPL branches can better respond to the needs of their organizations and how they can become community hubs. The following themes summarize the discussions that took place.

Partnerships	Partnerships could be sought out by KFPL for a variety of additional services to be provided. One example is a partnership with a social work organization in which a qualified social worker that is placed in KFPL branches to address any social work that may arise.
Hours and Awareness	One common request heard from community organizations was for KFPL to increase open hours amongst their branches as there are many patrons that cannot use the library when they would like to. Additionally, many organizations indicated that increased awareness of hours of operation, programming and other library opportunities may be beneficial to KFPL and the public.
Accessibility and Inclusivity	All branches should be fully accessible and inclusive to all users. Inclusivity can be represented in several ways, one example is to include various cultures in artwork (e.g., Indigenous art), signage (multilingual), etc.
Makerspaces	Makerspaces are highly valued and sought out by community members and organizations. Additional makerspaces were requested, preferably providing one at each library branch.
Parking	Several branches experience deficiencies within their parking areas (specifically within Kingston).

Changes

Participants were then asked if there are any changes in their opinions regarding existing spaces or services that are no longer in high demand that could be repurposed/refocused. The following identifies common themes heard regarding this topic.

Support Amenities and Holds Lockers	Community groups would like additional support amenities (e.g., comfortable seating). Holds lockers were also requested across more KFPL branches since existing holds lockers are heavily used.
Programming Space and New Spaces	Additional programming space was requested given the digital shift and space becoming available as some collections are moved/removed. Furthermore, it was indicated that any new spaces acquired or created by KFPL should be flexible and ideally multi-use.
Green Initiatives	Many KFPL branches have outdoor space that could be better utilized for outdoor programming or to support climate change initiatives through climate-friendly gardens and landscaping.

Gaps

Participants were asked if there were any geographic gaps in their opinion or if there were any areas they consider as underserviced in regards to library space or programs/services. The following highlights the discussion regarding this.

Isolation	Isolation is a gap particularly for residents in rural communities and seniors (especially those in rural communities). Strategies are needed to address this gap with one common suggestion being the use of a Bookmobile.
Automobile Dependency	Many individuals (especially in rural communities) are unable to access KFPL branches unless they have their own vehicle to get to the library. This is less of an issue in the City since there are alternative modes of travel such as transit and trailways.
Teen Spaces	Additional dedicated space for teens were commonly requested and it was suggested that these spaces could be partially enclosed to minimize sound and disturbances to other users.

6.0
Key Opinion Leader Interviews

A series of Interviews were held in March 2022 with Key Opinion Leaders representing KFPL's following funding and service partners:

1. County of Frontenac
2. City of Kingston
3. Township of Central Frontenac
4. Queen's University
5. Limestone District School Board

6. Southern Frontenac Community Services
7. Frontenac Business Services
8. Centre Culturel Frontenac
9. Kingston Indigenous Languages Nest

Conversations encompassed a variety of topics regarding the geographic distribution, responsiveness, partnerships and future use potential of KFPL library branches. Notable themes are organized and presented in the pages that follow.

Values

Similar to staff discussions, key opinion leaders were asked what they think the community values most about KFPL. Common themes from the interviews are summarized as follows.

Widespread Branch Locations	KFPL has libraries throughout villages and hamlets in Frontenac County that although some are small in size, they are essential for the rural communities that they serve. Despite relatively low foot traffic generated through rural branches, the geographic distances for users to travel between branches in the County is quite substantial and there are families and residents that do not have access to their own personal automobile.
A Space for All	The library offers a safe, welcoming, inclusive, helpful and educative space where patrons can socialize, participate in the various programming offered by the library, and take advantage of the free-to-use Wi-Fi and literacy resources (both digital and physical).
Library Staff	KFPL staff whose friendliness and helpfulness is valued by library users making the library an even more inviting space.
Support for Remote / Co-Working	It was explained that since the onset of the COVID-19 pandemic and the shift to remote working, the community values KFPL's meeting rooms/spaces including local businesses users and entrepreneurs.

<u>Responsiveness</u>

Key opinion leaders were asked how they believe existing and future KFPL branches can better respond to the needs of the community and if there are opportunities to better position the branches as focal points and hubs for community activities. Themes that emerged are as follows.

Partnerships	Numerous suggestions were given such as the library partnering with a social work organization where a social worker could be contracted by the library to provide professional services to library users that need assistance. Furthermore, Rideau Heights was commended for being partnered with the Rideau Heights Community Centre. Another potential partnership that was commonly discussed was with schools – particularly elementary schools since children are at a targetable age for instilling library utilization habits.
Spaces for All	Spaces should be inclusive, accessible, welcoming and comfortable for all both from a physical and sensory perspective. Branches and staff should be representative of the various cultures that makeup Kingston Frontenac including Indigenous cultures. Spaces should be barrier-free and sensory-sensitive (i.e., lower lights, appropriate volumes, etc.).
Increased Communications and Signage	Communications of what the library is, what services are offered, what exists at each branch should be more widespread and reach audiences over a variety of platforms (e.g., physical advertising, digital, word of mouth, etc.). Furthermore, signage within the library and providing direction to the library can be more inclusive and accessible (i.e., larger fonts, marking directional language, having languages reflective to various cultures within the community, etc.).

<u>Changes</u>

Participants were asked if there were any changes or improvements, they would like to see at any of the branches. The following outline's notable themes.

Additional & Flexible Workspaces	Additional workspaces, multi-use spaces and flexible spaces were consistently requested across all branches, especially in rural branches through which are quite small in size overall. Existing spaces are well-used, especially since the COVID-19 pandemic and work from home shift.
Outdoor Spaces	Outdoor spaces should be further considered and explored in regards to their potential to be used as additional library space or programming space. A common theme expressed throughout conversations was the need for society to continue to build out our connection with nature – something that has become lost over the course of modernization. Additionally, Indigenous environmental practices can be brought into outdoor spaces to educate users on how we as humans can connect with the land.
Holds Lockers	Central Branch has recently implemented holds lockers for patrons to use while these have been in place at the Calvin Branch since 2009. Since implementation, the lockers are heavily utilized and supports that this concept would be well received if implemented at more library branches.
Book Mobile/Delivery System	One common suggestion that was expressed in several conversations was the need for a bookmobile or a delivery system that could serve isolated populations (e.g., rural families or seniors without access to a vehicle).

<u>Gaps</u>

Participants were asked to identify any geographic gaps in their opinions. The following themes emerged through discussions.

Adequate Coverage	KFPL has good coverage with general consensus that there are no areas considered as a clear service gap. However, some opinion leaders were clear that any consolidation of small libraries into fewer but larger branches would be to the detriment of rural settlements in particular.
Future Growth	With areas that are projected to experience growth in coming years (East Kingston and South Frontenac were cited as examples), concerns surfaced as to whether or not the branches existing in these growth areas would be able to continue to meet demands of the community; dependent on the extent of growth that happens in the area.
Increased Access	Many library branches, particularly in the rural areas, are accessible by personal automobile which can be a barrier to some. Consideration should be given towards alternative methods of accessing KFPL branches.

<u>Services</u>

Finally, key opinion leaders were asked if there are any specific KFPL programs or services they would like to see expanded or reduced. There were several themes of expansion that were identified through conversations, they are as follows.

Wi-Fi Boost	Since the onset of the COVID-19 pandemic many libraries had to close their doors to the public. Many Frontenac County residents however suffer from poor internet connection. Some of the rural KFPL branches boosted their Wi-Fi so that residents were able to freely access it from the parking lots of the branches. It was explained that this was quite beneficial for many rural families, and that it was received positively by the community at large and should be continued post-COVID-19.
Digital Shifts	Society overall is shifting towards being more digital, however it was expressed through the interviews that although this shift is occurring within KFPL branches as well, it is crucial to continue offering physical, non-digital services to the community since many individuals prefer this method and/or do not have the means necessary for digital services (knowledge, access, etc.). Furthermore, it was expressed that having a staff member in branches that can assist patrons with technology usage would be ideal.
Intergenerational Programming	One type of programming that was indicated as missing throughout the KFPL system is intergenerational programming. This may include programming for families in which there is something for all ages, or even programming that would bring children and youth together with older adults and seniors. This kind of programming could provide users with a variety of learning experiences (both from younger populations and older populations).
Additional Makerspaces	Makerspaces have become an emerging trend of space for libraries to provide. KFPL has recently introduced these spaces in some of their branches, however there is a desire within the community for additional makerspaces at branches that can accommodate them.
Multi-Lingual Resources and Services	Recognizing that Kingston (and Frontenac County to a degree) are diverse communities, having multi-lingual resources and services at each KFPL branch would be very beneficial to individuals that may have just immigrated to Canada, or for individuals looking to connect with their own culture or another culture.

7.0
KFPL Staff Workshops

In addition to feedback by the public, key informants, community partners and the Project Team, the Facilities Master Plan scope of work included consultation from KFPL staff that was gathered through two workshops with:

- Operational Staff on March 21, 2022; and
- Branch Managers and Senior Staff March 22, 2022.

A summary of key themes arising through staff consultations is presented below and on following pages (listed in no particular order of importance or priority). Additionally, selected KFPL staff were present during tours of each KFPL branch, supplementing feedback provided during the workshops.

Values

Workshops began with staff identifying what they believe the community values most about KFPL. The following themes emerged throughout the workshop discussions.

Rural Branches	Staff value the locations of KFPL branches throughout Frontenac County and that each community is serviced by a branch.
Staff	It was indicated that KFPL frontline staff's friendliness, expertise and helpfulness are valued and sought out.
Technology	Echoed throughout consultation, KFPL's free access to Wi-Fi and the Internet is highly valued amongst staff and the community. Additionally, the online services of KFPL (especially during the pandemic) have been excellent.
Collections & Literacy Education	The travelling collections of KFPL are appreciated and they add to literacy education for children that use KFPL branches since they provide new materials constantly. The library is a crucial space for furthering literacy education for children specifically, but all users overall.

Responsiveness

Participants were asked if there are spaces or services, they believe could attract new library users or encourage existing users to visit more. Common responses through discussions are as follows.

Additional Spaces and Outdoor Spaces	As discussed in previous conversations with the community and key informants, additional spaces are desired (especially makerspaces, collaboration spaces, recreational spaces and storage spaces). Outdoor spaces were also indicated as having potential to be better utilized. Coffee shop spaces are an opportunity that was also identified for larger branches.
Delineated Spaces	Additional delineated spaces were requested specifically for rural branches that are quite small and essentially one big open space. Having delineated spaces provide users with the opportunity for quiet space and more social/workspace. One example of a delineated space especially at rural branches could be for a kitchenette given that there are typically no other restaurants or coffee shops nearby these branches.
Inclusive Spaces	A theme commonly expressed is the desire for all KFPL spaces to be fully inclusive. As previously mentioned, this would mean incorporating a variety of cultures into design, language, signage, etc. and offering a variety of multilingual collections.
Bike and Stoller Storage/Parking	Bike and stroller storage/parking would be ideal at KFPL branches, specifically branches that are accessed by users through active transportation.

Gaps

Similar to previous consultation sessions, staff were asked if there were any existing gaps in terms of geography of branches and programs or services offered.

Growing Communities	The main gap identified through discussions with staff are areas where there has been growth or there is growth projected. The Pittsburgh Branch is an example of this as the area is growing and is projected to continue to grow, but the branch is undersized and outdated. Furthermore, Verona was explained to be experiencing growth and residents currently share services with Sydenham, however there is an opportunity here to better serve this community. Storrington is another example of a community experiencing growth in which the existing branch can likely not keep up.
Location of Residence	The location of where an individual lives can result in a service delivery gap. For example, there are many library users that live in Kingston, but are closer to a rural branch so they utilize that rather than the City branch that is supposed to capture the area.

8.0
Summary of Common & Notable Themes

Throughout the entirety of the consultation process there were several key themes that continued to emerge in conversations and the surveys. A summary of these key themes can be seen on the following pages, listed in no particular order.

Keeping Pace with Growth

Growth was a common theme that was identified throughout the process. There are several areas within Kingston Frontenac in which growth is projected. One branch that will be faced with responding to growth is the Pittsburgh branch, which is viewed as outdated and undersized. Verona is another community that is anticipated to experience growth; however, the community currently shares services with Sydenham. This will need to be re-evaluated to see if Sydenham can support the projected demand that will accompany any increase in population.

Connect Library Users to the Outdoors

Virtually all consultation initiatives revealed some form of demand for more outdoor spaces at KFPL branches for library users to enjoy as reading gardens and access library services/programs in outdoor settings. This was stated both from a nature/outdoor appreciation standpoint but also in terms of post-pandemic health as COVID-19 has introduced people to a library experience found beyond the traditional "four walls" of the library.

Green Initiatives

Given the current climate crisis that we are in globally, many KFPL patrons, staff and community organizations indicated that the library should adopt any green initiatives that they can. This ranges from improving windows and air filtration within branches so that there is better climate control to providing educational and sustainable materials within the collections (i.e., books, magazines, etc. on the environment, classes on sustainability and the environment, programs that teach users sustainable practices, etc.).

Personal Touch

Many library users are seeking a comfortable place to be able to read a book peacefully and feel warm and at home. It was indicated through consultation that these spaces are missing at many branches as the furniture is not overly comfortable, the lighting is not always the best, some branches are cooler temperatures, etc. Furthermore, for a public space like the library to feel at home it needs to be inclusive and accessible to all. Many of the branches were identified as having some accessibility issue, whether it was getting into the building or using materials in the buildings. Additionally, signage and library designs should be inclusive to all; branches should incorporate various cultures into their design and displays such as Indigenous art.

Bridging the Digital Divide	Many users significantly value the free access to technology that the library offers. The impact that the pandemic has had reiterated the importance of free Wi-Fi for patrons as many came to use KFPL's network in the parking lots while broadband internet service quality can be an issue in certain rural areas. Additionally, the technological opportunities that exist at many of the branches is important to many urban and rural library users.
Multicultural and Multilingual Materials	There is a desire for KFPL collections to include additional multicultural and multilingual materials. This will help to make all users feel more welcomed, but will also provide users the opportunity to learn about other cultures and languages.
A Mix of Spaces	Library users value the multitude of spaces offered by KFPL. There was a demand for additional spaces, such as more enclosed noisy spaces, quiet spaces, kitchenette/café spaces (in rural and larger urban branches respectively) and additional makerspaces.
Excellent Staff	Throughout the consultation process one of the most common themes was the overall satisfaction with KFPL staff, their friendliness, expertise and helpfulness. A number of users would not want library staff removed from any branches in favour of becoming self-service.
Additional Hours and Holds Lockers	The need for additional hours of operation and holds lockers at more branches was a result of many users indicating that they cannot always use their desired branch as often as they would. Additional evening and weekend hours, along with more holds lockers are desired. Users often explained that the existing holds lockers are heavily utilized and that this is a service that many would like to use.
Helping to Minimize Social Isolation	It is clear that there is a need to target isolated individuals (e.g., those living in rural areas that may not have access to a vehicle as well as teens and seniors). The role of the library in bringing isolated people together and serving as community hubs was emphasized. Several solutions emerged through discussion as to how these individuals can make use of KFPL services, the most common being through the use of a Book Mobile.
Improved Parking	Parking was a notable theme heard throughout the process. It is clear that there are contentious parking layouts for pedestrians and vehicles at some branches (particularly in the City), but that some of the parking lots are also in poor condition and could be resurfaced. Furthermore, there is a need for bicycle parking/storage as well as stroller parking/storage at City branches.

Appendix A:
Community Survey Results

Appendix A: Community Survey Results

1. How often did your household visit KFPL, on average, prior to the COVID-19 pandemic?

	#	%
Once week	370	27%
Once every two weeks	255	19%
Once a month	207	15%
Multiple times a week	194	14%
A few times a year	189	14%
I do NOT use KFPL branches	55	4%
Not sure	45	3%
Once a year	44	3%
Answered question	**1359**	**100%**
Skipped question	9	

2. If you used KFPL, which library branches did your household use most often prior to the start of the COVID-19 pandemic? (select all that apply)

	#	%
Isabel Turner Branch (935 Gardiners Road, Kingston)	483	36%
Central Branch (130 Johnson Street, Kingston)	399	30%
Calvin Park Branch (88 Wright Crescent, Kingston)	380	29%
Digital library (https://www.kfpl.ca/)	302	23%
Pittsburgh Branch (80 Gore Road, Kingston)	147	11%
Sydenham Branch (4412 Wheatley Street, Sydenham)	100	8%
Rideau Heights Branch (85 MacCauley Street, Kingston)	57	4%
Sharbot Lake Branch (1037 Robert Street, Sharbot Lake)	56	4%
Storrington Branch (3910 Battersea Road, Sunbury)	45	3%
I do not use KFPL	42	3%
Hartington Branch (5597 Highway 38, Hartington)	39	3%
Other (e.g., home-delivery, vending machines)	35	3%
Plevna Branch (6638 Buckshot Lake Road, Plevna)	33	2%
Arden Branch (5998 Arden Road, Arden)	31	2%
Cloyne Branch (1011 Little Pond Road, Cloyne)	27	2%
Parham Branch (1282 Wagarville Road, Parham)	27	2%
Wolfe Island Branch (10 Highway 95, Wolfe Island)	25	2%
Howe Island Branch (50 Baseline Road, Howe Island)	14	1%
Mountain Grove Branch (1045 Mill Road, Mountain Grove)	13	1%
Answered question	**1330**	**100%**
Skipped question	38	

3. What activities or services do you typically use KFPL for? (select all that apply)

	#	%
Browse and borrow books / reference materials	1177	92%
Browse and borrow DVDs, CDs, etc.	491	38%
KFPL website (https://www.kfpl.ca/)	452	35%
Access e-books / audiobooks	440	34%
Read and relax	310	24%
Access library programs or events	307	24%
Asking a Librarian to help find information	306	24%
Access printed magazines and newspapers	248	19%
Photocopying, scanning or printing services	205	16%
Access Wi-Fi on your smartphone / computer	172	13%
Access other digital collections (e.g., Kanopy, Mango Languages, Linked In Learning)	155	12%
Access a computer	143	11%
Study / homework	124	10%
Access digital / online magazines and newspapers	119	9%
Socialize with friends or family	111	9%
Other (please specify):	52	4%
Warming / cooling space	47	4%
Technology Support	41	3%
Meet with co-workers or clients	41	3%
Job / employment / career development opportunities	28	2%
Use a makerspace	23	2%
I do not use KFPL	6	0%
Answered question	**1283**	**100%**
Skipped question	85	

4. If you do not use a KFPL branch, or there is something that keeps you from using our libraries as often as you would like, please tell us why.

	#	%
Not applicable, KFPL provides everything I need	639	66%
Other (please specify):	130	13%
The hours of operation are too limited / do not work with my schedule	120	12%
I just moved to the area	43	4%
I get my information from non-library sources such as bookstores, my own subscriptions, online, etc.	41	4%
KFPL does not have the books or other print materials that my household is looking for	40	4%
KFPL branches are located too far away from my home, school or place of work	23	2%
KFPL does not have the digital materials my household is looking for	21	2%
KFPL does not offer the types of programs that my household is looking for	17	2%
Lack of convenient transportation (personal vehicle, public transit)	15	2%
I use public libraries in other municipalities	14	1%
KFPL branches are too crowded or too busy	12	1%
I do not know how to find materials when I'm at the library	11	1%
KFPL does not have the music or video that my household is looking for	8	1%
My household is not interested in using libraries	6	1%
I get everything that I need from my school / college / university library	6	1%
Language is a barrier to using the library or library services	2	0.2%
Answered question	**975**	**100%**
Skipped question	393	

5. Which KFPL branches does your household plan to visit most often after the COVID-19 pandemic? (select all that apply)

	#	%
Isabel Turner Branch (935 Gardiners Road, Kingston)	478	37%
Central Branch (130 Johnson Street, Kingston)	421	32%
Calvin Park Branch (88 Wright Crescent, Kingston)	367	28%
Pittsburgh Branch (80 Gore Road, Kingston)	155	12%
Sydenham Branch (4412 Wheatley Street, Sydenham)	108	8%
Sharbot Lake Branch (1037 Robert Street, Sharbot Lake)	63	5%
Rideau Heights Branch (85 MacCauley Street, Kingston)	59	5%
Storrington Branch (3910 Battersea Road, Sunbury)	51	4%
Hartington Branch (5597 Highway 38, Hartington)	41	3%
Plevna Branch (6638 Buckshot Lake Road, Plevna)	36	3%
Arden Branch (5998 Arden Road, Arden)	33	3%
Parham Branch (1282 Wagarville Road, Parham)	30	2%
Wolfe Island Branch (10 Highway 95, Wolfe Island)	28	2%
We don't plan on visiting a KFPL branch	26	2%
Cloyne Branch (1011 Little Pond Road, Cloyne)	25	2%
Mountain Grove Branch (1045 Mill Road, Mountain Grove)	17	1%
Howe Island Branch (50 Baseline Road, Howe Island)	16	1%
Answered question	**1299**	**100%**
Skipped question	69	

6. When you visit a KFPL branch that is located within a community centre, how often do you or members of your household use other spaces and programs within that community centre during the same trip?

	#	%
I don't use libraries that are located in a community centre	747	59%
Rarely	166	13%
Never	137	11%
Sometimes	126	10%
Often	69	5%
Always	31	2%
Answered question	**1276**	**100%**
Skipped question	92	

7. Please indicate how important KFPL is to you and your household using a scale of 1 to 5, where 1 means "Not Important" and 5 means "Very Important"

	#	%
Very Important	848	67%
Important	306	24%
Somewhat Important	87	7%
Not Important	16	1%
Not Important at All	9	1%
Answered question	**1266**	**100%**
Skipped question	102	

8. How satisfied are you with the overall library experience at each of the following KFPL branches. Please use a scale of 1 to 5 where 1 means "Not Satisfied" and 5 means "Very Satisfied".

	Don't use this branch		Not Satisfied at All		Not Satisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Answered Question		Skipped Question
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	
Isabel Turner Branch	350	36%	1	0%	2	0%	52	5%	222	23%	348	36%	975	100%	393
Central Branch	378	39%	7	1%	20	2%	73	8%	205	21%	276	29%	959	100%	409
Calvin Park Branch	447	47%	1	0%	8	1%	46	5%	189	20%	259	27%	950	100%	418
Pittsburgh Branch	657	77%	1	0%	9	1%	30	4%	56	7%	97	11%	850	100%	518
Sydenham Branch	700	84%	0	0%	2	0%	11	1%	35	4%	85	10%	833	100%	535
Rideau Heights Branch	722	89%	3	0%	4	0%	15	2%	36	4%	33	4%	813	100%	555
Sharbot Lake Branch	751	91%	0	0%	2	0%	3	0%	13	2%	54	7%	823	100%	545
Storrington Branch	755	93%	0	0%	3	0%	3	0%	15	2%	38	5%	814	100%	554
Hartington Branch	754	93%	0	0%	3	0%	15	2%	15	2%	23	3%	810	100%	558
Plevna Branch	760	95%	0	0%	2	0%	2	0%	3	0%	34	4%	801	100%	567
Arden Branch	777	94%	1	0%	4	0%	3	0%	11	1%	27	3%	823	100%	545
Parham Branch	770	96%	0	0%	2	0%	2	0%	7	1%	25	3%	806	100%	562
Wolfe Island Branch	766	95%	1	0%	3	0%	5	1%	8	1%	22	3%	805	100%	563
Cloyne Branch	782	97%	0	0%	2	0%	0	0%	3	0%	23	3%	810	100%	558
Mountain Grove Branch	771	97%	0	0%	3	0%	1	0%	6	1%	15	2%	796	100%	572
Howe Island Branch	772	97%	1	0%	4	1%	2	0%	5	1%	12	2%	796	100%	572

9. Please rate your satisfaction with the following aspects of KFPL's services, programs, materials and facilities. Please use a scale of 1 to 5 where 1 means "Not Satisfied at all" and 5 means "Very Satisfied".

	Not Satisfied at All		Not Satisfied		Somewhat Satisfied		Satisfied		Very Satisfied		Don't Know / Not Sure		Answered Question		Skipped Question
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	
Customer service	1	0%	5	0%	40	3%	274	22%	892	71%	38	3%	1250	100%	118
Location of branches	4	0%	11	1%	59	5%	378	31%	697	57%	70	6%	1219	100%	149
Books and print material	3	0%	15	1%	123	10%	443	36%	612	49%	43	3%	1239	100%	129
Library space design and layout	4	0%	34	3%	131	11%	432	36%	526	44%	75	6%	1202	100%	166
Library website and online resources	5	0%	13	1%	90	8%	384	33%	540	46%	140	12%	1172	100%	196
Hours of operation	19	2%	84	7%	269	22%	465	38%	346	28%	52	4%	1235	100%	133
Digital resources, such as eBooks and digital collections	4	0%	35	3%	135	12%	267	23%	307	27%	391	34%	1139	100%	229
Library programs and events	7	1%	34	3%	108	10%	291	26%	217	19%	463	41%	1120	100%	248
Computers and Internet	7	1%	10	1%	60	5%	256	23%	205	18%	577	52%	1115	100%	253
Community space and meeting rooms	13	1%	34	3%	78	7%	210	19%	206	19%	569	51%	1110	100%	258

10. Please select up to 5 things that would encourage you or your household to use KFPL branches more often once COVID-19 restrictions are fully lifted.

	#	%
Longer hours of operation	511	40%
Providing outdoor reading areas / gardens	343	27%
Expanding the digital library of free downloads and streaming services	324	26%
Expanding the print collection (e.g., books, magazines)	316	25%
Having more programs or events at branches	249	20%
Access to more seating / lounge areas	196	16%
Other (please specify):	182	14%
Lending of items other than traditional materials	170	13%
Food and beverage services	169	13%
Improved / more convenient automobile parking	162	13%
Improved children's or teen area	135	11%
Renovations that improve the look and feel of the library	122	10%
More virtual / online library programs	120	10%
Having a library closer to home, school or work	113	9%
Nothing	102	8%
New technologies (e.g., makerspace, lendable technology	97	8%
Access to more study / quiet areas	92	7%
Volunteer opportunities	91	7%
Faster Wi-Fi	87	7%
Co-locating libraries in multi-use community centres	74	6%
Outreach and visits to schools, seniors' homes, etc.	74	6%
Community information	68	5%
More meeting rooms for my business or group collaboration	55	4%
Improved / more convenient bike parking	49	4%
More computer workstations	47	4%
More spaces to work on my own projects / hobbies	45	4%
Don't know / Not sure	39	3%
Locating KFPL branches closer to public transit stops	38	3%
Better signage in the library	36	3%
Newcomer and immigration services	36	3%
Better or more public washrooms	34	3%
Access to materials or services in other languages	34	3%
Customer service	34	3%
Better accessibility for persons with disabilities	30	2%
Contact-free services	29	2%
Support for students	20	2%
More job / employment / career resources	19	2%
Enhanced cleaning and sanitization	18	1%
Answered question	**1262**	**100%**
Skipped question	106	

11. Please identify up to 5 program priorities that could improve your experience at KFPL.

	#	%
Programs for older adults / seniors	490	39%
Programs for adults	409	32%
Venue for special events, festivals, concerts, etc.	324	26%
Programs for children and families	281	22%
None	246	20%
Programs at better times	204	16%
Don't know	154	12%
Programs for teens	153	12%
Answered question	**1259**	**100%**
Skipped question	109	

12. Please identify up to 5 priorities for materials provided at KFPL that would improve your experience.

	#	%
Bestsellers or popular titles	546	44%
Fiction books	413	33%
eBooks or eAudiobooks	403	32%
Non-fiction books	337	27%
Digital content (such as online databases, e-magazines, music, videos, etc.)	226	18%
CDs or DVDs	225	18%
Magazines or newspapers	214	17%
Large print books	173	14%
Local history resources	154	12%
Other (please specify):	144	11%
Materials for children	136	11%
Materials for adults	121	10%
Technology support	113	9%
Materials in other languages and cultural materials	113	9%
Technology	96	8%
Nothing	93	7%
Talking books	83	7%
Materials for teens	77	6%
Materials for persons with visual, physical or learning disabilities	76	6%
Video Games	65	5%
Don't know	37	3%
Answered question	**1255**	**100%**
Skipped question	113	

13. Please identify up to 5 priorities for our facilities and physical features that would improve your experience at KFPL.

	#	%
An outdoor reading garden	407	33%
More comfortable seating for reading	330	26%
Green / sustainable buildings	269	22%
Nothing	243	20%
More parking	216	17%
Improved area for children	155	12%
Other (please specify):	138	11%
Areas for socialization	137	11%
Larger library / more space	133	11%
More meeting and study rooms	127	10%
Improved access by active transportation (e.g., cycling)	97	8%
Renovated facilities	81	7%
Don't know	81	7%
Library holds lockers	79	6%
More computer workstations	79	6%
Less noisy	77	6%
Improved area for teens	76	6%
More locations	75	6%
Additional vending machines	55	4%
Improved lighting	49	4%
Answered question	**1246**	**100%**
Skipped question	122	

14. How do you typically hear about KFPL programs, services and collections? (select all that apply)

	#	%
Library website	709	59%
Library newsletter / e-newsletter	424	35%
Social media (Facebook, Twitter, Instagram, etc.)	321	27%
Word of mouth	293	24%
Posters / brochures	170	14%
Community sources / listings	130	11%
Other (please specify):	93	8%
Answered question	**1211**	**100%**
Skipped question	157	

15. Complete the following sentence (think big!): In the future, my library will...

	#
Open-ended response	
Answered question	**955**
Skipped question	413

16. Please provide any additional comments that you would like us to consider.

	#
Open-ended response	
Answered question	**505**
Skipped question	863

17. Please indicate which community you live in.

	#	%
City of Kingston	837	68%
South Frontenac	165	13%
Central Frontenac	102	8%
Other (please specify):	52	4%
North Frontenac	51	4%
Frontenac Islands	41	3%
Answered question	**1224**	**100%**
Skipped question	144	

18. Please tell us the total number of people that live in your household (including yourself).

	#	Total Persons	%
2	592	1184	50%
1	230	230	19%
3	152	456	13%
4	140	560	12%
5	44	220	4%
6	18	108	2%
7	9	63	1%
8	0	0	0%
8+	0	0	0%
Answered question	**1185**	**2821**	**100%**
Skipped question	183		
Average Persons per Household	2.4		

19. How many people in your household fall within the following age groups? (leave blank if zero)

	#	%
55 – 69 years	537	45%
70+ years	403	34%
35 – 54 years	361	30%
20 – 34 years	229	19%
Under 10 years	184	15%
10 – 19 years	158	13%
Answered question	**1199**	**100%**
Skipped question	169	

20. Do you, or anyone in your household, have a library card?

	#	%
Yes	1190	98%
No	21	2%
Not sure	8	1%
Answered question	**1219**	**100%**
Skipped question	149	

21. If yes, have you used it in the past two years?

	#	%
Yes	1119	92%
No	77	6%
Not sure	17	1%
Answered question	**1213**	**100%**
Skipped question	155	

22. Please tell us what year you were born.

	#	%
1952 to 1966 (aged 55-69 years)	403	36%
1951 or prior (aged 70+ years)	278	25%
1967 to 1986 (aged 35-54 years)	270	24%
1987 to 2001 (aged 20-34 years)	136	12%
2002 or after (aged 19 years or younger)	20	2%
Answered question	**1107**	**100%**
Skipped question	261	
Median Age	1960	62 years

23. How long have you lived in Kingston-Frontenac?

	#	%
More than 20 years	654	54%
11 to 20 years	229	19%
5 to 10 years	163	13%
Less than 5 years	155	13%
Prefer not to answer	16	1%
Answered question	**1217**	**100%**
Skipped question	151	

24. Please indicate if you would like to be entered into the Survey prize draw and/or the KFPL e-Newsletter, and if so provide us with your email address. If you do not wish to participate or provide your email address please skip this question.

	#	%
Yes - enter me in the Survey prize draw	878	97%
Yes - subscribe me to the KFPL e-Newsletter	330	37%
If yes to any of the above, please enter your email address:	SEE Q24 TAB FOR EMAILS	
Answered question	**904**	**100%**
Skipped question	464	