

KFPL Live Community Survey – Results and Response

The KFPL Live Community Survey ran from November 2020 through February 21. The survey was posted on the library's website and social media platforms, shared broadly through our patron newsletter, and sent directly to all patrons who attended KFPL in the past two years. We received 129 responses.

Question 1

What general themes would interest you most?

- Arts and culture (82 responses, 67%)
- Food and gardens (67 responses, 53%)
- Health and medicine (67 responses, 53%)
- Climate change (61 responses, 48%)
- History (57 responses, 45%)
- Indigenous history and issues (52 responses, 41%)
- Science and technology (47 responses, 37%)
- Travel (41 responses, 32%)
- Legal (38 responses, 30%)
- Genealogy (30 responses, 23%)
- Politics (27 responses, 21%)

Question 2

Did we miss something? What other themes interest you?

We received suggestions from 46 patrons, with little overlap among their ideas. There was slightly more interest in writing, music, book recommendations, spirituality and religion, ethics and aging than the other suggested topics.

Question 3

Are there specific topics in those themes that you'd like to see us explore?

We received recommendations from 42 patrons, once again with little overlap among the ideas. There was slightly more interest in art, local history, hands-on workshops, exploration of cultural traditions, and memoir writing.

Question 4

What is your preferred format?

- Lecture with Q&A (82 responses, 63%)
- Hands-on workshop (34 responses, 26%)
- Other (6 response, 4%)

No response (7, 5%)

Patrons who offered alternative options requested that we continue live Zoom events after the pandemic ends, that we follow up writing workshops with support groups, or indicated that they preferred a mix of formats or had no preference.

Question 5

Until we are able to offer in-person events once more, please let us know your preferred virtual format.

Live online (eg: Zoom) (51 responses, 39%)

Recorded content (eg: YouTube) (29 responses, 22%)

Doesn't matter (39 responses, 30%)

Other (7 responses, 5%)

No response (3, 2.3%)

Patrons who offered alternative options requested live events that were recorded for later viewing (4), while the others preferred to wait for in-person programs to resume.

Question 6

Which branch do you normally visit?

Most survey respondents were patrons from our Central, Isabel Turner and Calvin Park branches, but we also heard from patrons at our other branches in the City of Kingston, and from Cloyne, Hartington, Sharbot Lake, Sydenham and Wolfe Island.

Question 7

How do you prefer to hear about library events?

Library e-newsletter (65 responses, 50%)

Website / event calendar (36 responses, 28%)

Social media (16 responses, 12%)

Other (4 responses, 3%)

Poster or flyer in library (4 responses, 3%)

Word of mouth (1 response, <1%)

No response (3, 2%)

Two of the patrons who offered alternative responses preferred newspaper advertising, while the other two preferred combinations of the options listed.

Our Response to Your Feedback

There was a clear preference for four top themes: Arts and Culture, Food and Gardens, Health and Medicine, and Climate Change. Beginning in fall 2021, we will restructure to offer four focused series in these areas. The program topics you suggested will guide staff as they develop the program content and seek experts to share their knowledge.

There was also strong interest in Indigenous issues and history, which aligns with KFPL's commitment to engage with the TRC recommendations, so when possible staff will strive to include Indigenous voices and knowledge within those series. We will also develop two series to help our community learn and work toward reconciliation, featuring Indigenous writers and focusing on history and current issues faced by Indigenous nations.

Any programming intended to serve Indigenous communities as the primary audience will be developed in consultation and partnership with the Indigenous community.

Many of your comments within the Arts and Culture theme focused on writing and reading commendations. We will continue to offer writing workshops, working in partnership with the City's poet laureate, and engaging other writers and creative writing teachers to develop new programs. We will also continue our Book Chat program where readers can gather virtually to share their reading suggestions.

We will continue to offer one-of-a-kind programs that fall outside those four main areas of interest, such as sharing financial and legal information applicable to everyday situations.

You shared a strong preference for lecture-style programs with a Q&A, so we will limit workshop-style programs to those where the information is best shared through interactive and hands-on learning. Likewise you preferred live events, so pre-recorded program content will be limited to those best-served by repeat viewing or when it is the preference of our guest speaker.

Most of you gather your information about library events through our email newsletter, so we will continue to improve the newsletter content and increase its audience. We will still use social media, local news and other means to reach those who aren't on our newsletter list.