

# Community Survey Report

## Library Services at Kingston Secondary School

### Background

In 2015 and 2016, the Kingston Frontenac Public Library (KFPL), Limestone District School Board (LDSB) and the City of Kingston explored ways to maintain library service in the Kingscourt neighbourhood following the closure of the Kingscourt Branch in 2017.

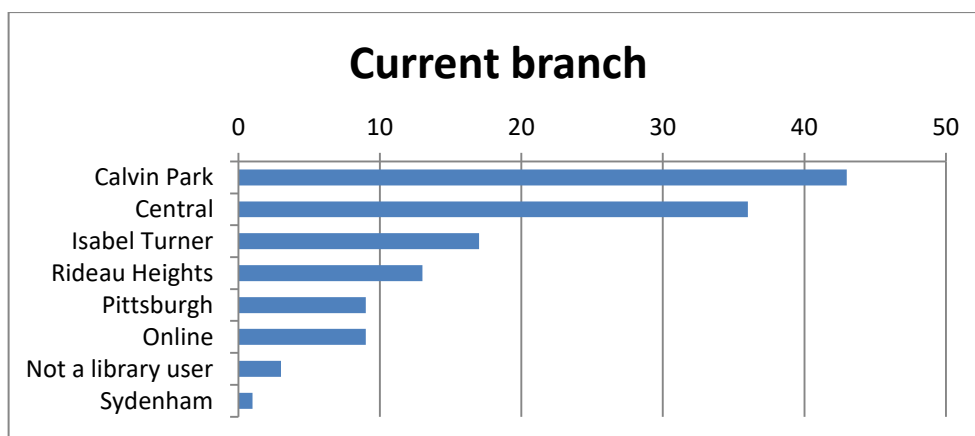
After considering a number of options, the decision was made to devote approximately 300 square feet of space in the new Kingston Secondary School, located at 145 Kirkpatrick Street, to library service. This space will house technologies that will allow library patrons to browse and borrow library materials, pick up reservations and return items.

A survey was conducted to gather information about the types of services people were most interested in accessing at the site. Feedback was primarily submitted online, but paper copies of the survey were made also available. The survey is included as Appendix A.

### Survey Results

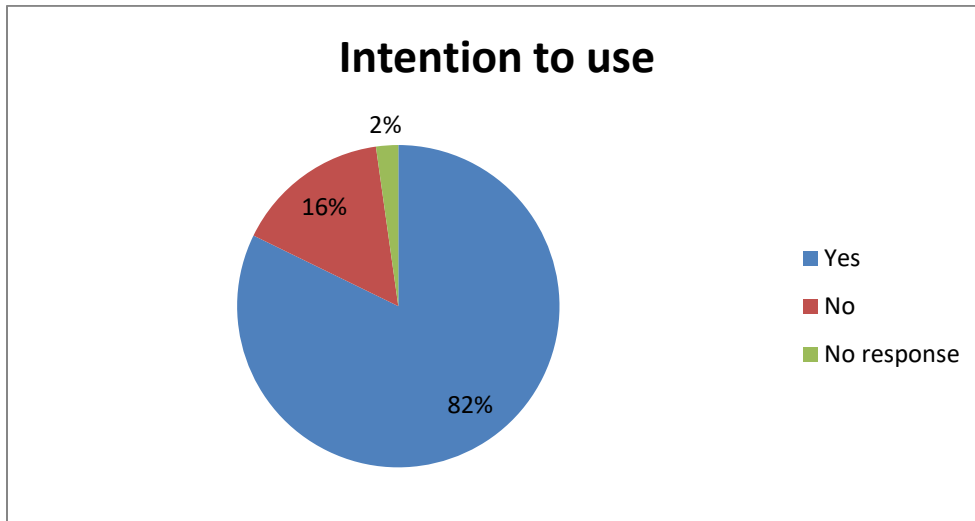
The survey was accessed 102 times. 90 surveys were fully completed. All of the percentages and totals in this summary report are based on the 90 completed surveys.

#### Who completed the survey?



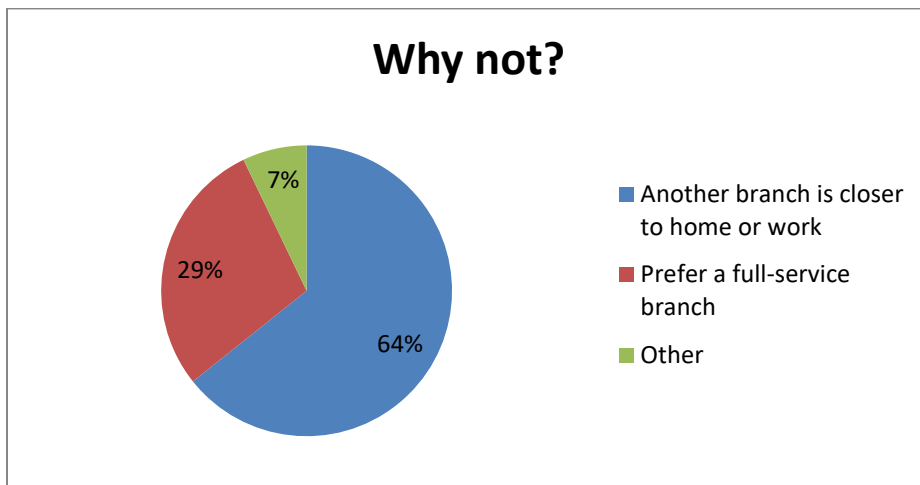
When asked which branches they currently use, most chose Calvin Park (43) and Central (36) with some representation from patrons at Isabel Turner (17), Rideau Heights (13) and Pittsburgh (9), and one user of our Sydenham branch.

**Question 1: Do you plan to use our services through the Kingston Secondary School?**

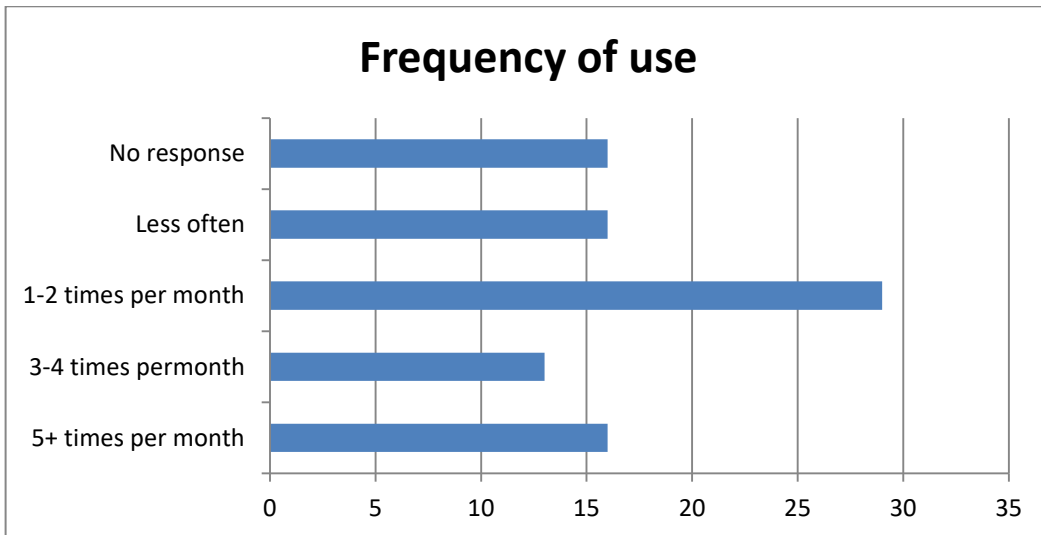


- Yes (74 responses, 82.2%)
- No (14 responses, 15.5%)
- No response (2 responses, 2.2%)

Those who answered “No” offered these explanations.



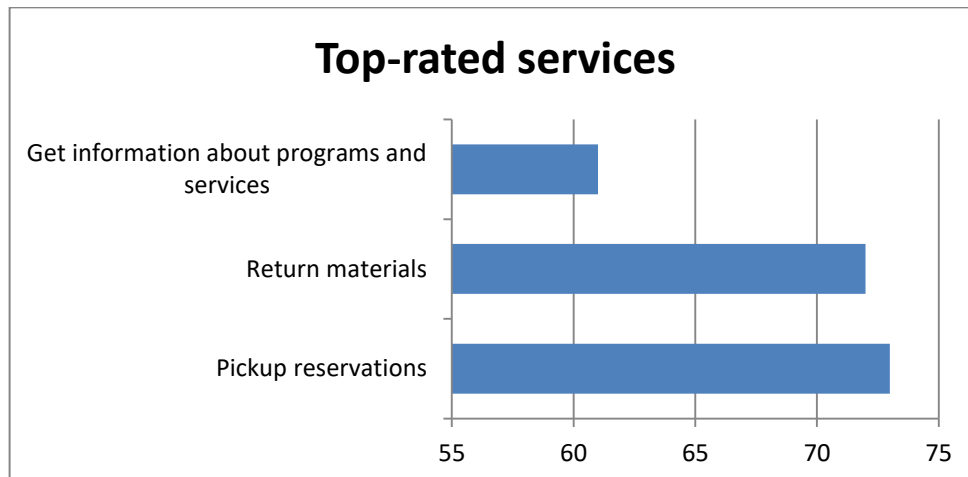
**Question 2: How often do you expect to use Library services at the Kingston Secondary School?**



In order to determine how often the materials should be refreshed, we asked patrons who often they expected to use the location. Half of our respondents (45) indicated that they would visit no more than 1-2 times per month.

- 5+ times per month (16 responses, 17.7%)
- 3-4 times per month (13, 14.4%)
- 1-2 times per (29, 32.3%)
- Less often (16, 17.7%)
- No response (16, 17.7%)

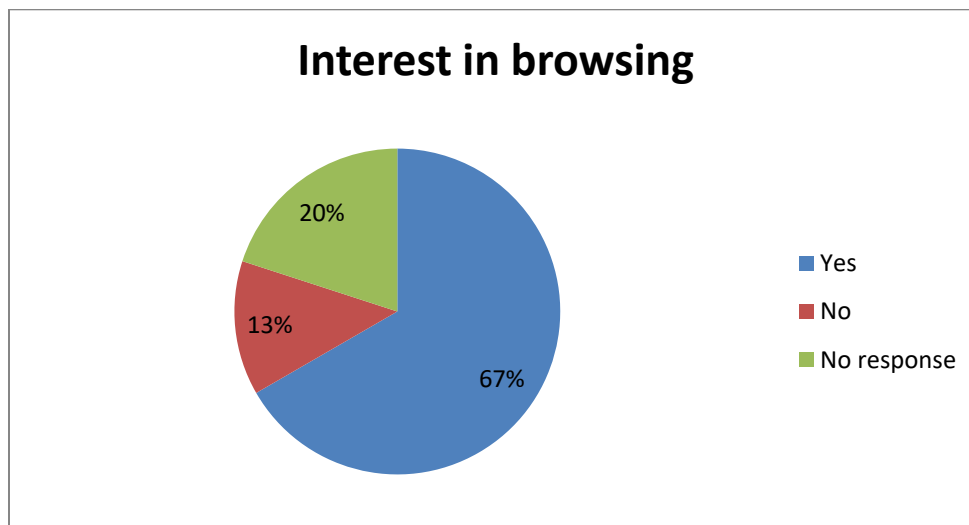
**Question 3: Please tell us which library services you are interested in accessing at Kingston Secondary School.**



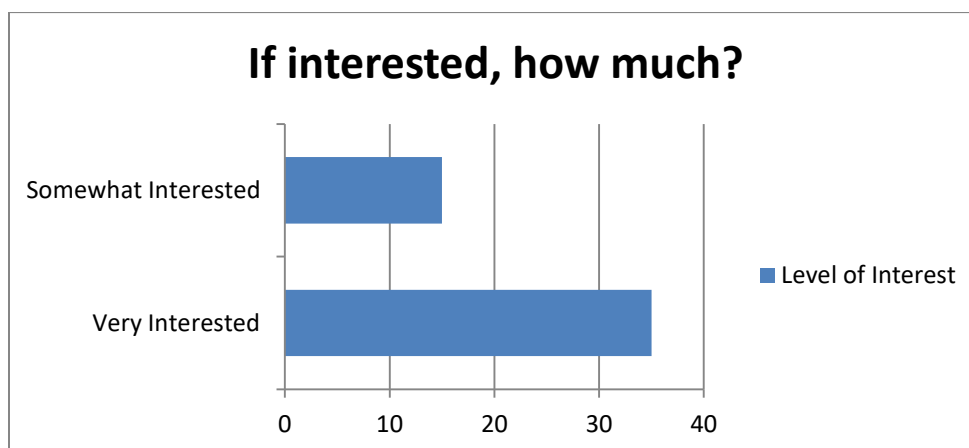
Survey participants indicated their level of interest in three key services, and all were ranked between somewhat and very interested.

- Reservation pickup (73 responses, overall rating of 2.8/3)
- Returning materials (72 responses, overall rating of 2.9/3)
- Getting information (61 responses, overall rating of 2.4/3)

**Question 4: Are you interested in browsing a selection of materials to borrow?**



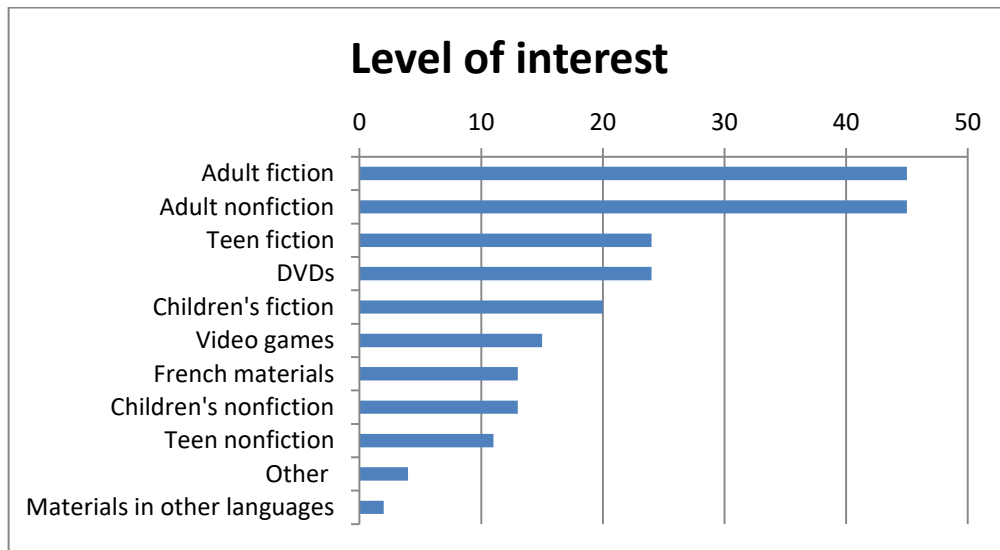
A majority of patrons (60 responses, 66.6%) were interested in having materials available to browse, with the remaining participants not interested (12, 13.3%) or not providing a response (18, 20%).



When asked to pinpoint their level of interest, 83% of those respondents who wanted a browsing collection ranked their level of interest. They chose either 1, as somewhat interested, or 2 to indicate they were very interested. The average ranking was 1.7.

Of the 60 people who indicated they wished to browse, 32 indicated they were interested in browsing DVDs or Video Games. This is meaningful, as one of the technologies under consideration is a machine which dispenses discs and the purpose of the question was to gauge the potential use of such a machine. The other responses will be used to help guide Library staff as they select the types of materials that are stocked.

**Question 5: What types of material are you interested in borrowing?**



Most survey participants indicated a strong interest in books for adults, both fiction (45) and nonfiction (45). There was some interest DVDs (24) and fiction for teens (24) and children (20), and limited interest in video games (15), French materials (13), nonfiction for children (13) or teens (11), and multilingual materials (2). The four patrons who selected “other” requested magazines, audiobooks and music, materials in German, and large print materials.

**Question 7: Do you have any other comments for us?**

Some expressed excitement about the project:

- My household (including 2 young children) are very excited about being able to drop off and pick-up books so close to home :) Thank you for your work to make this possible.
- Great idea. Thank you.
- Important that students and community around the school have access to technology. Great idea.

- Wonderful news! Thrilled to have library services back in the Kingscourt neighbourhood!
- I applaud the decision to have services sharing an existing building, especially one that is vacant for most hours in the later afternoon, evening, and weekend. If I did not live on the east side of Kingston, across the bridge, I would definitely consider accessing library services at this location. I would expect the location to have a safe parking lot that is well lit after dark.

And a few shared more information about why there are interested in the project:

- I'm borderline as to whether I have a stake in this; Williamsville is next to Kingscourt, but it's also adjacent to Calvin Park - which has a good local branch about a mile away. There's also a library near my workplace, but it's on Lennox county's system (which issues non-resident cards at a highly-subsidised \$5/yr). I'm making fewer in-person visits due to the current COVID-19 panic, at least for now.
- Card holder [name redacted] (my daughter) will be attending KSS.

**Staff: Thank you for your enthusiasm and support. We look forward to bringing this service into your neighbourhood soon!**

Some shared more specific suggestions for what they would like to see in the space:

- Pick up lockers similar to Calvin Park would be awesome.
- It may be of use to coordinate community interest seminars and advertise in the library space, and then use another dedicated space available in the school to host the event.
- It would be amazing to have a small selection of kids books that I would be able to take my son for a walk to the library. Currently we go all the way to Isabel Turner since it has a good selection without having to pay for parking.
- It might be a good idea to offer a computer terminal or two for people to access the internet. I don't need this service, but I have noticed others doing so when I used the Branch that was closed. Also, there was an interest in Ancestry.com. I have my own membership, but I know others in the community are interested but can't afford it.
- My use will depend on hours the space is accessible.

**Staff: We are still working out the details of opening hours and use of the attached community space by the Library. The technologies included in the space will include lockers, as reservations pickup was the most requested service. Computer access is not planned for this location. They are available at all other KFPL locations.**

Five participants expressed regret that there would not be a full-sized branch in this neighbourhood:

- This community really misses our library. I really think it is unfortunate that we are only getting 300 square feet when we had a full service library for years.
- I understand the new library in the North end is not utilized very much and that was from the library staff. Should of done a better study before moving it.
- Would like a full branch experience like the old Kingscourt location
- My primary reasons for visiting this branch were to borrow adult non-fiction and to access in-branch online resources such as ancestrylibrary.com. The Kingscourt branch was badly space-constrained at 3000 sq ft as it is.
- I am 54 and live alone in Williamsville on the west side of the fairgrounds. I used to use the Kingscourt branch sometimes (before it closed in 2017). I rarely visit Rideau Heights because it is less central (further from me, 5.5km instead of 2km) with a restrictively-smaller collection size.

**Staff: We know you miss your neighborhood branch, but Central Kingston has three KFPL branches to serve you – Central, Calvin Park and Rideau Heights. A branch services review in 2004, then updated in 2010, provided recommendations for library space requirements through 2026. Following these guidelines, the service point at Kingston Secondary School is to provide a convenient location for pickup and drop-off of library materials, not a full-service location.**

## **Next Steps**

Library staff will use the feedback provided to assist in making a decision on the types of technologies to be included in the space designated for Kingston Frontenac Public Library service in Kingston Secondary School. Other factors, such as budget, use and format trends and neighbourhood demographics will also be considered.