

General Information

Background

- Population Served: **1,898** (per 2016 census)
- Cardholders with a North Frontenac home branch: **206**
(10.8% of population)
- Total respondents selecting a North Frontenac Branch as primary location: **51**
(24.7% of cardholders, 2.68% of population)
- Total respondents who indicated that they use different library system: **5***
 - Library near another residence (2)
 - Lennox and Addington (3)

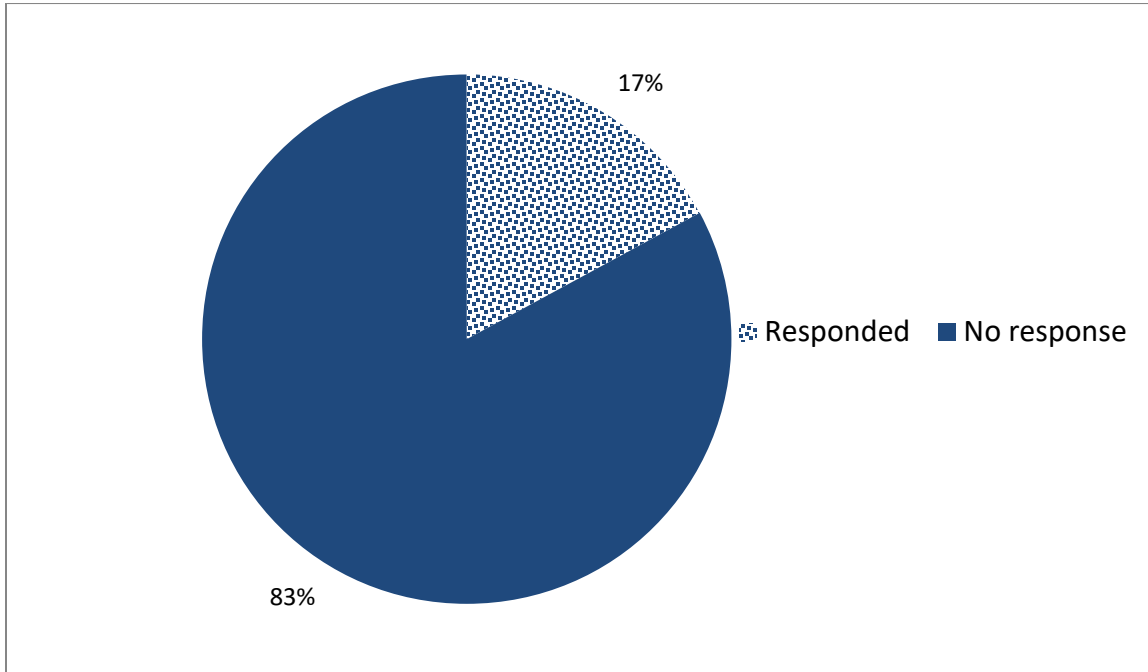
**Two respondents indicated that they use the Denbigh Branch in Lennox & Addington for the better internet connection. One indicated that they subscribe to KFPL for access to larger collections.*

- When asked whether they were able to visit an alternate location:
 - ➔ **12.5%** (4) of respondents indicated that they could;
 - ➔ **62.7%** (32) of respondents said they could do so for an urgent need;
 - ➔ **29.4%** (15) of respondents said that they were not able to do so.

Cloyne Branch

Branch Survey Responses

Figure 1: Cloyne - Percentage of Cardholders Responding to Survey



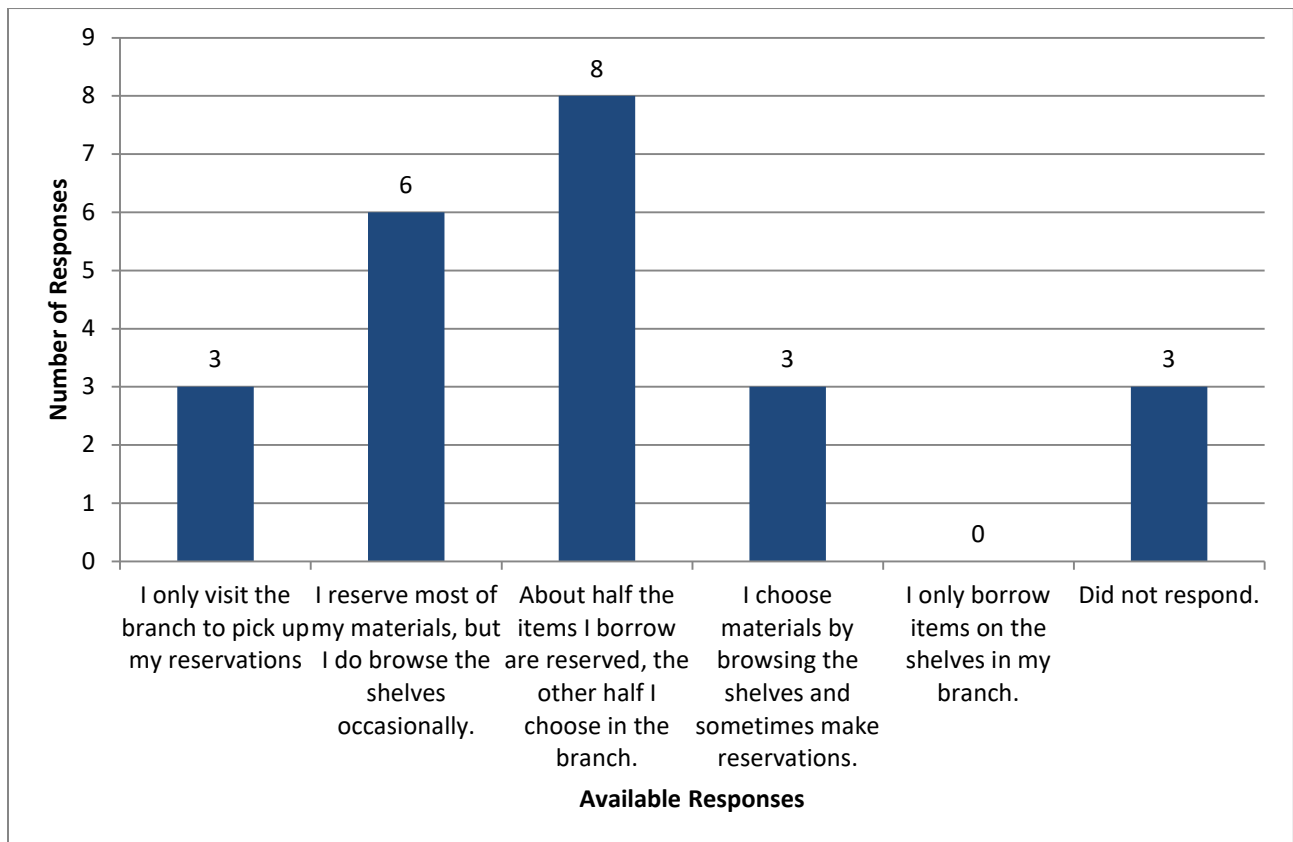
- Cardholders listing Cloyne as home branch: **117**
- Total survey respondents selecting Cloyne as their primary branch: **20** (17.1% of cardholders)
- Total survey respondents that selected Cloyne as their second or third choice of location: **3**
- When asked whether they were able to visit an alternate location*:
 - ➔ **5%** (1) of respondents indicated that they could;
 - ➔ **70%** (14) of respondents said they could do so for an urgent need;
 - ➔ **25%** (5) of respondents said they were not able to do so.

Cloyne Branch

Branch Usage

Respondents from Cloyne actively use the online reservation system to access materials and bring them into the branch for borrowing, with 39% primarily using reservations and another 34.7% using it as often as they browse the shelves. The remaining 13% primarily use the collection on the shelves at the branch.

Figure 2: Cloyne - 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 (42.1%), Kanopy (5.8%), Hoopla (22%), and Flipster (17.6%).

Cloyne Branch

Hours of Operation

Regular hours of operation are **15 hours per week**:

- Tuesday 10:00 a.m. to 3:00 p.m.
- Wednesday 5:00 to 8:00 p.m.
- Friday 12:00 to 4:00 p.m.
- Saturday 9:00 a.m. to 12:00 p.m.

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

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

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

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

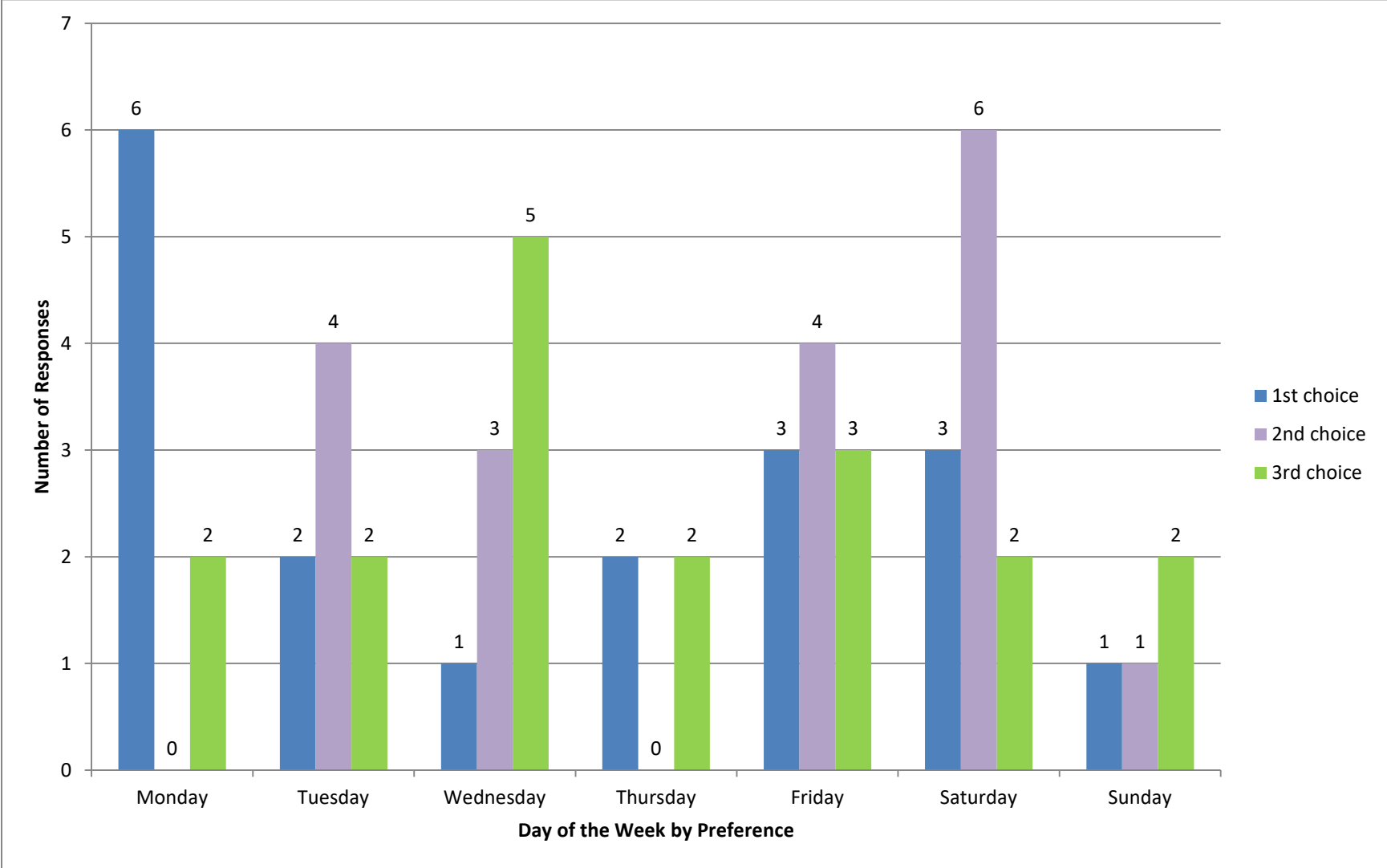
The **LEAST preferred times were**:

- Weekdays 8:00 to 9:00 p.m. (0)
- Weekdays 8:00 to 9:00 a.m. (1)
- Saturdays 8:00 to 9:00 a.m. (1)
- Weekdays 6:00 to 8:00 p.m. (3)
- Sundays 9:00 a.m. to 1:00 p.m. (3)
- Sundays 1:00 to 5:00 p.m. (4)

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

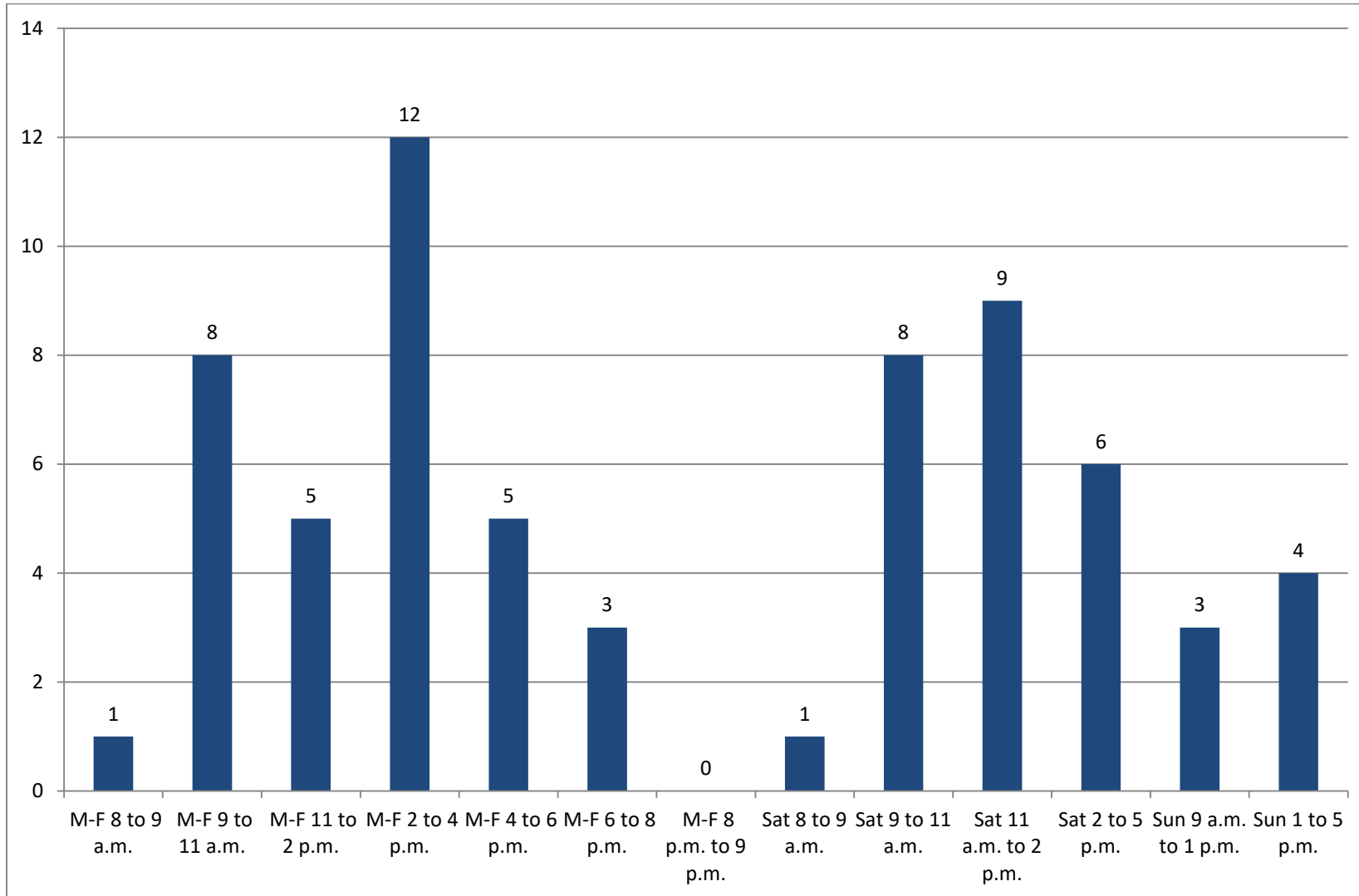
Cloyne Branch

Figure 3: Cloyne - Preferred Open Days



Cloyne Branch

Figure 4: Cloyne - Preferred Time of Day



Cloyne Branch

Comments

Comments related to hours of operation

Respondents suggested that we align our hours with those of the garbage and recycling facilities (Cloyne Transfer Station Wednesday 1-4, Friday 9-12 in winter season; 506 Site Monday, Thursday, and Saturday 9-1, Friday 1-4 in winter season), and with water sample drop-off at the health department (Wednesday, 8:30-11:30).

Respondents include library visits with other errands (1), or visit after school and work or on weekends. (2)

- *Our book delivery day is Wednesday, however the library is closed Thursday but open most of Tuesday. This doesn't make any sense at all! Also, the library is only open Wednesday evening and this time is used by the librarian to organize the incoming books, therefore the books become available on Friday afternoon.*
- *It is more advantageous for those who work to have evening hours. Also, if it could be more than 1 day a week, preferably two. For those who are retired daytime hours may be more advantageous, not for working moms, dads etc.*

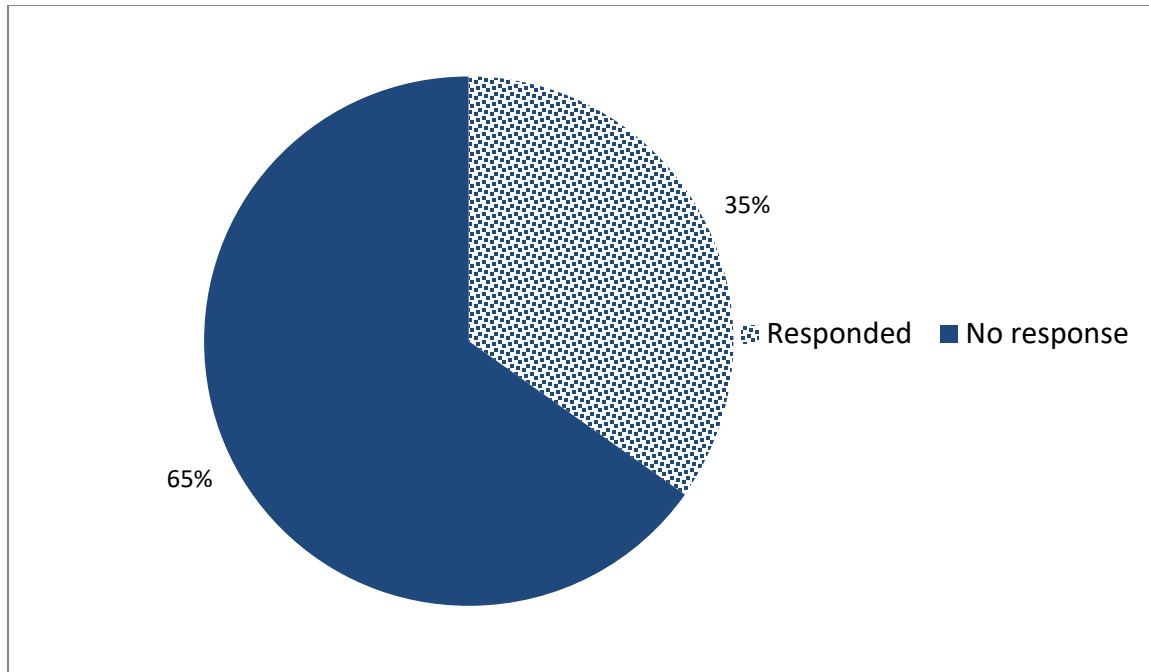
Staff response:

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

Plevna Branch

Branch Survey Responses

Figure 5: Plevna - Percentage of Cardholders Responding



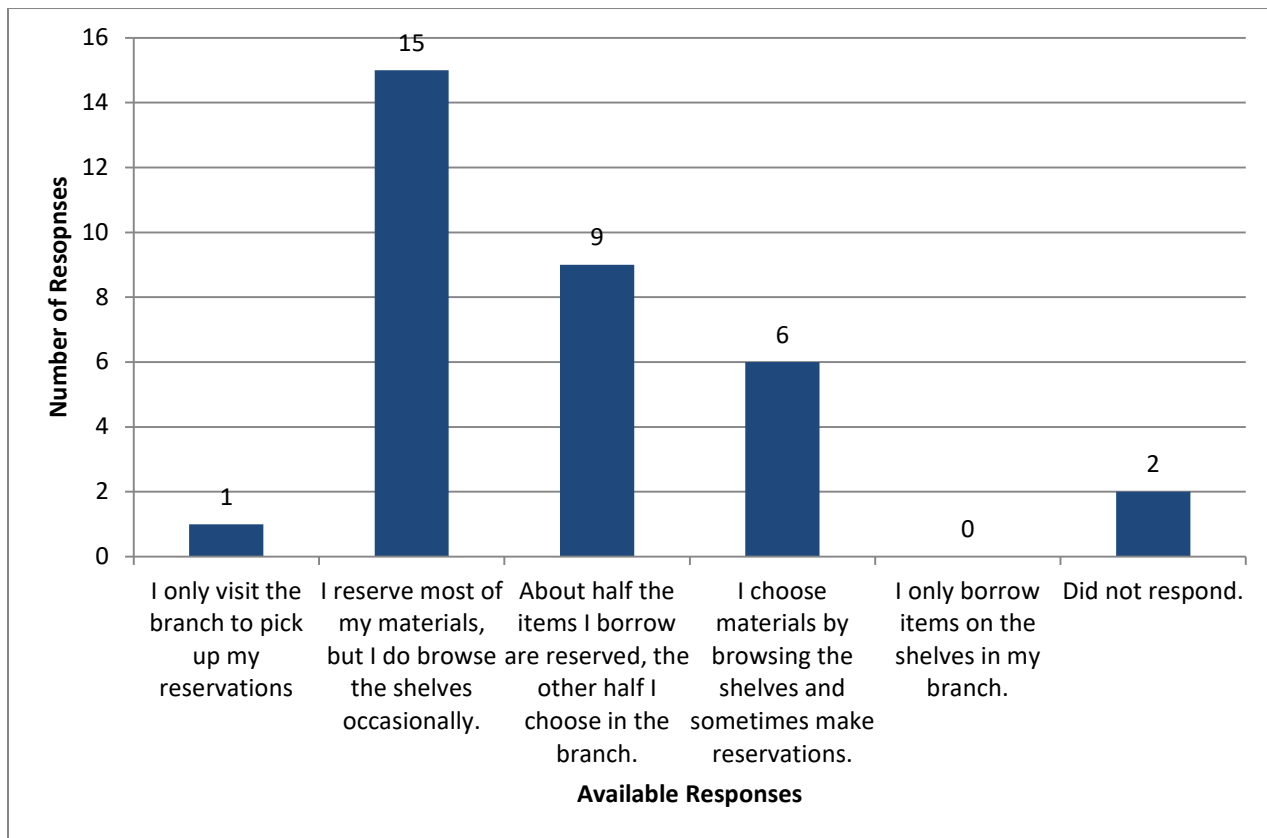
- Cardholders listing Plevna as their home branch: **89**
- Total respondents who selected Plevna as their primary branch: **31***
(34.8% of cardholders)
**Some of these users also shared feedback for Sharbot Lake (1) and Cloyne (3) as their second and third branches.*
- Total respondents who selected Plevna as their second or third choice of location: **2**
- When asked whether they were able to visit an alternate location:
 - ➔ **9.6%** (3) of respondents indicated that they could;
 - ➔ **58%** (18) of respondents said they could do so for an urgent need;
 - ➔ **32.2%** (10) of respondents said that they were unable to do so.

Plevna Branch

Branch Usage

Plevna respondents actively use the online reservation system to find and bring in materials for borrowing, with 51.6% primarily reserving their selections and 29% using it as often as they browse the shelves. The in-branch collection is the primary source of materials for 19% of respondents.

Figure 6: Plevna – 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 (37.9%), Kanopy (8%), Hoopla (20.8%), and Flipster (11.1%).

Plevna Branch

Hours of Operation

Regular hours of operation are **14 hours per week**:

- Tuesday 2:00 to 4:00 p.m. and 5:00 to 7:00 p.m.
- Thursday 2:00 to 4:00 p.m. and 5:00 to 7:00 p.m.
- Friday 10:00 a.m. to 1:00 p.m.
- Saturday 10:00 a.m. to 1:00 p.m.

Respondents ranked days of the week by preference, using a score of 1 (most preferred) to 7 (least preferred). Using combined scoring² for each day of the week, respondents would **prefer to have their library open on these days** (listed in priority order):

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

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

- Weekdays 2:00 to 4:00 p.m. (15)
- Saturdays 11:00 a.m. to 2:00 p.m. (14)
- Weekdays 4:00 to 6:00 p.m. (12)
- Saturdays 9:00 to 11:00 a.m. (11)
- Weekdays 9:00 a.m. to 2:00 p.m. (11)
- Saturdays 2:00 to 5:00 p.m. (9)

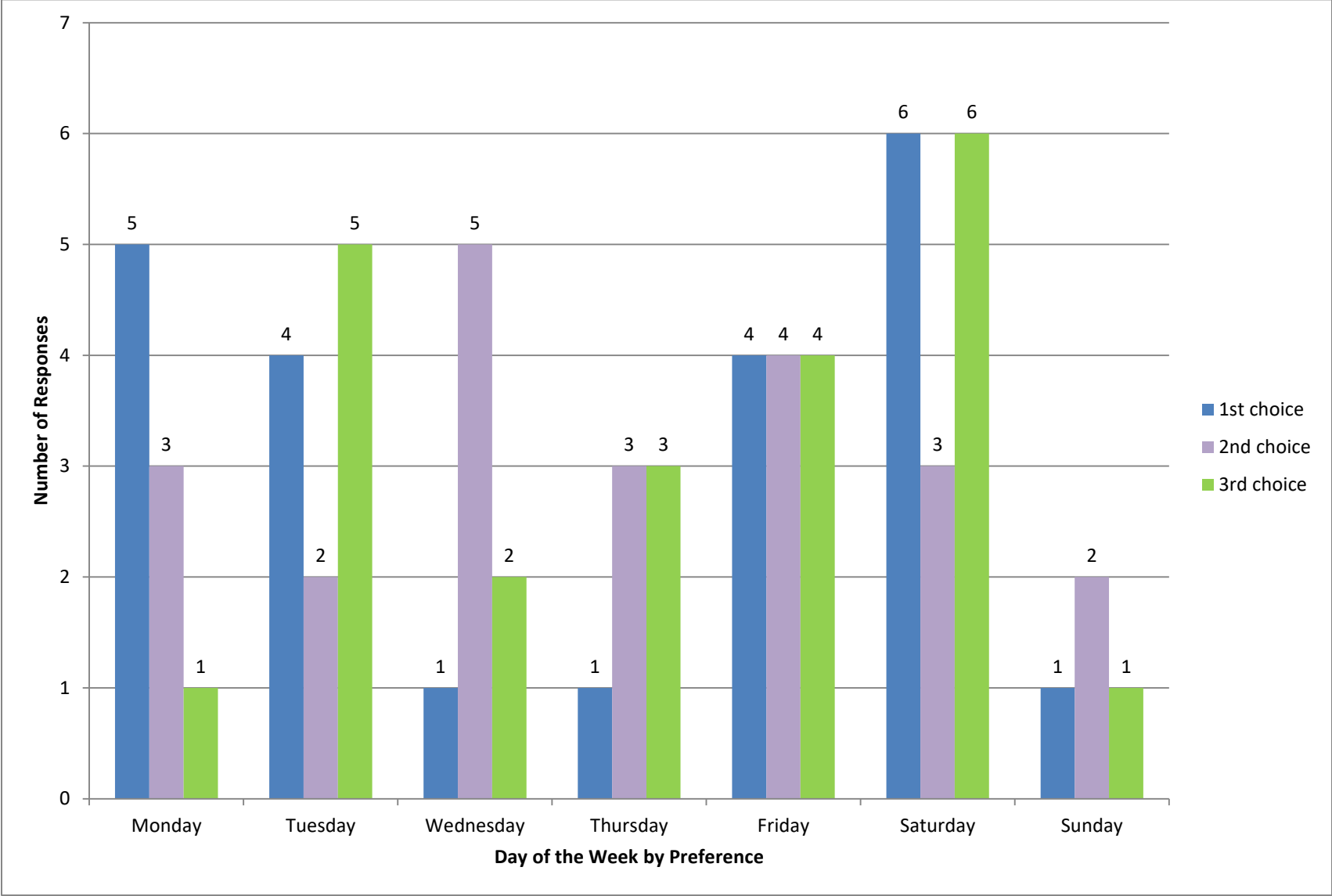
The **LEAST preferred times were**:

- Sundays 1:00 to 5:00 p.m. (0)
- Weekdays 8:00 to 9:00 p.m. (1)
- Weekdays 8:00 to 9:00 a.m. (2)
- Saturdays 8:00 to 9:00 a.m. (2)
- Sundays 9:00 a.m. to 1:00 p.m. (5)
- Weekdays 6:00 to 8:00 p.m. (7)

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

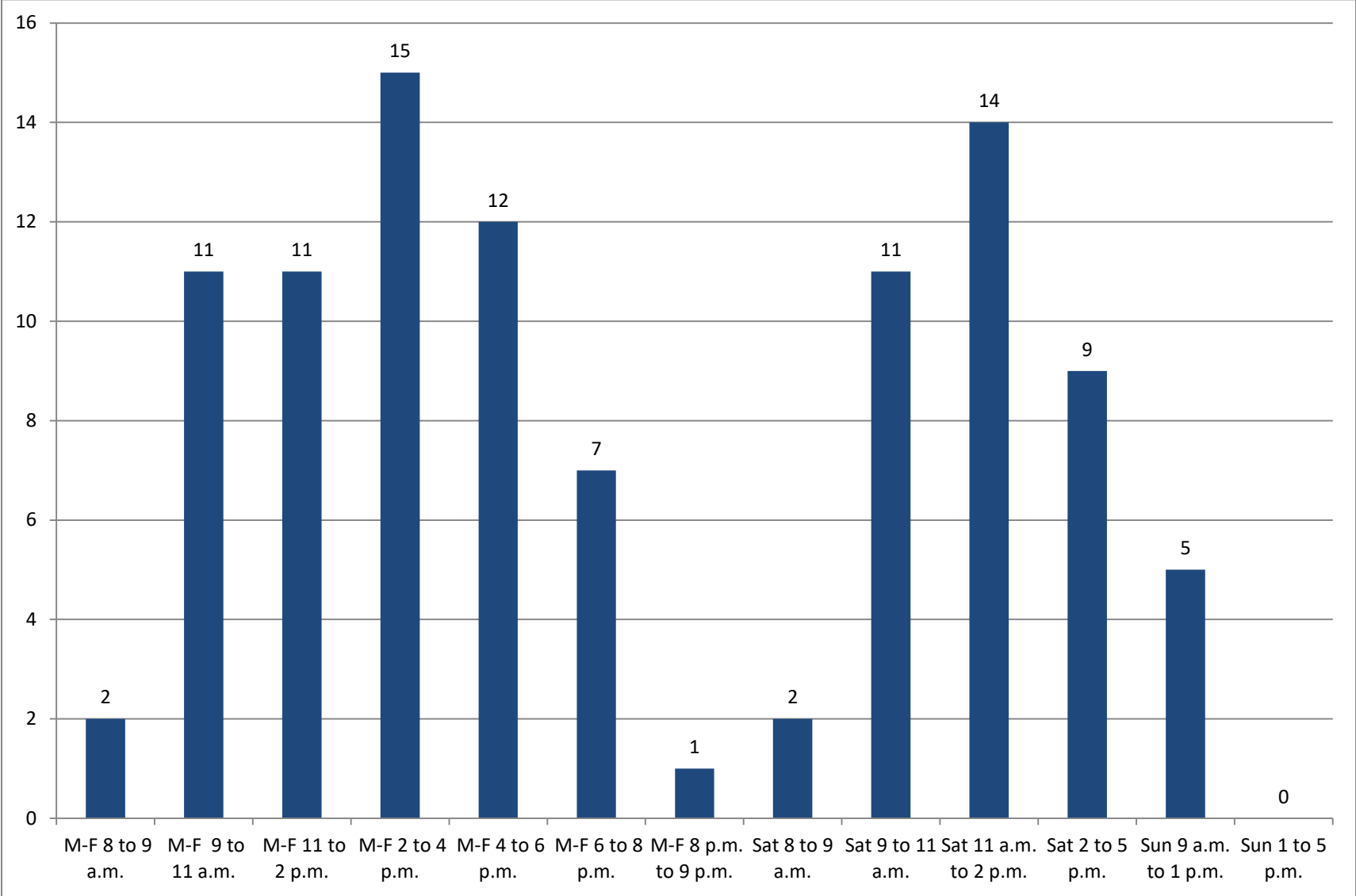
Plevna Branch

Figure 7: Plevna - Preferred Open Days



Plevna Branch

Figure 8: Plevna - Preferred Time of Day



Plevna Branch

Comments

Comments related to hours of operation

Respondents suggested aligning branch hours with those of the landfill (Sunday, Wednesday and Friday 10-1, 1:30-4) as well as the grocery store (8:00 a.m. to 6:00 p.m. daily, fresh produce delivered Thursdays), mail delivery (noon) at the Ardoch Post Office (open Monday, Tuesday, Wednesday and Friday 11:00-2:30, and Thursday 11-12:30, 2-6), and the Shamrock Bakery (seasonal).

One respondent encouraged more Friday and Saturday hours to benefit cottagers.

- ➔ *I don't understand why you ask the librarians to work 2-4 and 5-7 on Tuesdays and Thursdays in Plevna! They have to drive home and almost before they get there they have to come back???. Why not make the hours 2-6 on those days?*

Staff response:

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

Messages of thanks from North Frontenac respondents

- ➔ *This is the first year at our cottage and we were so pleased to discover that there is a library in Plevna. We have visited a number of times and look forward to next year! Keep up the good work-Thank You!*

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.

CLOYNE	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	17 survey respondents chose to rank their preferred open days of the week at the Cloyne Branch.
1st choice	6	2	1	2	3	3	1	
2nd choice	0	4	3	0	4	6	1	
3rd choice	2	2	5	2	3	2	2	
4th choice	3	3	4	5	2	0	1	
5th choice	2	5	2	1	6	1	0	
6th choice	3	2	1	5	0	5	1	
7th choice	1	0	2	2	0	1	10	

PLEVNA	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	22 survey respondents chose to rank their preferred open days of the week at the Plevna Branch.
1st choice	5	4	1	1	4	6	1	
2nd choice	3	2	5	3	4	3	2	
3rd choice	1	5	2	3	4	6	1	
4th choice	3	5	1	4	5	3	3	
5th choice	0	3	7	7	3	1	1	
6th choice	6	2	6	3	1	3	1	
7th choice	4	2	0	1	1	0	14	