

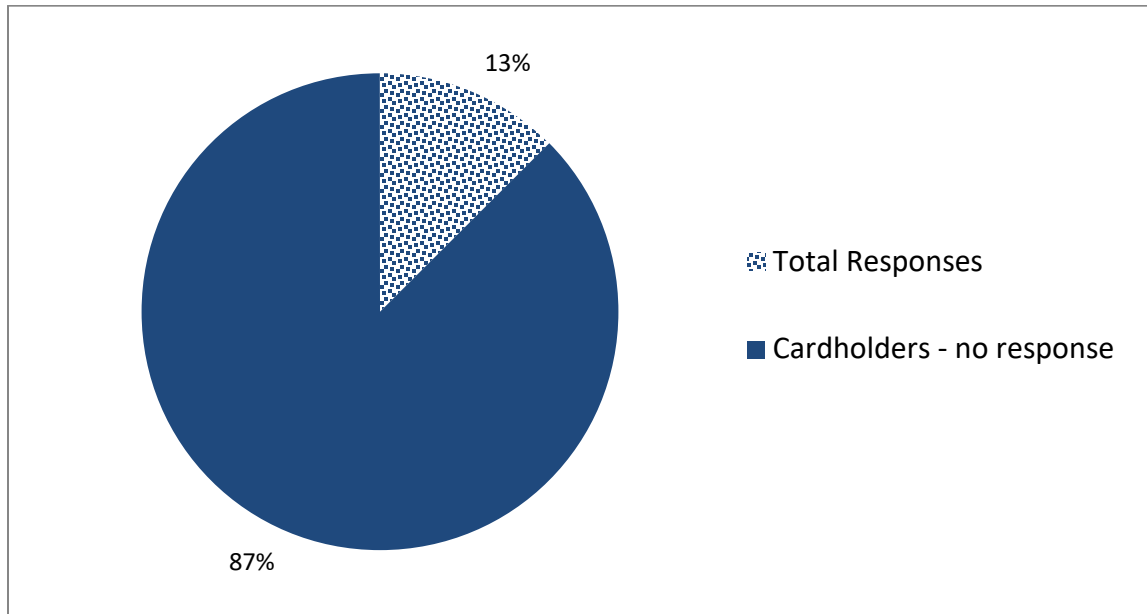
Pittsburgh Branch

Background

- Population Served: **10,908** (per 2020 census)¹

Branch Survey Responses

Figure 1: Pittsburgh - Percentage of Cardholders Responding to Survey



- Cardholders listing Pittsburgh as home branch: **2,111** (19.3% of population)
- Total survey respondents selecting Pittsburgh as their primary branch: **264** (12.5% of cardholders, 2.4% of population)
- Total survey respondents that selected Pittsburgh as an alternate location: **19**
- Total survey respondents who indicated that they use a different library system: **13**
 - Some respondents use academic libraries, including Queen’s (2), Dalhousie (1) and RMC (1)
 - Some use the library in Gananoque (3)
 - Some have online memberships at other systems (3), two of which were specifically to access Overdrive instead of cloudLibrary
 - Some use a library system at a cottage (2)
 - Some use a library in their hometown (1)
- When asked whether they were able to visit an alternate location*:
 - ➔ **24.9%** (65) of respondents indicated that they could;
 - ➔ **63.6%** (166) of respondents said they could do so for an urgent need;
 - ➔ **11.8%** (31) of respondents said they were not able to do so.

*Three respondents did not answer.

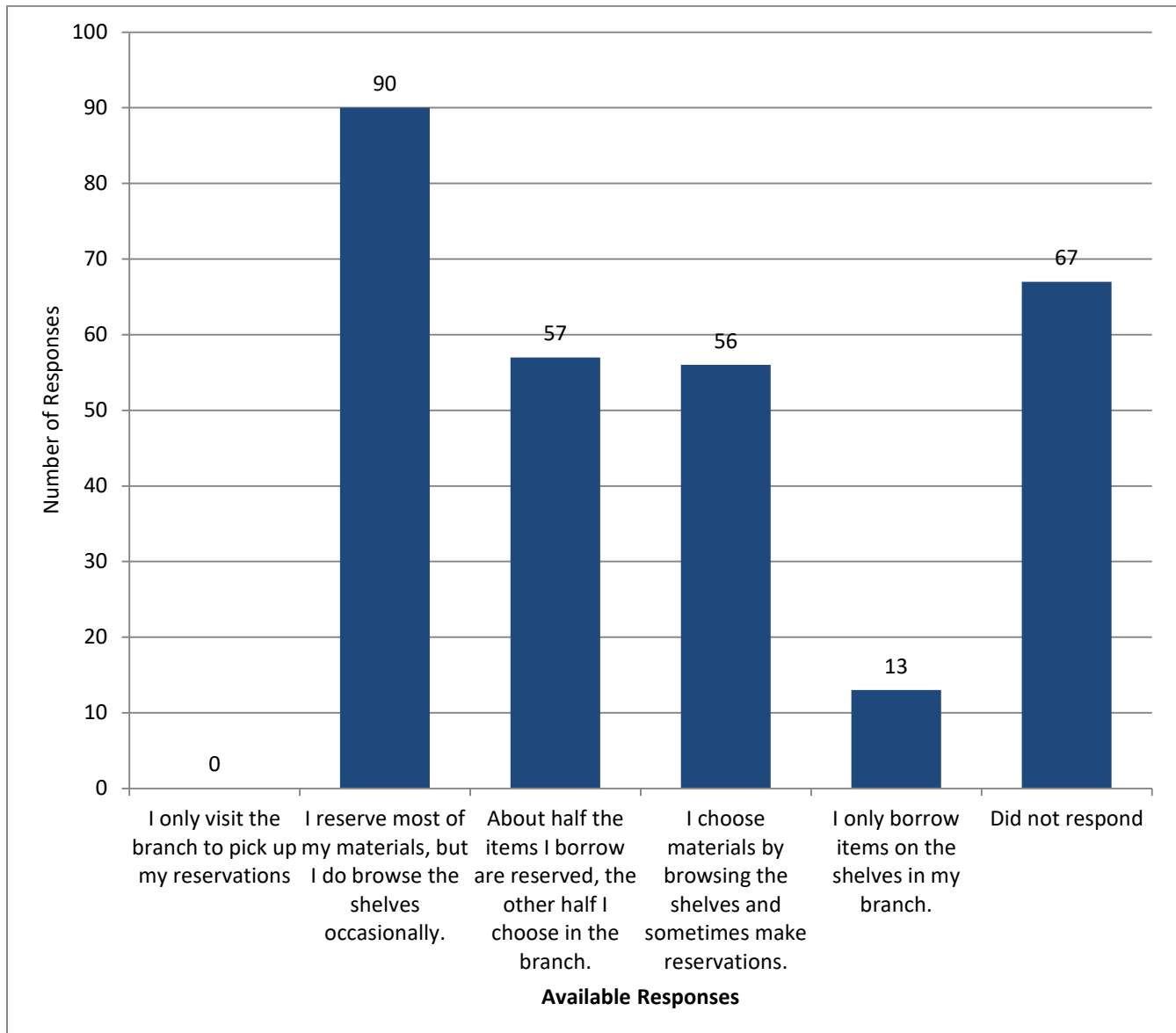
¹ Combined population of census tracts where the majority of cardholders primarily use this location as their home branch.

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Branch Usage

Respondents from Pittsburgh actively use the online reservation system to access materials and bring them into the branch for borrowing, with 31.6% primarily using reservations and another 9.5% using it as often as they browse the shelves. The remaining 24.2% primarily use the collection on the shelves at the branch.

Figure 2: Pittsburgh - Branch Usage as Reported by Respondents



The majority of respondents to our questions about digital collections rarely or never use them, but 42.6% use cloudLibrary at least occasionally, and 17.9% make use of Hoopla. Flipster (9%) and Kanopy (8%) have more room to grow than the other services.

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Hours of Operation

Regular hours of operation are **38 hours per week**:

- Tuesday 10:00 a.m. to 8:00 p.m.
- Wednesday 10:00 a.m. to 8:00 p.m.
- Thursday 10:00 a.m. to 8:00 p.m.
- Saturday 9:00 a.m. to 5:00 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
- Tuesday
- Friday
- Thursday
- Wednesday
- Monday
- Sunday

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

- Saturdays 11:00 a.m. to 2:00 p.m. (151)
- Saturdays 2:00 to 5:00 p.m. (129)
- Saturdays 9:00 to 11:00 a.m. (118)
- Weekdays 6:00 to 8:00 p.m. (112)
- Weekdays 4:00 to 6:00 p.m. (106)
- Weekdays 2:00 to 4:00 p.m. (104)
- Weekdays 9:00 to 11:00 a.m. (102)

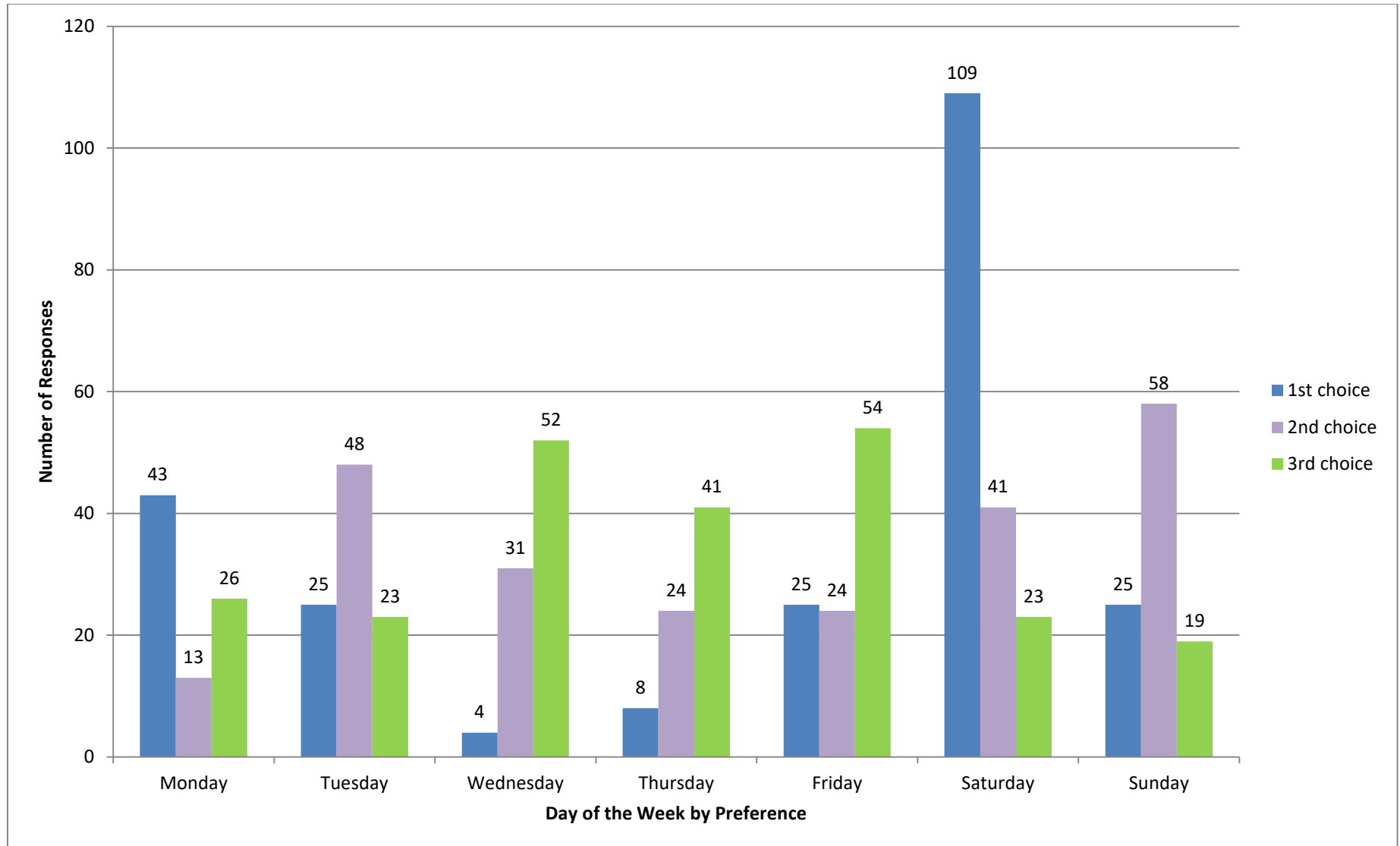
The **LEAST preferred times were**:

- Weekdays 8:00 to 9:00 a.m. (20)
- Saturdays 8:00 to 9:00 a.m. (30)
- Weekdays 8:00 to 9:00 p.m. (37)
- Weekdays 11:00 a.m. to 2:00 p.m. (68)
- Sundays 9:00 a.m. to 1:00 p.m. (83)
- Sundays 1:00 to 5:00 p.m. (97)

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

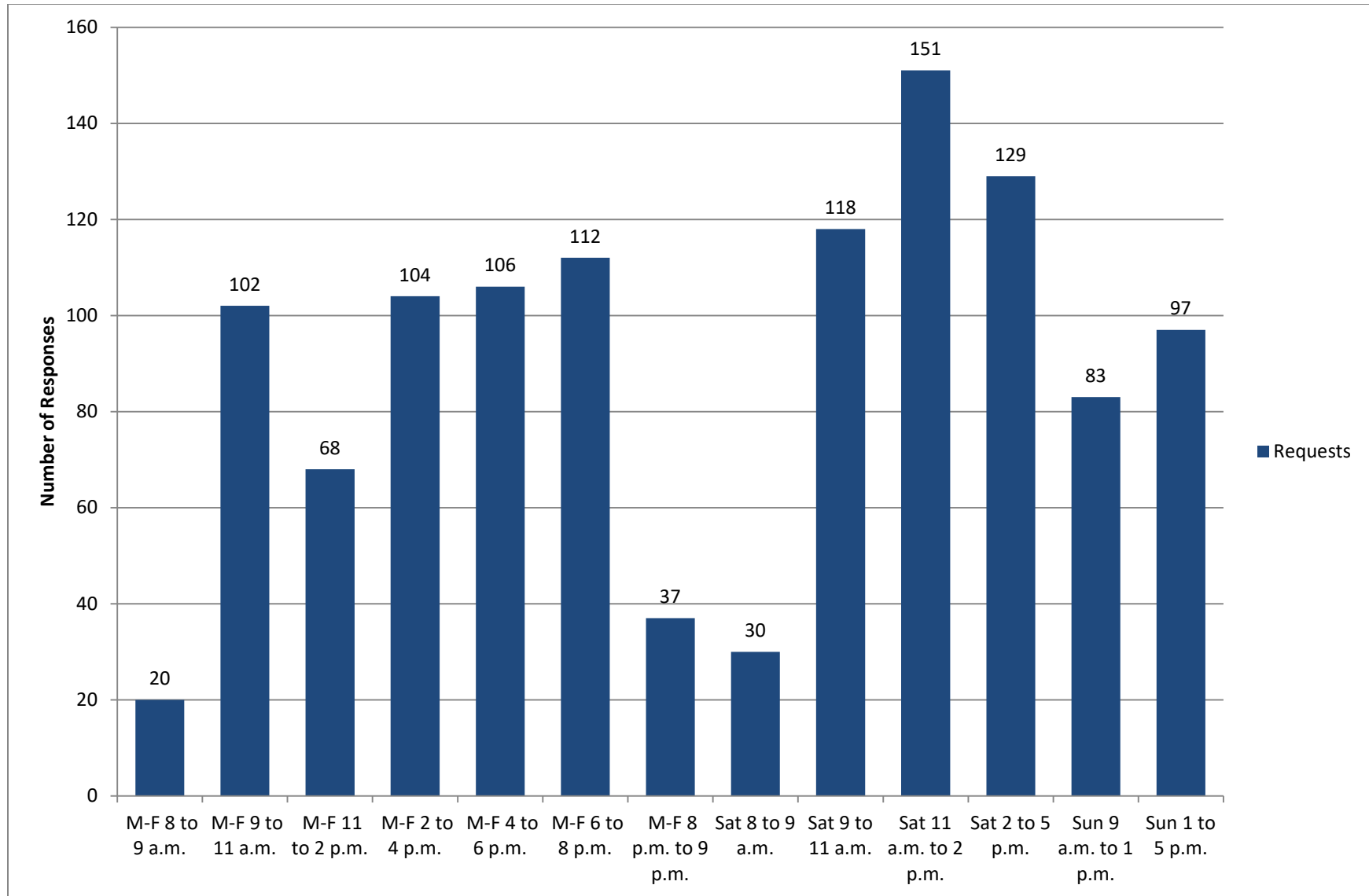
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Figure 3: Pittsburgh - Preferred Open Days



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Figure 4: Pittsburgh - Preferred Time of Day



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Comments

Comments related to hours of operation

Respondents suggested that we align our hours with these community services:

- Several patrons asked us to provide hours outside the periods of active construction related to 3rd crossing, suggested evenings and weekends (9)
- After school (5)
- Recycling (2) and garbage tag sales (1)
- Aligned with work hours, CFB Kingston hours (2)
- During children’s activities like Brownies / girl guides, piano (2)
- Kingston mountain bike club out on Unity Road
- Walking The Path of Peace Together land project
- Avoid rush hours when traffic is dense/delayed
- Community garden
- P.A. Days
- Several patrons asked for more hours (4) or more open days in a week (17)
- Several patrons asked for evening hours to resume (15); one request for Friday evenings
- Some patrons asked for Sundays (8) or reiterated the importance of weekend hours (11); one request for Saturday and Sunday evenings
- Some patrons expressed a need for daylight hours or said how much they enjoy daytime visits(9)
- Five patrons said they were happy with the hours as they are now.
- One patron asked for exterior lockers similar to Calvin Park and suggested remote drop-off and pick-up points away from the library site
- One patron asked that we avoid church hours
- One patron expressed concern over frequent changes to the hours at the Pittsburgh branch over the years without sufficient notice.

Comments related to the Extended Hours Project

Four patrons expressed concerns about the Extended Hours Project, and two others shared a comment on the importance of staff to library service.

- ➔ *Non-staffed libraries DO NOT interest me.*
- ➔ *I would say that during those hours I would prefer there to be an actual person in the branch. The idea of staffless branches, especially Pittsburgh - the only branch in the East end - is extremely short sighted, doesn't address the unique requirements of the Kingston*

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community and is at complete odds with what is needed.

- ➔ *I've lived in the East end of Kingston for over 20 years and we're getting pretty sick and tired of being forgotten by everybody else in Kingston. We need more infrastructure and services out here now! How long did it take to get the 3rd crossing? And our one and only library branch doesn't even have full-time hours yet? Our population is growing rapidly, and KFPL's only solution is staffless library? You know why I go to Valu-Mart and Food Basics still, but not Shoppers anymore or that new Dollarama? They still have real people checking us out!!!! I don't want no machine signing out my books and no video surveillance system watching my every move. I want a real person helping me so that any mistake the machine makes they can fix in real time!*
- ➔ *I have a comment about staff at the library. I heard the CBC All in a Day section on trialling a staff-free library at the Pittsburgh Branch. As a female, I question how safe I will feel using a public space with NO staff physically present. I understand that staffing costs are an issue. I once witnessed a drug deal happening at the downtown branch and can only imagine how terrified I would be without staff available should such a thing occur in an unstaffed library. I completely empathize with the library trying to keep services going in the absence of adequate funding. I know this cannot be easy and that money is finite. And again, I thank everyone in the library system for all that you do for the community!*
- ➔ *I prefer to rent real books and find the digital collection to be difficult to navigate because of it being virtual in nature. I prefer to look at and touch the book. I would prefer more focus be made to keep branches open - and staffed - to help with book recommendations, etc for both kids and adults.*
- ➔ *Real books, real people, that's a library.*

Staff response:

Thank you for your comments and questions. This survey, and an analysis of branch visit and borrowing statistics, will help us determine how best to use our budgeted staff hours. We will be reviewing this at a regional level, across the city and within townships in Frontenac County.

The intention behind the Extended Hours Project is to provide alternatives to our community. We know that some library users may decide that Extended Hours is not appropriate for them and their family. Everyone engages with the library differently –from entirely online access to eBooks and other digital resources to taking full advantage of our staff's expertise and excellent customer skills by interacting in person.

The proposed Extended Hours project would supplement the branch's regular hours of operation, providing access to space and resources that are now inaccessible outside of staffed hours and could increase the branch hours from 38 hours per week to approximately

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60 hours of use for the community, an increase that is not feasible within our budgetary constraints.

Safety and security of patrons and of the premises is paramount. A comprehensive safety audit would be conducted prior to the launch of this service, to mitigate health and safety risks. We will be engaging further with the community on this project. Background information and a FAQ [have been posted](#) and will be updated as the project progresses. If you don't already receive our newsletters by email, we encourage you to [subscribe](#) so that you don't miss notification of engagement activities related to the project.

Comments related to library service

One patron shared feedback on the quality of the French-language collection.

- ➔ *Please keep up the French collection. Perhaps a continual review of current French best-sellers would help actualize the current collection. There seems to be a predilection for translations of American authors. More focus is needed on current French and French-Canadian authors.*

Staff response:

Thank you for your feedback. New materials are added to the French collection throughout the year. We will be adding a new digital platform, Cantook Station, to offer more eBooks and eAudiobooks in French in 2022. We will also be undertaking a full analysis of our collection to guide our decision-making around formats and content.

One patron asked how they can access help with eBooks outside of the branch's hours.

- ➔ *My family and I most often go for e-books and often find ourselves without assistance for some time as we don't have anyone to call. I'd love to have a telephone number or even an email that we can readily connect with to get help.*

Staff Response:

Our staff are willing and ready to help! Please call 613-549-8888 during the regular business hours of our Isabel Turner Branch. We have also prepared several YouTube videos to support you as you get started.

Comments related to access

One patron expressed a need for more parking spaces since four are set aside for accessible use and the dog park also uses the parking, and another raised concerns about possible pressure on existing parking once the bridge construction increases traffic. Another expressed concerns about the ease and safety of accessing the parking lot with the expected increase in traffic. We also had some patrons suggest that we provide alternate pickup and drop off sites for materials.

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Staff Response:

The Pittsburgh parking lot will be expanded as the work on the Third Crossing continues. We know parking is limited at this time and thank you for your ongoing patience as this project continues.

For plans of how traffic is going to flow through this area, I recommend visiting the Third Crossing website: <https://thirdcrossing.cityofkingston.ca/> They have the most up-to-date information on construction and traffic flow.

Thanks you for the suggestion regarding book lockers and/or book drop off sites. As we work through the [extended hours project](#) and towards the renovation of the Pittsburgh branch we will consider these options.

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.

PITTSBURGH	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	239 survey respondents chose to rank their preferred open days of the week at the Pittsburgh Branch.
1st choice	43	25	4	8	25	109	25	
2nd choice	13	48	31	24	24	41	58	
3rd choice	26	23	52	41	54	23	19	
4th choice	29	44	40	73	31	13	8	
5th choice	27	47	56	40	46	12	9	
6th choice	44	41	38	36	31	34	11	
7th choice	57	9	16	15	27	5	106	