

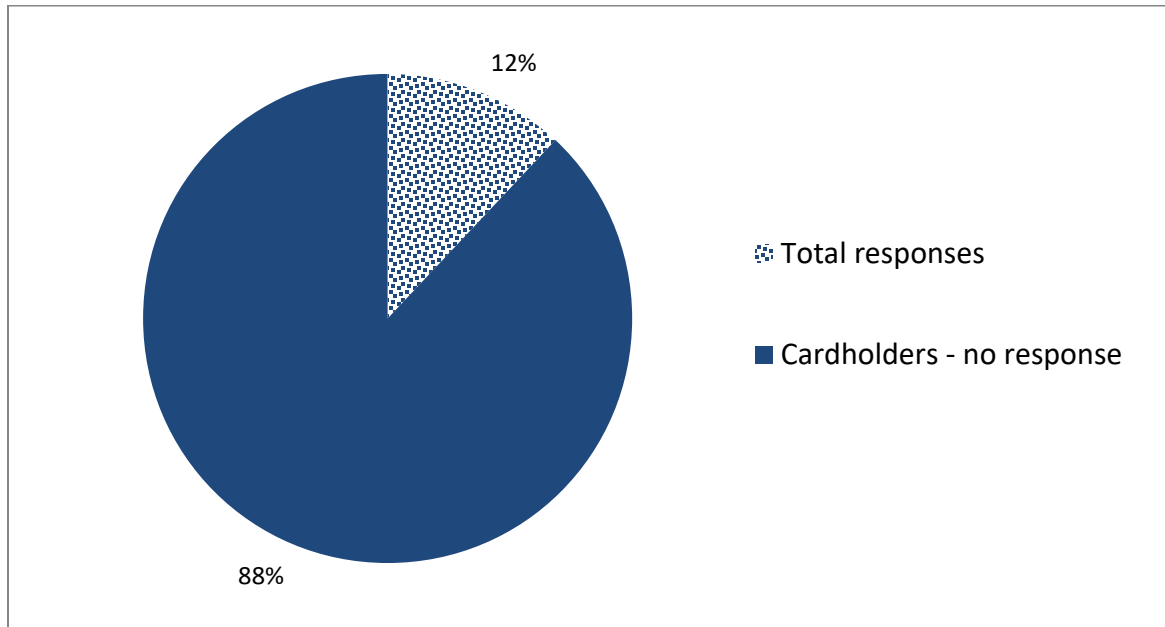
Rideau Heights Branch

Background

Population Served: **7,091** (per 2020 census)¹

Branch Survey Responses

Figure 1: Rideau Heights - Percentage of Cardholders Responding to Survey



- Cardholders listing Rideau Heights as home branch: **616** (8.7% of population)
- Total survey respondents selecting Rideau Heights as their primary branch: **74*** (12% of cardholders, 1% of population)
**Some of these users also shared feedback for Calvin Park (2), Central (4) and Isabel Turner (1) as their second choice of location, and Calvin Park (1) and Central (1) as their third choice.*
- Total survey respondents that selected Rideau Heights as an alternate location: **16**
- Total survey respondents who indicated that they use a different library system: **5**
 - Respondents indicated that they use these libraries to access a broader selection of digital collections and databases, including French materials.
- When asked whether they were able to visit an alternate location*:
 - ➔ **28.3%** (21) of respondents indicated that they could;
 - ➔ **58.1%** (43) of respondents said they could do so for an urgent need;
 - ➔ **12.1%** (9) of respondents said they were not able to do so.
**One respondent did not answer.*

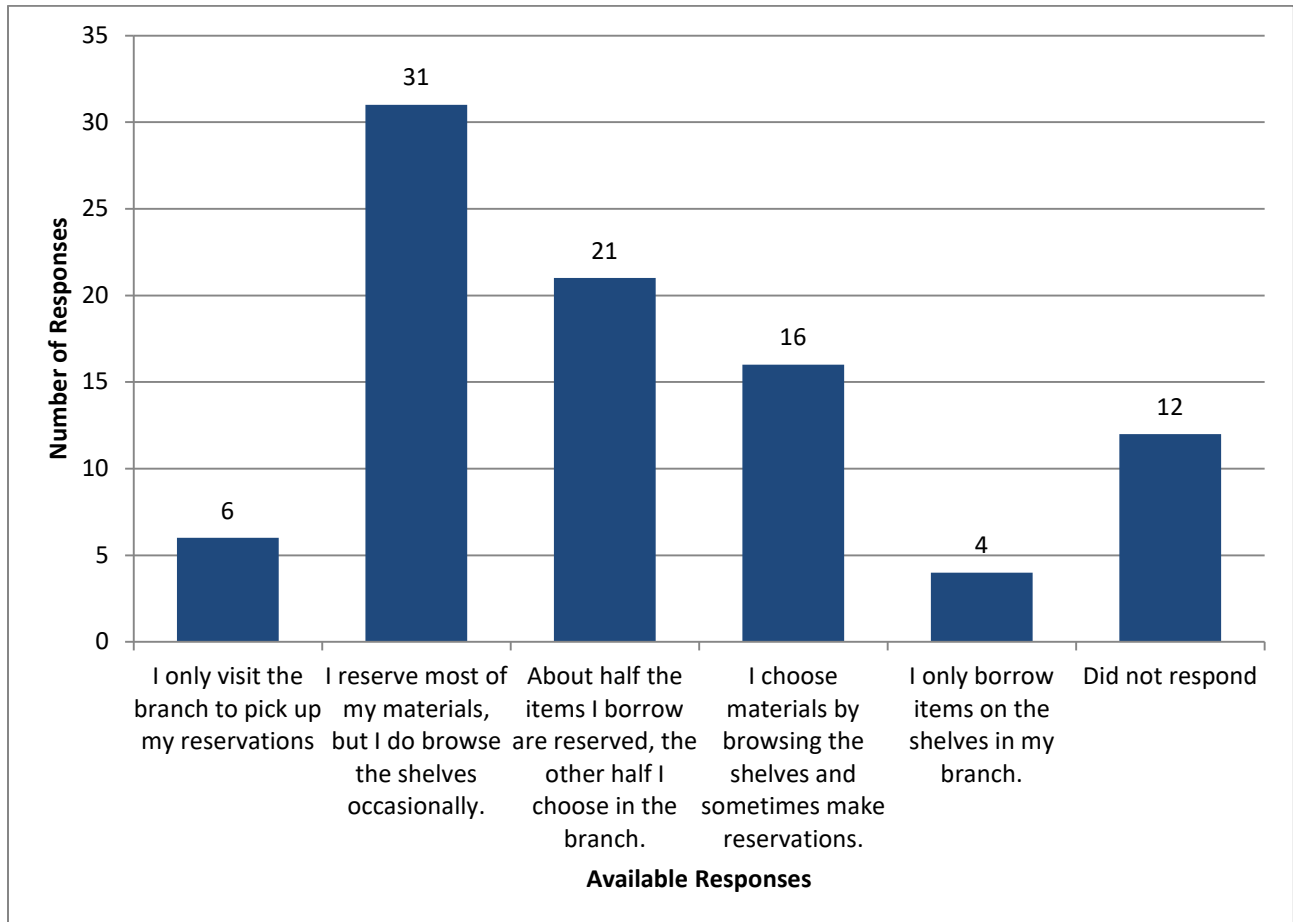
¹ Combined population of census tracts where the majority of cardholders primarily use this location as their home branch.

Rideau Heights Branch

Branch Usage

Respondents from Rideau Heights actively use the online reservation system to access materials and bring them into the branch for borrowing, with 50% primarily using reservations and another 27% using it as often as they browse the shelves. 25.9% primarily use the collection on the shelves at the branch.

Figure 2: Rideau Heights - 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 (44%), Kanopy (15.9%), Hoopla (23.6%), and Flipster (14.7%).

Rideau Heights Branch

Hours of Operation

Regular hours of operation are **36 hours per week**:

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

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. (42)
- Saturdays 2:00 to 5:00 p.m. (42)
- Weekdays 2:00 to 4:00 p.m. (37)
- Saturdays 9:00 to 11:00 a.m. (36)
- Sundays 1:00 to 5:00 pm (36)
- Weekdays 6:00 to 8:00 p.m. (35)
- Weekdays 4:00 to 6:00 p.m. (34)

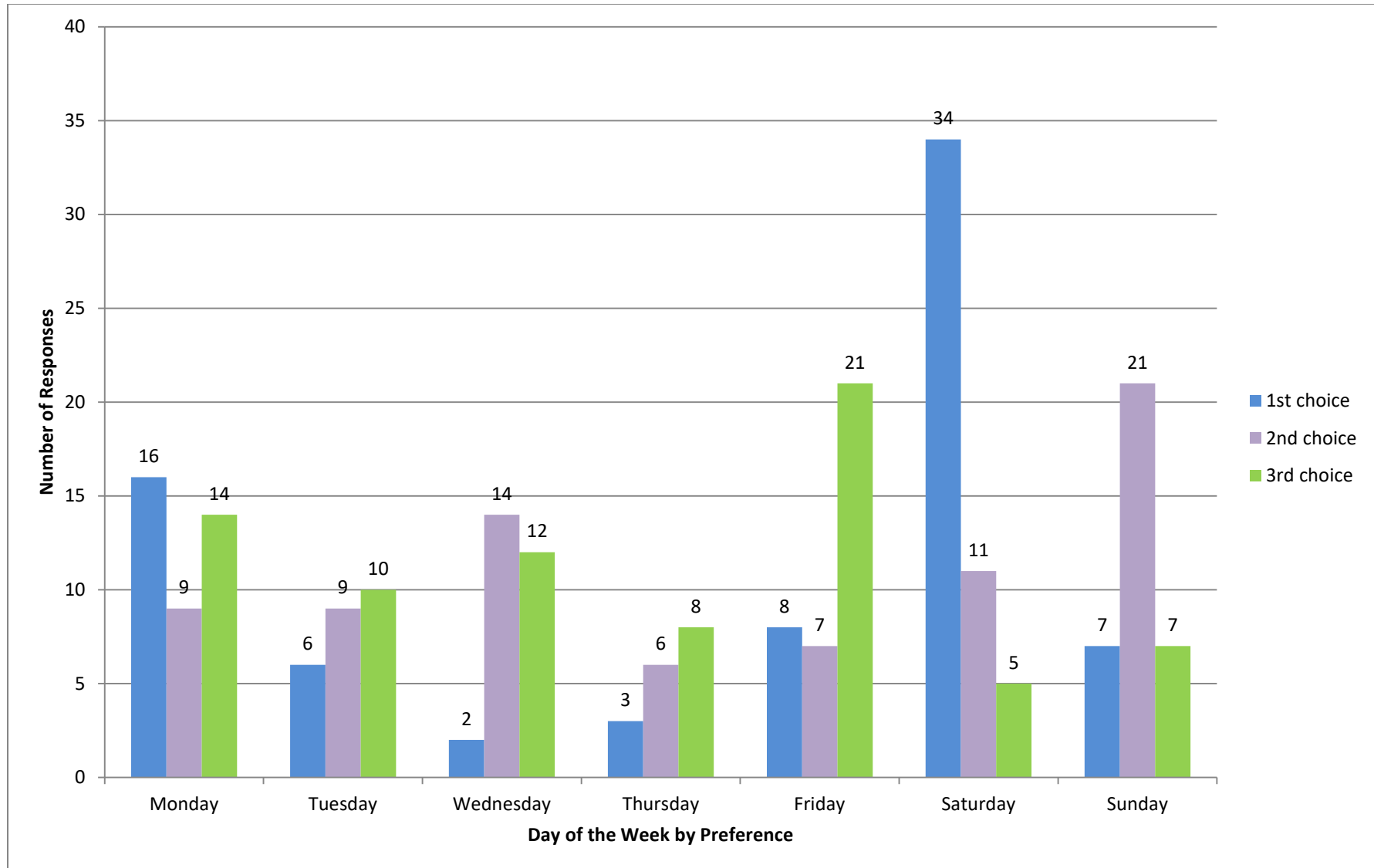
The **LEAST preferred times** were:

- Weekdays 8:00 to 9:00 a.m. (13)
- Saturdays 8:00 to 9:00 a.m. (54)
- Weekdays 8:00 to 9:00 p.m. (16)
- Sundays 9:00 a.m. to 1:00 p.m. (19)
- Weekdays 9:00 to 11:00 a.m. (21)
- Weekdays 11:00 a.m. to 2:00 p.m. (24)

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

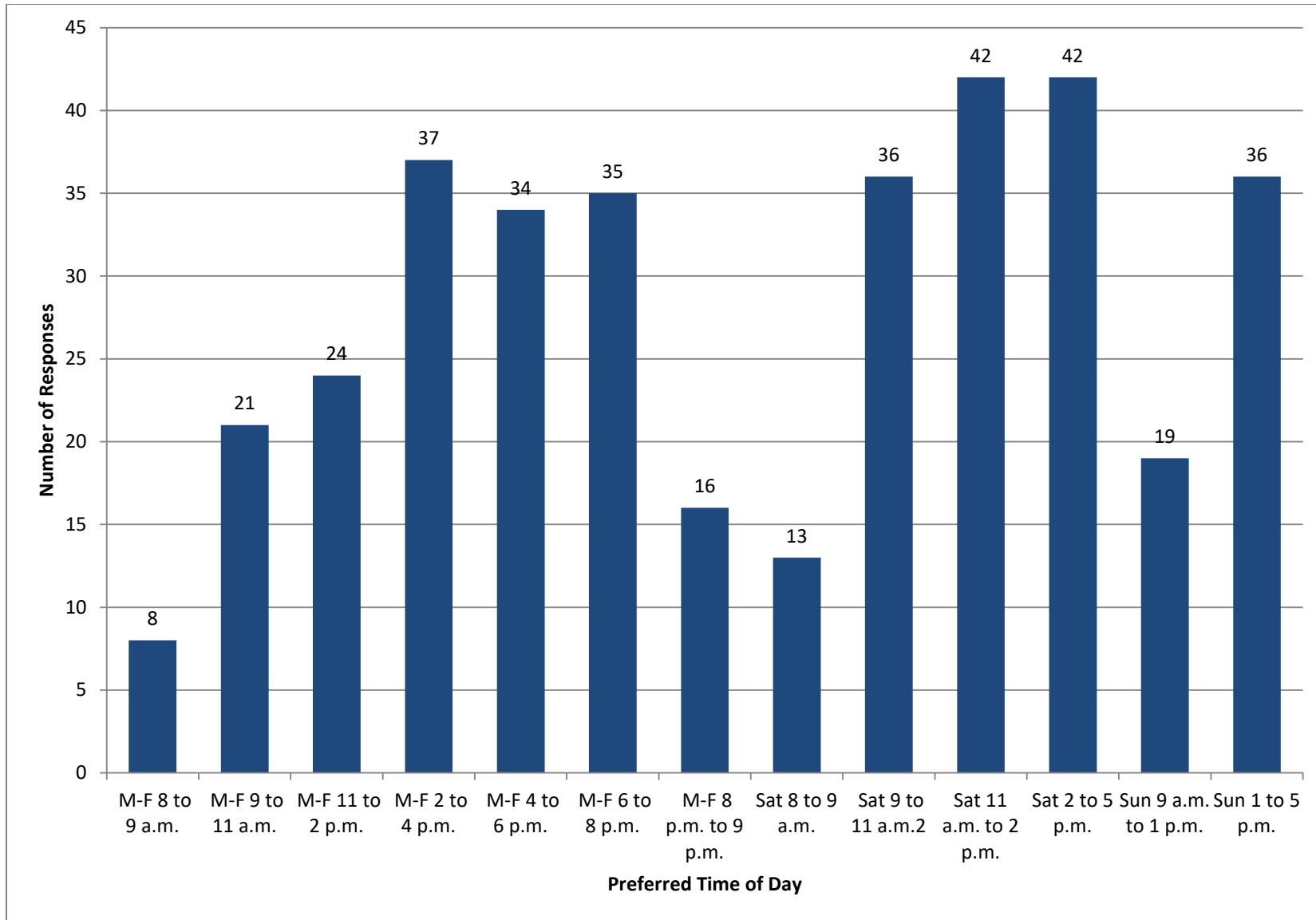
Rideau Heights Branch

Figure 3: Rideau Heights - Preferred Open Days



Rideau Heights Branch

Figure 4: Rideau Heights - Preferred Time of Day



Rideau Heights Branch

Comments

Comments related to hours of operation

The most commonly heard request was for an increase in hours, with comments asking for additional weekdays (6), evenings (7) and more hours in general (7); some respondents stressed the importance of after-school access (3), weekends (6) and Sunday hours. (4)

It was recommended that we align our open hours with Seniors Centre programming which is offered Tuesday through Thursday (3), Boys & Girls Club programming (2), recreational activities in the Centre (2), and with the community food market on Tuesdays (1).

- ➔ *Our branch was never open enough hours and all the library branches have been cut back to the point of extreme inconvenience. COVID has been a good excuse for a lot of places to just save money*
- ➔ *The current 3 day schedule at this branch is unfortunate given the socio-economic makeup of the Rideau heights area. Library's [sic] fulfill an important public mission by offering literacy and other programming and services to under-served populations and I believe that this branch location deserves similar hours that other branches in more "well-off" areas of Kingston enjoy.*
- ➔ *Currently, we use the daycare centre at Rideau Heights and LOVE the new library/facility. It seems to have always been underutilized. We would like to go to the library weekly but it is only open Monday and Friday during the week (!).*
- ➔ *It is such a disappointment; this branch has been open so little in the last year, with hours that are not great. I stopped reserving books because they became impossible to pick up.*
- ➔ *We try to get our errands done early on a Saturday so we have the rest of the weekend available, but we need to wait until the library opens. Then some evenings, it closes too early (like 5pm). The kids are barely home from school and it can feel like a mad dash for them to collect their books for return!*
- ➔ *Rideau Heights being closed three straight days (Tues - Thurs) is annoying. Yes we can go to another branch for anything urgent, but we don't swap where our holds are held or things like that. With the variety of demographics that live in this northeast corner up near the TransCanada it would be great if the branch offered better accessible hours. Sunday especially as that's the day we often have family time, but also at least one weekday evening with LATER hours please.*

Staff response:

Thank you for expressing your concerns with the hours of operation at Rideau Heights. We will review the distribution of the hours we have available to create a schedule that best meets the community's needs. In the interim, Wednesday hours have resumed at this location.

Rideau Heights Branch

Comments related to programming and events

Some patrons shared suggestions for programs and events that could happen at this branch, including workshops and art clubs. We have shared your ideas with our Manager, Programming and Outreach.

We have prioritized outreach to the Rideau Heights community this winter, with a staff member on site connecting with schools, childcare centres, and community services.

Comments related to library service

- *My library needs are pretty random. If there were more study spaces I'd be at Rideau Heights more often.*

Staff response:

We have been using one of the quiet study spaces as a base for filming and live online programs. Once we can safely return to in-person programming this room will once again be available for your use.

Comments related to access

Two patrons explained that the lack of a bus stop directly in front of the centre makes it difficult for them to use the branch.

Staff Response:

Thank you for letting us know. We have passed along your concerns to Kingston Transit and the Rideau Heights Community Centre staff.

Rideau Heights Branch

Messages of thanks from Rideau Heights respondents

- ➔ *I am very grateful to the library for their service during COVID - I usually just come to pick up my items rather than browse. I find the librarians there quite, quite wonderful... Again thank you for your service!*
- ➔ *Thank you for listening to our requests! I love the library, and I especially love the library at Rideau Heights.*

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.

| RIDEAU HEIGHTS | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | 77 survey respondents chose to rank their preferred open days of the week at the Rideau Heights Branch. |
|------------------------------|---------------|----------------|------------------|-----------------|---------------|-----------------|---------------|---|
| 1st choice | 16 | 6 | 2 | 3 | 8 | 34 | 7 | |
| 2nd choice | 9 | 9 | 14 | 6 | 7 | 11 | 21 | |
| 3rd choice | 14 | 10 | 12 | 8 | 21 | 5 | 7 | |
| 4th choice | 11 | 11 | 17 | 18 | 7 | 9 | 2 | |
| 5th choice | 9 | 20 | 19 | 9 | 12 | 3 | 1 | |
| 6th choice | 6 | 14 | 9 | 21 | 10 | 10 | 4 | |
| 7th choice | 12 | 5 | 4 | 10 | 9 | 5 | 33 | |