

General Information

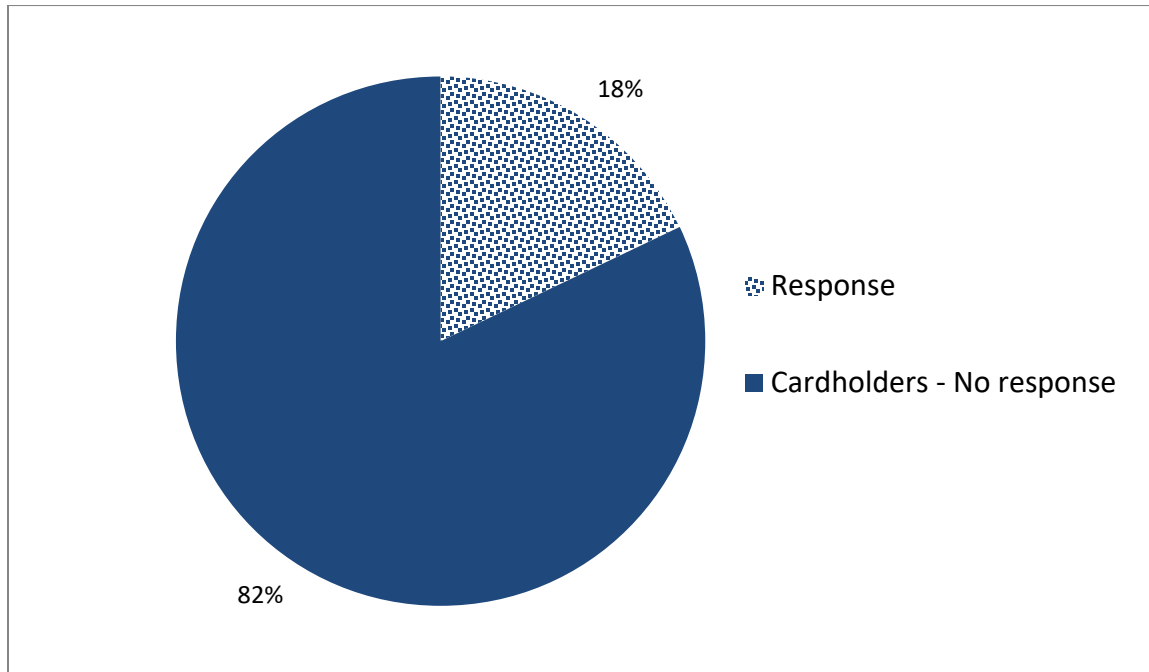
Background

- Population Served: **18,646** (per 2016 census)
- Cardholders with a South Frontenac home branch: **1,546**
(8.3% of population)
- Total respondents selecting a South Frontenac Branch as primary location: **223**
(14.4% of cardholders, 1.19% of population)
- Total respondents who indicated that they use different library system: **6**
- When asked whether they were able to visit an alternate location:
 - ➔ **29.5%** (66) of respondents indicated that they could;
 - ➔ **42%** (94) of respondents said they could do so for an urgent need;
 - ➔ **8.5%** (19) of respondents said that they were not able to do so.

Hartington Branch

Branch Survey Responses

Figure 1: Hartington - Percentage of Cardholders Responding to Survey



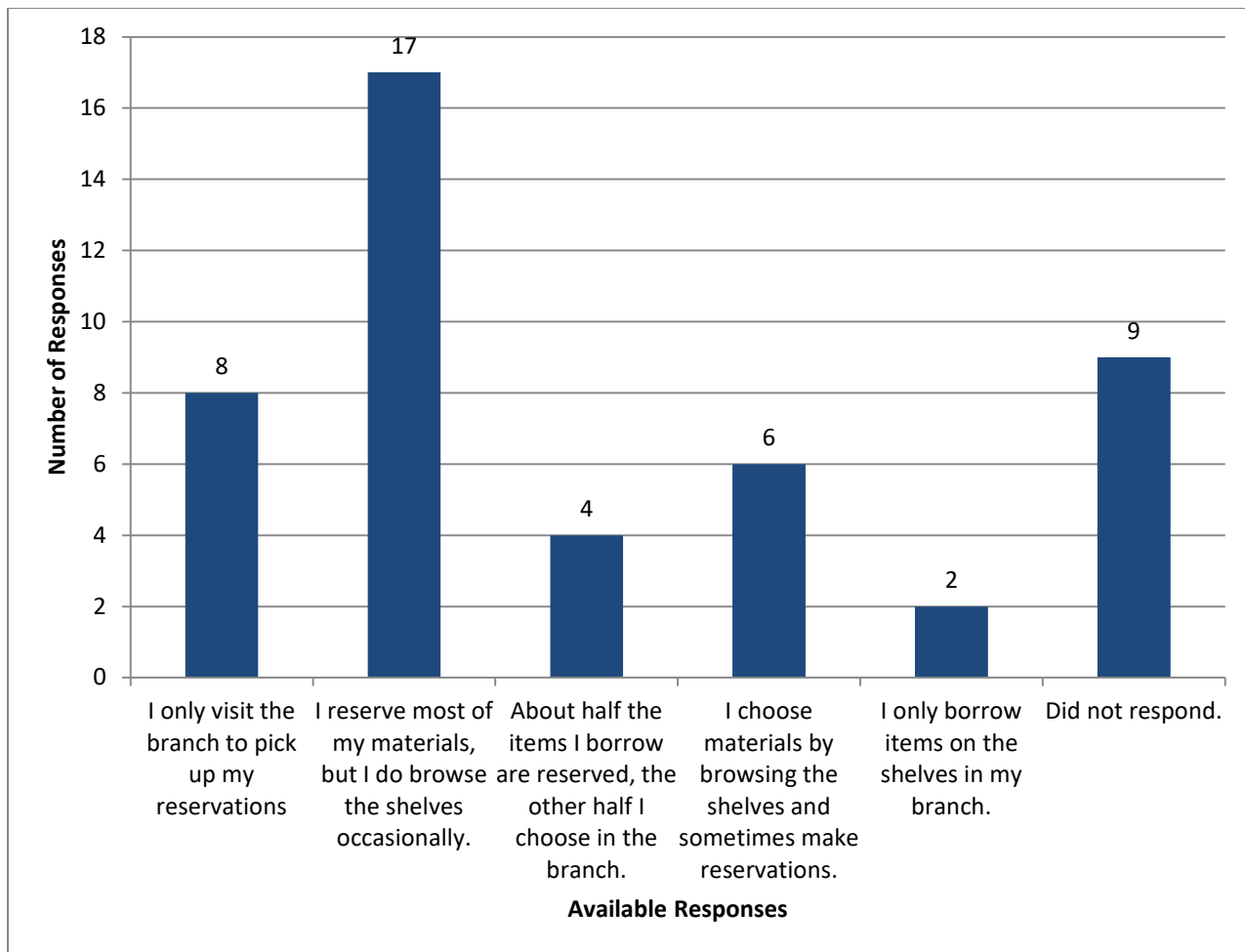
- Cardholders listing Hartington as home branch: **229**
- Total survey respondents selecting Hartington as their primary branch: **41**
(17.9% of cardholders)
**Some of these users also shared feedback for Isabel Turner (1), Parham (1) and Sydenham (1)*
- Total survey respondents that selected Hartington as their second or third choice of location: **5**
- When asked whether they were able to visit an alternate location*:
 - ➔ **31.7%** (13) of respondents indicated that they could;
 - ➔ **63.4%** (26) of respondents said they could do so for an urgent need;
 - ➔ **2.4%** (1) of respondents said they were not able to do so.**One respondent did not answer*

Hartington Branch

Branch Usage

Respondents from Hartington actively use the online reservation system to access materials and bring them into the branch for borrowing, with 60.9% primarily using reservations and another 9.7% using it as often as they browse the shelves. The remaining 19.5% primarily use the collection on the shelves at the branch.

Figure 2: Hartington - 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 (42.8%), Kanopy (10%), Hoopla (26.6%), and Flipster (6.4%).

Hartington Branch

Hours of Operation

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

- Monday 1:00 to 5:00 p.m. and 6:00 to 8:00 p.m.
- Wednesday 1:00 to 5:00 p.m. and 6:00 to 8:00 p.m.
- Saturday 1:00 to 4:00 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):

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

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

- Weekdays 4:00 to 6:00 p.m. (22)
- Saturdays 9:00 a.m. to 5:00 p.m. (17)
- Weekdays 2:00 to 4:00 p.m. (15)
- Weekdays 9:00 to 11:00 a.m. (12)
- Weekdays 6:00 to 8:00 p.m. (12)

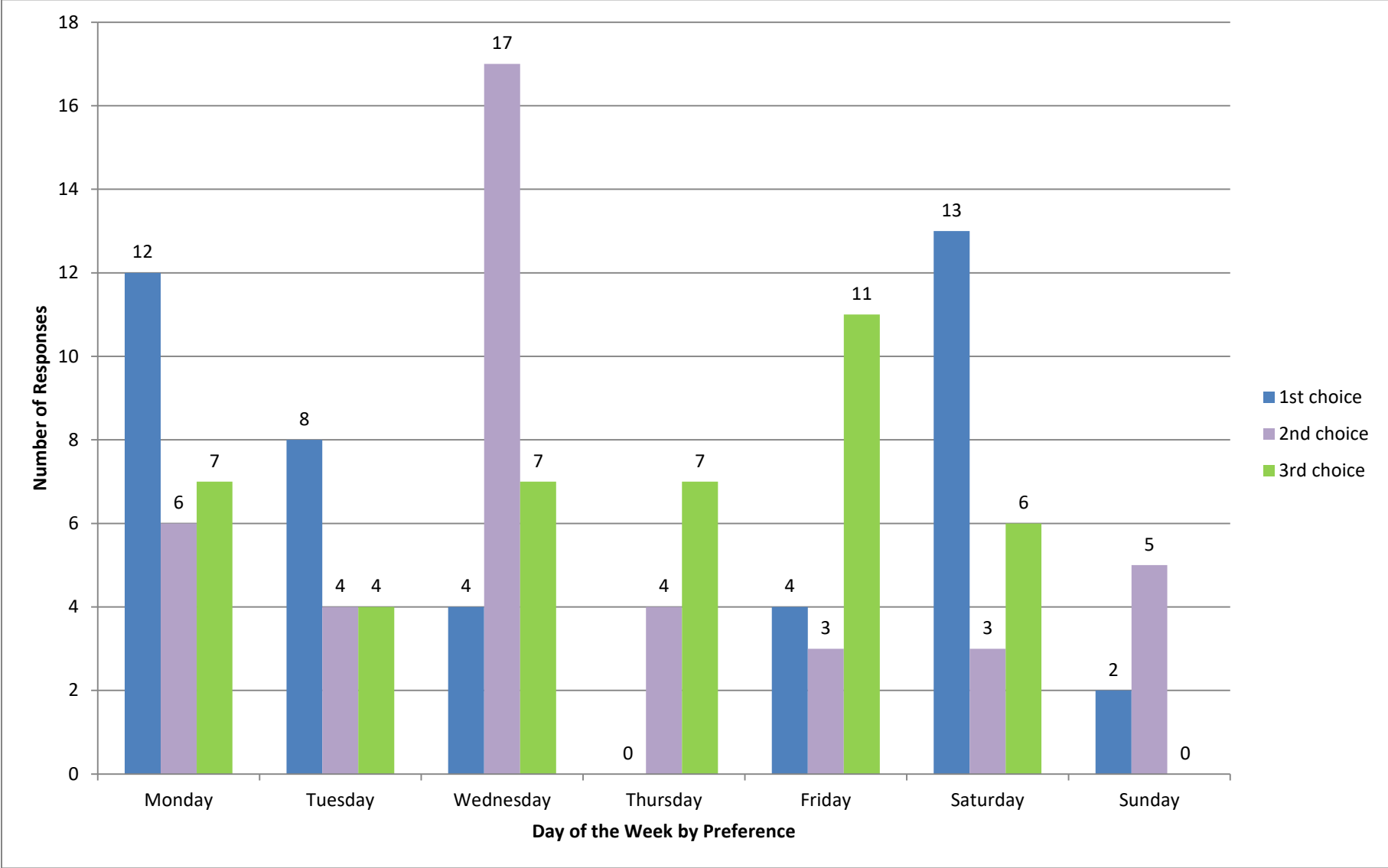
The **LEAST preferred times were**:

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

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

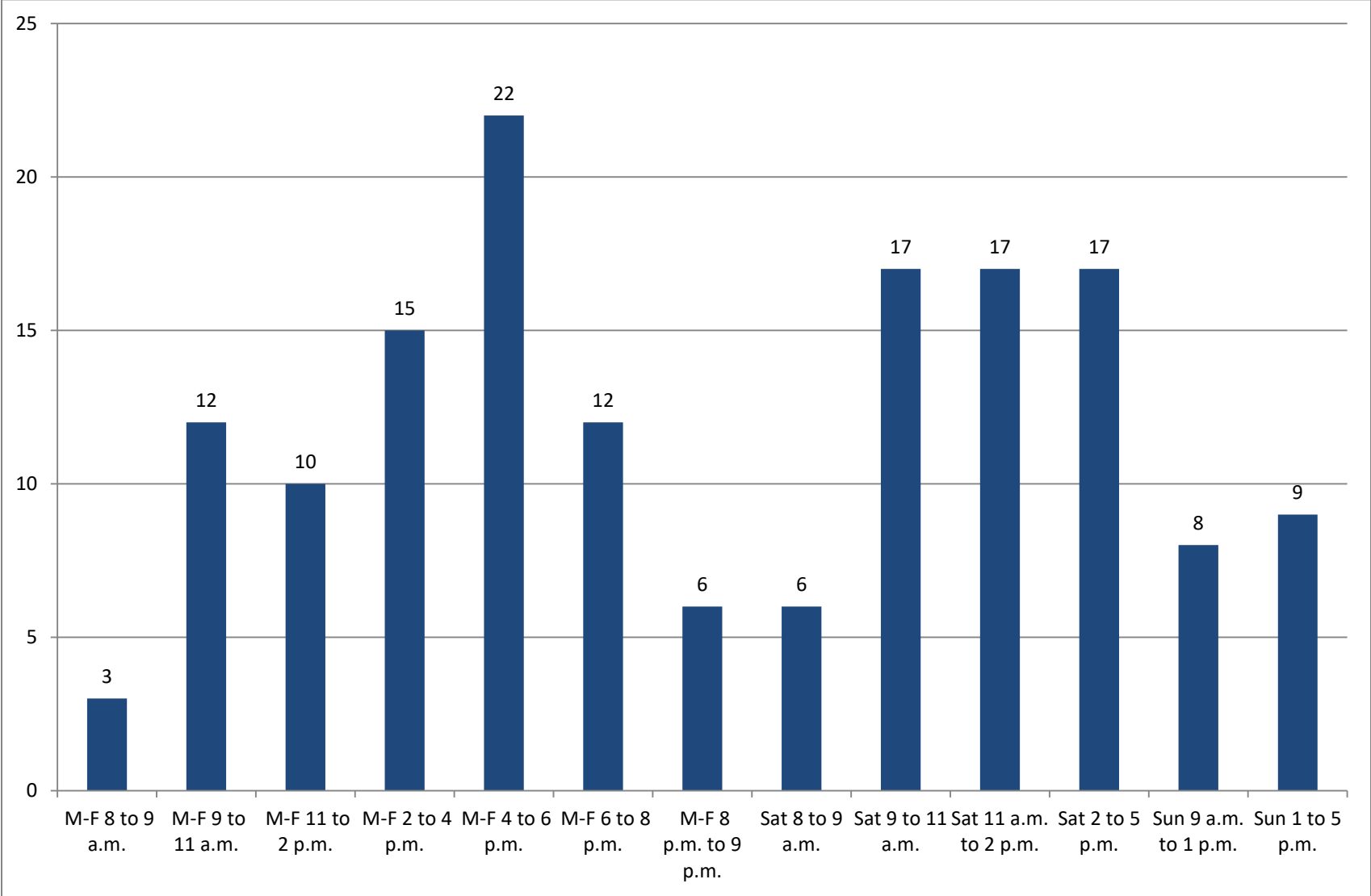
Hartington Branch

Figure 3: Hartington - Preferred Open Days



Hartington Branch

Figure 4: Hartington - Preferred Time of Day



Hartington Branch

Comments

Comments related to hours of operation

Respondents suggested that we align our hours with Hartington Community Caring (Tuesdays and Fridays 10:00 a.m. to 2:00 p.m., garbage and recycling (Wednesdays and Saturdays 8:30 a.m. to 4:30 p.m.), the post office (Monday to Friday 9:00 a.m. to 12:00 pm, 2:30-5:30 p.m.), and local shop hours.

Some patrons expressed frustration with the one hour closure from 5:00-6:00 p.m. on weekdays (3) or requested later evenings hours (2). Others asked that we add a weekday morning (6) or more weekday afternoons (1).

- ➔ *The Hartington branch is not open any morning. This means we have to wait until the afternoon to do a pick up and then drive into Kingston to run errands. It would be more convenient to have the branch open on Wednesday mornings (when the delivery of holds comes in) so we can pick up holds and then continue into Kingston to drop off holds to my mother-in-law, who is a "shut-in" and relies on us to bring her library books.*
- ➔ *I had recently sent an email to KFPL about the current hours in Hartington. The Mon. Wed. totally work but the hours are an inconvenience. I for one work until 4:30-5:00. By the time I get from Kingston to Hartington it's either 5:00 or 5:30 and the library is closed from 5:00-6:00. I will be honest, after a long day at work I don't want to wait around and when I get home I definitely don't want to go back out. (I feel like I'm not the only one in this boat) I can't see many people accessing the library at 7:00 or 8:00 at night in the little town of Hartington :)*
- ➔ *We are a homeschooling family and would really enjoy more weekday afternoon access to our library.*
- ➔ *There are only two weekdays that the Hartington Library is open: Monday and Wednesday. Unfortunately, on these days the library is closed between 5 and 6 pm, which is the precise time that most people are going past the library on their way home from work in Kingston. Better hours of operation for those days would be 3 pm - 7 pm.*

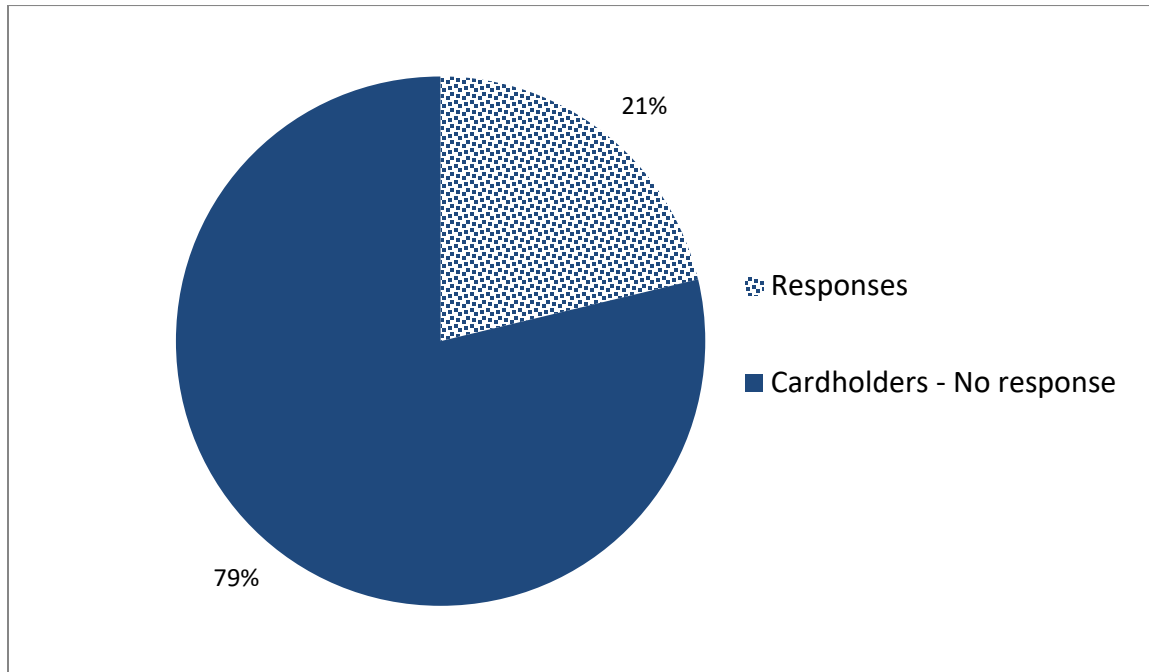
Staff response:

Thank you for your feedback. We will review hours across the Township as a whole, reviewing patron input along with each branch's visitor and borrowing data, to create a schedule that meets as many community needs as possible.

Storrington Branch

Branch Survey Responses

Figure 5: Storrington - Percentage of Cardholders Responding



- Cardholders listing Storrington as home branch: **254**
- Total respondents who selected Storrington as their primary branch: **54***
(21.2% of cardholders)
**Some of these users also shared feedback for Pittsburgh (1), Rideau Heights (1), Sydenham and Isabel Turner (1)*
- Total survey respondents selected Storrington as their second or third choice of location: **5**
- When asked whether they were able to visit an alternate location*:
 - ➔ **27.7%** (15) of respondents indicated that they could;
 - ➔ **62.9%** (34) of respondents said they could do so for an urgent need;
 - ➔ **9.2%** (5) of respondents said they were not able to do so.

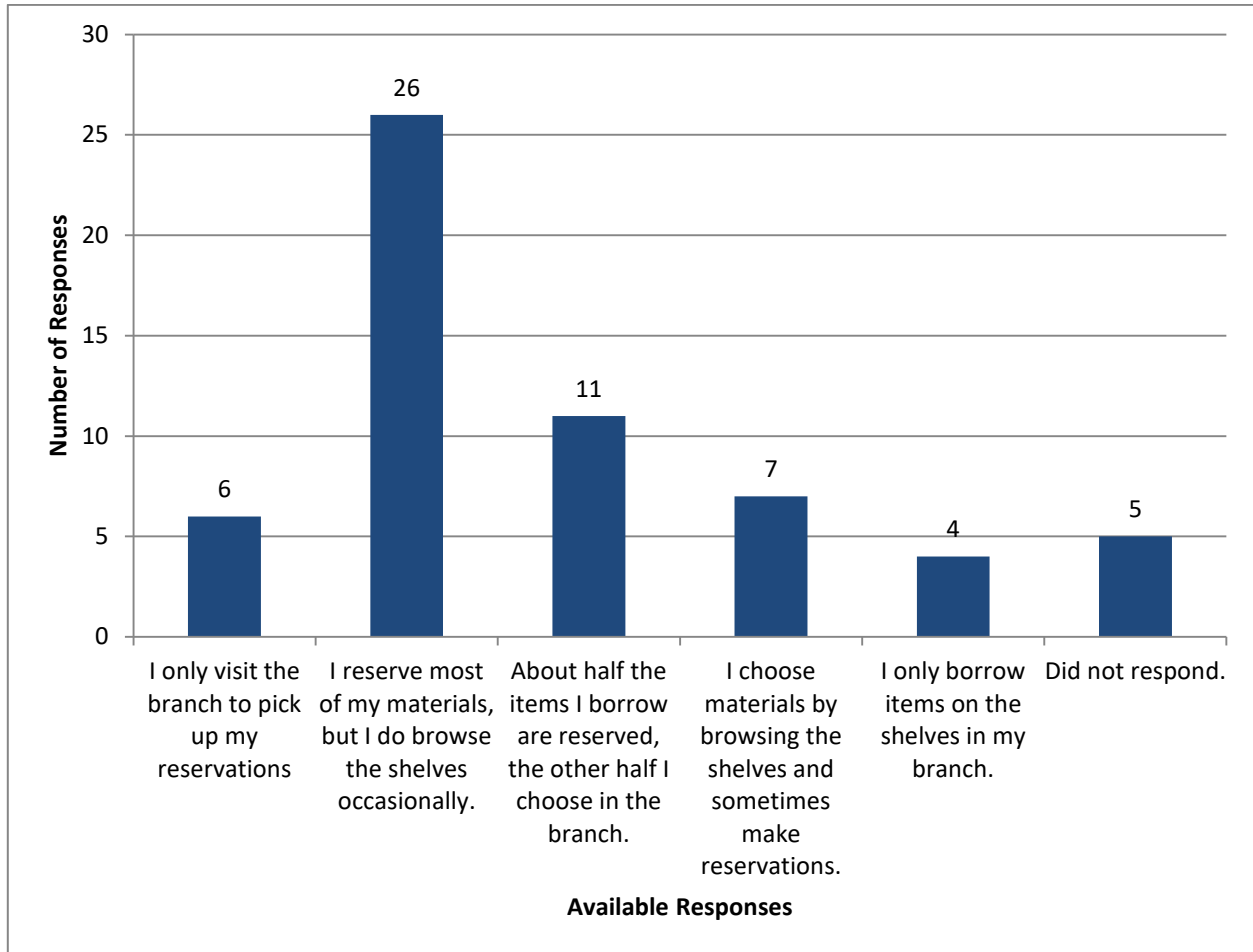
Review

Storrington Branch

Branch Usage

Storrington respondents actively use the online reservation system to find and bring in materials for borrowing, with 59.2% primarily reserving their selections and 20.3% using it as often as they browse the shelves. The in-branch collection is the primary source of materials for 20.3% of respondents.

Figure 6: Storrington - 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 (35.5%), Kanopy (9.5%), Hoopla (20.9%), and Flipster (14.2%).

Storrington Branch

Hours of Operation

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

- Tuesday 1:00 to 5:00 p.m. and 6:00 to 8:00 p.m.
- Thursday 1:00 to 5:00 p.m. and 6:00 to 8:00 p.m.
- Saturday 1:00 to 4:00 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):

- Tuesday
- Saturday
- Thursday
- Wednesday
- Monday
- Friday
- 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. (30)
- Weekdays 4:00 to 6:00 p.m. (27)
- Saturdays 11:00 a.m. to 2:00 p.m. (24)
- Saturdays 9:00 to 11:00 a.m. (22)
- Weekdays 6:00 to 8:00 p.m. (21)
- Saturdays 2:00 to 5:00 p.m. (20)
- Weekdays 9:00 to 11:00 a.m. (19)
- Weekdays 11:00 a.m. to 2:00 p.m. (17)

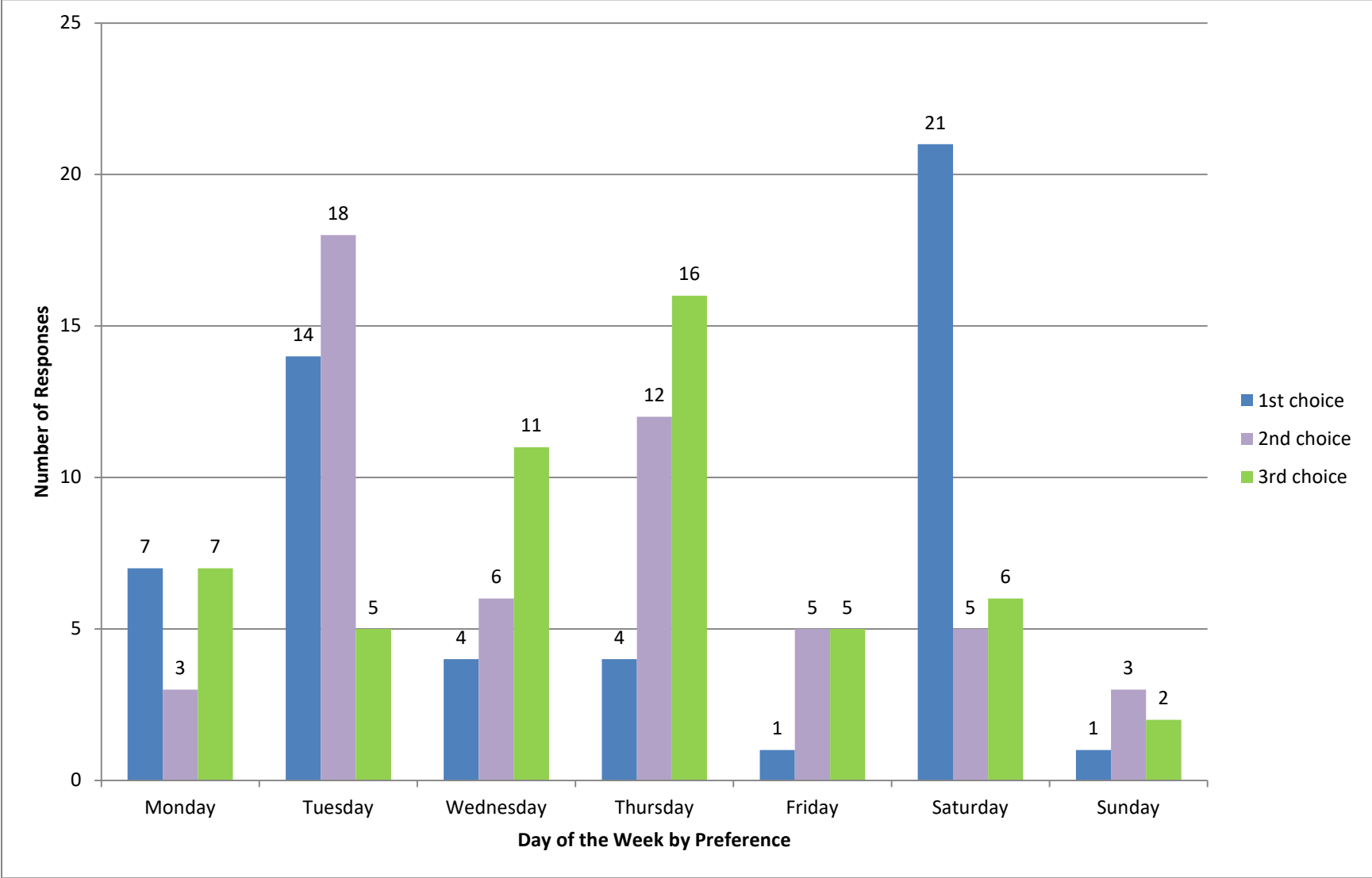
The **LEAST preferred times were**:

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

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

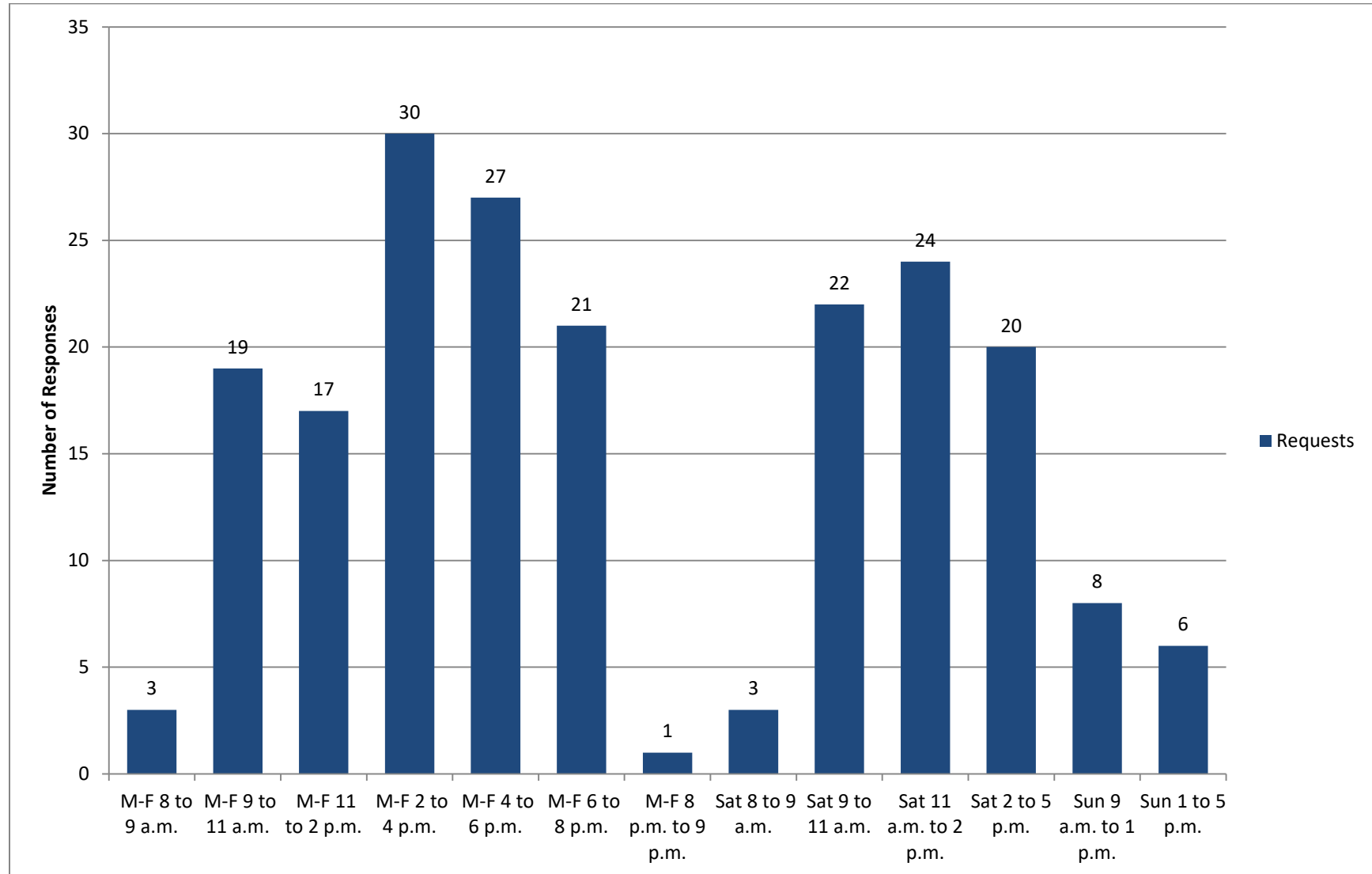
Storrington Branch

Figure 7: Storrington – Preferred Open Days



Storrington Branch

Figure 8: Storrington – Preferred Time of Day



Storrington Branch

Comments

Comments related to hours of operation

Survey respondents suggested we align with the Storrington Minor Soccer Club (1), Early ON on Mondays 9:30-2:30 (1), exercise classes and bridge on Tuesdays and Thursdays (1).

Four respondents express satisfaction with the current hours. Two expressed frustration with the one-hour closure during the peak evening commute. Others stressed the importance of weekends (2), including one request for longer Saturday hours, and some requested morning hours (3) and another weekday evening (1).

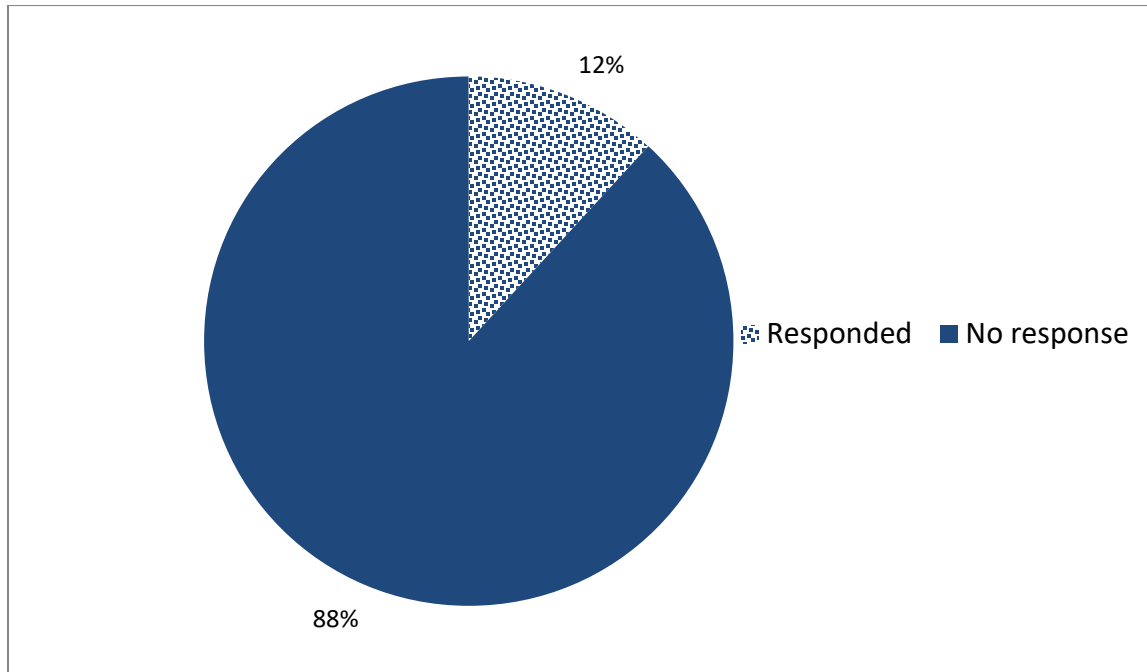
Staff response:

Thank you for your feedback. We will review hours across the Township as a whole, reviewing patron input along with each branch's visitor and borrowing data, to create a schedule that meets as many community needs as possible.

Sydenham Branch

Branch Survey Responses

Figure 9: Sydenham - Percentage of Cardholders Responding



- Cardholders listing Sydenham as their home branch: **1,063**
- Total respondents who selected Sydenham as their primary branch: **126***
(11.85% of cardholders)
**Some of these respondents also shared feedback for Central (2), Calvin Park (3), Isabel Turner (3), Storrington (1) and Hartington (1) as their second branch, and for Hartington (1) and Isabel Turner (2) as their third location.*
- Total respondents who selected Sydenham as their second or third choice of location: **10**
- When asked whether they were able to visit an alternate location*:
 - ➔ **30.1%** (38) of respondents indicated that they could;
 - ➔ **57.9%** (73) of respondents said they could do so for an urgent need;
 - ➔ **10.3%** (13) of respondents said that they were unable to do so.

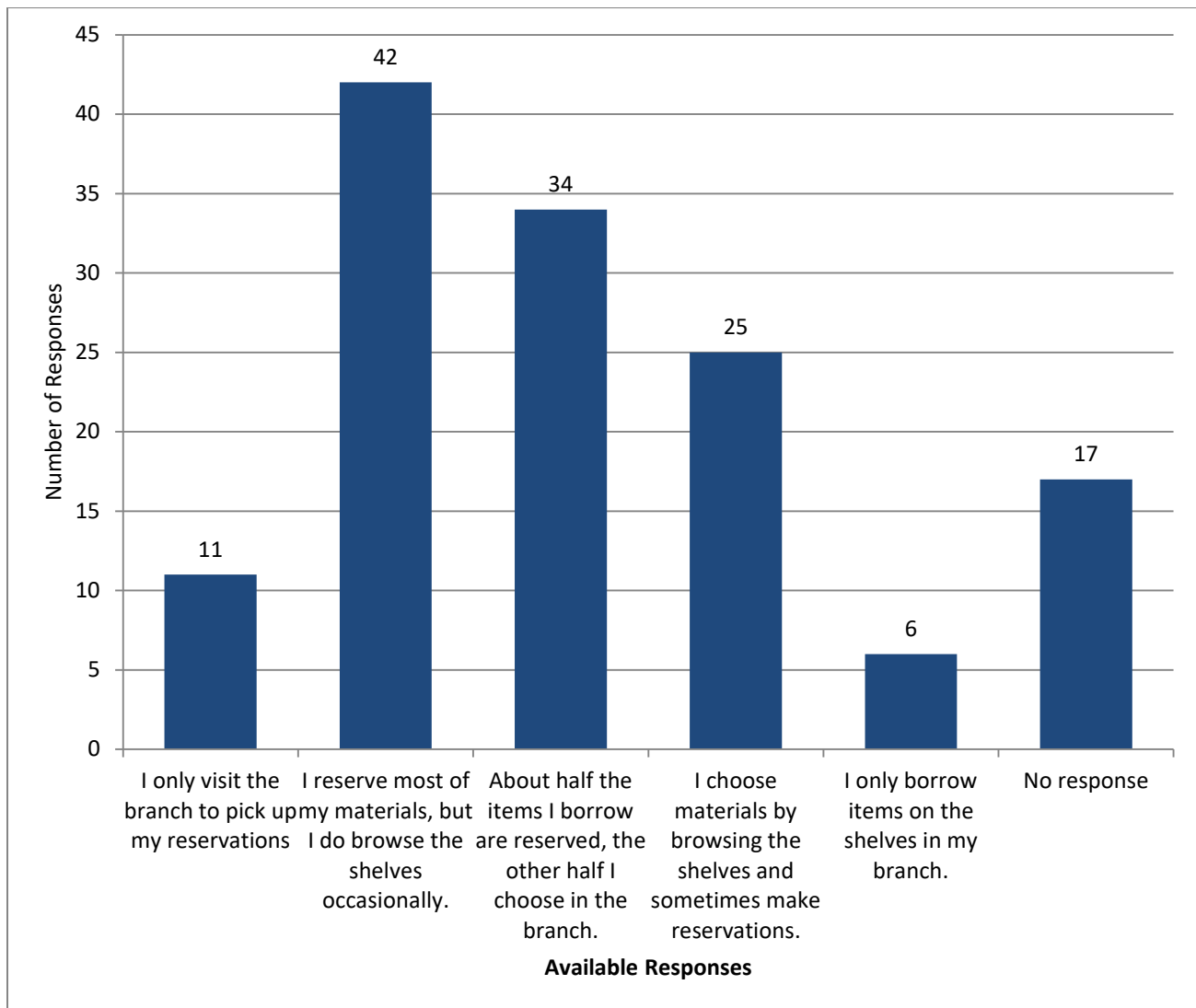
**Two respondents did not answer.*

Sydenham Branch

Branch Usage

Sydenham respondents are active users of the online reservation system, with 42% using it as their primary method of finding and bringing in materials for borrowing, and another 26.9% using it as often as they do the collection on the shelves. A quarter of respondents (24.6%) primarily use the in-branch collection for borrowing, and 13% did not respond to the question.

Figure 10: Sydenham – 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 (45.2%), Kanopy (11.1%), Hoopla (29%), and Flipster (8.4%).

Sydenham Branch

Hours of Operation

Regular hours of operation are **33 hours per week**:

- Monday 10:00 a.m. to 6:00 p.m.
- Tuesday 1:00 to 8:00 p.m.
- Thursday 1:00 to 8:00 p.m.
- Friday 10:00 a.m. to 5:00 p.m.
- Saturday 10:00 a.m. to 2:00 p.m.

Respondents ranked days of the week by preference, using a score of 1 (most preferred) to 7 (least preferred). Using combined scoring³ for each day of the week, respondents would **prefer to have their library open on these days** (listed in priority order):

- Saturday
- Monday
- Tuesday
- Friday
- Wednesday and Thursday
- 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. (71)
- Weekdays 2:00 to 4:00 p.m. (66)
- Weekdays 4:00 to 6:00 p.m. (65)
- Weekdays 9:00 to 11:00 a.m. (62)
- Saturdays 9:00 to 11:00 a.m. (56)
- Saturdays 2:00 to 5:00 p.m. (55)
- Weekdays 6:00 to 8:00 p.m. (54)

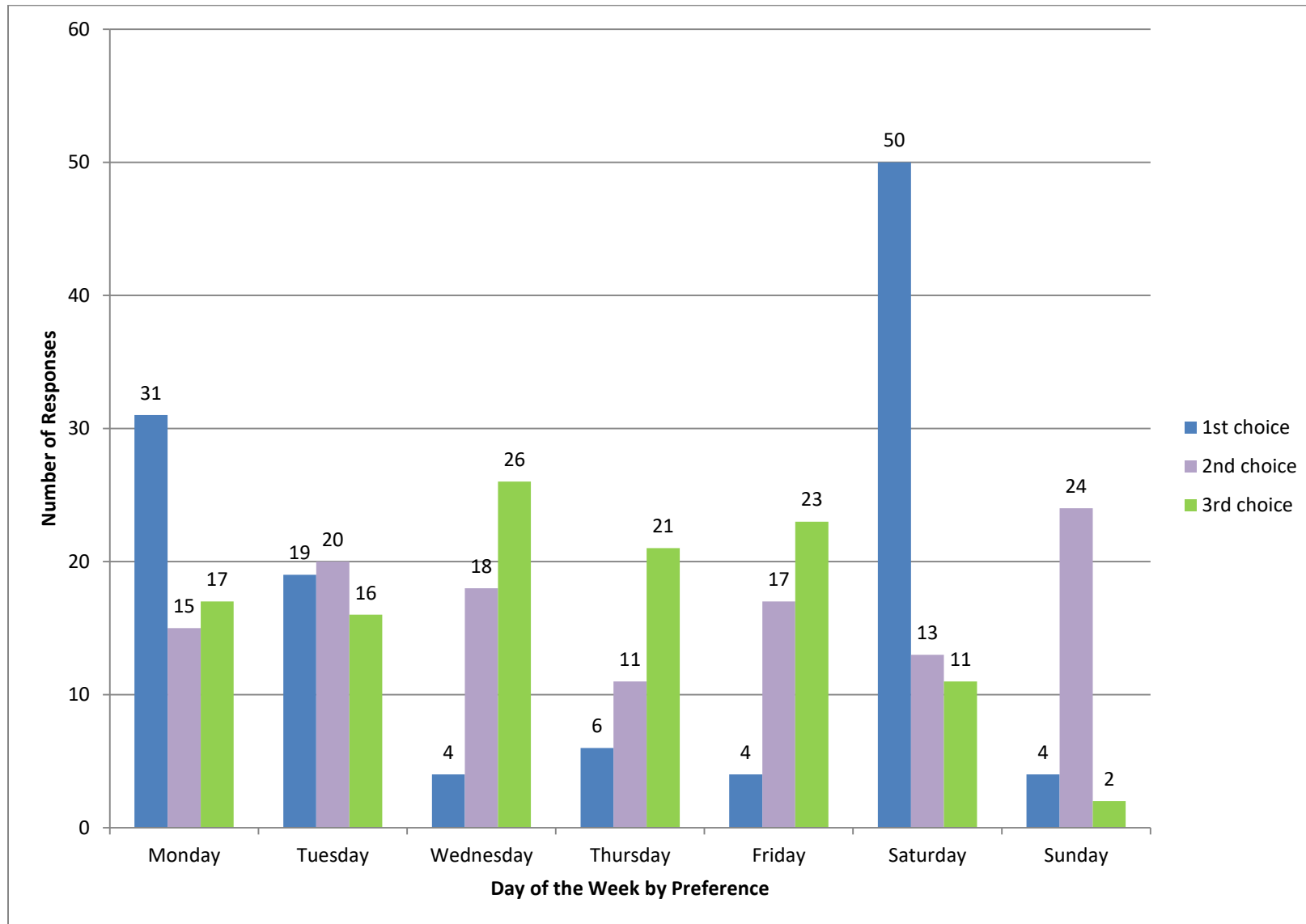
The **LEAST preferred times were**:

- Weekdays 8:00 to 9:00 a.m. (6)
- Saturdays 8:00 to 9:00 a.m. (11)
- Weekdays 8:00 to 9:00 p.m. (13)
- Sundays 9:00 a.m. to 1:00 p.m. (26)
- Sundays 1:00 to 5:00 p.m. (39)
- Weekdays 11:00 a.m. to 2:00 p.m. (40)

³ An explanation of the combined scoring system and raw data of respondent preferences is available in Appendix A.

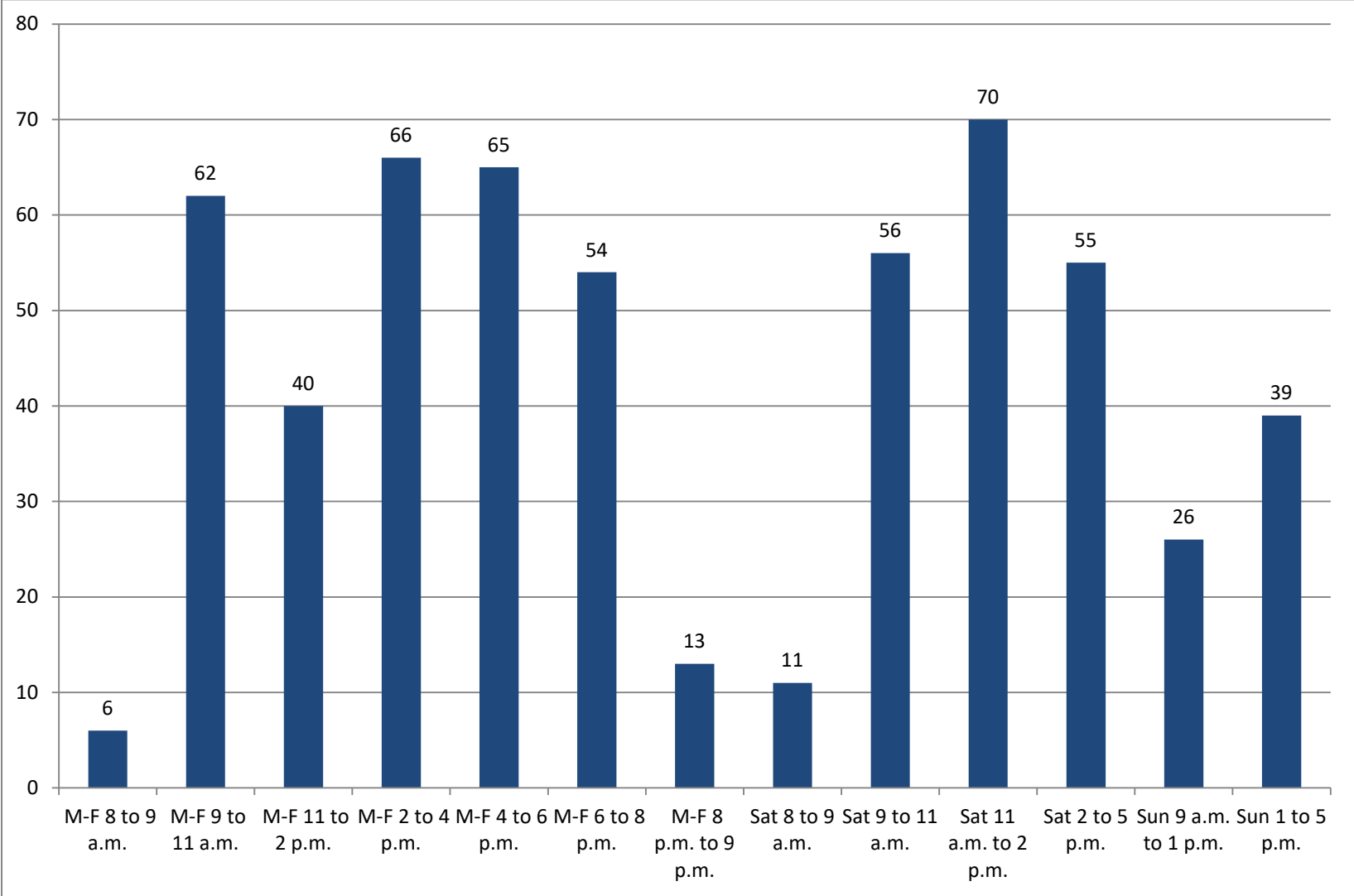
Sydenham Branch

Figure 11: Sydenham - Preferred Open Days



Sydenham Branch

Figure 12: Sydenham - Preferred Time of Day



Sydenham Branch

Comments

Comments related to hours of operation

Survey respondents suggested we align with the hours of local shops, services and restaurants (7), with two patrons pointing out that some services are closed on Sundays and Mondays in the off-season.

The most common requests for changes were for us to add Wednesdays (5), extend Saturdays (5) and standardize the hours of the branch (4).

We were reminded to offer hours that were suited to those who work (6), attend school (8) or have evening activities in the village (3), and that needs may vary by season (2). Some stressed the importance of weekends (7), with requests to extend Saturday hours (5) and add Sundays (1), and a request for holiday access (1), while others were happy with hours as they were (6) or preferred daytime hours (5).

- ➔ *For libraries that aren't open every day, consider that it's hard to remember which days and times it is open, especially when the times are different on any given day. Patterns help!*
- ➔ *The Sydenham library hours are all over the map day to day. I can never remember open/closed hours on a particular day and have to look it up. I am often wrong if I drop by. There may be a good reason for this, but has some thought been given to having somewhat consistent hours, or perhaps some hours that are the same, on weekdays perhaps?*
- ➔ *I am very happy with the current hours at Sydenham library. The fact that they are vary from day-to-day to cover off different time periods over the week is a great idea, given people's different schedules.*

Staff response:

Thank you for your feedback. We will review hours across the Township as a whole, reviewing patron input along with each branch's visitor and borrowing data, to create a schedule that meets as many community needs as possible.

Comments related to library service

- ➔ *I would suggest that you see if working with the Grace Centre to deliver books using meals on wheels to seniors who are unable to easily drive.*

Staff response:

Thank you for the suggestion. We offer home library service to patrons who are not able to visit a branch, using volunteer drivers to offer deliveries. We will reach out to Southern Frontenac Community Services to explore how we might better support each other.

Sydenham Branch

Messages of thanks from South Frontenac respondents

- *We love the Sydenham Branch. It is a beautiful, quiet place for reading, browsing, etc.*

Appendix A – Preferred Day of the Week Summary

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.

HARTINGTON	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	41 survey respondents chose to rank their preferred open days of the week at the Hartington Branch.
1st choice	12	8	4	0	4	13	2	
2nd choice	6	4	17	4	3	3	5	
3rd choice	7	4	7	7	11	6	0	
4th choice	2	4	7	7	11	6	0	
5th choice	6	7	6	11	4	6	1	
6th choice	2	7	3	7	11	7	4	
7th choice	6	1	3	3	2	1	25	

STORRINGTON	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	52 survey respondents chose to rank their preferred open days of the week at the Storrington Branch.
1st choice	7	14	4	4	1	21	1	
2nd choice	3	18	6	12	5	5	3	
3rd choice	7	5	11	16	5	6	2	
4th choice	11	7	9	12	8	3	2	
5th choice	13	5	11	2	16	2	3	
6th choice	6	2	10	5	14	12	3	
7th choice	5	1	1	1	3	3	38	

Appendix A – Preferred Day of the Week Summary

SYDENHAM	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	117 survey respondents chose to rank their preferred open days of the week at the Sydenham Branch.
1st choice	31	19	4	6	4	50	4	
2nd choice	15	20	18	11	17	13	24	
3rd choice	17	16	26	21	23	11	2	
4th choice	16	17	16	29	27	7	5	
5th choice	12	22	23	20	26	8	6	
6th choice	15	18	20	23	8	24	9	
7th choice	1	5	11	7	12	5	67	