

OPL Cardholders' Preferred Ottawa Public Library hours of operation – Tracking Study.

Ottawa Public Library (OPL) retained Nanos Research to determine views of OPL Cardholders about the current hours of operation and services offered by OPL, and thoughts about potential opening hours on Summers Sundays and Public holidays.

Nanos conducted an online survey of 4530 self-selected OPL Cardholders between August 8th and September 2nd, 2022.

As participants were able to opt-in to the research, no margin of error applies.

The research was commissioned by the Ottawa Public Library and conducted by Nanos Research.

Key Findings – Preferred Days and Times

PREFERRED OPENING DAY

1. Saturday – 40%
2. Monday – 23%
3. Tuesday – 10%
4. Sunday – 9%
5. Friday – 8%
6. Wednesday – 6%
7. Thursday – 5%

MONDAY TO THURSDAY

1. Before 12PM – 41%
2. 6-9PM – 27%
3. 12PM-3PM – 17%
4. 3PM-6PM – 15%

FRIDAY

1. Before 12PM – 43%
2. 6-9PM – 22%
3. 3PM-6PM – 18%
4. 12PM-3PM – 17%

SATURDAY

1. Before 12PM – 62%
2. 12PM-3PM – 28%
3. 3PM-6PM – 7%
4. 6-9PM – 4%

SUNDAY

1. 12PM-3PM – 46%
2. Before 12PM – 43%
3. 3PM-6PM – 8%
4. 6-9PM – 3%

Key Findings

1

SATISFACTION WITH CURRENT HOURS

Consistent with the previous wave, a majority of OPL Cardholders are satisfied (38%) or somewhat satisfied (34%) with their branch's opening hours (2017 – 40% satisfied, 38% somewhat satisfied). Older cardholders (55 plus) are more likely to be satisfied (44%) or somewhat satisfied (32%) than those 35 to 54 (31% satisfied, 37% somewhat satisfied) and those 18 to 34 (27% satisfied, 36% somewhat satisfied).

2

SUNDAY HOURS

While most cardholders, remain interested (35%) or somewhat interested (23%) in OPL being open on Sundays during the summer, there was a decline compared to those that said the same in 2017 (48% interested, 23% somewhat interested in 2017). However, close to four in ten say they would visit OPL more often if Sunday hours were extended (36%).

3

PUBLIC HOLIDAYS

Nearly five in ten OPL cardholders say they would not visit OPL on public holidays (46%). About one in three are unsure (34%), while one in ten say they would visit OPL on all public holidays (14%), and six per cent say they would visit on some public holidays but not all.

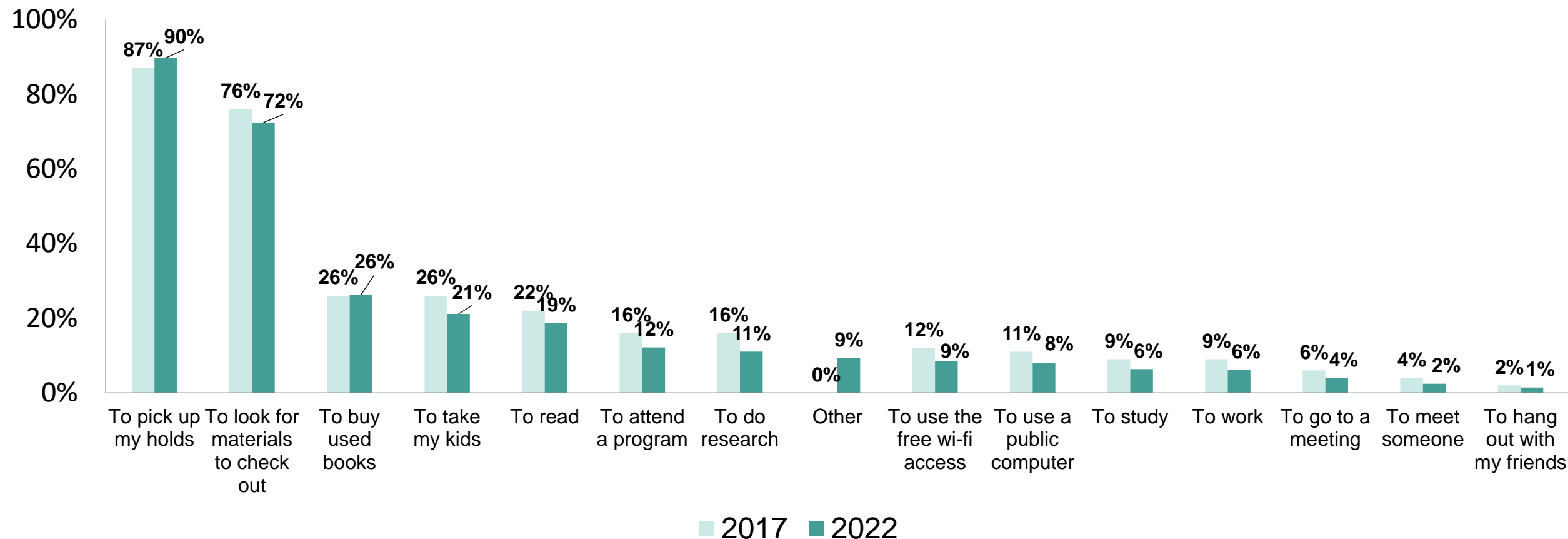
A photograph of a laptop and a stack of books on a desk, with a blurred background of bookshelves. The laptop is open and positioned on the left side of the frame. To its right is a stack of three books. The background shows rows of books on shelves, creating a bokeh effect. The entire image is overlaid with a semi-transparent dark teal filter.

Reasons for visiting OPL and satisfaction with hours

Reasons for visiting OPL

Q

Why do you visit the Ottawa Public Library? Please select as many reasons as apply.



*Weighted to the true population proportion.

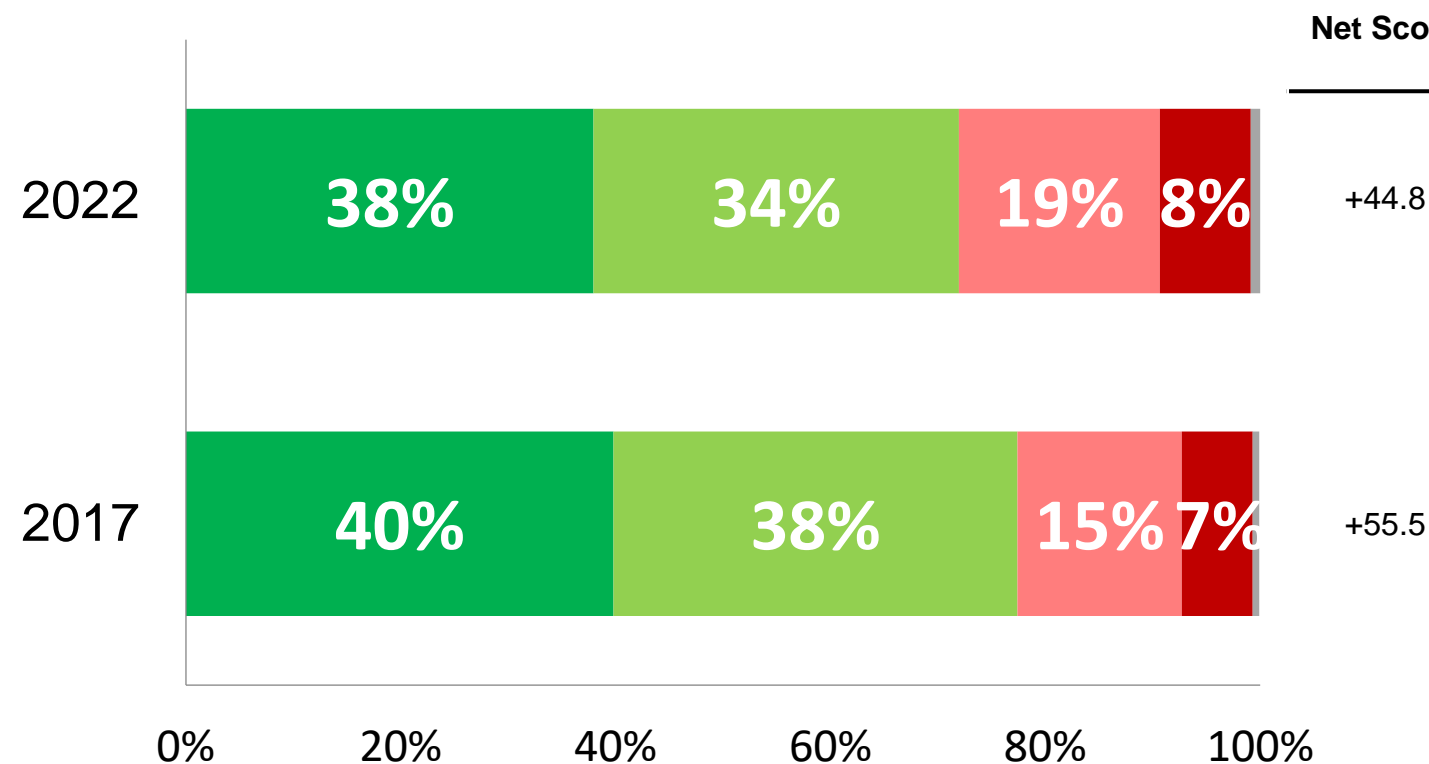
*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4522 OPL Cardholders

Satisfaction with hours of primary branch

Q

Thinking of the Ottawa Public Library branch you use most often, would you say you are satisfied, somewhat satisfied, somewhat dissatisfied or dissatisfied with the hours of operation of that branch?



“

Consistent with the previous wave, a majority of OPL Cardholders are satisfied with their branch's opening hours with about three in four that say they are satisfied or somewhat satisfied.

”

■ Satisfied ■ Somewhat satisfied ■ Somewhat not satisfied ■ Not satisfied ■ Unsure

*Weighted to the true population proportion.

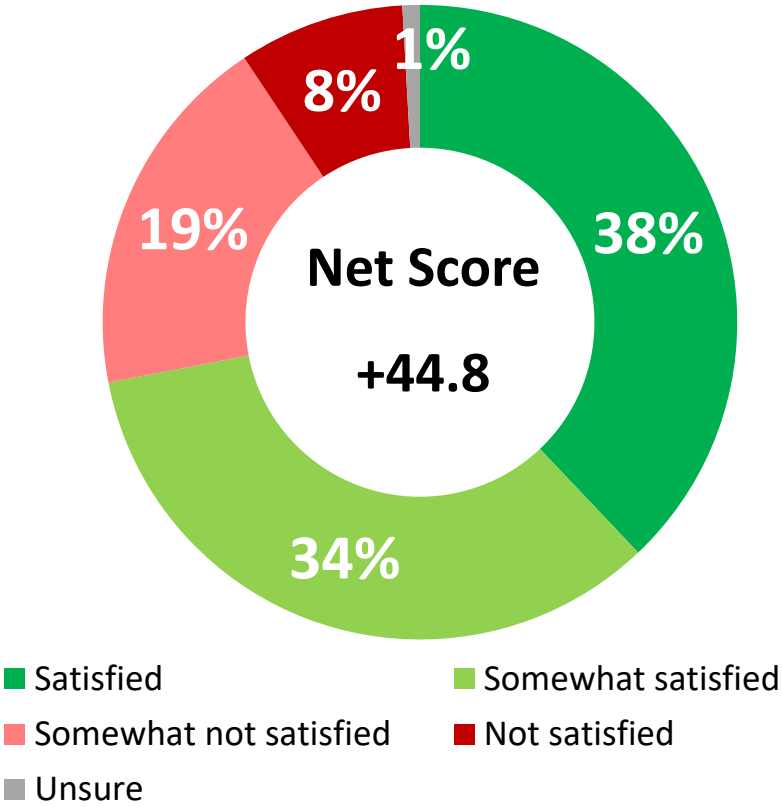
*Charts may not add up to 100 due to rounding.

*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4518 OPL Cardholders

Satisfaction with hours of primary branch

Thinking of the Ottawa Public Library branch you use most often, would you say you are satisfied, somewhat satisfied, somewhat dissatisfied or dissatisfied with the hours of operation of that branch?



| | | | | | | | |
|------------------------------|--------------------|--------------------------------|--------------------|--------------------------------|------------------------|---------------------|-----------------------------------|
| Satisfied/Somewhat satisfied | East (n=625) | South East (n=648) | South West (n=492) | Central East (n=691) | Central South (n=1077) | West (n=571) | Main (n=348) |
| | 76.3% | 73.6% | 76.4% | 67.6% | 68.2% | 74.6% | 67.2% |
| | Bookmobile (n=25)* | Branch - None/No answer (n=41) | | Men (n=1122) | Women (n=3081) | Gender-Other (n=36) | Gender - Refuse/No answer (n=279) |
| | | 63.4% | | 71.5% | 72.4% | 82.2% | 67.2% |
| | 18 to 34 (n=504) | 35 to 54 (n=1442) | 55 plus (n=2279) | Age - Refuse/No answer (n=293) | | | |
| | 63.1% | 67.7% | 76.7% | 72.3% | | | |

*Shaded due to small sample size

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.
*The net score is the difference between all positive and negative numbers in a question.

A photograph of a laptop and a stack of books on a desk, with a blurred background of papers. The text "Preferred opening days and hours for OPL" is overlaid in a teal color.

Preferred opening days and hours for OPL

First ranked days – by Region

| | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|-----------------------|--------|---------|-----------|----------|--------|----------|--------|
| East (n=586) | 23.7% | 11.8% | 5.8% | 6.0% | 8.2% | 36.0% | 8.5% |
| South East (n=612) | 23.0% | 8.7% | 6.0% | 3.4% | 9.2% | 42.0% | 7.7% |
| South West (n=478) | 24.9% | 10.5% | 4.8% | 4.8% | 7.9% | 42.1% | 5.0% |
| Central East (n=650) | 24.0% | 9.2% | 6.5% | 4.0% | 8.0% | 38.5% | 9.8% |
| Central West (n=1017) | 21.5% | 8.4% | 5.7% | 5.8% | 8.7% | 40.3% | 9.6% |
| West (n=527) | 22.2% | 10.6% | 4.9% | 3.8% | 10.6% | 39.3% | 8.5% |
| Main (n=330) | 20.6% | 12.1% | 5.5% | 4.8% | 6.1% | 40.0% | 10.9% |
| Bookmobile (n=23)* | | | | | | | |
| None/no answer (n=33) | 33.3% | 3.0% | 9.1% | 3.0% | 3.0% | 36.4% | 12.1% |

*shaded due to small sample size

First ranked times – Monday to Thursday – by Region

| | Before 12PM | 12PM-3PM | 3PM-6PM | 6PM-9PM |
|-----------------------|-------------|----------|---------|---------|
| East (n=601) | 43.1% | 18.1% | 15.0% | 23.8% |
| South East (n=631) | 41.5% | 18.1% | 13.6% | 26.8% |
| South West (n=485) | 40.0% | 18.6% | 16.5% | 24.9% |
| Central East (n=673) | 42.1% | 17.7% | 14.6% | 25.7% |
| Central West (n=1057) | 44.8% | 14.9% | 13.1% | 27.2% |
| West (n=556) | 43.7% | 15.8% | 16.7% | 23.7% |
| Main (n=339) | 32.2% | 17.7% | 15.0% | 35.1% |
| Bookmobile (n=25)* | | | | |
| None/no answer (n=35) | 34.3% | 20.0% | 17.1% | 28.6% |

*shaded due to small sample size

First ranked times – Friday – by Region

| | Before 12PM | 12PM-3PM | 3PM-6PM | 6PM-9PM |
|-----------------------|-------------|----------|---------|---------|
| East (n=588) | 43.9% | 16.5% | 20.2% | 19.4% |
| South East (n=614) | 44.0% | 17.4% | 15.8% | 22.8% |
| South West (n=477) | 41.5% | 18.7% | 22.0% | 17.8% |
| Central East (n=661) | 42.4% | 20.1% | 15.6% | 21.9% |
| Central West (n=1043) | 44.8% | 15.1% | 16.8% | 23.3% |
| West (n=544) | 47.4% | 16.7% | 17.8% | 18.0% |
| Main (n=335) | 37.0% | 15.5% | 17.0% | 30.4% |
| Bookmobile (n=23)* | | | | |
| None/no answer (n=34) | 41.2% | 11.8% | 20.6% | 26.5% |

*shaded due to small sample size

First ranked times – Saturday – by Region

| | Before 12PM | 12PM-3PM | 3PM-6PM | 6PM-9PM |
|-----------------------|-------------|----------|---------|---------|
| East (n=595) | 61.8% | 27.9% | 7.6% | 2.7% |
| South East (n=621) | 60.1% | 29.0% | 7.1% | 3.9% |
| South West (n=474) | 62.9% | 29.3% | 5.1% | 2.7% |
| Central East (n=672) | 58.9% | 30.2% | 6.4% | 4.5% |
| Central West (n=1026) | 63.6% | 26.6% | 6.3% | 3.4% |
| West (n=550) | 67.5% | 24.5% | 3.6% | 4.4% |
| Main (n=339) | 55.2% | 25.1% | 13.9% | 5.9% |
| Bookmobile (n=21)* | | | | |
| None/no answer (n=36) | 41.7% | 33.3% | 19.4% | 5.6% |

*shaded due to small sample size

First ranked times – Sunday – by Region

| | Before 12PM | 12PM-3PM | 3PM-6PM | 6PM-9PM |
|-----------------------|-------------|----------|---------|---------|
| East (n=578) | 45.8% | 44.5% | 7.4% | 2.2% |
| South East (n=566) | 44.2% | 46.8% | 5.7% | 3.4% |
| South West (n=455) | 45.9% | 43.5% | 8.1% | 2.4% |
| Central East (n=628) | 38.9% | 46.5% | 10.0% | 4.6% |
| Central West (n=989) | 42.8% | 47.5% | 7.8% | 1.9% |
| West (n=523) | 41.7% | 46.7% | 7.5% | 4.2% |
| Main (n=332) | 37.3% | 44.6% | 11.7% | 6.3% |
| Bookmobile (n=21)* | | | | |
| None/no answer (n=34) | 41.2% | 32.4% | 23.5% | 2.9% |

*shaded due to small sample size

Preferred days for OPL to be open

Q

Please rank the importance to you personally of each day of the week in terms of your Ottawa Public Library Branch being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

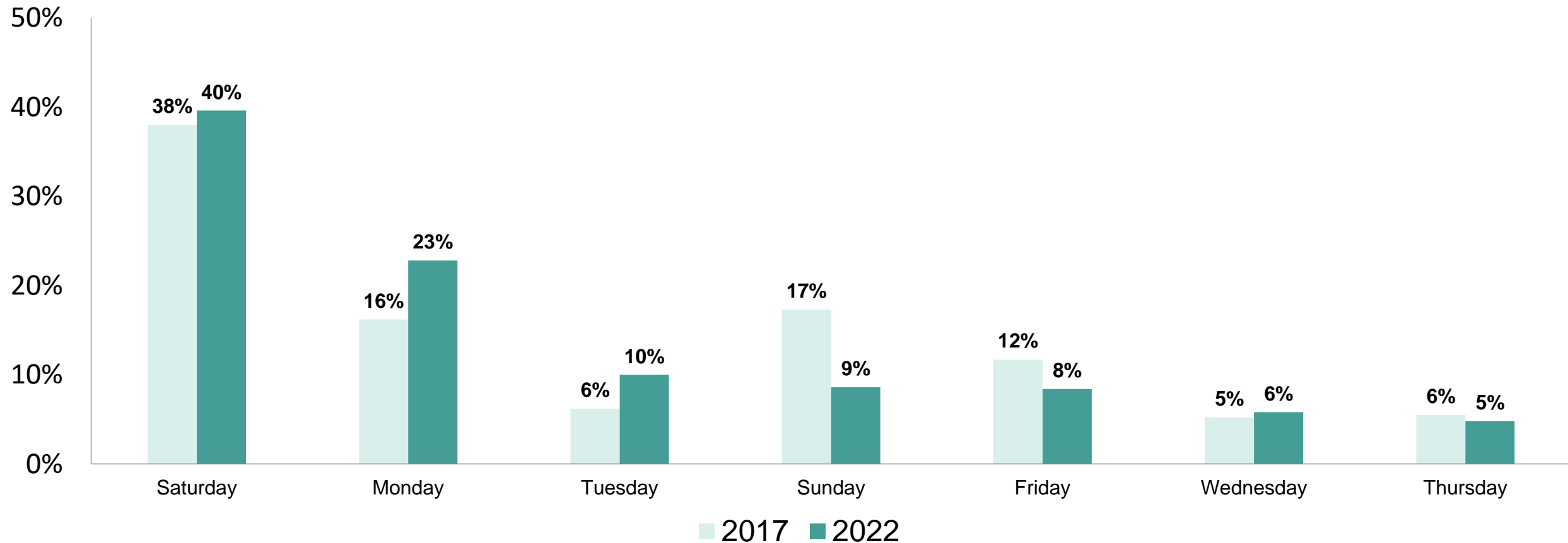
| | First ranked | | Second ranked | | Third ranked | |
|-----------|------------------|------------------|------------------|------------------|------------------|------------------|
| | 2022 (n=4256) | 2017 (n=4684) | 2022 (n=4211) | 2017 (n=4638) | 2022 (n=3983) | 2017 (n=4418) |
| Saturday | 39.6% | 38.0% | 15.0% | 22.8% | 8.0% | 8.6% |
| Monday | 22.8% | 16.2% | 8.4% | 9.1% | 15.1% | 16.3% |
| Tuesday | 10.0% | 6.2% | 16.9% | 12.7% | 12.1% | 11.8% |
| Sunday | 8.6% | 17.3% | 27.6% | 28.1% | 6.8% | 8.8% |
| Friday | 8.4% | 11.7% | 11.5% | 12.5% | 23.3% | 25.9% |
| Wednesday | 5.8% | 5.2% | 11.6% | 8.3% | 19.7% | 15.9% |
| Thursday | 4.8% | 5.5% | 9.0% | 6.6% | 15.0% | 12.6% |

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4256 OPL Cardholders

Preferred days for OPL to be open

Q

Please rank the importance to you personally of each day of the week in terms of your Ottawa Public Library Branch being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.



Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4256 OPL Cardholders

Preferred hours between Monday and Thursday

Q

Please rank the importance of each potential time slot for your Ottawa Public Library Branch between **MONDAY** and **THURSDAY** where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | First ranked | | Second ranked | | Third ranked | | Fourth ranked | |
|--------------|--------------------------|------------------|--------------------------|------------------|--------------------------|------------------|--------------------------|------------------|
| | 2022 (n=4402) | 2017 (n=4728) | 2022 (n=4187) | 2017 (n=4534) | 2022 (n=3624) | 2017 (n=4132) | 2022 (n=3365) | 2017 (n=3989) |
| Before 12pm* | 41.3% | 28.1% | 12.4% | 15.0% | 15.8% | 19.8% | 32.1% | 37.2% |
| 6-9pm | 26.7% | 38.2% | 18.7% | 22.2% | 16.3% | 13.4% | 37.6% | 27.0% |
| 12-3pm | 17.1% | 14.4% | 32.1% | 23.3% | 31.3% | 37.3% | 18.2% | 24.0% |
| 3-6pm | 14.9% | 19.3% | 36.8% | 39.5% | 36.6% | 29.5% | 12.2% | 11.8% |

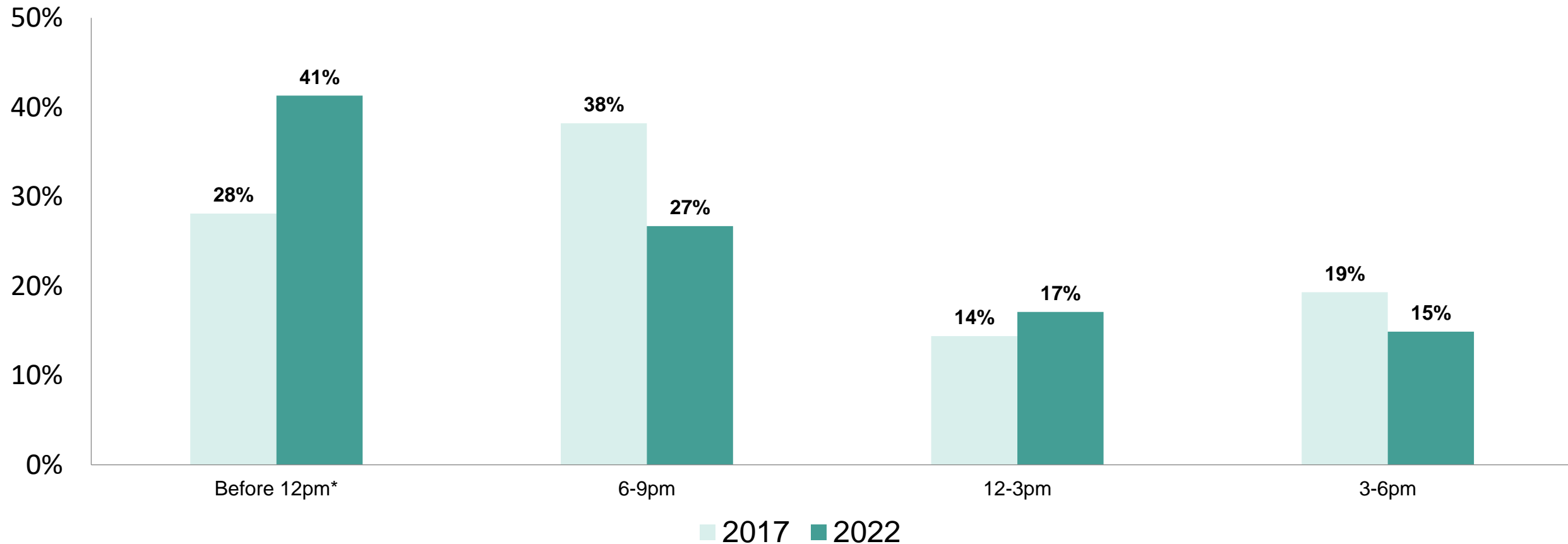
*Was "9am-12pm" in 2017

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4402 OPL Cardholders

Preferred hours between Monday and Thursday

Q

Please rank the importance of each potential time slot for your Ottawa Public Library Branch between **MONDAY and THURSDAY** where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.



*Was "9am-12pm" in 2017

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4402 OPL Cardholders

Preferred hours on Fridays

Q

Please rank the importance of each potential time slot for your Ottawa Public Library Branch on **FRIDAY** where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | First ranked | | Second ranked | | Third ranked | | Fourth ranked | |
|--------------|--------------------------|------------------|--------------------------|------------------|--------------------------|------------------|--------------------------|------------------|
| | 2022 (n=4319) | 2017 (n=4673) | 2022 (n=3983) | 2017 (n=4380) | 2022 (n=3432) | 2017 (n=3991) | 2022 (n=3185) | 2017 (n=3861) |
| Before 12pm* | 43.2% | 29.0% | 10.3% | 14.5% | 16.9% | 19.1% | 30.7% | 36.8% |
| 6-9pm | 21.9% | 35.4% | 16.9% | 18.8% | 13.9% | 12.3% | 46.7% | 34.5% |
| 3-6pm | 18.0% | 21.2% | 36.1% | 39.4% | 39.1% | 31.4% | 7.9% | 8.5% |
| 12-3pm | 16.9% | 14.4% | 36.8% | 27.4% | 30.2% | 37.1% | 14.7% | 20.2% |

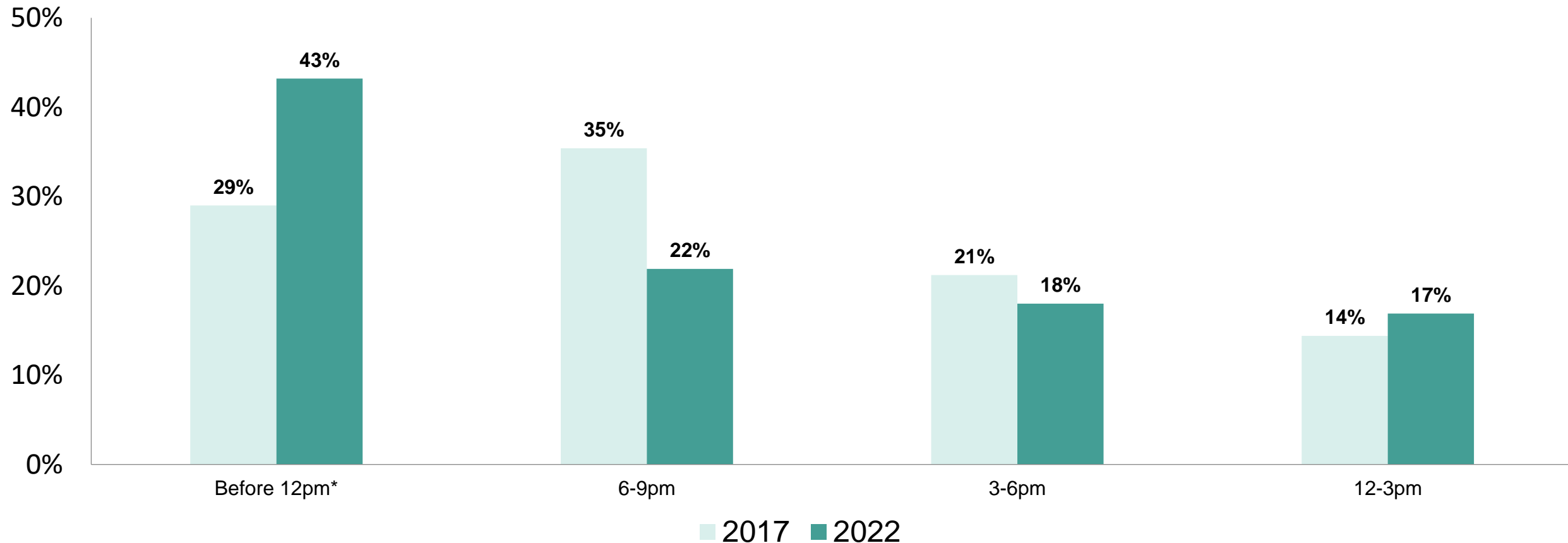
*Was "9am-12pm" in 2017

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4319 OPL Cardholders

Preferred hours on Fridays

Q

Please rank the importance of each potential time slot for your Ottawa Public Library Branch on **FRIDAY** where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.



*Was "9am-12pm" in 2017

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4319 OPL Cardholders

Preferred hours on Saturdays

Q

Please rank the importance of each potential time slot for your Ottawa Public Library Branch on **SATURDAY** where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | First ranked | | Second ranked | | Third ranked | | Fourth ranked | |
|--------------|--------------------------|------------------|--------------------------|------------------|--------------------------|------------------|--------------------------|------------------|
| | 2022 (n=4334) | 2017 (n=4624) | 2022 (n=4004) | 2017 (n=4415) | 2022 (n=3466) | 2017 (n=4021) | 2022 (n=3099) | 2017 (n=3810) |
| Before 12pm* | 61.6% | 54.1% | 11.7% | 15.1% | 14.8% | 16.9% | 12.1% | 14.3% |
| 12-3pm | 27.5% | 26.3% | 54.2% | 51.1% | 11.7% | 16.0% | 4.6% | 5.3% |
| 3-6pm | 7.1% | 11.6% | 27.8% | 27.2% | 61.4% | 57.6% | 5.9% | 4.7% |
| 6-9pm | 3.8% | 8.0% | 6.4% | 6.6% | 12.1% | 9.5% | 77.5% | 75.7% |

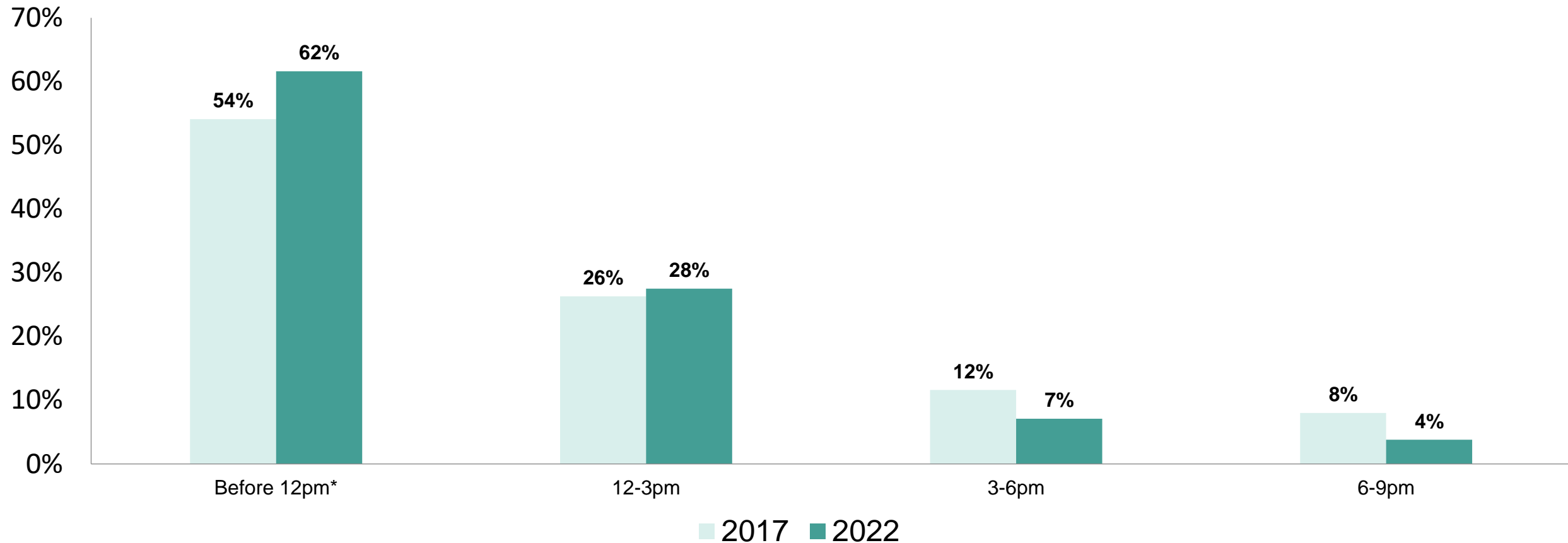
*Was "9am-12pm" in 2017

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4334 OPL Cardholders

Preferred hours on Saturdays

Q

Please rank the importance of each potential time slot for your Ottawa Public Library Branch on **SATURDAY** where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.



*Was "9am-12pm" in 2017

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4334 OPL Cardholders

Preferred hours on Sundays

Q

Please rank the importance of each potential time slot for your Ottawa Public Library Branch on **SUNDAY** where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | First ranked | | Second ranked | | Third ranked | | Fourth ranked | |
|--------------|--------------------------|------------------|--------------------------|------------------|--------------------------|------------------|--------------------------|------------------|
| | 2022 (n=4126) | 2017 (n=4446) | 2022 (n=3741) | 2017 (n=4190) | 2022 (n=3210) | 2017 (n=3813) | 2022 (n=2973) | 2017 (n=3677) |
| 12-3pm | 45.7% | 40.5% | 41.4% | 40.3% | 9.9% | 15.1% | 3.0% | 4.8% |
| Before 12pm* | 42.5% | 36.4% | 14.5% | 17.7% | 24.1% | 24.9% | 16.6% | 19.9% |
| 3-6pm | 8.3% | 14.1% | 38.9% | 35.8% | 51.0% | 46.2% | 4.1% | 5.1% |
| 6-9pm | 3.4% | 9.0% | 5.1% | 6.3% | 15.0% | 13.8% | 76.3% | 70.2% |

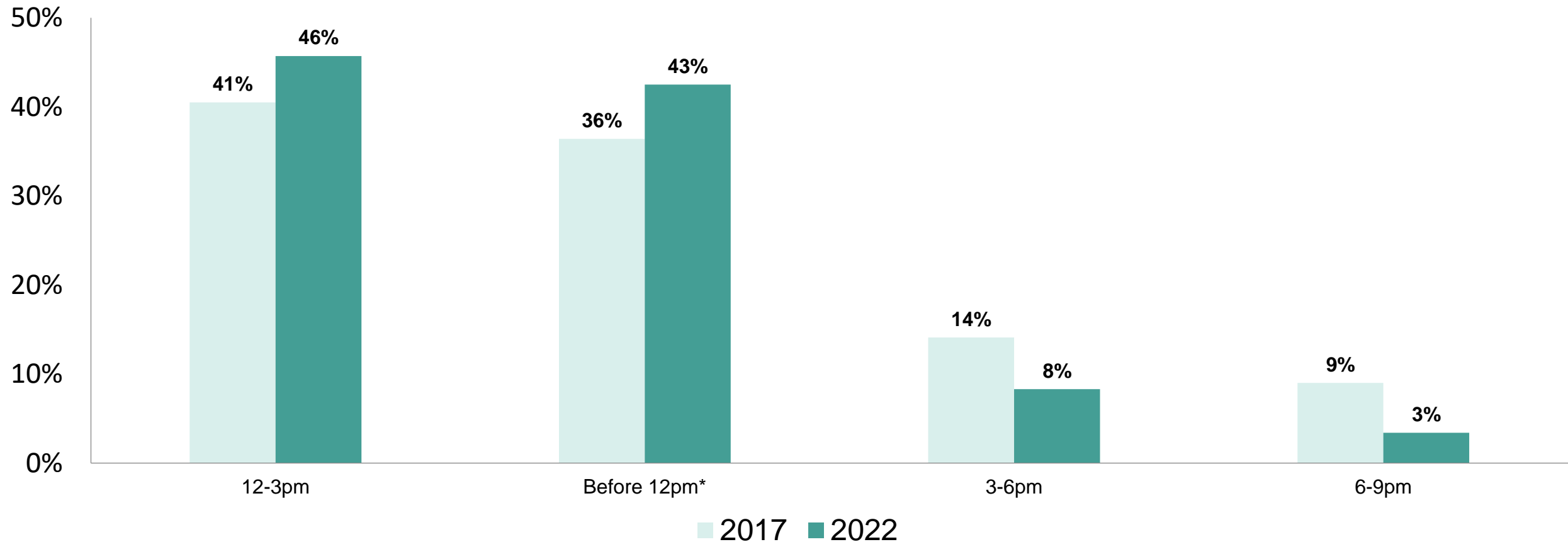
*Was "9am-12pm" in 2017

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4126 OPL Cardholders

Preferred hours on Sundays

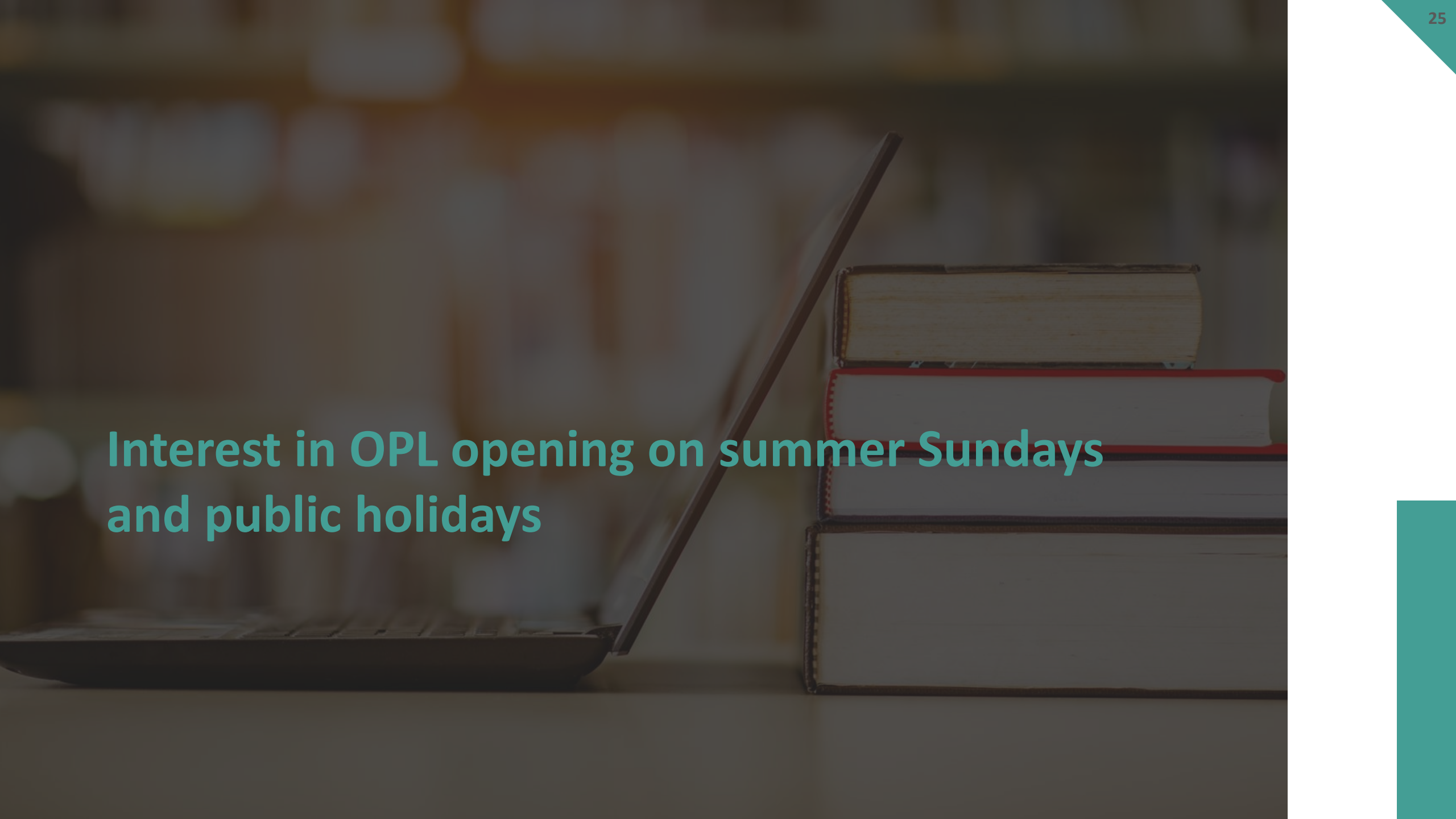
Q

Please rank the importance of each potential time slot for your Ottawa Public Library Branch on **SUNDAY** where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.



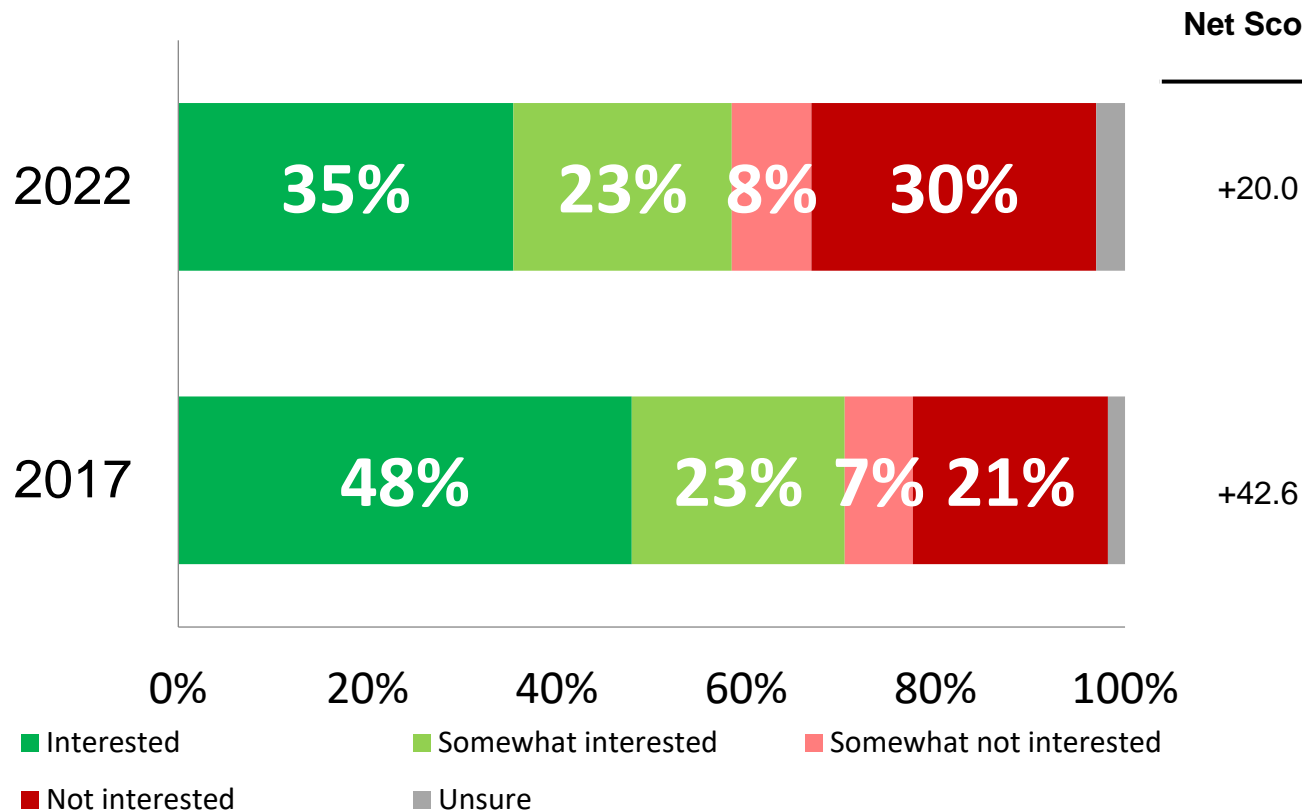
*Was "9am-12pm" in 2017

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4126 OPL Cardholders

A photograph of a laptop and a stack of books on a desk, with a bokeh background. The laptop is open and positioned on the left side of the frame. To its right is a stack of three books. The background is a soft, out-of-focus bokeh of warm, golden-brown and white light spots. The entire image is overlaid with a dark, semi-transparent filter. The text 'Interest in OPL opening on summer Sundays and public holidays' is written in a teal color across the middle of the image.

Interest in OPL opening on summer Sundays and public holidays

Interest in Sunday hours during the summer



*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4501 OPL Cardholders

Q

As you may know, OPL is closed during the summer on Sundays from the first week in July until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested or not interested in the OPL being open on Summer Sundays?

[TWEAKED – IN 2017 WAS: As you may know, the Ottawa Public Library is closed on Sundays from the first week in June until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested or not interested in the OPL being open on Sundays between June and September?]

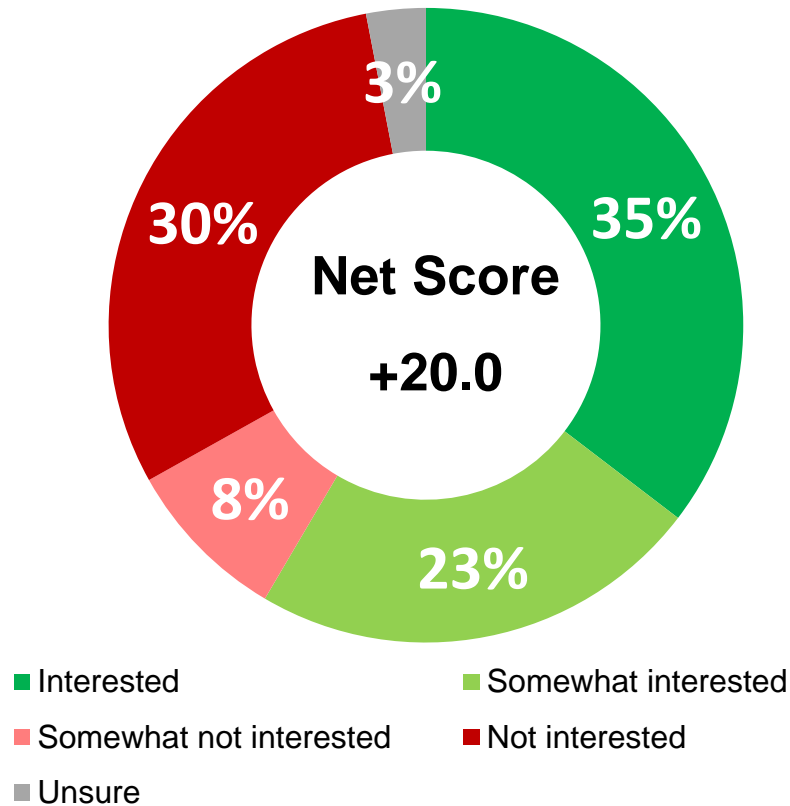
Net Score

“

Although most OPL cardholders remain interested in OPL being open Sundays in the summer, there was a decline in the proportion of cardholders who are interested or somewhat interested with close to six in ten who say so from over seven in ten in 2017.

”

Interest in Sunday hours during the summer



Q

As you may know, OPL is closed during the summer on Sundays from the first week in July until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested or not interested in the OPL being open on Summer Sundays?

[TWEAKED – IN 2017 WAS: As you may know, the Ottawa Public Library is closed on Sundays from the first week in June until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested or not interested in the OPL being open on Sundays between June and September?]

Interested/Somewhat interested

| East (n=621) | South East (n=647) | South West (n=489) | Central East (n=692) | Central South (n=1072) | West (n=566) | Main (n=348) |
|-----------------------|--------------------------------------|-----------------------|--------------------------------------|---------------------------|--------------------------|---|
| 56.0% | 57.3% | 54.8% | 58.4% | 61.4% | 56.0% | 69.5% |
| Bookmobile (n=25)* | Branch - None/No answer (n=41) | | Men (n=1123) | Women (n=3063) | Gender - Other (n=36) | Gender - Refuse/No answer (n=279) |
| | 22.0% | | 59.4% | 57.6% | 58.6% | 63.7% |
| 18 to 34 (n=504) | 35 to 54 (n=1439) | 55 plus (n=2268) | Age - Refuse/No answer (n=290) | | | |
| 67.7% | 70.3% | 48.9% | 56.6% | | | |

*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4501 OPL Cardholders

Interest in Sunday hours during the summer by demographics

Q

As you may know, OPL is closed during the summer on Sundays from the first week in July until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested or not interested in the OPL being open on Summer Sundays?

[TWEAKED – IN 2017 WAS: As you may know, the Ottawa Public Library is closed on Sundays from the first week in June until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested or not interested in the OPL being open on Sundays between June and September?]

Not interested/ Somewhat not interested

| East (n=621) | South East (n=647) | South West (n=489) | Central East (n=692) | Central South (n=1072) | West (n=566) | Main (n=348) |
|-----------------------|-----------------------------------|-----------------------|-----------------------------------|---------------------------|--------------------------|---|
| 41.2% | 39.7% | 41.7% | 38.0% | 35.4% | 41.9% | 28.2% |
| Bookmobile (n=25)* | Branch - None/No answer (n=41) | | Men (n=1123) | Women (n=3063) | Gender - Other (n=36) | Gender - Refuse/No answer (n=279) |
| | 63.4% | | 37.6% | 39.3% | 39.4% | 32.9% |
| 18 to 34 (n=504) | 35 to 54 (n=1439) | 55 plus (n=2268) | Age - Refuse/No answer (n=290) | | | |
| 27.8% | 26.6% | 48.3% | 41.5% | | | |

*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4501 OPL Cardholders

Interest in Sunday hours during the summer by demographics

Q

As you may know, OPL is closed during the summer on Sundays from the first week in July until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested or not interested in the OPL being open on Summer Sundays?

[TWEAKED – IN 2017 WAS: As you may know, the Ottawa Public Library is closed on Sundays from the first week in June until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested or not interested in the OPL being open on Sundays between June and September?]

Interested/ Somewhat interested

| Lives in Urban area (n=4145) | Lives in Rural area (n=162) | White (n=3365) | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) (n=118) | Chinese (n=94) | Black (n=85) |
|--|--|---|---|---|--|
| 58.7% | 47.3% | 56.0% | 76.3% | 79.7% | 68.2% |
| Less than \$20,000 (n=53) | \$20,000 to less than \$40,000 (n=181) | \$40,000 to less than \$60,000 (n=277) | \$60,000 to less than \$80,000 (n=422) | \$80,000 to less than \$100,000 (n=489) | \$100,000 to less than \$120,000 (n=480) |
| 52.3% | 56.0% | 52.1% | 51.1% | 57.3% | 61.0% |
| \$120,000 to less than \$150,000 (n=460) | \$150 000 and higher (n=893) | Income – Prefer not to say/No answer (n=1194) | No children (n=2898) | One child (n=391) | Two children (n=723) |
| 58.0% | 68.5% | 55.1% | 53.3% | 72.2% | 72.5% |

*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4501 OPL Cardholders

Interest in Sunday hours during the summer by demographics

Q

As you may know, OPL is closed during the summer on Sundays from the first week in July until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested or not interested in the OPL being open on Summer Sundays?

[TWEAKED – IN 2017 WAS: As you may know, the Ottawa Public Library is closed on Sundays from the first week in June until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested or not interested in the OPL being open on Sundays between June and September?]

Not interested/ Somewhat not interested

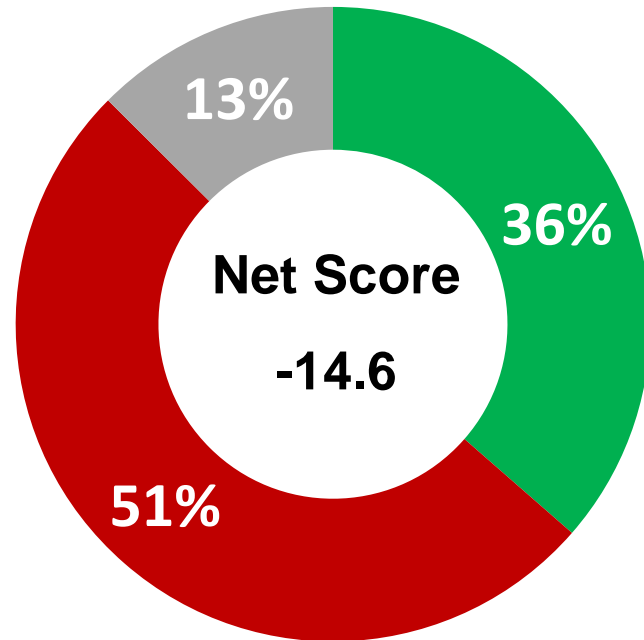
| Lives in Urban area (n=4145) | Lives in Rural area (n=162) | White (n=3365) | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) (n=118) | Chinese (n=94) | Black (n=85) |
|--|--|---|---|---|--|
| 38.3% | 48.9% | 41.1% | 22.9% | 17.3% | 29.6% |
| Less than \$20,000 (n=53) | \$20,000 to less than \$40,000 (n=181) | \$40,000 to less than \$60,000 (n=277) | \$60,000 to less than \$80,000 (n=422) | \$80,000 to less than \$100,000 (n=489) | \$100,000 to less than \$120,000 (n=480) |
| 44.0% | 41.0% | 45.4% | 46.2% | 39.7% | 36.3% |
| \$120,000 to less than \$150,000 (n=460) | \$150 000 and higher (n=893) | Income – Prefer not to say/No answer (n=1194) | No children (n=2898) | One child (n=391) | Two children (n=723) |
| 38.8% | 29.2% | 40.9% | 43.6% | 26.0% | 24.8% |

*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4501 OPL Cardholders

Interest in Sunday extended hours



- I would visit OPL more often if Sunday hours were extended
- Extending Sunday hours would have no impact on how often I visit OPL
- Unsure

*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4492 OPL Cardholders

Q

OPL is currently open 1PM to 5PM on Sundays from September to July. If the hours were extended to 10AM to 5PM on Sundays, which of the following two statements best reflects your personal views [ROTATE]:

Extending Sunday hours would have no impact on how often I visit OPL

| East (n=623) | South East (n=643) | South West (n=487) | Central East (n=684) | Central West (n=1074) | West (n=567) | Main (n=349) |
|-----------------------|-----------------------------------|-----------------------|-----------------------------------|--------------------------|--------------------------|--------------------------------------|
| 52.8% | 53.5% | 52.6% | 49.3% | 48.4% | 54.5% | 42.7% |
| Bookmobile (n=25)* | Branch - None/No answer (n=40) | | Men (n=1118) | Women (n=3060) | Gender - Other (n=36) | Gender - Refuse/No answer (n=278) |
| | 75.0% | | 50.3% | 52.0% | 47.5% | 43.8% |
| 18 to 34 (n=504) | 35 to 54 (n=1440) | 55 plus (n=2262) | Age - Refuse/No answer (n=286) | | | |
| 40.5% | 37.1% | 62.8% | 48.8% | | | |

Interest in Sunday extended hours by demographics

Q

OPL is currently open 1PM to 5PM on Sundays from September to July. If the hours were extended to 10AM to 5PM on Sundays, which of the following two statements best reflects your personal views [ROTATE]:

I would visit OPL more often if Sunday hours were extended

| East (n=623) | South East (n=643) | South West (n=487) | Central East (n=684) | Central West (n=1074) | West (n=567) | Main (n=349) |
|-----------------------|-----------------------------------|-----------------------|-----------------------------------|--------------------------|--------------------------|---|
| 35.3% | 34.1% | 35.3% | 37.4% | 39.4% | 31.6% | 44.7% |
| Bookmobile (n=25)* | Branch - None/No answer (n=40) | | Men (n=1118) | Women (n=3060) | Gender - Other (n=36) | Gender - Refuse/No answer (n=278) |
| | 12.5% | | 39.6% | 34.5% | 41.9% | 43.5% |
| 18 to 34 (n=504) | 35 to 54 (n=1440) | 55 plus (n=2262) | Age - Refuse/No answer (n=286) | | | |
| 48.3% | 49.2% | 25.3% | 36.7% | | | |

*shaded due to small sample size

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4492 OPL Cardholders

Interest in Sunday extended hours by demographics

Q

OPL is currently open 1PM to 5PM on Sundays from September to July. If the hours were extended to 10AM to 5PM on Sundays, which of the following two statements best reflects your personal views [ROTATE]:

I would visit OPL more often if Sunday hours were extended

| Lives in Urban area (n=4137) | Lives in Rural area (n=162) | White (n=3356) | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) (n=118) | Chinese (n=94) | Black (n=85) |
|--|--|---|---|---|--|
| 36.5% | 26.2% | 32.9% | 51.4% | 56.6% | 45.3% |
| Less than \$20,000 (n=53) | \$20,000 to less than \$40,000 (n=180) | \$40,000 to less than \$60,000 (n=276) | \$60,000 to less than \$80,000 (n=421) | \$80,000 to less than \$100,000 (n=483) | \$100,000 to less than \$120,000 (n=481) |
| 42.4% | 34.2% | 27.7% | 28.3% | 32.3% | 41.1% |
| \$120,000 to less than \$150,000 (n=460) | \$150 000 and higher (n=895) | Income – Prefer not to say/No answer (n=1191) | No children (n=2887) | One child (n=391) | Two children (n=725) |
| 35.2% | 46.7% | 34.0% | 29.6% | 50.5% | 54.3% |

*shaded due to small sample size

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4492 OPL Cardholders

Interest in Sunday extended hours by demographics

Q

OPL is currently open 1PM to 5PM on Sundays from September to July. If the hours were extended to 10AM to 5PM on Sundays, which of the following two statements best reflects your personal views [ROTATE]:

Extending Sunday hours would have no impact on how often I visit OPL

| Lives in Urban area (n=4137) | Lives in Rural area (n=162) | White (n=3356) | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) (n=118) | Chinese (n=94) | Black (n=85) |
|--|--|---|---|---|--|
| 50.8% | 62.2% | 54.1% | 42.9% | 37.0% | 40.0% |
| Less than \$20,000 (n=53) | \$20,000 to less than \$40,000 (n=180) | \$40,000 to less than \$60,000 (n=276) | \$60,000 to less than \$80,000 (n=421) | \$80,000 to less than \$100,000 (n=483) | \$100,000 to less than \$120,000 (n=481) |
| 43.5% | 54.0% | 61.4% | 60.9% | 53.5% | 47.3% |
| \$120,000 to less than \$150,000 (n=460) | \$150 000 and higher (n=895) | Income – Prefer not to say/No answer (n=1191) | No children (n=2887) | One child (n=391) | Two children (n=725) |
| 53.4% | 41.7% | 51.5% | 57.7% | 36.7% | 33.6% |

*shaded due to small sample size

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4492 OPL Cardholders

Visiting OPL on public holidays

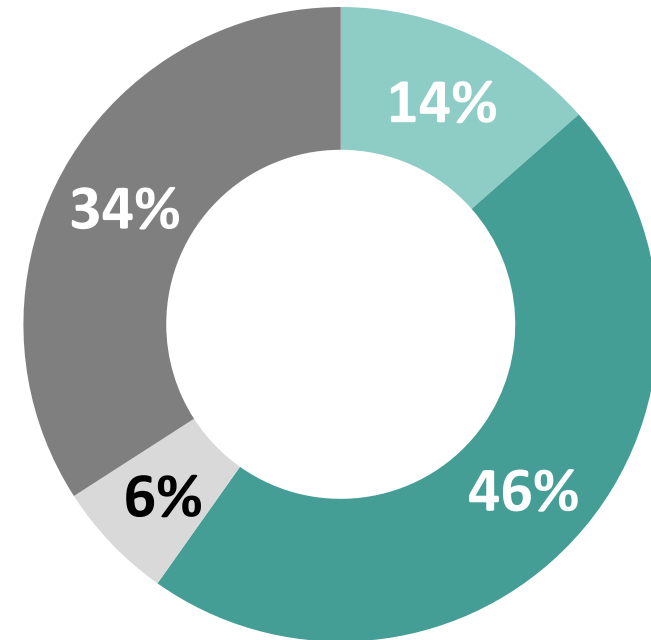
Q

On which public holidays, if any, would you visit OPL? [OPEN]

“

Close to five in ten OPL Cardholders say they would not visit OPL on public holidays. Over one in three are unsure, while about one in ten say they would visit OPL on all public holidays, and six per cent say they would visit on certain public holidays but not all.

”



■ All public holidays ■ No public holidays ■ Other ■ Unsure

Source: Nanos Research, online survey, August 8th to September 2nd, 2022, n=4506 OPL Cardholders

Branches by Region

| Region | Branches | Counts | Frequency |
|----------------|--|-------------|-------------|
| East | Blackburn Hamlet, Cumberland, North Gloucester, Orléans | 709 | 15.7% |
| South East | Alta Vista, Elmvale Acres, Greely, Greenboro, Metcalfe, Osgoode, Vernon | 627 | 13.8% |
| South West | Manotick, Munster, North Gower, Richmond, Ruth E. Dickinson, Stittsville | 582 | 12.8% |
| Central East | Rideau, Rockliffe Park, St-Laurent, Vanier, Sunnyside | 538 | 11.9% |
| Central West | Carlingwood, Emerald Plaza, Nepean CentrepoinTE, Rosemount | 875 | 19.3% |
| West | Beaverbrook, Carp, Constance Bay, Fitzroy Harbour, Hazeldean, Centennial | 620 | 13.7% |
| Main | Main (on its own) | 507 | 11.2% |
| Bookmobile | Bookmobile (on its own) | 28 | 0.6% |
| None/No answer | - | 44 | 1.0% |
| Total | - | 4530 | 100% |

METHODOLOGY

On behalf of Ottawa Public Library, Nanos conducted survey of 4530 self-selected OPL Cardholders between August 8th and September 2nd, 2022.

As participants were able to opt-in to the research, no margin of error applies.

The research was commissioned by the Ottawa Public Library.

Note: Charts may not add up to 100 due to rounding.

2022-2188 – OPL Cardholder survey

Response Rate

| | | |
|---|--------------------------------|-------|
| A | List provided by client | 7507 |
| B | Invalid contacts/ Not eligible | 0 |
| C | Potential Contacts (C=A-B) | 7507 |
| D | Completed interviews | 4530 |
| E | Response Rate (E=C/D) | 60.3% |



| Element | Description | Element | Description |
|----------------------------------|---|-----------------------------------|---|
| Research sponsor | Ottawa Public Library | | |
| Population and Final Sample Size | 4530 self-selected OPL cardholders. | Weighting of Data | The results were using the latest information from OPL (2021) and the sample is geographically stratified to ensure a distribution across all OPL regions of. See tables for full weighting disclosure. |
| Source of Sample | Cardholders opted-in to the research | Excluded Demographics | Individuals younger than 18 years old; non OPL cardholders. |
| Margin of Error | No margin of error applies to this research. | | |
| Mode of Survey | Online survey | Stratification | The sample is geographically stratified to be representative of Ottawa Public Library. |
| Sampling Method Base | Non-probability. | Estimated Response Rate | Not applicable. |
| Demographics (Captured) | Ottawa, Men and Women; 18 years or older. Six digit postal code was used to validate geography. | Question Order | Question order in the preceding report reflects the order in which they appeared in the original questionnaire. |
| Demographics (Other) | Age, gender, education, income | Question Content | All questions asked are contained in the report. |
| Field Dates | August 8 th to September 2 nd , 2022. | Question Wording | The questions in the preceding report are written exactly as they were asked to individuals. |
| Language of Survey | The survey was conducted in both English and French. | Research/Data Collection Supplier | Nanos Research |
| Standards | Nanos Research is a member of the Canadian Research Insights Council (CRIC) and confirms that this research fully complies with all CRIC Standards including the CRIC Public Opinion Research Standards and Disclosure Requirements. https://canadianresearchinsightscouncil.ca/standards/ | Contact | Contact Nanos Research for more information or with any concerns or questions. http://www.nanos.co Telephone:(613) 234-4666 ext. 237 Email: info@nanosresearch.com . |



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TABULATIONS





2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET

| | | | Region | | | | | | | | | | Gender | | | | Age | | | |
|--|------------------------------------|---------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|
| | | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer |
| Question - OPL is examining its current hours of operation and looking for ways to better meet the needs of Library customers. Why do you visit OPL? Please select as many reasons as apply. | Total | Unwgt N | 4522 | 625 | 648 | 491 | 691 | 1081 | 570 | 348 | 25 | 43 | 1126 | 3080 | 36 | 280 | 504 | 1444 | 2278 | 296 |
| | | Wgt N | 4522 | 709 | 627 | 581 | 537 | 873 | 618 | 506 | 28 | 43 | 1140 | 3061 | 39 | 282 | 521 | 1452 | 2249 | 298 |
| | To use a public computer | % | 7.9 | 8.2 | 8.6 | 4.1 | 6.9 | 7.9 | 6.3 | 14.7 | | 7.0 | 10.0 | 6.9 | 4.9 | 10.5 | 8.5 | 6.6 | 8.3 | 9.8 |
| | To use a Chromebook | % | 0.4 | 0.6 | 0.3 | 0.2 | 0.7 | 0.1 | 0.9 | 0.3 | | 0.0 | 0.9 | 0.2 | 0.0 | 1.2 | 0.7 | 0.5 | 0.3 | 0.3 |
| | To use the free wi-fi access | % | 8.5 | 8.3 | 10.5 | 7.1 | 7.4 | 7.6 | 6.8 | 13.8 | | 2.3 | 11.8 | 7.0 | 19.5 | 10.5 | 15.5 | 9.6 | 6.2 | 8.9 |
| | To pick up my holds | % | 89.7 | 90.4 | 89.7 | 86.8 | 93.1 | 91.5 | 90.2 | 88.5 | | 44.2 | 86.5 | 90.7 | 94.2 | 91.4 | 85.1 | 91.0 | 90.8 | 83.8 |
| | To look for materials to check out | % | 72.4 | 70.9 | 74.4 | 71.3 | 73.5 | 73.3 | 73.0 | 73.3 | | 32.6 | 69.0 | 73.4 | 76.2 | 74.2 | 71.6 | 77.8 | 70.1 | 65.0 |
| | To take my kids | % | 21.1 | 23.4 | 22.2 | 25.3 | 20.1 | 22.1 | 23.7 | 9.8 | | 2.3 | 20.1 | 21.3 | 10.3 | 25.1 | 17.4 | 46.6 | 5.6 | 20.6 |
| | To do research | % | 11.0 | 10.6 | 11.0 | 8.6 | 9.7 | 10.3 | 10.7 | 18.4 | | 9.3 | 16.8 | 8.4 | 20.5 | 15.6 | 9.8 | 9.9 | 11.4 | 16.1 |
| | To hang out with my friends | % | 1.4 | 0.5 | 2.0 | 1.4 | 1.0 | 1.5 | 1.4 | 2.6 | | 0.0 | 1.4 | 1.4 | 2.8 | 1.8 | 2.9 | 2.3 | 0.6 | 0.3 |
| | To work | % | 6.2 | 5.9 | 7.7 | 5.3 | 4.9 | 5.3 | 6.8 | 8.3 | | 2.3 | 8.1 | 5.1 | 11.9 | 9.8 | 13.6 | 8.4 | 3.0 | 6.5 |
| | To study | % | 6.3 | 3.8 | 6.8 | 5.5 | 5.9 | 5.6 | 6.1 | 12.4 | | 4.7 | 8.7 | 4.9 | 31.2 | 8.5 | 19.5 | 7.4 | 2.6 | 6.8 |
| | To read | % | 18.7 | 20.8 | 18.1 | 19.1 | 18.8 | 16.8 | 16.5 | 23.6 | | 4.7 | 25.4 | 15.6 | 23.4 | 25.2 | 27.4 | 16.4 | 17.5 | 23.9 |
| | To meet someone | % | 2.4 | 1.4 | 2.9 | 1.6 | 2.5 | 2.3 | 2.5 | 4.6 | | 0.0 | 2.4 | 2.3 | 2.8 | 3.6 | 2.4 | 3.3 | 1.9 | 1.7 |
| | To attend a program | % | 12.2 | 11.7 | 13.4 | 14.5 | 12.4 | 10.7 | 13.9 | 9.5 | | 9.3 | 6.8 | 14.1 | 8.7 | 13.9 | 8.2 | 16.9 | 10.0 | 12.6 |
| | To go to a meeting | % | 4.0 | 5.0 | 3.9 | 3.5 | 3.9 | 2.9 | 3.7 | 6.3 | | 2.3 | 4.6 | 3.8 | 2.9 | 3.9 | 2.0 | 4.5 | 4.2 | 3.9 |
| | To buy used books | % | 26.3 | 31.5 | 27.2 | 26.3 | 27.8 | 22.9 | 27.5 | 21.8 | | 11.6 | 22.6 | 27.3 | 19.1 | 30.1 | 15.2 | 24.3 | 30.3 | 24.9 |
| | Other | % | 9.3 | 7.7 | 9.7 | 7.1 | 8.8 | 10.2 | 9.6 | 9.5 | | 41.9 | 8.2 | 9.7 | 2.1 | 9.7 | 7.6 | 7.8 | 10.5 | 10.2 |

*Values are based on the percentage of positive responses to a specific response option (columns exceed 100%)

**Multifrequency tab based on multiple responses

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022. *Some results have been shaded due to small sample size.

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET

| | | Region | | | | | | | | | | Gender | | | | | Age | | | |
|--|------------------------------------|---|-------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|------|
| | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - OPL is examining its current hours of operation and looking for ways to better meet the needs of Library customers. Why do you visit OPL? Please select as many reasons as apply. | Total | Unwgt N | 13440 | 1879 | 1998 | 1412 | 2056 | 3144 | 1708 | 1104 | 64 | 75 | 3381 | 9010 | 119 | 930 | 1550 | 4815 | 6202 | 873 |
| | | Wgt N | 13476 | 2132 | 1933 | 1670 | 1598 | 2540 | 1851 | 1604 | 72 | 75 | 3456 | 8946 | 129 | 946 | 1602 | 4843 | 6149 | 881 |
| | To use a public computer | % | 2.7 | 2.7 | 2.8 | 1.4 | 2.3 | 2.7 | 2.1 | 4.6 | 0.0 | 4.0 | 3.3 | 2.4 | 1.5 | 3.1 | 2.8 | 2.0 | 3.1 | 3.3 |
| | To use a Chromebook | % | 0.1 | 0.2 | 0.1 | 0.1 | 0.2 | 0.0 | 0.3 | 0.1 | 0.0 | 0.0 | 0.3 | 0.1 | 0.0 | 0.4 | 0.2 | 0.1 | 0.1 | 0.1 |
| | To use the free wi-fi access | % | 2.9 | 2.8 | 3.4 | 2.5 | 2.5 | 2.6 | 2.3 | 4.3 | 1.6 | 1.3 | 3.9 | 2.4 | 5.9 | 3.1 | 5.0 | 2.9 | 2.3 | 3.0 |
| | To pick up my holds | % | 30.1 | 30.1 | 29.1 | 30.2 | 31.3 | 31.5 | 30.1 | 27.9 | 39.1 | 25.3 | 28.5 | 31.0 | 28.5 | 27.3 | 27.7 | 27.3 | 33.2 | 28.4 |
| | To look for materials to check out | % | 24.3 | 23.6 | 24.1 | 24.8 | 24.7 | 25.2 | 24.4 | 23.1 | 28.1 | 18.7 | 22.8 | 25.1 | 23.1 | 22.2 | 23.3 | 23.3 | 25.6 | 22.0 |
| | To take my kids | % | 7.1 | 7.8 | 7.2 | 8.8 | 6.8 | 7.6 | 7.9 | 3.1 | 9.4 | 1.3 | 6.6 | 7.3 | 3.1 | 7.5 | 5.7 | 14.0 | 2.1 | 7.0 |
| | To do research | % | 3.7 | 3.5 | 3.6 | 3.0 | 3.3 | 3.5 | 3.6 | 5.8 | 1.6 | 5.3 | 5.5 | 2.9 | 6.2 | 4.7 | 3.2 | 3.0 | 4.2 | 5.5 |
| | To hang out with my friends | % | 0.5 | 0.2 | 0.7 | 0.5 | 0.3 | 0.5 | 0.5 | 0.8 | 0.0 | 0.0 | 0.4 | 0.5 | 0.8 | 0.5 | 0.9 | 0.7 | 0.2 | 0.1 |
| | To work | % | 2.1 | 2.0 | 2.5 | 1.8 | 1.7 | 1.8 | 2.3 | 2.6 | 1.6 | 1.3 | 2.7 | 1.7 | 3.6 | 2.9 | 4.4 | 2.5 | 1.1 | 2.2 |
| | To study | % | 2.1 | 1.3 | 2.2 | 1.9 | 2.0 | 1.9 | 2.0 | 3.9 | 3.1 | 2.7 | 2.9 | 1.7 | 9.4 | 2.5 | 6.3 | 2.2 | 0.9 | 2.3 |
| | To read | % | 6.3 | 6.9 | 5.9 | 6.7 | 6.3 | 5.8 | 5.5 | 7.4 | 4.7 | 2.7 | 8.4 | 5.3 | 7.1 | 7.5 | 8.9 | 4.9 | 6.4 | 8.1 |
| | To meet someone | % | 0.8 | 0.5 | 1.0 | 0.6 | 0.8 | 0.8 | 0.8 | 1.4 | 0.0 | 0.0 | 0.8 | 0.8 | 0.8 | 1.1 | 0.8 | 1.0 | 0.7 | 0.6 |
| | To attend a program | % | 4.1 | 3.9 | 4.4 | 5.0 | 4.2 | 3.7 | 4.6 | 3.0 | 1.6 | 5.3 | 2.2 | 4.8 | 2.6 | 4.1 | 2.7 | 5.1 | 3.7 | 4.3 |
| | To go to a meeting | % | 1.3 | 1.6 | 1.3 | 1.2 | 1.3 | 1.0 | 1.2 | 2.0 | 0.0 | 1.3 | 1.5 | 1.3 | 0.9 | 1.2 | 0.7 | 1.3 | 1.5 | 1.3 |
| | To buy used books | % | 8.8 | 10.5 | 8.8 | 9.1 | 9.3 | 7.9 | 9.2 | 6.9 | 7.8 | 6.7 | 7.5 | 9.4 | 5.8 | 9.0 | 4.9 | 7.3 | 11.1 | 8.4 |
| | Other | % | 3.1 | 2.6 | 3.2 | 2.5 | 3.0 | 3.5 | 3.2 | 3.0 | 1.6 | 24.0 | 2.7 | 3.3 | 0.6 | 2.9 | 2.5 | 2.3 | 3.8 | 3.4 |

*Values are based on the proportion an activity represents of all response options (columns add up to 100%).

**Multifrequency tab based on multiple responses

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022. *Some results have been shaded due to small sample size.

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET

| | | | Region | | | | | | | | | | Gender | | | | Age | | | |
|--|-----------------------|---------|---|------|------------|------------|--------------|--------------|------|------|------------|----------------|--------|--------|-------|------------------|----------|----------|---------|------------------|
| | | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer |
| Question - Thinking of the OPL branch you use most often, would you say you are satisfied, somewhat satisfied, somewhat dissatisfied or dissatisfied with the hours of operation of that branch? | Total | Unwgt N | 4518 | 625 | 648 | 492 | 691 | 1077 | 571 | 348 | 25 | 41 | 1122 | 3081 | 36 | 279 | 504 | 1442 | 2279 | 293 |
| | | Wgt N | 4519 | 709 | 627 | 582 | 537 | 870 | 619 | 506 | 28 | 41 | 1136 | 3062 | 39 | 282 | 521 | 1451 | 2252 | 295 |
| | Satisfied | % | 37.9 | 41.8 | 38.7 | 44.3 | 32.9 | 32.3 | 41.9 | 33.0 | | 46.3 | 40.6 | 37.2 | 37.3 | 35.5 | 27.4 | 31.2 | 44.4 | 39.9 |
| | Somewhat satisfied | % | 34.0 | 34.6 | 34.9 | 32.1 | 34.7 | 35.8 | 32.7 | 34.2 | | 17.1 | 30.9 | 35.2 | 44.9 | 31.7 | 35.7 | 36.5 | 32.2 | 32.5 |
| | Somewhat dissatisfied | % | 18.7 | 16.3 | 18.4 | 15.4 | 19.8 | 22.7 | 17.2 | 21.3 | | 2.4 | 19.1 | 18.5 | 14.8 | 20.6 | 26.2 | 19.9 | 16.5 | 16.8 |
| | Dissatisfied | % | 8.4 | 7.2 | 7.3 | 7.7 | 11.7 | 8.2 | 7.9 | 10.9 | | 0.0 | 8.6 | 8.2 | 3.0 | 11.0 | 9.8 | 11.7 | 5.9 | 9.2 |
| | Unsure | % | 0.9 | 0.2 | 0.8 | 0.4 | 0.9 | 0.9 | 0.4 | 0.6 | | 34.1 | 0.8 | 0.9 | 0.0 | 1.2 | 0.9 | 0.6 | 0.9 | 1.6 |

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, rank 2, the second most important day to be open and so on.

| | | | Region | | | | | | | | | | Gender | | | | Age | | | |
|-------------------|-----------|---------|---|------|------------|------------|--------------|--------------|------|------|------------|----------------|--------|--------|-------|------------------|----------|----------|---------|------------------|
| | | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer |
| Question - Rank 1 | Total | Unwgt N | 4256 | 586 | 612 | 478 | 650 | 1017 | 527 | 330 | 23 | 33 | 1036 | 2927 | 35 | 258 | 490 | 1408 | 2104 | 254 |
| | | Wgt N | 4259 | 665 | 592 | 565 | 505 | 822 | 571 | 479 | 26 | 33 | 1050 | 2912 | 38 | 259 | 507 | 1416 | 2080 | 256 |
| | Monday | % | 22.8 | 23.7 | 23.0 | 24.9 | 24.0 | 21.5 | 22.2 | 20.6 | | 33.3 | 23.7 | 22.6 | 23.8 | 22.0 | 15.2 | 13.0 | 30.7 | 28.1 |
| | Tuesday | % | 10.0 | 11.8 | 8.7 | 10.5 | 9.2 | 8.4 | 10.6 | 12.1 | | 3.0 | 9.5 | 10.4 | 21.2 | 6.0 | 8.5 | 6.8 | 12.7 | 9.2 |
| | Wednesday | % | 5.8 | 5.8 | 6.0 | 4.8 | 6.5 | 5.7 | 4.9 | 5.5 | | 9.1 | 6.7 | 5.7 | 2.1 | 3.5 | 3.4 | 2.9 | 8.3 | 5.7 |
| | Thursday | % | 4.8 | 6.0 | 3.4 | 4.8 | 4.0 | 5.8 | 3.8 | 4.8 | | 3.0 | 3.8 | 5.0 | 8.8 | 5.4 | 2.7 | 2.9 | 6.4 | 6.6 |
| | Friday | % | 8.4 | 8.2 | 9.2 | 7.9 | 8.0 | 8.7 | 10.6 | 6.1 | | 3.0 | 7.9 | 8.7 | 8.1 | 7.2 | 6.9 | 6.6 | 9.9 | 9.2 |
| | Saturday | % | 39.6 | 36.0 | 42.0 | 42.1 | 38.5 | 40.3 | 39.3 | 40.0 | | 36.4 | 38.7 | 39.3 | 26.3 | 48.2 | 54.1 | 55.8 | 25.5 | 35.7 |
| | Sunday | % | 8.6 | 8.5 | 7.7 | 5.0 | 9.8 | 9.6 | 8.5 | 10.9 | | 12.1 | 9.7 | 8.2 | 9.7 | 7.8 | 9.2 | 12.0 | 6.5 | 5.4 |

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022. *Some results have been shaded due to small sample size.

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Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, rank 2, the second most important day to be open and so on.

| | | Region | | | | | | | | | | Gender | | | | | Age | | | |
|-------------------|-----------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|------|
| | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - Rank 2 | Total | Unwgt N | 4211 | 583 | 605 | 476 | 643 | 1007 | 519 | 327 | 20 | 31 | 1023 | 2899 | 35 | 254 | 486 | 1398 | 2075 | 252 |
| | | Wgt N | 4214 | 661 | 585 | 563 | 500 | 814 | 563 | 475 | 22 | 31 | 1037 | 2884 | 38 | 255 | 503 | 1405 | 2052 | 254 |
| | Monday | % | 8.4 | 10.1 | 8.3 | 9.0 | 7.8 | 7.5 | 10.0 | 6.1 | | 3.2 | 7.7 | 8.8 | 8.0 | 7.0 | 7.9 | 7.7 | 9.3 | 5.5 |
| | Tuesday | % | 16.9 | 19.4 | 14.9 | 20.0 | 16.0 | 15.1 | 15.8 | 17.4 | | 22.6 | 17.5 | 16.6 | 16.2 | 17.9 | 12.8 | 10.9 | 21.7 | 19.0 |
| | Wednesday | % | 11.6 | 11.5 | 12.6 | 12.8 | 11.4 | 10.5 | 11.8 | 11.0 | | 9.7 | 11.2 | 12.3 | 13.0 | 5.8 | 8.2 | 6.9 | 15.4 | 13.6 |
| | Thursday | % | 9.0 | 9.8 | 8.4 | 9.2 | 7.3 | 9.6 | 8.7 | 8.0 | | 9.7 | 8.3 | 9.2 | 13.5 | 8.2 | 6.9 | 7.3 | 10.6 | 8.9 |
| | Friday | % | 11.5 | 9.4 | 12.2 | 10.9 | 11.0 | 13.8 | 13.5 | 9.2 | | 9.7 | 9.1 | 12.3 | 20.4 | 11.2 | 11.5 | 9.2 | 13.2 | 11.4 |
| | Saturday | % | 15.0 | 14.2 | 16.7 | 12.0 | 19.1 | 14.8 | 13.3 | 15.3 | | 19.4 | 16.9 | 14.5 | 14.4 | 13.7 | 14.1 | 17.6 | 13.6 | 13.7 |
| | Sunday | % | 27.6 | 25.6 | 26.9 | 26.1 | 27.4 | 28.6 | 27.0 | 33.0 | | 25.8 | 29.3 | 26.3 | 14.4 | 36.2 | 38.4 | 40.3 | 16.1 | 27.9 |

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, rank 2, the second most important day to be open and so on.

| | | Region | | | | | | | | | | Gender | | | | | Age | | | |
|-------------------|-----------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|------|
| | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - Rank 3 | Total | Unwgt N | 3983 | 557 | 566 | 450 | 606 | 955 | 489 | 310 | 20 | 30 | 959 | 2749 | 32 | 243 | 463 | 1333 | 1954 | 233 |
| | | Wgt N | 3987 | 632 | 548 | 532 | 471 | 772 | 530 | 450 | 22 | 30 | 972 | 2736 | 34 | 245 | 480 | 1341 | 1932 | 235 |
| | Monday | % | 15.1 | 11.8 | 15.5 | 13.8 | 15.2 | 14.7 | 15.7 | 20.3 | | 10.0 | 15.2 | 15.2 | 11.7 | 13.9 | 20.9 | 17.9 | 12.0 | 12.0 |
| | Tuesday | % | 12.1 | 11.1 | 12.9 | 14.2 | 12.0 | 12.0 | 12.1 | 10.0 | | 6.7 | 10.5 | 13.1 | 2.4 | 8.7 | 11.2 | 12.6 | 12.1 | 11.3 |
| | Wednesday | % | 19.7 | 22.8 | 18.2 | 20.4 | 21.1 | 16.1 | 20.0 | 20.6 | | 23.3 | 20.3 | 19.2 | 16.3 | 22.8 | 17.0 | 14.0 | 23.8 | 24.0 |
| | Thursday | % | 15.0 | 15.4 | 15.7 | 15.6 | 13.2 | 16.1 | 12.7 | 15.2 | | 16.7 | 14.5 | 15.5 | 10.3 | 12.0 | 14.0 | 13.7 | 16.1 | 14.4 |
| | Friday | % | 23.3 | 21.7 | 23.3 | 22.0 | 24.8 | 25.8 | 23.5 | 21.3 | | 23.3 | 25.9 | 21.9 | 26.3 | 28.2 | 24.5 | 28.6 | 19.5 | 22.3 |
| | Saturday | % | 8.0 | 9.0 | 7.4 | 7.1 | 7.1 | 8.7 | 9.2 | 7.1 | | 6.7 | 6.9 | 8.1 | 27.5 | 8.9 | 5.3 | 5.9 | 9.9 | 10.6 |
| | Sunday | % | 6.8 | 8.1 | 6.9 | 6.9 | 6.6 | 6.6 | 6.7 | 5.5 | | 13.3 | 6.6 | 7.1 | 5.5 | 5.5 | 7.2 | 7.3 | 6.6 | 5.5 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, rank 2, the second most important day to be open and so on.

| | | Region | | | | | | | | | | Gender | | | | | Age | | | |
|-------------------|-----------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|------|
| | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - Rank 4 | Total | Unwgt N | 3787 | 525 | 540 | 425 | 585 | 899 | 470 | 298 | 17 | 28 | 912 | 2617 | 27 | 231 | 446 | 1275 | 1848 | 218 |
| | | Wgt N | 3791 | 596 | 523 | 503 | 455 | 726 | 509 | 433 | 19 | 28 | 925 | 2605 | 29 | 233 | 463 | 1281 | 1827 | 219 |
| | Monday | % | 13.5 | 13.3 | 13.7 | 13.2 | 13.8 | 13.5 | 12.8 | 12.8 | | | 14.4 | 13.2 | | 13.1 | 15.9 | 15.4 | 11.7 | 12.5 |
| | Tuesday | % | 17.3 | 13.3 | 17.4 | 16.2 | 17.8 | 17.0 | 19.6 | 20.8 | | | 17.2 | 17.3 | | 16.8 | 23.9 | 17.3 | 15.7 | 16.9 |
| | Wednesday | % | 16.3 | 17.0 | 18.1 | 19.1 | 12.8 | 18.7 | 13.6 | 13.4 | | | 12.9 | 17.7 | | 13.9 | 15.9 | 18.1 | 15.7 | 11.3 |
| | Thursday | % | 28.6 | 30.7 | 26.3 | 28.2 | 32.5 | 27.6 | 28.7 | 27.2 | | | 31.3 | 27.5 | | 32.7 | 27.1 | 27.5 | 29.1 | 33.4 |
| | Friday | % | 12.5 | 14.3 | 12.4 | 11.5 | 11.6 | 12.5 | 12.6 | 12.1 | | | 12.3 | 12.5 | | 12.6 | 8.8 | 13.0 | 12.9 | 14.4 |
| | Saturday | % | 6.0 | 5.9 | 6.9 | 4.9 | 6.8 | 5.5 | 5.5 | 7.0 | | | 5.9 | 6.3 | | 3.5 | 4.0 | 4.0 | 8.2 | 3.5 |
| | Sunday | % | 5.8 | 5.5 | 5.2 | 6.8 | 4.6 | 5.3 | 7.2 | 6.7 | | | 6.1 | 5.4 | | 7.5 | 4.3 | 4.7 | 6.7 | 7.9 |

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, rank 2, the second most important day to be open and so on.

| | | Region | | | | | | | | | | Gender | | | | | Age | | | |
|-------------------|-----------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|------|
| | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - Rank 5 | Total | Unwgt N | 3662 | 509 | 521 | 410 | 561 | 878 | 451 | 289 | 16 | 27 | 881 | 2526 | 27 | 228 | 438 | 1243 | 1774 | 207 |
| | | Wgt N | 3666 | 577 | 504 | 485 | 436 | 709 | 489 | 420 | 18 | 27 | 892 | 2515 | 29 | 230 | 454 | 1248 | 1755 | 209 |
| | Monday | % | 9.7 | 10.2 | 8.6 | 8.8 | 8.9 | 10.6 | 10.0 | 10.7 | | | 9.3 | 9.9 | | 9.7 | 11.9 | 8.6 | 10.0 | 9.5 |
| | Tuesday | % | 16.5 | 17.1 | 19.2 | 15.9 | 18.2 | 16.9 | 14.6 | 13.1 | | | 16.4 | 16.3 | | 20.4 | 17.1 | 18.7 | 15.0 | 15.8 |
| | Wednesday | % | 26.3 | 23.8 | 24.4 | 25.4 | 26.2 | 28.6 | 29.3 | 26.3 | | | 29.3 | 25.4 | | 25.3 | 30.2 | 32.6 | 21.1 | 24.8 |
| | Thursday | % | 16.4 | 16.1 | 20.2 | 16.3 | 15.7 | 15.8 | 16.4 | 14.9 | | | 14.5 | 17.0 | | 14.3 | 18.4 | 17.0 | 15.8 | 13.8 |
| | Friday | % | 20.6 | 22.8 | 18.4 | 22.2 | 21.7 | 18.8 | 19.5 | 21.5 | | | 20.1 | 20.9 | | 20.7 | 15.5 | 15.6 | 25.3 | 22.5 |
| | Saturday | % | 6.0 | 5.3 | 5.0 | 7.1 | 5.7 | 4.7 | 6.4 | 8.7 | | | 7.1 | 5.7 | | 6.1 | 4.2 | 3.1 | 8.1 | 10.3 |
| | Sunday | % | 4.3 | 4.7 | 4.2 | 4.4 | 3.6 | 4.7 | 3.8 | 4.8 | | | 3.3 | 4.8 | | 3.6 | 2.7 | 4.5 | 4.8 | 3.2 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, rank 2, the second most important day to be open and so on.

| | | Region | | | | | | | | | | Gender | | | | | Age | | | |
|-------------------|-----------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|------|
| | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - Rank 6 | Total | Unwgt N | 3537 | 492 | 500 | 393 | 544 | 852 | 435 | 279 | 15 | 27 | 846 | 2440 | 27 | 224 | 434 | 1220 | 1688 | 195 |
| | | Wgt N | 3539 | 558 | 484 | 465 | 423 | 688 | 472 | 405 | 17 | 27 | 855 | 2429 | 29 | 226 | 450 | 1224 | 1668 | 197 |
| | Monday | % | 11.1 | 11.8 | 11.4 | 11.7 | 10.8 | 10.7 | 11.0 | 9.7 | | | 10.1 | 11.6 | | 9.8 | 11.0 | 13.7 | 9.3 | 11.3 |
| | Tuesday | % | 18.0 | 18.5 | 17.8 | 15.3 | 17.8 | 21.4 | 18.6 | 14.7 | | | 20.2 | 17.0 | | 21.4 | 18.0 | 22.1 | 14.9 | 18.8 |
| | Wednesday | % | 14.9 | 13.2 | 16.0 | 14.5 | 15.6 | 14.8 | 14.9 | 15.8 | | | 14.5 | 14.4 | | 20.2 | 14.8 | 17.8 | 12.5 | 16.4 |
| | Thursday | % | 16.9 | 15.0 | 15.6 | 15.0 | 17.8 | 17.4 | 19.5 | 19.4 | | | 17.5 | 16.7 | | 16.7 | 20.6 | 18.3 | 15.2 | 14.2 |
| | Friday | % | 13.1 | 12.6 | 14.2 | 14.8 | 12.1 | 11.5 | 10.1 | 17.2 | | | 11.9 | 13.9 | | 9.5 | 15.7 | 12.5 | 13.0 | 10.5 |
| | Saturday | % | 19.7 | 22.4 | 19.4 | 21.1 | 21.0 | 18.5 | 19.3 | 16.8 | | | 19.9 | 19.9 | | 16.6 | 14.2 | 10.4 | 27.9 | 20.5 |
| | Sunday | % | 6.3 | 6.5 | 5.6 | 7.6 | 4.8 | 5.8 | 6.4 | 6.5 | | | 6.0 | 6.5 | | 5.7 | 5.6 | 5.2 | 7.0 | 8.3 |

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, rank 2, the second most important day to be open and so on.

| | | Region | | | | | | | | | | Gender | | | | | Age | | | |
|-------------------|-----------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|------|
| | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - Rank 7 | Total | Unwgt N | 3346 | 467 | 458 | 380 | 505 | 814 | 413 | 269 | 15 | 25 | 808 | 2304 | 26 | 208 | 421 | 1193 | 1553 | 179 |
| | | Wgt N | 3353 | 530 | 443 | 450 | 393 | 658 | 448 | 391 | 17 | 25 | 816 | 2300 | 28 | 209 | 436 | 1199 | 1537 | 181 |
| | Monday | % | 18.2 | 17.8 | 18.8 | 17.1 | 18.4 | 20.4 | 18.4 | 16.7 | | | 19.2 | 17.5 | | 22.4 | 15.9 | 22.5 | 15.2 | 20.4 |
| | Tuesday | % | 7.7 | 8.6 | 7.9 | 6.1 | 7.1 | 8.4 | 6.8 | 8.9 | | | 7.0 | 7.8 | | 8.2 | 8.0 | 9.9 | 5.8 | 7.8 |
| | Wednesday | % | 6.6 | 7.1 | 6.6 | 5.3 | 6.7 | 6.9 | 5.8 | 7.1 | | | 6.5 | 6.3 | | 9.9 | 10.5 | 8.0 | 4.2 | 8.1 |
| | Thursday | % | 10.8 | 7.7 | 12.7 | 13.4 | 10.3 | 9.5 | 10.2 | 11.9 | | | 11.3 | 10.5 | | 12.3 | 11.1 | 13.8 | 8.3 | 10.7 |
| | Friday | % | 12.7 | 12.8 | 12.0 | 12.4 | 13.5 | 10.8 | 13.6 | 14.9 | | | 14.5 | 12.1 | | 11.9 | 18.5 | 16.2 | 8.2 | 12.7 |
| | Saturday | % | 5.6 | 6.4 | 3.7 | 5.8 | 3.0 | 6.8 | 6.5 | 5.6 | | | 4.3 | 6.3 | | 3.6 | 4.2 | 3.5 | 7.7 | 5.4 |
| | Sunday | % | 38.5 | 39.6 | 38.4 | 40.0 | 41.0 | 37.3 | 38.7 | 34.9 | | | 37.2 | 39.5 | | 31.7 | 31.9 | 26.1 | 50.5 | 34.9 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET

Please rank the importance of each potential time slot for your OPL Branch between **MONDAY and THURSDAY** where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Region | | | | | | | | | | Gender | | | | Age | | | |
|-------------------|-------------|------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|
| | | | Ottawa Public Library Cardholders 2022-08 | | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer |
| Question - Rank 1 | Total | Unwgt N | 4402 | 601 | 631 | 485 | 673 | 1057 | 556 | 339 | 25 | 35 | 1070 | 3026 | 36 | 270 | 500 | 1426 | 2209 | 267 |
| | | Wgt N | 4401 | 682 | 611 | 574 | 523 | 854 | 603 | 492 | 28 | 35 | 1083 | 3008 | 39 | 272 | 517 | 1435 | 2181 | 268 |
| | Before 12pm | % | 41.3 | 43.1 | 41.5 | 40.0 | 42.1 | 44.8 | 43.7 | 32.2 | | 34.3 | 39.0 | 42.7 | 28.0 | 37.5 | 22.1 | 28.2 | 53.8 | 47.3 |
| | 12-3pm | % | 17.1 | 18.1 | 18.1 | 18.6 | 17.7 | 14.9 | 15.8 | 17.7 | | 20.0 | 17.5 | 17.1 | 17.1 | 15.8 | 11.7 | 11.4 | 22.8 | 11.7 |
| | 3-6pm | % | 14.9 | 15.0 | 13.6 | 16.5 | 14.6 | 13.1 | 16.7 | 15.0 | | 17.1 | 14.4 | 15.0 | 24.3 | 14.5 | 19.7 | 19.4 | 10.9 | 13.8 |
| | 6-9pm | % | 26.7 | 23.8 | 26.8 | 24.9 | 25.7 | 27.2 | 23.7 | 35.1 | | 28.6 | 29.0 | 25.3 | 30.6 | 32.2 | 46.4 | 41.0 | 12.5 | 27.2 |

Please rank the importance of each potential time slot for your OPL Branch between **MONDAY and THURSDAY** where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Region | | | | | | | | | | Gender | | | | Age | | | |
|-------------------|-------------|------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|
| | | | Ottawa Public Library Cardholders 2022-08 | | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer |
| Question - Rank 2 | Total | Unwgt N | 4187 | 569 | 600 | 466 | 638 | 1014 | 522 | 325 | 21 | 32 | 1011 | 2885 | 35 | 256 | 484 | 1379 | 2077 | 247 |
| | | Wgt N | 4186 | 645 | 581 | 551 | 496 | 819 | 566 | 472 | 24 | 32 | 1022 | 2869 | 38 | 257 | 501 | 1385 | 2052 | 248 |
| | Before 12pm | % | 12.4 | 11.8 | 12.5 | 12.7 | 12.7 | 11.2 | 12.1 | 14.8 | | 15.6 | 12.9 | 12.2 | 20.5 | 12.9 | 13.2 | 11.7 | 12.7 | 12.8 |
| | 12-3pm | % | 32.1 | 31.6 | 29.2 | 33.3 | 31.8 | 34.6 | 33.0 | 30.8 | | 34.4 | 31.8 | 32.8 | 12.7 | 28.0 | 20.3 | 20.2 | 42.7 | 34.4 |
| | 3-6pm | % | 36.8 | 38.5 | 39.5 | 35.8 | 36.5 | 35.8 | 33.1 | 37.5 | | 37.5 | 37.7 | 36.1 | 43.9 | 39.8 | 44.7 | 44.2 | 30.0 | 35.1 |
| | 6-9pm | % | 18.7 | 18.1 | 18.8 | 18.2 | 19.0 | 18.3 | 21.8 | 16.9 | | 12.5 | 17.7 | 19.0 | 22.9 | 19.2 | 21.8 | 23.9 | 14.5 | 17.8 |

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| | | | Region | | | | | | | | | | Gender | | | | Age | | | | |
|-------------------|-------------|------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|------|--------|-------|---------------------|-------------|-------------|------------|---------------------|
| | | | Ottawa Public Library Cardholders 2022-08 | | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer |
| Question - Rank 3 | Total | Unwgt N | 3624 | 486 | 510 | 405 | 566 | 871 | 448 | 296 | 14 | 28 | 867 | 2507 | 30 | 220 | 442 | 1223 | 1757 | 202 | |
| | | Wgt N | 3627 | 551 | 493 | 479 | 440 | 704 | 486 | 430 | 16 | 28 | 876 | 2496 | 33 | 222 | 458 | 1228 | 1736 | 205 | |
| | Before 12pm | % | 15.8 | 12.8 | 18.0 | 17.3 | 14.5 | 14.1 | 17.4 | 17.2 | | | 15.0 | 15.9 | 18.6 | 17.5 | 19.8 | 19.9 | 12.1 | 13.4 | |
| | 12-3pm | % | 31.3 | 35.2 | 32.0 | 31.6 | 29.2 | 29.6 | 29.5 | 31.4 | | | 33.5 | 30.2 | 38.2 | 33.6 | 43.1 | 41.5 | 21.1 | 30.5 | |
| | 3-6pm | % | 36.6 | 35.8 | 34.9 | 34.6 | 37.5 | 38.0 | 39.7 | 36.1 | | | 35.7 | 37.8 | 12.6 | 30.5 | 23.9 | 25.3 | 47.7 | 39.2 | |
| | 6-9pm | % | 16.3 | 16.3 | 15.1 | 16.5 | 18.9 | 18.3 | 13.4 | 15.2 | | | 15.8 | 16.1 | 30.6 | 18.5 | 13.2 | 13.3 | 19.2 | 16.9 | |

Please rank the importance of each potential time slot for your OPL Branch between **MONDAY and THURSDAY** where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Region | | | | | | | | | | Gender | | | | Age | | | | |
|-------------------|-------------|------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|------|--------|-------|---------------------|-------------|-------------|------------|---------------------|
| | | | Ottawa Public Library Cardholders 2022-08 | | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer |
| Question - Rank 4 | Total | Unwgt N | 3365 | 457 | 474 | 373 | 514 | 807 | 422 | 280 | 12 | 26 | | 808 | 2326 | 29 | 202 | 432 | 1164 | 1580 | 189 |
| | | Wgt N | 3374 | 518 | 459 | 441 | 400 | 652 | 457 | 407 | 13 | 26 | | 817 | 2320 | 32 | 205 | 449 | 1171 | 1562 | 192 |
| | Before 12pm | % | 32.1 | 35.7 | 30.8 | 30.8 | 31.7 | 30.9 | 28.2 | 36.1 | | | | 35.0 | 31.1 | | 32.0 | 45.8 | 39.7 | 22.5 | 31.3 |
| | 12-3pm | % | 18.2 | 15.8 | 19.0 | 16.1 | 19.8 | 18.6 | 19.4 | 18.9 | | | | 16.4 | 18.3 | | 21.6 | 25.4 | 25.8 | 9.9 | 21.4 |
| | 3-6pm | % | 12.2 | 10.3 | 12.4 | 12.9 | 11.5 | 14.5 | 10.7 | 12.5 | | | | 12.7 | 11.6 | | 15.6 | 10.6 | 11.5 | 13.2 | 12.8 |
| | 6-9pm | % | 37.6 | 38.3 | 37.8 | 40.2 | 37.0 | 36.1 | 41.7 | 32.5 | | | | 35.9 | 39.0 | | 30.7 | 18.2 | 23.0 | 54.4 | 34.4 |

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022. *Some results have been shaded due to small sample size.

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Please rank the importance of each potential time slot for your OPL Branch on **FRIDAY** where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Region | | | | | | | | | | Gender | | | | | Age | | | |
|-------------------|-------------|------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|--|
| | | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - Rank 1 | Total | Unwgt N | 4319 | 588 | 614 | 477 | 661 | 1043 | 544 | 335 | 23 | 34 | 1048 | 2972 | 35 | 264 | 499 | 1413 | 2153 | 254 | |
| | | Wgt N | 4318 | 667 | 594 | 564 | 514 | 843 | 590 | 487 | 26 | 34 | 1061 | 2953 | 38 | 265 | 515 | 1421 | 2126 | 255 | |
| | Before 12pm | % | 43.2 | 43.9 | 44.0 | 41.5 | 42.4 | 44.8 | 47.4 | 37.0 | | 41.2 | 42.1 | 44.0 | 42.2 | 38.9 | 27.2 | 30.3 | 55.5 | 45.2 | |
| | 12-3pm | % | 16.9 | 16.5 | 17.4 | 18.7 | 20.1 | 15.1 | 16.7 | 15.5 | | 11.8 | 16.2 | 17.3 | 14.2 | 16.1 | 10.1 | 12.5 | 21.9 | 14.2 | |
| | 3-6pm | % | 18.0 | 20.2 | 15.8 | 22.0 | 15.6 | 16.8 | 17.8 | 17.0 | | 20.6 | 18.4 | 18.1 | 15.6 | 15.7 | 22.4 | 25.3 | 12.2 | 16.6 | |
| | 6-9pm | % | 21.9 | 19.4 | 22.8 | 17.8 | 21.9 | 23.3 | 18.0 | 30.4 | | 26.5 | 23.3 | 20.6 | 28.0 | 29.3 | 40.2 | 31.9 | 10.5 | 23.9 | |

Please rank the importance of each potential time slot for your OPL Branch on **FRIDAY** where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | Region | | | | | | | | | | | Gender | | | | Age | | | |
|-------------------|-------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|------|--------|-------|---------------------|-------------|-------------|------------|---------------------|------|
| | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - Rank 2 | Total | Unwgt N | 3983 | 540 | 565 | 441 | 609 | 972 | 494 | 312 | 19 | 31 | 960 | 2747 | 34 | 242 | 479 | 1341 | 1940 | 223 |
| | | Wgt N | 3981 | 613 | 547 | 522 | 473 | 785 | 535 | 453 | 21 | 31 | 970 | 2731 | 37 | 242 | 496 | 1345 | 1916 | 224 |
| | Before 12pm | % | 10.3 | 8.5 | 10.3 | 10.4 | 13.3 | 10.4 | 10.1 | 10.3 | | 6.5 | 10.5 | 10.6 | 2.1 | 7.9 | 10.2 | 10.4 | 10.3 | 10.5 |
| | 12-3pm | % | 36.8 | 36.5 | 35.2 | 35.8 | 35.0 | 38.9 | 38.9 | 35.6 | | 38.7 | 36.6 | 37.5 | 23.6 | 31.4 | 27.5 | 25.4 | 47.1 | 36.5 |
| | 3-6pm | % | 36.1 | 36.3 | 39.3 | 33.8 | 36.3 | 35.2 | 33.6 | 38.5 | | 41.9 | 36.0 | 35.4 | 47.0 | 42.6 | 43.8 | 40.5 | 31.1 | 34.7 |
| | 6-9pm | % | 16.9 | 18.7 | 15.2 | 20.0 | 15.4 | 15.5 | 17.4 | 15.7 | | 12.9 | 16.9 | 16.6 | 27.3 | 18.1 | 18.5 | 23.7 | 11.5 | 18.3 |

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022. *Some results have been shaded due to small sample size.

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Please rank the importance of each potential time slot for your OPL Branch on **FRIDAY** where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Region | | | | | | | | | | Gender | | | | | Age | | | |
|-------------------|-------------|------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|--|
| | | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - Rank 3 | Total | Unwgt N | 3432 | 457 | 480 | 374 | 543 | 826 | 427 | 286 | 12 | 27 | 813 | 2381 | 30 | 208 | 438 | 1185 | 1625 | 184 | |
| | | Wgt N | 3434 | 518 | 464 | 442 | 422 | 667 | 463 | 415 | 13 | 27 | 822 | 2370 | 33 | 210 | 454 | 1189 | 1603 | 187 | |
| | Before 12pm | % | 16.9 | 14.0 | 16.0 | 17.4 | 17.3 | 16.7 | 16.2 | 21.7 | | | 16.1 | 16.8 | 18.8 | 20.4 | 21.4 | 19.3 | 13.7 | 17.5 | |
| | 12-3pm | % | 30.2 | 34.6 | 32.9 | 30.7 | 27.1 | 28.5 | 27.2 | 29.7 | | | 31.8 | 29.2 | 33.2 | 34.3 | 40.6 | 40.2 | 19.6 | 31.9 | |
| | 3-6pm | % | 39.1 | 36.8 | 37.7 | 37.4 | 40.7 | 39.8 | 43.6 | 38.5 | | | 38.9 | 39.9 | 36.7 | 30.7 | 26.0 | 27.5 | 51.7 | 36.3 | |
| | 6-9pm | % | 13.9 | 14.7 | 13.3 | 14.4 | 14.9 | 15.0 | 13.1 | 10.1 | | | 13.2 | 14.1 | 11.3 | 14.6 | 11.9 | 13.0 | 15.0 | 14.3 | |

Please rank the importance of each potential time slot for your OPL Branch on **FRIDAY** where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Region | | | | | | | | | | Gender | | | | | Age | | | |
|-------------------|-------------|------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|--|
| | | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - Rank 4 | Total | Unwgt N | 3185 | 421 | 444 | 352 | 491 | 779 | 393 | 268 | 12 | 25 | 759 | 2203 | 28 | 195 | 429 | 1125 | 1463 | 168 | |
| | | Wgt N | 3188 | 478 | 430 | 416 | 382 | 629 | 426 | 389 | 13 | 25 | 765 | 2196 | 31 | 196 | 445 | 1128 | 1445 | 171 | |
| | Before 12pm | % | 30.7 | 34.9 | 32.2 | 29.8 | 28.5 | 28.5 | 28.0 | 32.5 | | | 32.4 | 29.8 | | 33.1 | 41.4 | 39.2 | 20.9 | 29.7 | |
| | 12-3pm | % | 14.7 | 13.8 | 12.8 | 13.9 | 16.3 | 15.3 | 14.0 | 17.2 | | | 14.1 | 14.4 | | 18.9 | 21.8 | 20.5 | 7.6 | 17.8 | |
| | 3-6pm | % | 7.9 | 6.7 | 8.3 | 7.7 | 7.1 | 9.5 | 7.1 | 7.5 | | | 7.7 | 7.7 | | 10.6 | 7.7 | 8.0 | 7.5 | 11.1 | |
| | 6-9pm | % | 46.7 | 44.7 | 46.6 | 48.6 | 48.1 | 46.7 | 50.9 | 42.9 | | | 45.8 | 48.1 | | 37.5 | 29.0 | 32.3 | 64.0 | 41.5 | |

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Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | Region | | | | | | | | | | | Gender | | | | Age | | | |
|-------------------|-------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|------|--------|-------|---------------------|-------------|-------------|------------|---------------------|------|
| | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - Rank 1 | Total | Unwgt N | 4334 | 595 | 621 | 474 | 672 | 1026 | 550 | 339 | 21 | 36 | 1055 | 2978 | 34 | 267 | 495 | 1420 | 2154 | 265 |
| | | Wgt N | 4336 | 675 | 601 | 561 | 522 | 829 | 596 | 492 | 24 | 36 | 1070 | 2961 | 37 | 268 | 512 | 1428 | 2129 | 267 |
| | Before 12pm | % | 61.6 | 61.8 | 60.1 | 62.9 | 58.9 | 63.6 | 67.5 | 55.2 | | 41.7 | 57.6 | 62.9 | 50.6 | 64.4 | 51.1 | 65.1 | 62.0 | 59.3 |
| | 12-3pm | % | 27.5 | 27.9 | 29.0 | 29.3 | 30.2 | 26.6 | 24.5 | 25.1 | | 33.3 | 29.0 | 27.5 | 30.2 | 20.8 | 31.0 | 24.7 | 28.8 | 24.9 |
| | 3-6pm | % | 7.1 | 7.6 | 7.1 | 5.1 | 6.4 | 6.3 | 3.6 | 13.9 | | 19.4 | 8.2 | 6.6 | 10.6 | 7.6 | 10.0 | 6.4 | 6.5 | 10.0 |
| | 6-9pm | % | 3.8 | 2.7 | 3.9 | 2.7 | 4.5 | 3.4 | 4.4 | 5.9 | | 5.6 | 5.1 | 3.0 | 8.7 | 7.3 | 7.9 | 3.8 | 2.6 | 5.8 |

Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Region | | | | | | | | | | Gender | | | | | Age | | | |
|-------------------|-------------|------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|--|
| | | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - Rank 2 | Total | Unwgt N | 4004 | 544 | 570 | 434 | 621 | 959 | 505 | 322 | 19 | 30 | 950 | 2774 | 34 | 246 | 480 | 1378 | 1915 | 231 | |
| | | Wgt N | 4006 | 617 | 552 | 513 | 483 | 775 | 547 | 468 | 21 | 30 | 963 | 2759 | 37 | 247 | 497 | 1384 | 1893 | 233 | |
| | Before 12pm | % | 11.7 | 10.3 | 13.9 | 11.1 | 15.9 | 12.0 | 8.7 | 10.6 | | 10.0 | 13.2 | 11.5 | 7.2 | 8.1 | 15.0 | 10.3 | 12.1 | 9.5 | |
| | 12-3pm | % | 54.2 | 54.8 | 52.3 | 56.2 | 50.1 | 55.2 | 58.2 | 52.8 | | 40.0 | 50.4 | 55.1 | 48.4 | 58.7 | 45.0 | 56.7 | 55.0 | 51.8 | |
| | 3-6pm | % | 27.8 | 28.5 | 28.8 | 28.1 | 28.8 | 26.2 | 26.9 | 26.4 | | 36.7 | 27.6 | 28.0 | 29.9 | 25.7 | 31.2 | 26.2 | 28.0 | 27.9 | |
| | 6-9pm | % | 6.4 | 6.4 | 5.1 | 4.6 | 5.2 | 6.7 | 6.1 | 10.2 | | 13.3 | 8.7 | 5.4 | 14.5 | 7.5 | 8.8 | 6.8 | 4.9 | 10.8 | |

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Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | Region | | | | | | | | | | | Gender | | | | Age | | | |
|-------------------|-------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|------|--------|-------|---------------------|-------------|-------------|------------|---------------------|------|
| | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - Rank 3 | Total | Unwgt N | 3466 | 455 | 489 | 373 | 544 | 835 | 435 | 293 | 14 | 28 | 828 | 2399 | 30 | 209 | 445 | 1239 | 1591 | 191 |
| | | Wgt N | 3469 | 516 | 473 | 441 | 423 | 675 | 472 | 426 | 16 | 28 | 840 | 2386 | 33 | 209 | 461 | 1243 | 1572 | 193 |
| | Before 12pm | % | 14.8 | 13.6 | 17.4 | 13.1 | 14.2 | 15.0 | 12.6 | 16.4 | | | 13.2 | 15.7 | 4.4 | 12.4 | 16.6 | 13.8 | 14.5 | 18.6 |
| | 12-3pm | % | 11.7 | 11.2 | 13.3 | 7.8 | 12.1 | 11.5 | 10.1 | 15.0 | | | 14.4 | 10.4 | 21.2 | 15.2 | 17.4 | 11.5 | 10.2 | 12.3 |
| | 3-6pm | % | 61.4 | 60.4 | 59.5 | 63.5 | 63.6 | 62.4 | 66.4 | 56.7 | | | 59.0 | 62.4 | 57.9 | 60.5 | 52.2 | 62.7 | 63.6 | 57.7 |
| | 6-9pm | % | 12.1 | 14.7 | 9.8 | 15.5 | 10.1 | 11.1 | 10.8 | 11.9 | | | 13.3 | 11.6 | 16.6 | 12.0 | 13.8 | 12.0 | 11.7 | 11.4 |

Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | Region | | | | | | | | | | | Gender | | | | Age | | | |
|-------------------|-------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|------|--------|-------|---------------------|-------------|-------------|------------|---------------------|------|
| | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - Rank 4 | Total | Unwgt N | 3099 | 402 | 434 | 339 | 475 | 753 | 390 | 269 | 13 | 24 | 753 | 2142 | 28 | 176 | 423 | 1121 | 1385 | 170 |
| | | Wgt N | 3107 | 456 | 420 | 401 | 369 | 608 | 423 | 391 | 15 | 24 | 761 | 2136 | 31 | 178 | 439 | 1124 | 1368 | 174 |
| | Before 12pm | % | 12.1 | 12.9 | 10.1 | 12.7 | 12.4 | 9.0 | 11.8 | 16.7 | | | 15.5 | 10.3 | | 13.2 | 17.4 | 10.4 | 11.7 | 11.9 |
| | 12-3pm | % | 4.6 | 4.7 | 3.7 | 4.7 | 3.8 | 4.4 | 4.1 | 7.1 | | | 5.0 | 4.4 | | 6.8 | 5.7 | 6.8 | 2.3 | 6.4 |
| | 3-6pm | % | 5.9 | 5.7 | 6.2 | 4.7 | 3.6 | 7.2 | 6.7 | 4.5 | | | 6.4 | 5.4 | | 9.9 | 7.5 | 6.0 | 4.8 | 8.7 |
| | 6-9pm | % | 77.5 | 76.6 | 80.0 | 77.9 | 80.2 | 79.4 | 77.4 | 71.7 | | | 73.1 | 79.9 | | 70.1 | 69.4 | 76.8 | 81.2 | 73.0 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET

Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Region | | | | | | | | | | Gender | | | | | Age | | | |
|-------------------|-------------|------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|------|--------|-------|---------------------|-------------|-------------|------------|---------------------|
| | | | Ottawa Public Library Cardholders 2022-08 | | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer |
| Question - Rank 1 | Total | Unwgt N | 4126 | 578 | 566 | 455 | 628 | 989 | 523 | 332 | 21 | 34 | 1006 | 2832 | 34 | 254 | 486 | 1388 | 2009 | 243 | |
| | | Wgt N | 4136 | 656 | 548 | 538 | 488 | 799 | 567 | 482 | 24 | 34 | 1022 | 2821 | 37 | 256 | 503 | 1396 | 1992 | 244 | |
| | Before 12pm | % | 42.5 | 45.8 | 44.2 | 45.9 | 38.9 | 42.8 | 41.7 | 37.3 | | 41.2 | 41.8 | 42.4 | 47.5 | 46.1 | 46.1 | 49.6 | 36.5 | 44.1 | |
| | 12-3pm | % | 45.7 | 44.5 | 46.8 | 43.5 | 46.5 | 47.5 | 46.7 | 44.6 | | 32.4 | 44.0 | 47.1 | 30.9 | 40.1 | 36.1 | 39.4 | 53.2 | 40.8 | |
| | 3-6pm | % | 8.3 | 7.4 | 5.7 | 8.1 | 10.0 | 7.8 | 7.5 | 11.7 | | 23.5 | 8.8 | 8.1 | 10.1 | 8.8 | 9.6 | 7.5 | 8.3 | 10.6 | |
| | 6-9pm | % | 3.4 | 2.2 | 3.4 | 2.4 | 4.6 | 1.9 | 4.2 | 6.3 | | 2.9 | 5.4 | 2.5 | 11.5 | 4.9 | 8.2 | 3.5 | 2.0 | 4.5 | |

Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | Region | | | | | | | | | | | Gender | | | | Age | | | |
|-------------------|-------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|------|--------|-------|---------------------|-------------|-------------|------------|---------------------|------|
| | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - Rank 2 | Total | Unwgt N | 3741 | 521 | 506 | 413 | 568 | 905 | 471 | 310 | 19 | 28 | 895 | 2584 | 33 | 229 | 466 | 1325 | 1745 | 205 |
| | | Wgt N | 3752 | 591 | 490 | 489 | 442 | 731 | 511 | 450 | 21 | 28 | 909 | 2576 | 36 | 231 | 482 | 1332 | 1732 | 206 |
| | Before 12pm | % | 14.5 | 13.8 | 14.6 | 11.6 | 18.1 | 14.0 | 13.6 | 17.1 | | | 13.9 | 15.1 | 4.0 | 11.6 | 17.3 | 14.4 | 14.0 | 12.5 |
| | 12-3pm | % | 41.4 | 42.0 | 39.1 | 45.8 | 40.3 | 42.3 | 42.7 | 37.4 | | | 39.0 | 42.1 | 32.9 | 45.0 | 41.7 | 44.9 | 38.2 | 45.5 |
| | 3-6pm | % | 38.9 | 38.4 | 42.7 | 37.8 | 36.1 | 38.8 | 40.8 | 36.8 | | | 40.4 | 38.6 | 48.6 | 35.8 | 32.9 | 35.7 | 43.8 | 32.9 |
| | 6-9pm | % | 5.1 | 5.8 | 3.6 | 4.8 | 5.5 | 4.9 | 3.0 | 8.7 | | | 6.7 | 4.2 | 14.4 | 7.7 | 8.2 | 4.9 | 3.9 | 9.2 |

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Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | Region | | | | | | | | | | | Gender | | | Age | | | | |
|-------------------|-------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|----|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|
| | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer |
| Question - Rank 3 | Total | Unwgt N | 3210 | 434 | 440 | 350 | 493 | 785 | 390 | 279 | 13 | 26 | 772 | 2212 | 31 | 195 | 435 | 1174 | 1424 | 177 |
| | | Wgt N | 3218 | 492 | 426 | 414 | 383 | 634 | 423 | 405 | 15 | 26 | 782 | 2205 | 34 | 197 | 450 | 1179 | 1412 | 178 |
| | Before 12pm | % | 24.1 | 22.4 | 23.0 | 26.0 | 24.9 | 24.6 | 24.9 | 22.9 | | | 22.7 | 24.6 | 11.7 | 26.2 | 17.6 | 21.7 | 28.4 | 23.2 |
| | 12-3pm | % | 9.9 | 11.5 | 11.4 | 8.0 | 8.7 | 7.9 | 9.0 | 12.5 | | | 12.9 | 8.0 | 32.8 | 14.5 | 15.7 | 11.6 | 6.7 | 9.2 |
| | 3-6pm | % | 51.0 | 50.7 | 48.4 | 52.6 | 51.5 | 52.7 | 52.8 | 49.5 | | | 47.7 | 52.5 | 36.0 | 49.3 | 53.2 | 53.8 | 47.5 | 54.0 |
| | 6-9pm | % | 15.0 | 15.4 | 17.3 | 13.4 | 14.8 | 14.8 | 13.3 | 15.1 | | | 16.6 | 14.8 | 19.4 | 10.1 | 13.4 | 12.9 | 17.5 | 13.6 |

Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Region | | | | | | | | | | Gender | | | | | Age | | | |
|-------------------|-------------|------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|------|--------|-------|---------------------|-------------|-------------|------------|---------------------|
| | | | Ottawa Public Library Cardholders 2022-08 | | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer |
| Question - Rank 4 | Total | Unwgt N | 2973 | 394 | 414 | 329 | 448 | 730 | 361 | 263 | 12 | 22 | | 724 | 2047 | 28 | 174 | 414 | 1082 | 1313 | 164 |
| | | Wgt N | 2984 | 447 | 401 | 389 | 348 | 590 | 391 | 382 | 13 | 22 | | 733 | 2043 | 31 | 177 | 430 | 1085 | 1301 | 167 |
| | Before 12pm | % | 16.6 | 15.5 | 16.9 | 15.2 | 17.4 | 14.7 | 16.6 | 20.9 | | | | 19.2 | 15.6 | 38.2 | 13.7 | 19.1 | 12.7 | 19.1 | 16.4 |
| | 12-3pm | % | 3.0 | 3.0 | 2.9 | 2.1 | 3.6 | 2.5 | 2.2 | 5.3 | | | | 4.3 | 2.5 | 2.5 | 3.4 | 5.7 | 4.1 | 1.2 | 3.8 |
| | 3-6pm | % | 4.1 | 5.6 | 4.3 | 2.7 | 4.2 | 3.6 | 2.8 | 4.9 | | | | 5.2 | 3.4 | 4.7 | 7.4 | 4.9 | 4.7 | 3.0 | 6.7 |
| | 6-9pm | % | 76.3 | 75.9 | 75.8 | 79.9 | 74.8 | 79.3 | 78.4 | 68.8 | | | | 71.3 | 78.4 | 54.6 | 75.6 | 70.3 | 78.5 | 76.7 | 73.1 |

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022. *Some results have been shaded due to small sample size.

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET

| | | Region | | | | | | | | | | Gender | | | | Age | | | | |
|--|-------------------------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|------|
| | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer | |
| Question - As you may know, OPL is closed during the summer on Sundays from the first week in July until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested, somewhat not interested or not interested in the OPL being open on Summer Sundays? | Total | Unwgt N | 4501 | 621 | 647 | 489 | 692 | 1072 | 566 | 348 | 25 | 41 | 1123 | 3063 | 36 | 279 | 504 | 1439 | 2268 | 290 |
| | | Wgt N | 4501 | 704 | 626 | 578 | 538 | 866 | 613 | 506 | 28 | 41 | 1137 | 3044 | 39 | 282 | 521 | 1447 | 2240 | 293 |
| | Interested | % | 35.4 | 33.2 | 33.7 | 31.5 | 36.3 | 37.5 | 33.6 | 45.4 | | 9.8 | 37.4 | 33.8 | 29.5 | 45.0 | 44.7 | 45.7 | 25.9 | 40.3 |
| | Somewhat interested | % | 23.1 | 22.9 | 23.6 | 23.3 | 22.1 | 23.9 | 22.4 | 24.1 | | 12.2 | 22.0 | 23.8 | 29.1 | 18.7 | 23.0 | 24.6 | 23.0 | 16.3 |
| | Somewhat not interested | % | 8.4 | 9.8 | 7.4 | 6.7 | 9.0 | 8.0 | 9.0 | 8.9 | | 12.2 | 7.8 | 9.1 | 9.5 | 3.8 | 7.2 | 7.0 | 9.7 | 7.5 |
| | Not interested | % | 30.1 | 31.4 | 32.3 | 35.0 | 29.0 | 27.4 | 32.9 | 19.3 | | 51.2 | 29.8 | 30.3 | 30.0 | 29.1 | 20.6 | 19.6 | 38.6 | 34.0 |
| | Unsure | % | 3.0 | 2.7 | 2.9 | 3.5 | 3.6 | 3.2 | 2.1 | 2.3 | | 14.6 | 3.0 | 3.0 | 2.0 | 3.4 | 4.5 | 3.1 | 2.8 | 1.9 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET

| | | | Region | | | | | | | | | | Gender | | | | Age | | | |
|--|--|---------|---|------|---------------|---------------|-----------------|-----------------|------|------|------------|-------------------|--------|--------|-------|---------------------|-------------|-------------|------------|---------------------|
| | | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer |
| Question - OPL is currently open 1PM to 5PM on Sundays from September to July. If the hours were extended to 10AM to 5PM on Sundays, which of the following two statements best reflects your personal views [ROTATE]: | Total | Unwgt N | 4492 | 623 | 643 | 487 | 684 | 1074 | 567 | 349 | 25 | 40 | 1118 | 3060 | 36 | 278 | 504 | 1440 | 2262 | 286 |
| | | Wgt N | 4494 | 707 | 622 | 576 | 532 | 868 | 615 | 507 | 28 | 40 | 1132 | 3043 | 39 | 280 | 521 | 1448 | 2235 | 289 |
| | I would visit OPL more often if Sunday hours were extended | % | 36.4 | 35.3 | 34.1 | 35.3 | 37.4 | 39.4 | 31.6 | 44.7 | | 12.5 | 39.6 | 34.5 | 41.9 | 43.5 | 48.3 | 49.2 | 25.3 | 36.7 |
| | Extending Sunday hours would have no impact on how often I visit OPL | % | 51.0 | 52.8 | 53.5 | 52.6 | 49.3 | 48.4 | 54.5 | 42.7 | | 75.0 | 50.3 | 52.0 | 47.5 | 43.8 | 40.5 | 37.1 | 62.8 | 48.8 |
| | Unsure | % | 12.5 | 11.9 | 12.4 | 12.1 | 13.3 | 12.2 | 13.9 | 12.6 | | 12.5 | 10.1 | 13.5 | 10.6 | 12.7 | 11.2 | 13.6 | 11.9 | 14.5 |
| | | | Region | | | | | | | | | | Gender | | | | Age | | | |
| | | | Ottawa Public Library Cardholders 2022-08 | East | South East | South West | Central East | Central West | West | Main | Bookmobile | None/no answer | Male | Female | Other | Refuse/no answer | 18 to 34 | 35 to 54 | 55 plus | Refuse/no answer |
| Question - On which public holidays, if any, would you visit OPL? | Total | Unwgt N | 4506 | 621 | 645 | 490 | 691 | 1078 | 569 | 346 | 25 | 41 | 1117 | 3075 | 36 | 278 | 504 | 1439 | 2272 | 291 |
| | | Wgt N | 4505 | 704 | 624 | 580 | 537 | 871 | 617 | 503 | 28 | 41 | 1131 | 3054 | 39 | 280 | 521 | 1447 | 2243 | 293 |
| | All public holidays | % | 13.5 | 10.3 | 12.4 | 14.1 | 14.0 | 13.7 | 12.0 | 19.9 | | 7.3 | 17.5 | 11.3 | 28.0 | 19.5 | 15.9 | 17.2 | 9.6 | 20.6 |
| | No public holidays | % | 46.3 | 49.8 | 45.7 | 48.6 | 41.4 | 45.9 | 51.8 | 38.2 | | 53.7 | 44.5 | 47.5 | 27.8 | 43.9 | 36.2 | 37.2 | 54.9 | 44.2 |
| | Unsure | % | 34.1 | 34.0 | 35.2 | 31.8 | 37.8 | 34.8 | 32.0 | 32.9 | | 36.6 | 33.2 | 34.7 | 44.1 | 29.6 | 39.9 | 36.0 | 31.9 | 30.6 |
| | other | % | 6.1 | 6.0 | 6.7 | 5.5 | 6.8 | 5.6 | 4.2 | 9.0 | | 2.4 | 4.8 | 6.6 | 0.0 | 7.0 | 8.0 | 9.6 | 3.6 | 4.6 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Number of Children

| | | | Children in household | | | |
|--|------------------------------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 3 - Why do you visit OPL? Please select as many reasons as apply. | Total | Unwgt N | 4029 | 2912 | 392 | 725 |
| | | Wgt N | 4026 | 2917 | 391 | 718 |
| | To use a public computer | % | 7.6 | 8.1 | 6.8 | 5.9 |
| | To use a Chromebook | % | 0.4 | 0.3 | 1.3 | 0.6 |
| | To use the free wi-fi access | % | 8.4 | 8.2 | 11.0 | 8.2 |
| | To pick up my holds | % | 90.2 | 91.1 | 86.2 | 88.5 |
| | To look for materials to check out | % | 72.7 | 70.0 | 78.9 | 80.4 |
| | To take my kids | % | 21.7 | 3.2 | 57.0 | 77.9 |
| | To do research | % | 10.7 | 10.9 | 12.1 | 9.1 |
| | To hang out with my friends | % | 1.4 | 1.0 | 3.1 | 2.3 |
| | To work | % | 6.1 | 5.0 | 10.5 | 8.0 |
| | To study | % | 6.2 | 5.6 | 8.5 | 7.6 |
| | To read | % | 17.8 | 17.5 | 22.3 | 16.6 |
| | To meet someone | % | 2.3 | 2.2 | 3.6 | 2.1 |
| | To attend a program | % | 12.3 | 8.8 | 17.2 | 23.6 |
| | To go to a meeting | % | 4.0 | 4.0 | 3.0 | 4.4 |
| | To buy used books | % | 26.5 | 27.6 | 23.5 | 23.3 |
| | Other | % | 9.3 | 10.5 | 7.8 | 5.4 |

*Values are based on the percentage of positive responses to a specific response option (columns exceed 100%) **Multifrequency tab based on multiple responses



2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Number of Children

| | | | Children in household | | | |
|--|------------------------------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 3 - Why do you visit OPL? Please select as many reasons as apply. | Total | Unwgt N | 11961 | 7952 | 1372 | 2637 |
| | | Wgt N | 11984 | 7994 | 1378 | 2612 |
| | To use a public computer | % | 2.6 | 3.0 | 1.9 | 1.6 |
| | To use a Chromebook | % | 0.1 | 0.1 | 0.4 | 0.2 |
| | To use the free wi-fi access | % | 2.8 | 3.0 | 3.1 | 2.3 |
| | To pick up my holds | % | 30.3 | 33.3 | 24.4 | 24.3 |
| | To look for materials to check out | % | 24.4 | 25.5 | 22.4 | 22.1 |
| | To take my kids | % | 7.3 | 1.2 | 16.2 | 21.4 |
| | To do research | % | 3.6 | 4.0 | 3.4 | 2.5 |
| | To hang out with my friends | % | 0.5 | 0.4 | 0.9 | 0.6 |
| | To work | % | 2.0 | 1.8 | 3.0 | 2.2 |
| | To study | % | 2.1 | 2.0 | 2.4 | 2.1 |
| | To read | % | 6.0 | 6.4 | 6.3 | 4.6 |
| | To meet someone | % | 0.8 | 0.8 | 1.0 | 0.6 |
| | To attend a program | % | 4.1 | 3.2 | 4.9 | 6.5 |
| | To go to a meeting | % | 1.3 | 1.5 | 0.8 | 1.2 |
| | To buy used books | % | 8.9 | 10.1 | 6.7 | 6.4 |
| | Other | % | 3.1 | 3.8 | 2.2 | 1.5 |

*Values are based on the proportion an activity represents of all response options (columns add up to 100%).**Multifrequency tab based on multiple responses

| | | | Children in household | | | |
|--|-----------------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 4 - Thinking of the OPL branch you use most often, would you say you are satisfied, somewhat satisfied, somewhat dissatisfied or dissatisfied with the hours of operation of that branch? | Total | Unwgt N | 4028 | 2912 | 392 | 724 |
| | | Wgt N | 4026 | 2918 | 391 | 717 |
| | Satisfied | % | 37.4 | 41.0 | 36.5 | 23.1 |
| | Somewhat satisfied | % | 34.2 | 33.7 | 35.6 | 35.0 |
| | Somewhat dissatisfied | % | 19.1 | 17.6 | 17.2 | 26.1 |
| | Dissatisfied | % | 8.4 | 6.5 | 10.0 | 15.6 |
| | Unsure | % | 0.9 | 1.1 | 0.8 | 0.1 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Number of Children

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Children in household | | | |
|---------------------|-----------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 6 - Rank 1 | Total | Unwgt N | 3812 | 2724 | 381 | 707 |
| | | Wgt N | 3812 | 2732 | 379 | 701 |
| | Monday | % | 22.1 | 25.0 | 16.3 | 13.8 |
| | Tuesday | % | 10.1 | 11.7 | 6.6 | 6.1 |
| | Wednesday | % | 5.9 | 7.2 | 2.0 | 2.8 |
| | Thursday | % | 4.8 | 5.8 | 2.2 | 2.2 |
| | Friday | % | 8.5 | 9.3 | 4.3 | 7.5 |
| | Saturday | % | 40.0 | 34.2 | 58.3 | 52.7 |
| | Sunday | % | 8.6 | 6.8 | 10.2 | 14.9 |

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Children in household | | | |
|---------------------|-----------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 6 - Rank 2 | Total | Unwgt N | 3773 | 2691 | 377 | 705 |
| | | Wgt N | 3773 | 2700 | 375 | 699 |
| | Monday | % | 8.5 | 9.0 | 7.8 | 7.0 |
| | Tuesday | % | 16.5 | 18.6 | 12.2 | 10.9 |
| | Wednesday | % | 11.7 | 13.2 | 8.2 | 7.6 |
| | Thursday | % | 9.0 | 9.9 | 6.3 | 6.7 |
| | Friday | % | 11.2 | 12.5 | 8.4 | 7.4 |
| | Saturday | % | 15.0 | 13.6 | 15.4 | 20.2 |
| | Sunday | % | 28.1 | 23.1 | 41.8 | 40.2 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Number of Children

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Children in household | | | |
|---------------------|-----------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 6 - Rank 3 | Total | Unwgt N | 3577 | 2553 | 358 | 666 |
| | | Wgt N | 3579 | 2565 | 357 | 658 |
| | Monday | % | 15.2 | 14.1 | 15.6 | 19.3 |
| | Tuesday | % | 12.2 | 12.1 | 12.2 | 12.8 |
| | Wednesday | % | 19.1 | 21.3 | 15.1 | 13.0 |
| | Thursday | % | 15.1 | 15.9 | 12.1 | 13.6 |
| | Friday | % | 23.7 | 21.1 | 33.7 | 28.5 |
| | Saturday | % | 8.0 | 9.0 | 3.5 | 6.4 |
| | Sunday | % | 6.7 | 6.5 | 7.7 | 6.5 |

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Children in household | | | |
|---------------------|-----------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 6 - Rank 4 | Total | Unwgt N | 3406 | 2419 | 342 | 645 |
| | | Wgt N | 3408 | 2430 | 341 | 637 |
| | Monday | % | 13.8 | 12.7 | 18.7 | 15.1 |
| | Tuesday | % | 17.2 | 17.0 | 16.1 | 18.4 |
| | Wednesday | % | 16.5 | 16.2 | 18.4 | 16.6 |
| | Thursday | % | 28.3 | 27.9 | 31.6 | 28.3 |
| | Friday | % | 12.3 | 12.7 | 7.8 | 13.1 |
| | Saturday | % | 6.0 | 7.0 | 2.8 | 3.5 |
| | Sunday | % | 6.0 | 6.5 | 4.5 | 4.8 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Number of Children

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Children in household | | | |
|---------------------|-----------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 6 - Rank 5 | Total | Unwgt N | 3302 | 2339 | 336 | 627 |
| | | Wgt N | 3306 | 2352 | 336 | 619 |
| | Monday | % | 9.5 | 10.5 | 4.6 | 8.5 |
| | Tuesday | % | 16.9 | 16.2 | 19.5 | 18.4 |
| | Wednesday | % | 26.6 | 23.5 | 33.3 | 35.0 |
| | Thursday | % | 16.5 | 15.9 | 17.6 | 18.0 |
| | Friday | % | 20.3 | 22.5 | 18.3 | 12.7 |
| | Saturday | % | 5.8 | 6.9 | 3.0 | 3.3 |
| | Sunday | % | 4.3 | 4.5 | 3.8 | 4.1 |

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Children in household | | | |
|---------------------|-----------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 6 - Rank 6 | Total | Unwgt N | 3195 | 2256 | 325 | 614 |
| | | Wgt N | 3198 | 2268 | 325 | 605 |
| | Monday | % | 11.6 | 10.7 | 14.2 | 13.6 |
| | Tuesday | % | 18.0 | 16.4 | 21.8 | 21.7 |
| | Wednesday | % | 15.0 | 13.8 | 17.5 | 18.0 |
| | Thursday | % | 16.7 | 15.9 | 16.6 | 19.7 |
| | Friday | % | 13.2 | 13.4 | 13.7 | 11.9 |
| | Saturday | % | 19.4 | 23.2 | 10.0 | 10.3 |
| | Sunday | % | 6.2 | 6.5 | 6.2 | 4.8 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Number of Children

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Children in household | | | |
|---------------------|-----------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 6 - Rank 7 | Total | Unwgt N | 3029 | 2119 | 314 | 596 |
| | | Wgt N | 3035 | 2131 | 315 | 589 |
| | Monday | % | 18.3 | 16.6 | 22.1 | 22.4 |
| | Tuesday | % | 7.8 | 6.3 | 12.0 | 11.0 |
| | Wednesday | % | 6.4 | 5.9 | 7.0 | 7.9 |
| | Thursday | % | 10.8 | 9.8 | 14.9 | 12.0 |
| | Friday | % | 12.9 | 10.7 | 14.8 | 19.9 |
| | Saturday | % | 5.8 | 6.5 | 5.1 | 3.3 |
| | Sunday | % | 38.1 | 44.2 | 24.1 | 23.5 |

Please rank the importance of each potential time slot for your OPL Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Children in household | | | |
|---------------------|-------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 7 - Rank 1 | Total | Unwgt N | 3936 | 2834 | 387 | 715 |
| | | Wgt N | 3933 | 2839 | 385 | 709 |
| | Before 12pm | % | 40.9 | 43.8 | 30.7 | 34.8 |
| | 12-3pm | % | 17.2 | 20.4 | 11.3 | 7.5 |
| | 3-6pm | % | 14.8 | 12.7 | 22.1 | 19.4 |
| | 6-9pm | % | 27.1 | 23.1 | 35.9 | 38.3 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Number of Children

Please rank the importance of each potential time slot for your OPL Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Children in household | | | |
|---------------------|-------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 7 - Rank 2 | Total | Unwgt N | 3757 | 2687 | 377 | 693 |
| | | Wgt N | 3756 | 2695 | 375 | 686 |
| | Before 12pm | % | 12.6 | 12.8 | 11.5 | 12.2 |
| | 12-3pm | % | 31.7 | 35.5 | 22.4 | 21.7 |
| | 3-6pm | % | 37.2 | 35.4 | 38.2 | 43.7 |
| | 6-9pm | % | 18.5 | 16.2 | 27.9 | 22.4 |

Please rank the importance of each potential time slot for your OPL Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Children in household | | | |
|---------------------|-------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 7 - Rank 3 | Total | Unwgt N | 3277 | 2335 | 333 | 609 |
| | | Wgt N | 3280 | 2346 | 333 | 602 |
| | Before 12pm | % | 16.0 | 15.1 | 17.1 | 19.0 |
| | 12-3pm | % | 31.7 | 27.8 | 40.8 | 41.8 |
| | 3-6pm | % | 36.2 | 40.5 | 27.0 | 24.7 |
| | 6-9pm | % | 16.1 | 16.6 | 15.0 | 14.5 |

Please rank the importance of each potential time slot for your OPL Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Children in household | | | |
|---------------------|-------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 7 - Rank 4 | Total | Unwgt N | 3060 | 2157 | 319 | 584 |
| | | Wgt N | 3068 | 2171 | 320 | 578 |
| | Before 12pm | % | 32.5 | 30.7 | 42.0 | 34.0 |
| | 12-3pm | % | 18.3 | 14.3 | 24.4 | 29.8 |
| | 3-6pm | % | 11.9 | 11.9 | 12.2 | 11.7 |
| | 6-9pm | % | 37.4 | 43.1 | 21.4 | 24.6 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Number of Children

Please rank the importance of each potential time slot for your OPL Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Children in household | | | |
|---------------------|-------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 8 - Rank 1 | Total | Unwgt N | 3868 | 2779 | 378 | 711 |
| | | Wgt N | 3865 | 2785 | 376 | 704 |
| | Before 12pm | % | 42.9 | 46.2 | 31.1 | 36.0 |
| | 12-3pm | % | 17.0 | 19.8 | 10.7 | 9.3 |
| | 3-6pm | % | 18.2 | 15.8 | 27.2 | 22.7 |
| | 6-9pm | % | 21.9 | 18.1 | 31.0 | 31.9 |

Please rank the importance of each potential time slot for your OPL Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Children in household | | | |
|---------------------|-------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 8 - Rank 2 | Total | Unwgt N | 3589 | 2559 | 355 | 675 |
| | | Wgt N | 3587 | 2567 | 353 | 667 |
| | Before 12pm | % | 10.6 | 10.6 | 10.9 | 10.8 |
| | 12-3pm | % | 36.4 | 40.5 | 25.5 | 26.2 |
| | 3-6pm | % | 36.1 | 34.4 | 39.0 | 40.9 |
| | 6-9pm | % | 16.9 | 14.5 | 24.6 | 22.0 |

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022.

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Please rank the importance of each potential time slot for your OPL Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Children in household | | | |
|---------------------|-------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 8 - Rank 3 | Total | Unwgt N | 3111 | 2200 | 319 | 592 |
| | | Wgt N | 3113 | 2209 | 318 | 586 |
| | Before 12pm | % | 16.9 | 16.4 | 18.9 | 17.8 |
| | 12-3pm | % | 30.4 | 25.8 | 41.4 | 42.1 |
| | 3-6pm | % | 38.7 | 43.0 | 27.1 | 28.8 |
| | 6-9pm | % | 13.9 | 14.8 | 12.6 | 11.4 |

Please rank the importance of each potential time slot for your OPL Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Children in household | | | |
|---------------------|-------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 8 - Rank 4 | Total | Unwgt N | 2901 | 2037 | 299 | 565 |
| | | Wgt N | 2904 | 2046 | 299 | 558 |
| | Before 12pm | % | 31.0 | 28.4 | 39.7 | 35.6 |
| | 12-3pm | % | 14.9 | 11.9 | 22.0 | 22.0 |
| | 3-6pm | % | 7.7 | 7.5 | 8.3 | 7.8 |
| | 6-9pm | % | 46.5 | 52.2 | 30.1 | 34.6 |

Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Children in household | | | |
|---------------------|-------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 9 - Rank 1 | Total | Unwgt N | 3876 | 2784 | 381 | 711 |
| | | Wgt N | 3875 | 2791 | 379 | 705 |
| | Before 12pm | % | 61.6 | 59.3 | 62.9 | 70.3 |
| | 12-3pm | % | 27.5 | 29.3 | 26.3 | 21.2 |
| | 3-6pm | % | 7.1 | 7.7 | 6.3 | 5.0 |
| | 6-9pm | % | 3.8 | 3.7 | 4.5 | 3.5 |

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Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Children in household | | | |
|---------------------|-------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 9 - Rank 2 | Total | Unwgt N | 3601 | 2545 | 365 | 691 |
| | | Wgt N | 3601 | 2554 | 364 | 684 |
| | Before 12pm | % | 11.8 | 12.6 | 9.8 | 10.1 |
| | 12-3pm | % | 54.1 | 53.5 | 51.7 | 57.5 |
| | 3-6pm | % | 27.7 | 27.9 | 31.0 | 25.6 |
| | 6-9pm | % | 6.3 | 6.1 | 7.5 | 6.7 |

Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Children in household | | | |
|---------------------|-------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 9 - Rank 3 | Total | Unwgt N | 3148 | 2204 | 329 | 615 |
| | | Wgt N | 3150 | 2213 | 328 | 609 |
| | Before 12pm | % | 15.0 | 16.2 | 15.1 | 10.4 |
| | 12-3pm | % | 11.9 | 11.2 | 13.7 | 13.4 |
| | 3-6pm | % | 61.1 | 60.6 | 58.0 | 64.8 |
| | 6-9pm | % | 12.0 | 12.0 | 13.1 | 11.5 |

Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Children in household | | | |
|---------------------|-------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 9 - Rank 4 | Total | Unwgt N | 2829 | 1969 | 297 | 563 |
| | | Wgt N | 2832 | 1980 | 296 | 557 |
| | Before 12pm | % | 12.1 | 12.9 | 11.0 | 9.7 |
| | 12-3pm | % | 4.5 | 3.5 | 6.2 | 6.9 |
| | 3-6pm | % | 5.7 | 5.5 | 8.2 | 5.4 |
| | 6-9pm | % | 77.7 | 78.1 | 74.6 | 78.1 |

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Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Children in household | | | |
|----------------------|-------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 10 - Rank 1 | Total | Unwgt N | 3710 | 2646 | 369 | 695 |
| | | Wgt N | 3714 | 2657 | 367 | 689 |
| | Before 12pm | % | 42.7 | 38.7 | 51.3 | 53.5 |
| | 12-3pm | % | 45.7 | 49.3 | 36.6 | 36.5 |
| | 3-6pm | % | 8.3 | 8.7 | 9.0 | 6.5 |
| | 6-9pm | % | 3.3 | 3.3 | 3.1 | 3.6 |

Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Children in household | | | |
|----------------------|-------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 10 - Rank 2 | Total | Unwgt N | 3389 | 2373 | 350 | 666 |
| | | Wgt N | 3396 | 2388 | 349 | 659 |
| | Before 12pm | % | 14.6 | 14.7 | 15.3 | 14.0 |
| | 12-3pm | % | 41.5 | 39.8 | 44.8 | 45.9 |
| | 3-6pm | % | 38.7 | 40.3 | 32.5 | 36.2 |
| | 6-9pm | % | 5.2 | 5.2 | 7.3 | 4.0 |

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Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Children in household | | | |
|----------------------|-------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 10 - Rank 3 | Total | Unwgt N | 2943 | 2043 | 312 | 588 |
| | | Wgt N | 2948 | 2056 | 311 | 581 |
| | Before 12pm | % | 24.3 | 26.7 | 18.4 | 19.1 |
| | 12-3pm | % | 10.0 | 8.6 | 12.0 | 13.8 |
| | 3-6pm | % | 50.9 | 49.6 | 55.1 | 53.5 |
| | 6-9pm | % | 14.7 | 15.1 | 14.4 | 13.5 |

Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Children in household | | | |
|----------------------|-------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 10 - Rank 4 | Total | Unwgt N | 2728 | 1903 | 286 | 539 |
| | | Wgt N | 2734 | 1917 | 285 | 533 |
| | Before 12pm | % | 16.6 | 18.2 | 13.7 | 12.5 |
| | 12-3pm | % | 3.1 | 2.6 | 4.1 | 4.3 |
| | 3-6pm | % | 3.9 | 3.3 | 6.5 | 4.7 |
| | 6-9pm | % | 76.5 | 76.0 | 75.7 | 78.5 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Number of Children

| | | | Children in household | | | |
|--|-------------------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 11 - As you may know, OPL is closed during the summer on Sundays from the first week in July until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested or not interested in the OPL being open on Summer Sundays? | Total | Unwgt N | 4012 | 2898 | 391 | 723 |
| | | Wgt N | 4009 | 2903 | 389 | 716 |
| | Interested | % | 35.1 | 30.0 | 46.9 | 49.1 |
| | Somewhat interested | % | 23.5 | 23.2 | 25.4 | 23.4 |
| | Somewhat not interested | % | 8.3 | 9.4 | 6.4 | 5.1 |
| | Not interested | % | 30.3 | 34.3 | 19.6 | 19.7 |
| | Unsure | % | 2.9 | 3.1 | 1.8 | 2.7 |

| | | | Children in household | | | |
|---|--|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 13 - OPL is currently open 1PM to 5PM on Sundays from September to July. If the hours were extended to 10AM to 5PM on Sundays, which of the following two statements best reflects your personal views [ROTATE]: | Total | Unwgt N | 4003 | 2887 | 391 | 725 |
| | | Wgt N | 4002 | 2895 | 389 | 718 |
| | I would visit OPL more often if Sunday hours were extended | % | 36.1 | 29.6 | 50.5 | 54.3 |
| | Extending Sunday hours would have no impact on how often I visit OPL | % | 51.4 | 57.7 | 36.7 | 33.6 |
| | Unsure | % | 12.6 | 12.7 | 12.9 | 12.1 |

| | | | Children in household | | | |
|---|---------------------|---------|-----------------------|------|------|-------------|
| | | | Ottawa 2022-08 | Zero | One | Two or more |
| Question 14 - On which public holidays, if any, would you visit OPL? [OPEN] | Total | Unwgt N | 4021 | 2908 | 390 | 723 |
| | | Wgt N | 4018 | 2913 | 388 | 716 |
| | All public holidays | % | 13.4 | 10.6 | 19.5 | 21.2 |
| | No public holidays | % | 46.2 | 50.8 | 36.3 | 32.9 |
| | Unsure | % | 34.4 | 33.9 | 38.4 | 34.1 |
| | other | % | 6.1 | 4.7 | 5.8 | 11.9 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Urban Rural

| | | | Urban / Rural | | | |
|--|------------------------------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 3 - OPL is examining its current hours of operation and looking for ways to better meet the needs of Library customers. Why do you visit OPL? Please select as many reasons as apply. | Total | Unwgt N | 4372 | 4162 | 165 | 45 |
| | | Wgt N | 4367 | 4145 | 178 | 44 |
| | To use a public computer | % | 7.8 | 7.9 | 6.1 | 4.0 |
| | To use a Chromebook | % | 0.4 | 0.4 | 0.0 | 0.0 |
| | To use the free wi-fi access | % | 8.6 | 8.4 | 12.2 | 10.9 |
| | To pick up my holds | % | 89.7 | 89.7 | 87.5 | 96.7 |
| | To look for materials to check out | % | 72.5 | 72.5 | 72.3 | 73.8 |
| | To take my kids | % | 21.2 | 21.2 | 22.8 | 9.1 |
| | To do research | % | 11.0 | 11.0 | 9.3 | 20.4 |
| | To hang out with my friends | % | 1.5 | 1.5 | 0.7 | 3.3 |
| | To work | % | 6.1 | 6.0 | 7.7 | 8.8 |
| | To study | % | 6.2 | 6.4 | 3.1 | 1.8 |
| | To read | % | 18.6 | 18.9 | 10.9 | 24.6 |
| | To meet someone | % | 2.4 | 2.4 | 1.2 | 7.4 |
| | To attend a program | % | 12.2 | 12.2 | 12.8 | 9.2 |
| | To go to a meeting | % | 4.0 | 4.1 | 1.9 | 5.2 |
| | To buy used books | % | 26.5 | 26.8 | 21.8 | 19.6 |
| | Other | % | 9.1 | 9.1 | 9.6 | 5.4 |

*Values are based on the percentage of positive responses to a specific response option (columns exceed 100%) **Multifrequency tab based on multiple responses



2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Urban Rural

| | | | Urban / Rural | | | |
|--|------------------------------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 3 - OPL is examining its current hours of operation and looking for ways to better meet the needs of Library customers. Why do you visit OPL? Please select as many reasons as apply. | Total | Unwgt N | 12981 | 12386 | 461 | 134 |
| | | Wgt N | 13000 | 12371 | 498 | 131 |
| | To use a public computer | % | 2.6 | 2.6 | 2.2 | 1.3 |
| | To use a Chromebook | % | 0.1 | 0.1 | 0.0 | 0.0 |
| | To use the free wi-fi access | % | 2.9 | 2.8 | 4.4 | 3.6 |
| | To pick up my holds | % | 30.1 | 30.1 | 31.3 | 32.2 |
| | To look for materials to check out | % | 24.4 | 24.3 | 25.8 | 24.6 |
| | To take my kids | % | 7.1 | 7.1 | 8.2 | 3.0 |
| | To do research | % | 3.7 | 3.7 | 3.3 | 6.8 |
| | To hang out with my friends | % | 0.5 | 0.5 | 0.2 | 1.1 |
| | To work | % | 2.0 | 2.0 | 2.7 | 2.9 |
| | To study | % | 2.1 | 2.1 | 1.1 | 0.6 |
| | To read | % | 6.3 | 6.3 | 3.9 | 8.2 |
| | To meet someone | % | 0.8 | 0.8 | 0.4 | 2.5 |
| | To attend a program | % | 4.1 | 4.1 | 4.6 | 3.1 |
| | To go to a meeting | % | 1.3 | 1.4 | 0.7 | 1.7 |
| | To buy used books | % | 8.9 | 9.0 | 7.8 | 6.5 |
| | Other | % | 3.1 | 3.1 | 3.4 | 1.8 |

*Values are based on the proportion an activity represents of all response options (columns add up to 100%).**Multifrequency tab based on multiple responses



2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Urban Rural

| | | | Urban / Rural | | | |
|--|-----------------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 4 - Thinking of the OPL branch you use most often, would you say you are satisfied, somewhat satisfied, somewhat dissatisfied or dissatisfied with the hours of operation of that branch? | Total | Unwgt N | 4370 | 4159 | 166 | 45 |
| | | Wgt N | 4366 | 4143 | 179 | 44 |
| | Satisfied | % | 37.8 | 37.9 | 37.4 | 32.3 |
| | Somewhat satisfied | % | 34.2 | 34.2 | 35.9 | 19.4 |
| | Somewhat dissatisfied | % | 18.8 | 18.6 | 17.7 | 38.4 |
| | Dissatisfied | % | 8.3 | 8.3 | 8.5 | 9.8 |
| | Unsure | % | 0.9 | 0.9 | 0.6 | 0.0 |

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Urban / Rural | | | |
|---------------------|-----------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 6 - Rank 1 | Total | Unwgt N | 4119 | 3918 | 159 | 42 |
| | | Wgt N | 4118 | 3905 | 172 | 41 |
| | Monday | % | 22.9 | 22.9 | 23.1 | 19.7 |
| | Tuesday | % | 10.1 | 9.9 | 14.6 | 15.2 |
| | Wednesday | % | 5.8 | 5.9 | 1.3 | 13.6 |
| | Thursday | % | 4.8 | 4.6 | 6.5 | 7.8 |
| | Friday | % | 8.4 | 8.5 | 7.0 | 4.8 |
| | Saturday | % | 39.4 | 39.2 | 44.4 | 34.6 |
| | Sunday | % | 8.7 | 9.0 | 3.0 | 4.3 |

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Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Urban / Rural | | | |
|---------------------|-----------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 6 - Rank 2 | Total | Unwgt N | 4078 | 3881 | 155 | 42 |
| | | Wgt N | 4078 | 3869 | 167 | 41 |
| | Monday | % | 8.4 | 8.5 | 6.5 | 5.8 |
| | Tuesday | % | 16.9 | 16.9 | 18.5 | 10.1 |
| | Wednesday | % | 11.6 | 11.3 | 18.3 | 14.9 |
| | Thursday | % | 9.0 | 8.9 | 10.0 | 13.9 |
| | Friday | % | 11.6 | 11.6 | 13.9 | 6.3 |
| | Saturday | % | 15.1 | 15.4 | 8.8 | 16.8 |
| | Sunday | % | 27.3 | 27.4 | 23.9 | 32.2 |

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Urban / Rural | | | |
|---------------------|-----------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 6 - Rank 3 | Total | Unwgt N | 3857 | 3672 | 147 | 38 |
| | | Wgt N | 3858 | 3663 | 159 | 37 |
| | Monday | % | 15.2 | 15.3 | 13.3 | 8.8 |
| | Tuesday | % | 12.3 | 12.4 | 11.0 | 9.7 |
| | Wednesday | % | 19.7 | 19.7 | 21.1 | 15.6 |
| | Thursday | % | 14.9 | 14.7 | 18.3 | 15.7 |
| | Friday | % | 23.0 | 22.9 | 21.7 | 39.7 |
| | Saturday | % | 8.1 | 8.0 | 11.2 | 8.3 |
| | Sunday | % | 6.8 | 7.0 | 3.3 | 2.1 |

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Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Urban / Rural | | | |
|---------------------|-----------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 6 - Rank 4 | Total | Unwgt N | 3667 | 3495 | 139 | 33 |
| | | Wgt N | 3668 | 3486 | 150 | 32 |
| | Monday | % | 13.3 | 13.2 | 15.7 | 13.4 |
| | Tuesday | % | 17.3 | 17.3 | 14.9 | 18.5 |
| | Wednesday | % | 16.5 | 16.3 | 20.8 | 17.9 |
| | Thursday | % | 28.5 | 28.5 | 29.5 | 28.5 |
| | Friday | % | 12.6 | 12.7 | 9.0 | 11.9 |
| | Saturday | % | 6.0 | 6.1 | 3.4 | 4.8 |
| | Sunday | % | 5.9 | 5.9 | 6.7 | 4.9 |

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Urban / Rural | | | |
|---------------------|-----------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 6 - Rank 5 | Total | Unwgt N | 3543 | 3375 | 135 | 33 |
| | | Wgt N | 3544 | 3365 | 146 | 32 |
| | Monday | % | 9.8 | 9.6 | 13.2 | 16.0 |
| | Tuesday | % | 16.3 | 16.4 | 16.5 | 7.8 |
| | Wednesday | % | 26.3 | 26.4 | 23.7 | 27.0 |
| | Thursday | % | 16.7 | 16.9 | 11.7 | 17.4 |
| | Friday | % | 20.6 | 20.6 | 21.7 | 16.1 |
| | Saturday | % | 6.0 | 5.7 | 9.5 | 15.6 |
| | Sunday | % | 4.3 | 4.4 | 3.7 | 0.0 |

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Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Urban / Rural | | | |
|---------------------|-----------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 6 - Rank 6 | Total | Unwgt N | 3420 | 3267 | 121 | 32 |
| | | Wgt N | 3418 | 3256 | 131 | 31 |
| | Monday | % | 11.3 | 11.4 | 7.3 | 18.9 |
| | Tuesday | % | 18.0 | 18.0 | 15.1 | 27.2 |
| | Wednesday | % | 14.8 | 14.9 | 15.0 | 2.5 |
| | Thursday | % | 16.8 | 16.9 | 16.9 | 10.4 |
| | Friday | % | 13.2 | 13.1 | 15.6 | 14.3 |
| | Saturday | % | 19.7 | 19.7 | 22.6 | 16.6 |
| | Sunday | % | 6.1 | 6.0 | 7.6 | 10.2 |

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Urban / Rural | | | |
|---------------------|-----------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 6 - Rank 7 | Total | Unwgt N | 3234 | 3096 | 109 | 29 |
| | | Wgt N | 3239 | 3092 | 119 | 28 |
| | Monday | % | 18.0 | 17.7 | 24.6 | |
| | Tuesday | % | 7.7 | 7.8 | 6.3 | |
| | Wednesday | % | 6.5 | 6.6 | 4.5 | |
| | Thursday | % | 10.8 | 10.9 | 7.5 | |
| | Friday | % | 12.7 | 12.9 | 9.1 | |
| | Saturday | % | 5.6 | 5.8 | 1.9 | |
| | Sunday | % | 38.7 | 38.4 | 46.0 | |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Urban Rural

Please rank the importance of each potential time slot for your OPL Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Urban / Rural | | | |
|---------------------|-------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 7 - Rank 1 | Total | Unwgt N | 4263 | 4063 | 162 | 38 |
| | | Wgt N | 4259 | 4047 | 175 | 37 |
| | Before 12pm | % | 41.4 | 41.7 | 31.4 | 55.4 |
| | 12-3pm | % | 17.2 | 17.2 | 18.4 | 9.6 |
| | 3-6pm | % | 14.9 | 14.7 | 20.6 | 3.9 |
| | 6-9pm | % | 26.5 | 26.3 | 29.5 | 31.1 |

Please rank the importance of each potential time slot for your OPL Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Urban / Rural | | | |
|---------------------|-------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 7 - Rank 2 | Total | Unwgt N | 4060 | 3870 | 155 | 35 |
| | | Wgt N | 4056 | 3855 | 167 | 34 |
| | Before 12pm | % | 12.5 | 12.4 | 15.0 | 4.7 |
| | 12-3pm | % | 32.2 | 32.3 | 25.1 | 53.8 |
| | 3-6pm | % | 36.8 | 37.0 | 32.3 | 32.7 |
| | 6-9pm | % | 18.6 | 18.3 | 27.7 | 8.8 |

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022. *Some results have been shaded due to small sample size.

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Urban Rural

Please rank the importance of each potential time slot for your OPL Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Urban / Rural | | | |
|---------------------|-------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 7 - Rank 3 | Total | Unwgt N | 3507 | 3356 | 125 | 26 |
| | | Wgt N | 3507 | 3346 | 135 | 26 |
| | Before 12pm | % | 15.7 | 15.5 | 24.2 | |
| | 12-3pm | % | 31.0 | 31.1 | 30.9 | |
| | 3-6pm | % | 36.8 | 36.8 | 34.4 | |
| | 6-9pm | % | 16.4 | 16.6 | 10.5 | |

Please rank the importance of each potential time slot for your OPL Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Urban / Rural | | | |
|---------------------|-------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 7 - Rank 4 | Total | Unwgt N | 3254 | 3113 | 116 | 25 |
| | | Wgt N | 3259 | 3109 | 126 | 25 |
| | Before 12pm | % | 31.9 | 31.9 | 29.9 | |
| | 12-3pm | % | 18.2 | 18.1 | 24.7 | |
| | 3-6pm | % | 12.2 | 12.0 | 13.6 | |
| | 6-9pm | % | 37.7 | 38.0 | 31.8 | |

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022. *Some results have been shaded due to small sample size.

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Urban Rural

Please rank the importance of each potential time slot for your OPL Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Urban / Rural | | | |
|---------------------|-------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 8 - Rank 1 | Total | Unwgt N | 4184 | 3986 | 158 | 40 |
| | | Wgt N | 4180 | 3970 | 171 | 39 |
| | Before 12pm | % | 43.3 | 43.4 | 38.4 | 49.8 |
| | 12-3pm | % | 16.9 | 16.8 | 20.1 | 15.2 |
| | 3-6pm | % | 18.1 | 18.1 | 20.8 | 9.3 |
| | 6-9pm | % | 21.7 | 21.7 | 20.7 | 25.7 |

Please rank the importance of each potential time slot for your OPL Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Urban / Rural | | | |
|---------------------|-------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 8 - Rank 2 | Total | Unwgt N | 3863 | 3690 | 140 | 33 |
| | | Wgt N | 3858 | 3674 | 151 | 33 |
| | Before 12pm | % | 10.4 | 10.5 | 9.9 | 2.5 |
| | 12-3pm | % | 36.9 | 36.9 | 35.2 | 48.5 |
| | 3-6pm | % | 35.8 | 35.9 | 31.9 | 49.1 |
| | 6-9pm | % | 16.9 | 16.8 | 23.0 | 0.0 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Urban Rural

Please rank the importance of each potential time slot for your OPL Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Urban / Rural | | | |
|---------------------|-------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 8 - Rank 3 | Total | Unwgt N | 3321 | 3179 | 113 | 29 |
| | | Wgt N | 3320 | 3169 | 122 | 29 |
| | Before 12pm | % | 16.8 | 16.7 | 20.7 | |
| | 12-3pm | % | 30.1 | 30.2 | 26.7 | |
| | 3-6pm | % | 39.3 | 39.2 | 40.5 | |
| | 6-9pm | % | 13.8 | 13.8 | 12.2 | |

Please rank the importance of each potential time slot for your OPL Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Urban / Rural | | | |
|---------------------|-------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 8 - Rank 4 | Total | Unwgt N | 3082 | 2946 | 108 | 28 |
| | | Wgt N | 3084 | 2939 | 117 | 28 |
| | Before 12pm | % | 30.5 | 30.4 | 31.2 | |
| | 12-3pm | % | 14.5 | 14.6 | 17.3 | |
| | 3-6pm | % | 8.0 | 8.0 | 6.4 | |
| | 6-9pm | % | 47.0 | 47.0 | 45.0 | |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Urban Rural

Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Urban / Rural | | | |
|---------------------|-------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 9 - Rank 1 | Total | Unwgt N | 4195 | 3994 | 160 | 41 |
| | | Wgt N | 4193 | 3981 | 173 | 40 |
| | Before 12pm | % | 61.6 | 61.2 | 68.7 | 69.1 |
| | 12-3pm | % | 27.5 | 27.6 | 25.6 | 25.3 |
| | 3-6pm | % | 7.1 | 7.3 | 3.1 | 0.0 |
| | 6-9pm | % | 3.8 | 3.8 | 2.6 | 5.6 |

Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Urban / Rural | | | |
|---------------------|-------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 9 - Rank 2 | Total | Unwgt N | 3878 | 3697 | 144 | 37 |
| | | Wgt N | 3877 | 3685 | 155 | 37 |
| | Before 12pm | % | 11.8 | 11.8 | 12.3 | 8.4 |
| | 12-3pm | % | 54.3 | 54.1 | 58.4 | 59.0 |
| | 3-6pm | % | 27.6 | 27.7 | 23.2 | 30.5 |
| | 6-9pm | % | 6.4 | 6.4 | 6.1 | 2.2 |

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022. *Some results have been shaded due to small sample size.

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Urban Rural

Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Urban / Rural | | | |
|---------------------|-------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 9 - Rank 3 | Total | Unwgt N | 3351 | 3202 | 118 | 31 |
| | | Wgt N | 3350 | 3192 | 127 | 31 |
| | Before 12pm | % | 14.9 | 15.0 | 12.8 | 12.9 |
| | 12-3pm | % | 11.6 | 11.5 | 13.7 | 13.1 |
| | 3-6pm | % | 61.6 | 61.3 | 70.3 | 60.4 |
| | 6-9pm | % | 11.9 | 12.2 | 3.1 | 13.6 |

Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Urban / Rural | | | |
|---------------------|-------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 9 - Rank 4 | Total | Unwgt N | 2999 | 2867 | 104 | 28 |
| | | Wgt N | 3003 | 2863 | 113 | 27 |
| | Before 12pm | % | 11.9 | 12.1 | 5.6 | |
| | 12-3pm | % | 4.6 | 4.7 | 1.9 | |
| | 3-6pm | % | 5.8 | 5.7 | 6.5 | |
| | 6-9pm | % | 77.7 | 77.4 | 86.0 | |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Urban Rural

Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Urban / Rural | | | |
|----------------------|-------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 10 - Rank 1 | Total | Unwgt N | 3991 | 3815 | 138 | 38 |
| | | Wgt N | 3997 | 3810 | 149 | 37 |
| | Before 12pm | % | 42.7 | 42.6 | 44.3 | 45.3 |
| | 12-3pm | % | 45.6 | 45.6 | 46.0 | 43.6 |
| | 3-6pm | % | 8.3 | 8.4 | 6.7 | 7.2 |
| | 6-9pm | % | 3.4 | 3.4 | 3.0 | 3.9 |
| | | | | | | |

Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Urban / Rural | | | |
|----------------------|-------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 10 - Rank 2 | Total | Unwgt N | 3619 | 3462 | 125 | 32 |
| | | Wgt N | 3627 | 3460 | 135 | 32 |
| | Before 12pm | % | 14.6 | 14.8 | 12.5 | 4.5 |
| | 12-3pm | % | 41.7 | 41.6 | 43.7 | 41.5 |
| | 3-6pm | % | 38.6 | 38.5 | 39.6 | 45.5 |
| | 6-9pm | % | 5.1 | 5.1 | 4.1 | 8.5 |
| | | | | | | |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Urban Rural

Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Urban / Rural | | | |
|----------------------|-------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 10 - Rank 3 | Total | Unwgt N | 3108 | 2976 | 104 | 28 |
| | | Wgt N | 3114 | 2974 | 112 | 28 |
| | Before 12pm | % | 24.1 | 24.0 | 26.8 | |
| | 12-3pm | % | 9.8 | 9.8 | 10.4 | |
| | 3-6pm | % | 51.3 | 51.1 | 54.9 | |
| | 6-9pm | % | 14.8 | 15.2 | 7.9 | |

Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Urban / Rural | | | |
|----------------------|-------------|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 10 - Rank 4 | Total | Unwgt N | 2879 | 2760 | 94 | 25 |
| | | Wgt N | 2886 | 2761 | 102 | 24 |
| | Before 12pm | % | 16.5 | 16.7 | 11.9 | |
| | 12-3pm | % | 3.1 | 3.2 | 1.1 | |
| | 3-6pm | % | 4.0 | 4.0 | 2.3 | |
| | 6-9pm | % | 76.5 | 76.1 | 84.8 | |

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022. *Some results have been shaded due to small sample size.

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Urban Rural

| | | | Urban / Rural | | | |
|--|--|---------|----------------|-------|-------|------------------------|
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 11 - As you may know, OPL is closed during the summer on Sundays from the first week in July until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested or not interested in the OPL being open on Summer Sundays? | Total | Unwgt N | 4352 | 4145 | 162 | 45 |
| | | Wgt N | 4347 | 4129 | 175 | 44 |
| | Interested | % | 34.9 | 35.4 | 22.1 | 33.5 |
| | Somewhat interested | % | 23.3 | 23.2 | 25.2 | 25.4 |
| | Somewhat not interested | % | 8.5 | 8.6 | 7.5 | 3.3 |
| | Not interested | % | 30.2 | 29.7 | 41.4 | 37.8 |
| | Unsure | % | 3.0 | 3.0 | 3.8 | 0.0 |
| | | | Urban / Rural | | | |
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 13 - OPL is currently open 1PM to 5PM on Sundays from September to July. If the hours were extended to 10AM to 5PM on Sundays, which of the following two statements best reflects your personal views: [ROTATE] | Total | Unwgt N | 4344 | 4137 | 162 | 45 |
| | | Wgt N | 4341 | 4123 | 175 | 44 |
| | I would visit OPL more often if Sunday hours were extended | % | 36.1 | 36.5 | 26.2 | 39.9 |
| | Extending Sunday hours would have no impact on how often I visit OPL | % | 51.2 | 50.8 | 62.2 | 48.4 |
| | Unsure | % | 12.6 | 12.7 | 11.6 | 11.8 |
| | | | Urban / Rural | | | |
| | | | Ottawa 2022-08 | Urban | Rural | Outside city of Ottawa |
| Question 14 - On which public holidays, if any, would you visit OPL? [OPEN] | Total | Unwgt N | 4361 | 4152 | 164 | 45 |
| | | Wgt N | 4356 | 4135 | 177 | 44 |
| | All public holidays | % | 13.2 | 13.2 | 12.6 | 12.2 |
| | No public holidays | % | 46.4 | 46.3 | 45.8 | 59.2 |
| | Unsure | % | 34.3 | 34.3 | 37.9 | 18.8 |
| | other | % | 6.1 | 6.2 | 3.7 | 9.8 |

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022. *Some results have been shaded due to small sample size.

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Income

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|--|------------------------------------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 3 - OPL is examining its current hours of operation and looking for ways to better meet the needs of Library customers. Why do you visit OPL? Please select as many reasons as apply. | Total | Unwgt N | 4468 | 53 | 181 | 280 | 423 | 492 | 482 | 461 | 898 | 1198 |
| | | Wgt N | 4466 | 56 | 182 | 278 | 419 | 501 | 488 | 461 | 879 | 1202 |
| | To use a public computer | % | 7.9 | 34.1 | 17.7 | 13.0 | 8.6 | 9.1 | 7.6 | 5.8 | 2.6 | 8.0 |
| | To use a Chromebook | % | 0.4 | 3.4 | 1.6 | 0.6 | 0.5 | 0.3 | 0.5 | 0.2 | 0.0 | 0.3 |
| | To use the free wi-fi access | % | 8.5 | 27.4 | 15.6 | 9.0 | 9.4 | 9.2 | 8.3 | 9.2 | 5.6 | 7.9 |
| | To pick up my holds | % | 89.8 | 73.2 | 86.9 | 87.8 | 87.7 | 88.9 | 89.5 | 91.1 | 90.7 | 91.4 |
| | To look for materials to check out | % | 72.5 | 69.6 | 76.2 | 68.4 | 67.2 | 70.9 | 70.5 | 74.9 | 74.5 | 73.8 |
| | To take my kids | % | 21.2 | 7.9 | 9.1 | 6.6 | 10.1 | 15.5 | 24.0 | 27.2 | 37.8 | 17.6 |
| | To do research | % | 11.0 | 17.1 | 19.9 | 12.9 | 12.1 | 11.8 | 11.3 | 11.4 | 7.4 | 10.8 |
| | To hang out with my friends | % | 1.4 | 3.5 | 2.6 | 1.3 | 1.4 | 2.3 | 0.6 | 1.4 | 0.7 | 1.8 |
| | To work | % | 6.2 | 12.8 | 11.7 | 5.8 | 6.9 | 5.0 | 6.1 | 6.7 | 5.5 | 5.7 |
| | To study | % | 6.3 | 15.1 | 18.3 | 8.1 | 6.0 | 4.6 | 4.3 | 5.7 | 5.4 | 6.2 |
| | To read | % | 18.8 | 31.0 | 27.0 | 20.9 | 20.6 | 18.0 | 17.6 | 19.6 | 15.2 | 19.0 |
| | To meet someone | % | 2.4 | 2.8 | 1.4 | 2.5 | 2.6 | 2.7 | 2.6 | 2.8 | 2.3 | 2.2 |
| | To attend a program | % | 12.3 | 6.3 | 6.6 | 11.6 | 11.8 | 11.1 | 12.8 | 13.6 | 12.2 | 13.5 |
| | To go to a meeting | % | 4.0 | 4.6 | 5.2 | 3.9 | 5.4 | 3.8 | 4.5 | 4.1 | 3.4 | 3.8 |
| | To buy used books | % | 26.3 | 27.1 | 26.4 | 31.5 | 24.9 | 30.8 | 22.7 | 25.2 | 21.0 | 29.4 |
| | Other | % | 9.3 | 17.3 | 9.2 | 14.4 | 11.7 | 10.4 | 9.0 | 9.5 | 5.7 | 9.0 |

*Values are based on the percentage of positive responses to a specific response option (columns exceed 100%) **Multifrequency tab based on multiple responses



2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Income

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|---|---------------------------------------|------------|--------------------|-----------------------|--------------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|--|--|-------------------------|------------------------------------|
| | | | Ottawa 2022- 08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 3 - OPL is examining its current hours of operation and looking for ways to better meet the needs of Library customers. Why do you visit OPL? Please select as many reasons as apply. | Total | Unwgt N | 13285 | 197 | 592 | 828 | 1223 | 1445 | 1415 | 1414 | 2588 | 3583 |
| | | Wgt N | 13318 | 197 | 611 | 828 | 1202 | 1476 | 1424 | 1422 | 2547 | 3612 |
| | To use a public computer | % | 2.6 | 9.7 | 5.3 | 4.4 | 3.0 | 3.1 | 2.6 | 1.9 | 0.9 | 2.7 |
| | To use a Chromebook | % | 0.1 | 1.0 | 0.5 | 0.2 | 0.2 | 0.1 | 0.2 | 0.1 | 0.0 | 0.1 |
| | To use the free wi-fi access | % | 2.9 | 7.8 | 4.7 | 3.0 | 3.3 | 3.1 | 2.9 | 3.0 | 1.9 | 2.6 |
| | To pick up my holds | % | 30.1 | 20.7 | 25.9 | 29.4 | 30.6 | 30.2 | 30.7 | 29.6 | 31.3 | 30.4 |
| | To look for materials to check out | % | 24.3 | 19.7 | 22.7 | 22.9 | 23.4 | 24.1 | 24.2 | 24.3 | 25.7 | 24.6 |
| | To take my kids | % | 7.1 | 2.2 | 2.7 | 2.2 | 3.5 | 5.2 | 8.2 | 8.8 | 13.0 | 5.9 |
| | To do research | % | 3.7 | 4.8 | 5.9 | 4.3 | 4.2 | 4.0 | 3.9 | 3.7 | 2.5 | 3.6 |
| | To hang out with my friends | % | 0.5 | 1.0 | 0.8 | 0.4 | 0.5 | 0.8 | 0.2 | 0.5 | 0.2 | 0.6 |
| | To work | % | 2.1 | 3.6 | 3.5 | 2.0 | 2.4 | 1.7 | 2.1 | 2.2 | 1.9 | 1.9 |
| | To study | % | 2.1 | 4.3 | 5.5 | 2.7 | 2.1 | 1.6 | 1.5 | 1.8 | 1.9 | 2.1 |
| | To read | % | 6.3 | 8.8 | 8.1 | 7.0 | 7.2 | 6.1 | 6.0 | 6.4 | 5.2 | 6.3 |
| | To meet someone | % | 0.8 | 0.8 | 0.4 | 0.8 | 0.9 | 0.9 | 0.9 | 0.9 | 0.8 | 0.7 |
| | To attend a program | % | 4.1 | 1.8 | 2.0 | 3.9 | 4.1 | 3.8 | 4.4 | 4.4 | 4.2 | 4.5 |
| | To go to a meeting | % | 1.4 | 1.3 | 1.6 | 1.3 | 1.9 | 1.3 | 1.5 | 1.3 | 1.2 | 1.3 |
| | To buy used books | % | 8.8 | 7.7 | 7.9 | 10.6 | 8.7 | 10.5 | 7.8 | 8.2 | 7.2 | 9.8 |
| | Other | % | 3.1 | 4.9 | 2.7 | 4.8 | 4.1 | 3.5 | 3.1 | 3.1 | 2.0 | 3.0 |

*Values are based on the proportion an activity represents of all response options (columns add up to 100%).**Multifrequency tab based on multiple responses



2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Income

| | | | Income | | | | | | | | | |
|--|-----------------------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | Prefer not to say /No answer |
| Question 4 - Thinking of the OPL branch you use most often, would you say you are satisfied, somewhat satisfied, somewhat dissatisfied or dissatisfied with the hours of operation of that branch? | Total | Unwgt N | 4465 | 52 | 182 | 279 | 422 | 492 | 483 | 460 | 896 | 1199 |
| | | Wgt N | 4464 | 54 | 183 | 277 | 419 | 501 | 489 | 460 | 877 | 1203 |
| | Satisfied | % | 37.9 | 35.7 | 45.8 | 38.9 | 42.0 | 40.6 | 36.5 | 37.8 | 31.6 | 39.1 |
| | Somewhat satisfied | % | 34.2 | 37.5 | 27.2 | 31.2 | 32.9 | 35.9 | 35.4 | 32.3 | 37.2 | 33.4 |
| | Somewhat dissatisfied | % | 18.7 | 16.5 | 17.4 | 25.1 | 16.2 | 15.7 | 19.4 | 20.9 | 20.2 | 17.3 |
| | Dissatisfied | % | 8.4 | 10.3 | 9.2 | 3.9 | 7.7 | 7.2 | 7.4 | 8.2 | 10.4 | 9.1 |
| | Unsure | % | 0.9 | 0.0 | 0.4 | 0.9 | 1.1 | 0.7 | 1.3 | 0.9 | 0.6 | 1.0 |

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Income | | | | | | | | | |
|---------------------|-----------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | Prefer not to say /No answer |
| Question 6 - Rank 1 | Total | Unwgt N | 4209 | 52 | 167 | 266 | 396 | 458 | 460 | 434 | 861 | 1115 |
| | | Wgt N | 4211 | 54 | 169 | 263 | 393 | 465 | 467 | 435 | 844 | 1121 |
| | Monday | % | 22.7 | 39.5 | 27.3 | 33.3 | 27.4 | 23.9 | 21.3 | 20.1 | 12.3 | 26.1 |
| | Tuesday | % | 10.1 | 0.0 | 16.4 | 11.0 | 11.9 | 10.2 | 11.1 | 11.8 | 7.7 | 9.5 |
| | Wednesday | % | 5.8 | 4.7 | 8.1 | 6.2 | 10.3 | 4.6 | 6.0 | 5.5 | 4.5 | 5.3 |
| | Thursday | % | 4.8 | 4.1 | 2.8 | 4.9 | 4.4 | 4.9 | 4.6 | 6.0 | 3.3 | 5.9 |
| | Friday | % | 8.4 | 17.9 | 7.8 | 8.1 | 7.1 | 10.8 | 6.7 | 7.7 | 6.1 | 10.4 |
| | Saturday | % | 39.6 | 21.8 | 27.7 | 30.2 | 31.3 | 36.7 | 40.1 | 42.2 | 56.3 | 34.7 |
| | Sunday | % | 8.6 | 12.0 | 9.9 | 6.4 | 7.5 | 8.9 | 10.2 | 6.6 | 9.9 | 8.1 |

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Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|---------------------|-----------|------------|--------------------|-----------------------|--------------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|--|--|-------------------------|------------------------------------|
| | | | Ottawa 2022- 08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 6 - Rank 2 | Total | Unwgt N | 4164 | 52 | 166 | 261 | 392 | 455 | 454 | 430 | 852 | 1102 |
| | | Wgt N | 4166 | 54 | 168 | 258 | 390 | 462 | 461 | 431 | 834 | 1108 |
| | Monday | % | 8.5 | 6.1 | 10.2 | 9.5 | 7.9 | 10.9 | 5.5 | 8.3 | 7.4 | 9.4 |
| | Tuesday | % | 16.9 | 26.5 | 18.3 | 22.3 | 18.9 | 16.8 | 18.6 | 14.9 | 10.2 | 19.2 |
| | Wednesday | % | 11.7 | 9.8 | 17.8 | 15.0 | 15.8 | 14.5 | 11.0 | 10.4 | 7.9 | 11.1 |
| | Thursday | % | 9.0 | 6.8 | 9.9 | 7.6 | 8.7 | 8.8 | 11.3 | 11.3 | 5.6 | 10.2 |
| | Friday | % | 11.6 | 11.9 | 11.2 | 11.4 | 14.7 | 11.2 | 10.1 | 13.8 | 10.3 | 11.4 |
| | Saturday | % | 15.0 | 26.1 | 16.0 | 13.8 | 14.8 | 14.9 | 15.5 | 12.8 | 15.1 | 15.4 |
| | Sunday | % | 27.4 | 12.8 | 16.7 | 20.4 | 19.1 | 23.0 | 28.0 | 28.5 | 43.5 | 23.4 |

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|---------------------|-----------|------------|--------------------|-----------------------|--------------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|--|--|-------------------------|------------------------------------|
| | | | Ottawa 2022- 08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 6 - Rank 3 | Total | Unwgt N | 3941 | 48 | 158 | 249 | 365 | 435 | 434 | 405 | 801 | 1046 |
| | | Wgt N | 3945 | 51 | 160 | 247 | 362 | 440 | 442 | 406 | 785 | 1051 |
| | Monday | % | 15.1 | 13.8 | 14.9 | 14.4 | 16.6 | 13.5 | 18.1 | 15.9 | 17.2 | 12.3 |
| | Tuesday | % | 12.2 | 6.0 | 14.9 | 13.3 | 12.6 | 11.6 | 11.2 | 13.0 | 11.4 | 12.5 |
| | Wednesday | % | 19.7 | 28.1 | 21.5 | 25.6 | 21.4 | 21.3 | 19.4 | 16.9 | 12.7 | 22.7 |
| | Thursday | % | 15.0 | 15.3 | 16.9 | 8.7 | 14.4 | 14.7 | 14.2 | 17.0 | 17.6 | 14.1 |
| | Friday | % | 23.2 | 16.9 | 17.5 | 20.5 | 18.6 | 22.3 | 23.7 | 19.9 | 30.1 | 22.9 |
| | Saturday | % | 8.0 | 11.1 | 7.8 | 9.4 | 8.6 | 8.4 | 8.6 | 9.4 | 4.8 | 8.7 |
| | Sunday | % | 6.9 | 8.8 | 6.6 | 8.2 | 7.8 | 8.2 | 4.8 | 7.9 | 6.2 | 6.7 |

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Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|---------------------|-----------|------------|--------------------|-----------------------|--------------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|--|--|-------------------------|------------------------------------|
| | | | Ottawa 2022- 08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 6 - Rank 4 | Total | Unwgt N | 3748 | 46 | 146 | 235 | 348 | 413 | 407 | 387 | 758 | 1008 |
| | | Wgt N | 3752 | 48 | 148 | 233 | 346 | 418 | 415 | 387 | 740 | 1015 |
| | Monday | % | 13.6 | 15.7 | 12.7 | 13.0 | 9.8 | 13.5 | 13.0 | 14.8 | 15.7 | 13.5 |
| | Tuesday | % | 17.3 | 23.7 | 21.8 | 14.7 | 20.2 | 16.6 | 16.4 | 16.8 | 19.2 | 15.5 |
| | Wednesday | % | 16.2 | 12.6 | 15.2 | 16.7 | 12.3 | 16.3 | 17.2 | 15.2 | 16.3 | 17.8 |
| | Thursday | % | 28.4 | 23.6 | 25.7 | 29.4 | 30.4 | 28.7 | 26.9 | 28.8 | 27.7 | 29.0 |
| | Friday | % | 12.5 | 12.1 | 13.5 | 14.7 | 13.2 | 10.7 | 13.3 | 13.0 | 12.8 | 11.7 |
| | Saturday | % | 6.0 | 4.6 | 6.5 | 6.8 | 8.9 | 7.5 | 6.8 | 4.5 | 4.6 | 5.5 |
| | Sunday | % | 5.9 | 7.7 | 4.8 | 4.6 | 5.1 | 6.8 | 6.5 | 6.9 | 3.8 | 7.0 |

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|---------------------|-----------|------------|--------------------|-----------------------|--------------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|--|--|-------------------------|------------------------------------|
| | | | Ottawa 2022- 08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 6 - Rank 5 | Total | Unwgt N | 3625 | 46 | 139 | 226 | 334 | 401 | 396 | 374 | 732 | 977 |
| | | Wgt N | 3628 | 48 | 142 | 224 | 333 | 405 | 403 | 374 | 717 | 982 |
| | Monday | % | 9.7 | 7.7 | 9.9 | 8.1 | 11.0 | 8.5 | 9.0 | 9.9 | 9.7 | 10.5 |
| | Tuesday | % | 16.6 | 18.9 | 11.7 | 14.9 | 14.3 | 18.9 | 14.7 | 17.4 | 16.9 | 17.7 |
| | Wednesday | % | 26.3 | 25.4 | 23.9 | 22.5 | 24.3 | 25.4 | 27.0 | 27.9 | 35.1 | 21.1 |
| | Thursday | % | 16.5 | 17.2 | 21.5 | 19.2 | 15.8 | 17.2 | 17.8 | 11.4 | 16.0 | 16.7 |
| | Friday | % | 20.7 | 20.6 | 18.8 | 26.1 | 23.5 | 19.8 | 20.1 | 23.2 | 13.6 | 23.6 |
| | Saturday | % | 6.0 | 4.4 | 9.7 | 6.9 | 6.8 | 6.0 | 5.5 | 5.2 | 4.5 | 6.9 |
| | Sunday | % | 4.2 | 5.8 | 4.5 | 2.4 | 4.3 | 4.2 | 5.9 | 5.0 | 4.3 | 3.6 |

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Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|---------------------|-----------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 6 - Rank 6 | Total | Unwgt N | 3504 | 43 | 133 | 212 | 317 | 387 | 387 | 362 | 720 | 943 |
| | | Wgt N | 3505 | 45 | 136 | 210 | 316 | 390 | 394 | 363 | 704 | 946 |
| | Monday | % | 11.2 | 11.3 | 11.8 | 6.4 | 7.6 | 11.3 | 11.2 | 14.4 | 14.0 | 10.1 |
| | Tuesday | % | 17.9 | 12.5 | 14.4 | 14.0 | 14.8 | 17.8 | 20.2 | 16.3 | 22.9 | 16.5 |
| | Wednesday | % | 14.8 | 16.1 | 11.5 | 12.8 | 13.0 | 13.4 | 14.9 | 17.3 | 16.5 | 14.7 |
| | Thursday | % | 16.9 | 22.7 | 14.9 | 21.2 | 19.7 | 16.2 | 16.5 | 16.1 | 18.4 | 14.8 |
| | Friday | % | 13.0 | 11.0 | 16.3 | 11.4 | 13.6 | 14.8 | 13.4 | 10.6 | 11.2 | 14.3 |
| | Saturday | % | 19.8 | 20.6 | 24.7 | 25.6 | 22.8 | 20.9 | 17.8 | 19.8 | 11.5 | 23.2 |
| | Sunday | % | 6.3 | 5.8 | 6.4 | 8.7 | 8.6 | 5.6 | 6.1 | 5.5 | 5.4 | 6.4 |

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|---------------------|-----------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 6 - Rank 7 | Total | Unwgt N | 3313 | 39 | 120 | 191 | 298 | 369 | 366 | 348 | 701 | 881 |
| | | Wgt N | 3319 | 40 | 123 | 191 | 298 | 371 | 375 | 350 | 687 | 885 |
| | Monday | % | 18.0 | 2.4 | 10.9 | 14.3 | 16.3 | 17.5 | 20.0 | 17.0 | 22.6 | 17.3 |
| | Tuesday | % | 7.6 | 5.6 | 2.3 | 8.1 | 6.1 | 6.0 | 6.8 | 9.2 | 10.2 | 7.2 |
| | Wednesday | % | 6.6 | 5.6 | 4.9 | 4.0 | 7.2 | 5.4 | 4.9 | 6.5 | 7.5 | 7.9 |
| | Thursday | % | 10.8 | 14.7 | 11.7 | 13.4 | 8.7 | 10.3 | 10.1 | 9.3 | 12.1 | 10.6 |
| | Friday | % | 12.7 | 14.1 | 15.8 | 10.2 | 12.0 | 11.2 | 16.6 | 12.7 | 17.6 | 8.1 |
| | Saturday | % | 5.6 | 14.3 | 5.8 | 6.6 | 6.5 | 6.0 | 5.2 | 6.2 | 3.4 | 6.3 |
| | Sunday | % | 38.6 | 43.4 | 48.6 | 43.2 | 43.2 | 43.6 | 36.2 | 39.2 | 26.6 | 42.5 |

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Please rank the importance of each potential time slot for your OPL Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Income | | | | | | | | | |
|---------------------|-------------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | Prefer not to say /No answer |
| Question 7 - Rank 1 | Total | Unwgt N | 4353 | 52 | 174 | 269 | 412 | 475 | 469 | 447 | 883 | 1172 |
| | | Wgt N | 4351 | 54 | 175 | 266 | 408 | 484 | 476 | 447 | 864 | 1177 |
| | Before 12pm | % | 41.3 | 47.0 | 46.8 | 49.0 | 46.2 | 42.1 | 45.5 | 37.5 | 27.6 | 46.3 |
| | 12-3pm | % | 17.2 | 18.4 | 21.5 | 16.6 | 21.1 | 18.1 | 14.8 | 18.6 | 13.3 | 18.3 |
| | 3-6pm | % | 14.9 | 17.3 | 10.9 | 14.9 | 12.3 | 14.7 | 15.4 | 16.9 | 18.6 | 12.8 |
| | 6-9pm | % | 26.5 | 17.3 | 20.8 | 19.5 | 20.5 | 25.2 | 24.3 | 27.0 | 40.5 | 22.5 |
| | | | | | | | | | | | | |

Please rank the importance of each potential time slot for your OPL Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Income | | | | | | | | | |
|---------------------|-------------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | Prefer not to say /No answer |
| Question 7 - Rank 2 | Total | Unwgt N | 4144 | 50 | 158 | 253 | 383 | 459 | 444 | 429 | 849 | 1119 |
| | | Wgt N | 4142 | 52 | 158 | 250 | 379 | 468 | 450 | 430 | 832 | 1123 |
| | Before 12pm | % | 12.5 | 9.0 | 21.1 | 9.0 | 12.5 | 11.2 | 12.2 | 12.7 | 13.2 | 12.2 |
| | 12-3pm | % | 32.1 | 35.5 | 34.5 | 37.7 | 35.4 | 33.0 | 32.0 | 34.4 | 23.3 | 34.4 |
| | 3-6pm | % | 36.7 | 40.3 | 31.4 | 35.0 | 34.2 | 37.9 | 36.4 | 34.9 | 41.5 | 35.3 |
| | 6-9pm | % | 18.7 | 15.1 | 13.0 | 18.3 | 17.9 | 17.8 | 19.4 | 18.0 | 22.0 | 18.0 |
| | | | | | | | | | | | | |

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Please rank the importance of each potential time slot for your OPL Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|---------------------|-------------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 7 - Rank 3 | Total | Unwgt N | 3594 | 46 | 138 | 212 | 334 | 406 | 386 | 373 | 750 | 949 |
| | | Wgt N | 3596 | 48 | 140 | 210 | 332 | 414 | 392 | 374 | 734 | 952 |
| | Before 12pm | % | 15.8 | 21.0 | 9.2 | 17.1 | 14.2 | 15.7 | 16.1 | 17.9 | 18.7 | 13.6 |
| | 12-3pm | % | 31.3 | 32.3 | 24.3 | 27.2 | 26.0 | 29.9 | 31.4 | 29.9 | 40.6 | 28.9 |
| | 3-6pm | % | 36.7 | 28.8 | 47.3 | 39.3 | 43.6 | 37.9 | 35.7 | 37.2 | 27.9 | 39.2 |
| | 6-9pm | % | 16.2 | 18.0 | 19.2 | 16.4 | 16.1 | 16.5 | 16.9 | 15.0 | 12.8 | 18.3 |

Please rank the importance of each potential time slot for your OPL Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|---------------------|-------------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 7 - Rank 4 | Total | Unwgt N | 3336 | 45 | 128 | 194 | 305 | 372 | 357 | 349 | 704 | 882 |
| | | Wgt N | 3344 | 47 | 131 | 191 | 303 | 381 | 364 | 350 | 689 | 887 |
| | Before 12pm | % | 32.0 | 25.4 | 25.4 | 29.1 | 28.3 | 32.5 | 27.7 | 33.3 | 41.1 | 29.1 |
| | 12-3pm | % | 18.1 | 15.3 | 18.9 | 16.4 | 16.8 | 17.7 | 20.6 | 15.7 | 22.1 | 15.8 |
| | 3-6pm | % | 12.2 | 12.4 | 11.9 | 13.3 | 11.0 | 9.3 | 12.5 | 11.2 | 12.3 | 13.8 |
| | 6-9pm | % | 37.7 | 46.9 | 43.8 | 41.2 | 43.9 | 40.4 | 39.2 | 39.7 | 24.5 | 41.2 |

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Please rank the importance of each potential time slot for your OPL Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Income | | | | | | | | | |
|---------------------|-------------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | Prefer not to say /No answer |
| Question 8 - Rank 1 | Total | Unwgt N | 4271 | 51 | 172 | 262 | 407 | 466 | 463 | 444 | 867 | 1139 |
| | | Wgt N | 4269 | 53 | 173 | 258 | 404 | 475 | 469 | 444 | 849 | 1143 |
| | Before 12pm | % | 43.2 | 51.4 | 43.6 | 51.0 | 46.0 | 43.0 | 46.0 | 41.7 | 31.6 | 48.1 |
| | 12-3pm | % | 17.0 | 12.5 | 21.7 | 18.4 | 21.2 | 18.5 | 15.7 | 17.1 | 12.4 | 18.0 |
| | 3-6pm | % | 18.0 | 18.0 | 14.9 | 14.4 | 15.3 | 18.6 | 16.5 | 19.8 | 24.1 | 15.3 |
| | 6-9pm | % | 21.8 | 18.1 | 19.8 | 16.2 | 17.4 | 19.9 | 21.9 | 21.5 | 31.9 | 18.6 |
| | | | | | | | | | | | | |

Please rank the importance of each potential time slot for your OPL Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Income | | | | | | | | | |
|---------------------|-------------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | Prefer not to say /No answer |
| Question 8 - Rank 2 | Total | Unwgt N | 3946 | 48 | 151 | 236 | 366 | 442 | 428 | 412 | 809 | 1054 |
| | | Wgt N | 3943 | 50 | 152 | 232 | 363 | 450 | 432 | 413 | 794 | 1056 |
| | Before 12pm | % | 10.4 | 5.8 | 14.0 | 8.8 | 10.8 | 9.3 | 11.5 | 10.6 | 11.4 | 9.5 |
| | 12-3pm | % | 36.9 | 36.4 | 44.7 | 42.0 | 37.5 | 38.4 | 34.9 | 39.8 | 28.6 | 39.6 |
| | 3-6pm | % | 36.0 | 28.7 | 28.9 | 37.2 | 39.1 | 35.6 | 36.5 | 33.6 | 38.4 | 35.0 |
| | 6-9pm | % | 16.8 | 29.1 | 12.5 | 12.0 | 12.6 | 16.6 | 17.1 | 16.0 | 21.6 | 15.9 |
| | | | | | | | | | | | | |

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Please rank the importance of each potential time slot for your OPL Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|---------------------|-------------|------------|--------------------|-----------------------|--------------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|--|--|-------------------------|------------------------------------|
| | | | Ottawa 2022- 08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 8 - Rank 3 | Total | Unwgt N | 3404 | 46 | 131 | 196 | 314 | 392 | 355 | 357 | 717 | 896 |
| | | Wgt N | 3405 | 48 | 134 | 193 | 313 | 399 | 359 | 358 | 702 | 899 |
| | Before 12pm | % | 16.9 | 11.9 | 19.7 | 18.5 | 17.0 | 17.1 | 16.3 | 19.7 | 16.0 | 16.0 |
| | 12-3pm | % | 30.1 | 33.5 | 21.2 | 24.1 | 25.5 | 29.3 | 31.3 | 26.8 | 41.0 | 26.6 |
| | 3-6pm | % | 39.2 | 47.9 | 50.7 | 43.3 | 39.6 | 37.9 | 39.2 | 40.7 | 31.7 | 41.9 |
| | 6-9pm | % | 13.9 | 6.7 | 8.4 | 14.0 | 17.8 | 15.7 | 13.2 | 12.7 | 11.4 | 15.6 |
| | | | | | | | | | | | | |

Please rank the importance of each potential time slot for your OPL Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|---------------------|-------------|------------|--------------------|-----------------------|--------------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|--|--|-------------------------|------------------------------------|
| | | | Ottawa 2022- 08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 8 - Rank 4 | Total | Unwgt N | 3159 | 46 | 124 | 180 | 287 | 358 | 333 | 333 | 673 | 825 |
| | | Wgt N | 3162 | 48 | 128 | 177 | 287 | 365 | 336 | 334 | 659 | 827 |
| | Before 12pm | % | 30.7 | 31.5 | 26.2 | 24.8 | 29.4 | 31.5 | 27.2 | 28.5 | 40.3 | 27.3 |
| | 12-3pm | % | 14.7 | 18.8 | 13.0 | 16.1 | 13.9 | 12.4 | 16.7 | 13.8 | 16.8 | 13.5 |
| | 3-6pm | % | 7.8 | 4.0 | 5.0 | 7.3 | 6.8 | 7.7 | 8.8 | 6.9 | 7.7 | 9.1 |
| | 6-9pm | % | 46.8 | 45.6 | 55.7 | 51.8 | 49.9 | 48.4 | 47.3 | 50.8 | 35.2 | 50.0 |
| | | | | | | | | | | | | |

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022.

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Income

Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Income | | | | | | | | | |
|---------------------|-------------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | Prefer not to say /No answer |
| Question 9 - Rank 1 | Total | Unwgt N | 4287 | 52 | 176 | 267 | 405 | 463 | 464 | 435 | 873 | 1152 |
| | | Wgt N | 4288 | 54 | 177 | 265 | 401 | 472 | 471 | 435 | 854 | 1158 |
| | Before 12pm | % | 61.6 | 46.9 | 54.4 | 58.9 | 56.9 | 61.4 | 64.1 | 63.7 | 63.2 | 62.8 |
| | 12-3pm | % | 27.4 | 31.9 | 28.4 | 27.0 | 30.2 | 26.7 | 26.3 | 28.3 | 27.2 | 26.9 |
| | 3-6pm | % | 7.1 | 8.8 | 9.4 | 10.3 | 8.4 | 8.0 | 6.8 | 5.8 | 6.4 | 6.2 |
| | 6-9pm | % | 3.8 | 12.3 | 7.7 | 3.7 | 4.5 | 3.9 | 2.9 | 2.2 | 3.3 | 4.1 |
| | | | | | | | | | | | | |

Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Income | | | | | | | | | |
|---------------------|-------------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | Prefer not to say /No answer |
| Question 9 - Rank 2 | Total | Unwgt N | 3970 | 48 | 148 | 237 | 362 | 434 | 431 | 408 | 838 | 1064 |
| | | Wgt N | 3971 | 50 | 149 | 235 | 361 | 443 | 436 | 410 | 821 | 1065 |
| | Before 12pm | % | 11.7 | 8.7 | 12.2 | 12.5 | 12.2 | 11.1 | 11.3 | 10.9 | 13.2 | 11.0 |
| | 12-3pm | % | 54.3 | 44.0 | 49.4 | 56.8 | 48.8 | 54.0 | 53.6 | 55.0 | 54.7 | 56.6 |
| | 3-6pm | % | 27.7 | 36.9 | 26.3 | 23.5 | 31.2 | 29.0 | 28.5 | 28.9 | 26.9 | 26.5 |
| | 6-9pm | % | 6.3 | 10.5 | 12.1 | 7.2 | 7.7 | 5.9 | 6.5 | 5.3 | 5.2 | 6.0 |
| | | | | | | | | | | | | |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Income

Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|---------------------|-------------|------------|--------------------|-----------------------|--------------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|--|--|-------------------------|------------------------------------|
| | | | Ottawa 2022- 08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 9 - Rank 3 | Total | Unwgt N | 3436 | 47 | 131 | 202 | 307 | 380 | 366 | 359 | 748 | 896 |
| | | Wgt N | 3438 | 49 | 134 | 201 | 306 | 388 | 372 | 359 | 732 | 898 |
| | Before 12pm | % | 14.8 | 10.8 | 14.4 | 13.6 | 18.0 | 16.6 | 14.4 | 15.8 | 14.6 | 13.3 |
| | 12-3pm | % | 11.7 | 19.7 | 14.0 | 14.7 | 11.1 | 12.4 | 12.3 | 11.8 | 11.6 | 9.9 |
| | 3-6pm | % | 61.5 | 52.7 | 59.2 | 57.3 | 58.7 | 57.2 | 62.5 | 62.0 | 63.2 | 64.1 |
| | 6-9pm | % | 12.0 | 16.9 | 12.4 | 14.5 | 12.2 | 13.8 | 10.8 | 10.4 | 10.6 | 12.8 |
| | | | | | | | | | | | | |

Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|---------------------|-------------|------------|--------------------|-----------------------|--------------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|--|--|-------------------------|------------------------------------|
| | | | Ottawa 2022- 08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 9 - Rank 4 | Total | Unwgt N | 3073 | 45 | 119 | 180 | 268 | 342 | 330 | 315 | 678 | 796 |
| | | Wgt N | 3079 | 47 | 123 | 179 | 268 | 349 | 336 | 317 | 663 | 797 |
| | Before 12pm | % | 12.0 | 34.2 | 20.4 | 16.5 | 13.4 | 11.9 | 9.6 | 9.1 | 9.4 | 12.4 |
| | 12-3pm | % | 4.6 | 8.8 | 6.8 | 2.9 | 4.5 | 3.9 | 4.8 | 1.8 | 5.9 | 4.8 |
| | 3-6pm | % | 5.8 | 0.0 | 7.5 | 8.0 | 6.0 | 6.6 | 5.1 | 4.0 | 4.8 | 6.7 |
| | 6-9pm | % | 77.6 | 57.0 | 65.3 | 72.7 | 76.1 | 77.7 | 80.5 | 85.1 | 79.8 | 76.1 |
| | | | | | | | | | | | | |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Income

Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|----------------------|-------------|------------|--------------------|-----------------------|--------------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|--|--|-------------------------|------------------------------------|
| | | | Ottawa 2022- 08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 10 - Rank 1 | Total | Unwgt N | 4081 | 48 | 164 | 249 | 386 | 450 | 443 | 423 | 841 | 1077 |
| | | Wgt N | 4090 | 50 | 165 | 248 | 385 | 460 | 450 | 424 | 823 | 1084 |
| | Before 12pm | % | 42.6 | 42.4 | 34.7 | 39.8 | 35.0 | 39.2 | 46.6 | 44.7 | 46.1 | 43.6 |
| | 12-3pm | % | 45.7 | 32.6 | 43.7 | 46.3 | 52.8 | 48.6 | 44.1 | 46.0 | 42.9 | 45.2 |
| | 3-6pm | % | 8.3 | 10.6 | 15.7 | 10.6 | 8.7 | 8.0 | 6.8 | 7.8 | 7.1 | 8.2 |
| | 6-9pm | % | 3.4 | 14.3 | 5.9 | 3.2 | 3.4 | 4.2 | 2.5 | 1.5 | 3.9 | 2.9 |
| | | | | | | | | | | | | |

Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|----------------------|-------------|------------|--------------------|-----------------------|--------------------------------------|--------------------------------------|--------------------------------------|---------------------------------------|--|--|-------------------------|------------------------------------|
| | | | Ottawa 2022- 08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 10 - Rank 2 | Total | Unwgt N | 3705 | 44 | 134 | 214 | 337 | 408 | 402 | 387 | 796 | 983 |
| | | Wgt N | 3715 | 46 | 136 | 214 | 338 | 417 | 408 | 389 | 780 | 987 |
| | Before 12pm | % | 14.5 | 7.0 | 17.1 | 11.8 | 17.3 | 13.2 | 12.6 | 14.7 | 17.3 | 13.0 |
| | 12-3pm | % | 41.6 | 34.2 | 38.2 | 39.5 | 34.3 | 40.4 | 42.5 | 41.6 | 44.0 | 43.5 |
| | 3-6pm | % | 38.9 | 46.0 | 36.4 | 41.8 | 42.9 | 41.3 | 40.0 | 38.9 | 35.4 | 38.2 |
| | 6-9pm | % | 5.1 | 12.9 | 8.3 | 7.0 | 5.5 | 5.1 | 4.9 | 4.8 | 3.3 | 5.2 |
| | | | | | | | | | | | | |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Income

Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|----------------------|-------------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 10 - Rank 3 | Total | Unwgt N | 3182 | 42 | 121 | 178 | 278 | 358 | 344 | 337 | 699 | 825 |
| | | Wgt N | 3189 | 44 | 125 | 178 | 280 | 366 | 349 | 340 | 684 | 825 |
| | Before 12pm | % | 24.1 | 22.0 | 24.5 | 20.1 | 25.1 | 27.6 | 23.4 | 26.5 | 22.1 | 24.0 |
| | 12-3pm | % | 9.9 | 30.2 | 14.0 | 13.0 | 10.8 | 9.6 | 10.3 | 9.8 | 10.4 | 6.7 |
| | 3-6pm | % | 51.0 | 39.1 | 47.5 | 47.6 | 46.7 | 47.4 | 51.0 | 51.5 | 55.0 | 52.4 |
| | 6-9pm | % | 15.0 | 8.7 | 14.0 | 19.2 | 17.3 | 15.4 | 15.3 | 12.2 | 12.4 | 16.9 |
| | | | | | | | | | | | | |

Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | Income | | | | | | | | | Prefer not to say /No answer |
|----------------------|-------------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | |
| Question 10 - Rank 4 | Total | Unwgt N | 2946 | 42 | 112 | 166 | 257 | 330 | 317 | 309 | 647 | 766 |
| | | Wgt N | 2956 | 44 | 116 | 166 | 259 | 337 | 322 | 311 | 634 | 766 |
| | Before 12pm | % | 16.6 | 30.8 | 22.8 | 24.9 | 19.5 | 19.4 | 14.7 | 11.8 | 13.3 | 16.2 |
| | 12-3pm | % | 3.1 | 1.8 | 3.3 | 2.8 | 2.8 | 3.1 | 3.3 | 1.5 | 3.2 | 3.7 |
| | 3-6pm | % | 4.1 | 3.3 | 3.6 | 3.5 | 5.4 | 2.8 | 4.5 | 3.1 | 4.1 | 4.5 |
| | 6-9pm | % | 76.3 | 64.1 | 70.3 | 68.9 | 72.3 | 74.6 | 77.5 | 83.6 | 79.5 | 75.6 |
| | | | | | | | | | | | | |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Income

| | | | Income | | | | | | | | | |
|--|-------------------------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | Prefer not to say /No answer |
| Question 11 - As you may know, OPL is closed during the summer on Sundays from the first week in July until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested or not interested in the OPL being open on Summer Sundays? | Total | Unwgt N | 4449 | 53 | 181 | 277 | 422 | 489 | 480 | 460 | 893 | 1194 |
| | | Wgt N | 4448 | 56 | 182 | 275 | 419 | 498 | 486 | 460 | 874 | 1198 |
| | Interested | % | 35.3 | 37.9 | 37.4 | 31.0 | 27.2 | 35.4 | 37.3 | 32.8 | 44.2 | 32.0 |
| | Somewhat interested | % | 23.1 | 14.4 | 18.6 | 21.1 | 23.8 | 21.9 | 23.7 | 25.1 | 24.3 | 23.1 |
| | Somewhat not interested | % | 8.4 | 14.7 | 7.5 | 9.7 | 9.2 | 7.4 | 8.7 | 9.5 | 7.0 | 8.6 |
| | Not interested | % | 30.2 | 29.3 | 33.5 | 35.7 | 37.0 | 32.4 | 27.6 | 29.3 | 22.2 | 32.3 |
| | Unsure | % | 3.0 | 3.7 | 3.0 | 2.5 | 2.7 | 2.9 | 2.7 | 3.2 | 2.3 | 4.0 |

| | | | Income | | | | | | | | | |
|---|--|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | Prefer not to say /No answer |
| Question 13 - OPL is currently open 1PM to 5PM on Sundays from September to July. If the hours were extended to 10AM to 5PM on Sundays, which of the following two statements best reflects your personal views: [ROTATE] | Total | Unwgt N | 4440 | 53 | 180 | 276 | 421 | 483 | 481 | 460 | 895 | 1191 |
| | | Wgt N | 4441 | 56 | 181 | 274 | 418 | 493 | 487 | 460 | 876 | 1196 |
| | I would visit OPL more often if Sunday hours were extended | % | 36.4 | 42.4 | 34.2 | 27.7 | 28.3 | 32.3 | 41.1 | 35.2 | 46.7 | 34.0 |
| | Extending Sunday hours would have no impact on how often I visit OPL | % | 51.0 | 43.5 | 54.0 | 61.4 | 60.9 | 53.5 | 47.3 | 53.4 | 41.7 | 51.5 |
| | Unsure | % | 12.6 | 14.1 | 11.8 | 10.9 | 10.8 | 14.3 | 11.6 | 11.4 | 11.6 | 14.5 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Income

| | | | Income | | | | | | | | | |
|---|---------------------|---------|----------------|--------------------|--------------------------------|--------------------------------|--------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------|------------------------------|
| | | | Ottawa 2022-08 | Less than \$20 000 | \$20 000 to less than \$40 000 | \$40 000 to less than \$60 000 | \$60 000 to less than \$80 000 | \$80 000 to less than \$100 000 | \$100 000 to less than \$120 000 | \$120 000 to less than \$150 000 | \$150 000 and higher | Prefer not to say /No answer |
| Question 14 - On which public holidays, if any, would you visit OPL? [OPEN] | Total | Unwgt N | 4454 | 51 | 181 | 279 | 423 | 489 | 481 | 458 | 896 | 1196 |
| | | Wgt N | 4452 | 53 | 182 | 277 | 420 | 499 | 487 | 458 | 877 | 1200 |
| | All public holidays | % | 13.4 | 26.8 | 16.4 | 10.6 | 10.1 | 10.8 | 12.4 | 13.2 | 16.4 | 13.6 |
| | No public holidays | % | 46.3 | 37.2 | 46.7 | 50.3 | 50.1 | 50.6 | 48.9 | 45.6 | 40.2 | 46.3 |
| | Unsure | % | 34.1 | 31.1 | 32.8 | 36.0 | 35.2 | 33.1 | 33.6 | 34.8 | 33.7 | 34.4 |
| | other | % | 6.1 | 4.9 | 4.0 | 3.1 | 4.5 | 5.5 | 5.1 | 6.4 | 9.7 | 5.7 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Ethnicity

| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|--|------------------------------------|---------|---|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 3 - OPL is examining its current hours of operation and looking for ways to better meet the needs of Library customers. Why do you visit OPL? Please select as many reasons as apply. | Total | Unwgt N | 4477 | 3381 | 118 | 94 | 85 | 10 | 49 | 39 | 22 | 12 | 5 | 5 | 30 | 355 | 272 |
| | | Wgt N | 4475 | 3371 | 121 | 99 | 86 | 9 | 49 | 39 | 23 | 11 | 6 | 5 | 31 | 353 | 271 |
| | To use a public computer | % | 7.9 | 6.5 | 15.2 | 9.3 | 25.3 | | 9.5 | 14.3 | | | | | 15.9 | 13.0 | 8.1 |
| | To use a Chromebook | % | 0.4 | 0.3 | 0.9 | 0.8 | 1.1 | | 0.0 | 0.0 | | | | | 0.0 | 0.6 | 0.8 |
| | To use the free wi-fi access | % | 8.6 | 7.4 | 13.1 | 16.6 | 17.4 | | 16.2 | 19.8 | | | | | 10.4 | 11.4 | 8.3 |
| | To pick up my holds | % | 89.8 | 91.1 | 80.3 | 88.5 | 63.7 | | 85.1 | 83.3 | | | | | 93.8 | 88.0 | 89.8 |
| | To look for materials to check out | % | 72.4 | 72.9 | 70.5 | 75.6 | 64.8 | | 48.7 | 58.6 | | | | | 66.6 | 75.4 | 72.5 |
| | To take my kids | % | 21.2 | 19.3 | 37.7 | 35.9 | 32.8 | | 38.8 | 30.2 | | | | | 16.3 | 21.0 | 21.5 |
| | To do research | % | 11.0 | 9.2 | 17.6 | 13.8 | 20.5 | | 20.0 | 12.7 | | | | | 24.6 | 16.3 | 17.0 |
| | To hang out with my friends | % | 1.4 | 1.1 | 2.2 | 5.2 | 4.2 | | 5.9 | 8.0 | | | | | 3.4 | 1.2 | 1.5 |
| | To work | % | 6.2 | 5.1 | 10.8 | 8.4 | 13.5 | | 16.1 | 18.2 | | | | | 16.6 | 8.2 | 6.0 |
| | To study | % | 6.3 | 4.3 | 10.9 | 16.3 | 25.3 | | 28.8 | 26.5 | | | | | 15.2 | 9.0 | 5.8 |
| | To read | % | 18.8 | 15.8 | 38.8 | 23.3 | 31.1 | | 40.5 | 40.2 | | | | | 15.4 | 27.6 | 21.5 |
| | To meet someone | % | 2.4 | 2.0 | 1.9 | 6.1 | 4.0 | | 10.9 | 2.5 | | | | | 3.4 | 3.1 | 4.1 |
| | To attend a program | % | 12.1 | 11.4 | 11.3 | 13.1 | 11.6 | | 19.9 | 12.1 | | | | | 19.3 | 15.4 | 14.6 |
| | To go to a meeting | % | 4.0 | 3.7 | 3.0 | 2.2 | 6.3 | | 4.0 | 7.3 | | | | | 6.1 | 4.7 | 6.2 |
| | To buy used books | % | 26.2 | 26.4 | 19.9 | 17.5 | 11.0 | | 14.8 | 10.8 | | | | | 38.4 | 32.8 | 28.9 |
| | Other | % | 9.3 | 9.2 | 6.2 | 6.3 | 11.1 | | 8.4 | 10.4 | | | | | 5.6 | 10.4 | 12.0 |

*Values are based on the percentage of positive responses to a specific response option (columns exceed 100%) **Multifrequency tab based on multiple responses

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Ethnicity

| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|--|------------------------------------|---------|---|-------|--|---------|-------|----------|-------------------|------|---|---|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 3 - OPL is examining its current hours of operation and looking for ways to better meet the needs of Library customers. Why do you visit OPL? Please select as many reasons as apply. | Total | Unwgt N | 13311 | 9641 | 399 | 315 | 288 | 26 | 181 | 140 | 62 | 57 | 14 | 21 | 106 | 1207 | 854 |
| | | Wgt N | 13338 | 9627 | 413 | 334 | 294 | 24 | 179 | 138 | 65 | 54 | 16 | 22 | 111 | 1195 | 864 |
| | To use a public computer | % | 2.7 | 2.3 | 4.5 | 2.8 | 7.4 | | 2.6 | 4.0 | 1.2 | 5.3 | | | 4.5 | 3.8 | 2.5 |
| | To use a Chromebook | % | 0.1 | 0.1 | 0.3 | 0.2 | 0.3 | | 0.0 | 0.0 | 0.0 | 0.0 | | | 0.0 | 0.2 | 0.3 |
| | To use the free wi-fi access | % | 2.9 | 2.6 | 3.8 | 4.9 | 5.1 | | 4.4 | 5.6 | 1.5 | 3.3 | | | 3.0 | 3.4 | 2.6 |
| | To pick up my holds | % | 30.1 | 31.9 | 23.6 | 26.1 | 18.5 | | 23.2 | 23.5 | 35.0 | 17.0 | | | 26.7 | 26.0 | 28.2 |
| | To look for materials to check out | % | 24.3 | 25.5 | 20.7 | 22.3 | 18.9 | | 13.3 | 16.5 | 26.4 | 14.1 | | | 19.0 | 22.3 | 22.8 |
| | To take my kids | % | 7.1 | 6.8 | 11.1 | 10.6 | 9.5 | | 10.6 | 8.5 | 11.6 | 6.8 | | | 4.6 | 6.2 | 6.7 |
| | To do research | % | 3.7 | 3.2 | 5.2 | 4.1 | 6.0 | | 5.4 | 3.6 | 0.0 | 8.5 | | | 7.0 | 4.8 | 5.3 |
| | To hang out with my friends | % | 0.5 | 0.4 | 0.6 | 1.5 | 1.2 | | 1.6 | 2.3 | 0.0 | 0.0 | | | 1.0 | 0.3 | 0.5 |
| | To work | % | 2.1 | 1.8 | 3.2 | 2.5 | 3.9 | | 4.4 | 5.1 | 4.9 | 3.9 | | | 4.7 | 2.4 | 1.9 |
| | To study | % | 2.1 | 1.5 | 3.2 | 4.8 | 7.4 | | 7.8 | 7.5 | 1.5 | 5.0 | | | 4.3 | 2.7 | 1.8 |
| | To read | % | 6.3 | 5.5 | 11.4 | 6.9 | 9.0 | | 11.0 | 11.3 | 6.2 | 10.0 | | | 4.4 | 8.2 | 6.7 |
| | To meet someone | % | 0.8 | 0.7 | 0.5 | 1.8 | 1.2 | | 3.0 | 0.7 | 1.2 | 0.0 | | | 1.0 | 0.9 | 1.3 |
| | To attend a program | % | 4.1 | 4.0 | 3.3 | 3.9 | 3.4 | | 5.4 | 3.4 | 0.0 | 7.1 | | | 5.5 | 4.6 | 4.6 |
| | To go to a meeting | % | 1.3 | 1.3 | 0.9 | 0.6 | 1.8 | | 1.1 | 2.0 | 0.0 | 3.9 | | | 1.7 | 1.4 | 1.9 |
| | To buy used books | % | 8.8 | 9.3 | 5.8 | 5.2 | 3.2 | | 4.0 | 3.0 | 9.3 | 11.6 | | | 10.9 | 9.7 | 9.1 |
| | Other | % | 3.1 | 3.2 | 1.8 | 1.9 | 3.2 | | 2.3 | 2.9 | 1.2 | 3.6 | | | 1.6 | 3.1 | 3.8 |

*Values are based on the proportion an activity represents of all response options (columns add up to 100%).**Multifrequency tab based on multiple responses

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| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|--|--------------------------|------------|---|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 4 - Thinking of the OPL branch you use most often, would you say you are satisfied, somewhat satisfied, somewhat dissatisfied or dissatisfied with the hours of operation of that branch? | Total | Unwgt N | 4475 | 3379 | 118 | 94 | 85 | 10 | 49 | 39 | 22 | 12 | 5 | 5 | 30 | 355 | 272 |
| | | Wgt N | 4474 | 3370 | 121 | 99 | 86 | 9 | 49 | 39 | 23 | 11 | 6 | 5 | 31 | 353 | 272 |
| | Satisfied | % | 38.0 | 38.3 | 41.3 | 35.4 | 39.6 | | 52.4 | 38.1 | | | | | 60.0 | 31.9 | 36.8 |
| | Somewhat satisfied | % | 34.0 | 34.3 | 36.7 | 34.4 | 35.1 | | 22.8 | 26.3 | | | | | 23.1 | 34.2 | 33.0 |
| | Somewhat dissatisfied | % | 18.8 | 18.7 | 14.8 | 20.2 | 14.8 | | 16.9 | 16.4 | | | | | 9.6 | 21.4 | 18.6 |
| | Dissatisfied | % | 8.4 | 7.7 | 6.3 | 9.1 | 10.5 | | 5.9 | 19.1 | | | | | 7.4 | 11.7 | 11.0 |
| | Unsure | % | 0.9 | 1.0 | 0.8 | 0.8 | 0.0 | | 2.0 | 0.0 | | | | | 0.0 | 0.8 | 0.7 |

Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|---------------------|-----------|------------|---|-------|---|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 6 - Rank 1 | Total | Unwgt N | 4217 | 3172 | 116 | 92 | 83 | 10 | 48 | 39 | 21 | 11 | 5 | 5 | 30 | 338 | 247 |
| | | Wgt N | 4219 | 3167 | 119 | 97 | 84 | 9 | 48 | 39 | 22 | 10 | 6 | 5 | 31 | 336 | 247 |
| | Monday | % | 22.9 | 23.5 | 12.7 | 11.4 | 20.7 | | 19.3 | 23.6 | | | | | 22.7 | 24.7 | 24.0 |
| | Tuesday | % | 10.1 | 10.7 | 4.3 | 5.7 | 3.6 | | 11.5 | 14.1 | | | | | 18.8 | 9.6 | 8.3 |
| | Wednesday | % | 5.8 | 6.0 | 3.7 | 6.5 | 3.7 | | 3.8 | 2.0 | | | | | 0.0 | 6.7 | 6.2 |
| | Thursday | % | 4.7 | 5.3 | 1.0 | 3.8 | 3.7 | | 1.6 | 2.0 | | | | | 0.0 | 3.8 | 4.1 |
| | Friday | % | 8.4 | 8.5 | 4.7 | 6.5 | 8.7 | | 8.5 | 10.6 | | | | | 9.2 | 6.5 | 10.6 |
| | Saturday | % | 39.5 | 38.9 | 64.0 | 49.2 | 48.3 | | 40.4 | 42.8 | | | | | 42.6 | 34.2 | 34.4 |
| | Sunday | % | 8.6 | 7.2 | 9.7 | 16.9 | 11.3 | | 15.0 | 5.0 | | | | | 6.7 | 14.5 | 12.4 |

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Please rank the importance to you of the library branch you most frequently use being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.

| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|---------------------|-----------|------------|---|-------|--|---------|-------|----------|-------------------|------|---|---|--------|----------|---------------------------------------|----------------------|-------|
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| Question 6 - Rank 2 | Total | Unwgt N | 4172 | 3141 | 115 | 91 | 83 | 10 | 47 | 37 | 21 | 11 | 5 | 5 | 30 | 336 | 240 |
| | | Wgt N | 4175 | 3135 | 118 | 96 | 84 | 9 | 47 | 37 | 22 | 10 | 6 | 5 | 31 | 334 | 241 |
| | Monday | % | 8.5 | 8.9 | 9.1 | 4.1 | 10.4 | | 5.5 | 13.4 | | | | | 3.6 | 8.2 | 6.2 |
| | Tuesday | % | 16.9 | 17.3 | 7.5 | 13.3 | 14.2 | | 14.4 | 12.0 | | | | | 13.5 | 16.8 | 21.9 |
| | Wednesday | % | 11.7 | 12.7 | 4.9 | 5.0 | 8.0 | | 19.9 | 19.3 | | | | | 20.3 | 9.2 | 8.2 |
| | Thursday | % | 8.9 | 8.9 | 7.9 | 7.9 | 6.0 | | 5.0 | 7.9 | | | | | 10.6 | 10.8 | 9.5 |
| | Friday | % | 11.6 | 12.0 | 12.7 | 7.4 | 4.9 | | 10.1 | 6.1 | | | | | 16.7 | 11.0 | 11.4 |
| | Saturday | % | 15.0 | 13.5 | 13.9 | 23.0 | 21.4 | | 20.2 | 9.4 | | | | | 5.6 | 20.2 | 19.7 |
| | Sunday | % | 27.4 | 26.7 | 43.9 | 39.3 | 35.0 | | 24.9 | 31.9 | | | | | 29.6 | 23.7 | 23.1 |

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| | | With which of the following do you best identify? | | | | | | | | | | | | | | | |
|---------------------|-----------|---|-------------------|-------|--|---------|-------|----------|-------------------|------|---|---|--------|----------|---------------------------------------|----------------------|-------|
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| Question 6 – Rank 3 | Total | Unwgt N | 3947 | 2974 | 109 | 82 | 76 | 9 | 44 | 33 | 20 | 11 | 4 | 5 | 29 | 321 | 230 |
| | | Wgt N | 3951 | 2970 | 112 | 87 | 76 | 8 | 43 | 34 | 21 | 10 | 5 | 5 | 31 | 318 | 231 |
| | Monday | % | 15.1 | 14.9 | 14.4 | 17.5 | 17.9 | | 21.9 | 23.5 | | | | | | 12.6 | 14.9 |
| | Tuesday | % | 12.1 | 12.8 | 8.1 | 10.6 | 13.1 | | 5.6 | 9.1 | | | | | | 10.8 | 12.0 |
| | Wednesday | % | 19.7 | 19.7 | 14.8 | 12.3 | 21.9 | | 13.5 | 18.6 | | | | | | 21.3 | 24.1 |
| | Thursday | % | 15.0 | 15.8 | 11.8 | 8.0 | 14.3 | | 18.6 | 17.5 | | | | | | 13.1 | 10.7 |
| | Friday | % | 23.2 | 22.3 | 32.1 | 35.5 | 26.2 | | 26.5 | 28.5 | | | | | | 24.9 | 21.5 |
| | Saturday | % | 8.0 | 8.1 | 6.4 | 7.4 | 2.3 | | 8.8 | 0.0 | | | | | | 10.3 | 7.4 |
| | Sunday | % | 6.8 | 6.4 | 12.4 | 8.7 | 4.2 | | 5.0 | 2.9 | | | | | | 6.9 | 9.4 |

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| | | With which of the following do you best identify? | | | | | | | | | | | | | | | |
|---------------------|-----------|---|-------------------|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
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| Question 6 - Rank 4 | Total | Unwgt N | 3751 | 2826 | 100 | 75 | 70 | 9 | 42 | 32 | 19 | 11 | 4 | 5 | 29 | 310 | 219 |
| | | Wgt N | 3755 | 2823 | 103 | 79 | 70 | 8 | 41 | 33 | 21 | 10 | 5 | 5 | 31 | 308 | 219 |
| | Monday | % | 13.5 | 12.8 | 17.2 | 18.2 | 16.4 | | 13.9 | 12.1 | | | | | | 16.0 | 14.1 |
| | Tuesday | % | 17.3 | 17.0 | 31.1 | 19.3 | 14.8 | | 10.6 | 25.6 | | | | | | 15.6 | 15.9 |
| | Wednesday | % | 16.3 | 16.4 | 8.7 | 14.6 | 17.0 | | 24.0 | 20.0 | | | | | | 15.5 | 19.7 |
| | Thursday | % | 28.6 | 28.5 | 28.4 | 30.9 | 29.6 | | 26.5 | 25.5 | | | | | | 28.8 | 27.5 |
| | Friday | % | 12.5 | 12.9 | 8.0 | 11.8 | 12.2 | | 6.5 | 5.9 | | | | | | 12.3 | 10.7 |
| | Saturday | % | 6.0 | 6.6 | 1.7 | 3.8 | 1.6 | | 4.7 | 5.4 | | | | | | 5.7 | 5.5 |
| | Sunday | % | 5.8 | 5.8 | 4.9 | 1.4 | 8.4 | | 13.9 | 5.4 | | | | | | 6.2 | 6.7 |

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| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|---------------------|-----------|------------|---|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
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| Question 6 – Rank 5 | Total | Unwgt N | 3627 | 2739 | 97 | 72 | 70 | 9 | 39 | 32 | 17 | 11 | 2 | 5 | 28 | 296 | 210 |
| | | Wgt N | 3630 | 2737 | 99 | 76 | 70 | 8 | 38 | 33 | 18 | 10 | 3 | 5 | 30 | 292 | 210 |
| | Monday | % | 9.6 | 9.5 | 12.1 | 15.7 | 12.6 | | 5.7 | 5.4 | | | | | | 11.7 | 5.6 |
| | Tuesday | % | 16.5 | 16.1 | 9.6 | 13.8 | 29.2 | | 19.7 | 22.6 | | | | | | 18.6 | 17.5 |
| | Wednesday | % | 26.3 | 26.3 | 45.3 | 28.7 | 18.4 | | 20.9 | 19.8 | | | | | | 22.3 | 22.8 |
| | Thursday | % | 16.4 | 16.2 | 18.6 | 18.1 | 15.0 | | 17.2 | 19.2 | | | | | | 16.8 | 19.2 |
| | Friday | % | 20.7 | 20.7 | 13.2 | 13.6 | 21.2 | | 28.4 | 24.0 | | | | | | 21.8 | 24.9 |
| | Saturday | % | 6.0 | 6.5 | 1.2 | 3.8 | 2.5 | | 8.2 | 3.6 | | | | | | 4.9 | 5.6 |
| | Sunday | % | 4.4 | 4.7 | 0.0 | 6.3 | 1.1 | | 0.0 | 5.3 | | | | | | 3.9 | 4.5 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Ethnicity

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| | | With which of the following do you best identify? | | | | | | | | | | | | | | | |
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| Question 6 - Rank 6 | Total | Unwgt N | 3503 | 2646 | 96 | 70 | 68 | 9 | 36 | 32 | 17 | 11 | 2 | 4 | 28 | 280 | 204 |
| | | Wgt N | 3504 | 2643 | 98 | 74 | 69 | 8 | 35 | 33 | 18 | 10 | 3 | 4 | 30 | 276 | 204 |
| | Monday | % | 11.2 | 11.2 | 10.8 | 6.8 | 8.9 | | 12.4 | 16.2 | | | | | | 10.2 | 15.3 |
| | Tuesday | % | 17.9 | 17.2 | 24.1 | 26.9 | 15.6 | | 30.4 | 9.5 | | | | | | 19.8 | 15.7 |
| | Wednesday | % | 14.7 | 14.3 | 15.8 | 16.4 | 27.2 | | 5.3 | 9.1 | | | | | | 18.3 | 12.0 |
| | Thursday | % | 17.0 | 16.8 | 23.1 | 22.6 | 14.1 | | 16.0 | 18.2 | | | | | | 15.3 | 18.0 |
| | Friday | % | 13.1 | 13.5 | 15.0 | 11.0 | 10.3 | | 10.0 | 12.4 | | | | | | 12.1 | 12.2 |
| | Saturday | % | 19.8 | 20.9 | 5.7 | 11.2 | 19.7 | | 12.0 | 22.0 | | | | | | 18.2 | 19.9 |
| | Sunday | % | 6.3 | 6.1 | 5.5 | 5.0 | 4.2 | | 14.0 | 12.7 | | | | | | 6.1 | 7.0 |

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|---------------------|-----------|---|-------------------|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 6 - Rank 7 | Total | Unwgt N | 3315 | 2491 | 93 | 69 | 64 | 9 | 36 | 31 | 17 | 10 | 2 | 4 | 28 | 263 | 198 |
| | | Wgt N | 3321 | 2494 | 96 | 73 | 65 | 8 | 35 | 31 | 18 | 9 | 3 | 4 | 30 | 258 | 198 |
| | Monday | % | 18.2 | 18.0 | 23.4 | 25.8 | 13.0 | | 16.0 | 6.7 | | | | | | 17.5 | 18.1 |
| | Tuesday | % | 7.6 | 7.7 | 13.4 | 6.7 | 4.6 | | 5.4 | 5.6 | | | | | | 7.5 | 7.1 |
| | Wednesday | % | 6.5 | 5.9 | 7.2 | 12.1 | 6.2 | | 12.3 | 13.4 | | | | | | 7.6 | 7.9 |
| | Thursday | % | 10.7 | 10.0 | 9.8 | 9.5 | 20.5 | | 13.9 | 11.1 | | | | | | 13.5 | 12.0 |
| | Friday | % | 12.7 | 12.1 | 18.1 | 15.0 | 19.3 | | 20.3 | 15.9 | | | | | | 12.3 | 11.4 |
| | Saturday | % | 5.7 | 5.4 | 6.9 | 3.3 | 4.6 | | 5.6 | 15.0 | | | | | | 6.4 | 8.1 |
| | Sunday | % | 38.6 | 40.9 | 21.2 | 27.6 | 31.8 | | 26.5 | 32.3 | | | | | | 35.2 | 35.4 |

Please rank the importance of each potential time slot for your OPL Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | With which of the following do you best identify? | | | | | | | | | | | | | | | |
|---------------------|-------------|---|-------------------|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 7 - Rank 1 | Total | Unwgt N | 4363 | 3291 | 118 | 94 | 84 | 10 | 48 | 38 | 21 | 11 | 5 | 5 | 30 | 348 | 260 |
| | | Wgt N | 4362 | 3281 | 121 | 99 | 85 | 9 | 48 | 38 | 22 | 10 | 6 | 5 | 31 | 347 | 260 |
| | Before 12pm | % | 41.3 | 42.4 | 23.1 | 30.7 | 38.1 | | 38.1 | 50.2 | | | | | 31.1 | 44.6 | 38.1 |
| | 12-3pm | % | 17.1 | 18.2 | 12.0 | 15.3 | 7.3 | | 4.1 | 7.8 | | | | | 18.0 | 16.3 | 16.3 |
| | 3-6pm | % | 14.9 | 15.1 | 18.1 | 16.1 | 17.0 | | 17.7 | 12.1 | | | | | 10.4 | 11.0 | 15.8 |
| | 6-9pm | % | 26.6 | 24.3 | 46.9 | 37.9 | 37.6 | | 40.1 | 29.9 | | | | | 40.5 | 28.1 | 29.8 |

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| | | With which of the following do you best identify? | | | | | | | | | | | | | | | |
|---------------------|-------------|---|-------------------|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
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| Question 7 - Rank 2 | Total | Unwgt N | 4149 | 3142 | 112 | 88 | 76 | 10 | 46 | 36 | 21 | 11 | 5 | 5 | 29 | 324 | 244 |
| | | Wgt N | 4148 | 3134 | 114 | 92 | 77 | 9 | 46 | 36 | 22 | 10 | 6 | 5 | 31 | 322 | 243 |
| | Before 12pm | % | 12.5 | 12.6 | 7.3 | 11.2 | 13.2 | | 10.1 | 10.8 | | | | | | 13.4 | 12.6 |
| | 12-3pm | % | 32.1 | 33.7 | 14.4 | 24.9 | 28.9 | | 29.3 | 32.3 | | | | | | 32.7 | 26.8 |
| | 3-6pm | % | 36.8 | 35.5 | 52.6 | 45.8 | 36.8 | | 40.1 | 34.1 | | | | | | 35.7 | 41.3 |
| | 6-9pm | % | 18.7 | 18.2 | 25.7 | 18.2 | 21.0 | | 20.4 | 22.7 | | | | | | 18.2 | 19.3 |

Please rank the importance of each potential time slot for your OPL Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | With which of the following do you best identify? | | | | | | | | | | | | | | | |
|---------------------|-------------|---|-------------------|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
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| Question 7 - Rank 3 | Total | Unwgt N | 3592 | 2734 | 92 | 74 | 63 | 10 | 38 | 31 | 20 | 8 | 2 | 4 | 28 | 273 | 215 |
| | | Wgt N | 3595 | 2733 | 93 | 78 | 65 | 9 | 37 | 32 | 21 | 7 | 3 | 4 | 30 | 270 | 213 |
| | Before 12pm | % | 15.8 | 15.6 | 20.0 | 15.9 | 12.3 | | 16.6 | 15.7 | | | | | | 16.2 | 18.1 |
| | 12-3pm | % | 31.2 | 29.9 | 48.5 | 40.0 | 46.5 | | 43.9 | 33.9 | | | | | | 24.8 | 34.0 |
| | 3-6pm | % | 36.7 | 38.1 | 19.8 | 28.7 | 21.0 | | 30.9 | 44.8 | | | | | | 39.7 | 32.1 |
| | 6-9pm | % | 16.3 | 16.4 | 11.7 | 15.4 | 20.2 | | 8.6 | 5.6 | | | | | | 19.3 | 15.8 |

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Please rank the importance of each potential time slot for your OPL Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| With which of the following do you best identify? | | | | | | | | | | | | | | | | | |
|---|-------------|------------|-------------------|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 7 - Rank 4 | Total | Unwgt N | 3336 | 2536 | 92 | 70 | 60 | 10 | 35 | 31 | 18 | 8 | 2 | 4 | 28 | 241 | 201 |
| | | Wgt N | 3344 | 2538 | 93 | 73 | 62 | 9 | 34 | 32 | 19 | 7 | 3 | 4 | 30 | 239 | 200 |
| | Before 12pm | % | 32.0 | 31.3 | 51.1 | 41.0 | 45.3 | | 35.0 | 26.0 | | | | | | 23.9 | 32.1 |
| | 12-3pm | % | 18.2 | 17.1 | 20.7 | 15.4 | 17.2 | | 25.6 | 28.4 | | | | | | 23.8 | 22.1 |
| | 3-6pm | % | 12.1 | 11.5 | 10.1 | 8.1 | 17.8 | | 10.8 | 6.8 | | | | | | 17.5 | 12.9 |
| | 6-9pm | % | 37.7 | 40.1 | 18.1 | 35.5 | 19.7 | | 28.5 | 38.8 | | | | | | 34.8 | 32.9 |

Please rank the importance of each potential time slot for your OPL Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| With which of the following do you best identify? | | | | | | | | | | | | | | | | | |
|---|-------------|------------|-------------------|-------|---|---------|-------|----------|-------------------|------|---|---|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 8 - Rank 1 | Total | Unwgt N | 4281 | 3238 | 114 | 93 | 84 | 10 | 43 | 36 | 22 | 11 | 5 | 5 | 30 | 338 | 252 |
| | | Wgt N | 4280 | 3229 | 117 | 97 | 84 | 9 | 43 | 36 | 23 | 10 | 6 | 5 | 31 | 337 | 252 |
| | Before 12pm | % | 43.3 | 44.5 | 21.7 | 33.2 | 36.3 | | 44.9 | 47.2 | | | | | 33.1 | 46.6 | 40.0 |
| | 12-3pm | % | 16.9 | 17.7 | 10.5 | 10.7 | 14.9 | | 6.0 | 10.9 | | | | | 11.6 | 16.0 | 19.1 |
| | 3-6pm | % | 18.0 | 18.2 | 24.9 | 22.8 | 20.0 | | 15.5 | 12.5 | | | | | 16.4 | 13.5 | 16.9 |
| | 6-9pm | % | 21.8 | 19.6 | 42.9 | 33.3 | 28.7 | | 33.6 | 29.4 | | | | | 38.8 | 24.0 | 24.0 |

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022. *Some results have been shaded due to small sample size.

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Ethnicity

Please rank the importance of each potential time slot for your OPL Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|---------------------|-------------|------------|---|-------|--|---------|-------|----------|-------------------|------|---|---|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 8 - Rank 2 | Total | Unwgt N | 3948 | 2999 | 102 | 84 | 74 | 10 | 40 | 33 | 22 | 11 | 5 | 4 | 28 | 305 | 231 |
| | | Wgt N | 3945 | 2990 | 104 | 88 | 75 | 9 | 40 | 33 | 23 | 10 | 6 | 4 | 30 | 302 | 231 |
| | Before 12pm | % | 10.4 | 10.5 | 9.5 | 6.3 | 8.8 | | 12.9 | 3.6 | | | | | | 11.0 | 10.4 |
| | 12-3pm | % | 36.8 | 38.8 | 19.3 | 32.5 | 24.6 | | 27.5 | 41.1 | | | | | | 35.1 | 30.2 |
| | 3-6pm | % | 36.0 | 34.8 | 46.3 | 43.8 | 37.8 | | 38.3 | 40.7 | | | | | | 36.1 | 40.2 |
| | 6-9pm | % | 16.8 | 15.9 | 24.9 | 17.3 | 28.8 | | 21.4 | 14.6 | | | | | | 17.7 | 19.2 |

Please rank the importance of each potential time slot for your OPL Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|---------------------|-------------|------------|---|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 8 - Rank 3 | Total | Unwgt N | 3402 | 2589 | 88 | 69 | 60 | 10 | 32 | 30 | 20 | 8 | 2 | 4 | 28 | 260 | 202 |
| | | Wgt N | 3403 | 2587 | 89 | 72 | 62 | 9 | 32 | 31 | 21 | 7 | 3 | 4 | 30 | 256 | 201 |
| | Before 12pm | % | 17.0 | 17.4 | 11.9 | 17.7 | 25.9 | | 5.0 | 14.3 | | | | | | 14.6 | 16.5 |
| | 12-3pm | % | 30.1 | 28.4 | 52.8 | 41.6 | 34.1 | | 42.8 | 30.3 | | | | | | 27.1 | 32.2 |
| | 3-6pm | % | 39.1 | 40.6 | 24.5 | 23.8 | 23.8 | | 40.9 | 40.0 | | | | | | 41.4 | 38.6 |
| | 6-9pm | % | 13.8 | 13.6 | 10.8 | 16.8 | 16.2 | | 11.2 | 15.4 | | | | | | 16.9 | 12.7 |

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022. *Some results have been shaded due to small sample size.

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Please rank the importance of each potential time slot for your OPL Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

| | | With which of the following do you best identify? | | | | | | | | | | | | | | | |
|---------------------|-------------|---|-------------------|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 8 - Rank 4 | Total | Unwgt N | 3158 | 2399 | 87 | 64 | 57 | 10 | 30 | 30 | 17 | 8 | 2 | 4 | 28 | 237 | 185 |
| | | Wgt N | 3161 | 2398 | 89 | 67 | 59 | 9 | 29 | 31 | 18 | 7 | 3 | 4 | 30 | 233 | 184 |
| | Before 12pm | % | 30.5 | 29.1 | 54.6 | 40.0 | 36.2 | | 39.5 | 34.9 | | | | | | 25.9 | 33.6 |
| | 12-3pm | % | 14.7 | 13.7 | 16.6 | 11.7 | 22.9 | | 22.7 | 18.1 | | | | | | 20.0 | 17.7 |
| | 3-6pm | % | 7.9 | 7.0 | 3.1 | 11.5 | 14.1 | | 2.7 | 10.2 | | | | | | 12.5 | 7.9 |
| | 6-9pm | % | 46.9 | 50.1 | 25.7 | 36.8 | 26.8 | | 35.0 | 36.8 | | | | | | 41.6 | 40.9 |

Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | With which of the following do you best identify? | | | | | | | | | | | | | | | |
|---------------------|-------------|---|-------------------|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 9 - Rank 1 | Total | Unwgt N | 4296 | 3232 | 118 | 93 | 85 | 10 | 48 | 37 | 21 | 12 | 5 | 5 | 29 | 347 | 254 |
| | | Wgt N | 4297 | 3226 | 121 | 98 | 86 | 9 | 48 | 37 | 22 | 11 | 6 | 5 | 30 | 346 | 253 |
| | Before 12pm | % | 61.6 | 62.0 | 54.3 | 51.9 | 61.5 | | 64.1 | 57.3 | | | | | | 64.0 | 61.7 |
| | 12-3pm | % | 27.5 | 28.2 | 27.9 | 28.0 | 21.4 | | 13.0 | 30.1 | | | | | | 25.2 | 27.9 |
| | 3-6pm | % | 7.1 | 6.9 | 6.5 | 10.2 | 12.2 | | 13.6 | 3.1 | | | | | | 6.3 | 6.1 |
| | 6-9pm | % | 3.8 | 2.9 | 11.3 | 9.9 | 4.9 | | 9.3 | 9.6 | | | | | | 4.5 | 4.2 |

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2022-2188 – Ottawa Public Library – Cardholder Survey – STAT SHEET by Ethnicity

Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|---------------------|-------------|------------|---|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 9 - Rank 2 | Total | Unwgt N | 3970 | 2998 | 107 | 90 | 77 | 10 | 44 | 34 | 20 | 10 | 5 | 4 | 28 | 310 | 233 |
| | | Wgt N | 3971 | 2991 | 110 | 95 | 78 | 9 | 44 | 34 | 21 | 9 | 6 | 4 | 30 | 307 | 233 |
| | Before 12pm | % | 11.7 | 12.1 | 14.8 | 11.9 | 7.0 | | 9.1 | 14.7 | | | | | | 10.7 | 8.7 |
| | 12-3pm | % | 54.2 | 55.1 | 41.1 | 43.0 | 52.4 | | 56.9 | 51.7 | | | | | | 54.6 | 53.1 |
| | 3-6pm | % | 27.7 | 27.3 | 31.7 | 35.1 | 28.0 | | 27.1 | 21.1 | | | | | | 26.6 | 31.2 |
| | 6-9pm | % | 6.4 | 5.5 | 12.3 | 9.9 | 12.6 | | 6.9 | 12.4 | | | | | | 8.1 | 6.9 |

Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|---------------------|-------------|------------|---|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 9 - Rank 3 | Total | Unwgt N | 3438 | 2607 | 94 | 79 | 59 | 9 | 35 | 32 | 19 | 9 | 2 | 4 | 26 | 262 | 201 |
| | | Wgt N | 3439 | 2603 | 96 | 83 | 61 | 8 | 34 | 33 | 20 | 8 | 3 | 4 | 27 | 258 | 200 |
| | Before 12pm | % | 14.7 | 15.5 | 10.4 | 9.6 | 14.1 | | 16.3 | 7.1 | | | | | | 12.7 | 11.6 |
| | 12-3pm | % | 11.7 | 10.4 | 20.5 | 19.4 | 14.0 | | 21.1 | 11.8 | | | | | | 16.3 | 12.0 |
| | 3-6pm | % | 61.5 | 62.9 | 56.7 | 55.5 | 48.9 | | 54.4 | 61.8 | | | | | | 57.9 | 58.8 |
| | 6-9pm | % | 12.0 | 11.2 | 12.3 | 15.5 | 23.0 | | 8.3 | 19.3 | | | | | | 13.1 | 17.6 |

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Please rank the importance of each potential time slot for your OPL Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|---------------------|-------------|------------|---|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 9 - Rank 4 | Total | Unwgt N | 3074 | 2318 | 86 | 69 | 58 | 9 | 35 | 30 | 17 | 8 | 2 | 4 | 25 | 229 | 184 |
| | | Wgt N | 3080 | 2318 | 88 | 73 | 60 | 8 | 34 | 31 | 18 | 7 | 3 | 4 | 27 | 227 | 183 |
| | Before 12pm | % | 12.1 | 10.5 | 21.5 | 21.1 | 18.3 | | 11.6 | 19.1 | | | | | | 12.7 | 20.2 |
| | 12-3pm | % | 4.6 | 3.8 | 5.6 | 5.5 | 10.3 | | 7.8 | 11.1 | | | | | | 6.2 | 6.2 |
| | 3-6pm | % | 5.8 | 5.2 | 8.0 | 4.4 | 9.7 | | 5.2 | 13.3 | | | | | | 9.4 | 5.7 |
| | 6-9pm | % | 77.5 | 80.5 | 64.9 | 69.0 | 61.7 | | 75.5 | 56.5 | | | | | | 71.7 | 67.9 |

Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|----------------------|-------------|------------|---|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 10 - Rank 1 | Total | Unwgt N | 4092 | 3078 | 114 | 91 | 82 | 10 | 45 | 36 | 20 | 12 | 5 | 5 | 27 | 325 | 242 |
| | | Wgt N | 4101 | 3078 | 117 | 96 | 83 | 9 | 45 | 36 | 21 | 11 | 6 | 5 | 29 | 324 | 241 |
| | Before 12pm | % | 42.6 | 41.9 | 49.1 | 46.8 | 43.0 | | 50.9 | 58.4 | | | | | | 42.4 | 40.1 |
| | 12-3pm | % | 45.7 | 47.9 | 30.6 | 33.9 | 35.3 | | 29.9 | 33.9 | | | | | | 45.1 | 44.9 |
| | 3-6pm | % | 8.3 | 7.7 | 8.9 | 14.2 | 17.5 | | 10.4 | 3.2 | | | | | | 8.4 | 10.4 |
| | 6-9pm | % | 3.4 | 2.5 | 11.5 | 5.1 | 4.2 | | 8.8 | 4.5 | | | | | | 4.2 | 4.6 |

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022. *Some results have been shaded due to small sample size.

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Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|----------------------|-------------|------------|---|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 10 - Rank 2 | Total | Unwgt N | 3710 | 2800 | 102 | 87 | 72 | 9 | 40 | 33 | 18 | 11 | 5 | 4 | 26 | 285 | 218 |
| | | Wgt N | 3720 | 2802 | 104 | 93 | 74 | 8 | 40 | 33 | 19 | 10 | 6 | 4 | 27 | 282 | 218 |
| | Before 12pm | % | 14.4 | 15.0 | 11.4 | 12.1 | 10.6 | | 8.5 | 16.7 | | | | | | 12.6 | 14.4 |
| | 12-3pm | % | 41.5 | 40.9 | 44.9 | 43.1 | 46.1 | | 56.6 | 49.6 | | | | | | 40.8 | 39.9 |
| | 3-6pm | % | 39.0 | 39.8 | 35.4 | 34.5 | 31.4 | | 31.0 | 20.3 | | | | | | 41.0 | 38.4 |
| | 6-9pm | % | 5.1 | 4.3 | 8.3 | 10.4 | 11.9 | | 4.0 | 13.4 | | | | | | 5.6 | 7.3 |

Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|----------------------|-------------|------------|---|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 10 - Rank 3 | Total | Unwgt N | 3182 | 2413 | 91 | 72 | 58 | 9 | 31 | 30 | 17 | 8 | 2 | 4 | 24 | 238 | 185 |
| | | Wgt N | 3189 | 2415 | 93 | 76 | 61 | 8 | 31 | 30 | 19 | 7 | 3 | 4 | 26 | 234 | 184 |
| | Before 12pm | % | 24.1 | 25.0 | 16.5 | 19.7 | 22.2 | | 18.7 | 13.8 | | | | | | 25.4 | 22.7 |
| | 12-3pm | % | 9.8 | 8.9 | 19.7 | 18.0 | 12.0 | | 16.3 | 3.7 | | | | | | 8.6 | 11.4 |
| | 3-6pm | % | 51.0 | 51.1 | 50.7 | 51.9 | 46.2 | | 52.3 | 65.9 | | | | | | 49.1 | 50.5 |
| | 6-9pm | % | 15.0 | 15.1 | 13.0 | 10.4 | 19.6 | | 12.7 | 16.6 | | | | | | 16.9 | 15.3 |

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022. *Some results have been shaded due to small sample size.

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Please rank the importance of each potential time slot for your OPL Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|----------------------|-------------|------------|---|-------|--|---------|-------|----------|-------------------|------|---|---|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 10 - Rank 4 | Total | Unwgt N | 2950 | 2228 | 85 | 66 | 57 | 9 | 30 | 29 | 16 | 8 | 2 | 4 | 23 | 214 | 179 |
| | | Wgt N | 2959 | 2230 | 87 | 70 | 60 | 8 | 30 | 30 | 17 | 7 | 3 | 4 | 24 | 213 | 177 |
| | Before 12pm | % | 16.6 | 16.2 | 20.9 | 14.1 | 24.3 | | 22.8 | | | | | | | 15.4 | 18.5 |
| | 12-3pm | % | 3.0 | 2.5 | 3.5 | 0.0 | 4.2 | | 2.6 | | | | | | | 6.0 | 5.8 |
| | 3-6pm | % | 4.0 | 3.5 | 7.6 | 5.7 | 6.3 | | 0.0 | | | | | | | 4.9 | 5.0 |
| | 6-9pm | % | 76.3 | 77.8 | 67.9 | 80.1 | 65.3 | | 74.6 | | | | | | | 73.6 | 70.6 |

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| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|---|----------------------------|------------|---|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 11 - As you may know, OPL is closed during the summer on Sundays from the first week in July until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested or not interested in the OPL being open on Summer Sundays? | Total | Unwgt N | 4457 | 3365 | 118 | 94 | 85 | 10 | 49 | 39 | 22 | 12 | 5 | 5 | 30 | 353 | 270 |
| | | Wgt N | 4455 | 3355 | 121 | 99 | 86 | 9 | 49 | 39 | 23 | 11 | 6 | 5 | 31 | 352 | 270 |
| | Interested | % | 35.2 | 32.4 | 52.1 | 52.1 | 42.5 | | 51.3 | 39.9 | | | | | 37.3 | 44.1 | 36.1 |
| | Somewhat interested | % | 23.2 | 23.5 | 24.2 | 27.7 | 25.7 | | 16.9 | 19.3 | | | | | 12.4 | 18.1 | 25.5 |
| | Somewhat not interested | % | 8.4 | 9.1 | 2.8 | 4.2 | 5.5 | | 3.9 | 7.0 | | | | | 9.2 | 9.7 | 5.5 |
| | Not interested | % | 30.2 | 32.1 | 20.1 | 13.1 | 24.1 | | 22.3 | 30.7 | | | | | 34.2 | 25.1 | 28.6 |
| | Unsure | % | 3.0 | 2.9 | 0.8 | 3.0 | 2.2 | | 5.6 | 3.0 | | | | | 6.8 | 3.0 | 4.3 |

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| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|---|--|---------|---|-------|---|---------|-------|----------|-------------------|------|---|---|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 13 - OPL is currently open 1PM to 5PM on Sundays from September to July. If the hours were extended to 10AM to 5PM on Sundays, which of the following two statements best reflects your personal views: [ROTATE] | Total | Unwgt N | 4449 | 3356 | 118 | 94 | 85 | 10 | 48 | 39 | 22 | 12 | 5 | 5 | 30 | 355 | 270 |
| | | Wgt N | 4449 | 3347 | 121 | 99 | 86 | 9 | 48 | 39 | 23 | 11 | 6 | 5 | 31 | 354 | 270 |
| | I would visit OPL more often if Sunday hours were extended | % | 36.3 | 32.9 | 51.4 | 56.6 | 45.3 | | 60.3 | 53.3 | | | | | 36.1 | 43.5 | 40.0 |
| | Extending Sunday hours would have no impact on how often I visit OPL | % | 51.1 | 54.1 | 42.9 | 37.0 | 40.0 | | 30.9 | 35.8 | | | | | 53.7 | 44.9 | 46.7 |
| | Unsure | % | 12.5 | 13.0 | 5.7 | 6.4 | 14.7 | | 8.8 | 10.9 | | | | | 10.2 | 11.6 | 13.4 |

| | | | With which of the following do you best identify? | | | | | | | | | | | | | | |
|---|---------------------|------------|---|-------|--|---------|-------|----------|-------------------|------|---|--|--------|----------|---------------------------------------|----------------------|-------|
| | | | Ottawa 2022-08 | White | South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.) | Chinese | Black | Filipino | Latin American | Arab | Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.) | West Asian (e.g., Iranian, Afghan, etc.) | Korean | Japanese | First Nations, Metis or Inuk | Prefer not to say | other |
| Question 14 - On which public holidays, if any, would you visit OPL? [OPEN] | Total | Unwgt N | 4464 | 3370 | 116 | 94 | 85 | 10 | 48 | 39 | 22 | 12 | 5 | 5 | 30 | 356 | 272 |
| | | Wgt N | 4461 | 3360 | 119 | 99 | 86 | 9 | 48 | 39 | 23 | 11 | 6 | 5 | 31 | 355 | 271 |
| | All public holidays | % | 13.5 | 10.9 | 30.2 | 33.3 | 17.8 | | 23.0 | 20.3 | | | | | 14.9 | 19.2 | 18.0 |
| | No public holidays | % | 46.5 | 49.6 | 29.8 | 23.2 | 40.7 | | 37.1 | 40.6 | | | | | 43.3 | 40.5 | 40.9 |
| | Unsure | % | 34.0 | 33.9 | 33.2 | 35.4 | 33.6 | | 36.5 | 39.1 | | | | | 33.7 | 33.4 | 34.1 |
| | other | % | 6.0 | 5.6 | 6.8 | 8.1 | 7.9 | | 3.4 | 0.0 | | | | | 8.2 | 6.9 | 7.0 |

Nanos conducted an online survey of 4,522 self-selected OPL Cardholders, 18 years of age or older, between August 8th and September 2nd, 2022. *Some results have been shaded due to small sample size.

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