


# Ottawa residents' Preferred Ottawa Public Library hours of operation – Tracking study.

A dark, moody photograph of a laptop and a stack of books. The laptop is open, and its screen is visible, though the content is not clear. The books are stacked vertically next to it. The lighting is low, creating a sense of quiet and study.

Ottawa Public Library (OPL) retained Nanos Research to conduct public opinion research among residents of Ottawa to gauge their perspectives on the hours of operation of the libraries. The study also asked questions on motivations for becoming a library cardholder and how satisfied current cardholders and those who are likely, somewhat likely and somewhat not likely to use OPL services are with their branch hours.

Nanos conducted an RDD dual frame hybrid telephone and online random survey of 504 residents of the City of Ottawa, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. Participants were randomly recruited by telephone using live agents and administered a survey online.

The margin of error for a random survey of 504 residents of the City of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20.

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 – 46%**
2. Monday – 19%
3. Sunday – 13%
4. Tuesday – 7%
5. Friday – 6%
6. Wednesday – 5%
7. Thursday – 4%

## MONDAY TO THURSDAY

1. **6-9PM – 33%**
2. **Before 12PM – 26%**
3. 12-3PM – 22%
4. 3PM-6PM – 19%

## FRIDAY

1. **6-9PM – 29%**
2. **Before 12PM – 28%**
3. **3PM-6PM – 23%**
4. 12-3PM – 21%

## SATURDAY

1. **Before 12PM – 50%**
2. 12-3PM – 32%
3. 3PM-6PM – 11%
4. 6-9PM – 7%

## SUNDAY

1. **12-3PM – 47%**
2. Before 12PM – 38%
3. 3PM-6PM – 11%
4. 6-9PM – 4%

# Key Findings

1

## SATISFACTION WITH CURRENT HOURS

Close to seven in ten Ottawa residents who are OPL cardholders or are open to being OPL cardholders are satisfied (42%) or somewhat satisfied (25%) with the hours of operation of the branch they most often use; a significant decrease compared to 2017 (51% satisfied, 27% somewhat satisfied). When asked the reason why they say so, one in three say the hours are reasonable (32%).

2

## SUNDAY HOURS

Like the previous wave, about five in ten OPL cardholders or residents that are open to being cardholders are interested (21%) or somewhat interested (28%) in OPL being open on Sundays during the summer (31% interested, 22% somewhat interested in 2017). Moreover, about three in ten say they would visit OPL more often if Sunday hours were extended (26%).

3

## PUBLIC HOLIDAYS

Over four in ten Ottawa residents who are OPL cardholders or are open to becoming OPL cardholders say they would not visit OPL on public holidays (44%). Just under four in ten are unsure (38%), while one in ten say they would visit on all public holidays (11%), and five per cent say they would visit on some public holidays but not all.

4

## NON-CARDHOLDERS

When asked why they are not an OPL cardholder, over two in ten Ottawa residents said they do not need the services of the library (21%), which is consistent with the previous wave (17%). There was a noticeable increase in those that say they can't think of anything that would encourage them to become an OPL cardholder (31%, 22% in 2017).

A photograph of a laptop and a stack of books on a desk. The laptop is open and positioned on the left side of the frame. To its right is a stack of four books. The background is a blurred, warm-toned bokeh. The entire image is overlaid with a dark, semi-transparent filter. The text 'Interest and motivations for non-cardholders' is centered in a teal color.

## Interest and motivations for non-cardholders

# Reason for not being a cardholder

Q

[IF NOT A CARDHOLDER] Why are you not an Ottawa Public Library cardholder? [Open-ended]

Consistent with the previous wave, when asked why they are not an OPL cardholder, about two in ten Ottawa residents said they do not need the services of the library. This was followed by buying and reading their own books/e-books, never renewing my card, letting it expire, or lost it and doing most of their research online.

## TOP RESPONSES

	2022 (n=201)	2017 (n=116)
I don't need the services of the library	20.9%	17.7%
I buy and read my own books/e-books	13.8%	11.1%
I never renewed my card/let it expire/lost it	10.4%	4.5%
I do most of my research online	10.1%	17.5%
Branch not close to work or home	8.6%	5.2%
I am not interested in becoming a member/not an avid reader	7.8%	13.6%
Just haven't gotten around to it yet	5.8%	-
I do not have enough time	4.2%	7.5%
No longer have young children	3.9%	-
Other	2.8%	2.6%
Unsure	0.4%	3.7%

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=201 residents of the City of Ottawa who are not OPL cardholders, accurate 6.9 percentage points plus or minus, 19 times out of 20.

# Ways to encourage people to become cardholders

Q

[IF NOT A CARDHOLDER] What if anything, would encourage you to become an Ottawa Public Library cardholder? [Open-ended]

“

Over three in ten Ottawa residents who are not OPL cardholders say they can't think of anything that would encourage them to become an OPL cardholder - a slight increase from the previous wave where about one in five said the same.

”

## TOP RESPONSES

	2022 (n=208)	2017 (n=116)
Nothing/I can't think of anything	31.2%	22.3%
Convenient location	10.0%	3.7%
If description of current services and benefits was available	9.8%	6.7%
If I had more time	9.1%	1.5%
Better more variety in the selection of materials and programs	8.4%	7.6%
I use other sources so there is no use	4.8%	4.4%
Allow online registration/renewal	4.0%	2.5%
I intend to be a cardholder soon	3.8%	8.6%
By making it easier to get books online	3.2%	6.7%
Access to materials hard to find/not found online	2.2%	-
If I lose my job/access to resources	2.2%	3.5%
Other	4.7%	0.7%
Unsure	2.2%	26.6%

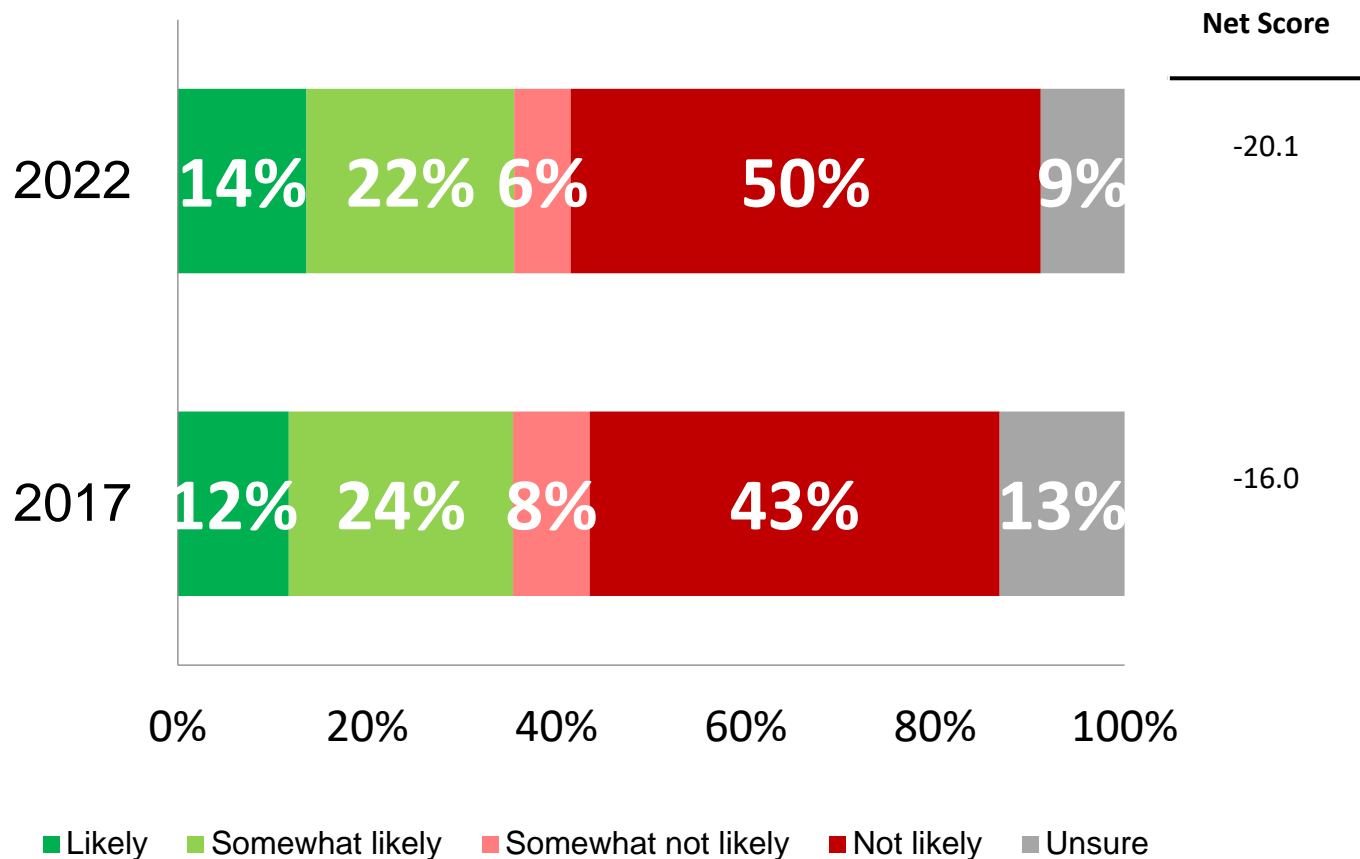
Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=208 residents of the City of Ottawa who are not OPL cardholders, accurate 6.8 percentage points plus or minus, 19 times out of 20.



# Likelihood of becoming a cardholder if hours changed

Q

[IF NOT A CARDHOLDER] If Ottawa Public Library hours of operation fit your schedule, would you be likely, somewhat likely, somewhat not likely, or not likely to become an OPL cardholder?



“

Consistent with the previous wave, close to four in ten participating non-cardholders say they are likely or somewhat likely to become a cardholder if the OPL's hours of operation better fit their schedule. Non-cardholders aged 18 to 34 are more likely (27%) or somewhat likely (28%) to become cardholders if hours changed compared to those 55 and over (15% likely, 18% somewhat likely).

”

\*Weighted to the true population proportion.

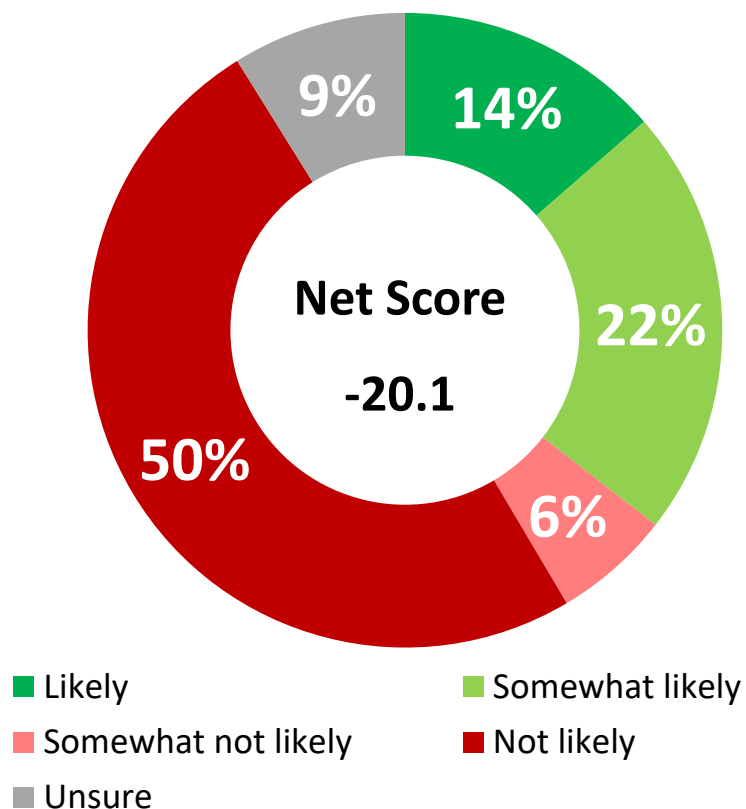
\*Charts may not add up to 100 due to rounding.

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

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=225 residents of the City of Ottawa who are not OPL cardholders, accurate 6.5 percentage points plus or minus, 19 times out of 20.



# Likelihood of becoming a cardholder if hours changed



\*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, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=225 residents of the City of Ottawa who are not OPL cardholders, accurate 6.5 percentage points plus or minus, 19 times out of 20.

Q

[IF NOT A CARDHOLDER] If Ottawa Public Library hours of operation fit your schedule, would you be likely, somewhat likely, somewhat not likely, or not likely to become an OPL cardholder?

Likely/Somewhat likely	Cardholder (n=28)*	Not cardholder, but use services (n=12)*	Not cardholder, don't use services (n=185)		
			30.7%		
	Men (n=146)	Women (n=79)	18 to 34 (n=33)	35 to 54 (n=93)	55 plus (n=99)
	33.3%	38.3%	55.3%	24.3%	33.3%
Not likely/Somewhat not likely	Cardholder (n=28)*	Not cardholder, but use services (n=12)*	Not cardholder, don't use services (n=185)		
			60.1%		
	Men (n=146)	Women (n=79)	18 to 34 (n=33)	35 to 54 (n=93)	55 plus (n=99)
	58.4%	52.1%	35.7%	65.3%	59.6%

\*shaded due to small sample size

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 four books. The background is filled with rows of books on shelves, creating a bokeh effect. The entire image is overlaid with a dark, semi-transparent filter.

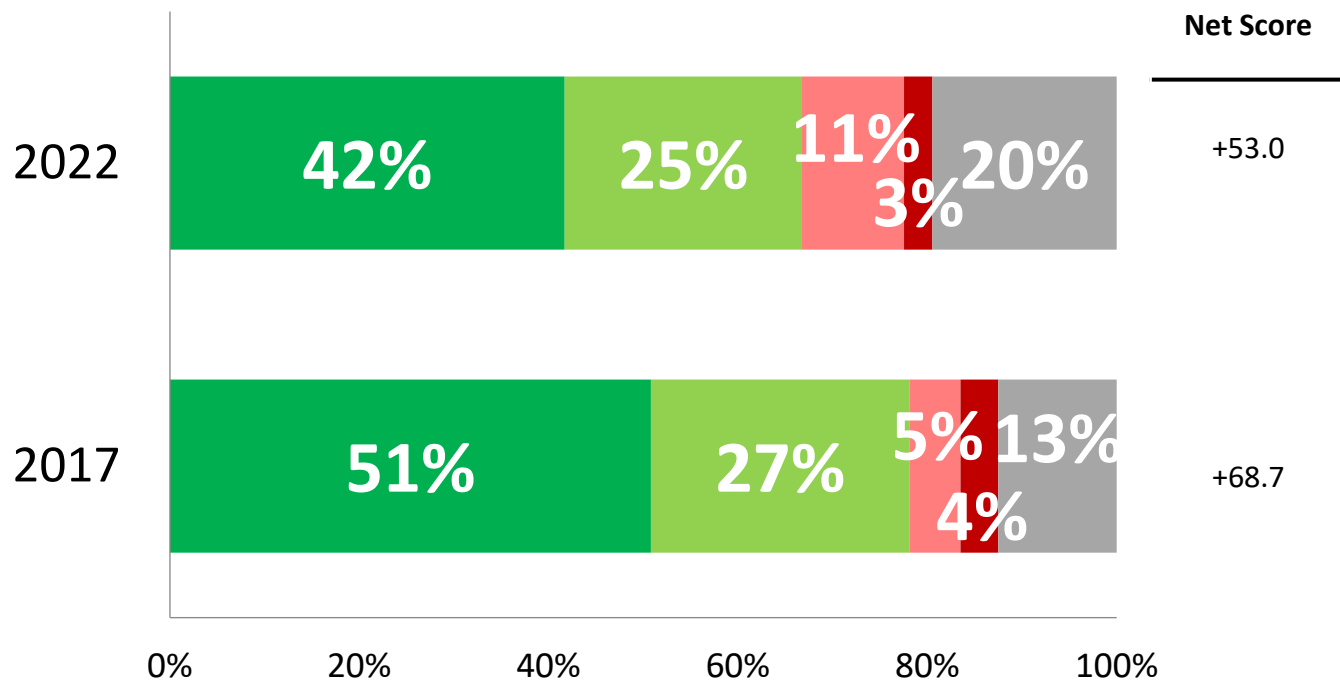
## Satisfaction with current opening hours

# Satisfaction with hours of primary branch

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] Ottawa Public Library (OPL) is examining its current hours of operation and looking for ways to better meet the needs of Library customers.

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?



■ 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.

\*Hours of operation have changed between 2017 and 2022 due to the COVID-19 Pandemic

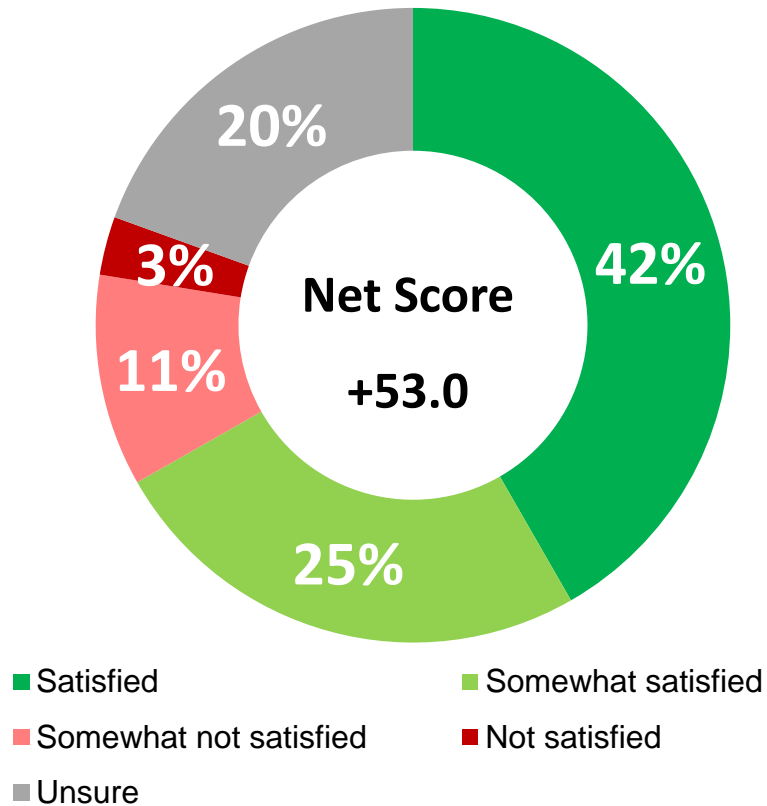
Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=385 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.0 percentage points plus or minus, 19 times out of 20.

“

Although a majority remain satisfied, there has been a decrease in the number of Ottawa residents that are cardholders or open to becoming cardholders who are satisfied (42%) or somewhat satisfied (25%) with the hours of operation of the branch they most often use compared to 2017 (51% satisfied; 27% somewhat satisfied).

”

# Satisfaction with hours of primary branch



Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] 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?

Satisfied/Somewhat Satisfied	East (n=49)	South East (n=48)	South West (n=34)	Central East (n=42)	
	<b>74.1%</b>	<b>76.6%</b>	<b>76.6%</b>	<b>71.3%</b>	
	Central West (n=86)	West (n=49)	Cardholder (n=276)	Not cardholder, but use services (n=11)*	Not cardholder, don't use services (n=82)
	<b>76.3%</b>	<b>66.4%</b>	<b>77.8%</b>		<b>29.7%</b>
	Men (n=207)	Women (n=178)	18 to 34 (n=76)	35 to 54 (n=135)	55 plus (n=174)
	<b>70.4%</b>	<b>63.8%</b>	<b>64.3%</b>	<b>63.9%</b>	<b>71.5%</b>

\*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.

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=385 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.0 percentage points plus or minus, 19 times out of 20.

# Reasons for satisfaction with hours of primary branch

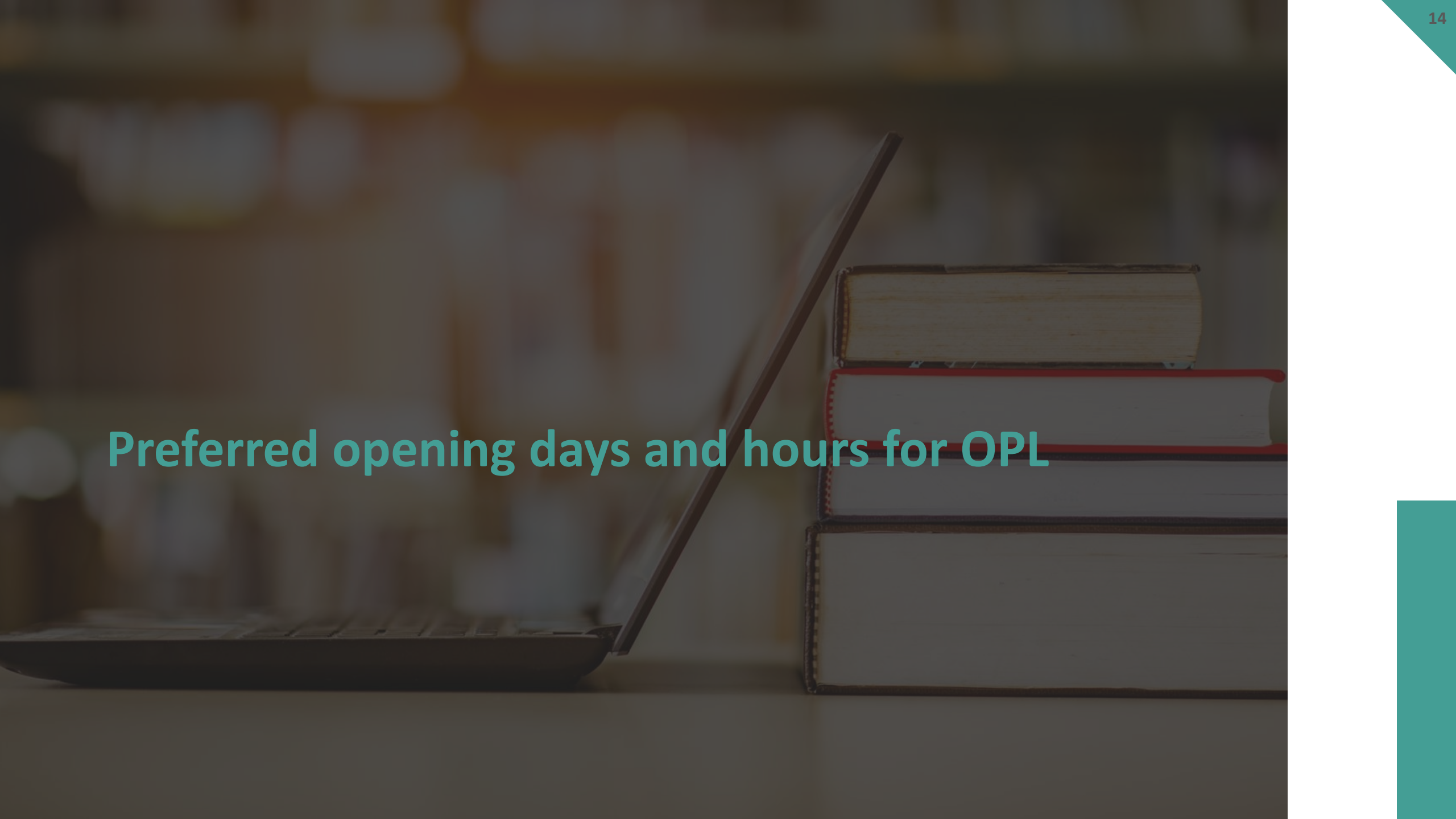
Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] Why do you have that opinion?  
[Open-ended]

	Total		Satisfied		Somewhat satisfied		Somewhat dissatisfied		Dissatisfied		Unsure	
	2022 (n=300)	2017 (n=280)	2022 (n=127)	2017 (n=131)	2022 (n=71)	2017 (n=79)	2022 (n=31)	2017 (n=19)*	2022 (n=12)*	2017 (n=13)*	2022 (n=59)	2017 (n=38)
The hours are reasonable/I can adapt to their hours	31.8%	31.8%	61.7%	59.5%	27.7%	13.9%	4.9%				-	-
I would like longer hours evenings, Friday mornings and weekends	23.3%	25.4%	2.9%	1.5%	42.9%	58.2%	70.9%				-	2.6%
I don't go to the library/don't use it much	12.5%	10.4%	3.7%	4.6%	-	1.3%	-				55.7%	55.3%
Good service/the library meets my needs	7.0%	15.0%	15.8%	30.5%	3.1%	2.5%	-				-	-
I would like a more consistent schedule/the hours change too often	4.7%	-	-	-	10.1%	-	15.3%				-	-
I use online books and services	3.9%	-	6.1%	-	-	-	-				6.4%	-
I am unaware of the hours of operation	3.9%	4.3%	-	-	-	1.3%	-				19.4%	26.3%
Other	5.9%	1.4%	5.2%	0.8%	4.9%	1.3%	8.8%				6.8%	2.6%
Unsure	1.2%	1.1%	-	-	2.1%	3.8%	-				3.6%	-

\*Shaded due to small sample size.

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=300 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.6 percentage points plus or minus, 19 times out of 20.

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

## Preferred opening days and hours for OPL

# Preferred days for OPL to be open

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] Please rank the importance to you personally of each day of the week in terms of your OPL 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=453)	2017 (n=319)	2022 (n=439)	2017 (n=312)	2022 (n=400)	2017 (n=286)
Saturday	45.5%	42.0%	16.6%	21.1%	6.5%	6.9%
Monday	19.2%	15.5%	9.8%	8.3%	16.7%	18.9%
Sunday	13.2%	13.9%	32.8%	33.7%	7.0%	9.6%
Tuesday	6.7%	7.7%	12.7%	10.3%	12.8%	16.2%
Friday	6.4%	10.2%	10.8%	10.5%	25.5%	24.2%
Wednesday	4.8%	5.7%	11.2%	8.5%	19.5%	13.4%
Thursday	4.1%	4.9%	6.1%	7.7%	12.0%	10.9%

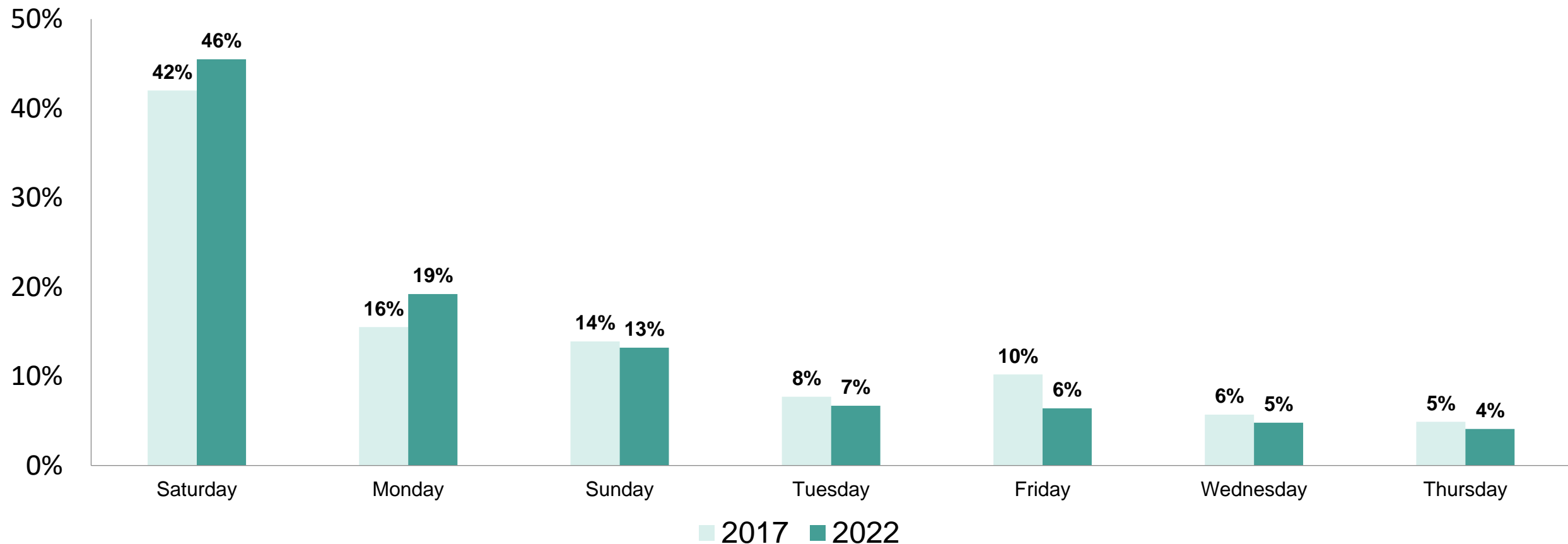
Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=453 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 4.6 percentage points plus or minus, 19 times out of 20.



# Preferred days for OPL to be open

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] Please rank the importance to you personally of each day of the week in terms of your OPL 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, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=453 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 4.6 percentage points plus or minus, 19 times out of 20.

# Preferred hours between Monday and Thursday

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] 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.

	First ranked		Second ranked		Third ranked		Fourth ranked	
	2022 (n=365)	2017 (n=324)	2022 (n=342)	2017 (n=311)	2022 (n=285)	2017 (n=276)	2022 (n=267)	2017 (n=272)
6-9pm	33.2%	38.7%	24.1%	18.3%	18.3%	17.7%	25.4%	24.0%
Before 12pm*	25.9%	24.6%	12.3%	17.5%	17.8%	20.1%	46.3%	38.7%
12-3pm	21.8%	19.8%	22.9%	23.0%	37.6%	36.3%	17.4%	22.7%
3-6pm	19.0%	16.9%	40.6%	41.2%	26.3%	25.9%	10.9%	14.5%

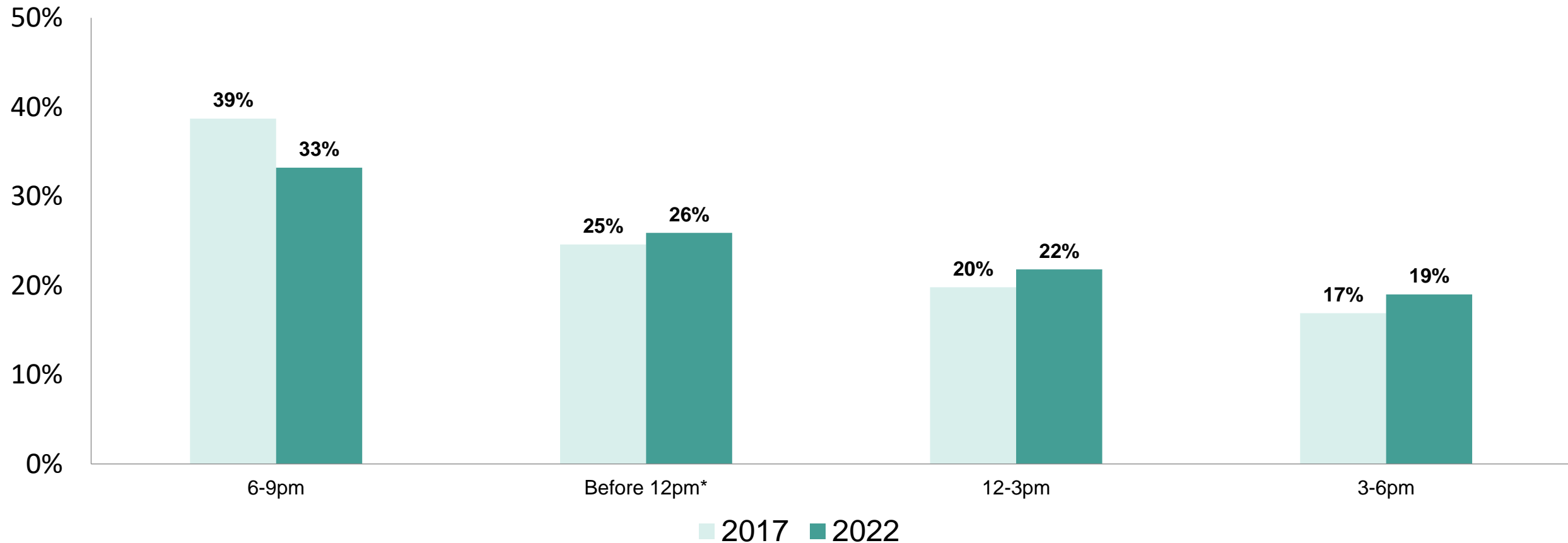
\*Was "9am-12pm" in 2017

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=365 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.1 percentage points plus or minus, 19 times out of 20.

# Preferred hours between Monday and Thursday

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] 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.



\*Was "9am-12pm" in 2017

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=365 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.1 percentage points plus or minus, 19 times out of 20.

# Preferred hours on Fridays

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] 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.

	First ranked		Second ranked		Third ranked		Fourth ranked	
	2022 (n=360)	2017 (n=315)	2022 (n=333)	2017 (n=295)	2022 (n=274)	2017 (n=262)	2022 (n=261)	2017 (n=259)
6-9pm	28.6%	34.4%	22.8%	19.0%	17.4%	13.2%	31.8%	32.4%
Before 12pm*	27.6%	27.7%	11.3%	15.5%	17.2%	16.8%	46.7%	41.0%
3-6pm	23.1%	21.2%	38.6%	38.4%	27.9%	30.6%	8.8%	9.1%
12-3pm	20.6%	16.7%	27.3%	27.1%	37.4%	39.3%	12.7%	17.5%

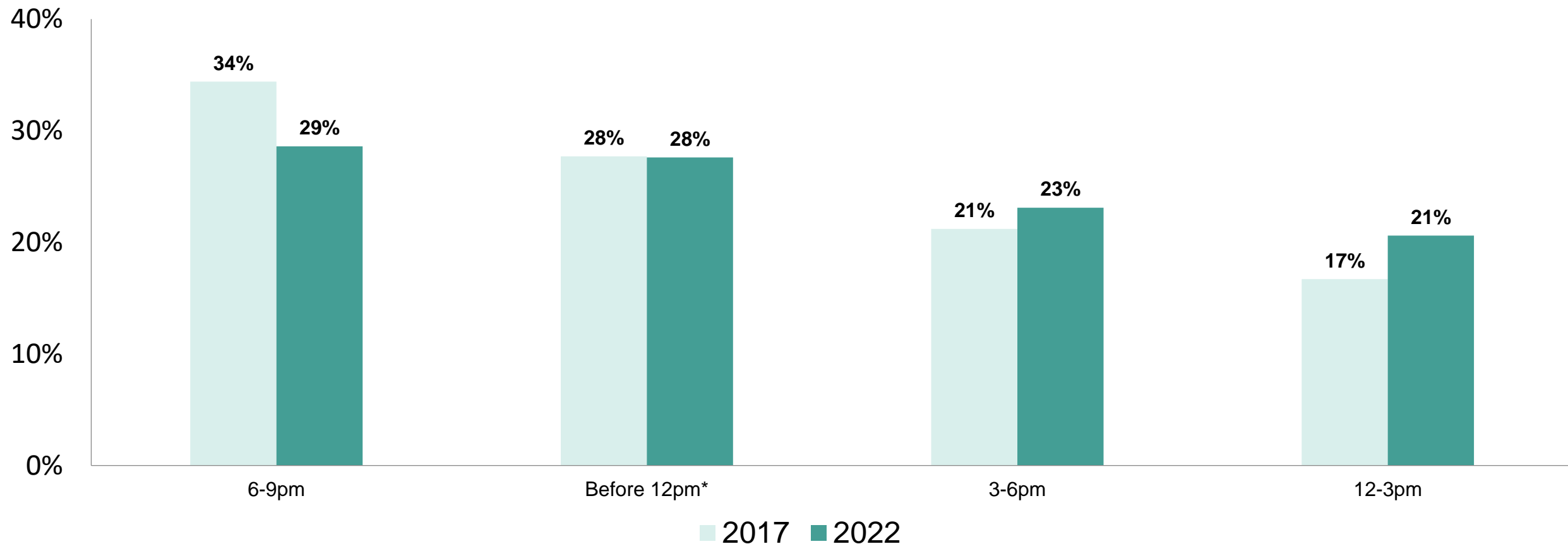
\*Was "9am-12pm" in 2017

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=360 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.2 percentage points plus or minus, 19 times out of 20.

# Preferred hours on Fridays

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] 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.



\*Was "9am-12pm" in 2017

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=360 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.2 percentage points plus or minus, 19 times out of 20.

# Preferred hours on Saturdays

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] 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 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=360)	2017 (n=321)	2022 (n=335)	2017 (n=296)	2022 (n=282)	2017 (n=265)	2022 (n=245)	2017 (n=258)
Before 12pm*	<b>49.9%</b>	51.7%	<b>13.9%</b>	14.5%	<b>14.6%</b>	15.8%	<b>21.3%</b>	18.7%
12-3pm	<b>32.0%</b>	28.3%	<b>51.3%</b>	53.0%	<b>11.5%</b>	14.2%	<b>2.2%</b>	3.9%
3-6pm	<b>11.1%</b>	13.8%	<b>28.8%</b>	26.5%	<b>56.8%</b>	53.6%	<b>6.9%</b>	5.8%
6-9pm	<b>7.0%</b>	6.2%	<b>6.0%</b>	5.9%	<b>17.1%</b>	16.4%	<b>69.7%</b>	71.6%

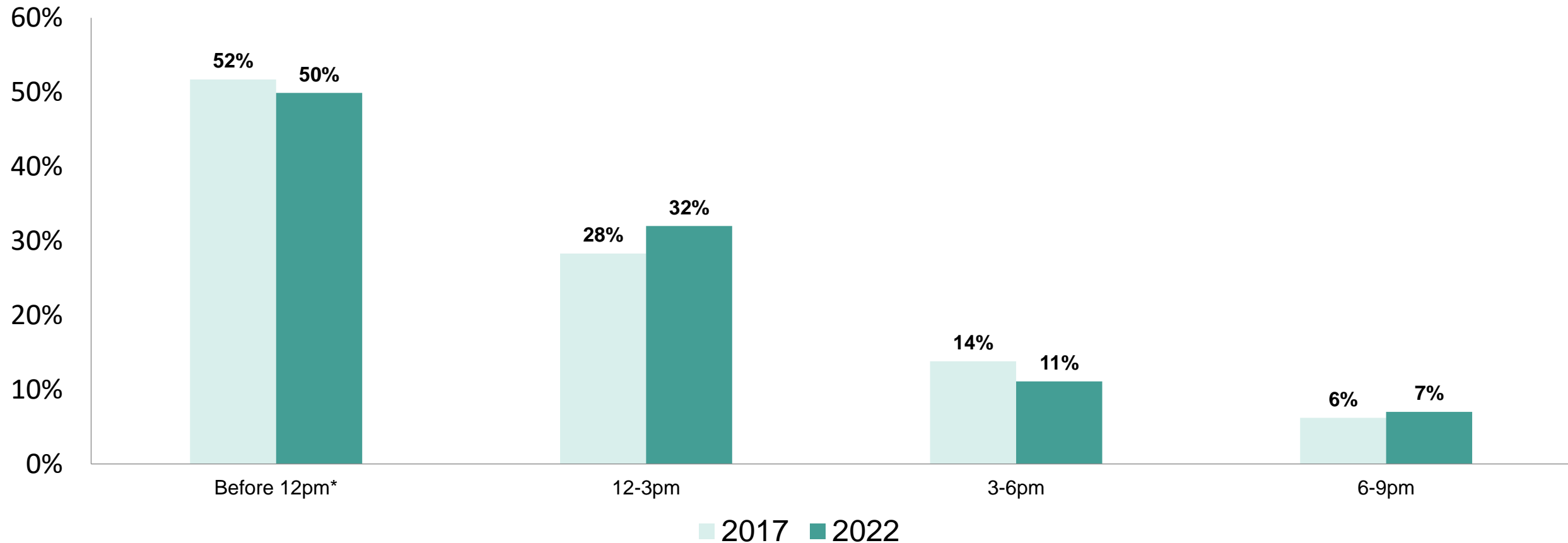
\*Was "9am-12pm" in 2017

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=360 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.2 percentage points plus or minus, 19 times out of 20.

# Preferred hours on Saturdays

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] 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 is the second most important time for the Branch to be open and so on.



\*Was "9am-12pm" in 2017

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=360 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.2 percentage points plus or minus, 19 times out of 20.



# Preferred hours on Sundays

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] Please rank the importance of each potential time slot for your OPL 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=358)	2017 (n=311)	2022 (n=320)	2017 (n=287)	2022 (n=269)	2017 (n=256)	2022 (n=245)	2017 (n=251)
12-3pm	47.1%	40.7%	39.7%	41.3%	12.7%	14.1%	2.3%	3.6%
Before 12pm*	37.7%	33.6%	12.3%	18.0%	28.1%	22.8%	18.1%	25.4%
3-6pm	11.2%	17.2%	40.6%	35.3%	42.1%	44.2%	7.0%	4.8%
6-9pm	3.9%	8.5%	7.4%	5.4%	17.1%	18.9%	72.6%	66.1%

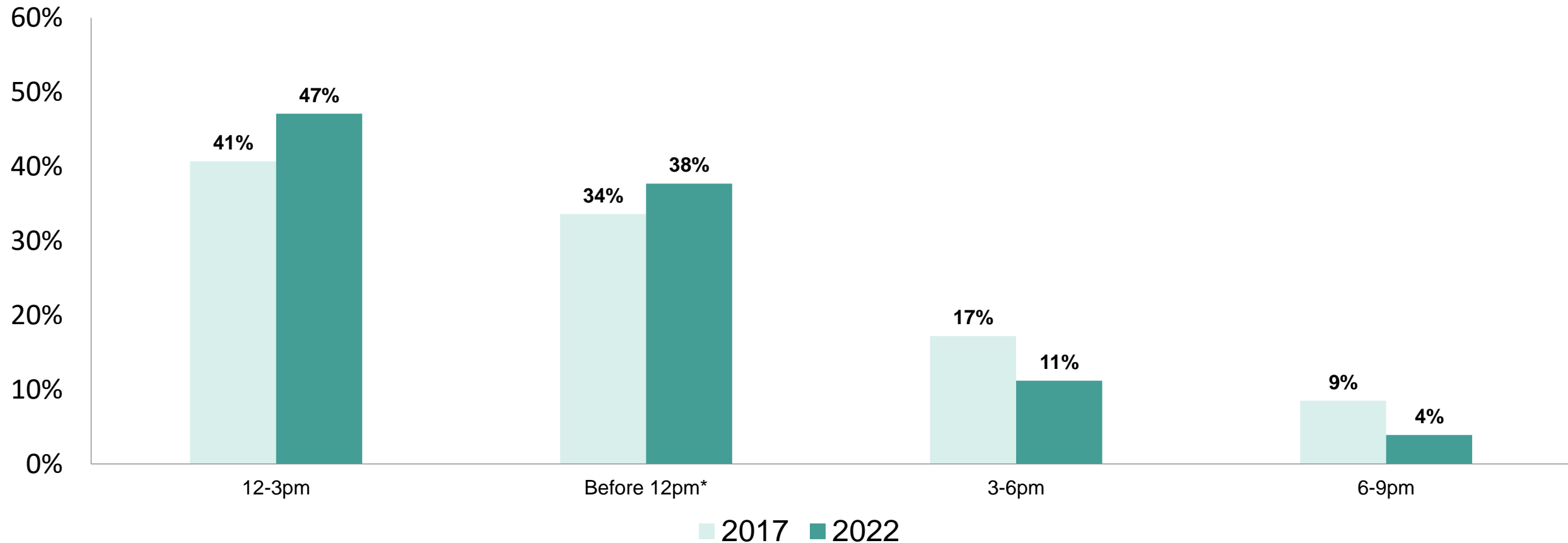
\*Was "9am-12pm" in 2017

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=358 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.2 percentage points plus or minus, 19 times out of 20.

# Preferred hours on Sundays


Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] Please rank the importance of each potential time slot for your OPL 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, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=358 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.2 percentage points plus or minus, 19 times out of 20.

A photograph of a desk with a laptop and a stack of books. The laptop is open, and its screen is tilted back. To the right of the laptop is a stack of four books. The background is a blurred view of bookshelves filled with books. The text "Interest in OPL opening on summer Sundays and public holidays" is overlaid on the image in a teal color.

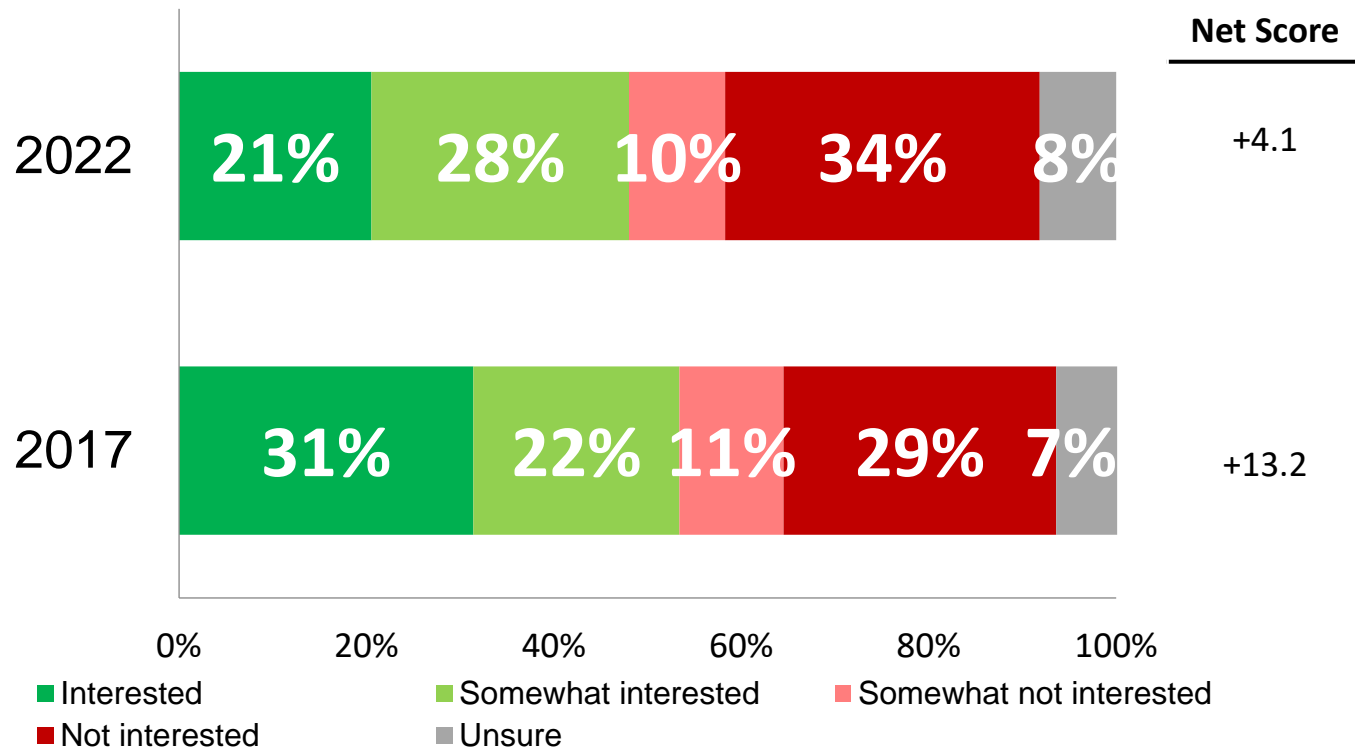
## Interest in OPL opening on summer Sundays and public holidays

# Interest in Sunday hours during the summer

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] 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 – 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?]



“

Similar to the previous wave, about five in ten OPL cardholders or residents that are open to being cardholders are interested or somewhat interested in OPL being open on Sundays during the summer.

”

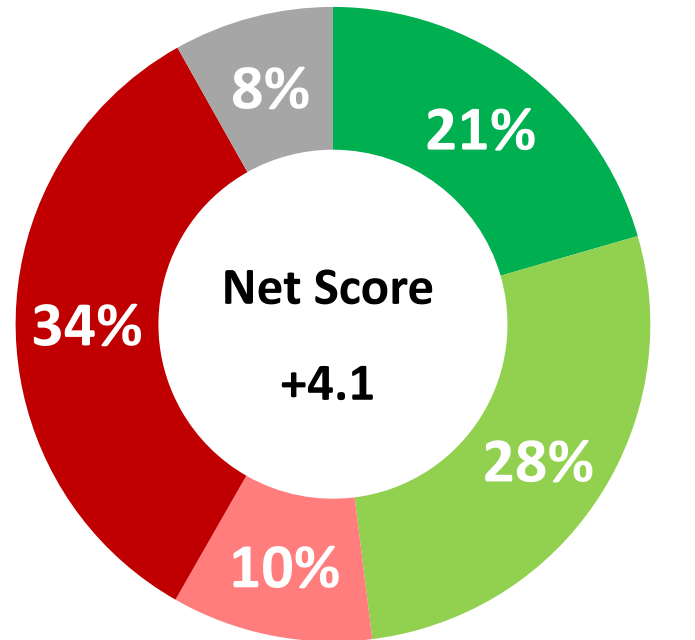
\*Weighted to the true population proportion.

\*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, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=381 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.0 percentage points plus or minus, 19 times out of 20.

# Interest in Sunday hours during the summer



■ Interested  
■ Somewhat interested  
■ Somewhat not interested  
■ Not interested  
■ Unsure

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] 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 – 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=49)	South East (n=48)	South West (n=34)	Central East (n=39)		
	<b>37.9%</b>	<b>48.5%</b>	<b>40.3%</b>	<b>38.8%</b>		
	Central West (n=86)	West (n=48)	Cardholder (n=274)	Not cardholder, but use services (n=11)*	Not cardholder, don't use services (n=81)	
	<b>46.2%</b>	<b>41.1%</b>	<b>45.4%</b>			<b>42.4%</b>
	Men (n=204)	Women (n=177)	18 to 34 (n=76)	35 to 54 (n=134)	55 plus (n=171)	
	<b>46.8%</b>	<b>41.5%</b>	<b>25.0%</b>	<b>44.2%</b>	<b>61.1%</b>	

\*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.

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=381 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.0 percentage points plus or minus, 19 times out of 20.

# Interest in Sunday hours during the summer by demographics

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] 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 – 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=49)	South East (n=48)	South West (n=34)	Central East (n=41)	
<b>55.0%</b>	<b>51.5%</b>	<b>51.7%</b>	<b>59.6%</b>	
Central West (n=86)	West (n=49)	Cardholder (n=274)	Not cardholder, but use services (n=11)*	Not cardholder, don't use services (n=81)
<b>43.7%</b>	<b>54.0%</b>	<b>48.6%</b>		<b>41.0%</b>
Men (n=206)	Women (n=177)	18 to 34 (n=76)	35 to 54 (n=135)	55 plus (n=172)
<b>46.0%</b>	<b>49.6%</b>	<b>69.7%</b>	<b>42.1%</b>	<b>33.1%</b>

\*shaded due to small sample size

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=381 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.0 percentage points plus or minus, 19 times out of 20.

# Interest in Sunday hours during the summer by demographics

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] 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 – 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			
A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada (n=154)	An immigrant (born in another country) Un immigrant (né dans un autre pays) (n=68)	A first-generation Canadian citizen born in Canada (at least one parent born in another country) (n=76)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country) (n=80)
<b>40.9%</b>	<b>61.4%</b>	<b>55.3%</b>	<b>43.0%</b>
No children (n=276)	One child (n=33)	Two children (n=35)	
<b>41.1%</b>	<b>74.9%</b>	<b>56.3%</b>	
Not interested/ Somewhat not interested			
A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada (n=154)	An immigrant (born in another country) Un immigrant (né dans un autre pays) (n=68)	A first-generation Canadian citizen born in Canada (at least one parent born in another country) (n=76)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country) (n=80)
<b>51.3%</b>	<b>34.1%</b>	<b>37.9%</b>	<b>43.5%</b>
No children (n=276)	One child (n=33)	Two children (n=35)	
<b>50.2%</b>	<b>22.6%</b>	<b>37.0%</b>	

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=381 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.0 percentage points plus or minus, 19 times out of 20.



# Recommendations to better meet cardholder needs

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] If there was one thing OPL could do to better meet your needs, what would it be? [OPEN]

“

Consistent with the previous wave, more than two in ten Ottawa residents who are OPL cardholders or at least somewhat not likely to use OPL if hours changed say there is nothing the OPL could do to better meet their needs and they are satisfied.

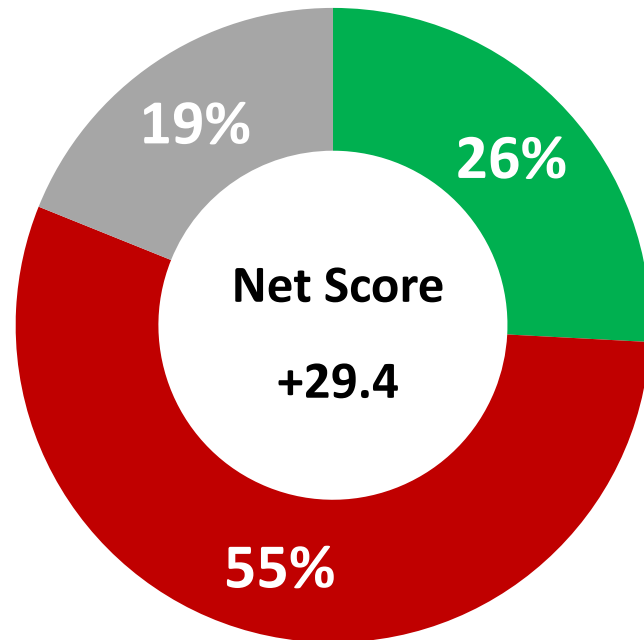
”

## TOP RESPONSES

	2022 (n=236)	2017 (n=222)
Nothing/I am satisfied	23.0%	23.3%
Have better, longer and more consistent hours	14.2%	20.7%
Have a greater variety and availability of books and eBooks	13.4%	14.8%
Remind people of services/advertise	9.0%	5.4%
Make in-library and online resources more accessible and easier to use	6.1%	6.7%
Have availability of different media (movies/ audiobooks/ multimedia)	3.2%	8.2%
Improve environment/have places to sit/relax/read	2.8%	-
Have branches more accessible to everyone in Ottawa	2.5%	2.2%
Host more programs and events	2.2%	4.3%
Other	13.0%	6.8%
Unsure	4.3%	4.6%

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=236 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 6.4 percentage points plus or minus, 19 times out of 20.

# Impact of extended Sunday hours on number of OPL visits



■ 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.

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] 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=49)	South East (n=48)	South West (n=34)	Central East (n=41)	
	<b>70.2%</b>	<b>48.9%</b>	<b>52.1%</b>	<b>46.9%</b>	
	Central West (n=86)	West (n=49)	Cardholder (n=276)	Not cardholder, but use services (n=11)*	Not cardholder, don't use services (n=81)
	<b>59.0%</b>	<b>57.8%</b>	<b>60.1%</b>		<b>48.0%</b>
	Men (n=206)	Women (n=177)	18 to 34 (n=76)	35 to 54 (n=135)	55 plus (n=172)
	<b>56.9%</b>	<b>54.0%</b>	<b>36.9%</b>	<b>53.8%</b>	<b>73.7%</b>

\*shaded due to small sample size

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=383 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.0 percentage points plus or minus, 19 times out of 20.

# Impact of extended Sunday hours on number of OPL visits by demographics

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] 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=49)	South East (n=48)	South West (n=34)	Central East (n=41)	No children (n=278)	One child (n=33)	Two children (n=35)
<b>23.2%</b>	<b>29.9%</b>	<b>37.5%</b>	<b>26.6%</b>	<b>16.7%</b>	<b>56.9%</b>	<b>49.5%</b>
Central West (n=86)	West (n=49)	Cardholder (n=276)	Not cardholder, but use services (n=11)*	Not cardholder, don't use services (n=81)		
<b>23.7%</b>	<b>28.2%</b>	<b>24.5%</b>		<b>25.9%</b>		
Men (n=206)	Women (n=177)	18 to 34 (n=76)	35 to 54 (n=135)	55 plus (n=172)		
<b>24.4%</b>	<b>27.0%</b>	<b>43.6%</b>	<b>24.0%</b>	<b>11.0%</b>		

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=383 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.0 percentage points plus or minus, 19 times out of 20.

# Visiting OPL on public holidays

Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] On which public holidays, if any, would you visit OPL? [OPEN]

“

Over four in ten Ottawa residents who are OPL cardholders or are open to being OPL cardholders say they would not visit OPL on public holidays. About four in ten are unsure, while about one in ten say they would visit on all public holidays, and five per cent say they would visit on some public holidays but not all.

”

## TOP RESPONSES

	Frequency (n=381)
No public holidays	44.2%
All public holidays	11.9%
Other	5.0%
Unsure	38.9%

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=381 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.0 percentage points plus or minus, 19 times out of 20.

# Visiting OPL on public holidays

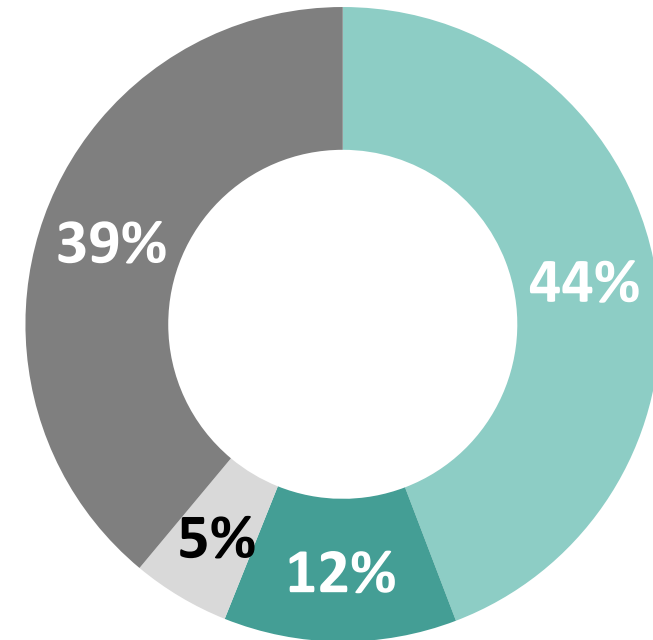
Q

[CARDHOLDER OR OPEN TO BECOMING CARDHOLDER] On which public holidays, if any, would you visit OPL? [OPEN]

“

Over four in ten Ottawa residents who are OPL cardholders or are open to being OPL cardholders say they would not visit OPL on public holidays. About four in ten are unsure, while about one in ten say they would visit on all public holidays, and five per cent say they would visit on some public holidays but not all.

”



■ No public holidays ■ All public holidays ■ Some holidays ■ Unsure

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, August 8<sup>th</sup> to September 2<sup>nd</sup>, 2022, n=381 residents of the City of Ottawa who are OPL cardholders or are open to being OPL cardholders, accurate 5.0 percentage points plus or minus, 19 times out of 20.

# Breakdown of Branches by Region

Region	Branches
East	Blackburn Hamlet, Cumberland, North Gloucester, Orléans
South East	Alta Vista, Elmvale Acres, Greely, Greenboro, Metcalfe, Osgoode, Vernon
South West	Manotick, Munster, North Gower, Richmond, Ruth E. Dickinson, Stittsville
Central East	Rideau, Rockcliffe Park, St-Laurent, Vanier, Sunnyside
Central West	Carlingwood, Emerald Plaza, Nepean Centreponte, Rosemount
West	Beaverbrook, Carp, Constance Bay, Fitzroy Harbour, Hazeldean, Centennial
Main	Main (on its own)
Bookmobile	Bookmobile (on its own) [NEW FOR THIS WAVE]

# METHODOLOGY

Nanos conducted an RDD dual frame hybrid telephone and online random survey of 504 residents of the City of Ottawa, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. Participants were randomly recruited by telephone using live agents and administered a survey online. The results were statistically checked and weighted by age and gender using the latest Census information and the sample is geographically stratified to be representative of the City of Ottawa.

Individuals were randomly called using random digit dialing with a maximum of five call backs.

The margin of error for a random survey of 504 residents of the City of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20.

The research was commissioned by the Ottawa Public Library.

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





# Previous Methodology

Nanos conducted an RDD dual frame hybrid telephone and online random survey of 400 residents of the City of Ottawa, between June 16<sup>th</sup> and July 3<sup>rd</sup>, 2017. Participants were randomly recruited by telephone using live agents and administered a survey online. The results were statistically checked and weighted by age and gender using the latest Census information and the sample is geographically stratified to be representative of the City of Ottawa.

Individuals were randomly called using random digit dialling with a maximum of five call backs.

The margin of error for a random survey of 400 residents of the City of Ottawa is  $\pm 5.0$  percentage points, 19 times out of 20.

The research was commissioned by the Ottawa Public Library.

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



Element	Description	Element	Description
Research sponsor	Ottawa Public Library	Weighting of Data	The results were weighted by age and gender using the latest Census information (2021) and the sample is geographically stratified to ensure a distribution across all regions of the City of Ottawa. See tables for full weighting disclosure
Population and Final Sample Size	503 residents of the City of Ottawa.		
Source of Sample	Nanos Panel	Screening	Screening ensured potential respondents did not work in the market research industry, in the advertising industry, in the media or a political party prior.
Type of Sample	Probability		
Margin of Error	±4.4 percentage points, 19 times out of 20.	Excluded Demographics	Individuals younger than 18 years old; individuals without land or cell lines could not participate.
Mode of Survey	RDD dual frame (land- and cell-lines) random telephone and online survey		
Sampling Method Base	The sample included both land- and cell-lines RDD (Random Digit Dialed) across the City of Ottawa.	Stratification	By age and gender using the latest Census information (2021) and the sample is geographically stratified to be representative of Ottawa.
Demographics (Captured)	Ottawa; Men and Women; 18 years and older. Six digit postal code was used to validate geography.	Estimated Response Rate	13 percent, consistent with industry norms.
Fieldwork/Validation	Live CATI interviews with live supervision to validate work.	Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.
Number of Calls	Maximum of five call backs.	Question Content	All questions asked are contained in the report.
Time of Calls	Individuals were called between 6:30-9:30pm local time for the respondent.		
Field Dates	August 8 <sup>th</sup> to September 2 <sup>nd</sup> , 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. <a href="https://canadianresearchinsightscouncil.ca/standards/">https://canadianresearchinsightscouncil.ca/standards/</a>	Contact	Contact Nanos Research for more information or with any concerns or questions. <a href="http://www.nanos.co">http://www.nanos.co</a> Telephone:(613) 234-4666 ext. 237 Email: info@nanosresearch.com.



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# TABULATIONS





## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

														What is your gender		Age		
Branch												Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile							
Question – Which of the following statements best describes you? [RANDOMIZE]	Total	Unwgt N	504	49	48	34	42	86	49	26	1	119	50	289	215	86	192	226
		Wgt N	500	50	52	37	39	90	49	29	1	106	48	240	260	146	176	179
	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	%	56.8	80.8	80.2	83.9	72.8	77.8	79.9			0.0	17.7	50.0	63.2	61.8	52.1	57.5
	Someone in my household is an Ottawa Public Library card holder and I use their card to access Ottawa Public Library ser	%	6.1	3.3	3.4	7.4	11.0	3.0	10.6			11.5	0.0	6.5	5.7	8.1	7.7	2.9
	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	%	1.9	2.4	0.0	2.8	3.0	1.2	2.1			0.6	1.2	2.6	1.2	1.1	1.2	3.3
	I am not a card holder and I do not use Ottawa Public Library services	%	35.2	13.6	16.3	6.0	13.2	18.0	7.4			87.9	81.0	40.9	29.9	29.0	39.1	36.4

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Some cells shaded due to small sample size



## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

			Branch									What is your gender				Age		
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question –[IF NOT CARDHOLDER] Why are you not an Ottawa Public Library cardholder? [OPEN]	Total	Unwgt N	201	7	8	4	10	16	8	4	0	105	39	130	71	27	82	92
		Wgt N	188	8	7	4	8	18	8	5	0	93	37	104	85	46	74	69
	I don't need the services of the library	%	20.9									30.6	9.3	26.0	14.7		22.8	18.4
	I do most of my research online	%	10.1									11.6	18.4	13.1	6.4		9.5	15.1
	I am not interested in becoming a member/not an avid reader	%	7.8									6.7	4.4	7.0	8.8		7.2	3.4
	I buy and read my own books/e-books	%	13.8									19.7	8.2	13.8	13.8		10.6	19.0
	A family member already has a card	%	3.8									3.9	0.0	3.1	4.5		5.0	0.0
	I do not have enough time	%	4.2									2.8	8.9	3.5	5.0		5.3	3.3
	I have access to another library (e.g., work, university)	%	0.9									1.7	0.0	1.6	0.0		0.0	0.0
	Branch not close to work or home	%	8.6									8.5	13.3	7.4	10.2		11.2	11.6
	I never renewed my card/let it expire/lost it	%	10.4									3.7	12.1	8.9	12.3		13.4	11.6
	Hours of operation not convenient	%	0.7									0.9	0.0	1.4	0.0		1.1	0.9
	I have not thought about it	%	3.8									2.1	7.8	1.4	6.8		1.1	4.1
	No longer have young children	%	3.9									4.5	1.6	1.4	7.0		6.7	0.9
	Just haven't gotten around to it yet	%	5.8									1.5	7.3	7.7	3.4		1.1	5.0
	Tried to online but requires in person	%	2.1									0.0	2.8	0.0	4.6		1.4	1.6

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Some cells shaded due to small sample

size

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

Branch												What is your gender		Age					
		Ottawa 2022- 09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus		
visit/hard to get one																			
Other	%	2.8										1.8	3.8	3.1	2.5			2.5	5.0
Unsure	%	0.4										0.0	2.2	0.8	0.0			1.1	0.0

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Some cells shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

			Branch										What is your gender				Age		
			Ottawa 2022- 09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus	
Question –[IF NOT CARDHOLDER] What would encourage you to become an Ottawa Public Library cardholder? [OPEN]	Total	Unwgt N	208	9	9	3	12	16	9	4	0	106	40	139	69	29	83	96	
		Wgt N	194	10	8	3	11	18	10	5	0	92	38	112	82	49	74	71	
	Nothing/I can't think of anything	%	31.2									54.2	18.3	31.9	30.2		34.0	42.7	
	I intend to be a cardholder soon	%	3.8									0.0	0.0	4.1	3.4		2.5	0.8	
	Better more variety in the selection of materials and programs	%	8.4									8.8	4.3	9.8	6.6		3.9	12.1	
	If description of current services and benefits was available	%	9.8									1.8	26.4	8.2	11.9		4.7	9.7	
	By making it easier to get books online	%	3.2									4.1	1.6	2.0	4.8		1.4	2.4	
	I use other sources so there is no use	%	4.8									7.3	1.6	2.5	7.9		6.4	6.3	
	Convenient location	%	10.0									7.8	17.8	11.0	8.7		8.6	11.4	
	If I lose my job/access to resources	%	2.2									1.1	2.7	2.0	2.5		2.8	0.8	
	If the late fees and replacement card fees were reduced	%	0.5									0.0	0.0	0.0	1.3		1.4	0.0	
	Convenient hours	%	0.7									0.0	0.0	1.3	0.0		1.1	0.8	
	If I had more time	%	9.1									5.3	0.0	10.6	7.1		8.8	4.0	
	Access to materials hard to find/not found online	%	2.2									0.9	4.9	2.9	1.3		3.6	0.0	
	End of pandemic	%	2.0									0.0	2.1	2.5	1.3		3.6	1.7	
	Longer loan periods	%	1.1									1.8	0.0	2.0	0.0		2.2	0.8	
	Allow online registration/renewal	%	4.0									0.6	7.4	1.3	7.8		2.5	0.8	
	Other	%	4.7									4.4	6.6	6.1	2.7		7.7	4.8	
	Unsure	%	2.2									2.0	6.4	2.0	2.5		5.0	0.8	

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Some cells shaded due to small sample

size

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

														What is your gender		Age			
			Branch																
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus	
Question – [IF NOT CARDHOLDER] If Ottawa Public Library hours of operation fit your schedule, would you be likely, somewhat likely, somewhat not likely, or not likely to become an OPL cardholder?	Total	Unwgt N	225	9	10	6	11	18	9	4	0	119	39	146	79	33	93	99	
		Wgt N	213	10	10	6	10	20	10	5	0	106	37	119	95	56	83	74	
	Likely	%	13.6										0.0	18.8	11.8	15.8	27.3	2.9	15.3
	Somewhat likely	%	21.9										0.0	41.1	21.5	22.5	27.9	21.4	18.0
	Somewhat not likely	%	6.0										0.0	17.0	3.7	8.8	6.1	4.4	7.6
	Not likely	%	49.7										100.0	0.0	54.7	43.3	29.6	60.9	52.0
	Unsure	%	8.9										0.0	23.1	8.3	9.6	9.0	10.4	7.1

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

			Branch										What is your gender		Age			
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Which Ottawa Public Library (OPL) branch do you use most frequently?	Total	Unwgt N	385	49	48	34	42	86	49	26	1	0	50	207	178	76	135	174
		Wgt N	394	50	52	37	39	90	49	29	1	0	48	175	219	129	125	140
	Alta Vista	%	5.8	0.0	44.0	0.0	0.0	0.0	0.0				0.0	5.8	5.8	9.3	2.8	5.3
	Beaverbrook	%	2.9	0.0	0.0	0.0	0.0	0.0	23.6				0.0	4.9	1.3	3.9	2.0	2.9
	Blackburn Hamlet	%	1.2	9.6	0.0	0.0	0.0	0.0	0.0				0.0	0.8	1.5	0.0	0.7	2.8
	Bookmobile	%	0.3	0.0	0.0	0.0	0.0	0.0	0.0				0.0	0.0	0.5	0.0	0.8	0.0
	Carlingwood	%	5.1	0.0	0.0	0.0	0.0	22.4	0.0				0.0	3.3	6.6	2.8	4.6	7.7
	Carp	%	1.0	0.0	0.0	0.0	0.0	0.0	7.7				0.0	1.1	0.8	1.4	0.7	0.8
	Centennial	%	1.9	0.0	0.0	0.0	0.0	0.0	15.6				0.0	1.9	2.0	1.2	2.1	2.4
	Constance Bay	%	0.2	0.0	0.0	0.0	0.0	0.0	1.7				0.0	0.5	0.0	0.0	0.7	0.0
	Cumberland	%	2.6	20.3	0.0	0.0	0.0	0.0	0.0				0.0	3.0	2.2	3.9	3.1	0.8
	Elmvale Acres	%	1.0	0.0	7.4	0.0	0.0	0.0	0.0				0.0	1.0	0.9	0.0	1.7	1.3
	Emerald Plaza	%	4.7	0.0	0.0	0.0	0.0	20.8	0.0				0.0	2.4	6.6	4.0	3.1	6.8
	Fitzroy Harbour	%	0.3	0.0	0.0	0.0	0.0	0.0	2.1				0.0	0.0	0.5	0.0	0.8	0.0
	Greely	%	0.5	0.0	3.6	0.0	0.0	0.0	0.0				0.0	0.5	0.5	0.0	1.5	0.0
	Greenboro	%	4.1	0.0	31.0	0.0	0.0	0.0	0.0				0.0	5.3	3.1	6.5	3.4	2.4
	Hazeldean	%	6.1	0.0	0.0	0.0	0.0	0.0	49.2				0.0	8.4	4.3	6.4	5.7	6.1
	Main branch	%	7.4	0.0	0.0	0.0	0.0	0.0	0.0				0.0	7.5	7.3	12.0	6.6	3.8
	Manotick	%	0.9	0.0	0.0	9.2	0.0	0.0	0.0				0.0	0.3	1.3	1.4	0.8	0.4
	Metcalfe	%	1.8	0.0	14.0	0.0	0.0	0.0	0.0				0.0	2.5	1.3	2.6	2.1	0.8
	Nepean Centrepointe	%	10.2	0.0	0.0	0.0	0.0	44.5	0.0				0.0	8.4	11.6	10.5	10.7	9.3
	North Gloucester	%	2.7	21.8	0.0	0.0	0.0	0.0	0.0				0.0	1.3	3.9	4.1	2.1	2.0
	Orléans	%	6.1	48.4	0.0	0.0	0.0	0.0	0.0				0.0	5.6	6.5	4.0	5.4	8.6
	Richmond	%	0.4	0.0	0.0	4.6	0.0	0.0	0.0				0.0	0.3	0.5	0.0	0.0	1.2
Rideau	%	2.7	0.0	0.0	0.0	27.6	0.0	0.0				0.0	2.3	3.1	4.0	0.8	3.3	
Rockcliffe Park	%	1.0	0.0	0.0	0.0	9.6	0.0	0.0				0.0	1.1	0.8	1.4	0.7	0.8	
Rosemount	%	2.8	0.0	0.0	0.0	0.0	12.3	0.0				0.0	2.2	3.3	1.4	4.3	2.8	

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

												What is your gender			Age		
		Branch									Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
		Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile							
Ruth E. Dickinson	%	4.0	0.0	0.0	42.2	0.0	0.0	0.0				0.0	2.1	5.5	2.8	6.9	2.4
St-Laurent	%	1.5	0.0	0.0	0.0	15.3	0.0	0.0				0.0	1.0	1.9	0.0	2.5	2.1
Stittsville	%	4.1	0.0	0.0	44.0	0.0	0.0	0.0				0.0	4.9	3.5	5.0	3.0	4.4
Sunnyside	%	3.7	0.0	0.0	0.0	36.8	0.0	0.0				0.0	5.7	2.0	2.5	3.4	4.9
Vanier	%	1.1	0.0	0.0	0.0	10.7	0.0	0.0				0.0	2.4	0.0	1.2	0.7	1.3
None	%	12.1	0.0	0.0	0.0	0.0	0.0	0.0				100.0	13.5	10.9	7.8	16.3	12.3

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

													What is your gender		Age			
			Branch															
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Ottawa Public Library (OPL) is examining its current hours of operation and looking for ways to better meet the needs of Library customers. Thinking of the OPL branch you use/would 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	385	49	48	34	42	86	49	26	1	0	50	207	178	76	135	174
		Wgt N	394	50	52	37	39	90	49	29	1	0						
	Satisfied	%	41.7	38.2	45.9	43.9	30.4	54.3	44.8				12.6	45.6	38.6	28.6	39.3	55.9
	Somewhat satisfied	%	25.1	35.9	30.7	32.7	40.9	22.0	21.6				7.4	24.8	25.3	35.7	24.7	15.6
	Somewhat dissatisfied	%	10.8	16.8	3.1	13.4	14.1	11.1	17.8				0.0	8.4	12.7	14.5	8.6	9.3
	Dissatisfied	%	3.0	0.0	5.4	0.0	5.6	0.9	7.3				1.2	5.1	1.3	3.9	2.6	2.5
	Unsure	%	19.5	9.1	14.8	10.0	8.9	11.8	8.5				78.7	16.2	22.1	17.3	24.9	16.7

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Ottawa Public Library (OPL) is examining its current hours of operation and looking for ways to better meet the needs of Library customers. Thinking of the OPL branch you use/would use most often, would you say you are satisfied, somewhat satisfied, somew

			Ottawa 2022-09	Satisfied	Somewhat satisfied	Somewhat dissatisfied	Dissatisfied	Unsure
Question – [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Why do you have that opinion? [OPEN]	Total	Unwgt N	300	127	71	31	12	59
		Wgt N	308	121	77	37	12	61
	The hours are reasonable/I can adapt to their hours	%	31.8	61.7	27.7	4.9	0.0	0.0
	I would like longer hours evenings, Friday mornings and weekends	%	23.3	2.9	42.9	70.9		0.0
	I don't go to the library/don't use it much	%	12.5	3.7	0.0	0.0		55.7
	Good service/the library meets my needs	%	7.0	15.8	3.1	0.0		0.0
	I am unaware of the hours of operation	%	3.9	0.0	0.0	0.0		19.4
	The availability of materials and services is limited	%	0.9	0.9	0.0	0.0		2.9
	There are times when I wish the library was open longer, but I understand it is not always feasible	%	1.8	1.6	4.9	0.0		0.0
	Haven't been since Covid/because of Covid	%	3.0	2.3	4.4	0.0		5.2
	I use online books and services	%	3.9	6.1	0.0	0.0		6.4
	I would like a more consistent schedule/the hours change too often	%	4.7	0.0	10.1	15.3		0.0
	Other	%	5.9	5.2	4.9	8.8		6.8
	Unsure	%	1.2	0.0	2.1	0.0		3.6

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

**[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES]** Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

Branch													What is your gender		Age			
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 1	Total	Unwgt N	453	45	47	33	42	81	47	25	1	89	43	254	199	86	173	194
		Wgt N	459	46	51	36	39	86	47	28	1	82	42	216	243	146	159	155
	Monday	%	19.2	21.2	11.5	15.3	20.4	18.4	15.5			19.8	28.7	19.9	18.6	9.3	17.3	30.5
	Tuesday	%	6.7	4.2	3.8	6.2	11.3	10.5	1.7			5.9	9.1	6.1	7.2	1.1	6.2	12.5
	Wednesday	%	4.8	5.6	7.3	3.1	9.6	3.3	3.6			4.2	6.5	4.6	5.0	0.0	3.0	11.1
	Thursday	%	4.1	4.2	1.6	9.0	1.5	5.0	8.6			2.7	0.0	4.5	3.8	2.3	5.8	4.1
	Friday	%	6.4	11.1	4.2	3.1	5.1	7.6	8.5			6.5	1.4	4.9	7.7	3.6	7.0	8.5
	Saturday	%	45.5	32.5	60.4	48.7	41.9	42.9	53.1			44.5	39.5	48.6	42.8	66.0	49.5	22.2
	Sunday	%	13.2	21.1	11.2	14.6	10.2	12.3	8.8			16.5	14.9	11.3	15.0	17.7	11.3	11.1

**[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES]** Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

													What is your gender		Age			
			Branch															
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 2	Total	Unwgt N	439	43	44	32	42	80	46	24	1	86	41	247	192	85	169	185
		Wgt N	446	44	48	35	39	85	46	28	1	79	41	212	234	144	155	148
	Monday	%	9.8	6.7	1.7	14.5	12.6	12.4	16.0			10.9	5.5	10.0	9.6	7.1	10.6	11.7
	Tuesday	%	12.7	26.5	10.9	1.7	13.0	14.3	2.4			12.8	12.7	10.4	14.7	8.2	12.1	17.7
	Wednesday	%	11.2	7.9	12.9	13.4	8.7	12.8	6.7			8.2	16.9	9.2	13.0	4.7	12.1	16.6
	Thursday	%	6.1	5.0	4.8	6.4	14.7	9.7	4.9			2.1	2.5	5.5	6.7	2.4	6.6	9.3
	Friday	%	10.8	2.7	2.5	22.4	20.4	11.4	11.9			11.0	3.5	10.9	10.6	5.8	12.2	14.1
	Saturday	%	16.6	29.5	19.0	15.2	11.7	15.3	18.9			16.0	14.4	16.7	16.5	19.0	14.6	16.3
	Sunday	%	32.8	21.8	48.2	26.4	18.9	24.1	39.0			39.0	44.5	37.4	28.8	52.8	31.9	14.4

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													What is your gender		Age			
			Branch															
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 3	Total	Unwgt N	400	39	40	30	42	75	40	23	1	76	34	224	176	78	152	170
		Wgt N	408	41	42	33	39	79	40	27	1	71	34	192	215	132	139	136
	Monday	%	16.7	26.6	26.0	10.6	14.3	9.8	23.9			19.3	9.6	18.1	15.5	23.0	15.9	11.4
	Tuesday	%	12.8	8.7	3.3	27.5	17.4	15.5	16.5			10.7	2.4	11.7	13.9	14.3	9.1	15.1
	Wednesday	%	19.5	14.0	21.2	9.5	22.6	27.4	9.7			19.8	18.2	19.0	20.0	13.9	17.7	26.8
	Thursday	%	12.0	10.9	11.7	18.3	9.1	19.2	4.1			7.4	18.0	10.0	13.8	10.3	14.0	11.7
	Friday	%	25.5	24.5	28.9	21.8	21.0	14.7	27.0			30.6	39.6	29.0	22.4	30.5	26.5	19.7
	Saturday	%	6.5	1.4	0.0	3.1	10.6	8.1	6.5			8.9	8.1	5.8	7.1	2.7	8.1	8.5
	Sunday	%	7.0	14.0	8.9	9.3	5.1	5.2	12.4			3.1	4.2	6.5	7.4	5.3	8.7	6.8

**[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES]** Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

Branch													What is your gender		Age			
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 4	Total	Unwgt N	370	37	39	27	35	68	37	20	1	73	33	206	164	74	139	157
		Wgt N	379	40	41	29	32	73	37	25	1	68	33	178	201	125	128	126
	Monday	%	15.2	6.3	18.7	8.4	11.1	14.0	23.8			15.7	23.0	20.4	10.7	17.1	15.9	12.7
	Tuesday	%	18.2	15.8	29.0	10.4	19.1	16.2	14.3			19.3	20.4	20.7	16.0	28.7	10.4	15.7
	Wednesday	%	16.1	24.2	5.9	23.8	22.6	12.7	18.4			15.6	10.2	15.6	16.5	15.0	18.6	14.6
	Thursday	%	26.2	28.0	35.3	17.1	23.5	18.6	23.1			31.2	29.6	26.6	25.7	22.7	25.9	29.9
	Friday	%	12.2	18.4	8.6	22.7	13.3	15.9	8.1			10.7	1.8	8.7	15.2	10.8	14.4	11.3
	Saturday	%	5.8	5.8	2.5	10.5	5.5	9.1	2.2			2.9	7.5	4.5	6.9	1.4	5.0	10.8
	Sunday	%	6.4	1.5	0.0	7.1	5.0	13.4	10.1			4.6	7.5	3.5	9.0	4.3	9.8	5.0

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Some cells shaded due to small sample

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

**[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES]** Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

													What is your gender		Age			
			Branch															
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 5	Total	Unwgt N	355	37	38	25	34	63	35	20	1	69	33	201	154	74	130	151
		Wgt N	364	40	40	27	32	68	36	25	1	64	33	174	190	125	119	120
	Monday	%	9.5	15.9	5.5	20.6	7.0	11.8	2.3			3.4	9.8	8.2	10.8	9.4	9.3	9.9
	Tuesday	%	18.4	17.3	14.7	30.7	13.3	18.1	29.4			13.8	22.3	21.9	15.2	18.4	20.7	16.2
	Wednesday	%	22.4	13.4	17.5	27.8	22.6	26.6	21.6			29.3	13.6	25.0	19.9	29.8	19.3	17.7
	Thursday	%	20.8	23.8	28.2	8.2	24.5	16.7	22.9			19.9	21.3	18.8	22.7	23.4	19.3	19.6
	Friday	%	21.4	18.1	29.8	12.8	19.2	24.3	16.4			25.8	22.4	19.2	23.4	14.8	21.7	28.0
	Saturday	%	4.6	8.6	2.9	0.0	8.4	0.0	5.8			7.8	5.7	3.9	5.3	1.4	8.8	3.9
	Sunday	%	2.8	3.0	1.5	0.0	5.1	2.5	1.7			0.0	4.9	3.0	2.7	2.7	0.9	4.8

**[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES]** Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

Branch													What is your gender		Age				
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus	
Question – Rank 6	Total	Unwgt N	346	35	37	24	33	63	35	19	1	67	32	195	151	73	126	147	
		Wgt N	356	38	40	26	31	68	36	24	1	61	32	169	187	124	116	117	
	Monday	%	11.8	14.0	2.8	10.0	15.9	14.8	9.9				9.4	12.5	6.4	16.6	12.6	11.1	11.6
	Tuesday	%	19.3	20.6	29.3	17.8	13.2	12.3	22.5				16.3	22.8	17.7	20.8	22.2	26.8	8.8
	Wednesday	%	15.6	25.9	24.0	9.2	9.8	9.5	15.3				15.8	20.5	17.1	14.3	17.8	17.2	11.8
	Thursday	%	18.2	13.0	11.2	32.5	13.2	18.7	25.6				24.2	10.3	21.8	14.9	21.7	15.8	16.8
	Friday	%	10.8	8.5	11.1	3.1	11.5	18.4	10.8				3.8	18.9	11.6	10.0	12.4	9.9	9.8
	Saturday	%	15.6	12.3	12.0	19.0	18.4	20.7	11.1				16.6	10.6	15.1	16.1	6.7	11.4	29.3
	Sunday	%	8.7	5.7	9.7	8.4	17.9	5.5	4.8				14.1	4.5	10.2	7.3	6.7	7.8	11.7

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Some cells shaded due to small sample

size

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

Branch														What is your gender		Age		
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 7	Total	Unwgt N	334	34	36	24	31	61	33	19	1	64	31	187	147	72	125	137
		Wgt N	346	37	39	26	30	66	33	24	1	59	31	164	182	122	115	109
	Monday	%	15.6	6.9	33.3	23.5	10.8	15.7	14.4			13.5	11.5	14.7	16.4	19.8	18.0	8.4
	Tuesday	%	8.2	8.7	4.1	10.0	5.5	8.5	9.0			17.3	1.9	8.5	7.9	5.4	10.9	8.5
	Wednesday	%	11.7	13.9	15.4	11.7	4.0	7.9	23.2			6.5	17.7	11.0	12.2	18.0	10.9	5.3
	Thursday	%	13.7	18.8	12.3	3.1	10.2	13.3	12.6			14.4	18.3	15.1	12.4	16.7	13.0	11.0
	Friday	%	16.2	19.6	14.9	15.1	19.6	13.1	15.0			15.8	17.2	17.9	14.6	23.7	13.4	10.6
	Saturday	%	5.5	5.2	0.0	4.2	9.2	4.3	1.8			4.8	13.3	5.8	5.3	4.1	2.8	9.8
	Sunday	%	29.2	27.0	20.0	32.4	40.7	37.3	24.0			27.6	20.1	27.0	31.1	12.2	30.8	46.4

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Some cells shaded due to small sample

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Branch											What is your gender		Age		
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 1	Total	Unwgt N	365	48	45	33	42	82	47	25	1	0	42	193	172	76	127	162
		Wgt N	379	49	49	36	39	87	47	28	1	0	42	166	213	129	118	132
	Before 12pm	%	25.9	28.0	12.4	8.0	32.8	38.0	28.0				19.0	29.2	23.3	9.0	33.8	35.4
	12-3pm	%	21.8	15.4	26.3	26.2	22.3	24.8	15.7				22.1	17.0	25.6	9.3	12.4	42.5
	3-6pm	%	19.0	14.9	30.8	24.3	18.7	8.1	22.6				18.8	19.3	18.9	27.5	19.9	10.0
	6-9pm	%	33.2	41.8	30.4	41.5	26.2	29.2	33.7				40.2	34.5	32.2	54.2	33.9	12.1

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Branch										What is your gender		Age			
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 2	Total	Unwgt N	342	44	41	31	42	79	46	23	1	0	35	179	163	71	121	150
		Wgt N	355	45	44	34	39	84	47				34	154	201	121	112	122
	Before 12pm	%	12.3	6.0	6.6	19.9	27.3	11.8	5.7				18.8	12.2	12.4	12.4	9.0	15.2
	12-3pm	%	22.9	28.9	17.6	14.4	23.2	25.9	23.2				21.8	28.1	19.0	10.8	26.0	32.0
	3-6pm	%	40.6	45.5	49.4	48.6	32.2	42.3	36.1				33.4	36.2	44.0	48.6	36.2	36.8
	6-9pm	%	24.1	19.6	26.5	17.0	17.4	20.0	35.0				26.0	23.5	24.6	28.1	28.8	16.0

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Some cells shaded due to small sample

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

													What is your gender		Age			
			Branch															
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 3	Total	Unwgt N	285	38	36	24	38	58	40	21	1	0	29	152	133	65	98	122
		Wgt N	300	41	39	27	36	62	40	25	1	0	28	133	167	111	90	99
	Before 12pm	%	17.8	14.9	33.3		19.9	12.2	16.1				11.7	17.5	18.0	23.3	14.1	15.1
	12-3pm	%	37.6	46.3	28.0		16.9	32.5	43.0				55.1	39.2	36.3	52.3	43.1	16.1
	3-6pm	%	26.3	30.3	18.8		38.4	29.6	27.1				19.3	29.0	24.0	12.0	27.3	41.2
	6-9pm	%	18.3	8.6	20.0		24.8	25.7	13.8				13.9	14.2	21.6	12.4	15.5	27.6

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

													What is your gender		Age			
			Branch															
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 4	Total	Unwgt N	267	36	35	24	33	54	36	19	1	0	29	142	125	64	91	112
		Wgt N	284	40	38	27	31	58	37	24	1	0	28	126	158	109	84	91
	Before 12pm	%	46.3	54.7	46.7	57.0	22.3	40.3	51.7				49.7	43.1	48.9	58.1	43.6	34.8
	12-3pm	%	17.4	8.0	22.6	20.1	36.7	10.4	22.7				6.8	17.6	17.3	26.8	17.4	6.3
	3-6pm	%	10.9	9.5	1.6	3.8	8.9	19.4	8.8				19.2	10.7	11.0	9.2	14.7	9.3
	6-9pm	%	25.4	27.8	29.1	19.1	32.1	29.9	16.8				24.2	28.6	22.8	5.9	24.3	49.5

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Branch											What is your gender		Age		
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 1	Total	Unwgt N	360	46	45	33	41	81	47	24	1	0	42	190	170	76	125	159
		Wgt N	374	47	49	36	39	86	47	28	1	0	41	164	211	129	116	130
	Before 12pm	%	27.6	27.1	10.9	20.8	39.5	35.1	24.2				26.6	28.9	26.7	10.6	33.2	39.5
	12-3pm	%	20.6	12.0	20.0	23.3	17.5	26.3	18.4				19.6	14.7	25.3	6.8	14.6	39.8
	3-6pm	%	23.1	25.6	40.1	22.2	19.1	13.5	32.0				22.0	22.9	23.3	34.0	24.2	11.3
	6-9pm	%	28.6	35.2	29.0	33.7	24.0	25.1	25.4				31.8	33.6	24.8	48.6	28.0	9.3

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Branch											What is your gender		Age		
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 2	Total	Unwgt N	333	42	40	32	40	75	46	23	1	0	34	174	159	71	116	146
		Wgt N	348	44	43	35	38	81	47	27	1	0	32	150	197	121	107	119
	Before 12pm	%	11.3	14.9	3.8	14.9	15.2	9.0	16.2				8.0	12.2	10.6	9.6	10.3	13.8
	12-3pm	%	27.3	27.5	21.2	16.9	19.5	33.8	36.7				33.4	29.8	25.4	22.3	27.9	31.7
	3-6pm	%	38.6	38.4	38.2	47.7	44.0	36.5	31.6				26.5	38.4	38.8	42.6	34.1	38.7
	6-9pm	%	22.8	19.2	36.8	20.5	21.2	20.7	15.5				32.1	19.7	25.2	25.4	27.6	15.8

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Some cells shaded due to small sample

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

													What is your gender		Age			
			Branch															
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 3	Total	Unwgt N	274	36	36	23	34	56	39	20	1	0	29	146	128	64	93	117
		Wgt N	290	39	38	26	33	61	39	25	1	0	28	129	161	109	86	95
	Before 12pm	%	17.2	15.6	24.0		10.0	23.9	13.4					17.5	17.0	18.6	14.9	17.8
	12-3pm	%	37.4	43.3	45.9		32.7	24.7	31.1					41.7	34.0	54.5	38.8	16.7
	3-6pm	%	27.9	33.3	20.1		35.7	28.9	33.1					27.6	28.2	15.6	29.1	41.0
	6-9pm	%	17.4	7.8	10.0		21.6	22.6	22.4					13.2	20.8	11.3	17.3	24.5

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

Branch													What is your gender		Age			
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 4	Total	Unwgt N	261	36	35	23	30	52	35	20	1	0	29	139	122	63	87	111
		Wgt N	278	39	38	26	29	57	36	25	1	0	28	124	154	107	80	91
	Before 12pm	%	46.7	43.0	61.5		41.1	37.1	45.4					45.3	47.7	63.8	43.3	29.5
	12-3pm	%	12.7	16.2	9.0		22.0	9.2	14.4					13.7	12.0	15.9	15.9	6.3
	3-6pm	%	8.8	4.1	0.0		2.1	16.8	4.5					8.3	9.2	7.9	10.8	8.2
	6-9pm	%	31.8	36.7	29.5		34.9	36.8	35.6					32.7	31.0	12.5	30.0	56.0

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 is the second most important time for the Branch to be open and so on.

			Branch											What is your gender		Age		
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 1	Total	Unwgt N	360	45	45	33	42	81	47	25	1	0	41	192	168	76	129	155
		Wgt N	374	46	50	36	39	86	47	28	1	0	40	166	208	129	119	126
	Before 12pm	%	49.9	52.1	44.9	49.3	42.5	52.5	59.1				51.7	52.6	47.7	50.1	59.8	40.3
	12-3pm	%	32.0	27.0	29.8	20.7	48.4	29.1	26.5				38.0	28.4	34.8	30.3	24.1	41.1
	3-6pm	%	11.1	13.2	17.8	18.8	9.1	10.5	11.0				3.5	11.6	10.7	9.3	11.4	12.7
	6-9pm	%	7.0	7.7	7.5	11.2	0.0	7.9	3.4				6.8	7.4	6.7	10.4	4.7	5.8

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 is the second most important time for the Branch to be open and so on.

			Branch											What is your gender		Age		
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 2	Total	Unwgt N	335	43	40	32	42	76	44	22	1	0	35	178	157	73	120	142
		Wgt N	350	45	44	35	39	82	44	26	1	0	34	155	195	124	111	115
	Before 12pm	%	13.9	12.3	14.9	12.5	15.8	15.2	16.1				11.2	16.3	11.9	17.5	11.8	11.9
	12-3pm	%	51.3	52.6	44.2	73.2	35.7	54.2	56.4				51.8	48.9	53.3	54.8	56.3	42.9
	3-6pm	%	28.8	27.5	24.2	12.6	42.2	27.2	24.3				27.9	26.2	30.8	23.6	21.8	41.1
	6-9pm	%	6.0	7.5	16.8	1.7	6.2	3.4	3.2				9.0	8.6	4.0	4.2	10.1	4.1

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Some cells shaded due to small sample

size

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 is the second most important time for the Branch to be open and so on.

													What is your gender		Age			
			Branch															
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 3	Total	Unwgt N	282	37	35	26	36	60	39	20	1	0	28	153	129	66	103	113
		Wgt N	298	41	38	29	33	66	38	25	1	0	27	136	162	112	95	91
	Before 12pm	%	14.6	18.0	12.2	16.1	20.4	15.1	8.1					10.2	18.3	10.8	11.9	21.9
	12-3pm	%	11.5	15.8	17.7	0.0	13.7	8.8	12.5					15.5	8.2	13.7	9.7	10.8
	3-6pm	%	56.8	58.9	47.2	60.0	38.5	63.5	67.0					57.7	56.0	61.7	63.0	44.0
	6-9pm	%	17.1	7.3	22.9	23.9	27.4	12.6	12.4					16.7	17.6	13.7	15.4	23.2

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 is the second most important time for the Branch to be open and so on.

													What is your gender		Age			
			Branch															
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 4	Total	Unwgt N	245	33	30	24	29	49	31	20	1	0	28	132	113	61	87	97
		Wgt N	262	37	33	27	27	53	32	25	1	0	27	119	143	104	80	78
	Before 12pm	%	21.3	19.0	25.3	19.7		18.8	12.8					19.3	22.9	21.5	17.6	24.6
	12-3pm	%	2.2	2.8	0.0	6.0		1.5	2.5					3.9	0.7	1.6	4.3	0.8
	3-6pm	%	6.9	4.8	15.1	12.0		5.8	1.8					8.4	5.6	6.4	8.5	6.0
	6-9pm	%	69.7	73.5	59.6	62.3		73.8	82.8					68.3	70.7	70.5	69.5	68.7

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Some cells shaded due to small sample size



## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance of each potential time slot for your OPL 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.

													What is your gender		Age			
			Branch															
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 1	Total	Unwgt N	358	45	46	34	40	79	46	24	1	0	43	186	172	76	127	155
		Wgt N	374	47	50	37	38	85	46	28	1	0	42	162	213	129	118	128
	Before 12pm	%	37.7	41.2	33.9	35.1	39.1	37.9	40.4				38.6	42.1	34.4	42.0	43.2	28.4
	12-3pm	%	47.1	41.7	51.7	36.8	45.5	51.6	43.2				51.6	40.2	52.3	41.1	40.6	59.2
	3-6pm	%	11.2	9.5	7.6	24.3	15.4	9.6	12.9				5.8	12.6	10.2	10.2	13.5	10.2
	6-9pm	%	3.9	7.6	6.8	3.8	0.0	1.0	3.5				4.0	5.1	3.0	6.6	2.8	2.3

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance of each potential time slot for your OPL 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.

												What is your gender		Age				
			Branch															
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 2	Total	Unwgt N	320	41	39	33	37	69	43	21	1	0	36	164	156	71	118	131
		Wgt N	338	45	43	36	35	76	43	26	1	0	34	145	193	121	110	108
	Before 12pm	%	12.3	8.8	13.9	9.7	11.3	8.1	18.0				21.4	14.4	10.7	15.4	11.6	9.5
	12-3pm	%	39.7	43.4	27.7	49.4	48.6	36.9	45.0				34.4	40.5	39.1	41.0	44.6	33.3
	3-6pm	%	40.6	39.1	43.8	32.0	35.5	48.5	30.1				37.7	34.2	45.4	35.4	34.6	52.4
	6-9pm	%	7.4	8.6	14.6	9.0	4.6	6.4	7.0				6.5	10.9	4.8	8.2	9.2	4.8

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Some cells shaded due to small sample

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

**[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES]** Please rank the importance of each potential time slot for your OPL 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.

													What is your gender		Age			
			Branch															
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 3	Total	Unwgt N	269	37	34	26	31	53	38	19	1	0	30	141	128	65	99	105
		Wgt N	287	42	36	29	30	58	39	23	1	0	29	127	161	110	92	85
	Before 12pm	%	28.1	32.0	24.3		32.8	31.3	14.8				14.0	20.8	33.8	23.1	24.9	37.8
	12-3pm	%	12.7	19.2	16.6		7.3	12.4	11.4				10.5	18.0	8.5	16.5	12.3	8.3
	3-6pm	%	42.1	36.1	40.4		46.9	40.9	56.8				48.1	48.3	37.3	46.1	45.1	33.7
	6-9pm	%	17.1	12.8	18.7		13.0	15.5	17.0				27.4	12.9	20.4	14.2	17.7	20.2

**[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES]** Please rank the importance of each potential time slot for your OPL 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.

Branch													What is your gender		Age			
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – Rank 4	Total	Unwgt N	245	34	33	24	28	46	31	19	1	0	29	133	112	59	87	99
		Wgt N	260	39	36	27	26	49	32	23	1	0	28	119	141	100	80	80
	Before 12pm	%	18.1	18.5	20.2			15.1	20.4					18.0	18.3	17.1	18.2	19.4
	12-3pm	%	2.3	0.0	0.0			1.7	0.0					4.1	0.7	3.2	3.3	0.0
	3-6pm	%	7.0	14.6	9.5			3.6	1.8					4.5	9.1	7.0	7.5	6.5
	6-9pm	%	72.6	66.9	70.3			79.6	77.8					73.4	71.9	72.7	71.0	74.2

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

Branch													What is your gender		Age			
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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	381	49	48	34	39	86	48	26	1	0	50	204	177	76	134	171
		Wgt N	391	50	52	37	37	90	48	29	1	0	48	173	218	129	124	138
	Interested	%	20.5	21.1	28.9	27.6	24.7	25.6	13.2				7.1	17.4	23.0	31.7	15.3	14.8
	Somewhat interested	%	27.5	33.8	22.6	24.1	35.0	18.1	40.7				22.1	28.6	26.6	38.0	26.8	18.2
	Somewhat not interested	%	10.2	7.9	10.5	12.6	8.4	7.3	15.5				10.0	10.1	10.4	5.4	12.4	12.9
	Not interested	%	33.6	30.0	38.0	27.7	30.3	39.0	25.6				36.6	36.7	31.1	19.6	31.8	48.3
	Unsure	%	8.2	7.1	0.0	8.0	1.6	10.0	4.9				24.2	7.2	8.9	5.3	13.8	5.8

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

		Branch											What is your gender			Age		
			Ottawa 2022- 09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] If there was one thing the OPL could do to better meet your needs, what would it be? [OPEN]	Total	Unwgt N	236	29	27	21	30	51	30	14	1	1	32	124	112	44	79	113
		Wgt N	241	28	29	23	30	51	30	17	1	1	31	107	134	74	74	94
	Nothing/I am satisfied	%	23.0				5.8	32.2	23.6				17.6	21.1	24.5	15.7	21.8	29.8
	Have better, longer and more consistent hours	%	14.2				21.0	16.6	27.1				7.8	19.7	9.9	22.2	11.2	10.4
	Have a greater variety and availability of books and eBooks	%	13.4				15.6	14.8	15.5				2.6	14.8	12.3	7.0	20.6	12.8
	Make in-library and online resources more accessible and easier to use	%	6.1				9.3	0.0	8.0				7.1	5.4	6.7	7.0	6.1	5.5
	Remind people of services/advertise	%	9.0				0.0	8.0	6.1				33.0	7.4	10.2	9.4	12.1	6.2
	Improve in-library technology/improve Wi-Fi	%	1.4				2.8	2.0	0.0				0.0	2.3	0.8	2.2	2.5	0.0
	Host more programs and events	%	2.2				2.0	1.2	0.0				0.0	1.1	3.0	2.4	0.0	3.6
	Give reminders when books are overdue/have a better renewal system and longer loan period	%	1.4				2.0	0.0	0.0				0.0	1.3	1.5	0.0	3.9	0.6
	Have branches more accessible to everyone in Ottawa.	%	2.5				2.0	2.0	0.0				6.6	1.1	3.6	2.4	4.2	1.3
	Have availability of different media (movies/ audiobooks/ multimedia)	%	3.2				12.6	0.0	3.7				0.0	1.9	4.3	4.8	1.1	3.6
	Access to educational materials/journals/newspapers	%	2.2				0.0	3.9	2.0				5.2	3.9	0.8	2.2	2.5	1.9
	Allow hold pick up/book return after hours	%	1.2				6.0	0.0	0.0				0.0	0.0	2.2	2.4	0.0	1.2
	Improve environment/have places to sit/relax/read	%	2.8				2.0	4.2	0.0				0.0	0.6	4.5	2.4	2.8	3.0
	Other	%	13.0				19.0	9.6	11.2				7.4	16.9	9.9	20.0	10.1	9.8
	Unsure	%	4.3				0.0	5.5	2.7				12.7	2.4	5.8	0.0	1.1	10.2

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Some cells shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

													What is your gender		Age			
			Branch															
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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	383	49	48	34	41	86	49	26	1	0	49	206	177	76	135	172
		Wgt N	392	50	52	37	38	90	49	29	1	0	47	174	218	129	125	138
	I would visit OPL more often if Sunday hours were extended	%	25.8	23.2	29.9	37.5	26.6	23.7	28.2				21.4	24.4	27.0	43.6	24.0	11.0
	Extending Sunday hours would have no impact on how often I visit OPL	%	55.2	70.2	48.9	52.1	46.9	59.0	57.8				49.0	56.9	54.0	36.9	53.8	73.7
	Unsure	%	18.9	6.5	21.2	10.4	26.5	17.4	14.0				29.6	18.7	19.0	19.5	22.3	15.3

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Some cells shaded due to small sample

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## 2022-2183 – OPL Hours Wave 2– General Population – STAT SHEET

													What is your gender		Age			
Branch																		
			Ottawa 2022-09	East	South East	South West	Central East	Central West	West	Main	Bookmobile	Not likely to become a cardholder	No answer	Male	Female	18 to 34	35 to 54	55 plus
Question – [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] On which public holidays, if any, would you visit OPL?	Total	Unwgt N	381	48	48	34	41	85	49	26	1	0	49	205	176	76	135	170
		Wgt N	391	49	52	37	39	89	49	29	1	0	47	174	217	129	125	137
	All public holidays	%	11.9	16.6	17.4	10.4	17.3	14.1	4.5				3.6	10.7	12.8	21.3	5.6	8.7
	No public holidays	%	44.2	49.4	39.7	41.5	40.1	44.8	53.8				45.6	48.7	40.6	31.3	44.9	55.8
	Unsure	%	38.9	30.6	43.0	38.4	34.3	30.8	40.0				50.8	36.6	40.8	42.0	41.3	33.8
	Other	%	5.0	3.3	0.0	9.8	8.3	10.4	1.7				0.0	3.9	5.8	5.4	8.2	1.7

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Some cells shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

			Which of the following statements best describes you?				
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	Someone in my household is an Ottawa Public Library card holder and I use their card to access Ottawa Public Library ser	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Which of the following statements best describes you? [RANDOMIZE]	Total	Unwgt N	504	286	31	10	177
	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	%	56.8	100.0	0.0	0.0	0.0
	Someone in my household is an Ottawa Public Library card holder and I use their card to access Ottawa Public Library ser	%	6.1	0.0	100.0		0.0
	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	%	1.9	0.0	0.0		
	I am not a card holder and I do not use Ottawa Public Library services	%	35.2	0.0	0.0		100.0

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

				Which of the following statements best describes you?					
				I am an Ottawa Public Library card holder and have completed the online cardholder survey	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	Someone in my household is an Ottawa Public Library card holder and I use their card to access Ottawa Public Library ser	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services	
Ottawa 2022-08									
Question – [IF NOT CARDHOLDER] Why are you not an Ottawa Public Library cardholder? [OPEN]	Total	Unwgt N	201	0	0	19	11	171	
		Wgt N	188	0	0	19	8	161	
	I don't need the services of the library	%	20.9						20.5
	I do most of my research online	%	10.1						11.1
	I am not interested in becoming a member/not an avid reader	%	7.8						8.6
	I buy and read my own books/e-books	%	13.8						15.6
	A family member already has a card	%	3.8						0.5
	I do not have enough time	%	4.2						3.7
	I have access to another library (e.g., work, university)	%	0.9						1.0
	Branch not close to work or home	%	8.6						9.0
	I never renewed my card/let it expire/lost it	%	10.4						10.6
	Hours of operation not convenient	%	0.7						0.9
	I have not thought about it	%	3.8						4.1
	No longer have young children	%	3.9						4.6
	Just haven't gotten around to it yet	%	5.8						5.3
	Tried to online but requires in person visit/hard to get one	%	2.1						2.4
	Other	%	2.8						1.6
	Unsure	%	0.4						0.5

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

				Which of the following statements best describes you?				
				I am an Ottawa Public Library card holder and have completed the online cardholder survey	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	Someone in my household is an Ottawa Public Library card holder and I use their card to access Ottawa Public Library ser	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Ottawa 2022-08								
Question – [IF NOT CARDHOLDER] What would encourage you to become an Ottawa Public Library cardholder? [OPEN]	Total	Unwgt N	208	0	0	23	11	174
		Wgt N	194	0	0	23	8	163
	Nothing/I can't think of anything	%	31.2					33.1
	I intend to be a cardholder soon	%	3.8					2.0
	Better more variety in the selection of materials and programs	%	8.4					7.7
	If description of current services and benefits was available	%	9.8					10.9
	By making it easier to get books online	%	3.2					2.3
	I use other sources so there is no use	%	4.8					5.0
	Convenient location	%	10.0					10.8
	If I lose my job/access to resources	%	2.2					1.3
	If the late fees and replacement card fees were reduced	%	0.5					0.0
	Convenient hours	%	0.7					0.4
	If I had more time	%	9.1					9.4
	Access to materials hard to find/not found online	%	2.2					2.6
	End of pandemic	%	2.0					2.0
	Longer loan periods	%	1.1					1.4
	Allow online registration/renewal	%	4.0					4.8
	Other	%	4.7					3.7
	Unsure	%	2.2					2.6

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

				Which of the following statements best describes you?		
				I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Ottawa 2022-08						
Question –[IF NOT CARDHOLDER] If Ottawa Public Library hours of operation fit your schedule, would you be likely, somewhat likely, somewhat not likely, or not likely to become an OPL cardholder?	Total	Unwgt N	225	0	12	185
		Wgt N	213	0	10	173
	Likely	%	13.6			11.4
	Somewhat likely	%	21.9			19.3
	Somewhat not likely	%	6.0			6.4
	Not likely	%	49.7			53.7
	Unsure	%	8.9			9.2

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Which Ottawa Public Library (OPL) branch do you use most frequently?	Total	Unwgt N	385	276	11	82
		Wgt N	394	284	9	83
	Alta Vista	%	5.8	5.5		6.6
	Beaverbrook	%	2.9	3.5		1.9
	Blackburn Hamlet	%	1.2	1.7		0.0
	Bookmobile	%	0.3	0.4		0.0
	Carlingwood	%	5.1	5.6		4.0
	Carp	%	1.0	0.8		1.7
	Centennial	%	1.9	1.8		0.0
	Constance Bay	%	0.2	0.3		0.0
	Cumberland	%	2.6	2.6		2.2
	Elmvale Acres	%	1.0	1.0		1.3
	Emerald Plaza	%	4.7	6.2		1.3
	Fitzroy Harbour	%	0.3	0.4		0.0
	Greely	%	0.5	0.4		1.0
	Greenboro	%	4.1	5.5		0.7
	Hazeldean	%	6.1	6.9		0.7
	Main branch	%	7.4	8.6		2.2
	Manotick	%	0.9	1.0		0.7
	Metcalfe	%	1.8	2.3		0.7
	Nepean Centrepoin	%	10.2	9.6		14.2
	North Gloucester	%	2.7	2.9		3.1
	Orléans	%	6.1	7.0		2.9
	Richmond	%	0.4	0.6		0.0
	Rideau	%	2.7	3.0		2.2
	Rockcliffe Park	%	1.0	0.7		0.0
	Rosemount	%	2.8	3.2		0.0
	Ruth E. Dickinson	%	4.0	4.8		1.0
	St-Laurent	%	1.5	1.9		0.7
	Stittsville	%	4.1	4.5		1.0
	Sunnyside	%	3.7	3.7		1.0
	Vanier	%	1.1	0.8		2.4
	None	%	12.1	3.0		46.6

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Ottawa Public Library (OPL) is examining its current hours of operation and looking for ways to better meet the needs of Library customers. Thinking of the OPL branch you use/would 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	385	276	11	82
		Wgt N	394	284	9	83
	Satisfied	%	41.7	51.6		16.1
	Somewhat satisfied	%	25.1	26.2		13.6
	Somewhat dissatisfied	%	10.8	12.1		4.6
	Dissatisfied	%	3.0	2.7		3.1
	Unsure	%	19.5	7.3		62.6

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

			Which of the following statements best describes you?					
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have completed the online cardholder survey	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	Someone in my household is an Ottawa Public Library card holder and I use their card to access Ottawa Public Library ser	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES]	Total	Unwgt N	300	0	211	11	10	68
Why do you have that opinion? [OPEN]		Wgt N	308	0	219	12	8	68
	The hours are reasonable/I can adapt to their hours	%	31.8		36.1			18.6
	I would like longer hours evenings, Friday mornings and weekends	%	23.3		25.8			9.0
	I don't go to the library/don't use it much	%	12.5		5.8			35.3
	Good service/the library meets my needs	%	7.0		9.8			0.0
	I am unaware of the hours of operation	%	3.9		0.5			15.0
	The availability of materials and services is limited	%	0.9		0.5			2.6
	There are times when I wish the library was open longer, but I understand it is not always feasible	%	1.8		2.6			0.0
	Haven't been since Covid/because of Covid	%	3.0		3.7			1.6
	I use online books and services	%	3.9		5.2			0.0
	I would like a more consistent schedule/the hours change too often	%	4.7		5.8			1.6
	Other	%	5.9		3.5			13.8
	Unsure	%	1.2		0.7			2.4

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

**[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES]** Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 1	Total	Unwgt N	453	261	10	157
		Wgt N	459	273	8	151
	Monday	%	19.2	17.5		23.3
	Tuesday	%	6.7	7.0		6.5
	Wednesday	%	4.8	4.9		4.9
	Thursday	%	4.1	4.6		3.2
	Friday	%	6.4	6.0		5.2
	Saturday	%	45.5	48.9		41.0
	Sunday	%	13.2	11.0		15.9

**[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES]** Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 2	Total	Unwgt N	439	256	9	150
		Wgt N	446	268	8	145
	Monday	%	9.8	10.7		9.4
	Tuesday	%	12.7	13.1		14.4
	Wednesday	%	11.2	10.6		11.1
	Thursday	%	6.1	8.1		2.9
	Friday	%	10.8	12.0		8.2
	Saturday	%	16.6	14.9		17.4
	Sunday	%	32.8	30.6		36.6

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 3						
	Total	Unwgt N	400	237	9	131
		Wgt N	408	248	8	127
	Monday	%	16.7	19.3		12.6
	Tuesday	%	12.8	15.3		7.7
	Wednesday	%	19.5	19.7		20.8
	Thursday	%	12.0	11.1		14.8
	Friday	%	25.5	23.6		29.4
	Saturday	%	6.5	5.0		7.5
	Sunday	%	7.0	6.1		7.2

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 4						
	Total	Unwgt N	370	217	8	127
		Wgt N	379	230	7	123
	Monday	%	15.2	15.4		15.1
	Tuesday	%	18.2	19.1		17.2
	Wednesday	%	16.1	15.5		16.8
	Thursday	%	26.2	23.9		30.8
	Friday	%	12.2	14.0		8.3
	Saturday	%	5.8	6.4		4.3
	Sunday	%	6.4	5.7		7.4

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 5						
	Total	Unwgt N	355	209	8	121
		Wgt N	364	222	7	117
	Monday	%	9.5	11.0		6.0
	Tuesday	%	18.4	18.2		18.9
	Wednesday	%	22.4	23.0		20.0
	Thursday	%	20.8	21.3		21.4
	Friday	%	21.4	18.6		25.3
	Saturday	%	4.6	3.8		7.4
	Sunday	%	2.8	4.1		1.0

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 6						
	Total	Unwgt N	346	204	8	118
		Wgt N	356	218	7	114
	Monday	%	11.8	10.5		12.7
	Tuesday	%	19.3	20.0		19.6
	Wednesday	%	15.6	15.6		14.7
	Thursday	%	18.2	18.8		15.6
	Friday	%	10.8	10.7		11.1
	Saturday	%	15.6	15.4		16.0
	Sunday	%	8.7	8.8		10.2

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 7	Total	Unwgt N	334	197	8	113
		Wgt N	346	211	7	111
	Monday	%	15.6	14.8		17.3
	Tuesday	%	8.2	5.2		10.2
	Wednesday	%	11.7	11.9		12.9
	Thursday	%	13.7	13.7		12.8
	Friday	%	16.2	17.8		15.1
	Saturday	%	5.5	5.4		6.8
	Sunday	%	29.2	31.2		24.9

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 1	Total	Unwgt N	365	264	10	76
		Wgt N	379	275	8	78
	Before 12pm	%	25.9	27.1		22.2
	12-3pm	%	21.8	23.0		20.3
	3-6pm	%	19.0	21.2		8.9
	6-9pm	%	33.2	28.7		48.6

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 2	Total	Unwgt N				
		Wgt N	342	253	9	67
		%	355	265	8	68
	Before 12pm	%	12.3	12.0		13.3
	12-3pm	%	22.9	23.3		25.5
	3-6pm	%	40.6	39.5		45.5
	6-9pm	%	24.1	25.2		15.6

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 3	Total	Unwgt N				
		Wgt N	285	212	8	54
		%	300	225	7	55
	Before 12pm	%	17.8	17.0		22.4
	12-3pm	%	37.6	37.0		38.1
	3-6pm	%	26.3	26.4		23.5
	6-9pm	%	18.3	19.6		16.0

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 4	Total	Unwgt N				
		Wgt N	267	199	8	51
		%	284	214	7	54
	Before 12pm	%	46.3	45.7		46.6
	12-3pm	%	17.4	15.4		21.0
	3-6pm	%	10.9	10.6		15.3
	6-9pm	%	25.4	28.3		17.2

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 1	Total	Unwgt N				
		Wgt N	360	261	9	76
		%	374	273	8	78
	Before 12pm	%	27.6	28.5		25.3
	12-3pm	%	20.6	22.2		16.6
	3-6pm	%	23.1	25.1		17.3
	6-9pm	%	28.6	24.2		40.8

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 2	Total	Unwgt N				
		Wgt N	333	248	9	63
		%	348	262	8	64
	Before 12pm	%	11.3	8.7		16.3
	12-3pm	%	27.3	29.9		22.2
	3-6pm	%	38.6	39.4		33.2
	6-9pm	%	22.8	22.0		28.3

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 3	Total	Unwgt N				
		Wgt N	274	203	8	53
		%	290	217	7	55
	Before 12pm	%	17.2	18.4		16.1
	12-3pm	%	37.4	34.9		46.4
	3-6pm	%	27.9	27.1		28.5
	6-9pm	%	17.4	19.6		9.1

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 4	Total	Unwgt N				
		Wgt N	261	193	8	51
			278	209	7	53
	Before 12pm	%	46.7	46.8		47.1
	12-3pm	%	12.7	11.1		17.7
	3-6pm	%	8.8	6.5		17.9
	6-9pm	%	31.8	35.6		17.3

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 is the second most important time for the Branch to be open and so on.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 1	Total	Unwgt N				
		Wgt N	360	261	9	75
			374	272	8	77
	Before 12pm	%	49.9	51.2		48.3
	12-3pm	%	32.0	29.5		33.7
	3-6pm	%	11.1	12.9		7.4
	6-9pm	%	7.0	6.4		10.5

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 is the second most important time for the Branch to be open and so on.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 2	Total	Unwgt N	335	247	8	67
		Wgt N	350	260	7	69
	Before 12pm	%	13.9	13.5		11.9
	12-3pm	%	51.3	54.7		43.9
	3-6pm	%	28.8	26.8		34.9
	6-9pm	%	6.0	5.1		9.3

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 is the second most important time for the Branch to be open and so on.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 3	Total	Unwgt N	282	209	8	54
		Wgt N	298	224	7	56
	Before 12pm	%	14.6	15.0		15.7
	12-3pm	%	11.5	10.9		15.4
	3-6pm	%	56.8	56.9		56.9
	6-9pm	%	17.1	17.3		12.0

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 is the second most important time for the Branch to be open and so on.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 4	Total	Unwgt N	245	181	8	48
		Wgt N	262	197	7	49
	Before 12pm	%	21.3	20.5		21.0
	12-3pm	%	2.2	2.5		1.7
	3-6pm	%	6.9	6.5		7.3
	6-9pm	%	69.7	70.5		70.1

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance of each potential time slot for your OPL 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.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 1	Total	Unwgt N	358	257	9	77
		Wgt N	374	271	8	79
	Before 12pm	%	37.7	38.2		38.3
	12-3pm	%	47.1	46.5		48.8
	3-6pm	%	11.2	12.4		5.4
	6-9pm	%	3.9	3.0		7.5

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance of each potential time slot for your OPL 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.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 2	Total	Unwgt N	320	232	9	66
		Wgt N	338	249	8	67
	Before 12pm	%	12.3	9.4		20.9
	12-3pm	%	39.7	40.3		34.1
	3-6pm	%	40.6	42.8		35.8
	6-9pm	%	7.4	7.6		9.2

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance of each potential time slot for your OPL 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.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 3	Total	Unwgt N	269	196	9	53
		Wgt N	287	213	8	55
	Before 12pm	%	28.1	32.0		17.1
	12-3pm	%	12.7	12.8		17.2
	3-6pm	%	42.1	40.7		47.7
	6-9pm	%	17.1	14.5		17.9

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance of each potential time slot for your OPL 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.

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – Rank 4	Total	Unwgt N	245	179	8	49
		Wgt N	260	194	7	50
	Before 12pm	%	18.1	16.6		16.7
	12-3pm	%	2.3	2.6		1.6
	3-6pm	%	7.0	4.9		13.9
	6-9pm	%	72.6	75.9		67.8

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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	381	274	11	81
		Wgt N	391	283	9	82
	Interested	%	20.5	19.8		20.5
	Somewhat interested	%	27.5	28.8		20.5
	Somewhat not interested	%	10.2	9.8		11.0
	Not interested	%	33.6	35.6		31.4
	Unsure	%	8.2	6.0		16.7

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

			Which of the following statements best describes you?					
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have completed the online cardholder survey	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	Someone in my household is an Ottawa Public Library card holder and I use their card to access Ottawa Public Library ser	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] If there was one thing the OPL could do to better meet your needs, what would it be? [OPEN]	Total	Unwgt N	236	0	168	12	6	50
		Wgt N	241	0	173	14	5	49
	Nothing/I am satisfied	%	23.0		24.9			19.4
	Have better, longer and more consistent hours	%	14.2		15.1			4.1
	Have a greater variety and availability of books and eBooks	%	13.4		16.2			2.4
	Make in-library and online resources more accessible and easier to use	%	6.1		5.3			6.6
	Remind people of services/advertise	%	9.0		2.6			32.8
	Improve in-library technology/improve Wi-Fi	%	1.4		1.5			1.7
	Host more programs and events	%	2.2		2.7			0.0
	Give reminders when books are overdue/have a better renewal system and longer loan period	%	1.4		2.0			0.0
	Have branches more accessible to everyone in Ottawa.	%	2.5		2.6			3.3
	Have availability of different media (movies/ audiobooks/ multimedia)	%	3.2		3.1			4.8
	Access to educational materials/journals/newspapers	%	2.2		2.1			3.3
	Allow hold pick up/book return after hours	%	1.2		0.6			0.0
	Improve environment/have places to sit/relax/read	%	2.8		3.9			0.0
	Other	%	13.0		14.9			11.3
	Unsure	%	4.3		2.4			10.3

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Type of Cardholder

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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	383	276	11	81
		Wgt N	392	284	9	82
	I would visit OPL more often if Sunday hours were extended	%	25.8	24.5		25.9
	Extending Sunday hours would have no impact on how often I visit OPL	%	55.2	60.1		48.0
	Unsure	%	18.9	15.3		26.1

			Which of the following statements best describes you?			
			Ottawa 2022-08	I am an Ottawa Public Library card holder and have not completed the online cardholder survey	I am not an Ottawa Public Library card holder, but I use Ottawa Public Library services that do not require a card	I am not a card holder and I do not use Ottawa Public Library services
Question – [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] On which public holidays, if any, would you visit OPL?	Total	Unwgt N	381	274	11	80
		Wgt N	391	283	9	81
	All public holidays	%	11.9	12.3		9.5
	No public holidays	%	44.2	47.4		37.7
	Unsure	%	38.9	35.2		49.6
	other	%	5.0	5.1		3.2

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**2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status**

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question - [IF NOT CARDHOLDER] Why are you not an Ottawa Public Library cardholder? [OPEN]	Total	Unwgt N	201	100	20	43	36	2
		Wgt N	188	90	18	44	35	2
	I don't need the services of the library	%	20.9	24.8		20.1	11.5	
	I do most of my research online	%	10.1	10.2		9.2	8.8	
	I am not interested in becoming a member/not an avid reader	%	7.8	3.1		13.8	14.2	
	I buy and read my own books/e-books	%	13.8	13.8		11.9	12.4	
	A family member already has a card	%	3.8	2.1		7.8	5.2	
	I do not have enough time	%	4.2	8.1		0.0	1.7	
	I have access to another library (e.g., work, university)	%	0.9	0.0		3.7	0.0	
	Branch not close to work or home	%	8.6	7.9		10.6	9.8	
	I never renewed my card/let it expire/lost it	%	10.4	8.5		10.1	16.8	
	Hours of operation not convenient	%	0.7	0.7		0.0	2.3	
	I have not thought about it	%	3.8	2.6		9.2	2.3	
	No longer have young children	%	3.9	5.0		2.4	2.3	
	Just haven't gotten around to it yet	%	5.8	7.9		0.0	4.6	
	Tried to online but requires in person visit/hard to get one	%	2.1	1.2		0.0	8.2	
	Other	%	2.8	3.4		1.4	0.0	
	Unsure	%	0.4	0.9		0.0	0.0	

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2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question - [IF NOT CARDHOLDER] What would encourage you to become an Ottawa Public Library cardholder? [OPEN]	Total	Unwgt N	208	104	23	41	38	2
		Wgt N	194	94	22	40	36	2
	Nothing/I can't think of anything	%	31.2	34.4		23.9	36.9	
	I intend to be a cardholder soon	%	3.8	3.6		6.1	4.5	
	Better more variety in the selection of materials and programs	%	8.4	4.2		7.6	8.9	
	If description of current services and benefits was available	%	9.8	7.3		14.8	4.9	
	By making it easier to get books online	%	3.2	4.0		0.0	1.6	
	I use other sources so there is no use	%	4.8	2.8		9.7	4.7	
	Convenient location	%	10.0	13.6		4.6	5.7	
	If I lose my job/access to resources	%	2.2	1.7		4.0	0.0	
	If the late fees and replacement card fees were reduced	%	0.5	0.0		0.0	2.9	
	Convenient hours	%	0.7	0.6		2.0	0.0	
	If I had more time	%	9.1	7.9		11.3	14.3	
	Access to materials hard to find/not found online	%	2.2	0.9		4.0	5.1	
	End of pandemic	%	2.0	2.6		3.5	0.0	
	Longer loan periods	%	1.1	1.5		2.0	0.0	
	Allow online registration/renewal	%	4.0	5.7		0.0	6.6	
	Other	%	4.7	5.5		6.3	1.6	
	Unsure	%	2.2	3.7		0.0	2.2	

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**2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status**

			Citizenship					
				A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second- generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Ottawa 2022-08								
Question - [IF NOT CARDHOLDER] If Ottawa Public Library hours of operation fit your schedule, would you be likely, somewhat likely, somewhat not likely, or not likely to become an OPL cardholder?	Total	Unwgt N	225	110	23	47	43	2
		Wgt N	213	100	22	49	41	2
	Likely	%	13.6	10.9		11.8	12.2	
	Somewhat likely	%	21.9	21.7		22.0	24.2	
	Somewhat not likely	%	6.0	5.2		6.1	7.2	
	Not likely	%	49.7	57.5		47.9	42.0	
	Unsure	%	8.9	4.7		12.1	14.4	

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

			Citizenship					Prefer not to say
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	
Question - IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Which Ottawa Public Library (OPL) branch do you use most frequently? [INSERT LIST] [SELECT ONE]	Total	Unwgt N	385	157	69	76	80	3
		Wgt N	394	161	69	77	83	4
	Alta Vista	%	5.8	3.9	2.3	8.0	10.7	
	Beaverbrook	%	2.9	2.0	3.2	2.9	4.7	
	Blackburn Hamlet	%	1.2	0.7	2.5	1.1	1.3	
	Bookmobile	%	0.3	0.0	0.0	0.0	1.2	
	Carlingwood	%	5.1	4.2	6.6	4.6	6.3	
	Carp	%	1.0	2.0	0.9	0.0	0.0	
	Centennial	%	1.9	2.0	1.2	3.1	1.3	
	Constance Bay	%	0.2	0.0	1.2	0.0	0.0	
	Cumberland	%	2.6	3.1	1.5	2.1	2.9	
	Elmvale Acres	%	1.0	1.7	0.0	1.3	0.0	
	Emerald Plaza	%	4.7	2.8	4.2	7.4	6.8	
	Fitzroy Harbour	%	0.3	0.6	0.0	0.0	0.0	
	Greely	%	0.5	0.0	0.0	2.4	0.0	
	Greenboro	%	4.1	5.5	4.4	1.1	4.2	
	Hazeldean	%	6.1	6.8	8.1	2.9	6.3	
	Main branch	%	7.4	7.3	10.7	7.3	5.1	
	Manotick	%	0.9	1.0	0.0	0.0	2.1	
	Metcalfe	%	1.8	2.4	3.5	1.3	0.0	
	Nepean Centrepoin	%	10.2	8.4	7.6	18.3	7.5	
	North Gloucester	%	2.7	5.3	1.2	1.1	0.7	
	Orléans	%	6.1	7.2	6.0	3.6	5.3	
	Richmond	%	0.4	1.1	0.0	0.0	0.0	
	Rideau	%	2.7	3.2	4.1	0.0	3.5	
	Rockcliffe Park	%	1.0	0.0	4.3	0.0	1.0	
	Rosemount	%	2.8	2.8	1.6	2.3	4.3	
	Ruth E. Dickinson	%	4.0	2.7	2.1	5.5	6.8	
	St-Laurent	%	1.5	1.7	0.9	1.3	2.0	
	Stittsville	%	4.1	4.0	5.2	6.3	1.7	
	Sunnyside	%	3.7	2.8	5.7	5.5	2.1	
	Vanier	%	1.1	1.1	0.0	1.1	1.9	
	None	%	12.1	13.7	11.1	9.8	10.4	

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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**2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status**

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second- generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question - [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Ottawa Public Library (OPL) is examining its current hours of operation and looking for ways to better meet the needs of Library customers. Thinking of the OPL branch you use/would 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	385	157	69	76	80	3
		Wgt N	394	161	69	77	83	4
	Satisfied	%	41.7	46.3	38.0	36.9	40.8	
	Somewhat satisfied	%	25.1	24.8	30.3	30.2	16.5	
	Somewhat dissatisfied	%	10.8	7.8	8.4	8.2	21.4	
	Dissatisfied	%	3.0	1.4	4.7	6.2	1.7	
	Unsure	%	19.5	19.7	18.6	18.5	19.6	

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question – [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Why do you have that opinion? [OPEN]	Total	Unwgt N	300	122	56	60	61	1
		Wgt N	308	127	55	59	65	1
	The hours are reasonable/I can adapt to their hours	%	31.8	37.1	31.7	34.2	19.6	
	I would like longer hours evenings, Friday mornings and weekends	%	23.3	19.3	23.5	31.5	22.6	
	I don't go to the library/don't use it much	%	12.5	10.8	17.7	10.1	14.0	
	Good service/the library meets my needs	%	7.0	6.3	11.5	2.4	8.7	
	I am unaware of the hours of operation	%	3.9	5.0	1.1	4.0	3.9	
	The availability of materials and services is limited	%	0.9	2.2	0.0	0.0	0.0	
	There are times when I wish the library was open longer, but I understand it is not always feasible	%	1.8	3.0	0.0	0.0	3.0	
	Haven't been since Covid/because of Covid	%	3.0	1.6	2.9	0.0	8.7	
	I use online books and services	%	3.9	2.5	4.3	6.9	3.5	
	I would like a more consistent schedule/the hours change too often	%	4.7	3.5	4.2	3.9	8.4	
	Other	%	5.9	7.4	2.0	6.1	6.2	
	Unsure	%	1.2	1.3	1.1	1.0	1.6	

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question - Rank 1	Total	Unwgt N	453	193	71	95	91	3
		Wgt N	459	194	71	97	93	3
	Monday	%	19.2	17.4	27.4	17.8	18.9	
	Tuesday	%	6.7	8.2	4.8	7.2	4.7	
	Wednesday	%	4.8	5.1	8.1	2.9	3.7	
	Thursday	%	4.1	3.5	2.0	3.0	7.6	
	Friday	%	6.4	7.4	7.8	3.9	6.0	
	Saturday	%	45.5	44.3	40.0	51.7	45.1	
	Sunday	%	13.2	14.2	9.9	13.5	13.9	

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question - Rank 2	Total	Unwgt N	439	185	70	92	89	3
		Wgt N	446	187	70	94	92	3
	Monday	%	9.8	8.1	10.6	11.0	10.9	
	Tuesday	%	12.7	11.5	18.5	10.6	13.1	
	Wednesday	%	11.2	14.0	9.9	11.2	6.9	
	Thursday	%	6.1	4.4	9.7	5.6	7.8	
	Friday	%	10.8	8.9	10.5	10.0	15.9	
	Saturday	%	16.6	18.4	15.9	14.3	16.1	
	Sunday	%	32.8	34.7	24.9	37.3	29.3	

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Citizenship						
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say	
Question - Rank 3	Total	Unwgt N	400	166	63	87	82	2	
		Wgt N	408	168	63	90	85	1	
	Monday	%	16.7	18.2	12.5	15.8	17.3		
	Tuesday	%	12.8	11.1	9.3	18.2	13.4		
	Wednesday	%	19.5	15.0	28.8	23.1	17.9		
	Thursday	%	12.0	13.0	10.1	13.6	10.0		
	Friday	%	25.5	27.7	25.7	19.9	26.5		
	Saturday	%	6.5	6.3	9.3	4.2	7.4		
	Sunday	%	7.0	8.7	4.3	5.2	7.5		

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Citizenship						
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say	
[Rank 4] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.	Total	Unwgt N	370	157	59	79	73	2	
		Wgt N	379	160	59	83	76	1	
	Monday	%	15.2	13.1	13.6	16.3	20.2		
	Tuesday	%	18.2	18.1	20.6	16.2	18.0		
	Wednesday	%	16.1	17.0	9.5	22.7	12.1		
	Thursday	%	26.2	29.6	29.4	16.6	27.5		
	Friday	%	12.2	11.6	14.3	13.5	9.8		
	Saturday	%	5.8	6.0	4.1	6.0	6.3		
	Sunday	%	6.4	4.6	8.6	8.7	6.1		

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Citizenship					
				A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
			Ottawa 2022-08					
Question - Rank 5	Total	Unwgt N	355	150	54	76	73	2
		Wgt N	364	153	54	80	76	1
	Monday	%	9.5	11.9	11.3	7.0	6.4	
	Tuesday	%	18.4	17.3	16.9	20.0	19.6	
	Wednesday	%	22.4	22.6	14.2	20.4	29.1	
	Thursday	%	20.8	20.8	22.8	26.9	13.4	
	Friday	%	21.4	18.6	22.1	20.5	28.0	
	Saturday	%	4.6	6.6	4.3	3.0	2.7	
	Sunday	%	2.8	2.2	8.5	2.1	0.8	

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Citizenship					
				A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
			Ottawa 2022-08					
Question - Rank 6	Total	Unwgt N	346	148	50	74	72	2
		Wgt N	356	152	50	78	75	1
	Monday	%	11.8	12.2	4.6	15.0	12.7	
	Tuesday	%	19.3	21.3	17.9	15.4	20.6	
	Wednesday	%	15.6	13.8	26.7	14.5	13.4	
	Thursday	%	18.2	17.5	10.7	18.5	23.7	
	Friday	%	10.8	12.9	8.1	14.2	4.8	
	Saturday	%	15.6	13.6	16.5	15.5	18.5	
	Sunday	%	8.7	8.6	15.6	6.9	6.2	

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Citizenship					
				A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
			Ottawa 2022-08					
Question - Rank 7	Total	Unwgt N	334	142	48	73	69	2
		Wgt N	346	148	49	76	72	1
	Monday	%	15.6	16.6	13.2	15.0	16.3	
	Tuesday	%	8.2	9.4	9.0	7.2	6.6	
	Wednesday	%	11.7	14.2	2.4	8.6	15.3	
	Thursday	%	13.7	13.3	19.6	15.2	9.1	
	Friday	%	16.2	15.1	14.6	23.6	12.0	
	Saturday	%	5.5	5.0	10.3	4.0	5.0	
	Sunday	%	29.2	26.5	31.0	26.5	35.7	

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Citizenship					
				A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
			Ottawa 2022-08					
Question - Rank 1	Total	Unwgt N	365	146	64	74	78	3
		Wgt N	379	152	65	76	82	4
	Before 12pm	%	25.9	22.0	35.2	24.5	26.8	
	12-3pm	%	21.8	23.0	23.1	21.5	19.0	
	3-6pm	%	19.0	22.9	17.9	17.5	15.0	
	6-9pm	%	33.2	32.2	23.8	36.4	39.2	

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question - Rank 2	Total	Unwgt N	342	137	60	70	73	2
		Wgt N	355	143	61	71	78	2
	Before 12pm	%	12.3	12.5	9.9	8.9	17.3	
	12-3pm	%	22.9	22.5	21.7	22.3	24.3	
	3-6pm	%	40.6	40.7	34.8	48.6	37.9	
	6-9pm	%	24.1	24.3	33.6	20.2	20.5	

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question - Rank 3	Total	Unwgt N	285	116	48	60	59	2
		Wgt N	300	122	50	61	64	2
	Before 12pm	%	17.8	19.3	26.8	14.6	11.5	
	12-3pm	%	37.6	39.8	30.0	42.0	36.3	
	3-6pm	%	26.3	23.4	26.9	20.3	35.9	
	6-9pm	%	18.3	17.5	16.3	23.0	16.3	

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Citizenship						
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say	
Question - Rank 4	Total	Unwgt N	267	109	44	57	55	2	
		Wgt N	284	117	45	59	60	2	
	Before 12pm	%	46.3	49.7	35.6	52.0	42.6		
	12-3pm	%	17.4	17.0	21.2	13.7	19.6		
	3-6pm	%	10.9	8.5	16.4	10.8	11.8		
	6-9pm	%	25.4	24.9	26.8	23.4	26.1		

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Citizenship						
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say	
Question - Rank 1	Total	Unwgt N	360	145	63	73	76	3	
		Wgt N	374	151	65	75	80	4	
	Before 12pm	%	27.6	24.3	36.7	26.2	27.7		
	12-3pm	%	20.6	22.5	22.0	22.7	13.9		
	3-6pm	%	23.1	26.5	18.8	18.2	23.9		
	6-9pm	%	28.6	26.7	22.5	32.9	34.4		

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question - Rank 2	Total	Unwgt N	333	135	57	68	71	2
		Wgt N	348	142	59	68	77	2
	Before 12pm	%	11.3	13.3	14.6	8.7	7.5	
	12-3pm	%	27.3	28.8	24.9	22.8	29.5	
	3-6pm	%	38.6	36.0	41.2	42.6	37.8	
	6-9pm	%	22.8	21.8	19.2	25.8	25.2	

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question - Rank 3	Total	Unwgt N	274	109	48	58	57	2
		Wgt N	290	116	50	59	63	2
	Before 12pm	%	17.2	18.4	9.7	19.1	19.8	
	12-3pm	%	37.4	35.8	31.0	39.0	45.2	
	3-6pm	%	27.9	28.1	32.9	27.5	23.2	
	6-9pm	%	17.4	17.7	26.3	14.3	11.9	

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question - Rank 4	Total	Unwgt N	261	106	45	56	52	2
		Wgt N	278	114	46	58	58	2
	Before 12pm	%	46.7	46.3	44.4	50.3	45.7	
	12-3pm	%	12.7	14.0	14.1	10.2	12.2	
	3-6pm	%	8.8	6.7	8.7	9.7	12.3	
	6-9pm	%	31.8	33.0	32.9	29.7	29.8	

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question - Rank 1	Total	Unwgt N	360	142	63	74	78	3
		Wgt N	374	148	65	76	82	4
	Before 12pm	%	49.9	53.4	49.7	45.1	50.2	
	12-3pm	%	32.0	31.9	37.5	30.6	27.0	
	3-6pm	%	11.1	6.9	10.3	20.7	10.0	
	6-9pm	%	7.0	7.8	2.5	3.6	12.8	

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question - Rank 2	Total	Unwgt N	335	134	59	68	71	3
		Wgt N	350	141	61	69	76	4
	Before 12pm	%	13.9	15.9	16.0	12.5	9.1	
	12-3pm	%	51.3	55.6	45.3	45.7	55.6	
	3-6pm	%	28.8	25.7	31.0	26.7	32.4	
	6-9pm	%	6.0	2.7	7.7	15.1	2.9	

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question - Rank 3	Total	Unwgt N	282	112	49	59	60	2
		Wgt N	298	120	50	60	65	2
	Before 12pm	%	14.6	11.6	11.6	14.6	21.0	
	12-3pm	%	11.5	13.1	5.7	11.9	11.9	
	3-6pm	%	56.8	62.1	55.3	50.7	55.3	
	6-9pm	%	17.1	13.3	27.3	22.7	11.7	

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Citizenship						
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say	
Question - Rank 4	Total	Unwgt N	245	98	43	52	50	2	
		Wgt N	262	107	43	55	55	2	
	Before 12pm	%	21.3	18.0	23.5	30.3	17.6		
	12-3pm	%	2.2	1.5	7.5	1.5	0.0		
	3-6pm	%	6.9	6.5	9.7	4.8	7.7		
	6-9pm	%	69.7	73.9	59.2	63.3	74.6		

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Citizenship						
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say	
Question - Rank 1	Total	Unwgt N	358	142	62	74	77	3	
		Wgt N	374	150	64	76	81	4	
	Before 12pm	%	37.7	40.4	39.7	26.1	43.7		
	12-3pm	%	47.1	41.9	41.5	62.2	45.8		
	3-6pm	%	11.2	12.6	18.8	10.2	3.3		
	6-9pm	%	3.9	5.1	0.0	1.6	7.2		

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Citizenship						
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say	
Question - Rank 2	Total	Unwgt N	320	126	54	67	71	2	
		Wgt N	338	135	57	68	77	2	
	Before 12pm	%	12.3	16.2	12.8	7.7	9.5		
	12-3pm	%	39.7	46.5	41.8	26.7	37.7		
	3-6pm	%	40.6	30.5	28.0	61.3	48.9		
	6-9pm	%	7.4	6.9	17.4	4.3	3.9		

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Citizenship						
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say	
Question - Rank 3	Total	Unwgt N	269	106	46	56	59	2	
		Wgt N	287	117	47	57	65	2	
	Before 12pm	%	28.1	21.8	26.9	41.8	25.9		
	12-3pm	%	12.7	12.6	16.0	9.6	13.8		
	3-6pm	%	42.1	51.1	42.2	24.6	42.6		
	6-9pm	%	17.1	14.5	15.0	24.0	17.8		

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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.

			Citizenship						
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say	
Question - Rank 4	Total	Unwgt N	245	96	42	53	52	2	
		Wgt N	260	105	41	54	57	2	
	Before 12pm	%	18.1	17.3	22.2	23.7	12.2		
	12-3pm	%	2.3	4.1	3.9	0.0	0.0		
	3-6pm	%	7.0	7.1	8.2	3.0	9.8		
	6-9pm	%	72.6	71.5	65.7	73.3	78.0		

			Citizenship						
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say	
Question - [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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	381	154	68	76	80	3	
		Wgt N	391	159	68	77	83	4	
	Interested	%	20.5	19.7	31.2	23.4	11.7		
	Somewhat interested	%	27.5	21.3	30.3	32.0	31.3		
	Somewhat not interested	%	10.2	12.3	13.9	9.2	4.8		
	Not interested	%	33.6	39.0	20.2	28.7	38.7		
	Unsure	%	8.2	7.8	4.5	6.8	13.5		

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question - [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] If there was one thing the OPL could do to better meet your needs, what would it be?	Total	Unwgt N	236	97	43	45	49	2
		Wgt N	241	97	45	46	51	2
	Nothing/I am satisfied	%	23.0	24.4	17.3	24.7	21.7	
	Have better, longer and more consistent hours	%	14.2	13.0	19.7	11.2	15.3	
	Have a greater variety and availability of books and e-books	%	13.4	10.6	20.6	19.6	6.0	
	Make in-library and online resources more accessible and easier to use	%	6.1	3.6	1.3	12.7	9.6	
	Remind people of services/advertise	%	9.0	11.0	10.1	2.3	10.5	
	Improve in-library technology/improve Wi-Fi	%	1.4	2.7	0.0	1.8	0.0	
	Host more programs and events	%	2.2	2.9	0.0	5.2	0.0	
	Give reminders when books are overdue/have a better renewal system and longer loan period	%	1.4	2.1	1.3	0.0	1.6	
	Have branches more accessible to everyone in Ottawa.	%	2.5	2.3	0.0	0.0	7.6	
	Have availability of different media (movies/ audiobooks/ multimedia)	%	3.2	3.6	4.0	0.0	5.0	
	Access to educational materials/journals/newspapers	%	2.2	1.1	4.9	4.4	0.0	
	Allow hold pick up/book return after hours	%	1.2	1.1	4.0	0.0	0.0	
	Improve environment/have places to sit/relax/read	%	2.8	2.2	5.3	2.3	2.2	
	Other	%	13.0	14.7	9.2	13.4	13.4	
	Unsure	%	4.3	4.6	2.5	2.4	7.2	

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Immigration Status

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question - [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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	Total	Unwgt N	383	156	68	76	80	3
		Wgt N	392	161	67	77	83	4
	I would visit OPL more often if Sunday hours were extended	%	25.8	26.5	34.8	29.0	15.5	
	Extending Sunday hours would have no impact on how often I visit OPL	%	55.2	59.2	45.3	47.1	63.4	
	Unsure	%	18.9	14.3	19.9	23.9	21.1	

			Citizenship					
			Ottawa 2022-08	A Canadian citizen born in Canada, and all my parents and grandparents were born in Canada	An immigrant (born in another country)	A first-generation Canadian citizen born in Canada (at least one parent born in another country)	A second-generation Canadian citizen born in Canada (at least one grandparent born in another country)	Prefer not to say
Question - [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] On which public holidays, if any, would you visit OPL?	Total	Unwgt N	381	155	68	76	79	3
		Wgt N	391	160	67	77	83	4
	All public holidays	%	11.9	7.1	15.8	16.9	13.7	
	No public holidays	%	44.2	52.9	45.4	29.7	38.6	
	Unsure	%	38.9	36.1	37.6	42.3	43.0	
	Specific holiday(s)	%	5.0	3.9	1.2	11.1	4.8	

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children

			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - [IF NOT CARDHOLDER] Why are you not an Ottawa Public Library cardholder? [OPEN]	Total	Unwgt N	184	151	18	15
		Wgt N	172	132	22	18
	I don't need the services of the library	%	19.5	17.1	30.8	23.8
	I do most of my research online	%	10.5	12.4	0.0	9.0
	I am not interested in becoming a member/not an avid reader	%	7.8	8.8	0.0	10.0
	I buy and read my own books/e-books	%	14.0	14.9	3.8	19.9
	A family member already has a card	%	4.1	1.4	13.1	13.5
	I do not have enough time	%	4.6	3.3	3.8	14.8
	I have access to another library (e.g., work, university)	%	0.9	1.2	0.0	0.0
	Branch not close to work or home	%	8.3	10.7	0.0	0.0
	I never renewed my card/let it expire/lost it	%	10.8	11.4	12.0	4.6
	Hours of operation not convenient	%	0.8	1.1	0.0	0.0
	I have not thought about it	%	4.2	4.8	3.8	0.0
	No longer have young children	%	4.3	2.8	13.1	4.6
	Just haven't gotten around to it yet	%	5.3	4.5	14.9	0.0
	Tried to online but requires in person visit/hard to get one	%	1.7	2.2	0.0	0.0
	Other	%	2.8	2.8	4.8	0.0
	Unsure	%	0.5	0.6	0.0	0.0

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children

			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - [IF NOT CARDHOLDER] What would encourage you to become an Ottawa Public Library cardholder? [OPEN]	Total	Unwgt N	188	155	18	15
		Wgt N	175	136	21	18
	Nothing/I can't think of anything	%	30.7	32.4	32.7	16.1
	I intend to be a cardholder soon	%	2.9	1.4	7.6	9.0
	Better more variety in the selection of materials and programs	%	8.1	10.4	0.0	0.0
	If description of current services and benefits was available	%	10.8	12.1	11.4	0.0
	By making it easier to get books online	%	3.5	2.0	0.0	18.9
	I use other sources so there is no use	%	4.2	3.8	0.0	12.0
	Convenient location	%	10.8	10.2	16.1	9.0
	If I lose my job/access to resources	%	2.1	1.5	0.0	9.0
	If the late fees and replacement card fees were reduced	%	0.6	0.8	0.0	0.0
	Convenient hours	%	0.8	0.4	0.0	4.6
	If I had more time	%	9.6	8.1	16.0	13.5
	Access to materials hard to find/not found online	%	2.4	2.5	0.0	4.6
	End of pandemic	%	2.2	2.8	0.0	0.0
	Longer loan periods	%	1.3	1.2	0.0	3.3
	Allow online registration/renewal	%	2.8	1.7	12.3	0.0
	Other	%	4.7	5.5	3.8	0.0
	Unsure	%	2.4	3.1	0.0	0.0

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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**2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children**

			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - [IF NOT CARDHOLDER] If Ottawa Public Library hours of operation fit your schedule, would you be likely, somewhat likely, somewhat not likely, or not likely to become an OPL cardholder?	Total	Unwgt N	201	163	22	16
		Wgt N	191	146	26	20
	Likely	%	12.6	9.6	22.7	21.4
	Somewhat likely	%	23.2	23.0	22.8	24.6
	Somewhat not likely	%	5.2	5.1	7.0	4.1
	Not likely	%	50.2	50.7	47.6	49.9
	Unsure	%	8.8	11.6	0.0	0.0

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children

			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES) Which Ottawa Public Library (OPL) branch do you use most frequently? [INSERT LIST] [SELECT ONE]	Total	Unwgt N	348	280	33	35
		Wgt N	355	266	41	48
	Alta Vista	%	5.6	5.3	0.0	12.4
	Beaverbrook	%	3.1	2.9	0.0	6.7
	Blackburn Hamlet	%	1.0	1.4	0.0	0.0
	Bookmobile	%	0.3	0.0	2.5	0.0
	Carlingwood	%	5.5	6.0	6.8	1.7
	Carp	%	1.1	1.4	0.0	0.0
	Centennial	%	2.1	2.3	0.0	3.3
	Constance Bay	%	0.2	0.0	0.0	1.7
	Cumberland	%	1.8	0.8	4.3	5.0
	Elmvale Acres	%	1.1	1.4	0.0	0.0
	Emerald Plaza	%	4.9	5.3	3.9	3.7
	Fitzroy Harbour	%	0.3	0.4	0.0	0.0
	Greely	%	0.3	0.0	2.5	0.0
	Greenboro	%	3.8	2.9	2.7	9.6
	Hazeldean	%	6.5	6.5	5.9	7.0
	Main branch	%	7.5	7.9	8.9	3.7
	Manotick	%	1.0	0.2	0.0	5.8
	Metcalfe	%	1.9	2.2	2.0	0.0
	Nepean Centreponte	%	10.3	11.9	12.1	0.0
	North Gloucester	%	2.4	2.1	2.5	3.7
	Orléans	%	5.8	5.9	3.9	7.2
	Richmond	%	0.5	0.6	0.0	0.0
	Rideau	%	2.5	3.4	0.0	0.0
	Rockcliffe Park	%	1.1	0.8	0.0	3.7
	Rosemount	%	2.3	2.8	2.0	0.0
	Ruth E. Dickinson	%	4.4	3.8	8.8	3.7
	St-Laurent	%	1.4	1.8	0.0	0.0
	Stittsville	%	4.4	2.2	9.1	12.2
	Sunnyside	%	4.1	3.9	5.9	3.3
	Vanier	%	1.2	1.6	0.0	0.0
	None	%	11.7	12.2	16.1	5.5

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children

			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Ottawa Public Library (OPL) is examining its current hours of operation and looking for ways to better meet the needs of Library customers. Thinking of the OPL branch you use/would 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	348	280	33	35
		Wgt N	355	266	41	48
	Satisfied	%	41.0	45.7	35.8	19.4
	Somewhat satisfied	%	26.0	20.4	36.4	47.7
	Somewhat dissatisfied	%	10.8	9.9	6.8	19.1
	Dissatisfied	%	3.1	3.6	0.0	2.9
	Unsure	%	19.2	20.5	21.0	10.9

			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question – [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Why do you have that opinion? [OPEN]	Total	Unwgt N	282	229	24	29
		Wgt N	289	218	32	40
	The hours are reasonable/I can adapt to their hours	%	32.2	33.2	38.8	21.4
	I would like longer hours evenings, Friday mornings and weekends	%	23.3	18.4	30.8	44.6
	I don't go to the library/don't use it much	%	12.6	14.1	7.6	8.6
	Good service/the library meets my needs	%	6.6	7.9	3.5	2.1
	I am unaware of the hours of operation	%	3.9	3.2	11.1	2.1
	The availability of materials and services is limited	%	0.4	0.5	0.0	0.0
	There are times when I wish the library was open longer, but I understand it is not always feasible	%	1.6	1.0	0.0	6.1
	Haven't been since Covid/because of Covid	%	2.8	1.7	3.2	8.6
	I use online books and services	%	4.1	5.0	0.0	2.6
	I would like a more consistent schedule/the hours change too often	%	5.0	5.9	0.0	4.1
	Other	%	6.1	8.1	0.0	0.0
	Unsure	%	1.3	1.0	5.0	0.0

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - Rank 1	Total	Unwgt N	413	329	42	42
		Wgt N	418	310	50	57
	Monday	%	19.8	22.8	17.2	5.7
	Tuesday	%	6.1	8.0	1.6	0.0
	Wednesday	%	4.5	6.0	0.0	0.0
	Thursday	%	4.2	4.8	0.0	4.2
	Friday	%	6.9	7.8	5.2	3.6
	Saturday	%	46.4	37.1	60.3	84.7
	Sunday	%	12.2	13.6	15.6	1.8

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - Rank 2	Total	Unwgt N	402	321	41	40
		Wgt N	408	303	50	55
	Monday	%	10.1	11.1	14.7	0.0
	Tuesday	%	13.1	14.8	8.9	7.3
	Wednesday	%	11.0	13.1	6.9	3.2
	Thursday	%	6.0	7.1	2.1	3.4
	Friday	%	11.2	13.3	4.1	6.3
	Saturday	%	14.9	16.9	17.5	1.5
	Sunday	%	33.7	23.6	45.7	78.4

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children

**[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES]** Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - Rank 3	Total	Unwgt N	365	291	39	35
		Wgt N	371	275	47	49
	Monday	%	17.2	15.3	8.5	36.0
	Tuesday	%	12.4	13.3	16.4	3.6
	Wednesday	%	19.9	22.4	14.2	11.4
	Thursday	%	11.8	11.9	13.3	10.3
	Friday	%	25.4	23.3	31.5	31.2
	Saturday	%	6.3	7.1	4.4	3.8
	Sunday	%	7.0	6.8	11.6	3.6

**[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES]** Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - Rank 4	Total	Unwgt N	337	266	38	33
		Wgt N	344	253	45	46
	Monday	%	15.5	13.1	23.8	20.5
	Tuesday	%	19.0	18.3	11.1	31.1
	Wednesday	%	16.9	16.6	18.1	17.3
	Thursday	%	25.0	26.2	27.3	16.2
	Friday	%	11.9	11.9	13.4	10.9
	Saturday	%	5.5	7.2	1.8	0.0
	Sunday	%	6.1	6.7	4.6	4.0

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - Rank 5	Total	Unwgt N	322	255	36	31
		Wgt N	329	242	43	44
	Monday	%	9.2	8.7	13.4	7.7
	Tuesday	%	19.7	17.2	28.2	25.2
	Wednesday	%	21.9	21.2	18.3	29.4
	Thursday	%	20.9	23.5	13.7	13.4
	Friday	%	21.2	21.6	16.2	24.2
	Saturday	%	4.8	5.4	6.5	0.0
	Sunday	%	2.2	2.4	3.7	0.0

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.

			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - Rank 6	Total	Unwgt N	314	248	36	30
		Wgt N	322	235	43	43
	Monday	%	11.0	11.5	11.2	8.0
	Tuesday	%	18.3	17.2	24.3	18.1
	Wednesday	%	15.2	13.2	19.9	20.9
	Thursday	%	18.9	15.3	21.0	35.8
	Friday	%	10.5	11.1	9.3	7.8
	Saturday	%	16.6	20.4	3.7	9.3
	Sunday	%	9.6	11.2	10.5	0.0

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children

**[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] Please rank the importance to you personally of each day of the week in terms of your OPL 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 forth.**

			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - Rank 7	Total	Unwgt N	303	237	36	30
		Wgt N	314	227	43	43
	Monday	%	15.0	14.2	18.3	16.1
	Tuesday	%	7.5	6.1	12.1	10.0
	Wednesday	%	11.4	8.7	21.9	15.3
	Thursday	%	14.0	11.9	19.9	19.4
	Friday	%	16.2	14.4	18.0	23.7
	Saturday	%	5.7	7.2	3.7	0.0
	Sunday	%	30.1	37.5	6.1	15.4

**[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 - Rank 1	Total	Unwgt N	333	267	31	35
		Wgt N	344	256	39	48
	Before 12pm	%	26.5	31.5	14.1	10.0
	12-3pm	%	21.6	26.0	1.5	14.7
	3-6pm	%	19.2	16.1	34.3	22.8
	6-9pm	%	32.8	26.4	50.1	52.5

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 - Rank 2	Total	Unwgt N	317	255	28	34
		Wgt N	327	243	36	47
	Before 12pm	%	11.5	11.5	14.7	9.0
	12-3pm	%	23.9	26.7	22.5	10.7
	3-6pm	%	39.9	39.3	33.2	47.9
	6-9pm	%	24.7	22.5	29.6	32.3

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 - Rank 3	Total	Unwgt N	265	211	26	28
		Wgt N	277	204	33	40
	Before 12pm	%	17.2	15.7	21.1	21.8
	12-3pm	%	37.3	31.0	54.5	55.4
	3-6pm	%	27.3	31.5	16.5	14.3
	6-9pm	%	18.2	21.8	7.9	8.6

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children

**[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 - Rank 4	Total	Unwgt N	248	196	26	26
		Wgt N	261	191	33	37
	Before 12pm	%	47.7	43.1	51.8	67.4
	12-3pm	%	16.9	15.8	21.1	18.3
	3-6pm	%	10.5	10.7	10.3	9.9
	6-9pm	%	25.0	30.4	16.8	4.3

**[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 - Rank 1	Total	Unwgt N	328	263	31	34
		Wgt N	340	253	40	47
	Before 12pm	%	28.7	33.7	13.9	14.0
	12-3pm	%	20.1	24.9	6.7	5.5
	3-6pm	%	24.3	22.0	20.9	39.4
	6-9pm	%	26.9	19.4	58.6	41.0

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 - Rank 2	Total	Unwgt N	309	248	28	33
		Wgt N	320	238	36	46
	Before 12pm	%	10.6	11.0	9.8	9.2
	12-3pm	%	27.5	28.3	31.7	19.6
	3-6pm	%	37.9	36.3	38.2	45.7
	6-9pm	%	24.1	24.4	20.3	25.5

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 - Rank 3	Total	Unwgt N	254	200	26	28
		Wgt N	267	195	33	39
	Before 12pm	%	16.5	15.3	22.8	17.2
	12-3pm	%	38.0	34.2	45.0	51.6
	3-6pm	%	27.8	30.9	29.1	11.0
	6-9pm	%	17.7	19.7	3.1	20.2

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 - Rank 4	Total	Unwgt N	242	191	26	25
		Wgt N	255	186	33	35
	Before 12pm	%	47.8	42.9	55.5	66.3
	12-3pm	%	12.5	9.5	21.1	20.0
	3-6pm	%	9.0	9.5	10.3	4.6
	6-9pm	%	30.8	38.1	13.0	9.1

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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
Rank 1	Total	Unwgt N	328	263	31	34
		Wgt N	340	253	40	47
	Before 12pm	%	50.8	47.2	59.1	62.6
	12-3pm	%	32.1	35.1	29.6	18.3
	3-6pm	%	11.0	12.2	2.6	11.9
	6-9pm	%	6.1	5.5	8.8	7.2

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children

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			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - Rank 2	Total	Unwgt N	309	245	31	33
		Wgt N	321	236	40	46
	Before 12pm	%	13.1	11.1	25.0	13.1
	12-3pm	%	51.6	45.7	64.3	71.3
	3-6pm	%	29.1	35.9	10.6	9.7
	6-9pm	%	6.1	7.2	0.0	5.8

**[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 - Rank 3	Total	Unwgt N	261	206	28	27
		Wgt N	273	201	36	37
	Before 12pm	%	15.4	17.6	7.8	11.0
	12-3pm	%	10.8	13.4	2.3	4.4
	3-6pm	%	57.2	49.6	82.5	73.8
	6-9pm	%	16.6	19.4	7.4	10.8

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			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - Rank 4	Total	Unwgt N	228	180	26	22
		Wgt N	242	177	33	31
	Before 12pm	%	21.4	24.8	10.4	13.5
	12-3pm	%	2.3	1.7	4.8	3.3
	3-6pm	%	5.5	5.6	3.1	7.8
	6-9pm	%	70.8	67.9	81.6	75.4

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 - Rank 1	Total	Unwgt N	325	259	31	35
		Wgt N	339	251	40	48
	Before 12pm	%	38.6	32.5	50.3	60.5
	12-3pm	%	47.4	54.3	28.3	27.1
	3-6pm	%	11.0	10.1	19.3	8.7
	6-9pm	%	3.0	3.1	2.1	3.7

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 - Rank 2	Total	Unwgt N	295	232	31	32
		Wgt N	310	227	40	44
	Before 12pm	%	12.6	11.2	21.6	11.4
	12-3pm	%	39.3	33.2	54.3	57.4
	3-6pm	%	40.3	47.5	17.5	23.8
	6-9pm	%	7.8	8.1	6.7	7.4

[IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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 - Rank 3	Total	Unwgt N	249	193	28	28
		Wgt N	264	189	36	39
	Before 12pm	%	27.8	30.7	21.3	20.2
	12-3pm	%	12.5	12.8	14.7	8.9
	3-6pm	%	42.6	34.8	59.5	64.7
	6-9pm	%	17.1	21.7	4.5	6.3

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			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - Rank 4	Total	Unwgt N	227	178	26	23
		Wgt N	239	173	33	33
	Before 12pm	%	17.7	21.9	10.4	2.5
	12-3pm	%	2.0	0.9	4.8	4.9
	3-6pm	%	6.5	7.4	0.0	8.1
	6-9pm	%	73.8	69.7	84.8	84.5

			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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	344	276	33	35
		Wgt N	352	263	41	48
	Interested	%	19.9	16.1	36.8	26.6
	Somewhat interested	%	27.2	25.0	38.1	29.6
	Somewhat not interested	%	10.3	10.5	10.2	9.2
	Not interested	%	34.9	39.7	12.3	27.9
	Unsure	%	7.7	8.7	2.5	6.7

Nanos conducted an RDD dual frame (land- and cell- lines) hybrid telephone and online random survey of 504 residents of Ottawa, 18 years of age or older, between August 8<sup>th</sup> and September 2<sup>nd</sup>, 2022. The margin of error for a random survey of 504 residents of Ottawa is  $\pm 4.4$  percentage points, 19 times out of 20. \*Shaded due to small sample size

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children

			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] If there was one thing the OPL could do to better meet your needs, what would it be?	Total	Unwgt N	222	180	19	23
		Wgt N	226	169	26	32
	Nothing/I am satisfied	%	21.5	23.6	21.0	10.8
	Have better, longer and more consistent hours	%	15.2	14.0	18.9	18.4
	Have a greater variety and availability of books and ebooks	%	14.0	14.2	17.6	10.0
	Make in-library and online resources more accessible and easier to use	%	6.1	7.7	3.2	0.0
	Remind people of services/advertise	%	9.3	7.8	31.3	0.0
	Improve in-library technology/improve Wi-Fi	%	1.5	1.1	0.0	5.0
	Host more programs and events	%	2.3	2.0	0.0	5.6
	Give reminders when books are overdue/have a better renewal system and longer loan period	%	1.5	2.1	0.0	0.0
	Have branches more accessible to everyone in Ottawa.	%	2.7	2.5	0.0	5.6
	Have availability of different media (movies/ audiobooks/ multimedia)	%	2.7	3.6	0.0	0.0
	Access to educational materials/journals/newspapers	%	2.3	2.1	0.0	5.0
	Allow hold pick up/book return after hours	%	1.3	0.7	0.0	5.6
	Improve environment/have places to sit/relax/read	%	2.5	2.7	4.0	0.0
	Other	%	12.5	9.8	4.0	33.9
	Unsure	%	4.6	6.2	0.0	0.0

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## 2022-2183 – OPL Hours Wave 2 – General Population – STAT SHEET by Number of Children

			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] 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?	Total	Unwgt N	346	278	33	35
		Wgt N	353	264	41	48
	I would visit OPL more often if Sunday hours were extended	%	25.9	16.7	56.9	49.5
	Extending Sunday hours would have no impact on how often I visit OPL	%	54.9	62.2	32.6	33.8
	Unsure	%	19.3	21.1	10.6	16.7
			Children in household			
			Ottawa 2022-08	Zero	One	Two or more
Question - [IF CARDHOLDER OR AT LEAST SOMEWHAT NOT LIKELY TO USE OPL SERVICES] On which public holidays, if any, would you visit OPL?	Total	Unwgt N	345	277	33	35
		Wgt N	353	263	41	48
	All public holidays	%	11.4	9.6	11.7	21.1
	No public holidays	%	44.5	48.9	29.6	33.0
	Unsure	%	39.7	37.3	53.7	40.5
	666666	%	4.4	4.2	5.0	5.4

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