

id	q3_other	q5	q12	q14_other	q25
16		Stittsville is spacious and has more resources (compared to when I was growing up). It's a very pleasant environment to read, work, and take my son.	Hours before 12pm on Tuesdays and Thursdays. I work from home, and my mom takes care of my baby since child care is brutal to find. So I would love to be able to work at the library for peace and quiet.		I look forward to the baby time being open again at Stittsville. It's super important to have a social space for new parents who are otherwise isolated. It's great to be exposed to new books that they can read.
17	To use the printers	It would be useful for the branch to be open earlier in the morning, and perhaps stay open even later in the day on some days of the week	Longer hours of operation or same hours every day.		Having a library I can walk to is very important to me.
18		Hours are different every day.	Longer hours of operation or same hours every day.		Having a library I can walk to is very important to me.
19		I work full time and have a young child. I often can only attend the library on my lunch break (12-1230pm) or after my child goes to bed (8pm). Three days a week, the library only opens at 1pm, and 3 days a week it closes at 6pm. Closing at 6pm on Fridays is especially frustrating, often it's a day when people would be available to stop by later. Sunday closures in the summer are disappointing as well, a few hours open would be helpful!	I would like to see in branch programs start up again.		
21			I would like to see in branch programs start up again.		

22

23

I don't. I use the library to download
26 ebooks.

Weekend hours are poor and
sometimes doesn't open till 1:00
I rarely go to the library. ebooks are
what I use.

always be open in the mornings.
I'm a morning person

27

Open some weeknight evenings

More evening hours, eg 5-7 pm, to
facilitate after work pick up of
holds and visits

Fall and winter

Thank you for speedy hold picks
ups.

28

With the library closed Sunday, we
are only able to go on Saturday.
Hours are erratic. Not the same
every day. Hard to remember when

Open Sunday. I'd like to see
programs for older kids / kids who
are in school or camp during the
day.

We love the library.

29

it is open.
Convenient location, helpful and
friendly staff.

Have regular hours. Same times
each day.

More communication about
services and/or changes.

Thank you for being there.

31 ebook help

32

It's difficult for me to make it to the
library after work and spend time
since it closes at 5/6 most
evenings. I usually finish work at 5,
so I would love to be able to spend
more time browsing instead of
feeling rushed, or only being able
to visit on certain days of the week.

Thank you OPL!! :)

on Sundays as it gives me an "extra" day with material before it becomes overdue. I am also privileged in that I work full-time regular hours and am therefore more interested in the library being open past bankers' hours during the week in order to access services, rather than being interested in the library services during the day which other patrons of my local branch need. In terms of what I need, it would be nice if there was career counselling and other valuable adulting skills (budgeting, what to know if you are thinking about purchasing a property, basic home maintenance skills) in the weekends or evenings at branches downtown that are easily accessible by public transport. It seems that most of these types of activities are done during the day and/or at the crown jewel libraries out in the suburbs that you need a car to access in a timely fashion. It would also be

I wish the hours were consistent across the week. Some weekdays the library closes at 8pm, other times 6pm. It can make it slightly frustrating when you want to access the library after work or in the evening.

Hours vary day to day, always having to check. Picky, I know.

Staff there is usually helpful

I really love the library system and it would be great if libraries could be part of the 15-minute neighbourhood plan in Ottawa. It's a real shame that people cannot easily access public libraries across the city.

I appreciate all the services provided to our communities, even those I make little or no use of myself. Libraries are vital to our society.

33

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36

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39

Due to the alternative morning/afternoon opening I always have to check the website before visiting the library.

The OPL is the jewel in the crown of services provided by the City of Ottawa. It is just a fabulous resource and we would be infinitely worse off without it.

41

Pour être complètement satisfaite, j'aimerais qu'elle soit aussi ouverte le dimanche.

Je ne vois pas d'autres mesures que les jours et les heures d'ouverture pour répondre à mes besoins.

Celui en août

Non, je suis plutôt satisfaite des services offerts.

42

44

There are the perfect number of hours open. There are so many options on times to visit.

Summer is so busy, there is no need for the library to be open on Sundays. I don't even go to the library in Sunday's throughout the year.

The used book section is amazing! The online process to book and manage your holds is fantastic! There are so many ways to search and find what you need. Branches do not need to be open in Sundays in the summer.

45

Haven't been to a Branch in 3+ years... all borrowing has been ebooks and audio books

46

I would do many more activities if there was mandatory masking (in fact, to be honest, I haven't visited in 8 months due to the lack of mandatory masking)

47

48

49

50

51

52

Back when I could safely use the library, I loved how easy it was to drop by during working hours to pick stuff up, or to head over after working hours to browse the shelves

Books I am interested in reading usually not available at the branch.

Some days they open too late and others they close too early.

Not open Sunday Late opening some days

OUTDOOR PICKUP FOR HOLDS, which the heaviest emphasis possible. I have been begging OPL, my councillor and the city to reinstitute that for public safety but am repeatedly being told there is no staff. As a result, I haven't visited the library since December 2021 and I used to be there at LEAST once or twice a week. I miss the library even over restaurants and cinemas. Can we please put an automated way or a more sustainable way? I miss the physical books and the e-book catalog does not have the history books I enjoy. Produce a monthly newsletter on events at OPL and branch-specific happenings.

When considering opening hours, please consider first the people who most need it -- the high school next door, immigrants, people with lower incomes, people with special needs, people with literacy requirements -- and build the schedule around that, please. I can be flexible. These folks cannot. Talk with representatives of those communities, build relationships with community orgs who serve them.

53	<p>Comme je suis en télétravail et que je finis à 16:30 c'est plus difficile d'aller à la bibliothèque car les heures d'ouverture sont courtes durant certains jours de la semaine. Mon horaire ne me permet pas toujours de m'y rendre le mardi ou jeudi donc souvent je dois annuler ma réservation. Ce serait bien de pouvoir repousser sa réservation de livres.</p>	<p>Permettre lors de réservation de livres de repousser la date limite pour aller les chercher ou d'augmenter le temps nécessaire pour aller les chercher. Je suis obligée d'annuler mes réservations depuis que je suis en télétravail.</p>
54	<p>the hours are flexible enough to be able to access outside my office hours.</p>	<p>Be more receptive to local book group requests to purchase digital licences for audiobooks</p>
55	<p>I rarely go in person as the electronic services meet my needs.</p>	<p>Quicker availability of ePUB books. For the days that only open in the afternoon, it would be helpful if the library opened at noon instead of 1pm so that I can stop in at lunch time...</p>
56		

57

It's a small library and I don't have a problem with the hours.

58

Sometimes it's hard to get to the library while working a full time job while the library mostly operates during day hours.

59

60 To print and pick up printing

I would prefer if. It were open Sundays too, and every day from 10 - 8

61

The daily hours change almost every day so you have to look them up of memorize the hours of operation. Also, it might be good to have occasional evening hours.

62

I have only lived here - in Ottawa - for five years so I haven't experienced or taken part in some of the programs being offered. There was also Covid..... In any case, I would like to see and attend more programs - be they literary, musical or political. Maybe that day will come.

The Rideau branch serves a vulnerable population and many of my preferences are keeping them in mind. E.g, extended hours

Thank you for being there.

63 I can usually work around my schedule and their schedule to get my books and browse. I occasionally forget about the closed Friday mornings though.

I am grateful fro the extensive e book collection that helped me maintain my sanity during the pandemic. Libraries are essential services for communities. While I have not needed to use the wi-fi, computers etc I appreciate that they are there. I wish the librarians had more time to chat like they use to to recommend books etc. I note there are less books on the stacks these days but appreciate that I can borrow from any branch.

64 I'm a shift worker in the Canadian forces, I went four days in a row and the hours were so bizarre that I couldn't pick up my hold, they were always closed! So I got a fine and haven't returned since

Open from 0900-1300 sundays

65 Not opening until 1pm on weekdays makes going to the library on my lunch hour difficult.

66 Wonderful staff, very efficient pick-up and return, comfortable and beautiful library.

That would give me more flexibility to pick up and return books. But I would hate to know that staff is being sacrificed for this. They deserve a break, too!

You are wonderful. I love how friendly the staff at Alta Vista PL is. I am often amazed at how well they transition between French and English. And your automated machines are really awesome, too.

67	I wish they would open in the morning on all weekdays.		
68	Great staff They were very pleasant and accommodating	Have no issues great service	Have no issues
69	Donate books	Nothing	
71	The hours have shrunk and are more erratic and its really hard to remember the hours. It's not opened as often in the mornings and it's really inconvenient.		
72	Never open in the morning i'd like it to open by noon during the week. some days it doesn't open until 1 pm	Open earlier	
74	RETURN ITEMS		
75	I am best able to visit the library in the morning, but your hours are too variable Sunday closure in summer makes it hard to pick up books	Be open before noon every day	
76		Maybe have more reading clubs?	
77	The Librarians at Greenboro makes visitors feel welcome and often go beyond a regular search, and expand it to other provinces. My sincere gratitude for all staff working there.	I feel that staff should have summer Sundays off to be with families and do fun things	Printed books are extremely important to me as I visited my first library at the age of 5. I have a full library with a variety of non-fiction books and magazines. I also wrote a book that's currently in the library. I hope my input was helpful. Thank You for the opportunity.
79			

80	Closed on Sundays...often a day I would like to take my granddaughter to the library..closed in the mornings not always convenient..	Holding some childrens storytimes / programs on a Sunday or Saturday morning during the fall/ winter		Very friendly and helpful staff... Keep up the good work for the community.
81	Nothing has ever gone wrong	More books.		I think it would be worth exploring the possibility of OPL being more of a gathering place for certain curated social activities (eg. Reading clubs, board game clubs, etc.) for both adults and kids outside of normal operating hours. OPL could be relatively "hands-off" after initial set up, and the clubs could be heavily volunteer-driven, but establishing the libraries as a shared space for building activity-based communities across Ottawa would be valuable, in my opinion.
82	No Sunday hours	Aside from open on Sundays, more late evening openings		
83	Not necessary but would be nice to have slightly later hours at times, e.g. until 9pm instead of 8pm			
84	Wish hours M-F were the same			
85		Open on Sundays during the summer.	August civic holiday	

86

Retired, can go whenever
It has some days with morning
hours and some with evening hours
and on Saturday as well.

More adult programs to inspire
creativity
Have paint nites again. Nights or
afternoons. I would gladly pay a
fee for supplies.

87

88

library should more mornings and
less evenings

have regular hours all week not a
mix of different hours. Weekend
there is no need for full
days/evening hours as long as
return slots are available

89

92

93

94

It would be great if open Sunday

Extend the opening hours to
mornings when it is currently only
open starting at 1pm! This is the
main reason I signed up for this
survey, to express this.

95

Children's programs are
fundamental to encourage life long
reading, it's important to get these
families into the library and inspire
them. Removing fines was an
important move but a lot more
advertising needs to be done to
promote what the library has to
offer. Radio, local TV, bus ads

I noticed my local branch is very
short staff, I looked at the job
postings for the library and there is
no insensitive for people to apply
with such schedules. University
degrees needed but will only hire
for 17 hrs weekly, no thank you!

The OPL is a wonderful resource we
use often. I am very satisfied as a
patron!

96	<p>Reduced hours and variable hours are not convenient. It is very common to find that the library is closed in the mornings when I am doing my errands. Please return to the consistent pre-pandemic schedule.</p>	<p>Have longer, consistent hours daily.</p>	<p>Keep up the good work - the OPL is a critical service that serves Ottawa well.</p>	
98 99 100	<p>I find the 1pm opening hours 3x a week so restrictive. I run errands in the morning and try to get everything done in one trip.</p>	<p>Open earlier than 1 pm on those 3 days of the week.</p>		
101 102	<p>Opening hours are quite adequate for my needs. Hours have changed</p>	<p>Generally speaking: more online services, such as at-home access to Ancestry.com genealogical service.</p>	<p>The Beaverbrook Branch is a lovely facility with very helpful staff: Thank you very much for your service!</p>	
104	<p>Library is sometimes closed when I have time to be there. Friday and other afternoon openings in particular.</p>	<p>Display and make available more city/provincial pamphlets available like bike route maps, bus schedules, health issues, etc.</p>	<p>Those on Mondays</p>	<p>Broadening the acquisition criteria for suggestions, particularly the years of release and have a box if the material has Canadian context. I had an experience of having a rejected suggestion of the material because it wasn't being released in Canada although it was produced and filmed and had Canadian actors. Weird.</p>

105

The staff are always very pleasant and helpful.

Carlingwood library is never open on Sundays, so the previous question does not apply. I would rather the library open earlier in the day, opening at 1:00 pm is not ideal for our family. I'm also not sure how many people use the library until 8:00 pm. I'd rather see something like 11-7 or 10-6.

106

It would be convenient if the library was open on Sundays.

107

I most frequently go to the library in the evening, and at Sunnyside, the library is only open til 8 on Tuesdays and Thursdays.

108

109

Appreciate that it's open in the evenings on somedays and on Saturday. Wish it was also open on Sunday

110

I find it hard to remember when the library is open since there are varied open timings throughout the week. I'd like for the library to be open on Saturday and Sunday.

To swap the days you're closed (e.g., some businesses are closed Mondays and that works out as many people avoid going out on Mondays)

We're very happy with our Carlingwood Branch. Opening earlier and closing earlier would suit our family better. Also, opening at different times on different days is confusing. I don't know how many times I've gone on a day thinking it opens at 10 only to find other people also trying the locked door because it doesn't open until 1 pm.

111

112

113

114

115

it's sometimes hard to remember when it's open without checking the hours online because the hours vary by the day. be open at 10 every day, except maybe Sunday as long as it's open for a few hours in the afternoon.

It's open many hours of the week (normally) and I can fit visits in around those times I go about once a week and the hours are within the times I can go usually. I also like the 24/7 book return drop.

It is open enough days for me so being closed Sunday is fine as long as hold pick-ups are not set for that day.

when you buy one or more books in a series, please buy them all. It's very frustrating to read one book and then not be able to get the remaining books in the series.

117

They should have a break one day (currently Sunday), so I'm happy about that. They're open late until 8pm so you can go after work, that's great. It would be nice if they were open a little earlier those days (1-8pm) but I'm not complaining. If anything, I would like an early option one day a week 6am-8am or something. But again, I'm already very pleased with the hours. Once I have a child though the hour requirements might change. I imagine I would want more mornings where it's open. Thank you.

It can be inconvenient, but I value the workers have a full day off. Things being delayed by one day doesn't bother me. Especially with the availability of late pickups. If they were open on Sundays, I would want another day closed, like Wednesday.

My thoughts on hours were for the Vanier branch specifically. It would be different for the downtown location or the future Lebreton branch. I appreciate the extended hours that they offer.

119

Library hour are too short at some branches. Libraries should be open 7 days a week at all branches because it can be hard to get to ones closed on certain hours and days. It is too often hard to book a computer. There is not enough seating around each library.

more seating, more computers. more hours open 7 days per week, more staff

Encourage people to come to libraries in person and stay in the library Stop so much dependence upon computers for activities Have free activities at libraries and if available on outside library grounds for ALL ages

121	<p>It's easiest for me to return books on the weekend, but Rosemount is only open on Saturdays and the return chute is only open when the library is open. It would be more convenient if I could return them on Sundays.</p> <p>It's hard to remember the schedule because the hours are different for each day.</p>	<p>Have an option to pick up holds and return books at Rosemount on Sundays</p>	<p>OPL is a fantastic resource for this city, and I'm glad to see it's reaching out for feedback to help make it even better!</p>
122			
123	<p>The Main branch hours generally work for my schedule.</p>		
124	<p>only opened in the afternoon during some days. Should be open 9AM to 4 PM all weekdays and close later on weekends</p>		
125	<p>I wouldn't mind if they were open later more than twice a week, though that is better than only once.</p>	<p>Have more displays by genre in branches to help people find books similar to the ones they have already read. More along the lines of "If you liked this, you might like that."</p>	<p>I really appreciate all the librarians out there who know so much and are willing to share that knowledge and help guide people in their searches.</p>
128			<p>Remembrance Day</p>
129	<p>I like the split hours. Some normal days, some late nights. Open in the weekend. I think it's a good balance in terms of being open a lot, while not wasting resources keeping insanely long hours</p>	<p>Faster transit times. Books stay in transit 2-3 days. That's a long time. Also, very long wait times for popular classics sometimes.</p>	<p>never xmas. the rest I might, if I had a book to pick up. but this is very low on my preferences list</p> <p>I wish you had shorter wait times for books, but I suppose you wish you had the budget for such. Thanks for being a great library,!</p>

Keep up the good work! The OPL is wonderful for families with small children (when my children - now adults - were young, we went to the library all the time and they loved it), and I find it's now a good place as an older adult to find books and enjoy some calm.

- | | | |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 131 | My use is discretionary, so I can work around their hours ... which seem reasonable. | Comfortable and quiet reading spaces; author talks |
| 132 | I'm retired so following whatever hours it's open isn't a problem. | Easier and faster internet log in. |
| 133 | Morning hours are in short supply
The library service is great. People are helpful and I have access to many forms of reading entertainment. | Lowest risk hours - mornings and late evenings |
| 136 | | L
More kid friendly spaces. Drop in circle times you don't have to sign up for (until a baby is on a nap schedule it's too hard to know when they will be awake in advance, and by the time I go to sign up day of the spaces are all sold out though I'm sure most of those parents aren't actually attending) |
| 137 | It would be nice if the kids section was more interactive. It's not well set up to read to children as there is no comfy space and it's so close to adults working with no door to buffer sound | |
| 138 | Longer (and more) opening hours would be beneficial to my needs. | |
| 139 | I don't go often, but it seems to be open when I need it to be. | |

I would like to see more author readings/talks at some branches.

141	<p>I use the bookmobile so the hours are ok, but only once a week in my neighbourhood and only during working hours. Really not ideal for people who work or for children who attend school. I also use the Alta Vista branch and the hours are limited at best. Very few evening hours. Also several days hours begin after lunch so you cannot attend during lunch hour.</p> <p>More morning openings would be appreciated and limited hours on Sunday 1-5</p>	<p>Have hours that are more accessible to people who work and children that go to school. Meaning be open in the evenings and during lunch hours, and weekend morning.</p> <p>More books, I find there is less selection all the time. I'm not a fan of e-books, thanks</p>	<p>We might use the library on rainy holiday days or winter holidays, especially if there was specific children's programming that day.</p>	<p>At the moment, both hours and programming for children is most available during the week. It would be nice if there was some programming in the evenings so children of parents who work could also access storytime and etc.</p>
142				
143				
144	<p>The hours are unusual and varied per day. I check to see when I can get or return books only to find that the open window has already closed.</p> <p>The fact that the library is open on Sunday During the school year is a very good thing says a retired teacher. Open some evenings is also. Appreciated. That the libraries Close late enough on Friday and Saturday allows lotsa time to pick some entertainment for the evening</p>	<p>Have consistent open time slots</p> <p>More programs... presentations ... workshops would interest me.</p>		<p>The staff is very welcoming and most helpful. Through covid ,OPL did an outstanding job serving the community. Im sure it kept a lot of people sane and hopeful Thanks</p>
145				

149	It seems like every time I go it's closed. Everyday has a different time that it's open-- I should be able to access the library during regular working hours and not have to memorize a seemingly arbitrary schedule. I also hate that it's closed on Sunday. The kids are home and love going to the library	Be open more.	
150	Préférerais l'ouverture les fins de semaine l'été!		Je suis enchantée des services présents! Peut-être plus de livres en français à Ruth Deckinson
151			No Russian on the list of languages? Seems strange since it is so commonly spoken in Ottawa.
152	hours suit me		
153	It would be helpful if it were open on Sundays.	Elmvale branch open on Sundays, more juvenile/ youth books available in French	More French books for kids and youth, please. For example, French versions of classics like Judy Blume and Beverley Cleary books.
154			
155	It's now closed on sunday.	Opening times in the evenings or weekends are critical for people who work.	

156	I have forgotten that it opens at 1pm some days and gone in the morning to find it closed. No longer open any evenings. Difficult if you work standard business hours	Ameliorat the Libby App - Kobo connection. Many ebooks are not Kobo compatible and when I borrow them on the libby App, it is not evident when they are or are not. When they are not, they will not be sent to my Kobo. Even when they are, it is not always transferred to my Kobo automatically, unlike the London Public library or example.	
157			
158	I wish my library was open in the morning more days than currently.	Have more activities/ story time, etc. for little kids	Family Day, but only if there were activities for kids
159		Simply to be open more hours.	
161	I work Mon-Fri so I am glad they have a few nights where they are open late and also open on Saturdays. I don't need a lot of time in the actual library, I mainly pick up holds and drop off returns.		I love the library!
162	I can't remember which days it's 1300 to 2000 and which days it's 10-6 at Main and Rosemount-it's time for Sunday afternoons to be open too	Go back to pre pandemic hours- open rosemount on Sunday and rent space in downtown core for book pickup and drop off when the mega library opens	Please keep up the good work we just need more hours like pre pandemic and open sundays
163	Would like Sunday hours.	Open Sundays	Not at this time.

166		It seems that the library is often closed when we would like to go. Usually (but not always) open when I need it.	OPL does a great job! I would love it if the OPL had more copies of the popular books so that wait times are not as long for holds. Thank you!	
167		I prefer to visit the library in the morning but several days a week the library is not open in the mornings.	Wider selection of hardcopy books	
168			I would go to the library on Sunday if it was open but I can work around it not opening on Sunday.	
169		The books are always there. And, if I have difficulties in some respect, the staff is extremely helpful and accommodating.		
171	Donate books			
173			Have more evening hours and be open on Sundays	
176	return library materials in book drop	I like that some days have later closing hours, and some days have earlier opening hours. It's not hard for me to plan a visit when the library is open.	I find everthing works well for my purposes.	make sure there are enough bike racks outside all branches
178		convenient for both at work times and after hours	lots of weekend access	no
179		Irregular alternating hours is confusing and frustrating. Makes dropping in to library when I'm out doing errands less likely.	Have consistent hours, beginning in the morning, from Monday to Thursday.	
180		I would prefer to have "full day time" hours, even if this means less evening hours.	Open in the mornings on the days where the library currently opens at 1 p.m.	Thank you for the survey.

181	I'm retired and flexible, especially as the branch is close by.		
183		Nothing really	No
184	I mostly use online resources so the hours aren't an issue for me.	Expand online catalog.	
185	Weekends are the best time for me to go to the library with my kids and the fact that the branch is closed for half the weekend (sundays) makes it difficult to go as often as I would like.	Better opening hours on weekends	
186	Volunteer in book store on Monday mornings	Would prefer to have uniform opening hours - at least from 10am - 6pm	
188	It meets my needs		
189	The library being closed on Sundays is very inconvenient as I work a 'regular' workday schedule (9-5) and usually have things going on in the evening. I understand the need to open and close earlier on some days of the week (e.g., Mon and Wed at 6 pm) but at least have the library open on both weekend days for shortened hours.	Open on Sundays in the summer for at least hold pickups!	

190	Check the bulletin board for events	The library does not have a quiet place to read. It has a history of a mouldy/mildew odour. The library should be a community hub that offers space and time for all. The hours are not sufficient for those relying on the computers to access mail, do research for school, job or career planning, banking etc.	The OPL should be available to more community members. This means extending the hours for borrowing, browsing, using the computer and reading.		The hours in our local library do not promote usage by students to do homework, seniors to learn about banking online (our local Bank will be closing in October so there will be a need), a safe quiet place to read. The bookmobile should service those who can't get to the library: residents at several apartments and the Osgoode Care Centre.
192		Earlier is always best for me	Almost exclusively I use your online site to listen to audiobooks. Increasing the number of titles available would be great.		
193		I like to visit OPL during my lunch break at noon, but the branches sometimes don't open til 1 PM.		Family Day, Labour Day,	
194		I find it confusing that weekday hours are not consistent.			
196					
197	I only borrow ebooks online	Because I don't visit branches. Only borrow online. Hours have been reduced compared to pre-covid Would like Sunday summer hours Tuesday and Thursday late opening is a lack of service			
198			Stop Morning closures	civic holiday. family day	Questions about the opening hours seem to be structured in a way so as to get preferred results
199		need more weekend hours			

200	Hours are different every day so I have to keep checking to see if times fit my schedule	More standard hours		No
202	I like that it is open on Sundays.			
203				
204	Opening at 1 pm is too late.	Always opening in the morning		
205	To print documents			
	Hours of operation used to be mostly the same from day to day. Now, I make plans to go to the library and then discover they open late that day or close early that day. Hours hop around. Since, for the most part, I am unable to get there under my own power (disability and fear of public transit at this time), I have to work with someone else's schedule and OPL's weird schedule.			
206	Hours too short someday and closed sunday	Go back to pre-COVID hours.	August Civic Holiday, Labour Day, May24th	
208				
209		Open more often, wish the Manotick location were a bit larger. Hunt down books that have been checked out and not returned. I am still waiting for books on my 'hold' list to be returned so I can read them. Also, why are we getting rid of books published before 2010?	Civic, Labour Day, Family Day	
210	Being retired, we are quite flexible in when to visit the Library branch, and we understand that adjustments have to be made due to Covid.			None at this time

211	personnel courtois et serviable	faciliter le stationnement		S/O
212		Nothing! Love the service.		
214	It's a small library but adequate for my needs I feel like the library should be open 10-8 pm on the weekdays personally. The weekend hours are fine.			
215	I find the hours confusing... sometimes open early other times not until 1			
216				
218	I like that it has later evening hours some days and is open Saturdays. It would be really convenient if it were open Sundays too.			The baby and kids programs are great. It would be wonderful to have more of a variety of programming available for kids to teach different skills and allow them to explore and create. Love the library! We also enjoy all the little activities available in the children's section when we come every week
219	I would like to be able to come on Sundays as well.	Open on Sunday mornings.		
220	I am an elementary school teacher and look for age appropriate books that show indigenous and racialized minorities in positive stories in which my students can see themselves reflected.	The hours are not the same every day and the rotating schedule of early open/close and later open/close provide flexibility. I am often not able to make it to the library during the hours of operation	Continue to build the collection of books featuring diverse characters to help children connect to stories and see themselves reflected in books.	
221		Being open later on weeknights! :)	Likely some summer holiday Mondays	Thanks for everything!
223	Would like them to open at 10:00 am everyday they are open.	Cancel hold fines.		Keep up the great work!

224	It has inconvenienced me a few times that it doesn't open until 1pm on a Friday. That also seems like a weird time to open and then close at 6pm. It should either be like the 1-8pm days, or the 10-6pm days in my opinion. Consistency is easier.	Give an estimated delivery date when something is in transit.	any in the winter months - thanksgiving until victoria day probably	An app would be great! Similar to the Libby app would be perfect
225 to find new books	the hours are shorter than before the pandemic. When it closes at 6 pm I barely have time to get there. and when it opens at 1pm it is the middle of my working day and I have to wait many hours again Often closed until 1pm so it's not open when I'm doing other errands.	open during the day between 9 or 10 am and 7 or 8 pm	family day, colonel by day, good friday or easter monday	please go back to the normal opening hours
226		Be consistent in hours across all branches.		
227	It is confusing. some days they open at 1:00 p.m. which is too late in the day. people work shifts and afternoon hours can be a problem. the library should be open from 10:00 a.m. on daily.	have the library accessible every day from 10:00 on.		When you reserve a book for pickup I believe that we should have the opportunity of renewing the time allowed. sometimes it takes more time to listen to a cd or read a book. Also you should have more variety on books on cd's. it is not everyone that has the opportunity of purchasing the up to date phones or tablets. thank you
228				
230				

231				Thank you for continuing to provide resources for citizens of Ottawa.
233	I'm retired so the flexible hours work for me. I can see how they may not for others.		All good, very happy with service.	No
234			xxx	no
235	The staff are always very polite and helpful, the hours are useful and make sense.			
236	I don't like the opening hours.			
237	Otherwise, great.		Better hours at my local branch	
238	There hours make sense, both from a customer perspective and an efficient service delivery perspective		OPL is very good. The public is spoiled. Not sure anything necessary to improve needs.	Keep up the good work.
239	Opens too late some days. Hours should be 9 to 9, 7 days per week	n/a		I HATE questions about ethnicity, race, skin colour, etc. This type of question should be avoided always in my opinion. I am a person, just a person
240	There is no problem for me, in using the library branch during the hours it is open.		The OPL should make itself more known, especially among newcomers to Canada.	no
241	To use the conversion machines. Digitized slides and old movies.	The hours are too confusing. I run errands in the mornings, and it is frequently closed when I go.	Just more hours on weekdays, thank you	
242			Consistent hours each day	

243	I find it quite inconvenient that the library is often closed in the morning. My health is not good, and mornings are most productive for me	More reading chairs.	
244	Not always open when I want to go.	Be open most mornings	No
245	Je préférerais quand il y avait plus de matins ouverts. Il y a maintenant 3 jours au lieu de un seul.	Je suis très satisfaite du service . Les employés sont très serviables, polis et patients.	Non
246	Since I am retired,I cann adjust my schedule to the hours available at the branch	Nil	Nil
247	The hours are not consistent throughout the week and make it more difficult to access services		Holidays that are not Christmas or Easter or New Years
248			A drop box for returns/mail slot outside the library so you are able to return books when it is closed

249	It needs to be open Sundays.	More Sunday openings in more local branches. Not every branch has to be open every Sunday, but perhaps some sort of rotation? And main branch should be open almost every day, including some holidays.	Nes Year's, Family Day, Easter, May 24, Civic Holiday, Boxing Day	OPL BPO is the finest City of Ottawa institution I deal with. There is a focus on and even friendliness to clients / patrons / users often almost wholly absent from other departments. Bravo! (Of course I acknowledge that as a white, anglo, straight dude, my experience may differ from others', although from my privileged perch, it does appear that OPL's efforts at inclusion and outreach are more genuine than almost all other organizations'.)
250	I volunteer for FOPLA			
251	I wish it opened at 9am every day	Have more morning hours of operation		
252	Would like to see the branch go back to full day opening every day			
254	Libraries were closed for so long during the lockdowns that they're just not relevant to me anymore. Less evening hours than previously and at one point NO evening hours.	I don't care about the library anymore because of lockdowns.		Shame on you
255		Carry a better browse collection in small branches.		Keep print copies of more older books.

256 In general, there is usually an OPL branch open during the week at a convenient time. However, there are extremely limited options for accessing an OPL branch on Friday mornings, and none in the south rural part of the city.

Having an open branch in the rural south part of the city (Osgoode, Manotick, Barrhaven, North Gower, etc.) on Friday mornings.

257 I would like more morning hours, especially in the summer. It is very hard to have to come in afternoon when it is generally so hot and humid.

Open all mornings and earlier (9am) if possible

259 Not a friend of 2 days (Wed & Thurs) opening at 100PM

consistency in opening hours.

Hours are different everyday.

Thanks

260 Would prefer consistent opening times at least.

Consistent opening time each day

261

Extend hours during weekdays to what they were pre-pandemic to allow students mostly but also the rest of us to use the library.

Would love to see the partnership for sharing ebooks expanded to include more libraries, in particular Toronto. Seems to be great for patrons and for cutting costs. Of particular benefit for books that are part of a series (ex. Detective fiction) where earlier books in the series have been discarded and readership would be limited to those just starting out.

keep up the good work

262 To print documents
263

Hours seem confusing and unpredictable (i.e., different hours on different/alternating days of the week). I have arrived over my lunch hour on a few occasions, surprised to find the library closed. In addition to my own needs/use of the library I feel strongly that consistent daytime access to the library is very important for more vulnerable members of our community that rely on the public services offered (access to computer, internet, etc.).
Meets my needs

I had a hard time answering the earlier ranking questions because it seems to me that the overall hours of operation of the library are insufficient. Personally I'm more likely to use the library from 12-1 and 4-8 PM but I feel it's extremely important that the community as a whole has access to the library throughout the morning (e.g., starting at 8am) and daytime as well.

264

It opens at 1 pm some days, which is too late for me

More spaces for working/studying and later opening hours

It seems that access to this critically important public service has been limited/restricted for too long following the onset of COVID. Please restore generous opening hours to the library for our community members. Downtown locations need longer opening hours to accommodate those living downtown without vehicles and those without stable housing and at least one branch in each area of the city should have longer opening hours to accommodate different schedules. Consistent/predictable daytime access may also be important for people who have no choice but to work remotely but have small living arrangements and multiple people working at home. Thanks for consulting the community on this important issue!

267	Always have to remember different hours on different days or check schedule. Only open Monday & Wednesday mornings which is when I prefer to go	Longer hours. 10-8 would be flexible for more people	
268	It is hard to get to the library in time when it closes at 6:00 PM. The summer closure on Sundays is inconvenient, as I'd like to have lunch downtown and go to the library after church.	Buy books published more than two years ago!	Don't replace hi quality titles and classics (as opposed to standard best sellers) with e-books and audio books.
269 Pour y amener mes petits-enfants	La succursale est bien tenue, propre, les livres sont facile à trouver sur les rayons, et le personnel est toujours prêt à aider les utilisateurs.	...	Non

270	<p>It is closed on Sundays all summer. I can only pick up holds on the weekends. So I've chosen not to check out materials because the limited hours make it too much stress to pick up on time. Many people and families LIVE downtown/Centretown/Lebreton Flats all WEEK LONG , so this branch should stay open for them and not just cater to the 9-5 M-F downtown office crowd. The person running for ward counselor has recently flagged this lack of service as a big issue, and I hope it stays on the radar of elected city officials.</p>	<p>Please stay open 7 days week, targeting the times AFTER work and on weekends when people can actually COME to the library!! If you work 8-4 or 9-5, and the library closes at 4 p.m., this is useless. If you live downtown but work elsewhere and the library is not open on weekends, this is useless.</p>	<p>Better weekend and evening opening hours also give vulnerable people who do not have access to air conditioning in their homes a place to cool off. The library should be open even later during a heat warning as a city service to help.</p>
273	<p>I would like to see the library open every day at 10:00 instead of one or two days at 1:00 pm</p>	<p>There is nothing I can think of</p>	<p>Overall, I am very pleased with the services offered by the library.</p>
274 275	<p>The hours are very short, basically part time and not a full time library</p>	<p>Have more English board books and longer opening hours</p>	<p>Please extend the Manotick hours. The library is so valuable for young children and with the current hours, they can only attend 1 day a week if possible.</p>
276	<p>the hours have decreased since fully re-opening from covid lockdowns. would like the hours to be as like pre-pandemic</p>		

277

I am retired so I am comfortable with their hour of operation.

It doesn't have to do with hours of operation, however I use ebooks on overdrive most of the time and have to log into the library on line for hard copy books, however it would be more convenient to have all library books in one location which includes my history. I will be switching over to Libby in the near future so I am not sure if this software is different.

No
I use the Libby app more than going into the branch.

279

It would be nice if it were open a bit earlier (9 or 9:30am) and open until later (8 or 9pm) Monday-Friday. I wish the hours were consistent; right now the hours change depending on the day of the week and it's confusing.

Consistent hours, at least Monday-Thursday if not Monday-Friday

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It is closed two days a week (Monday and Sunday) which wouldn't be so problematic except for the fact that the only days I would be able to access it before it closes would be Tuesdays and Thursdays. I know it's not a busy location so while I can understand that, it's still very frustrating. i wish they were open earlier each day
Reduced evening hours are inconvenient
Sunday should be open. Close Monday or Tuesday instead.

This may not seem to be directly related to operating hours but it is for me. I take public transit and live in Riverside South. Since there is no library in Riverside South, other than the bookmobile on Wednesdays, that means I either have to get a ride to the Manotick Public Library or take public transit. This is a small branch with not many choices. So for that reason, I've been relying on online materials and holds. Both of those work very well but there are long waiting lists for many items. So in a perfect world, I would love a branch in Riverside South with longer hours than Manotick has and a larger collection.

Open all Sundays

The staff who work at the Manotick Library are very kind and helpful. It is always a pleasure to deal with them. As for my request to have a library in Riverside South, I would also like to mention that I would love it if it had activities for kids and teens there. (My daughter is 14 and her and her friends have told me how much they wish there was a library nearby that they could visit.) We love reading!

291
292

Hold hours that meet the needs of people who work. Reduced hours/closures on weekends mean that I have difficulty accessing the library. In general, just be open more. A library that is open all the time is a great resource. It allows people to fit in a library visit whenever their schedule allows. A library that has very restricted opening hours, as is currently the case, is much less useful and I believe greatly reduces usage. It becomes a resource that one must carefully plan to use and as such excludes people who don't have the time to do such planning.

293
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297

Because I am home during the day and can usually plan accordingly. When commuting, it is much more difficult to work with branch hours on some days

More programs geared to young kids during breaks and holidays, there are things for babies and toddlers and often programs for older kids but not much for the 4-7 age range
Not sure

299
300

I would like the branch to be open on Friday mornings (first priority) and Sundays (second priority). Sunday seems like a very good day for people, particularly working people, to go to the library.

Extend hours to all day Friday.
Don't care about Friday night. Note my branch is not open Sundays in the summer as far as I know.
Have more than one check out scanner that can scan your library card from your phone

Although your hours work for me, to consider hours that make visiting the library more accessible for people with less flexible working hours, especially in lower-income neighborhoods (like weekends) that will allow parents to visit with their children. This will help kids have better access to books - especially in households where they may not be such a large selection. Please also work with various marginalized communities to better serve their needs in terms of access, and types of materials and programs available (which will ultimately benefit our larger community as well).

301	Étant à la retraite, je peux m'adapter à n'importe quel horaire d'ouverture		
302	I would like the library to be open in the evenings every weeknight and on Sunday.		
303	I would prefer if it opened earlier in the day	Better hours, opened earlier in the day	
304	Extended weekend and evening hours would be better for my schedule		
305			
306	During summer school, I brought my teen to study after class, and opening was only at 1pm in certain days, so this was somewhat inconvenient.	Adjust opening hours on weekdays during summer school period.	Post signs to indicate study areas where conversation and talking are not permitted, particularly in smaller OPL locations.
307	Part of a reading club	The branch is no longer open Thursday mornings.	For the St -Laurent branch to return to regular hours with it being open Thursday mornings.

	<p>La bibliothèque est un vrai trésor. Nous en avons trop cependant (NG, Blackburn, Orléans, St-Laurent) on pourrait en consolider une. Mais je comprends la dynamique. Le service est très bon DANS LES DEUX LANGUES. Je n'aime pas l'irrégularité des heures (ouvert certaines heures un jour et d'autres heures le lendemain....) C'est important d'avoir une bibliothèque près des écoles secondaires pour donner un drop-in aux jeunes.</p>	<p>Que les heures et les jours soient RÉGULIERS. Peu importe les jours, mais RÉGULIERS.</p>	<p>Vos services sont excellents(mis à part votre page de réservation qui est très mêlante pour moi mais on s'y fait). Les livres/revues/journaux sont très importants, Nos auteurs sont la sève de la société. Merci.</p>
308	<p>Les heures me conviennent parfaitement.</p>	<p>Aucune</p>	<p>Non</p>
309	<p>retired people have all the time in the world</p>		
310	<p>Sunday closure especially perplexing as one of main days</p>		
311	<p>could visit library with kids</p>		
	<p>It would be nice if the branch was open until 8 everyday due to working during the day. Sometimes it is tight to make it before 6 when the library closes</p>		
312		<p>All except Christmas and thanksgiving</p>	
313			
314			<p>No</p>
317	<p>I would be more satisfied if hours were the same every day</p>	<p>Faster 'in transit' times</p>	

318		Have more copies of e books and have more authors	
319	The library is a valued community service and should be open longer	More hours	
320	The opening hours are reasonable, but I do dislike the 1:00 p.m. opening on Tuesdays, Thursdays and Fridays. At a minimum, I do believe that the libraries should be open by noon so that people can drop in on their lunch break.		
321			
322	I do about 95% of borrowing on line. When I need to visit I check the hours and schedule a visit within those hrs.	Put art instruction books on line.	I think our library system works very well for me with its on-line offerings. I don't use the physical structure much but appreciate it when I need it.
324	Would prefer it be open saturday and sunday, and closed one weekday instead.	Lectures, programming more along the lines of Calgary Public Library	Qualified security and social services staff should be responsible within the library to deal with difficult and needy clients. Library staff should be free to do what they are trained to do: programming, outreach, literacy, content selection. Libraries are a community connector for everyone and should feel safe and welcoming.

325 Hang my artwork
326

The library is not open on Fridays,
opens only at 5 on Mondays during
the year and closes by 2 on
Saturday. I find this limiting.

Provide more hours of opening in
our rural branch

327

I would prefer Friday have opening
hours, I would bet that more
people would visit this branch on a
Friday vs a Monday ! Also more
evening hours for those of us who
work during the weekday. (and not
just in summer months)

Open on Fridays in North Gower

328

329 To use printer

I can't pick up books before work
or during my lunch break.

More locations for hold pick ups
and drop offs, but I understand that
would be difficult

330

The hours are changing. There is no
standard time of day to go.
Sometimes you can go in the
morning; sometimes not. Ditto the
evenings.

Source books for me from other
libraries

Firstly I love the ability to listen to
audiobooks and applaud the
growing content in Libby and Cloud
! I would like to see more old
movies and TV series in Hoopla. (
group by decades perhaps) I would
also like the interlibrary loans to be
incorporated into the regular hold
system whereby if the book is
available in any library system it
can be sent to OPL patrons, even if
it takes longer. And lastly please
don't deny recommend to
purchase suggestions quite so
quickly ! Otherwise my family and I
love OPL

What a great job you do!

331	it is frustrating that the opening /closing times vary from day to day	improve the response time for Interlibrary loans/ requests to purchase titles		NO
332	I wish the branch would increase its hours of operation			
334	I find the hours to be adequate and well spread out over the week. Not open late enough for me to pick up after work.	I am very satisfied with OPL as it is.		Missed the question about people under 18 in household - have none now.
336		Later hours		
338	I don't always remember the schedule and go there when it's closed.	I recently retired. While I was working, I used the OPL to order and pickup holds. Now, I feel as if I need a workshop to show me what OPL can do for me now. I don't have any experience with all the other services and I think I'd be interested and amazed.		
339	Think libraries should be open on Sundays		Ones that align with school	Libraries are community hubs and should have that focus
340	I am retired and even with the staggered opening hours the Stittsville library is open when I want to visit.			
341	I haven't been to the library since I moved to new eddy	Be nearby		
342	I never have any unresolved issues	I have no complaints		I might consider attending lectures or exhibits at a library

343	Return books	<p>Current opening times really overlap with my work schedule so it can be hard to get there when it's open. Being open on Sundays would be helpful- that said I am mindful of staff preferences, and so it's not such big deal to make sure I get there on Saturdays.</p>	<p>But again, not at the cost of staff preference. I assume most prefer time off on weekends to mid-week.</p>	<p>Long weekend Mondays, perhaps. Re Sunday hours: my branch is never open on Sundays. Being open for a few hours on Sunday afternoons would be great but I would not need more than that.</p>	<p>Sunday openings at my branch would be very convenient, but as I have said in my other comments, livability for staff is an important consideration.</p>
344		<p>Not open until late in the day</p>	<p>i'm pretty happy with emerald plaza aside from hrs being inconvenient once in a while. I thought that the book pick up and drop off procedure was a bit excessive in the height of the pandemic</p>	<p>Most except Christmas, New Years</p>	<p>I work with people with disabilities. They are not likely to fill out survey but they appreciate your services very much.</p>
345		<p>It would be good if i could pick up hold on thursday morning or sunday.</p>	<p>I'm retired and flexible re: hours of operation</p>	<p>all but the biggies</p>	
346		<p>I can schedule my visits according to the hours of operation that are currently available, and that privilege afternoon and evenings. I particularly appreciate availability of evening hours, though I can appreciate how parents and caregivers with pre-school children might want a couple of weekdays with morning hours.</p>			<p>Keep up the great work! I particularly appreciate the investments that have been made to enable online resources, including audio books, workshops, and the remote ordering of materials. I am part of a bookclub, and for books that are current, the waitlist is long, so in those instances I purchase the book, then donate it to the library.</p>
347					

348

The hours are very strange throughout the week, and when most young kids have naps starting at 1pm - that's when the library opens. It's not convenient at all, so I haven't been in months.

Be open in the mornings, be open for longer hours on the weekends.

The staff at the Stittsville Public Library are so pleasant and helpful. We love to see them when we go.

I think the libraries in this city are wonderful. Your renovations of older ones are really well done. One thing I would like more access is more museum passes made available and a better system of getting them. Possibly a reservation system maybe 3 days in advance of the week required. I really appreciate being able to access these free passes for my visiting grandkids but having to run all over the city to get them is tough.

349

I would prefer the library to be open every day starting at 10 am or even earlier

Consistent hours - I walk by the library often and I routinely see multiple people trying to access the library in the mornings when it's closed every other day before one. It's confusing for people. Morning hours are important! Also, I know it's staffing related, but I really miss the childrens and family programming at the Orleans library.

Open everyday from 9am to 9 pm.
A library is used by many for many reasons. Covid should not be used as an excuse to cut back on service. Libraries are an essential service (expl I have not air conditioning so on a hot day I will often be at the library for the whole day). Computers should be available for at least a 3 hr time frame. Pre - covid, those computers were always in use, many people came everyday. As times are more difficult, with increase in prices, Libraries should be open for all to be able to use, no matter their work schedule. Again, stop using covid as an excuse to cut back services. If librarians want to work from home.... then they should not be librarians. Tough, but logical. Thank you for the survey, it is much appreciated.

Libraries are an essential service. They are a safe place for many to go to. Not just safe, but enjoyable, read a book, go on the net, see other people.....

352

Good selection for a small branch, could use more updated materials

353

I generally can work around the set schedule, but I'm more often in the village in the morning and the library is closed 5 of 7 days.

354

355

The librarians at this branch are all wonderful. Amanda who runs the pre kindergarten program was amazing.

356

357

360

Fits my lifestyle.
Friday morning closure is frustrating

More audiobooks
Better selection of adult fiction at Rosemount
be consistently open later in the afternoon

361 Genealogy

362

hours
As a retired individual I find the hours of operation perfectly suitable to me.

363

order extra materials for more popular items so waiting lists for holds aren't hundreds of people long! i'm glad that late fees have been removed, but perhaps there should be a system implemented to help encourage people to return items on their due date. like maybe if they have any other items on hold, they're automatically frozen or given to the next person waiting until the overdue item is returned?

364

365

366

i wish there was a more consistent schedule

I believe that the current operations at OPL are suited for the public.

none other than to say that i love the library! it's one of my favourite places to go in the city.

367	<p>The selection of Rapid Reads is good, the staff are nice, the building itself is pleasant. The main library which is in my neighbourhood is the opposite of these qualities that I like.</p>	<p>To focus on reading and books. Games, music and movies could be in the private sector</p>	<p>I really appreciate all the services provided by the library. The staff are wonderful</p>
368	<p>Meets all my needs</p>	<p>More quiet work area</p>	<p>I really appreciate all the services provided by the library. The staff are wonderful</p>
369	<p>I love coming to the library</p>	<p>More quiet work area</p>	<p>I really appreciate all the services provided by the library. The staff are wonderful</p>
370	<p>Prefer early openings i. e. 10:00 am on most days</p>	<p>Be more judicious in responding to suggestions to purchase new items. e.g. refrain from purchasing multiple copies of rubbish such as items on Trump and other flash in the pan items in multiple copies that will deservedly end shortly in the recycling bins.</p>	<p>On the subject of Sunday and Holiday openings, I believe it is of significance to consider various factors that influence the attendance at OPL's such as when schools are in session, the weather in Ottawa at different times of the year when people take vacations and find other outlets to attract them and most importantly the additional cost to Ottawa taxpayers to pay for the cost of expanding opening times. Turnstile people counters at the entrance to OPL locations would be an objective means of determining attendance to make evidence based decisions.</p>

371 The inconsistency of the hours at the Main Branch can be challenging to plan around. Hold longer hours on Saturday, and be open consistently through the week (8am-6pm every day, rather than alternating).

372 Would prefer 7 days a week - open on Sundays.

373 Because I'm a student and I need more time in the library. I would like to start studying early (7 am) but it's not an option because my branch open at 1 More morning hours :) No. Thank you!

374 We are in Summer Hours with almost daily differences in opening and closings. I prefer the Regular Hours with their mostly predictable timings of 10h - 20h (Fri 13h - 20h; Sat 10h - 17h). I have always wished for Sunday afternoon openings but respect the issues and needs -- hopefully staff-centred -- that lead to decisions about hours of operation. I love the OPL and think the informed, positive and people-centred (staff and users) ethic they manifest is the key to OPL's success. While everything in an organization can be better even if it is already exemplary, my wish is that OPL's "doing better" is that it continue to receive the financial, administrative and political support to provide a vital service to the people of Ottawa, meeting its OPL high standard of excellent service. Keep up the excellent work. You are vital to our community.

376 I prefer to visit in the morning. That is not always possible with the current hours. Different hours every day is confusing and, for me, inconvenient. There are several thing OPL could do to better meet my needs, but since this is about hours I will say increase the number of hours it is open.

377 Works for me. Never any problems,
378 pleasant and helpful staff.

379 Because I get to the library on foot,
in the warmer weather I like to go
to the library in the morning when
the temp isn't at its high. The opening time of 1 pm on Tues and Thurs thus is not convenient. I also don't always remember that and find out when I get there :(I wish the library was open for longer

It would be wonderful if the Main Branch library did as the Sunnyside and a few others do and provided booths for people who bring children to sit together and have a snack, or, play with a board game. All excepting Christmas

381 I regard the OPL as the gold
standard for public service
organizations in the city. It is
innovative, adaptable and
responsive. I have no suggestions
for change.

383 I visit the library rather rarely -- I do most of my reading on my e-reader - and I have no difficulty timing my visits in accordance with the library's opening hours.

385 J'y vais souvent après mes heures
de travail dans la semaine.

386 I typically work 10-6 so the hours
are not really great for that
schedule. Really tough to get into
my branch

387 Weekend hours are highly
restricted and that's when I would
take my kids...when they aren't in
school.

Be open on weekends. Kids are in school or at camp so I can work during the week.

Comme je lis bcp, je suis bien
contente d'avoir une bibliothèque
ou je peux emprunter des livres,
merci de votre service.

388	Always open at times that are convenient for me.	Meets my needs; can't think of any improvement desired.	Friday holidays
389 to go for a walk to a nice destination	The opening hours suit my lifestyle as an aged, retired person who enjoys being able to visit the library on weekends as well as during the week. I am not tied to evening hours as would a person who must work during the day. The current hours are very much to my liking. I am retired and can fit into the current hours as needed.	Stop changing the user interface so frequently, and ensure that it is always intuitive. BTW, I like the newish easier method of downloading e-books.	I'd like to be able to volunteer doing more interesting (to me) tasks than serving in the used book section.
391			
392		If they would open on Sunday, I would feel bad for the workers. They need some days off for the summer as well. Also, the libraries should be more funded by the government, they provide many essential services.	The government should fund libraries by reallocating police funding.
393 it's a nice place to be	The operating hours are convenient and easy to access	Have a community event board and available flyers- not for private events- garage sales etc.	It is wonderful to see the diversity of ages, abilities and interests at the public library. There is so much available information that isn't easily accessible anywhere else and people don't even have to join the library to browse or read in branch. I have made discoveries at the library that I didn't even know existed.

395 Would like to see standard opening hours for each day of the week including Thursdays. Now that we're getting a state-of-the-art central library would like to see the library open 7-days-a-week year round, if possible.

396 Would like to have the library have improved weekend hours.
397 I get what I need

398 I can usually manage to get there during regular hours of operation.

399 It closes way too early. It also opens late on some days. Be open more often, especially after work hours. It's practically impossible to get there during work days and it's not open Sundays.

400 The bookmobile stop was often cancelled and the only available close stop was only opening during the time I was at work. We MUST have a branch in River Ward. The ward is hopelessly underserved.

401 Occasionally to escape bad weather or heat while walking around downtown. Or to have a quiet, peaceful place to wait for someone. Appreciate later hours on some weekdays so there's more time to pick up holda after work. Appreciate Sunday hours for the same reason. More pleasant public space for sitting downtown (find the current building kind of dark and unwelcoming)

Adding black and white to a list of ethnic origins seems out of place, is it not?

404	<p>It would be much easier to pick up books on the weekend although the late hours does make it easier to pick out books in the evening after work.</p>	<p>I have air conditioning now but in previous years used the library as a cooling center and needed it the most on the weekend. Likewise a friend was having housing issues (problem with room mates) and ended up staying with us on weekends and it would have been nice to get out of my 1bdrm apt and have a free place to go during this time.</p>	<p>I do have post concussion syndrome which has impacted my life so sort of a disability?</p>
405	<p>I wish the hours were longer. Perhaps open early and until 9 pm...?</p>	<p>more holdings. I usually have to order books from other branches and then wait. Most of the popular interest books - travel, personal finance etc are really really out of date.</p>	<p>super fantastic staff that ALWAYS goes the extra mile and is ALWAYS helpful and friendly - can't say enough.</p>
406	<p>Easy to access and retrieve hold books. Easy to return books with the outside bin slot.</p>	<p>My needs are fully met now. Make the hours from Monday to Thursday exactly the same. If open at 8 or 9 or 10 then do that every day. Then close at 6, 7 or 8</p>	<p>No</p>
407	<p>I do not like the changes everyday re: library hours. Everyday is different and it drives my husband and me nuts.</p>	<p>everyday, the same. Friday, Saturday and Sunday are mostly for people who work full time. I am retired.</p>	<p>No thanks.</p>
409			

410

I used it more on the weekends than on weekdays, I wouldn't mind reduced weekday hours if we could get extended weekend hours.

More public 3D printers

Offer better programs for teens: a pre-teen program 11-12 year olds, a program for 13-15 year olds and 15-17 year olds. In English and in French. It's important to recognise that not all teens are involved in

I find it is closed early, especially on Sundays when I am most free. I missed picking up a hold as whenever I drove by, the library was closed and have had a charge incurred. Sometimes it closes early in evening. I have 2 teens and had 2 international students (also teens) who wanted to go to library in the evening. Often it was closed. As there is limited places for teens to go (safely), I personally would love to see a room dedicated for teens to connect and hopefully inspire to read more. This can't be possible if the library closes at 5 or 6.

sports activities and thus may not have a social network around them. In order to promote good social skills (not just using social media), offering "in-person" programs would be an option for those kids who fall between the cracks. Book clubs, workshops on travelling around the world or gardening, board games, new skills such as knitting/ crafting, small engine repairs, poetry writing, short story writing, could be good starters. Offering the opportunity for youth to connect with other youth with similar interests is essential for healthy communities.

412

...
Ottawa in Social Services in previous years, I would love to see OPL increase their programming for marginalised groups of people. Libraries have been the centre of community gatherings in the past and although with technology, this has reduced, it has several increased rates of isolation, stress, depression/ anxiety. I think the libraries are at a unique place to be the place where people go to in order to re-connect with their communities. Just like there are programs that help young parents and children with story-time, the same should be offered for youth (who aren't into sports and isolated from peers) and seniors who might also be isolated. Offering a variety of programs could help build interest and be a place where people go more frequently to the library. It has been done in other cities and I would love to see that happen in our nations capital as well.

413	<p>Some weekdays I can't make it before closing and the best time for me to go is the weekend - meaning I only have one day and some weekends I can usually go. If I miss these due to other commitments, I risk being late for a hold. I wish the library were open on sundays or more evenings, even if only the holds section.</p>	<p>Be open on sundays and later on weeknights on the weeknights they currently close earlier</p>	<p>I really enjoy and make use of the book sale at the library. I used to see DVDs for sale but no longer see them. This would be a good way for the library to dispose of DVDs as they become outdated or there is a need to reduce stock.</p>
414 415	<p>I mostly visit the library during the day. I have the library's shedule of hours on my refrigerator so I check the schedule for a time that suits me.</p>	<p>Provide a branch telephone number so I can call directly to the branch I visit (Richmond). I have tried to call the branch in the past and get transferred to the main branch. Sometimes I just want to call to see if the branch is open, especially in the winter when a storm is approaching. A delivery service (volunteer perhaps?) for shut-ins and during COVID isolation and for people who cannot walk or drive to the branch to pick up books. Once a week might be enough.</p>	<p>My daughter would live to volunteer at our local library but has been told that since that is a unionized job, they don't accept volunteers.</p>
416 417			

418	OPL branches close early and are never open on Sundays. They're inaccessible outside of normal business hours.	
419	Some days open at 10 AM and others at 1PM	Consistent open hours Mon - Sat
420		
421	I wish it were open more mornings, but appreciate that hours must be balanced based on staff availability. Hours at Rosemount now are doing the most with what is available; but I do wish more was available.	
422	Closed Sundays and odd start times throughout the week	Regular hours - I do not frequently go in the library but I should not have to consult the website to see if it is open when I do want to go in - it is a service to the public and should operate like other service providers.
423	Not enough days where the library is open in the evenings	

424	First, the hours seem to keep shifting and it's difficult to always remember them when you're on your way with your due books. Opening at 1 pm seems problematic as errands are generally completed in the morning.	The OPL website can be frustrating. For example, upon logging in first thing you receive the message box telling you that you're logged in on another computer. Not possible. Generally, the navigation could be faster. The website is a vital resource, especially in winter.	Not at present but commend the survey and Nanos doing it.
425	Hours of operation have changed over the past 2 years		
426	it is closed Sunday and Monday. If I get notice on Friday of a hold being available and am busy on the Saturday (not unusual), then I cannot pick up until Tuesday. Four days after the hold notice.		
427 to volunteer 428	It suits me	It is a great service.	Great library with good staff and service.
429	Satisfied with the hours, but always need to check the opening and closing hours when planning a visit due to fluctuations in times	Keep the drop off boxes open	
430 use the printer 431	If the printer could print on both side and charge for one page (\$0.10) could be better. If it could also print in colour and charge (\$0.10) per page would be helpful.	If even open half day on Sundays during the summer would be helpful.	

433

Staff is patient and helpful

Not sure

Too many personal questions

I would love the library to open earlier for all days that it is open, but especially on days that it opens at 1pm. There is often a line up there, thinking I am not the only one wishing it would open earlier!

435

Earlier opening hours!

436

437

I wish it was open in the mornings.

As a publicly funded institution, the Library should be open at the same regular hours every day of the week. There are sufficient staff to cover that level of organization, providing mid-morning, afternoon and early evening access 7 days a week.

Keep the Library open the same hours every day of the week. Let seniors' community groups meet there regularly - we often got told not to come because of other functions suddenly taking our time slots, which discouraged us from using the facility at all.

438

No

441

The fact that it is generally open only during working hours, or not in the mornings severely limits when I am able to come in to actually use library services. Also, weekend hours are completely unacceptable - the library being closed on a Sunday is ludicrous - this is the only time when many people are able to access the library. Reduced Saturday hours also pose a huge accessibility issue to working folks looking to use the library. accessibility of hours, and more selection of works.

443

I prefer going to the library in the morning and it is not always convenient to try to arrange my schedule around the only mornings that the library is open. Also, trying to arrange my schedule for library trips after 1 pm is often a problem.

445 to photocopy materials

The current hours generally meet my needs

446

No Sunday service

447	I visit the library in the afternoon which fits well for the operating hours of the Centrepointe branch.	Sometimes when I borrow video games multiple game become available at the same time. It would be nice if I could group my holds into separate hold list and then be able to pause and resume each individual hold list. This way when I have a game checked out, I can put my game hold list on pause and resume it when I return my current game. I could do this now by pausing individual games but I find it too tedious and so I don't do it.
448	I would like the branch to be open evenings Mon-Thurs like they were before the COVID-19 pandemic.	Open Mon-Thurs evenings. when the computer are updated show seniors how to use. there is one lady i dealt with a few weeks ago that was very helpful a don't know her name. I would be interested in take a computer course from this person if it was offered.
449	some of the staff are very Knowledgeable about computers and helpful.	

450	<p>The hours aren't consistent on weekday mornings, so I always need to check whether the library is open. It's a small complaint, but I sometimes forget and go to the library with my kids just to find that it's not open until the afternoon that day. I'd prefer consistency, wherever possible.</p>	<p>Offer children's programming on Saturday or Sunday morning</p>	<p>Thank you to all the amazing library staff for the work they do. We are heavy users of the library and appreciate the services we receive.</p>
452	<p>The hours overall are good but there are so many different schedules (the Mon/Wed, the Tues/Thurs, the Friday, the Saturday, and the Sunday) that it is hard to remember when they are open.</p>	<p>Make sure the book return is open 24/7. During the pandemic, when hours were restricted, this return slot was closed unless the library was open. It defeated the purpose of the return slot and ran counter to all of the pandemic guidelines. An outdoor return option, where people can drop off their books at anytime, would have been a valuable tool in reducing unnecessary staff and public contact and COVID risks. Please do not close this box.</p>	<p>Hire kids to stack shelves, assist with computer problems, help children. A friendly, knowledgeable librarian could answer customer's literary questions.</p>
453		<p>Place holds near front.</p>	
454	<p>Don't use very much</p>		

Merge Robotics team holds regular 455 meetings at this branch	Our robotics team has historically booked meeting rooms at this branch in the evenings, typically 6-9pm. Lately the opening hours have been shortened and the library closes earlier. We hope they will return to their original hours soon.	Open till 9 on weekdays	no
457 458	Would prefer if it opened earlier.		
459	More morning hours would be appreciated but not essential. Sometimes I wish I could always count on going until 8pm (rather than days it closes at 6pm) or go before 1pm on days when it opens	Make it easier to obtain books from uOttawa and Carleton through delivery to OPL branches.	
460	"late" the opening late on certain days	My branch is not open on Sundays all year round so it's not something I'm used to having. school holidays that aren't long weekends?	
461 462	and not on sunday is inconvenient for me	organize neighborhood networking events book clubs for adults all - and suggest this question be rephased to PD days	Suggest some questions be asked about whether we participate as parents
463	Have not had any problem so far.	Keep acquiring new books	

The fact that people/children cannot volunteer because it is unionized employees is absolutely ridiculous. Myself and others in my household would volunteer to help with hours in our little branch but we can't.

464	They are only open for 30 hours a week thr earliest being 10 am and closed on fridays. Saturday only open for 4 hours	
465	It is open enough hours to suit my needs	
466	I would like to have a daily schedule does not change ie. not one day opening at 10:00 the other at 1:00...	Ray friel
468	I would prefer the library was open each day in the morning because I have trouble remembering when it is open and closed because it changes each day.	
470	the library is an important community hub, and it should have longer hours	longer hours
471	The library opens too late in the day. I like to take my children out earlier in the morning.	It would be open earlier in the day.
472		You do a great job. Thanks
476	A mix of morning and evening hours are available allowing for flexibility when scheduling visits.	Vary morning/evening hours so that nearby branches are open when another is closed.
477	J'aimerais que la bibliothèque ouvre tous les matins.	ouvrir le dimanche à l'automne

non

478

I love the Cumberland library, know their hours of operation, and like the staff who are always helpful.

479

Very thankful to have the library in our neighbourhood

I know Cumberland hours and am happy to work with them.

480

Please be open on Sundays.

I wish it were open on Sundays and I feel annoyed when I go to the library in the morning only to realize it's a day when it opens after noon.

482

484 To print

I would like to have access to the library outside of my work hours. ESPECIALLY on the weekend, both Saturday and Sunday.

Stay open on weekends, it is one of the only times that I can bring my kids.

486

488

Nice to have some opening hours on Sunday.

Please note Sunnyside Branch is never open on Sundays year round open everyday after 5 pm as I work 9-5

489

The library is always organized, clean, and it's easy to find what I'm looking for. If I have any questions they are answered right away and the staff are always very helpful!

491

492

493 I would prefer if it was open until 8 or 9pm more evenings, instead of just a few days per week. I generally go after 6pm. be open later in the evenings on more days of the week, be open on Sundays.

494 I hate that the library is closed on Sundays but the other times - it is ok.
496 I prefer morning hours.

497 Print documents Generally open into the evening on most weekdays. However, I would appreciate having Sunday hours yearround. 3D Printing equipment at more branches (including Main)

498 I have a flexible schedule and I never had any problems. In terms of hours, nothing needs to be done.

No

499		OPL is a wonderful resources that supports people from all walks of life. Some need OPL while others don't. My family is fortunate enough not to need OPL or it's services but enjoy them anyways. What I would say is that if you're looking to make changes, and these changes might require additional funds, please direct as much of your energy to supporting those who need OPL and not the rest of us.	
500			No
501		Consistent hours	
503	I'd love if the library were open longer on Saturday.		
		Can't think of anything, except to stay open as much as possible, to keep providing a welcoming space for adults and children who may not have many alternatives for places to go. Programs for teens are especially important. Ottawa citizens should be reminded of all the benefits their library system has to offer, and that a good public library system is an important and vital part of a city's infrastructure.	
I work as a volunteer with the Friends of Ottawa Public Library, at the used book store.	I would find it more convenient to have the library open every morning, at the same time. Hard to remember the different hours of opening and closing.		It is important that the City promote Ottawa Public Library as a wonderful asset and resource for its citizens. Whenever possible, the City should highlight the many programs and opportunities available at the library, and encourage everyone to obtain a library card. In the coming fall municipal elections, I will be interested in candidates who voice support for a strong public library system and all the advantages it gives city residents.
504		Less important holidays, when people might enjoy visiting the library, as a holiday activity.	

505	Would prefer the branch was open every morning	Make the movement of holds from branch to branch quicker	Your question ranking the days of the week should have an option where all days are equally important. I want the library open Monday to Friday, no one day is more important than another.
506	Very occasionally borrow a book that's not available on ebook	Easy to pick up book on hold	There is a strong need to enhance the ebook borrowing experience through a better App and more books and magazines. This is the way of the future. You could cut down drastically on library branches and staff if you lent ebook readers rather than books and ensured your catalogue online was complete so books can be requested, held and picked up. Keep up the good work but more hours are needed
509		Improve the App to search for and download ebook. The Overdrive App was extremely good for searching books except it periodically crashed. The Libby App is just absolutely horrible to use, it is unbelievably awful and is replacing Overdrive. I'm beside myself with disgust at this move and can't help but wonder as to the reason behind it!!!	
511	It's hard to keep track of which day has longer evenings. I'm consistently looking it up on the computer to make sure I have the right date and times.	For my branch to be opened on Sunday at least during the other seasons if all branches are closed in the summer on Sunday.	Not at this time
513			
515	At times I have dropped by during the summer and found out it was closed, but mostly I am able to work around the hours if I check the hours online before I leave.	It works well for me.	No

516

the variable opening times are inconvenient - I prefer the 10am start. I do understand there may be added labour cost but that should be quantified to make a decision on hours.

517

10 am openings

no

We have a young child and we work. Closing on a Sunday and Monday is terrible. Not opening in the morning and not advising people what the new hours are is also terrible. It would be better to close some branched and have proper hours for the remaining branches

518

Either keep libraries open or close them completely

Be open outside of 'regular business hours' It's hard to make it there on time if you do not have a car and if you work regular hours.

519

The hours are very inconvenient
Les heures d'opération répondent à mes besoins

520

521

I would appreciate more early morning hours.

Make it easier to find and check out foreign language ebooks

522

Library staff is always really great

I love the library

523 524	I find that there are a number of mornings (when I normally run my errands) when the library is not open. I would like it to be open at least by 10 am.	Better morning hours	
525	Prefer morning hours and it seems to be closed more often than previously in the morning. Later hours are wonderful but it is frustrating to have 1pm openings several days a week.	Morning hours	Generally very pleased with library services
526		Open later on Week nights	
527	Hours of operation Monday - Friday	including summer months.	N/A
528	To print documents	I work from home and can access the library during it's hours.	
529 530	Par exemple, les jeudis a.m. nous allons au marché local tout près de la succursale Cumberland. On voudrait en profiter pour aller à la biblio mais ça n'ouvre qu'à 13h. On préférerait qu'elle ouvre tous les jours à la même heure, disons à 11h et qu'elle ferme tous les jours (sauf les dimanches) à 19h.	Ouvrir tous les jours (sauf les dimanches) à la même heure, et fermer à la même heure.	Sauf pour les horaires, nous sommes entièrement satisfaits des services offerts par notre bibliothèque.
532	Especially during the summer to be closed half days is terrible	Be open 5 days a week all day!	Why do you feel it is necessary to ask income, nationality etc...what does this have to do with library hours, usage etc

533 To return borrowed library books 534	The staff are pleasant and knowledgeable.	My needs are completely satisfied by OPL at present, especially with our Bookmobile day scheduled for Wednesday. When it was Monday (a few years back) there were often holidays on Monday.	Given my age, I hope to visit the new main library in Lebreton before I depart this world. For me, it is very exciting and I hope there won't be any untoward delays.
536		open earlier, close earlier, make it easier to load money on my card	lousy survey, might have told us what is offered and we could have responded. since i use just one service have no clue what else is offered, what might i be missing on, don't like the shortened hours on some weekdays, really screws me up, charge less for printing
537 use scanner	Because of the operations hours, we have sometimes to go to Stistville or Carling wood, we would like to have it open for more hours as other libraries		
538	I do not like the Tuesday and Thursday 2-8 hours. Should be open at 10 am. ever day.	Nothing	no
539	The hours are convenient for me. I live nearby so easy to access during hours of operations.	More copies of e-book titles.	Only one wish which i think is too expensive: access to Ancestry online for me.
540	I know the hours and plan my visits accordingly		

541	Longer hours would be more convenient, opening at noon for example I find the hours change a bit and it's hard to keep track which days they open later	Same hours on each weekday, less confusing, easy to remember	Thanks for all the great services and the helpful people
543 To use printer			
544 read newspapers	Not open Sundays in the summer	Include the Toronto Star in the newspaper section	
545	The open hours are usually convenient but not always. Late day openings and early closing times are sometimes an issue when I need a service at an OPL location My visits to my branch are brief and uncommon. I can work within the current hours of operation without difficulty.	Have backups for power and internet so when outages hit communities they can be a go to place for those services	OPL locations should work on becoming community hubs, where info on services is available and even accessed if appropriate. Better hours and communication would be needed
546 Printer access			
547	Would like the branch open Sunday afternoon I have a very flexible schedule and can adjust my time of visit to the time the library branch is open. I just have to check ahead to make sure I remember the opening hours.	Open more hours I am happy with the current services, especially being able to reserve online and pick up my holds at my local branch.	Please open Rosemount branch on Sundays I am happy with the current services, especially being able to reserve online and pick up my holds at my local branch.
548			

549 I think the branch should be open on Sunday particularly for those people in lower income jobs who may not be able to access it any other time.

Figure out how to better access Kobo on library products. It's really complicated

I love the library and have rediscovered it in the past 5 years. The ease of going to online to reserve books and then being notified when they come in is just wonderful. The staff are always friendly and helpful. I am there at least a few times a week picking up or dropping off books. It is so easy and the collection is amazing. We are very fortunate.

550 Recently visited to find recent change of hours that was unannounced. I think it opened at 1pm on a Thursday. I wasn't the only one surprised. There was a lineup like we were waiting to get into an exclusive club.

551

More French books and French activities in the west/south end would be great

552 I think it would be nice if the library was open earlier in the mornings like around 9 am some days.

553

555

It's open every day during the school year and 6 days a week during summer.

Decide opening hours and keep to it

556

558

559

560

561

It's mostly open during the day with very limited evening and weekend hours. Which makes it hard to visit the library especially during the school year and winter.

The Vernon branch is small and rural with a very limited book collection. It would be helpful if the collection was changed semi frequently, especially the children's sections. My toddler has gone through all the books at our branch most of them 2 or 3 times. While we can request a hold toddlers don't have the patience to wait that long. Also my older kids only do holds as they have read through all the books of interest to them at our small branch.

The ebook collection has been wonderful to access before and during the pandemic please continue to add to an support this valuable asset.

like an after thought. The hours are completely inconvenient as this is a bedroom community and it is open mostly during the day. There are no programs for adults or older kids at our branch and the ones for small kids are very repetitive (mostly colouring). During COVID we were in the last group of branches to reopen with the suggestion to visit other branches. This was a rather insulting and out of touch suggestion. We are rural and have no access to public transportation and the nearest branches are a 10 to 20 minute drive away. For everyone who was unable to drive there was no access to the library. The OPL gives the impression that the library is an essential service in the city, but for the rural areas it is a perk that we don't seem to be entitled to. Service to the rural areas is cut to the bone to improve things in the city as if living in the city makes you more important and deserving.

562		a better way to postpone holds for non-ebooks. E-books are easy (log in, say "no thanks, 14 more days."), but for regular books i can only "cancel" the hold entirely. And that's AFTER you have already done the work to move a book that i really don't want right now.	
563	if a library is meant to be more than books (a meeting space, etc.), then I would hope for greater weekend hours		
564	Je m'assurer de vérifier les heures au préalable et m'arrange en fonction des heures d'ouverture étant donné la flexibilité de mes heures de disponibilité pour le moment présent.	Fermer un jour de semaine l'été.	
565	While the hours are fine for me, I think that it is important for the library to be open to children to allow them to do schoolwork on-line - particularly for branches in less prosperous areas.	I find that OPL meets my needs. To stop remodelling the libraries and better spend the money on the health of the citizens. The new designs are not as easy to walk around in, too much unnecessary fancy	We need to ensure that libraries are easily available to children.
566	They are often not open when it is most convenient for me to visit. They close too early and some days are not even open in the morning. It would be helpful to me if the branch opened earlier than 10am a few days per week.	Have one day per week where my local branch is open before 9:30 am	
568		Better website	
570			

571	Ouverture en après-midi le jeudi Fermeture à 18h		
573	Hours are fairly limited, especially evenings. Open after 12pm on Tuesdays and Thursdays and I would like to be able to use the library at my lunch hours.		
574	It's a library that delivers its promises		
576			
577	It closes too early.	Either be open earlier in the morning, or be open seven days a week.	More kids programming please! Especially featuring diverse stories and members of the community. Please consider holding programming outdoors when the weather is good, for Covid safety.
578	As a casual library user (not relying on it for school or research purposes) I can time my visits to the established hours of operation - nothing is time-sensitive, so the couple days a week they're open evening hours meets my needs.		More downloadable audiobook selections would be fantastic
579	Opening hours fluctuate, so always check before visiting. I want it to be unified at a certain time.	People do outdoor activities at that time of the summer, so it doesn't seem to matter much if they close on Sunday.	Is the In-person program before the Covid-19 gradually increasing from September? For example, the English conversation club is revived, but I wonder if the children's homework help program will be reopened.

580 Hours vary day to day at that location. would be nice if they were regularly and up to 8pm every day as sometimes i can't get there until after the workday is over. If I miss my time to come in to do pickups on the tuesdays when i usually come in, would be good to have some extension notification happen that I can come in the pick them up the next day at the same time (just a one day extension).

581 I like to pick up my books after 6pm and the library is not open always. I also don't like the jumping around of the schedule. At times I have deliberately detoured to pick up a book in the morning to find that on that particular day the library only opens a Noon or 1pm I find it very difficult to find the Consumer Reports link on your website. Can you make it easier to find, please.

582 Elle est ouverte tard le mardi, ce qui me permet de m'y rendre après le travail. Idéalement, elle serait ouverte tard plus qu'une seule journée par semaine . Demeurer ouverte après 18h deux jours par semaine (au lieu d'un seul).

583 More cultural programming for adults/seniors

584 Sometimes, between two jobs, being able to work around later day opening hours is difficult

585 I wish that on Tuesdays and Thursdays it would open at 11 o'clock or 10 o'clock rather than 1 o'clock which is quite late. Open earlier on Tuesdays and Thursdays

586 at Walter baker always open when I'm there

587 There is enough access time for my needs. Continue to acquire DVDs and not dispose of the DVDs already in the collection.

588 I would love it if it were open on Sundays.

If I make a suggestion to purchase, and it is accepted, I should be the first person to take out that book. I should automatically have the first hold.

I would not pay more in city tax to increase hours. You are also advertising for staff and are still on reduced hours for covid. Get back to regular hours first.

The library is a very important part of my life. I depend on it for all my reading. I also attend a library book club. I regularly use the computers for internet. Please do not diminish services.

589	It appears the hours meet workers needs and not the public.	Standard hours, all week 9 to 6 with 6 to 9 on popular days, the amount of lost productivity with constant changing of hours does not serve the taxpayers. Years ago there were closures, then hour cuts, perhaps adjust the number of staff at one time so the library is open longer will give better to the community. Staff safety may be served with less expensive security contracts than trained librarians.	Opl is a great community resource. I understand the online resource hoopla is a resource controlled by opl. An increase in monthly limits would expand new discovery as the current 6 loans keep users from exploring other artists/talent, and meters us to stay with the familiar, unlike the actual library. Other libraries allow 12 or more loans per month.
591	The main library should be open every day , all day and evening, except for Sunday which could have reduced hours.	Extend the hours especially the late openings on Tuesday and Thursday	Not at this time
592	Closed on Sundays in the summer makes it hard to bring kids. We like to make bike trips to the library but can't always do Saturdays. We are working during the weekdays.	I wish the used bookstore was open during more hours or on weekends.	Family Day, Labour Day, etc. ("Bank Holidays")

I remember when I was in high-school and was able to use the library in the evenings and weekends to do my school projects and have an alternative safe place to work on things that was not home. The hours are so reduced weekdays and weekends (especially since you don't even have Sunday open!!) that this whole purpose of; reading, researching and working after class is not really available. The library is sometimes the ONLY place for some kids to safely get their work and education completed.

The website could be better and accessing materials through the interinstitutions and e-books for first timers needs to be streamlined. A lot of things that are available through the library, many do not know about or how to access

Thanks for being open through most of the pandemic. The staff are always awesome. I worry about library funding because kids are too interested in technology and social media. Hence why I think it's important to try to run some classes for more engagement.

593
594

Offer in class sessions(free or paid) for kids for activities or games. Almost like a mini summer camp for 1hr.

595

596

Very efficient. Very pleasant staff No changes needed

597	to buy used dvd's	I would like to go to the library at 10 am every day not just Mon, Wed, Friday and Saturday and I would like to go to the library on Sunday's as well	hours that start earlier		I WOULD LIKE MORE TIME THAT I CAN USE THE PUBLIC COMPUTERS ON. WE USED TO HAVE 3 TO 4 HOURS A DAY PRE PANDEMIC I WOULD LIKE TO GO BACK TO THIS.
598		I often like to swing by the library on my way to or from another engagement. However, sometimes that's on Tuesday or Friday morning when the library is closed.	Move the after hours return box closer to the parking lot		
599	Use the printer	Open 7 days a week for most of the year	Open before 1 on Tuesday and Thursday		
601		Hours are sporadic	Predictable opening hours(not changing all the time- just set hours year round) , more toddler and children programming and activities	Don't open on Christmas but the other days would be great to have programming for toddlers and children.	More programming with predictable hours needed. Would be good to rotate the childrens books more often too. I know you can order and have it transferred but for a toddler they want what they see. Sometimes the staff also aren't the most welcoming. Lots are very friendly but others not so much. I love the library. I love the ability to get order items on line and have them delivered to my library. I love the books that are available at the library.
602		I plan around the opening hours. As I am retired it isn't a problem. Hours are far too limited. I think libraries should be available during typical waking hours, not working hours.	N/A		
603			Open longer hours		

604

Evening hours on workdays (e.g., till 8 pm or 9 pm) would suit me best.

Family day, Victoria day, Civic Holiday, Labor day, Thanksgiving

Because the opening hours vary greatly from one day to the next during the week. Sometimes the opening hours are from say 8:00 am to 5:00 or 6:00 pm, other times from 1:00 pm to say 9:00 pm. I never know when the library is opened or when it is closed; a number of times I went there thinking it was opened and it was closed. I realise the opening hours are posted on the library door but that is not very helpful. Also, I understand that the hours must accommodate the need of various people but the way it is now is ridiculous. There is no uniformity in the opening hours and I can never be sure that the library will be opened when I want to go there.

As a retired person, I really have no preference when the library is opened. I just would like some uniformity in the hours it is opened during the week. For example, it should have core hours, say from 10:00 am to 4:00 or 5:00 pm, when it is opened every day of the week, except possibly Sunday. It could stay opened some evenings say Tuesdays and Fridays to accommodate the need of people who work. My main concern is that there should be a period of the day when I can count on the library being opened.

607 To return holds

608	I have been very happy with the service provided. The library became a very important place during the pandemic. I appreciated their ability to "pivot" and their ability to continue offering services during such a difficult time.	More morning openings.	
609		order more ebooks as more & more people are relying on electronics	Expect main library usage to decline having sited the new library in a location which is inconvenient for everybody.
610		Open earlier on weekends	
612	I wish the library was open on Sundays. Our weekends are busy so if we don't get there on Saturday we have to wait a week to try again		
613		I'm happy with the way it is.	
615	They should be open by noon so people can go at lunch.	Have regular hours between 11:30-7pm	
616	Opening more hours, when people are off work makes the library more accessible		
617	Staff are very helpful. Resources (wifi and computers) seem well maintained.	Online access to reference materials, especially Ottawa City Directories after 1927.	I strongly support OPL. I was very appreciative that a reference librarian would scan a page of the 1975 Ottawa City Directory for me when covid made visits (travelling on bus) risky.

618	The staff are helpful and the selection is plentiful.	Consistent hours of operation. It is difficult when the opening hours are different during the week.	
621	Prefer the library opens at 9am. I could pick up my holds on the way to drop my kids at school. Also, why is the drive through drop off box not open yet? It's so much easier to drop a book off and not have to park.	Other than changing the hours, opening up the drive through book drop off.	Open the drive through book drop off.
622	It should be open consistently until 8:00 pm every evening. A 6:00 closing makes it next to impossible to get to the branch after work.	Make it easier to partner with schools -- i.e. coordination of library cards to all students.	
624	Heures d'ouvertures qui ont été raccourcies depuis la pandémie	Ouverture de la BPO tous les matins et après-midi	
625 626	Do not go to library. Borrow books online. to print and scan I cannot answer because I only borrow books online. I already indicated that I do not go to a branch so I should have been disqualified from survey or directed to different questions. Who designs these surveys anyhow? It closes too early	Design better surveys!	As I have already indicated this survey does not apply to me. However I use the online option all the time and really appreciate the availability of this service.

I like that the library is open in the evenings at least twice a week because I work full-time and can never make it during daytime hours. And with the after-hours return slots, I can return books whenever I like. I can usually find time to pick up my holds or browse on Tuesday or Thursday evenings.

played havoc with the opening hours of libraries, so I'm not sure what hours are targeted by this question. By and large, pre-pandemic the hours at Greenboro were better than some libraries. Much of opening hours has to be a function of the staffing budgets and staffing possibilities. We have long assumed that closing one day a week and closing for staff training are acceptable. Is this the best service option? Personally, I believe that things perhaps acceptable in satellite branches are NOT acceptable in the primary facility and should not make part of the schedule for the new Ottawa facility. Should there be a day for really early opening, e.g. 7am for people going to work? Should there be an evening for extra late opening? These are things that should be considered for the new central facility - assuming they are not able to be staffed that way on a daily basis. I realize these are

Perhaps have the same hours at all satellites, to make it easy to find an open library at those times wherever you are in the region? I recognize the option of different hours in different places could also be helpful - but I suspect this is because it can be difficult to remember which branches have which hours.

family, boxing, new years, easter monday, labour day

Not sure I like the way you define ethnicity re black/white then break out the others rather than brown or yellow. This is in itself a rather racist way of breaking out people: what about caucasian, negroid? or even European, eurasian, african,....I realize this is probably an attempt to get closer to the Ottawa reality, but it's tricky. Let's make sure that the new main library has suitably broad opening hours, even if these do not need to be extended to the satellites.

632	<p>We would go to the library more if it were open more on the weekend. We have kids who go to school and we both work full time so weekend library trips are most convenient.</p> <p>Confusing hours with many mornings not open.</p>	More weekend hours.	<p>We love bringing our kids to the library. It is a place where they feel a lot of agency. They interact and ask questions of the librarians. They do activities. They like the take-home activities for kids. We continued to use the library throughout the pandemic, putting holds on books for every member of our family and picking them up. We appreciate what you do!</p>
633	<p>Remembering which days it opens at 10am as opposed to 1pm, and closes at 6pm as opposed to 8:30pm, is hard.</p>	Staying open on Sunday's.	<p>Really value what the library offers - generous borrowing times, gracious on overdue items, ability to choose holds and have them come to my local library, the friendliness of the staff...it is all very appreciated.</p>
635	<p>Some hours that start at 1:00 pm present some problems, particularly when the high schools are out for lunch, etc. Trying to get into the library parking lot is challenging at best. Later hours, also present problems with Costco and rush hour traffic. (t This is more in approaching from the north, on Ogilive Road.</p>	Just consistent hours from the morning, when schools are operating.	<p>More parking at the North Gloucester Library is needed.</p>

636	my time is somewhat flexible so I can usually fit library visits into my schedule.		
639	It does not open until 1 pm most weekdays	More opening hours	Staff are excellent, and there are so many wonderful services available. I wish more people knew about them. I think being open more would help.
640	After school and early evenings work best. Friday especially.		
641	Kid friendly and enjoy the activities.		
642	to donate books i've reviewed		
643	I am retired and so can plan my visit at any time.	Can't think of anything at the moment!	no, thanks.
644	I run errands in am and would prefer the library hours include am hours more frequently		
645	I can adjust my schedule to account for OPL's hours.	Follow same hours each day it opens.	
646	Not open Tuesday and Thursday mornings. Not open Sundays in the summer		
647	I usually go to the kids section which is an area separate from the adult section so I feel safe to let them roam around downstairs, whereas other branches the kids section is the same area as the adult section so kids have to be quiet and cant roam around freely	I wish they had more educational programs for kids. I homeschool my kids so having daytime programs such as STEAM programs or french language programs for kids would be nice.	Please consider offering daytime programs for homeschoolers.

648	A few days a week the branch does not open until 1 pm (so I can't go over my lunch hour) or closes at 5 pm or 6 pm (meaning I can't make it there after work).	Have longer and more consistent (e.g., same each weekday) hours.	
649	I would prefer the branch opening at 10 am every weekday		More new best sellers available as an ebook
650	Find the hours are somewhat restrictive		
651	To enjoy the space	Keep older books on the shelves longer. Please avoid the ALA recommendation of "Fewer and Newer."	Thank you for being there, for keeping going during lockdown (I cried the first time I picked up books, and the first time I could return in person). "Libraries will get you through times of no money better than money will get you through times of no libraries." But you know that!
652	To return books	Early morning hours	
653		have more staff available for complex interactions	would prefer that hours stay as they are and increase staffing, over having more open hours with less staff available
654			

655	Inconsistency of opening hours/days amongst all different OPL branches.	As shared at the beginning of this Survey hoping OPL shall improve on the Opening Hours & Days in consistency for all OPL branches as the current opening schedules amongst all PPL branches are very confusing. Thank you.	I think many Q&A in this survey may consider personal & confidential in nature. Thank you for your kind attention.
656	I find the different opening hours frustrating, as I have several times gone to my branch only to find it opens later that day. Would rather it open at noon every day than alternate between 11 am and 1pm opening hours.		
658			
659 vaccination	I always forget they open later on certain days. Wish they had longer hours each day.		
660	A comfortable environment, extensive collection of reading material, very helpful staff	na	na
661		I think it is better to open the library seven days in a week from 9:00am to 6:00pm	No
663	Generally pretty good, though a 1 p.m. opening hour on some days is quite late (would prefer noon or even 11 a.m.)	Might be useful to me, but I feel like I can work around Sunday closures	Generally really appreciate all the work you do and services you provide to the community!
665	It meets my needs and schedule.	Nothing. It works for me.	No.

666 To get print outs and photocopies.	I always forget the unusual hours of operation for this location. I went once in the morning and realized it only opened at 1pm!	I appreciate the services of printing and photocopying. I find it complicated to do on my own so I just ask an employee to print for me ahead of time. However, if I have something personal to print I would prefer to print it myself.	The library has great resources. I am still learning about them.
667	The branch is open most of the time, so always able to pick up holds at a time that is convenient. I think the days that you are	More branches being open on Sunday would be a nice-to-have, but understand if that is not feasible.	All except Christmas
668 close to my home	opening at 1300 hours is too late in the day.	Do like the 1300 hr openings Too late in the day	
670 To use the scanner and the photocopier	The hours used to be more regular and longer; now the hours are shorter and the hours are different on different days. I would like longer hours.	Have longer hours. My dream would be 8 or 9 am to 8 or 9 pm	Thank you! The library is a huge and important part of my life. It is more than "just" books - it is a safe third space that is accessible to me, it is services (like scanning and printing) that facilitate my life.
671	I do find it confusing at times with the alternate hours. I figure it is to accommodate students and balance costs but I find myself there at the wrong times	Honestly I am retired now so I have a lot of flexibility. I do like to pick up my holds before or at lunch but again the priority should be students. This is why to me the Sunday closing during the summer makes sense	The Orleans library is clean and welcoming. Please co to ie to keep it an interesting place for people to visit!
673			Long weekends/holiday Mondays

674	The hours are not consistent and hard to remember (i.e., which days have morning hours?). It would be better if every day had morning and evening opening hours.	For me, it would be more weekday evening hours since I work during the day.
675	To print things	
676	It's hard because I work shift work and the library is closed so often. During the lockdowns, I couldn't return books outside of library hours, and hours were reduced, making it tough pick up and to return books	I think the OPL is doing great.
677	Il serait préférable de garder des heures constantes à tous les jours. Je n'aime pas l'idée de me faire surprendre les vendredis lorsque la succursale n'ouvre pas avant 13 h. De plus, idéalement, la biblio serait ouverte les dimanches.	Plus de livres français, y compris les classiques (avec date de publication allant à plusieurs années en arrière)
678	No morning hours Tuesday and Thursday. Granddaughter naps in the afternoon	
679		

680

Il y a des heures de soirée et c'est ouvert le samedi, c'est donc possible de récupérer des choses sans se presser tout de suite après le travail. Pendant les heures réduites au début de la COVID, je pouvais seulement y aller le samedi puisque je travaillais trop tard et que c'était fermé.

683

the hours are were better before the pandemic, but are still fine. Switching back to pre-pandemic hours would be better, but other than that they are fine

provide more bookable or drop-in tutorial rooms for small group gatherings. return to pre-pandemic hours

Il devrait y avoir du stationnement à la succursale Rosemount. Ce n'est pas vraiment accessible. Je ne suis pas handicapée, mais elle est plus près de chez moi et j'y vais moins pour cette raison. Si je dois faire des courses en auto et passer rapidement à la bibliothèque en chemin, c'est impossible. Je me suis fait mal à la jambe l'année dernière et je ne pouvais pas marcher pour y aller. Et l'hiver avec les restrictions de stationnement et les gros bancs de neige, c'est impossible de pouvoir se stationner à proximité. Je ne sais pas comment font les personnes handicapées, elles vont sûrement ailleurs.

684 Comme je réserve mes articles d'avances, je sais toujours quand je peux aller les chercher et je peux souvent venir sur le temps de midi ou juste après le travail. Depuis que je travaille de la maison j'ai plus de flexibilité pour venir récupérer mes articles. Recevoir des alertes lorsque des articles express (livres, pass de musée, dvds) qui m'intéressent sont disponibles.

685 I do understand the reason they close on Sunday's during the summer but it would be great if they could be open

686 Right now the hours are reduced, no evening on Mon and Wed. That is very annoying. I want regular hours back, with evening on all week days. Also, Sundays open only in the afternoon is frustrating, I sometimes run errands early in the day and I want to get my holds earlier. Return to regular evening hours all week long.

687 L'ouverture tardive - 13 h - trois fois par semaine. Arrêter d'ouvrir à 13 h trois fois par semaine.

689 I usually pick up materials when I go for lunch and the location doesn't open until 1 pm several days each week. I have to go online each time to figure out when it is open on that particular day.

I love OPL!

Love your apps and online catalogue, ability to reserve books online and have them transferred and the ease of checking out books with my card on the app and the kiosks. I rarely spend more than a minute in a branch,

694	695 Reding Ottawa Citizen newspaper.	<p>I think that this branch has great variety to its hours - open into the evenings on some nights, and open during the day otherwise. I can always find a time to go regardless of which day.</p> <p>Convenient</p>	<p>I think that OPL is already meeting my needs satisfactorily.</p>	<p>Not at this moment.</p> <p>No</p>
696		<p>Would love if it was open Sundays. Otherwise hours are good!</p>		
697		<p>Because this year the hours changed so that the Sunnyside branch is only open from 10:00 to 6:00 on Mon., Wed. & Sat. On days when they are only open in the afternoons the hours are shorter. Plus, in the afternoon there is more traffic and in the summer afternoons are hotter for walking. Also, having the library open all day in the summer would provide an air-conditioned space for patrons to read in if they don't have AC in their apartments/homes. And it gives homeless people a place to relax.</p>	<p>Ideally I would like the library to be open every day except Sunday, beginning at 10:00 a.m. Some of us are morning people! Also, I don't understand why the library is closed on Friday mornings.</p>	<p>If a lack of employees is the reason the library has such limited hours now, perhaps they could consider using volunteers (or more volunteer staff). So much of the library is automated now that I'm not sure how much interaction librarians have with patrons.</p>
699		<p>I would like to be able to access the library in the morning.</p>	<p>Open a branch in Bridle wood and Emerald, perhaps in new plaza to be constructed near corner of Eagleson and Fernbank.</p>	

700	I am able to schedule my visits during their hours of operation.	Sometimes wait lists on popular books are very long. If they're able to purchase more copies for loan it would be helpful.	
701	Wish it stayed opened later on most weekdays		
702	Not always convenient in the evenings and on weekends. I am working during typical business hours.	Better search functions via the app	
703	It's easy to find a time to attend when the library is open because it alternates mornings and evenings	More virtual programming, more programming in general	We love the library
706	The hours are not the most accessible at this branch, and smaller branches are even more difficult to access and this impacts my level of satisfaction with the branch I visit most	Open on Sundays year round	
707	Wish they were open on Sundays in the summer and open earlier on Tuesdays and Thursdays. Open till 7:00 on Fridays	More books so I don't have to wait months in line	
708			
709	The hours work for me.		
710	I'm retired so am flexible to visit library anytime.	Quicker in processing books from "in transit" to "available". Sometimes this takes up to a week.	no

712	It should be open later on weekends.	It should be open later on weekends.	
713			
714	Great service		
716			
717	I find many of the branches open quite late.	Have some says during it opens earlier.	No.
718			
719	I do not like the morning closing Thursday and Friday. Evening opening at least some nights would be convenient. There should be Sunday opening perhaps not in summer.	better support for online borrowing not sure	Generally extremely satisfied with services. The cost on my tax bill is very reasonable.
721			
722	Some days it doesn't open until 1 pm, which I find a little late. I would prefer if it opened at noon.	Make the website a little less clunky.	I am very grateful for all the library services, and think that OPL should be proud of its performance.
		Improve their website. I haven't been to a branch in years, I basically only borrow ebooks. That said - being able to go to the library when I was a kid was extremely important. It also serves other communities. Having a library open is extremely important for a lot of people.	Please keep libraries open as much as possible. They're an important community resource and while I'm not necessarily the target audience, many who are (kids, seniors, underprivileged) are also unlikely the ones to take this survey. But also. Please improve search function within your wish list on the website!
723	If I have an issue with my card		
724			
725			
727	They're open when I would expect a library to be open Hours seem convenient		

728 They vary a lot day to day, it is hard
732 to remember if they will be open. I
wish they were open Sundays

733 they vary by day and I have to look
up the hours to see if the library is
open to pick up my holds. Some
days I can pick them up at lunch
and other days I can't. Some be consistent with the hours
evenings I have to rush to get there especially Monday - Thursday or at
before it closes well it is open later least make sure that they are open
other days. over the noon hour.

734 Hours of operation are part-time, 6
days per week; so only open 3
mornings per week. This is
especially inconvenient on hot
summer days as I walk to the
library; it would be healthier to
come in the cooler hours of the
day. Also, I'm a morning person!
Be open in the mornings more
often, especially on a Friday

735 To use the library Ancestry subscription,
but I do that at Beaverbrook because of
the more comfortable desks
Because of the changing hours
from day to day I always have to
check whether it is open before
going.
Standardize the hours during the
week

It was a tough time when my
Branch was closed due to Covid.
My Branch has lovely staff! I'm
grateful for my Library.

The question about whether you
are a first-generation, etc.,
Canadian doesn't give a correct
choice for me. My parents were
born in Canada, but not all my
grandparents were. Poor question
vetting by the Nanos designers!

736	Hours should be longer and more consistent (e.g., Monday to Friday: 10 AM to 8 PM; Saturday and Sunday: 10 AM to 5 PM).	Hours should be longer and more consistent (e.g., Monday to Friday: 10 AM to 8 PM; Saturday and Sunday: 10 AM to 5 PM).	Hours should be longer and more consistent (e.g., Monday to Friday: 10 AM to 8 PM; Saturday and Sunday: 10 AM to 5 PM).
737	It doesn't work to use the library for work for a typical work day when the libraries don't open until 10am or 1pm. I would prefer if the library hours tracked more closely with a regular work day.	Just opening hours that match a typical work schedule. Everything else is good.	
738	It always seems to be closed when I try to go, I can't remember which day they open at what time because it's so varied	my branch is closed on sundays so if you could just open it Sundays that would make a world of difference	
739	Usually I can only go at lunch but it often only opens at 1 p.m.	notify when book is 'in transit' or near your time so you can cancel or keep holding. If you're away or in isolation (covid!) you can better manage your pick-up time.	thank you for your service!
741	On certain days, the library opens at 1pm and I would prefer an earlier opening (eg 12pm) as I sometimes try to go during lunch.		Family Day, Good Friday
742	Often forget that the library is not open until 1:00		
743	Each day has different hours am or pm and I often just pop by and forget that I am not going at the right time.		Always consider accessibly needs when taking decisions, placing of books etc

744	Good ratio of morning/evening openings.	Can't think of anything!	None
745	Si tu planifies en conséquence des heures d'ouvertures	La BPO répond bien à mes besoins	Pas pour le moment
746	They do a good job of providing service but it is a bit confusing to know exactly what times they are open day by day as the schedule seems to change each day.	More consistent hours, especially mid to late morning during weekdays.	OPL is an essential service in our community and does an excellent job in fulfilling their mandate. They should be fully supported by our Municipal government with increased and sufficient funding.
747	L'aide que je reçois est excellente. Parfois, je dois reporter une commande arrivée et due cette journée même mais la chaleur est trop pénible pour me déplacer et les employées m'aident en changeant la date. La canicule rend un visite trop pénible.	tout est bon sauf qu'il a trop jours ouverts: 10:00 et trois : 13h.	je suis cardiaque.
748	I am retired so can easily fit my Library visits around open hours. And, I'm cognizant of the fact that staffing resources need to be managed conscientiously across the entire system.	Overall, happy with the Ottawa Public Library Service. Staff are consistently courteous, welcoming and helpful. Ability to access electronic resources from home was a significant boon during the pandemic, ditto ability to reserve books on-line and 'window' pick-up. Very happy with the way OPL managed during the pandemic - taking clear steps to protect staff and patrons.	Keep up the great service! I expect to rely on it increasingly as I age!!

750		Open all day everyday instead of this alternative shifts thing. I can never remember which days they're open mornings and which are evenings. I use the library to work, ie as a remote office, the schedule is very limiting and frustrating. The rankings I've been presented with in this survey do nothing to capture my particular needs.	This survey was very strange. The personal questions were intrusive and the rankings of hours do nothing to reflect my needs. My problem with the library's hours are not the particular days they are open or closed, it is the fact that they are closed so often.
751	For the most part, hours of operation are good but would often prefer openings on Sundays.		
752	Staff are pleasant and professional	Have a bigger selection of large print books	I enjoy and use the Libby feature. I would be very happy if more authors and their novels could be added to the catalogue.
753			Love the children's early literacy programs
754	6 pm is too early in the day to close		
755	To use the makerspace	It's usually open when I need it to be	Open earlier in the morning during the summer. My wife and children are off and would love to use our local branch in the morning

756	I think that the Hours of Operation are not attuned to ALL segments of people who us it.	Recruit more community members to recommend books to be procured.
757	I would like the library to have consistent morning hours every day of the week	Morning hours every day of the week
759	I find myself constantly too early for the 1pm open time. It would be nice to go at lunch (wfh)	
760	I appreciate the staff and their help if needed.	An easier to use and reliable computer system
761	Holds are always ready for me and the library is well organized.	Set the same hours daily
762	Closed on Sundays sucks when I want to take my kids	
763	It can be a rush to get there before it closes	
767 769	Lack of hours on Sundays.	Open Sunday mornings all year round.
770	Generally reasonable hours, but I get caught out by the "gotchas" of hours changing during the week.	You guys are doing great!

Highly recommend that local libraries accept more volunteers to contribute to basic work and organization. There are many retired adults who would jump at the chance to work part-time in a library and there is a great deal of organizational experience and skills available that is currently unused in this age group.

771	I often arrive and find the library closed as the hours vary during the week.	Have consistent hours throughout the week - at this time there are six (6) different hours of operation during week.	
772 to use magazines	I have memorized the irregular hours of operation and am able to accommodate them on most days that I would like to use the library. I would prefer to always be able to use the library on Sundays. They open late on Tuesday and Thursday's.	Hours of operation are my only concern. Otherwise, service is exceptional. More staff Good as is.	The staff are wonderful at Cumberland Branch
773			
774			
775	The Thursday afternoon closures are tricky to work around		
776	One time I walked to the library not knowing the summer hours varied each day, so I arrived 10 minutes after 6pm when it closed Would prefer more consistent hours of operation	Perhaps have a way to pick up your holds with the library still being closed so staff still get time off in the summer but library goers can still pick up their books, not sure if this is feasible though Consistent hours of operation	I absolutely love using the library and I believe it is such an important facility. I am extremely grateful to have this facility :) No
777			

778	<p>Too small, poor selection, horrible opening hour schedule</p> <p>I work a 9-5 job, so can only go to the library on Tuesdays and Thursdays and weekends, as the branch closes too early on other days. This is usually fine, but there are weeks when my schedule changes and those days aren't available anymore, so sometimes I can't return books or pick up holds on time.</p>	<p>Open the damn library!!! Buy books!!! What a poor selection. Can't find books and e-books, too few copies available for number of requests. Very bad library system. Our Emerald Plaza branch should better reflect the surrounding community and have extended hours and programming.</p>	<p>The erratic limited hours when the library is open and the extremely difficult access to books due to poor selection and too few books and e-books copies available make this service another example of Ottawa City failures. Another OC Transpo... used to be a model, now very average if that.</p>
779	<p>Have the second hand book stores open during hours that office workers can access them. I believe the one at Greenboro is only open on some weekday mornings, so I've never seen it open.</p>	<p>Have the second hand book stores open during hours that office workers can access them. I believe the one at Greenboro is only open on some weekday mornings, so I've never seen it open.</p>	
781	<p>has the flexibility I prefer</p> <p>There's enough daytime, evening and weekend availability to fit my family's schedule. Additionally, I'm not in favour of increased hours if they'll barely be used</p>	<p>engage its clients more, by inviting to be on the library board</p>	<p>Keep up the good work</p>
782 Use 3D printer and AV equipment			

784	some days and some evenings available. I can adjust to the hours available	remind me that I can cancel a hold waiting if I am unable to make it in to pick it up. I have been charged the \$1.00 fee a few times when I was 1 day late coming in. And I did come in, only to find that the book was not on the holds shelf any longer.	I would appreciate if OPL increases the collection of music scores.
785	Beaverbrook library is not open on Tuesday and Thursday morning.	Open Beaverbrook on Tuesday and Thursday mornings.	
786	Illogical closing hours -- e.g. library is closed Tuesday and Thursday mornings. This makes no sense and is out of step with all other local businesses.	Change the stupid closures on Tuesday and Thursday mornings. If the library needs time closed in order to do necessary in-house sorting, etc, then close for an entire day on Mondays or Wednesdays, not half a day on days that have no logic to them. Also, improve the web site so that it is easier to ascertain opening/closing hours without being required to scroll through an entire list of branches, As I said before, it would be nice to have the opening hours be the same Mon - Sat. It's annoying to have to check to see if it opens at 10 :00 or 1:00.	The web site could certainly be improved to make it more user friendly.
787	In general I don't have a problem with the number of hours of operation. I just wish they were the same every day.		I think the OPL offers great service. This is off-topic, but the only complaint I have is that the Advanced search engine is very confusing.

790	The opening time of 1pm doesn't often suit my schedule and I have to make an effort go later or another day.	Better opening hours during the week!
791	Not accessible during hours that I am home from work. I.e. extended weekends, later eves and holidays	Be open in stat holidays
792 To use the printer	Many days of the week I've walked there on my lunch break, forgetting that the library doesn't open until 1pm on Tuesdays, Thursdays and Fridays. It's not a huge inconvenience as I live close by, but it would be great if they opened even a half hour or hour earlier (at 12 or 12:30 pm) on some of those days.	Unrelated to hours, but have more copies of popular books! Ottawa is the first city I've lived in where I've had to be on waitlists for 3+ months for books I'd like to read. The waitlists for some books is very surprising.
793	I am happy to go when the Library is open, regardless of the hours. The hours are posted on your website, which makes it easy to schedule a visit.	I am very pleased with the service of the opl. The staff are friendly and helpful. The hours are not important to me, I am just glad that such an important service as the library exists in Ottawa.Thank you!

As I said, the library is one of the best services around. I am a regular user, lucky and blessed. There is only one wish that I have , which is that the service which allowed downloads of tunes returns. I know that is unlikely, due to budget constraints, but it was a service I used constantly. Thanks for all you do!

794	<p>As a retiree, I prefer to use the library during the day (usually the morning) and I always have to check online to make sure I'm going on a day when it ISN'T closed until 1PM. I also like to ensure that the 2nd-hand bookshop, Second Editions, is going to be open. They should open at 10am daily. 1pm is way too late and there is always a line up outside waiting to go in.</p>	<p>Allow some access for cardholders (probably after getting them to sign something) outside of hours when the library is staffed or open to the public at large.</p>	<p>Holidays when other services (e.g. shops) were also available (e.g. Easter Monday, August civic holiday)</p>	<p>I feel the website interfaces could use some attention, especially as so many people have been accessing our library remotely during COVID</p>
795				
796	<p>I am satisfied with most of the hours at my branch. However, some days it does not open until 1 pm. I understand this could be because of staffing, but I prefer to go in the morning.</p>	<p>The staff at the Sunnyside branch are fantastic! The hours on Tuesdays and Fridays are limited right now.</p>		<p>Thank you for being open as much as possible during the "lockdowns" or other Ontario restrictions.</p>
797	<p>Would love if it were open again on Sunday afternoons.</p>	<p>Not sure if this is possible but have more popular fiction stored at this branch. Everything I want to borrow always has to be brought over from another branch.</p>		
798	<p>Too much variation, causes inconvenience.</p>	<p>Have regular hours.</p>		

799	Generally good with some issues re Friday am & Sunday closures.	For a long while there was a bookmobile stop on Bathgate Drive which was within walking distance for me and many other neighborhood seniors. Several years ago it was relocated some 2 kilometres away to Carson Road. No longer convenient by foot.	I found the questions relating to diversity offensive. Make sure that new central library still accessible for those more needy residents who use the current location
800	Staff are friendly and helpful. Library is clean	Have more current travel books	
801	I feel that the library should be open every morning and into the early evening.	All large branches should be open from 10-8:30 weekdays, 10-5 Sat, 12-5 Sun year-round	
803	To use a printer	Open consistently on weekday evenings, including Fridays.	
804	To use photocopier		I love going to the library. Such excellent services and programs in person and on line. Enjoy picking books and magazines off the shelf and also requesting holds on line. Also buy many used books. Go to library weekly to meet up with two friends. Use photocopier regularly. Thank you to the library and librarians.
805	Sometimes I want to go mid morning but it is closed some mornings	Open at 11 am or noon instead of 1 pm on days that it is already scheduled to open at 1 pm	

806	Si les horaires ne fonctionnent pas avec les miens, j'ai d'autres options (Vanier, Central par ex) Les bibliothèques devraient être ouvertes les soirées de weekend et les dimanches!!!	Biblio accessibles les weends , dimanche et soirées inclus.	
808	Need Longer hours in evenings & later on weekends	More copies of New releases	
809	Clean. Some staffers are friendly. Unable to get info when I want.	Have more collections. Many times, I was not able to get what I want.	I want to see senior-friendly services, facility, hours, collections (large prints), easier access to e-books.
810	Late openings on Fridays	Have a bigger selection of ebooks	Not Christmas
811		OPL meets my needs	
812	I would like them to be open 7 days a week		
814	I would prefer the open hours to be the same every time the library opens	Have the open hours the same every week way and Saturday	
815		Have better ebook availability, the wait lists are so long, that i have given up on borrowing them from the library	

816	<p>Would like consistent Sunday hours as early as 10 am.</p>		<p>Monday holidays (e.g. Victoria Day, Civic, Labour Day) when my kid has off childcare and I have no work.</p>	<p>Weekend morning programs for babies and toddlers would be great. I work, so during the week isn't possible. However, I would love to share my love of the library with my toddler on the weekend. He has enjoyed picking books, it would be fun to do activities with him. Morning is best due to nap times.</p>
818	<p>There are mornings that I'm in the area and would like to visit the library but it doesn't open until 1.</p>	<p>Be open every morning.</p>		<p>I love the library and use it weekly. Best source of entertainment, information and learning.</p>
819	<p>Excellent location, free parking, easy access. This branch is very well-run and maintained. Clean and tidy. Friendly helpful staff. Well organized items on the shelves. Hold materials are well organized in a timely fashion. Easy self-checkout machines.</p>	<p>Nothing - please keep the location, services, materials, hours as they are.</p>		<p>The on-line catalog and reservation system for materials works extremely well and is essential. Delivery to local branches for pickup of materials is also a crucial service. Please maintain this service.</p>
820	<p>The hours at my branch are very limited. It would be great if the hours extended into the evening and opened every day in the morning -- i.e., 9am - 8pm, Monday - Friday</p>	<p>Have more books in the Rideau branch! At this time, the books in the stacks at this branch are very limited.</p>		<p>Only that I love the OP library!</p>
821	<p>I would prefer the branch to open everyday at 10</p>	<p>I am satisfied with the service</p>		

823 bouquiner
824

J'estime que les bibliothèques devraient être ouvertes le dimanche. De plus, je me bute parfois à des portes fermées en raison d'heures qui changent tous les jours, et de certaines matinées où les biblios sont fermées.

ouvrir le dimanche

Tous sauf le jour de Noël et de Pâques

L'offre de livres en français est déficiente; presque tous les livres en français, peu nombreux, sont des traductions de livres anglais, et souvent de romans à l'eau de rose. Pourriez-vous offrir plus de livres d'auteurs francophones, ou alors plus de traductions de livres écrits en d'autres langues que l'anglais?

825

I have long been of the opinion, shared by many, that the library hours are not accessible for many working families. Close on Mondays if this would make it easier, but library branches need to be open evenings and weekends to serve our communities. If neighborhood branches were open past the dinner hour, more families would be able to drop in and it'd be a great place for teens to meet up.

Open Sundays and all weekday evenings.

826

I would like more morning hours.

Open in the mornings six days a week - Monday to Saturday.

828	<p>Le personnel est très accueillant. I go to the branch mid day on the weekends</p>	<p>Current hours make it difficult to pick up holds on weekends and weekday evenings after work. Also I've tried to get holds on lunch hours to find the library is also closed. Consistent hours during the week would be helpful</p>	<p>Consistent weekday hours. Consistent weekend hours. I find it very difficult to pick up holds with current hours.</p>
830			
831			<p>Christmas, Easter, family day</p>
832	<p>All libraries should be open on Sundays, even if there are reduced services.</p>	<p>There needs to be more physical books on shelves. The bookshelves at Centennial seem woefully under utilized. The online collection is fair but you don't replace older books and you discard too aggressively. This is frustrating with fiction which is often multi-volume; the older volumes become unavailable while the series is still being written. This is especially true in the Science Fiction and Fantasy genres. Stop spending so much money on e-books. The publishers are robbing you (us) blind.</p>	

833 Just love wandering around there!	Well, when it opens at 1 and I am already out doing my chores and the library is not open. Why not regular daytime hours??.	More programs for seniors in my area.	I believe everyone deserves a holiday!	I love the library and I certainly missed it when it was closed for Covid.
834	The Tues and Thurs hours (it doesn't open until 1pm) are quite frustrating			
835	The Carlingwood Branch used to be open Mon to Thurs. from 10am to 8:30 pm and now they only alternate days of 1pm to 8pm or 10am to 5/6pm. Carlingwood Branch is a wonderful (and nearby) accessible library and all around (free) public space for internet access/use if computers, reading, studying, browsing etc. I would love for the Branch to return to it's pre pandemic hours. Better yet, expand it's weekend hours to 10am to 8:30 and/or at least be open on Sundays. The residents of Carlingwood area would love it. ????	Free printing access and more than 2 hours allowed for public computer time.		
836	The Tuesday / Thursday hours are particularly inconvenient to use for me, opening only at 1 p.m.	Open at 10 a.m. every week day.		Offer inexpensive coffee to enjoy while reading!

837	Staff at the branch is always very user-friendly and helpful.	My OPL branch is meeting most of my current needs. One suggestion is to have meeting room rental available at Emerald Plaza branch for non-profit organizations.	I appreciate the availability of the facilities and the support of the staff at Emerald Plaza.
839	I would like the library to be open longer hours.	Open more hours	Keep up the good work. Libraries are VERY important.
840	Because I am able to go there any day. I sometimes forget that it opens at 1 pm on Tuesdays and Thursdays, though.	I am very satisfied with my experience at OPL.	No. I love the service you provide!
841	I find I cannot remember the days that the branch opens at 10 am and when it opens at 1 pm. I don't find looking up the opening times from the OPL website that efficient.	standardize opening hours for Monday through Saturday.	
842	Friendly staff	.?don't know	No
843	I look up the open hours and go when it's open and convenient for me.	Ancestry usage online from home with my OPL card.	Looking forward to the new library downtown in conjunction with LAC
846	Staff is very friendly and helpful.		
847	Je trouve que les heures d'ouverture varient trop souvent		
849	It's close and I can get to it when it's open.	Meets my needs.	

850	Friday hours are too short and difficult to work with.	Have more stable hours for everyday of the week, 10-8, Weekends could be shorter hours. This alternating of hours every second day makes it very difficult to plan and figure out which day has what hours. It is annoying having to look up the hours, to insure it is open at the time you want to go.; working around other errands to try to do everything on one trip.	no
852	The hours are reasonable and I am able to access the library easily.		
853	The different hours for Mon/Wed/Fri vs Tue/Thu are confusing. Also, closing on Sundays in summer is unfortunate. Even short hours would be nice.	More one-off events/activities for kids in the summer, including early evenings and weekends.	
854			
856	The branch is open - most of the time - when it is convenient for me to come by.	Extend weekday morning hours Transfers of books from another OPL branch seems to take a long time.	Overall I am very pleased with OPL's services
857	The hours are convenient for me		
858	With kids it is very inconvenient On days it open at 1pm		
859	Not open in weekends in su7	Fewer homeless people camped out in the library	

860

861

862 To volunteer

863

It gives me everything I need in a library.

The hours meet my needs

It is TIME to reproduce the structure and operations of the library to BACK FULLY TO BEFORE THE PANDEMIC..maximum staff..full programs and activities..the lively atmospherer..stop promoting this ridiculous ongoing pandemic like funereal atmosphere

Stop being pandemic frightened...lead people back to NORMALCY..the pandemic is over...REPRODUCE AND REINSTATE EXACTLY WHAT OPL WAS BEFORE ELEVENTH MARCH 2020

I make use of the lockers at the Hunt Club Community Centre to receive and give back books. I wish that I could still receive books on the week that there is a holiday on Monday. The lockers seem to only receive the "holds" on Mondays.

Move beyond the pandemic and with vigor and imagination recover and rebuild the opl environment as it was pre pandemic

865	Je comprends que la biblio ne peut pas être ouverte 24 h sur 24! Je trouve que vous avez trouvé une solution ingénieuse (de 10h à 18h quelques jours, de 13h à 20h d'autres jours.) I think libraries need to have various operating hours to cater to different workers I'm unavailable during week days and find the evening and weekend hours to be slim.	À ma succursale Rideau - plus d'endroits pour travailler, ou peut-être de plus grandes tables pour travailler. (pas à un poste d'ordi mais les cubicules où on apporte nos propres affaires)
867		More flexible hours.
868		
869	The hours need to be standardized. One day it's 10 am open..next day it's 1 pm..very frustrating.	Standard hours
871	Really appreciate that there are now evening hours, but wish library was open over noon hour every day.	
872	To print documents	

On adore la biblio! J'aime particulièrement quand les bibliothécaires sortent des livres précis sur les fêtes ou des événements spéciaux, ça évite d'avoir à les chercher sur les tablettes. C'était compliqué pendant les confinements quand la fente des retours de livres n'était ouverte que lors des heures d'ouvertures de la biblio, alors c'est bien maintenant que nous pouvons retourner les livres n'importe quand. Merci pour votre beau travail!!

Overall satisfied with OPL.....be nice if there were more copies of books to cut the wait times...for me it's the hours of operation

873	Great staff I would prefer to see more regular hours. Especially evenings and Saturday.	Be consistent with hours. Especially during the week..the start at 1pm for Tues and Thursday has caused much confusion and missed times for opening. However, the late opening times are appreciated during the work day		Consistent hours open during lunchtime during the week. Doesn't have to be mornings per se, but the 1pm Thursday and Tuesday was confusing. Appreciated the late opening but perhaps keeping it to two nights a week is enough
874	The hours are convenient to my schedule			
876				
877	I work around their hours Some days it opens in the afternoon and morning is better for us	Exercise classes on zoom in the am		It's a great library system!
878				More Storytime!
879	Would like hours that fit weekend schedule better. Be open when people have time to be there.		Thanksgiving, Easter	
881	Limited evening hours			
882	Should be open until 8pm. Don't care when they opeb			
883	not aware of hours of operation			

884	<p>The only criticism I have with the Emerald branch is that it is not open at all on Sunday. I have no printer at home and sometimes need to print documents. As I still have a car, I can get to Centrepont but later on when I no longer have my car I won't be able to do anything on Sundays. As the cost of living goes up and up and people feel more stressed financially, having access to branches on Sundays I think would be helpful to people without home inter and computer devices. Ottawa library offers an extremely valuable public service.</p>	<p>Be open on Sundays. There is no day of the week that I can be certain I will not need a computer, the web or a printer for personal business reasons.</p>	<p>I don't answer questions about race - if we are race 'neutral' then it should not matter. We are not 'race' neutral and continuing to ask such questions just helps to perpetuate this situation</p>
885 887	<p>The operation hours are not consistent from day to day, and it's frustrating to have to check the hours each time I want to go.</p>	<p>On its website, reinstate a tab showing books by genre, e.g. scandi noir, historical novel, etc. If there is such a tab, it's not obvious or easy to find. I don't find the website that user friendly or easy to navigate</p>	<p>Would it be possible to post on the website volunteering opportunities with the library branches?</p>
888	<p>It's so irregular that I never know when I can go. Why would it be closed at noon?</p>	<p>Consistent hours. Dislike that it changes everyday.</p>	

889	<p>I would prefer for it to be more convenient, instead of showing up and finding out it is closed. Like a grocery store - 8am to 8pm or something. Especially because small children wake at 6am, and sometimes you just want somewhere to go first thing in the morning.</p>	<p>Clearer signage of library hours on Centrepointe drive as you pull into the building. BIG AND BOLD. So many times I attempt to go and find out it's closed.</p>	<p>It would be nice if we received notice when we are next in line for a book, and could choose to pause at that time, instead of it already being delivered to the branch. I have numerous holds at any given time.</p>
890	<p>Now, that I understand the library is closed until 1pm Tuesdays I am able to adapt. I was initially surprised however</p>	<p>Have more copies of the most popular books</p>	<p>The library provides me with satisfaction as I am able to enjoy the many books I have borrowed. The Sunnyside staff are particularly helpful.</p>
891 To use photocopier scanner			
893		<p>Some hours, some branches being open on summer Sundays would be good.</p>	
894		<p>Order more copies of new releases so the hold time isn't so long.</p>	
895	<p>The current hours best suit the needs of me and my friends and family</p>	<p>I'd like to see more transparency in terms of what you chose not to order. I've suggested purchasing movies based on best selling books you carry and you decline to purchase with explanations that don't make sense .</p>	<p>I really like the current hours and hope they will continue.</p>

896	Faute d'avoir mémorisées les heures d'ouverture, il m'est arrivé de me buter à une porte fermée. Mais je comprends les contraintes de la bibliothèque.			
			It might not be economically feasible, but a delivery/pick-up system to assist shut-ins, the elderly, the infirm so they would not have to travel to the library would be a marvelous boon for those who do not have the ability or means to go to the closest branch. I think that people who strongly support library services might even volunteer one morning, afternoon, or evening of their time each week to facilitate such a service. I certainly would.	
897	Everyone needs a day off. I don't mind the Monday closure. The hours are fine as they are, but if the budget were to allow more hours of availability, that would be great, too.			In my opinion, the municipality needs to maintain the current budget or increase the current budget of the OPL based on current needs. Under no circumstances should the budget be decreased.
898	The material in on time as indicated.		None	None
899	Access is too limited leaving not enough flexibility to drop in as to my availability.		open earlier and more often	no
900	When I have a question, and upon approaching, I am always received with a smile and given proper service in my queries.		I have thought for a while and find nothing of significance that would make it better. So at this time - "unsure."	unsure
901	Always friendly and helpful		Nothing	

902	I prefer having daylight hours than the evening, so have one more day shift. Monday, Wed, Thurs Sat daytime. Tuesday Friday evening.	It would be very nice to have Carlingwood open Sundays year round.		Looking forward to Sunday operations if they come to Carlingwood.
904	I don't like the shifting back and forth between early and late opening hours that is currently in place. It seems like every time I have time to go pick up my holds at the library, they are closed. I am retired and can always find a time that suits me.	Consistent daily hours during the week so I would not have to memorize the schedule.		
906				
908	The hours are not consistent across the week. Does not allow me to just drop in according to my schedule because the library may not be open.	Remind me that my holds are within 48 hours of expiration.		
909	I would appreciate an extra 30 mins in the evening as it is hard to get there before close (after supper). Would like the library to be open from 9 Monday to Friday & Sundays all year.	Have a larger selection of French kids books (grade 1 - 12). Selection is limited which is very disappointing.	Family day, Easter	Just want to stress the importance of having a larger selection of French books for kids grades 1 - 12.. would really be helpful. Staff is always very kind and helpful at the Hazeldean branch!
910		Bring back the parking spots at Dickinson.		

911	The late opening hours on Tuesdays and Thursdays are inconvenient. For me, it works better if they open every day at 10 am.	Be open at 10 am every week day	It is a privilege to have this resource available. Thanks for continuing to do an excellent job!
913 I don't visit 914	I get books online all day every day Hours are a little inconsistent.		
915	I've never been disappointed	Have a wider selection of new books	Not at the moment
917	Was only open one day (Saturday), now two days (Wednesday and Saturday). Not always available on those days to get to the library.	Open more days during week at local branch	
918	Limited hours and different each day		
919 card renewal	Adequate evening and weekend hours.	Not require in-person card renewal.	The availability of ebooks is very important to me. I have recently started using this service and so far I am very satisfied. (The set up was a bit complicated but online directions were helpful).
920	I can walk to the Library. They have a very good selection of books both in French and English.	My experience at the Cumberland Branch has always been very good. The staff is very helpful. I cannot think of anything to make it better.	As a retiree I enjoy walking to the Library after lunch. Before the pandemic, sometimes I would go to read a magazine or newspaper. I hope that in the future this will be possible again.
921	I love the ease of checkout, the Express section and the great staff!	The online website could be improved	Thank you !

922	Library should be open 7 days per week with longer hours.	
923	I wish I can stay a little longer in the library.	
924	It's not open very many mornings. The afternoon openings are 1 pm. I find that late.	Open mornings
925		
926	The library opens at 1 pm on Tuesdays, Thursdays, and Fridays. I personally think 1 pm is quite late, half of the day is literally gone by 1 pm. It would be better if the library opens at 10am everyday.	Opening earlier (10 am) on the days that it opens at 1 pm (Tuesday, Thursday, and Friday) and closing at 6 pm or later on Saturdays instead of 5 pm. And opening for a few hours on Sunday afternoons/evenings
927	Most of the time the library is open when I'm able to visit, but occasionally I'd like to visit at a time when they aren't open. I strongly object to the library closing on Sunday during the summer. Why can't the library be included in 'cooling centers' during heat waves? It could be a benefit to have families discover the joys of the library.	Nothing, they're great!
929	Sunday would be a good day to come over to study there.	Be open on Sunday during the summer heat waves to be used as cooling centers.
930		

As we approach more and more a paperless society, I would like some guidance on purchasing and using a device for e-books.

		Please have the same opening hours every day of the week. 10-6pm. With an evening or two opened late, as is the current situation. There have been countless times I've gone on Fridays only to remember they	
931	I would prefer if they had the same hours every day. It's confusing right now as some days they open at 10, others at 1, etc.	don't open until 1pm... I've seen other people confused that the library isn't open. Please, just have the same opening time each day!	I love the library and think it offers invaluable services to the community! ????
932		Consider purchasing older books	
933	I can usually work around the hours but there are days when I have to postpone a trip because of the limited hours.	Not sure	
934			
935			We need more diversity on OPL ,we all pay tax thanks
936	I simply go when it is open.	Respond more positively to users' suggestions (e.g. add the FREE Family History Library to the online offerings.	
937	When my printer runs out of ink , I use the public computers to print.	Different opening & closing hours on different days. Should be open 10 am - 8 pm Monday - Saturday. Closed Sundays, should be open 1pm to 5pm.	Open 7 days a week year round. Open later in the evenings.
938		I mostly order ebooks so actually rarely need to go to the library	

940	The hours are irregular i.e. each day is a different hour of operation.	Increase the allowable limit on e-book holds from 20-50.	
941	mostly open when I need it	More french books at Carlingwood	No, thanks for asking. I love the OPL
943	Parfois difficile d'être servie en français . Temps d'attente plus long en présentiel.	Accroître le personnel parlant français en succursale sur Metcalfe. Par téléphone, c'est très bien.	Améliorer le service avec Cantook qui est capricieux. Former plus de personnel pour régler les problèmes techniques avec cette plate-forme .
944	Étant retraitée , je suis plus disponible	Plus de livres en français à Gloucester nord	Non
946	I can work within them	More one week reads	
947	More evening and weekend hours would be useful, in particular to give teenagers a safe space to access.	Placing more new release copies in express collection.	
948	Weekend hours could be longer	Better weekend hours	
949	Pour imprimer et numériser des documents	Je travaille souvent tard, et les horaires de fermeture sont souvent trop juste	Oui j'aimerais recevoir des nouvelles en cas d'activités pour des enfants auxquelles ma fille de 4 ans puisse participer
950		Rester ouvert tard le soir et le dimanche	
953	Sunday hours would be great	Bigger collection at Sunnyside	
954	It's hard to remember which days it's open early or late. I always have to check online or risk walking over to find I'm too early or too late.	Programs and activities for teens. There is very little for age 15-18	
956	A nuisance when it does not open until 1pm	Just the hours are an issue for me.	Thanks for being an important part of my life

957		Better access to older books, which are no longer published.		
958	Timing changes day by day and it's not consistent throughout weekdays. Weekend timing also changes based on school year.	Better study area at Ruth E Dickinson library. Not enough study tables and study table are there but without power connection and lights. I have to goto Nepean Centrepointe Library to study.	during fall and winter months	Thank you for your service.
959	Ideally it could be open Tuesday and Thursday mornings too but these mornings of being closed are much more satisfactory than than former Friday morning closure.			Keep being available!
961		Accept purchase request that are older than a year. I rarely find that the library has books I want, I end up using Amazon instead of the OPL.	Long weekends	
962				
963		Avoir les MÊME heures d'ouverture à tous les jours. Je me suis souvent rendu à la BPO pour me rendre compte que cette journée là la BPO était fermé et ouvrait que beaucoup plus tard. C'est très frustrant!		
964	Hours of operation compliment my schedule	I am totally satisfied at this time.		No
965				No

966	There are frequently no morning hours, and ideally the library would open at 9 am.	More opening hours in the morning	
967	The library should always be open during lunch hours. Currently, the location does not open until 1pm certain days of the week. And I've gone at my lunch break to pick up a book and was surprised the branch was closed.	Be open at lunch time (noon to 1pm).	
968	everyone is very helpful :)		
969		Choose consistent hours and not change them for the foreseeable future.	Please stop changing the hours. Also, consider how the hours contribute to staffing and retention of quality employees.
970	I like that there are evenings that the library is open		
971	I often go out to errands in the morning and want to stop by to pick up books, invariably it turns out to be a day the branch doesn't open until 2	Open Friday mornings. If I'm going away for the weekend I can get books and pick up holds without delaying my departure time	I preferred the holds on the entrance level at Carling wood rather than having to go through the library and upstairs. Don't use stickers to identify hold items, find a reusable item for holds
972	It's open too late and closes too early on Fridays		

973

I have always been perplexed at library's not being open on holidays for people to actually use when they're not working. The Centennial branch has bothered me as well with their hours. In general library's should be open as much as possible starting with the following priorities. One weekends. To any time any day after 4 o'clock and especially on holidays

Be open when most families are available to use it. Which is weekends, holidays etc. The library could run like a family business and close Tuesday's Or Wednesday's if a day is absolutely needed, which I do not believe is the case.

974

For me, the 1- 8 pm hours of operation are too late in the day. A 1 pm opening prevents me from using the library when I have the most time available; an 8 pm closing is useless because I am usually home by 4 pm at the latest. I prefer the 10 am openings.

Have direct phone lines to each individual library.

Book dealers should not be allowed to use the OPL use-book stores on the same basis as the general public. They buy in bulk, are often rude, and make unfair profits while depriving library users of cheaper books. One solution might be to charge them more because of their commercial interest in the books, CDs and DVDs available. It should be obvious who these people are: they act as if they own the store and they use sophisticated apps to determine the rarity, quality and price of the books. Or maybe they a registry could be created. Unfair, unfair, unfair.

975	I wouldn't mind the short hours if I had access to the drop box after hours. It's a rural library with patrons driving up to 20 mins. Would be more convenient if I could return books when I'm driving through town to run errands even when library is closed		
976	I think it would be better to have consistent hours everyday. Eg 10 - 7 or 8	Not to wait until the exact second to open, while they stand there looking at their watch, with a line up of customers that are standing out in extreme heat or cold. Not great customer service.	None
977	I don't go in that often. I'm a e-person. Well, not literally	My needs fine. I. Retired. Keep hours school kids need	Libraries play huge role for those less
979	At this time there are late time openings on three business days, not opening up until 1:00 p.m.	Purchase newer books that are highly recommended by New York Times. Purchase newer books on subjects like psychology, interior design, budgeting. Your present books are becoming irrelevant and old. Hard to do research that is current and up to date. Thank you very much.	I would like to see more staff available to help with inquiries and use of equipment. I would like to see annual book sales of older books and then use the money raised to buy much more current, up to date books. I would like you see a much wider choice of non fiction books especially. Too much is spent on fiction.
980	Having different hours every day makes it hard to keep track of when it's open. It always seems to be closed when I want to go.	Return to the consistent pre-pandemic hours	I was not able to answer the ranking questions on my phone.

981	Hours have been continually decreased. It's closed for the entire morning 60% of the time and doesn't even open at noon in the afternoons, only 1pm.	Open in the mornings from Mon-Sat.	Some of the questions force us to rank preferences. If they are all of equal importance to me, I cannot express that. For instance, which day of the week do I prefer the library to be open in the morning? My answer is every day from Mon-Sat.
982	Would like library to be open until 6pm on Fridays, and open on Sundays during the summer. Even every alternate Sunday would be nice.	Allow updates and renews of library cards online.	
983 987	Staff is competent and cordial.	always have available the book that I want at the time I want it	
988 989	Hours are not child friendly. Extended march break, winter break, and summer hours would be appreciated. Weekend hours are also terrible.	Open earlier	More programs for children during school breaks would be appreciated
991	I would prefer longer opening hours	Not spend so much on fancy main branch where I will never go and invest in collection and opening hours in neighborhood branches where regular people go.	Invest more on collection of books and not on fancy, remote, useless main branch building.

992		Better lighting	Comfortable reading chairs and good lighting are my top requests. Prevent homeless people from entering and stop people from eating inside the stacks.
993	The hours have improved greatly this year, but I would still like the library to be open 6 days a week, 9-5. I do appreciate that more hours have been added to the Rockcliffe Library.	I am very satisfied with the OPL.	
994			
995		More choice of ebooks	I do not think the OPL should be open on Sundays nor public holidays.
996	The library is only open two evenings a week, making it hard to access the branch after work.	Open earlier on weekends, as it's easier to get out of the house in the morning.	
997	The service is available at times that are convenient for me. The current schedule mostly works for me but it would be nice if the library were open until 8pm on most weekdays, not just Tuesday/Thursday.	My needs are very well met.	OPL has excellent staff and offers a valued service.
998			
999	Non consistent evening hours are difficult to remember/work around		Thanksgiving, August civic holiday, family day

1000	I am retired so I am very flexible with my time Often doesn't open until 1pm. Does not have long enough opening hours.	I am happy with current t service. I order books on hold and pick up when they are in. Perfect.	No
1002	We used to get an email when the local library switched hours and this is much appreciated	Longer hours, Sunday openings.	
1003			
1004	Not being able to go in on Tuesday and Thursday mornings is sometimes frustrating, especially when I forget about the reduced hours.	I absolutely LOVE that you have partnered with 4 other libraries so I can borrow books from them if the OPL doesn't have the one I am looking for. Might it be possible to partner with more libraries? Also, would there be a way to search the data bases for all those libraries simultaneously if I have a specific title I am looking for, rather than having to search each one separately? A completely minor issue, however.	
1005	Hours fluctuate too much. Always have to look up if the branch is open or not. Hours should be fixed at least from Monday to Friday.	Have standard operating hours throughout the week Monday to Friday ie 10 am to 8pm; 12noon to 8 pm; etc.	
1006	The days when the branch doesn't open until 1 pm are less convenient.	More days when it opens before 1 pm.	Very grateful to have this efficient service available in our city. Keep up the good work.

1007	They used to have standard hours and now it varies by day so I have to remember to look up the hours. I preferred when they had standard hours, although I understand the evening hours are good for people who work (I am retired).	Standard hours	I love the library. It is an absolutely essential part of my life and I am so grateful to all the librarians who have kept working through these difficult time!
1008			
1011	I find the staff helpful and pleasant. I tailor my visits to the opening hours.	Keep adding books in large print to their collection.	I would prefer that the library not be open on Sundays or holidays - no need to have staff work at these times. Employing staff on statutory holidays increases the costs to library budgets.
1012		I think OPL is doing a great job!	None
1013	Hours are too restrictive.	Have the library open on Sunday all year round.	See the written comments previously made.
1014	Opens late - 1 pm on some days. Wish it was open on sundays.	Open more hours	I feel it has become less of a service to the public and more geared to making it easy for staff working there. In terms of hours.
1015	I am retired so available yo go in hours open.		

1016
1017

It's open when I need I need it to be open, The reduction of hours caused by COVID are no longer so everything is getting back to normal and that's okay by me

I miss the 'Have you read? ' shelves. It's much smaller now and I preferred it when it had fiction and non-fiction and french books all in the same cabinet. It saved on the browsing through the stacks.
To be open at 10 am each day

1018
1019

Library doesn't open early enough in the morning.

Be open earlier! We love the library but 10am opening means we don't get there in the morning which is the only time we have for activities most days.

1020

Would like hours to be the same each day. Would prefer they be open on Sundays.

Whatever hours the library is open, make them consistent across all days.

1021 To print

I work standard hours so I have a hard time accessing the library on days when it closes at 6 pm or earlier

1022

Sundays would be very helpful for an activity with the kids.

1023

It would be nice if it was open longer (eg. 10am - 8pm), and open on Sundays.

1024

Family day

When I visit the library now I go searching for a specific title by a specific author from a list I update on a regular basis. Often I don't find the exact title and I end up taking out another book from the same author or I look for another book by another author. I find the stacks at Main are not extensive. Will the new library's collection be more comprehensive?

1025	variable hours and very short on Friday I find that the Sunnyside branch hours are limited. Only a few evenings, and closed Sunday/Monday.	similar opening hours during the day at all branches	
1026			
1027	I am retired so I can adapt my day to existing library hours without much of an issue. Les heures d'ouverture sont suffisantes pour mes besoins.	With the advent of Covid, the library made access to on-line ancestry research available to home computers as opposed to limiting this access to in-library computers. I like the ability to use these research tools at home.	Just my previous comment on making the libraries on-line services available for home access.
1028			
1029			
1031	The hours keep changing, and the hours aren't always open when we want to visit.	Sometimes I miss notifications about when books I order are ready for pickup. I would like to see a 2 week pick up period instead of one. I have incurred late fees since I missed the pick up period, and the book was sent back to the home library.	The staff at Greenboro are wonderful. We really appreciate the used book sale at Greenboro too.
1032	Hours are limited		
1033			I wish the drive thru return boxes were open at Greenboro

1034	I always have to check to find out if the library is open. The hours of operation are not consistent on a daily basis. It is much better to have the same hours of operation each day.	I don't care what hours it is open, as long as the hours are the same for each day of the week. I don't like the hours to vary from one day to the next. It is too confusing to remember.	
1035	I used to attend in-person programs such as computers, attend a book club meeting. I don't specifically go to buy used books but usually browse when at the library.	I don't like that it isn't open until 1pm some days.	Open a pick up/drop off spot in Centretown when the new library opens in Lebreton Flats
1036	I go when it's open		make the online information instructions more available, even on paper. explain the different platforms, and how to access them, e.g. overdrive, Libby and ppl and what they do differently, etc
1037	The Branch provides the services I regularly use and I can get in-person assistance when I need it		Open 7 days a week
1038	I would like to go to the library on the weekend, but often find it is closed when I am thinking of going		
1039			
1040			
1041	Sometimes they open at 10 and sometimes even at 1!		thank you for asking. I consider my library card my most valuable possession because whatever my financial situation bthroughour my life, I can always find a new story to make my day happier

more programming to support

FREE and ACTION-ORIENTED mental health of adolescents. More DIRECT connections with guidance counsellors and teachers in the local schools (both in English and French). More guest speakers and lectures on mental health of young parents and couples. More programmes on mitigation of climate change and education of community members on the pressing environmental issues and what can be done. Opportunity to lend out the CO2 monitors for the teachers to use in their classrooms. More media literacy and critical thinking programmes - for all segments of community (workshops and a "I am a critical thinker certification". More authors' visits. More "human library" events - connecting with schools and teachers directly. More connections with the local schools (opportunities for our youth to volunteer or to learn). Thank you for all the hard work you do! It is a

1042	If I need assistance, the staff are courteous and knowledgeable. I would like to see them both masked - all the time, for our and their health protection (especially if some library patrons don't wear the mask!).	Not applicable.
1043	Does not open until 1pm 3 days/week	Longer hours sunnyside branch - open earlier open on Sunday
1044	I wish the library was open on Sundays- it's a great place to take the kids on the weekend.	

1045	It'd be great if we could have another day of late closure (8 pm) with the library. This would make it more convenient to pick up books post work.		
1046	to meet a tutor for an hour	How can a library not be open on a Thursday or Friday morning??? This seems ridiculous to me.	Open more hours during the day, open at 9am instead of 10 non statutory
1047		Not open on Sundays, slim hours For anyone that works, having the library only open past 6:00 twice a week is inadequate and (for me) significantly reduces the value of having a library within walking distance.	
1049		Great people and great friendly service However many times the newspapers are missing or never received	Open more often! Better inter libraries services More books in foreign languages (Arabic Italian....) More books in mystery series by authors such as Ann Cleeves and Kate Atkinson.
1050	To read newspapers and magazines; to get museum passes		Please install standing desks
1051		I am retired so can easily choose an available time.	

1052	<p>Most of the time I want to pick up a book the branch is open, but I get to the branch only to find it's closed a bit more often than I'd like. That is partly on me for not checking the hours first, but the hours being different on each day of the week makes it hard to have a mental sense of when it's open.</p>	<p>Open later in the evening.</p>
1053	<p>Hard to remember which days they open at 10 and which ones open at 1. I am usually able to go to the library whenever I need to.</p>	
1054	<p>Sometimes I am trying to go and the library doesn't open until a later time.</p>	
1055	<p>Would like uniform, longer hours and open Sundays</p>	<p>Services offered are amazing, that's why it should be open more hours so more people can benefit from the resources.</p>
1056	<p>Retired - daytime hours work for us</p>	<p>Consistent opening hours for every day</p>

1057	<p>Premièrement je me sens privilégié d'avoir accès à toute cette richesse. La majorité des employés (surtout à Vanier) sont extras. Évidemment si vous me demandez si j'aimerais plus de flexibilité d'heures pour visiter la bibliothèque, je dirais oui. Peut-être une autre soirée ou plutôt plus de matin au lieu d'ouvrir à 13 h 00. Mais es-ce égoïste d'avoir de telles attentes?</p>	<p>Pendant la semaine des heures plus flexibles, c'est-à-dire, la bibliothèque ouvre plus tôt.</p>	<p>Merci de tous les services offerts de la BPO.</p>
1058	<p>Would always love to have more access. I am presently working Monday - Friday so full weekend access would be great.</p>	<p>Not have me wait so long for books I put on hold.</p>	<p>I value community library facilities very much. I would love to see more in person activities and programs for seniors.</p>
1061	<p>always easy to find a time to pick up materials</p>	<p>Please set mandatory masking hours. Populations at risk of severe outcomes from Covid would benefit tremendously from this extra protection, and it would not be onerous to implement. 1-2 hours early in the day would be ideal.</p>	<p>Please adopt mandatory masking hours each day. This would be strongly appreciated. Even a one-hour window daily would be enough to help people at high risk of severe Covid.</p>
1062	<p>Extensive hours with evening coverage. I would like there to be mandatory masking hours for those at high risk from Covid. This could run for 1-2 hours daily.</p>	<p>benefit tremendously from this extra protection, and it would not be onerous to implement. 1-2 hours early in the day would be ideal.</p>	<p>During the Pandemic we would have been completely lost without having access to books from the OPL.</p>
1063	<p>Very easy to pick up books & to check them out. Very friendly staff.</p>		

1064	The library should be open earlier than 10:00 am and should be open all day instead of half days	Can't think of anything	No
1065	Friendly staff, ease on checking out and returning books.	More museum passes, can never find them!	
1066	It's open till late on at least some work days. I'd prefer to have it open on Sundays as well. The hours are not consistent M-F. Saturday can be different from the week days. M-F should be open 10 till 8.	Open till late	no
1067		Same hours M-F	
1068	The Hazeldean Branch is not open on Sunday. I think libraries should be open every day of the week. It would be nice to have longer hours (for example on one day, I showed up at 10am only to earn the library was not open until the afternoon).	Better or greater selection of books and ebooks.	No
1070			
1071	Most always available.	I'm satisfied with current service.	
1072		Open on Friday morning	
1073	Open when I need it to be and is accessible based on where I live I wish it was open more often in the morning.		
1074		Being open in the morning.	
1075	Closed too many mornings		
1076			Civic and provincial holidays

1077
1078

not open most mornings

Family DAY

1080

I am retired, so have more flexibility in when I can get to the library than a working patron.

Don't know.

No

1081

I just moved to this area. Used the Sunnyside library for years. I find Sunnyside much better in every way. Also I really appreciated all the public notices at Sunnyside about courses, reading groups, etc.

Don't see that at Sunnyside. Finally, Rockcliffe hours are SO bad. I am especially annoyed that they are closed on Saturday afternoons but it would be nice to have some open time on Sunday, as well.

I find the ranking of days a rather poor question. I find every day important. I think the library should be open every day but if staffing is an issue then it could be open only for limited hours on some days.

Overall I think OPL is a great institution.

1083

The current alternating weekday morning and afternoon opening times (10 am/1 pm) can be difficult to keep track of.

My main wish is that the library's opening time be the same every morning during the work week. Open early on Tuesdays and thursdays

Please just make the library's weekday opening hours more consistent.

1084
1085

			I believe the web site could be simplified for easier/greater use (though it's a very functional site as is) Maybe I need classes on its use? A concern is the search engine being to "exact" : If I type in McMufin rather than McMuffin, it doesn't find it, and doesn't seem to want to suggest searching the word without the typo.
1086	I am retired so can come during "working hours"... others might not agree the after work hours are sufficient	Be a place for more community meeting space, hang-out space or events	
1087	I mostly don't have a problem I can work around the days this branch is closed as holds give ample time to pick up within time frame		
1088	Suspension of Sunday hours during the summer	Remove cost of using meeting rooms	Improved access and quantity of museum passes
1089 Print documents			
1090	The hours are not consistent from day to day. I don't like having to think what day it is and then remember what the opening times for that day are before deciding to go to the Library.	Consistency of opening times.	
1091	So many days where the library doesn't open until 1:00!		
1092		Accès quotidien à la culture, donc ouverture tous les jours. Reading challenge or reading program during the summer for adults	
1093			More art programs

1094		1. Bring back library fines. Yes. I have paid my share of library fines	Bring back library fees.
	As a rural user and over the age of 75 my Carp Branch visits are planned. Living in Dunrobin to save on gas and time my visit is coordinated with shopping in Kanata, appointments in Ottawa, medical, and other commitments requiring a half or full day away from home in Dunrobin. Would it be more convenient to having a branch in Dunrobin - YES...	The survey does't take into account the needs of rural/farmers resident in Ottawa - the answers to which days to be open are irrelevant, we plan around the current days and hours when the Library is open. For Carp Branch the days open and hours available work for my household. Which was why the questions on days and hours are unanswered...	Don't think this survey takes into account the rural (agriculture), rural(suburban), urban (suburbs) or urban (downtown) nature of the residents of Ottawa, the differing requirements of each, nor does it answer the questions that would provide answers from each of the four categories. The questions on sex, income, race become irrelevant unless viewed in the context of the four categories describing the nature of residency in Ottawa.
1095	Drop off used books for resale		
1096	Je préférerais que les heures d'ouverture soient les mêmes pour tous les jours incluant le dimanche I don't love it being closed on Sundays in the summer as it's a good time to go	Avoir toujours les mêmes heures d'ouverture Advertise what programs will be available in a few months so I'm thinking about it	Avoir plus de livres en français
1097			
1098	The Metcalfe Library Branch has extremely limited hours right now. During normal times the hours are quite limited which sometimes makes it difficult to pick up holds.	Hurry up with the new location of the Metcalfe Branch. It has been years since it has been running at full capacity.	

1099	I don't go to the library often, I'm retired so I can make the library schedule suit my needs. When I take out e books, the hours are not important.		
1100	The library has days where it's closed at 5 or 6 and it's very difficult to make it there when working 9-5 and want to get books for the kids to read.	Stay open longer on weekdays and purchase more copies of books with really long hold lists	The holiday related take home activities is an amazing initiative and I hope it continues and/or gets expanded
1101	I would like the branch to return to being open Tuesday and Thursday mornings.		
1102	The hours meet my requirements.		
1103	Hours are good to me		
1104	It is great to have a weekly visit of the bookmobile near me.		
1105	Inviting space, friendly service, convenient.	Have more books available. The wait times are sometimes very long.	I am really looking forward to the new Central Library which I assume will be open all week.
1106			
1107			
1108	organized and helpful	more librarians	
1109	Je peux y aller presque à chaque jour. Elle est fermée le dimanche en été, mais je peux attendre au lundi pour récupérer les items commandés.		Le jour où la bibliothèque publique sera jumelée avec un concessionnaire offrant un bon service de café, ce sera le paradis!
1110	The library provides all the service that I require	Nothing, the operation of the library fulfills all my needs	

1111	Would prefer branch open 10:00 all weekdays but recognize budget limitations		
1112			
1113	I'd prefer if branch opened at 10am each weekday		
1114	It should be open more hours on the weekend.	Open Sundays	
1116	Not enough audiobooks		No
1117	Wish there was more kids programming & longer hours on the weekends. Right now I mostly just stop in and get holds but I'd like to spend more time at the library with my daughter.		
1118	Would prefer if it was consistently opened early every day of the week.		
1119	To see new available books	Limited hours	
1120	The hours work for me. Having it open late a couple of nights a week gives me time to get in and get the books I have on hold.	I am pretty pleased with the service.	
1121	I find that I have to check when the branch is open as the hours are different depending on which day I would like to visit the branch.	If the opening hours were easy to remember, that would help. In other words, consistency of times that the branch is open.	

1123	I can usually make it work to go during the current hours. I appreciate evening hours in particular.	Nothing, I feel really well-served by my community library!	Thanks for giving people the opportunity to input. I love the public library and I'm so grateful to have it in the community!
1125	Ouvert tard certains jours (20h) + ouvert 6 jours/7		
1128	Limited hours on Tuesday and Thursday and Sunday are not meeting users needs	Have more large print books available	
1129	On three days of the week, the Branch doesn't open till 1 pm. I prefer a 10 am opening and with the back and forth in times, I am always having to check the website. I am primarily a "day time" client because I combine the OPL trip with other appointments. This is not to begrudge the later evening hours because I know many people cannot get to the Branch during the day.	More Canadiana, both fiction and non-fiction	
1130	Depuis la pandémie, les heures ont été raccourcis. Je préfère utiliser la bibliothèque en matinée, ce que je ne peux pas faire les mardis, jeudis, et vendredis.	Ramenez les heures de service pré-pandémie, et ouvrez le vendredi matin.	
1133	It closes too early most days so I don't have time to go after work		
1134	I'd like more extended evening hours		

1136	limited evening hours and not open on Sunday			
1137				
1139	Les horaires changent souvent, il faut toujours vérifier si la bibliothèque est ouverte avant de s'y rendre.	Des horaires fixes, du Lundi au Vendredi, et Samedi/Dimanche.		Merci pour les services que vous apportez à nos communautés.
1141	They open at 1 pm on Tuesdays and Thursdays, I hope they can open earlier like on the other weekdays.	I hope they have up-to-date information on the website of each location, for example, opening hours of not only the current week but also the following week; and especially in cases of power outage or internet outage, what access and services are interrupted at the library, etc.		
1142	generally the hours are convenient for my needs	open some of the other branches in the morning on Friday	Labour Day, Thanksgiving	

1143

I sometimes wish I could visit the library Sunday afternoon. However, this is relatively low priority for me because I can work with the existing hours. I'm largely satisfied.

To donate books to the Friends of the 1144 library

I find the library's hours limited. For instance, closing on Sundays during the summer, being closed all morning on Fridays, not opening until 10 a.m. limit access. More open hours

I'm very supportive of neighbourhood libraries, and less supportive of centralized libraries. When my kids were small, we visited our local library every Tuesday. I could not see getting on a bus to go downtown with two kids and two big bags of books to return. Even without kids in tow, it's hard for me to imagine what would motivate me to go to a library that requires a lot of effort to get to. // My other thought specific to this survey is that the results will be skewed by the pandemic. My answers about why I go to the library, for example, would be different if I weren't minimizing my Covid risk. If the results are being used for long term planning, I hope a new survey will be done in a few years.

Perhaps send e-mails to cardholders to promote some activities. Currently, you have to visit the site to know what's coming up.

1145	I have no problems accessing the services I use during the hours available.	Promote an easy use of e-books.	People have to wait months for their hold to be available if the book is in English. If the book is in French it is available much earlier. Also, I see a lot of unused or barely used French material on the shelves. A usage study would show whether these observations are anecdotal and the budget could be adjusted accordingly (and possibly free up more money for staffing).
1146 1149	The hours are very inconsistent from day to day - I have to remember whether I can't go to the library in the morning (Tues, Thurs) or in the evening (Mon, Wed). The library is closed on many days when people have time to visit - all stat holidays (Easter Friday AND Monday), Family Day!, and most importantly, SUNDAYS. Therefore a parent with a full-time job can visit on Tues or Thurs evenings (when they're likely rushed or tired) or Saturdays which are often busy with errands and children's activities. I mentioned the idea of Sunday openings at the Sunnyside desk and the staff member said they wouldn't get any extra compensation for that.	Consistent Mon-Thurs hours 10am- 8:30pm most public holidays (not Christmas)	
1150	I can usually work around the hours; also I use the digital apps so I have an option to get books on-line during times when library is closed.	I don't like the offerings of Libby/Overdrive; need more Canadian and better filters to hone in on stuff I want to read; too US and best-seller oriented; Cloud Library is better	

1151	Since the renovation I've never found the doors locked.	Improve handicapped parking area! Slopes and high curbs make winter access difficult.	I (and we in this household) LOVE my public library! You guys are awesome, offer great services (many of which we don't use - but different people have different needs), offer help (I once went over to get help with an app on my device - thanks!) and keep up with the times (electronic and audiobooks for example). I never go to the downtown branch, b/c I live here, but when the new branch at Lebreton is open, I will certainly go visit! As I said previously: more French ebooks and audiobooks would be fantastic, maybe a partnership with the Bibliothèque nationale de Montréal? Ce serait le nec plus ultra! Merci pour tout! Last note : let the employees be off on statutory holidays and summer Sundays; we the people can adapt to your summer schedule. Please do not raise the municipal taxes portion for the library funds for this... Thanks.
1152	The hours should be longer to accommodate peoples' work hours.	<p>...something training or help ...</p> <p>"advanced genealogy research services". I have basic-intermediate knowledge and have a good many leaves in my tree, but I have a hard time pushing my research, probably b/c I don't know where else to turn to find results; I know the National Archives is accessible to us, the public, but it's so intimidating, I just don't know where to start. Any training would be great (I know the library offers free Ancestry.com access - I've not used it, but I may some day between subscription periods. If I could mention a "second" thing - I love that the library has partnered with the other 4 libraries from Ontario (Burl-Ham-Lon-Mis), big big KUDOS for this!! We borrow from them (e and audiobooks) - but are there other libraries, i.e. French language libraries, maybe Montréal? Québec City? with whom we could partner? The French audiobooks are extremely rare and the Fr ebooks are sparse ---</p>	
1154 kids now grown!	<p>well, we the taxpayers pay for the employees' salaries... and if I plan ahead, i make my book pick-up times work with my other errands and the library hours. I would hate to have the employees be there for 10-12 hours/week just to accommodate the population. I DO NOT want to see my municipal taxes raised again (altho it will surely come w/ the disaster that is the O train... ;(--- Now, this was a KEY statement on my part : please do not raise the taxes in order to give more to the library. The library is doing good now.</p>		

1156 To be honest, because I am now retired, the hours are fine for me. When I was working , I was grateful for the two late nights.

1157 I am fine with all the hours except the reduced hours on Friday. Open on Fridays before 12 pm

1158 Tues and Thurs a.m. closing in often very inconvenient. Summer Sunday closures are similar. Why not have a basic set of services open when the rest of the Library is closed? This could include HOLDS, Express and perhaps access to WIFI for those who have few other options. This could probably be done with the oversight of only one or two staff... not necessarily librarians. Bottom line? More access more often. Open on Tuesday and Thursday mornings and at least for limited use on the weekend.

Thanks for the good work.

I use the OPL frequently, usually a couple of times each week. I am in a better situation to cope with the OPL not being more available than many others BUT, the OPL is an essential service that levels the playing field for everyone. Establishing Priorities for resource allocation are always complex and difficult, however, the OPL must strive to be increasingly relevant to its current and NEW clients. Great strides have been made regarding digital access to the collections and this must continue to grow. Good luck.

Take my grandchildren to childrens
1159 programs

The staff are very pleasant and obliging and help me find materials that suit my taste. The library is very tastefully decorated and a pleasure to use.

For my rural library to be open 10am - 5pm on Saturday. 10-2pm is such an odd time slot to remember. Also for service hours to be consistent. I understand closing on Sundays in the summer.....I do not use the library on Sunday....but lots of people may. However when my library of choice changed their service hours on Tuesdays to exclude morning 10-12 am in the summer, it totally messed up my library use.

1160

I think the OPL is excellent. The vast amount of material (mostly books for me) is incredible. The loan period is okay. The people are very nice. The hours are a little strange but one can get used to them except when they change (NO Sunday hours in summer). Generally I can stop by on my way home from work. Being open on Friday as well would be nice, but realistically I would not take advantage of the extra day all that much.

A better way to control how many holds show up as ready to pickup (should be no more than 6) and they should return/stay in HOLD until system can accommodate

1161

I usually like to walk over on a lunch break

1162

As regards the service hours that I have become habituated on over 35 years- they have formed how and when I use my library. Because using my library is a major & consistent activity in my life, changing them really inconveniences me. I can imagine that library planners could not care less about this, but to mess me up would cause alienation by me. I really appreciate OPL service and the staff who a consistently pleasant, helpful and knowledgeable.

Keep up the good work. Orleans needs a little better hours on Sunday thing but overall it is excellent.

1163	Open Saturday, convenient hours available throughout the week.	Love having the option of Sunday being available to pick up holds; however, it's Sunday. Everyone needs a break!	Thanks for everything!
1164	I'm not enjoying Tuesday and Thursday morning closures	nothing	I am very satisfied with everything the library does
1165	I wish it was open Sundays.	Put the Globe & Mail online on Press Reader like almost every other newspaper.	
1166		For me the service is great	
1167	L'ouverture le dimanche durant l'été était bien pratique		Plus d'activités en français dans mon quartier.
1168	The hours of operation are very short and during working hours	Be open more frequently	
1170	I find the hours confusing and inconvenient. I hate that they change every day and not in a way that's easy to remember and I hate that on the late open days they don't open until 1. It makes it extremely inconvenient.	Have a more consistent schedule	
1171	The library is open in the evenings some days and on weekends, when I am free to visit.	I can make due in the summer with the library being closed on Sundays. I just go another day.	I find you provide excellent service already.
1172	Retired so can go during the day		

1173	<p>Most aspects are satisfactory but the inventory of french adult « bandes dessinées » leaves a lot to be desired. I have read practically all of them a long time ago. I like the audio books offered via the internet but once again, the availability of french books of that type is near non existent.</p> <p>The opening hours should be fixed to late evening</p>	<p>More french books especially audio books and adult bandes dessinées. The quality of the scenarios in those is generally far superior to the english mass market comic books.</p>	
1174			
1175			
1176	<p>Would prefer if it opened earlier I wish you were open on a Sunday - even from 12 to 4pm during the school year.</p>	<p>Be open on a Sunday in the winter time.</p>	
1177		<p>To have consistent times that the library is open. Ours vary from 10-6 pm some days and 1 to 8 pm on others. This is why I prefer afternoons- I know that the library will be open.</p>	
1178	<p>I am retired so I am able to accommodate the times that you have set to have the library open.</p>		
1180	<p>i live close to the main library so the hours work for me, even if sometimes I forget to check and see that it doesn't open until 1pm!</p>		<p>In general, I am pleased with the Ottawa library system. I think that consistent hours would be better than alternating hours in different days.</p>

1182	I understand the need to shift hours for staffing, however it can sometimes be frustrating not to have the library open every morning or every evening past 6.			
1184	I can usually adjust my schedule to match alta vista's hours.	Increase the number of copies of ebooks available.		I appreciate having access to the Alta Vista Branch of OPL.
1185	It is convenient to have some evening hours which there are 2 days per week at my local branch.			
1187	The hours were recently changed; I liked them before the change. I like to go between 10:00 and 6:00, not between 1:00 and 8:00.	Keep real books rather than offering e-books.	occasionally on a Monday	Please keep more real books available.
1188	I come from Halifax where libraries are open until 9pm. It's hard for people who work day jobs to get to the library after work in Ottawa. It's nice that there's a few days a week it's open later. It would be nice for me if it was also open Sundays, but that's only a minor inconvenience.	Open earlier. Close later.		
1189				
1190	Well organized, friendly staff.	Can't think of anything.		
1191		Offrir plus de temps aux ordinateurs publiques		
1193				

1194	It would be most convenient to be able to stop by in the morning, after dropping my child off at school/camp. However, the branch does not open until later.	Open in the mornings.	I love the OPL! When I had a small child and no money, it allowed me to provide so much enrichment for my child. It's an essential service!
1195	Variable daily opening times are challenging to follow. Branch seems to be open for shorter times than other branches.	Better anticipate demand for books - wait periods of more than 6 months is so frustrating	I would like to see Italian novels at the library
1196 To use Ancestry 1197	I would prefer to use Ancestry website from my own home.	Open each morning at 10am	I would like to see Italian novels at the library
1199	opening hours are half days throughout the week. Some days it's the morning only and some days it's only the afternoon. It's difficult to remember the schedule and I always have to look online. Also, the library is not open on evenings after 5pm. It would be better to extend hours into the evenings for children and people who are working during the day. It would also be good to open on Sundays.	Have more books.	

1201	It's open several hours daily except Sunday... that's fine with me. And at convenient times, too. Uniform operating hours would be even better, e.g. 10am to 6pm everyday that it's open; as opposed to different times alternating every other day.	Have the same operating hours EVERYDAY that it's open. (As opposed to different hours on different days.)	Inculcate a culture of SILENCE and CIVILITY in the public library, starting especially among the library staff itself. This is an important contribution that the OPL can make towards the much-needed betterment of our society.
1202	Should be open on Sunday		
1203			
1204	Wish it was open a little later and for some time on Sundays. I often forget that it doesn't open at the same time every day and I go there for nothing.		
1205			
1206			
1207	J'aimerais que la Biblio soit ouverte tout le temps comme de 8h00 am a 8h00 pm. Lorsque la Biblio ouvre à 13h00 ce n'est pas pratique pour aller à la Biblio sur mon heure de lunch. Les usagers doivent s'adapter aux heures de la Biblio et non la Biblio offrir un service à la population d'Ottawa	Être ouverte 24 sur 24 pour vraiment répondre au besoin de la population car il y a des gens qui ne peuvent accéder à la Biblio à cause du travail	
1208	Prefer more noon hour availability.	Be open at noon on Friday	no
1209	More evening and weekend hours would be helpful	More evening and weekend hours	Thank you for providing this wonderful community service and resource! We love the library!
1211	Is open after work hours, calm		

1212	<p>Stittsville Branch has the varying times to open, ie 10:00 some days and 1:00 others. I am not in favour of the 1:00 time. If I want to pick up a book I reserved I find I have to make an extra special trip (with car), ie if I go somewhere in the morning.</p>	<p>Stittsville is a good branch as a depot to pick up reserved books. This is not a "need" but it is pathetically boring and dull. More periodical choices might be nice. I have been a patron since 2009 when I moved here from Calgary. Absolutely no comparison between the two city's branches. I used to take my grandkids (now they are 16 and 18). Dull children's section. Still is.</p>	No
1213	<p>It has a great selection of books but a terrible selection (if any) of french programs for kids under 4</p>	<p>Have french baby or toddler programs at Orleans branch</p>	
1215	<p>Libraries are hubs of the community - they should be inclusive and welcoming by having longer opening hours - particularly on weekends and evenings.</p>	<p>Being open longer hours. Having an ability to pick up holds without the branch being open</p>	
1216	<p>I only physically go to the library to pick up holds and the hours of operation enable me to do so on the weekends or some evenings after work.</p>		

1217	Some mornings it is closed but generally hours suit our needs	Adjusting opening hours	Very satisfied with the Emerald Plaza Branch. Often use their services for reading materials. Would like more digital options in general through OPL.
1219	It is open when I need to use the services.	Nothing!	Nope!
1220	I prefer to go to the library in the morning.		
1221	The hours are too short. The branch is frequently closed when I need it.	Open in the evenings on weekends and even some holidays.	Thanks for conducting this survey. Ottawa definitely needs a better library system.
1222	Staff are friendly and I find what I need	Nothing/ everything is good and satisfying	
1224	should at least be open every morning not 1 pm	be able to get an email when a new book is available from your saved authors instead of having to manually check in the last 7 days	
1227	I am aware of the hours that my library is opened so I show up within these hours.	No Thank you. My needs are met. Very happy that I am served in my own language..French!	
1228	We prefer early mornings with the hear during the simmer.		

1231	<p>I understand there are staffing issues but I don't feel the hours of operation have the patrons' needs in mind. My major concern is with its closure on Sundays which should be the day when families could participate in specific programs dedicated to their interests. A good way of encouraging the pleasure of reading. Our branch serves a multicultural community with young children...what a better way to meet than at the library. There are also the seniors that could benefit of a Sunday visit to the library.</p>	Open on Sundays	<p>Hopefully government funding will continue</p>
1232			<p>Just want to say the OPL is a wonderful and very important place for Ottawa residents - thank you for all the good work you do!</p>
1235			
1236	<p>I am retired. I can be flexible with the hours.</p>		
1237	<p>Opens early and has some later evening hours</p>		
1239	<p>The current hours suit me.</p>		
1240	<p>I'm retired and am able to go to the library when it is convenient to me</p>		

I find it difficult to remember when it is open. The hours of operation are not consistent and I get them confused. I've shown up at the branch when it is closed more than once (as it is sometimes closed during normal business hours M-F).

Be consistent. Always open the same hours. If they want to be closed on Sundays, make it all year long, not just some months.

I read a lot and am happy to have this resource. Would like to have it open on Sundays for myself and for working families who don't have many financial resources. New digital books can take a long time to become available - it would be nice to have this improve by buying more "copies" but I understand financial constraints may not allow this.

Better access to new releases. Sometimes it can take long in the queue to get access to a new book from a popular author. If finances do not allow for additional copies perhaps we can explore sharing of digital resources with additional affiliated libraries from other cities (as we do with Mississauga and 3 others currently).

Civic holiday

...the library, the library is open every day on Saturday and Sunday, during the entire year. For families of limited means this is one of the few free leisure resources they can take their kids to. The library is especially valuable to immigrant families - they are usually very motivated to have their children learn English and they really make use of the lending materials and "story hour". There should also be a lot more of the scheduled English conversation sessions in libraries of neighbourhoods with high newcomer populations. These could be a valuable resource for immigrant literacy/integration. We cannot assume newcomers can access or know how to use digital resources. Not sure why these sessions seem so infrequently scheduled. Is there lack of demand perhaps due to poor communication of this program? I have worked with refugee families pre-COVID and this is where my observations come from.

1243	<p>The staff are always friendly and helpful. The library is a clean, quiet and relaxing place to be. Our Orleans Writing Group always met here before the pandemic and we hope to meet again soon. My Holds are always organized and waiting for me. I always look at and sometimes purchase used books.</p>	<p>I am very happy with the OPL.</p>	<p>Keep up the good work.</p>
1245	<p>Would like Sunday as an option, also open a bit earlier to do drop-offs</p>	<p>Allow drop-offs in the morning before opening hours.</p>	<p>OPL should find a way to inform the public of all its services, eg. Online access to periodicals, Online access to Ancestry.com OPL ought to provide more public lectures on important matters (eg. Climate change, public transit.....) as well as general interest and literary matters</p>
1246	<p>The library has 2 days of the week where it is closed until 1:00 pm. Also not enough in the evening. I recognize that there are cost constraints but if convenience is the primary concern the opening hours are less than optimal</p>	<p>More copies of recently issued E-books</p>	<p>Thank you for your services. I am generally happy with the services. I have had some challenges in accessing e-books (they often seem to be checked out) but this is a mainly minor concern.</p>
1247	<p>Was very surprised to find a 1 pm start when I visited one day to pick up a hold.</p>		

1248

Helpful

1249

I only pick up holds.

Nothing

1250

Not open early enough most days
and closed on Sunday's.

1251

It is decent. The hours I'd use most
are weekends and evenings,
sometimes lunch hour.

1253

Be open seven days a week from
ten in morning all day until eight
pm

1254

I would like hours to be the same
Monday too Thursday as they were
before Covid reduction

1257

I'm pretty flexible as to when I go
to library

Library has always met my needs,
even during Covid.

1258

I like to go to the library early in the
morning. Often, it only opens at 1.
Open before 1 on most days
(except Sunday)

1260

Set up recording studios and
workshops the same way it is set
up for makerspace tools like a 3D
printer or laser cutter. Also, resume
the workshops for makerspace.

1261 Print/washroom/bad movie night

The hours from day to day are
inconsistent

1262

Small branch limited selection

Be open more on Sundays

1263

I'm retired and can easily work
around the current library hours.

Why when you go into a sister
library's web site to borrow a book
you loose OPL's web site and
overdrive books?

Cuts to library funding are short
sighted. Libraries should be open as
much as possible.

1264

Sometimes I would like to go on my lunchbreak and it doesn't open until 1

Be open during lunch and in the evenings.

I love the library!

1266

The hours vary by the day of the week, and it's not open every day, so it's hit and miss if the library is open when I drop by. I always have to check first, on-line, to see if it happens to be open that specific day and when.

Make the programming part of the website WAY easier to navigate; and be branch focused. As in, you pick your branch, then filter program options and then register.

Can't think of anything right now!

1267

The hours are very inconsistent - there are no two days in a row with the same hours. This makes it necessary to check the website prior to every visit. Would prefer a slightly earlier opening time - given that my closest branch is 20km away - having an early start would be a good option.

1269

Hours are very bad and its closed on subdays.

I would suggest maybe opening one or two branches on Sunday (maybe one in the east end and one in the west end for at least a few hours

I would like to be more strict with people who don't have to the library with headphones. Also, ironically i hate to say that sometimes the noisiest people in the library are the workers! Lot of nonsensical yap yap going on. If they are bored/have nothing to do i would suggest they read a book

1270

1271	their hours work for me Heures en soirée et la fin de	no changes, i'm used to their hours	no
1272	semaine.		
1273	Les heures d'ouverture sont différentes d'une journée à l'autre donc il faut toujours vérifier. Ce serait plus simple pour moi si les heures restaient les mêmes. Hours are a bit unusual - I now keep the schedule in my glove	J'apprécie énormément les services de la BPO. Notre succursale aurait peut-être besoin d'un peu de rajeunissement mais c'est ce n'est pas ça qui compte. Le service y est excellent. Merci!	Non, merci de nous consulter.
1274	compartment of my car as I was often going when the branch was closed.	I am generally satisfied. Just need to know for sure when the branch will be open. Eliminate the need to enter a pass code when checking out books.	Am very satisfied with all services, but need more clarity on hours open
1275	I never remember the days when the library is not open in the mornings,	Surely being able to scan my library card is enough.	Thanks for consulting library users like this.
1277	Afternoon closings and no Sunday hours seem inefficient and certainly inconvenient for users I find the different time every day forces me to look at the schedule.	7 day openings	
1278	It is sometimes inconvenient that my branch is closed over my lunch time.	OPL staff deserve a day of rest, Sunday closures does not interfere with my library needs.	Year-round closure of my branch on Sundays would not interfere with our family's library needs.
1279			

1280

I tend to run errands in the morning so my afternoon is free. I was very disappointed when I went to the Carlingwood Library on a Friday and saw that it would not be open til 1pm. Especially because it was the last day that I could pick up my hold.

Opening at 10 am every day

not at this time

1282

Hours seem random to me - close early on some days, open later and close later on others. More consistency would make more sense.

1283

Overall the hours of operation are excellent. However, the libraries were closed over the long August weekend leading the drop off slots being full and I was unable to get a new book to read. It would have been great to even have a couple hours on one day to just pop in and checkout, or even be able to drop off my old book without worrying about it getting stolen.

More locations; even if book mobiles or drop off/pickup centres. Where I live (K2G) is pretty far from any library by foot and the bus is expensive/irregular.

All except Christmas, and less likely to on Thanksgiving Sunday (Monday probably though)

1284

Would like the library tone open earlier on Sunday.

To be open on Sunday morning all year round

see OPL succeed/being utilized more. As an adult I would still like to enjoy programs, like when we had the summer book bingo for pizza when I was growing up. To encourage adults, maybe a coffee gift card. If there were a cafe area at the library, I would most definitely spend more time there. I'm also not sure if the general population knows about the 3D printers and technology you can use at the library! Which is something I think would grab more people my age. I want to see the library become more of a community hub than it is - outside of typical nuclear families. My husband and I are childless but still want to engage in the community. I would also like to see more libraries have sitting areas outside like Centrepoin. I know it was the main library for Nepean so they won't all be fancy, but there's something about sipping a coffee with a book in the sun. Not that I can think of at this moment, I enjoy the use of the library for free

1285 While I have occasionally arrived in
1286 the morning on a day the branch
doesn't open until 1:00, which is
mildly irksome, that's more the
fault of my absent-mindedness
than the library hours, which I find
generous and reasonable. I have no unmet wants at all. OPL
does very well.

1287 Different times for different days is
confusing

1289 Late opening interferes with my
ability to pick up holds. I work
some mornings and some evenings
and your hours are now shifted in a
way that is similar to my schedule and
you are closed when I'm off

1290 La période de fermeture entre le
samedi à 17h et le mardi à 13h est
beaucoup trop longue. Comme la
collection sur place de la succursale
de Manotick est extrêmement
limitée, je dois faire venir tous mes
livres d'une autre succursale. Je
dois déjà attendre que le livre
arrive, puis souvent je me trouve
incapable d'aller chercher ma
réservation car la bibliothèque est
fermée. C'est frustrant. Il devrait y
avoir des heures d'ouverture soit le
dimanche ou le lundi. Ouvrir soit le dimanche ou le lundi,
ouvrir plus tard le samedi.

La succursale de Manotick semble
avoir été oubliée depuis longtemps.
Le secteur est en croissance, notre
bibliothèque a grandement besoin
d'amour.

1291	I don't have an opinion as I only use the internet option of the library	More online books
1292	The library is not open during all normal "business hours", but that is OK because it would cost more to be open longer hours	Nothing ... satisfied with OPL as it is. Cheers!
1293		
1294	convenient location	
1295	occasionally the books I request are not available	open Sunday 12:00- 3:00 in the summer
1297	Hours are fine but as they are different on the days of the week, I often forget that the library does not open until 1PM for example. Not open on sundays and often closes early	Staff and librarians at the Rideau Branch are wonderful!
1298	je suis à la retraite et les heures sont suffisantes pour moi. Je m'adapte à l'horaire plus facilement .	Be open more
1299		aucune préférence
1300	I believe the library should be more accessible. Especially in the east, there is no college or university close to us to use their long-hour library. Also, the hours are not consistent. So, whenever I have to call or check online if the library is open. Mornings are crucial. However, most of the time library only opens at 10 am.	

1301	I would like some opening hours on Sunday	more bike parking at Sunnyside	
1303	would like sundays open all year		
1305	Hours are a bit different day to day and can sometimes be confusing. The hours suit my needs. If it opens at 1:00 pm it closes later in evening.	Nothing. It meets all my needs	The collection meets all my needs and the efficiency of fulfilling holds is excellent.
1306	Not opening until 1 many days is a bit late		
1307			
1308		I think the Staff need an extra day off as long as it's a Paid Holiday. shift book collection around between branches. I often don't know what I want to read until I see it on a shelf.	
1309	clean, open accessible, staff are friendly		Labour Day
1310	I am free on weekday mornings, except Wednesdays. This branch in currently open only on Mondays and Wednesday at 10, so if I can't be there Monday I have to wait a week. The hours of operation are not uniform. They should be the same for each day, at least each week day.	Other than opening before noon more often, possibly having older books available, though the special order option is EXCELLENT.	You're doing very well; my only concern is the opening hours.
1311			no
1312			

1313 1314	Opening at 1pm on Tuesdays and Thursdays is inconvenient.	Open for a shorter period on Sundays during summer. People still need access to books, resources and wifi even in summer	Our family uses the OPL extensively and we thank the City for providing these services.
1315	Weekend hours are a bit lean	More books in the library. It is becoming more of a community centre than a library. If there must be additional facilities other than bookshelves, please expand the physical area.	
1316	The Tuesday and Thursday hours need to be longer	Longer hours, open on Sundays through the summer	I love the Library, and think it is vital to our city and community. Keep up the great work!
1317	If I'm close to the library on a Monday or Wednesday at around 5:45 and have some holds to pickup I usually don't have enough time to pickup things before the library is closed.		
1318	I would longer hours on Sundays	More e-books	
1319 rarely & only to address a card issue	It meets all my needs.	Reduce tax load by shrinking in every way.	While I have been a library user my entire life, the last decade or so has been strictly digital. Why is the library not shrinking/reducing its physical presence to reflect this?

1320		I think all the current services are valuable and important. Longer hours would be the main thing for me. Also, please continue to offer newspaper services, with possibly some international papers such as the Financial Times.		Thank you for this effort. I hope no services or hours are cut.
1321		I would prefer longer hours. Would be lovely if open a few hours in Sundays	Open earlier on Fridays	
1322	visit with our friendly librarian; support and ensure a local library branch remains in town	I like the evening and weekend hours that allow me to get into the branch after work	more local programming for adults	I LOVE MY LOCAL LIBRARY and all of the online services. I regularly use the excellent online system to search out and order resources. I also use MANY of the online digital resources and catalogues (magazines, newspapers, online learning courses, videos, training, etc.)
1323		The hours do not always coincide with my availability.	Nothing I can think of.	n/a
1324		I do not like to have two days in a row when the library does not open till the afternoon.	The one and most important thing to me would be simplification of your website. I find you website far too wordy, extremely difficult to follow and, in general, not suited to what I believe is the majority of your customers - not very young, not conversant with computers.	You should really consider improving the quality of your website. Using the computer is becoming too difficult for many.

1325	There have been times when I stopped by the library at (say) 10am, and found that it didn't open till 1pm. But mostly, I keep track of when the open hours are, and fit my visits around that.		
1326	would like if they return to opening past 6 pm on Monday Wednesday and Friday		
1327	I like to go to the library to take out books, as needed, at the 10:00 a.m. opening time which is very convenient for me. The weekday 10:00 a.m. opening time is good for me because I never go to the library on the weekend.	A lot more duplicate copies of printed copies paper books ??? available to borrow. Ask everyone to wear a mask. That's why I go early, when fewer people are around. I'm immune compromised.	None. I appreciate the ability to reserve books online, manage my holds by putting items on hold etc. An excellent service!
1328	It's open often enough for me to pick up my holds.		
1329	The branch is open for a reasonable number of hours but they do vary and sometimes (usually mornings) I drop by without checking and find it closed.	More support for book clubs - organizing availability of large numbers of books for clubs at the library and non-library groups as well.	Overall good service and the reserve/hold system is convenient. Also appreciate Libby for audio books.
1330	The Librarians are very kind and helpful.		

1334	The hours are very inconsistent and I often find myself at the library when it's closed because I accidentally went on a Tuesday instead of Monday for example	To be open Tuesday mornings	
1335	I have gone a couple of times to visit the library and it has been closed in the middle of the day (opening later than I had expected ie. 1:00 pm) and I like to go Sundays but it is closed.		Thank you
1337	The operation hours can be streamlined to be consistent across all weekdays.	Have a better selection of books/reading materials	
1338	In the Summer the library closed on the Sunday. For a working professional, this is prime time to take my kids to the library.		
1339	should be open in the morning every day including Sunday	open more hours again	
1340			
1341 Drive my wife	I am of the opinion that if this branch is closed, then another branch should be open I'm in favour of expanded library hours to serve people who are unable to access the library during existing hours.	Perhaps have the main branch open from 8:00 am to 11:00 pm	Perhaps have library branches near each other stagger their hours so that you have a choice of where to go depending on the time.
1342		Expand open hours	

1343	They changed their hours to opening later on some weekdays now, which can hinder my schedule, but I am flexible enough to adjust.		
1344	Some days they open at 1 pm and other days it is in the morning. I always have to check, since I have been caught so many times arriving at the wrong time.	I truly have no complaints.	very anxious for the new library to open.
1346	Because when I visited I find the books that I am looking for , or the people working there are always willing to help me . Too short and inconvenient. Prefer to revert to pre-pandemic regular hours		I feel my branch is doing a good job in serving the public . I feel the people working there are very friendly and ready to help.
1347			
1348	To accompany my great niece as she applies for a membership card	I found it open when I wanted to visit	Continue to expand ebook offerings
1349			
1351		Open Sunday!	

Thursday, the library open at 1pm. This is way too late. This is very annoying. The library should be open 7 days a week with all the same hours every day during the week. Saturday and Sunday could be different like closing at 6pm but both days should be same. It brings a lot of confusion. I often come on Tuesday or Thursday morning to find the library closed. I know you have to extend the staff hours but this could be done for sure. During the week of Monday to Friday, the library should close at 8pm every day. This would be much better and you would have normality in the hours. Not different hours for different days of the week. Please extend those hours on Tuesday and Thursday, meaning opening in the morning and closing at 8pm all year long, winter and summer. And the 3 other days of the week also, you should close the library at 8pm, NOT 6pm. Which are Monday, Wednesday and Friday.

long, winter and summer. And with the same hours. Meaning opening in the morning from 8am and closing at 9pm. Not different hours for the summer and winter. Saturday and Sunday you could open at 8am and close like at 6 or 7pm but the same hours for both of those days. Just keep the same hours all year long and open 7 days a week all year long. This hour change is very annoying and confusing. On another note, the main branch should raise her security and not allow hobos or homeless people to sleep, disturb and have violent interaction with clients of the library. The security should be more strict with those homeless. I've seen homeless taking shower in the toilet meaning washing their hair with hand soap. Other were literally urinating on the floor. There should be a black list for some people doing major disturbance to be banned from the library. The library is being used as

At the main and Rideau branch: to have the library raise her security to be able to banned people that have a violent temper and attitude. To not permit drunk people to enter the library. Those people are causing a lot of problems and disturbing the peace in the library. I've seen borderline aggression from those hobos and homeless toward the staff. And the library should be open 7 days a week all year long. With longer hours stipulated in this survey. Meaning Tuesday and Thursday should have the same hours as the other day all year long. Also the library should be open on all the civic holidays.

1352 borrow DVD's
1354

1357	serait utile d'avoir plus d'heures en soirées et les fds. Je comprends qu'il faille parfois réduire les heures. Les jours d'heures réduites, ce serait plus pratique d'ouvrir avant l'heure du lunch (11 h ou midi) plutôt qu'à 13 h.	tous, sauf Noël.
1358	For my personal needs the current regular hours make sense. I am retired and live nearby.	
1359	i would love the library to be open on Sunday	be open at noon everyday so I can pick up holds during my lunch break
1360	I am unable to make it to the library after work when they close at 6. Other times, I have gotten there before they open because I mixed up what days they open at 10 AM vs 1 PM. Would like the library to stay open until 8pm on weekdays or at the very least, have a consistent schedule	
1361	Same hours every week day	Would be neat if OPL had notifications concerning purchase requests. Ex. when they became available to borrow or when previously denied requests were purchased

1362 To volunteer

The range of hours covers core - you can find a time and day in the range that suits since hours cover part mornings, afternoons and evenings. Also at least one day on the weekend (summer) which for me is sufficient.

Am content with the status quo.

Hoping this survey has been completed by library staff and a good number of OPL's many different patrons. I see the community that Ruth E Dickinson serves - they all should have a say to retain or improve service. Not sure how to optimize this but I hope you do.

1363 take grand kids

Service is fantastic the way it is. They have responded to small issues with the web site by making changes which work for me as a very regular user of OPL.

I am over 70 so have a disability " sometimes" so need to use a car as i cannot walk in the winter. I have flare ups of arthritis in the knee so sometimes i am not 'disabled' but sometimes I need a cane. It is important to me that my local library has adequate short term parking so I can run in and get my books then come out in 15 minutes. Sometimes Sunnyside parking lot is too full to even park for a 5 minute drop-off. It would be helpful if there were some designated spaces for 15 minute parking only and that those spaces were monitored to keep drivers honest.

1365

They have been reasonable and I haven't found it overly onerous to get to the library while it is open.

I have been very satisfied with OPL. Thank you for all you do.

Thank you for all you do. I love the Ottawa Public Library.

1366		more public computers		
1367				
1369	I work long hours and find it hard to get to the library to pick-up my holds etc.			The staff at the Alta Vista Branch are a huge asset. Very helpful, knowledgeable and kind. We do have one person in our family with a developmental disability who comes with us to the library
1370 family activity				
1371	It's never been closed when I need to go			
	The hours on evenings and weekends are often restricted. As someone who works full-time, I can only attend the library on evenings and weekends. I often cannot pick up a hold for a few days because of the limited evening and weekend hours.	Improve hours on evenings and weekends.	All holidays other than Christmas, Boxing Day, and New Year's Day.	
1372	It opens a little later than I would like.	Add fun zones for kids		
1373				
1374 I use online services only	I don't go into a physical branch, so hours do not matter to me	More e-books		No

1376	<p>Being able to search online for books, place holds and receive notifications by email is very useful and allows me to keep track of what I have checked out or am waiting for. It's a very efficient way for me to manage my library usage. I also take advantage of the drop box to return books that are due, even outside of library hours.</p>	<p>Consistency in hours over the course of the week. I usually have to check the website before going to the branch because the hours are different each day.</p>	<p>Having the ability to manage my requests and holds online means I use the library much more. I do my browsing online ahead of time and really use the branch to pick up and return items. When I am there, I may take a quick look, but most of my choices are made through the online system. I would also like to say how much I appreciate the staff at the Rosemount Branch. Always helpful, always professional. They create a welcoming environment for all who come.</p>
1377	<p>I very rarely check out a book in person, I mostly read ebooks, so I don't really care about branch hours</p>	<p>I would like for OPL to work on their website, to improve the online checkout process/overdrive, and to purchase more ebooks My Suggested purchases which I</p>	<p>I will miss the Main Library when it moves to Lebreton Flats</p>
1379	<p>Nothing to complain about. The staff is very helpful and patient.</p>	<p>order 4 Suggested purchases should be quicker.</p>	<p>Moi ainsi que d'autres membres de ma famille aimerions que note succursale d'Orléans ouvre tous les matns de la semaine à 10h.</p>
1380 lire des magazines	<p>J'aimerais que ma succursale ouvre tous les matins à 10h.</p>	<p>Ouvrir tous les jours de la semaine à 10h sauf le dimanche</p>	

1381	Sometimes the opening and closing hours seem strange. There are not many mornings that the library is open and the weekend hours aren't very helpful.	A better selection of Large Print books	Survey has covered pretty well everything. Hoping the new Main branch is a clean and inviting space. A good cafe space would entice me to make frequent visits.
1382 1384	The hours are sufficient. I primarily have ebooks delivered to me.	Already meets my needs.	
1385	Books are always available after I am notified about a hold received	Have more quantity of high demand books so clients don't have to wait for years to read a popular choice	My eyesight is failing..more large print books would be appreciated Since the fine system was abolished, I have to wait a lot longer to get books I have put on hold. I don't agree with no fines. There should be consequences - I'm sure the fine money helped the library.
1386	Because hours open have been reduced from pre-covid times.	Have a bigger drop box for after hours drop off. I have often had to return home with books as books jammed into slot as box is full.	
1387	Puisque l'horaire varie de jour en jour, je dois vérifier les heures d'ouverture assez souvent car il m'est arrivé de me rendre à la biblio et c'était une des journées où elle ouvre plus tard.	Un horaire qui ne change pas à tous les jours.	

1389	would like more hours every day they just changed hours. It is no longer open tues mornings.	a better organized and accessible online system for getting books I find it frustrating that entering an author's name does not bring up all of their books. I have to enter the name of the book instead. If I am not sure of the exact title that makes the search very difficult. To log in I have to press Log in three times on different screens.	very grateful to have a public library with such a friendly and knowledgeable staff.
1391	I like to go in the morning and it is often closed. I often find I'd like to visit the library (Rosemont or Emerald) on a Sunday but they're closed.	Just more morning hours and open Sundays. The rest is working well	
1392	I live close by, I'm retired and I can use the branch whenever it is open. Hours are satisfactory for me.		Please consider staff when contemplating opening beyond the current hours, not just library users.
1393			
1395	I love our libraries and I'm really grateful to have access.	Don't cut the hours or days. We need access to books and workspaces. It would be helpful to have private work rooms to book. OPL is doing a very good job of meeting my needs at present. I'm particularly impressed with the availability of new/recent releases	
1396	As I am retired, I have considerable flexibility in when I go to the library to drop books off or pick up items I have on hold.	in the areas of leadership and management.	

1397

Not open early enough Saturday mornings. Frequently have to change the order of errands to work around the library.

1398

Be open in the mornings during the week and replace titles of older books which are no longer on the shelves (e.g. very little of Iris Murdoch remains in the library). It seems only new books are being ordered.

1400

Tuesdays and Thursdays only have afternoon openings. I often forget about this and arrive in the morning.

I have been borrowing books at Dickerson Library, and requesting "hold" for, over a decade. Excellent, knowledgeable and friendly staff.

There is nothing lacking in service. The staff are efficient and helpful.

1401 I check out books only
1403
1404

1405

I use the branch primarily to pick up holds and I have a flexible schedule so I simply go when the branch is open, whether it be mornings on some days or after 1 pm on other days.

I can't think of one. I have tremendous gratitude for OPL and its services and the amazing staff who work there. My needs are met with the ability to put material on hold and the ability to download material.

Thank you for finding ways for users to access material during the early days of the pandemic.

1406	Never had a proble; check hours of operation online before leaving home. Service is great	Expand the collection	I have th Ottawa public library St. Laurent branch closest too my home in Quebec to be a great source of reading material and cheap at the price, I would pay more!
1408	The hours of operation make no sense. I always have to check whether the library is open before i go. in the summer it is inconvenient not to be able to walk there in the morning when it is not as hot as the afternoon.	Hours of operation that make sense so i don't have to try to remember or look them up every time i go there.	
1410	Never had a problem with their "reduce" hours. Always accomodated me and my family	Not much time for Sundays. Can wait another day of the week fir opening.	None.
1411	The hours of operation seem to be different each day of the week, and seem to be open more for the convenience of the staff.	Make available more books for hold. I sometimes wait for months.	I am extremely glad we have public libraries, and would gladly pay for its use.
1412	Hours of operation have been drastically reduced at Sunnyside and need to be expanded.	Please open up the sunnyside library to longer hours and on Sundays	Your question re origin does not address, Canadian, born elsewhere, at least one parent born elsewhere. It would be useful to be able to go back.
1413	Never remember morning closures		
1416			

1417 Vaccination	Disponible au moment où je ramasse et retourne des livres.			Ce serait bien d'organiser des activités multigénérationnelles. Keep up the good work. I love my community library.
1419	The varied hours give me options. Greenboro is not open every weekday morning. I prefer to use the library in the morning.		Pretty happy with my Library. They're doing a great job.	
1420			Open consistent morning hours	Please re-open the drive-thru drop-off at Greenboro!
1421	It is not open earlier enough in the day and the hours are sporadic. It would be good if the library had steady hours eg- 9-6 or 9-8 everyday.		Be open more & earlier in the morning.	It is important that access to the work tables and wifi at the OPL stay open to the public for work access, even during the pandemic. Some households rely on access to this work space. Other cities such as Hamilton., Ontario kept their libraries open to the public and provided a much needed resource to their citizens.
1422	Need more hours open!		More open hours!	Love the Ottawa Library! Not keen on the location and sharing with Archives in the new main branch.
1423 To participate in a Knitting Group.	Because current hours are OK for my needs although many other people might not be satisfied.		My needs are already met in a great way. They are doing it excellently.	No.
1424	I would like the library to be open MORE hours every day		Open more hours	I have been very, very grateful for the library services provided through Covid. A truly excellent service and so little praised. I do not begrudge my tax dollars supporting library services.

1425 return items	The hours vary by day and season and are not always particularly convenient (eg the branch sometimes does not open until 1pm or closes early-ish). The library is closed some mornings, some evenings and Sunday.	While I appreciate that variable hours at branches are useful to meet the needs of many users, it can also make it difficult to plan around because the branch is open at sometimes very different times on different days.
1426	Liked it better when the hours were all the same everyday.	More hours. Open Sundays.
1430		Have more museum cards and French books

1431 to use the printer

1432

I would welcome it if the library was open more on weekends.

Improve opening hours, especially so that Sunday access was lengthened and provided at st least a few branches in the summer.

When I indicate why I visit the library and on what days, you must understand that I am rarely at a library. I visit only to pick up my PAPER holds (maybe once a year), when I also check out the 2nd hand bookshelf, and on the rare occasion I need to print a document. My interactions with the library are almost exclusively digital -- ebooks and audiobooks.

In view of cost concerns I hope consideration can be given to improving weekend and especially summer hours in a few major branches, recognizing that it is likely too costly to expand hours for all branches.

1435	The library hours are not very forgiving. It opens late and/or closes early based off of the rotating hours. I work 9am-5pm so it's difficult for me to find a good time to go. I would recommend hiring more people so the library can stay open for longer hours & be open on Sundays. I often find myself wanting to go to the library only to find it not open yet OR closed already.	Longer hours & hiring more employees to support those hours. Have more staff.	
1436		Consistent hours through the week to make it easier to plan when we visit/how to work it into scheduled errands	
1437			
1438	I wish it were open more.		
1439	The library is only open on Wednesday and Saturday, it doesn't provide many options. Because for the most part, I'm happy with the hours.	at my library, you can only pick up holds. I would like to be able to browse books and movies again. To try to give more time to customers.	I have one grandparent that was born in England, all the rest of my parents and grandparents were born in Canada. There was no option for me to pick that covered this.
1440			Please, try to give more time to the customers.
1441	It's not open Sundays!	Open on Sundays!!	

1442	The hours have changed quite often in the past two years. I now assume the library will be open in the afternoons. Mornings and evenings, I am unsure.	Be open the same hours EVERY day, not Sunday To be open on Sundays in the summer.	
1443			
1444	Je dois toujours vérifier avant de me rendre pour ne pas me trouver devant une porte barrée. Heures irrégulières. I like to visit the library on my lunch & the branch sometime doesn't open until 1 p.m.	Avoir le mêmes heures d'ouverture du lundi au vendredi.	Non
1445			
1446	It is not difficult to visit the library during its hours of operation.	Family day	
		keep the hours consistent; and communicate more clearly - the emails that are sent have like 4 paragraphs of boilerplate. Aiming for concise communicatin would be ideal, bc honestly i don't think people read most of the emails that are sent out.	
1447	the hours change, which throws me off every time; also, closed in summer during sundays? thats often when I want to go and take my daughter To many days the library doesn't open until after 12	More than 2 days a week open before 12	Only 2 days a week my library opens before 1 and that sucks.
1448			
1450	Would like longer hours		
1453	Check k out art, etc. Convenient, helpful staff...		

1454	Opening at 10am more often would allow me to use the library more frequently. Most weeks my work schedule doesn't allow me to go for 1pm or later and often my holds end up back on the shelf and mr being fined for not picking them up.	Open in the morning every day of the week would accommodate the customers rather than the staff	
1457	Inconsistent hours of operation. Too many times, the library is closed.	Keep consist hours	Keep the library open more consistently during weekday daytime hours
1458 To use printers	Some dvds not on shelves when web site says they should be.	Consistant opening hours Mon.-Fri.	

La bibliothèque n'est pas ouverte le dimanche durant la période de l'été. À Gatineau, les bibliothèques sont ouvertes tous les dimanches, même en été. Pourquoi Ottawa ne peut faire aussi bien que Gatineau? De plus, la bibliothèque a été fermée très longtemps durant diverses périodes de la Covid et la bibliothèque a restreint sévèrement ses services durant cette période. Les fermetures et les restrictions de la bibliothèque étaient beaucoup plus sévères que celles des magasins. Est-ce plus important d'acheter une nouvelle chemise que de lire un livre? C'était tout simplement ridicule!

J'aimerais que le personnel de la bibliothèque parle moins fort.

1460	conversation with library staff. I live alone and often they're the only people I connect with.	I'd prefer that it be open more mornings, rather than 1 p.m.	Allow ILL for DVD's as I don't have Netflix or use streaming services. Sometimes I wait months for recently purchased DVD's.	Having previously worked in both school and public library systems, I continue to believe in the importance of libraries. They are beacons of light and sources of learning and information, as they always have been. A free society and healthy community depend upon access to libraries, library programs which reflect the needs of that community and, most important, professional and welcoming staff.
1461		I have often forgotten that you are closed Tues & Thurs mornings and have to make another trip.		Disagree with shelving SciFi & Fiction together
1463		The library should be open on Sundays too. The hours are so limited, hardly anything in the mornings, and closed on Sunday when I'd love to go	Offer more streaming services to watch movies	The OPL provides a tremendously valuable community service to all its residents and its hours should be expanded across the city. Keep up the great work!
1465				
1466				
1467		not enough opening at 10AM	opening before noon	no

1468	My local branch (Carlingwood) is nearby. I rarely go in because I prefer to download electronic books, but I like knowing that if I had to go in, they are conveniently located.		
1469	I have to use Home Bound now. At the age 96 I find it awkward to get around and this program is wonderful for me and very much appreciated	nothing	
1472	I would prefer if it was open full days 6 days a week.		
1473	Je peux planifier mon accès à la succursale selon ma disponibilité. Hard to remember which days open early and which days open late.	Ouvrir toute la journée pendant le dimanche à longueur d'année.	
1474			
1476	Because it is in my neighbourhood, Not far from home, I am able to be flexible with going and getting books to read, or pick up ones I have ordered. I also like that it is equipped with computers, that I have occasionally had reason to use.	Less in transit time for books ordered	
1477	Le personnel est exceptionnel, bilingue et toujours prêt à rendre service. La succursale est bien maintenue.		
1479			

I REALLY appreciate the OPL and am grateful for all that they do. Thank you!

1481	Les heures semblent répondre a multiples besoins, soit parfois ouvert les avant-midi certaines journées, et les soirees pour d'autre. Ca demande un peut plus de planification, dont pas 100% satisfait, mais un assez bon compromis.			La bibliothèque publique est un service essentiel qui doit continuer a offrir des services variés selon les besoins de sa clientele. En plus d'offrir un endroit d'apprentissage et de divertissement, elle sert également de refuge pour les gens dans le besoins. Le plus d'heures sont disponible , le plus accessible pour les gens dans le besoins.
1482	Would prefer longer hours	More audiobooks		
1483				
1484	Pas ouverts tous les matins.			Le nombre de jours pour ramasser un item réservé devraient être plus long pour les résidents qui vivent à la campagne donc très loin de la bibliothèque. Il n'est pas toujours facile de trouver un temps pour s'y rendre. Je demeure à 20 km de la bibliothèque.
1485			Provide notifications for when popular items have been put on order.	
1486	We tend to want to go to the library in the evenings(ie after dinner) and with 4 days out of the 6 days the library closing at 6pm or earlier the hours are not meeting our needs.	Club for boys interested in reading.	PD days in the morning- most PD says on Friday and the library is closed until noon.	

1487	<p>I don't like the fact that 2 days open later at 1pm. The hours open too late in the day.</p>	<p>I understand that staff need time off so can live with no service on Sunday,just have to remember.</p>
1489	<p>1 pm opening hours is not early enough.</p>	<p>Open earlier during the week.</p>
1491	<p>I appreciate that the branch is opened 2 evenings per week and on Saturdays, and don't feel it's necessary for the branch to be open every evening or on Sundays.</p>	<p>Acquire more Infrared cameras, as demand for borrowing is huge and supply limited. Additionally. these devices aren't useful in certain Spring, Summer, and Fall days when outdoor temperatures are close to comfortable indoor temp.</p>
1492	<p>Je ne vais à la BPO que pour aller chercher des livres déjà réservés, ou faire la recherche d'autres livres. Je consulte rarement les ordinateurs sur place. Donc, pour moi, les heures d'ouvertures sont satisfaisantes.</p>	<p>Je suis satisfaite des services existants.</p>

1493	<p>branch closes too early on weekdays. I work til five, sometimes later. The branch closes at 6pm most weekdays. Can't get there in time on weekdays. Please keep it open til 8 or 9pm, same as most stores.</p>	<p>Have book return bins at nearby coffee shops. Have a coffee shop inside the building or very nearby, and allow browsing through library books without checking them out while having a coffee. Wifi spots. Cleaner smarter cubes to connect to wifi, so I can come in and work from one of the cubes in the library. Since I work from home this would provide an alternative workspace to my home office, for a change of scenery.</p>
1494	<p>Basic need to pick up books reserved online. Library could have more magazines and newspapers to read.</p>	<p>More newspaper and magazine availability onsite and online.</p>
1495 To donate used books	<p>I am most frequently out in the morning and most often on the days that do not have morning hours.</p>	<p>Open on Thursday, Tuesday and Friday mornings.</p>
1496	<p>Hours are different every day, making it hard to keep track, and fully closed on Sunday, which to me would be a popular day to visit.</p>	<p>More morning hours open.</p>
1497	<p>I am satisfied with the service from the people who work there. Picking up a book I put on hold is not complicated. Self check out machines are easy to use.</p>	<p>Open the library on fridays earlier (an hour or two before 1pm)</p>

1498	Excellent online hold system, helpful staff, good selection of books, audiobooks, and dvds.	Don't be so quick to discard older books. If a book is out-of-print, it is almost impossible to find.	
1500 to relax	week days after work hour is too short, should be at least 3 days to 8:00pm No Sunday hours during the summer	should change back to normal penalty overdue rules. the current way is blocking visitors who come to library to find interesting materials by just looking around. Very bad operation for a public library. Careless, no thinking about others behavior get prompted	Chinese book selection not quite reflects the needs as collection. Some older but classic book should also be considered, not just the 1st edition book
1503			
1504 Vaccination	I usually go to the library during the day, so would prefer it to be open all mornings. Tuesday and Thursday the library doesn't open until 1 pm.	Have same opening hours for all weekdays	
1507 To get Covid Vaccine Laminated	The staff can be very rude at times and do not wish to help at times	better hours of operation	

1508 My schedule is flexible and I can walk to the library branch, making it convenient to go during existing opening hours. If the library could be open longer hours on Saturday, possibly offset by shorter opening earlier in the week, it would eliminate the three consecutive days — Friday, Saturday and Sunday— that have reduced hours , As noted above, longer open hours constraining opportunities to on one of Friday, Saturday or access the branch. Sunday.

1509 OPL does a very good job, but this survey leaves something to be desired. It had the most convoluted invitation letter I have ever seen, which was likely off-putting to people with lower levels of comfort in reading English, and the instruction SELECT AT MOST FOUR when there are only four offered responses is dumb (there is not physical way to select more than four, you meant SELECT UP TO FOUR)

1512 I would like the branch to have some hours on Sundays (in summers).

Be open on Sundays.

1513	Les employés sont très attentifs à nos besoins et répondent gracieusement à toutes nos questions et même nous fournissent leur aide quand c'est nécessaire.	Avoir une plus grande variété de livres français (langue originale de la publication)	Non
1514	Never open on Sunday The option to bring kids on weekend mornings would be great (9am)	Sunday openings	
1515			
1516			No for the moment
1517	Except for the lack of consistency in operating hours which makes it a challenge to know when it's open, the operations are alright.	More selection of music on CD format from the 1960s and '70s. Poor to no selection of psychedelic or francophone (Quebec) music from that era on CD.	
1518	the library opens at 1pm some days, which is so late. i often do my errands in the morning and stop to pick up my hold, only to find the library closed. This is very inconvenient as I only have one week to pick up my hold, which means I have to return to the library again very soon after.	allow holds to be retrieved even when the library is closed	
1519			

1521	I would like the Carlingwood Branch to go back to before COVID hours. When my branch does go back to before COVID hours, I would like it to open at 10:00 a.m. on Fridays and still have a closing time of 6:00 p.m. A selection of Ottawa branches are open Sunday afternoons (except during the summer), I feel the Carlingwood Branch should also have these hours.	Bring back Freegal music service. Check out machines often do not work.	
1522	The hours suit my activities.		No
1523			
1524	I have the access I need Always overlaps with my work hours (10-6) and I can never pick up my holds on time and have to pay a fee	Fine less for holds that aren't picked up	Add option to select multiple ethnicities in previous question. Mixed people exist
1525		Consider eliminating the \$1 restocking fee on unclaimed holds. With Covid, sometimes it was very difficult to pick items up on time. Also, requiring credit card payment for \$1 is inefficient. So, if the \$1 fee is retained, allow it to be paid in person.	During the pandemic I became very comfortable using the library's digital collection. It offered a pretty broad selection of reading material and wait times were reasonable for holds. I would hope that the library continues to expand its digital resources.
1526			
1527	They align well with my schedule and there is good availability on the weekend		

1528	Sometimes the branch is closed at 6, so I cannot access it with my work schedule.		Love you folks!! My holds are my lifeline lol
1529			no
1531			
1532			
1533			
1534	Currently closed Sunday, before only opened at 1pm. We have young kids, they are up early and the best time to go get new books is first thing in the morning.	Open earlier than 10am!	
1535	The offset hours makes it difficult to plan outings to the library, and the fact that the branch is closed on Sundays makes it inconvenient as Sundays work well as a day that I can head to the library to check out books and my holds	Being open on sundays	Expanding catalogue of books to accommodate older books
1536	I live close by to the library, am a retired senior and the hours suit me ok .. if I was working it could be different.	Enhance the website .. it's not that easy to understand what's on hold, off hold, etc.	Thanks for this survey
1537	There are certain days when the library opens only in the afternoon and others when it closes early. It does not open on Sundays. This is not convenient if we want to get something.		

1538	it would be nice if they were open later more than 2 days per week or open on sundays		
1539	Not open Sunday's during summer.	Extend computer bookings back to 3 hours!!! I use the app to order my holds - it works very well, as does the reminder system when books come in to my branch. I have no suggestions for improvement at this time.	Computer use should NOT have a forced session expiry. It should prompt for a time extension, not a log off/log back in for added time use. This is extremely frustrating. Please revert to pre-COVID usage characteristics. The current use has absolutely nothing to do with COVID. Quick and easy fix!
1540	Mornings are easiest for me and the library only opens at 1:00 p.m. on 3 of the 5 days it is open.		
1541	Hours need to be extended into the evening	Better magazine selection at all branches	
1542	They are open a few mornings and a few evenings, giving me a choice		
1543	With the hours alternating every second day, it can sometimes be a challenge to figure out when the library will be open. (i.e., I always have to look it up.)		
1546	The hours are fine for me.	Nothing in particular. My needs are met now.	No

1548

I'd like to see standard hours - opening especially. It is annoying when out to do errands in the early morning (especially in summer heat) and I can't access the library because it is a 10 AM opening day. Also Sunday is a great day to take out time looking at what the library has to offer and it is closed. Perhaps a senior program with suggested reads on Sunday.

More senior programs

1549

Do you know how Many times I have met someone on The mornings you are closed trying to come to the library and I have to tell them that you don't open until one.?

More hours open.

The library and Librarians/staff do a very important job, offer excellent help and are a huge asset to students and the community. More should be said about these resources publicly and library staff should be engaged and recognized in the community as the valuable assets they are.

Library staff are very patient and wonderful

NOT by rankings which are meaningless if people want the library to be opened, as it should be 6 days a week, including evenings, except for Sunday. Summer hours should be kept as not everyone has the funds to go on holiday. To encourage interest in libraries and to encourage reading and love of books hours should be the same everyday - no guess work, nor need to look at schedules. Kids lives are scheduled enough without them having to try to fit in their activities and needs into the libraries skimpy schedule of service. The store Chapters/Indigo does just this- provides a wide schedule, open just like the retail stores. Libraries should follow suit and people will start going there. We know this questionnaire is about money and paying staff and so the questions about ranking hours is a dishonest question, not allowing for proper answers but rather set up to elicit Everything is okay so far, I am satisfied .

I resent the fact that the libraries do not carry books written in Ireland and England, and that I cannot even get them through interlibrary loans. There are classical children's books by Enid Blyton for eg. As good as the Nancy Drew books- giving young girls a sense of power. Historical fiction books of the Irish famine are not to be had, not even through interlibrary loans and it was the Irish that died building the Rideau Canal. There is a paucity of humourous books also, such as those by James Thurber. .

1550 To read newspapers which I do not buy
To also look for other books, that I cannot
1552 find online.

Saturday mornings I like to run errands and get things done and was disappointed that the library did not open until later in the day

It would be more convenient for me if the library was open every weekday morning.

1553 use the washroom

be open on weekday mornings

1554	Sometimes with alternating hours in the summer I forget which day it is and don't get to pick up my holds.			
1555	The hours are good but could be extended a bit to make them great.	Expand collection of audio DVDs: more classics, more science, fewer crappy thrillers, more MP3discs (whole book on one disc).		Access to the whole collection from any Branch is wonderful.
1556				
1557	It's been open every time I've gone.	Have audio-visual tools for copying photos, videos etc., like Beaverbrook branch.		No
1558		Provide cooled area for families to read, use internet	Easter weekend	Could reading clubs be offered year round, after school and weekends to help kids with reading
1559	would love to have a few hours of opening on Sundays!	get newest books from series on the day of their release!		My branch is actually never open on Sundays (even in the winter), and that's sad!!
1560	I'm really glad that there are evening hours until 8pm, it gives me a chance to bring my kids to choose their own books and it's a valued outing that we do together	have more music CDs for kids		
1561		Conserver une succursale au centre-ville, ouverte de au moins 10h à 18h tous les jours de la semaine.		

1563	I have been known to walk all the way there with my baby and then realise they weren't open in the morning on that particular day. I realize I should have checked beforehand, but I don't think it's unreasonable to expect a public resource like the library to be available at 10 am on a Tuesday.	More children's programs! We went to story time today and it was great, but it'd be nice if we could get more than one per week.	
1564 To donate used books.	While the different hours of operation on weekdays are manageable, it is a pain to remember, for example, that the library is not open mornings on Fridays. It would be better if hours were expanded.	Your computer system for online commenting is an absolute horror show and it should be fixed up as soon as possible.	Yes, I find the borrowing of materials from other libraries service unsatisfactory. You should tell a person early on if you can do this or not. Otherwise, it may only inconvenience an OPL user rather than help them.
1565 Photocopier 1566	Since our branch re-opened after the COVID closures, I wish that it was open in the mornings more often during the weekdays.		
1567	Some days open at 10:00 a.m., other days at 1:00 p.m. I often find myself there to pick up a hold, forgetting to check which day it is and finding the library closed.	Have consistent hours, with an early opening, (10:00 a.m.)	I have to purchase books which are not carried in the library. Is a patron of the library able to request that a book be purchased?

1569		I am very satisfied with OPL and frequently borrow ebooks as well as hard copy books. They were literally a saving for me mentally as we were isolated during covid and in fact are still isolated by the virus as family worry about passing on virus to those of us immune compromised and elderly.		Just Thank You and realize how important you are to us all.
1570	The service is efficient and friendly.			No
1571				
1573	I like that the library is open on Saturday and has some evening hours.			I really appreciate the services available from the library. Thank you!
1576	It's only open Tuesday to Saturday. Also the hours vary for the days that it is open which then involves looking online to check when I can go in to pick up books			
1577	Alternating early/late openings and closings are sometimes confusing. I think being open Sundays would be convenient. Also open later in the evenings.			
1579		Pick up items		
1580	To print	Bigger branch with greater selection of books and movies. More computers.		The public library is one of the last bastions of equality and free learning. Very little is as important as maintaining this institution.

1581	The library is laid out well, it's easy to navigate with my kids, my holds are easy to find and the staff are always helpful.			
1582	Minimal weekend hours, only open during my work day	More weekend hours	Civic holidays that fall on a monday	
1583	Always would like the library to be open longer - open full days (including mornings, not just afternoons and evenings)	More adult programming during the day (morning and afternoon), not just evenings		
1585				
1586		Promote the space as a place to go and enjoy for not just books and reading but so much more. A little cafe and boutique section might be nice too.		No
1587	I'd love to have the library open longer as it works better with my schedule.			
1588	The hours are different daily so I always have to verify before going to make sure it is open. I like that there are a couple of days with later hours.	Not sure		Thank you for supporting literacy in the community.
1589				
1591	donate books			
1592	I prefer to go out or run errands in the morning and the library is only open 3 mornings a week and not before 10:00 a.m. Searching for books is easy. Checkout is simple and fast. Staff have been helpful.			

1593	It needs to be open Sundays, all year.	be open Sundays year round	civic holiday, remembrance day, TRC day, new years day, family day Please open more fully on Sundays, all year, including Sunday mornings
1594 To read newspapers	Taxes keep going up, but hours have gone down, as well as closed altogether at times. Would like to at least see the 10 a.m. to 6 p.m. hours go back to 10 a.m. to 8:30 p.m.; also would like to see the Friday hours increase to at least from 10 a.m. to 6 p.m.; also, Sunday hours should be DECREASED IN WINTER AND INCREASED IN SUMMER (SHOULD NOT AFFECT STAFF VACATIONS, AS STAFF CAN TAKE VACATIONS IN WINTER TO AVOID THE BAD WINTER WEATHER IN OTTAWA!)	Please see my answer that I did on an earlier screen re hours.... I'd also like to see staff actively quieten down the children when they are being very noisy. Activities for older kids (ages 8-12) and programs where they encourage reading by recording books kids read like they used to do.	
1595	More would be better		Civic holiday, and other summer holidays

.....

libraries. They are one of the most important institutions of mankind. Free, open access to literature builds a free, open, educated mind. Without this, our civilization begins to crumble. But not just this; we must be able to congregate and share. Stories and knowledge are meant to be a shared experience. In this way we all grow. Keep the library as a physical building, where all can congregate, share stories, study, learn and grow. Keep the programs going! Lend out whatever materials you can gather, from toys to books to musical instruments! Anything with the capacity to help someone's mind develop. And keep this free to all! We need the hearts and minds of every willing soul to grow our civilization to its best potential. Those barred from participation through lack of money amount to a potential loss for all. Humanity worked hard for centuries to gain what the library now holds to offer;

A) It gives me peace. It has the same calming vibrations of a church to me. B) Freedom. It is the last public institute you can attend that does not require or expect you to buy something C) To ensure the continued survival of the library. The library is one of man's best institutions for it provides free access to knowledge to everyone in the public D) Democracy E) To preserve the hard copy of books. There is nothing else like it. F) A quiet place to

It is only open in the morning on certain days. I most often am available to go to the library in the mornings, but it is often closed then. And when it does open, it opens so late (1:00) that I often have no time left in the afternoon.

Keep buying hardcover books! All sorts! Don't phase them out in favour of digital. More and more often, I find the book I want is only in digital form. I do not have a digital reader, and reading on a computer or phone is hard on the eyes as well as not being the same experience at all.

1. Not as many book choice as used to 2. I got notifications to renew library card when I still live in the same house and I got the library card during the pandemic

More lenient in exemption of fines. More free service such as free printing or allowance, more EV charging station, more convenient services to people

1598 Return books	Hours change. Consistency would be better but I love the library and I am very grateful for this service.	Pick your hours of operation and stick to them. I go to pick up and/or drop off books so I do not have a preference of days. I go when a book is available or due.	I am retired. Families would likely appreciate this.	Thank you. Thank you. Great books. Great service.
1599	OPL hours would be great if they close at 10pm on weekdays. I understand that's not the same for weekends but closing around at 8PM including Sunday would be really beneficial			
1600 1601	Would like it to be open Sunday mornings. Kids nap in the afternoon and the weekend is the best time to go	Don't go to library on weekends in the summer. Evening weekday hours are better in the summer.		Would like to be able to renew more than 5 times instead of putting the same book on hold and returning the same book
1602	I am mostly satisfied but I find having no hours on Sundays in the summer makes it hard for me to pick up holds and other books.	Please be open on Sundays in the summer		I would like an outdoor storytime program for kids on the weekend

I would have picked Very Satisfied, if that was an option. Great people, easy access, so nice and organised.

I would like the Returns box to be available in the morning or later evening during weekdays (not just during opening hours if the library only opens at 1pm for example) but this is a very minor matter of personal convenience.

Civic Holiday, Family Day, etc (ie non-religious holidays)

some linkages to the Ottawa Recreational Services body as I find that very difficult to navigate and maybe an OPL staff member could give some guidance. I would also love to organise a book club through OPL and I'm interested in any OPL Board opportunities. I would spend more time at the Blackburn library (instead of just picking up holds) if there were comfy chairs but I understand this may be challenging during a pandemic situation. If the library needed revenue somehow, I would gladly buy a tea or coffee while reading there. COMMENTS: I really appreciate the entire OPL system and its staff. I'm very happy with all the services it provides and I hope ensuring a positive work environment for staff is a priority. I like the Friends of OPL monthly book sale. I know very well that OPL is a wonderful resource (and safe space) for those with lesser incomes (especially the equipment

1604	I like that currently they have 2 days, where the library stays open until 8pm as I'm a bit of a night owl, maybe going for a third day where it stay open until 8pm, and leaving the rest of the days as is, so morning people and night people have their equal amount of days to visit the library.		
1605 To have computer lessons	Seems that the library is open frequently enough for my needs.	More frequent computer/IT individual lessons/assistance.	
1607	Weekend hours are unacceptable- this is When most people need to use the library.	Have better/longer hours and reading help with elementary school kids	
1608 1609	Due to work schedules Tuesday and Thursday mornings are the best time for me to visit the library but despite being easily able to visit several different locations not a single location is open during those hours		
1610	would prefer Sunday hours all year Programs are fun, movies available,	Have a branch closer to where I live	I would like to see more activities at the branch for seniors and adults pandemic permitting of course.
1612	close to home I think the hours of operations should increase	All good for me would like library open on Sundays in fall/winter	No e
1613 read magazines/newspapers			

1614	It would be much more convenient to have library open all day. 1 pm opening is not convenient for me.			
1615	Would like it to be open more hours but I respect peoples' right to have reasonable time off and not have to work too late!	It's great. I love it and use it regularly. I appreciate the new no fines policy. If there's anything I could suggest it is that there be a downtown location even after the main branch moves.		I love the library. Thanks!
1616	I am on parental leave, so am flexible with my schedule, but when our child is older it would be great if it was open on Sundays!	Children/Infant programming run by ECEs/childcare professionals, not librarians		We love the library! We love the digital collections/audiobooks and the great app Libby.
1617	The library is open every day including evenings and weekends when I am most likely to go!		Family Day, Thanksgiving, Easter, May long weekend	
1618	It usually meets my needs. I find the hours convenient.			It was SO amazing and useful to go to the library when we lost power and wifi in May 2022 for 10 days. It proved yet again how important how community centres and libraries are to residents.
1619				

1620

1621

The library publishes a schedule and I find that I can adjust to that. As well, using the drop box I can return books 24/7 (although that wasn't always possible during the COVID-19 restrictions).

I find it's not open late enough. I finish work at 5pm and so I have a hard time getting there before it closes.

Encourage library staff to be more friendly and pro-actively engage with patrons rather than just waiting to be asked a question.

There is one librarian (unfortunately, only one) at Rockcliffe who greets me every time I go in, knows my interests and recommends new reads without my even having to ask. Since I talk to her I also know her interests. It makes using the library some much more pleasant and enjoyable.

Open Mondays

Our granddaughter (currently three years old) visits us from The Netherlands at least one month every year and we use the library to take out books for her. In fact, her mother uses my library account to reserve books for our granddaughter from The Netherlands so that I can pick them up and have them ready and waiting when she arrives.

1623

1624	Hours have been shortened under COVID. Sometimes because of my work schedule it becomes very inconvenient and I'm unable to drop by during open hours to pick up holds, pick up new items, etc.	Be open later in the evenings to accommodate my work schedule. Also have hours on Sundays.	
1625	I finish work late sometimes and it makes it harder to pick up my holds		
1626	Our days are flexible, so we can easily visit the library when they're open. I like the evening hours.		
1627 RETURN MATERIALS	COST-EFFICIENT SERVICE, NOT INCONVENIENT, EXCELLENT STAFF & CUSTOMER SERVICE	NOT SURE. WHAT ARE ECONOMICALLY ATTRACTIVE OPTIONS?	
1628	While I understand the rationale, the reason for my "somewhat" is having the hours change from day to day.	Have Friday evening openings.	Boxing day and New Year

OPL services are very good! Staff is very helpful. Our family uses the services frequently (several times per week). It has been especially helpful during the pandemic when there were closures, as it provided our family and kids with entertainments (books, DVDs, crafts & activity kits). This is why I would like to see extended hours, so we can continue to use the services and make use of them in the evenings with the family, after school, etc.

1635	Heures d'ouverture trop restrictives		
1637	I go to the library during lunch hour and evenings, but only some days are open at lunch and some days in the evenings. In the summer it closes on Sunday :(Interlibrary agreement with Gatineau so I could return opl books at Gatineau branches Have a mobile pick up station to pick up books 24/7 and purchase more Books on cd	
1638			
1639	Hours suit my needs		
1641	Les livres sont toujours disponibles quand je viens pour les chercher et la bibliothèque est proche de chez moi. je peux marcher pour récupérer mes livres.	C'est convenient mais je reconnais qu'il est de plus en plus difficile de recruter du personnel. Je suis donc flexible tout compte fait. Friday and Saturday hours probably most important. Sunday is nice but not needed	Continuez votre excellent travail. Keep up your excellent work. I read books in English, French and German. All the best and thank you for the survey.
1642	Browse books		I mostly use the library to pickup holds. Therefore more audiobooks, later/weekend hours or home delivery would all be ways to improve service for my family. Would it be cheaper to deliver holds to people's homes rather than keep the library open longer?
1644		Open later	
1645			
1646			
1647		Get more museum passes	

It would be amazing to add extra air purifiers - for many, the library is one of the few free places that exist that offer respite during very hot, humid days. If people are spending time indoors during this pandemic, we should care for the staff who must also be there.

I'm retired and live on my pension. I gave up buying books years ago and I thank Andrew Carnegie for the creation of libraries to educate and entertain people who can't afford books. Our OPLs cater to all and I'm deeply thankful for them.

I really appreciate that your security guards work to understand the marginalized populations that visit the Main branch instead of being confrontational.

1650

There is no constant to the library hours. I understand that they depend on volunteers, and I understand that COVID changed everything, but I have to check online to see what their hours are before every visit.

Other than the mixed hours, I am very happy with all that the OPL offers. The folks at Cumberland Branch are always smiling and will help you in either language. As a grandmother, my granddaughter and I spent many happy hours there and she's now 16 and an avid reader like her granny.

1651

I often want to go to the library in the morning, and Rosemount is only open Monday, Wednesday and Saturday mornings.

to be open in the morning hours

get advice from a librarian re choices and proesses
1652

The branch not being open on Tuesday and Thursday before 1pm is annoying. I understand the need for limited hours (staffing issues), but it still annoys.

Not close the Main branch after the new library opens as it's situated too far for me to frequent.

1653

1654 I wish they could be open on
1658 Sundays as weekends are often the
1660 only times I can go to the library

1661 Would like expanded weekend
hours and late closing Thursday and
Friday.

1664 I have found that borrowing
materials electronically (books,
magazines, movies) is very
convenient. So, I am visiting the
branch in-person much less than I
used to. If I need to go in-person to
pick up or choose materials, I check
the website for the current hours
and go when it is open. My library
borrowing is not so urgent than it
cannot wait for a day or two.
1665 I am able to go the branch during
these hours

No.

1666 Drop off books to add to OPL collection
1668

Frankly, I read on line and the Library has e-books that I can borrow from home anytime. Once in a while, when ebooks are not available, I borrow the hard copy. I have not had any problem with the hours the Library is open to pick up my holds.

OPL has met my needs very nicely. As a retiree, I have time on my hands. Also, as I find it easier to read online without having to carry heavy books, I borrow books whenever I want as ebooks are for the most part available 24 hours a day, 7 days a week!

1669

Mostly satisfied, but on a few occasions, during lunch time, I wanted to pick up a book on hold, only to realize onsite that I had to wait 1pm to collect the book.

I don't know

The Public Library is one of the best things in the city. It is well maintained with staff that are courteous and helpful. I am particularly happy that OPL makes books available on line. All one needs is an iPad. More people should learn how to borrow and download e-books. It is so convenient! Only thing is, I wouldn't want the physical Library to disappear in the process. It is, environmentally speaking, a very happy and wholesome place for all and sundry.

No

1670

Il arrive que la bibliothèque ne soit pas ouverte aux heures où j'aurais besoin d'y aller, particulièrement pendant ma pause du midi ou en début de soirée.

Plus de communications en français pour les utilisateurs.

Jour de la famille, Jour du Souvenir, décourageant.

J'aimerais que la bibliothèque, et la succursale Nepean Centrepointe en particulier, offre plus de services et de communications en français. J'aimerais que l'interface pour télécharger des livres en français sur les liseuses (Cantook) soit aussi conviviale que celle pour les livres en anglais (Overdrive). En ce moment, c'est compliqué et

1671

1673

Would like to see more daytime hours, there are big gaps on Tuesdays and Thursdays for example

Expand the building and collection at Greely - it is always packed with people and there isn't enough space or variety of materials.

Would love to see the hours, size, and collection more in line with Manotick and more reflective of the growing community.

Rural libraries are so important, please continue to support and fund!!

1674
1675

I like the staggered approach to having some days be open until 8, but only 2 days a week makes it hard to schedule time to get to the library if you work until 5pm, and the library closes at 6. Because it is also closed on Sundays, this limits the ability to go to Tuesday, Thursday, and Saturday during the day if you have a 9-5 job. At the same time I understand that library staff probably dont want to be there late every night, and deserve a day off on the weekend, and I am guessing that there is not enough funding to have coverage for all branches to be open until 8 each night or on Sundays.

1676

Weekend hours are insufficient. No Sundays, and the 10 a.m. Saturday opening is too late, in the context of having young kids and needing to manage their schedules. The 10 a.m. or 1 p.m. openings the rest of the week are also frustrating - being able to run over to the library first thing in the morning before work would be great to pick up holds etc, before the day gets away.

It's such a minor thing, but the after-hours book drop at Carlingwood is inconveniently located, especially because it's the only spot to return books after hours and the hours are tricky for full-time working families. You have to park, get the kids out of the car and walk around to it.

Christmas, Easter

Your children and youth librarians are amazing resources and should be promoted more! The book bundles they do for younger kids are great and they are always so friendly and helpful.

1677

the branch is open every day, except Sundays during the summer, which I find adequate for my purposes.

Since I have used the Library 90% (for the past 10 years) for books that I have ordered on-line, I would suggest the city consider an option where only pick up of books ordered on-line was offered, if a branch were to close, perhaps more than one pick up area could be offered as an alternative. Also please reinstate the borrowing of inter-library books (i.e. outside the Ottawa-Carleton library zone such as other cities or provinces)

1678	<p>There are no early hours. This is so crucial for families with young children! In fact, there really aren't any early hours at ANY branches - 8-10am, or even 9-10am. Just as often, the library isn't even open until 1pm which is naptime for many kids.</p>	<p>Open regularly for early hours - before 10am, and ALWAYS in the morning before 1pm.</p>	<p>family day</p>	<p>Early morning hours (8am-10am) or at least 9-10am would be so appreciated! Always opening before 1pm for families with kids - many children nap in the afternoon and morning is activity time.</p>
1679	<p>Fits my shcedule and it is available at times I need to visit the library I wish it opened every week day by</p>	<p>Have more new books avilavle either for expree or normal usage and have them on better display.</p>		<p>No</p>
1680	<p>nine am.</p>	<p>Please open by 9 am on week days.</p>		<p>No thank you.</p>
1681	<p>Weekend hours could be better, especially during the summer</p>			
1682				
1683				

I find it puzzling that a public library would be closed on the weekend when people (actually) have some time to visit the library. We would love to see the library open on Sundays and Saturdays throughout the year in order to enjoy more time at the library. Public libraries should be open 7 days/week (with the exception of holidays). The library is a safe haven for lots of kids who don't fit in elsewhere and for those among us who are at risk and who need a safe space to visit whether to simply gain access to air conditioning or for a gathering place. For the nation's capital city, it's bizarre that our libraries are closed at all throughout the week.

Remain open on the weekend throughout the year (but especially the summer).

We are a capital city, as such, our libraries should offer services and opportunities that align with the fact that we are the nation's capital. We still operate as though Ottawa is a small town.

1684

I basically go to the library to pick up books on Hold, or to return checked out books. ????

I am retired, so I can visit the library anytime I choose....I am very satisfied with my local library. ????

1686

1687	On Tuesday, Thursday and Friday, Emerald Plaza opens at 1 p.m., which means I can't go during my lunch break. On Sunday it's closed completely, so if I'm busy on Saturday I miss my chance to get books on the weekend.	Have the same hours Monday to Friday. I work the same hours all 5 days, so my ability to get to the library is the same all week. Having different hours on M/W, on T/T and on F makes no sense to me.	Re Sunday hours, currently my branch is closed Sunday year-round. I would greatly appreciate it being open.
1688	The staff are always always so helpful. And it's a very convenient spot for me.		
1689	Late opening on Friday and closed on Sunday.	Open Sundays at Blackburn Hamlet branch	
1691	There used to be evening hours 2 days a week. This was discontinued		
1693	Seems to be going downhill		
1694 Vaccinations	I think that longer hours on Sunday might be helpful -- more specifically, opening a bit earlier on Sunday (e.g., 10am) might be helpful. However, I really love how weekday hours alternate to provide later hours on Tuesdays and Thursdays. I plan my week around picking up my books on one of those evenings after work!		
1695	I am retired so hours do not matter very much	I am happy with it	No
1696		Very happy with the service!	
1697			

1700		Nothing comes to mind. The removal of library fees has been most appreciated.	
1701	The hours work with my schedule Cheerful , helpful , knowledgeable staff		No A greater range of books on Cd , fewer murder mysteries
1702	There is one day each week (Friday?) where they don't open until 1 pm and I always seem to forget that.	Purchase more of my collection suggestions.	I'm glad you are collecting returned materials 24/7 again. Shutting the boxes because of COVID wasn't very smart.
1703	Missing books that I would like to read	More update books	
1704		An easy way to sample music CDs or DVDs without reserving a PC to do it, "bring your own headphones" of course	I visited Stockholm several time in recent years, my family was living in the Djursholm suburb, they have a an interesting system for the local library branch, there is access 24/7 using the library card to enter the building and get the material you need. During normal business hours there is personnel to serve the users. I was impressed by this system, I just wished we had something like this here.
1705	It is a clean safe library with good resources. I sometimes find that I want to go to the library and it is not open.	I would love for the OPL to be open on weekends year round (I would prefer they are closed on a weekday, rather than a weekend). I would like the library to be open by 9:00 am at the latest everyday that it is open.	Remembrance Day, August civic holiday, Victoria day, Easter Monday I love OPL and think it is one of the most important institutions in Ottawa!

1706	I'm pleased with the evening opening hours (until 8pm) but would like to see these hours available on more days.	more evening hours	thank-you for consulting us on these questions.
1707	Hours of operation should be more consistent.		
1708	It's usually not open in the morning and on Monday		
1709	I do not like to enter the library when other patrons do not wear masks. In fact I no longer go to the Library but only borrow e-books and audiobooks.	Require patrons and staff to wear masks out of consideration for vulnerable clients. Such a small thing, but could save lives of seniors who are still dying of covid.	I wish the Library would stop changing its software. I find the new Libby especially unwelcome. Messy, pushy annoying app. Pls just stay with OverDrive. .
1711	On Sundays it doesn't open until the afternoon which is very inconvenient.	Programs on weekends, open both days on the weekend.	
1713	Take printouts or scan documents		
1714			
1715		Not Christmas	
1716	I miss the hours pre COVID. I still get frustrated when I forget to check wether the library is open.		

to attend a public science or
engineering/architecture lecture given by
1717 Carleton Univ.

Very pleasant and helpful staff.
Nice layout. Easy to find the book
I'm picking up (though I usually
struggle a bit with the checkout
machine). Generally good opening
hours.

Revise the online "reading history"
function so it captures and displays
all books I've ever read- both
physical and online - and keeps the
history "forever".

Read the Globe & Mail, National Post and
1718 magazines.

I have considerable flexibility in my
schedule and can get to the library
during its opening hours without
difficulty.

At the Centennial branch, offer
adult evening programs on Monday
or Wednesday. Things like knitting
group or book club.
Easier to download books on new
iMacs

1719 Read newspapers

The OPL is an essential community
service for so many reasons! Its
staff are real assets to the OPL. I
look forward to seeing what
outreach programs they design for
various underserved segments of
our community. The biggest
disappointment I have with the OPL
is the location - and to a lesser
extent, the unimaginative
architectural design - of the new
main library. Its location is NOT
supportive of large segments of the
community particularly the
unhoused, seniors, the disabled
and those with lower incomes. Its
design shows a failure of
imagination and civic boldness.

There are OPL branches that do not
currently offer any Sunday hours.
The Centennial branch is one of
those branches.

Decent selection of ebooks.

1721	<p>It is frustrating that the hours are not consistent. It is frustrating that on days the library is open late, it is not open until after noon - when many people would be trying to run lunch time errands.</p>	<p>Have consistent weekday hours.</p>	<p>Please go back to being pen by noon on weekdays. Let us run lunchtime errands.</p>
1722	<p>During my maternity leave, I would frequently show up at the library in the morning on Tuesdays and Thursdays and it would be closed.</p>	<p>More programming for toddlers and young kids on the weekend for working parents</p>	<p>More toddler/kid programming on weekends throughout the whole year</p>
1723	<p>I find that the branch closes up too early several nights a week. For example. the branch shuts down at 6pm on Mondays, Wednesdays, and Fridays.</p>	<p>Make available a better selection of current event magazines for longer check out periods.</p>	
1724	<p>I wish they were open on Sundays and also that the hours were the same everyday so I would have to look up the hours every day.</p>		

1727	<p>Because the library is closed on Sundays which is very inconvenient</p>	<p>The handicapped spots at the Nepean centerpointe location are too far from the door. There are spots near the meridian theatre but frequently you park there and make your way to that entrance and it is closed. The book drop off location is also a great distance away if you have a mobility difficulties. It would be wonderful if people who are handicapped could order and return books via the mail or at least have closer spots located near the entrance</p>		<p>The location of the disabled parking at the Nepean centerpointe location makes it very difficult to access the library and the book drop off location. Also it would be great if books could be mailed to disabled citizens.</p>
1728	<p>Find the hours confusing to remember</p>	<p>Improve the website for reviewing and taking out books. Definitely not user friendly</p>	<p>Manotick OPL is closed Sundays and Mondays</p>	<p>No</p>
1729	<p>50% of the time I go there, the North Gloucester library is closed. I tend to go in the mornings, and 4 days of the week the library is closed in the mornings.</p>			
1730	<p>The hours are not consistent day to day and it's hard needing to plan our week around when the library is open.</p>		<p>Victoria Day, family day, civic holiday in august, some part of Easter weekend</p>	
1731	<p>Do not like the temporary, I hope, hours at all.</p>			

1732	I always need to check to see what the hours are on any given day. The library is open some mornings and some evenings, and if I don't check I am likely to go on a morning or evening when it isn't open.	have more books available	Ideally the library would be open 10-6 Monday-Friday and 12-5 Sunday.
1733	They continue to reduce the hours of operation making it difficult for neighbours and community members to use the library and its services at the maximum potential. Many community members repeatedly express discontent with the shortening of library hours as it makes it difficult to use all of the services and or attend programming.	Open up or extend library hours	No
1734	Very often the library is closed when I want to go.	Be open more often... it's hard to do a spontaneous library trip, I need to schedule it into my day.	The librarians are amazing! Always helpful and knowledgeable.
1735	Branch not open Tuesday and Thursday mornings		

To use the printer and get to know my 1736 community a bit more.

Rosemount closes fairly early in the day and on weekends (Saturday, as on Sundays it is closed). I usually have work and errands in the daytime and can't make it on time to fully benefit from the space.

Having more options for seating/working while still being able to maintain some physical distancing from others if needed.

Labour day!

I love the OPL, it has been an integral part of my life since moving to Ottawa this past year. As a student, I think it would be extremely helpful to have extended hours for those who work in the daytime or only have free time on weekends. Thanks for holding this survey and seeking feedback!

1737
1738

I would prefer the library to open in the morning everyday

Carry German language books. I regularly use the online access to German language periodicals.

I feel fortunate to have access to the OPL. I make regular use of the video streaming on Kanopy and Hoopla services, hold option for books, and the online periodicals. I also contribute to and buy from the book nooks at the Beaverbrook and Hazeldean branches.

1740

Consistent opening/closing times

1741
1742

Would be interested in Sunday hours

less discarding of older titles

1743
1744

The opening hours (open 6 days/week including 2 evenings and one weekend day) meet my needs. Seems reasonable for others?

1745	<p>The hours are manageable for me but it would be better at least for me if they were the same or mostly the same every day. If I'm going to the library in the evening, even just to drop off my books, I never know if it's actually open or not until I get there because I can never remember.</p>	<p>Possibly including a timeline on upcoming holds. Say if you're 10th in line on 5 copies it would be "Hold will be ready for pick up in about 2-3 weeks" or whatever the timeline is. Could also be under the "Place hold" button, just for context before placing a hold</p>	
1746 1747	<p>The staff know me and my family and go the extra mile for us.</p>	<p>Regularly check the quality of DVD disks and replace damaged ones.</p>	
1748	<p>I would like the library to open at 10h00 am on thursdays as opposed to 1h00pm</p>	<p>Have more current issues of magazines available to take out</p>	
1750	<p>Notre succursale est toujours ouverte aux temps que nous pouvons y aller.</p>		
1751 1752	<p>I am retired and can go anytime</p>	<p>i am totally happy, no impovement</p>	<p>no</p>
1753	<p>Je n'aime pas le fait que c'est ouvert seulement à 13h certains jours.</p>	<p>Ouvert tous les matins</p>	
1754	<p>There are days they are open until 8 which allows everyone a chance to get there.</p>		
1755	<p>I am able to get to the branch during its hours without any problem.</p>	<p>Move "in transit" books faster.</p>	

1756 I work M-F 10-6 so I can only go in the evening and on weekends. Carlingwood has some evening and weekend hours but is closed several weekday evenings and on Sunday. Open more weekday evenings

1757 to use the printer needs to be open longer and on both weekend days during the summer offer Kindle ebooks

1759 Confusing with different opening hours

1760 PHOTOCOPYING THE HOURS ARE FINE FOR ME ALTHOUGH I SOMETIMES FORGET THAT THEY AR CLOSED friday mornings have more copies of latest best sellers

1761 All good except the operating hours

I'm a big fan of the library, but definitely think that all locations should be open on Sundays in the summer as it is important people have a cool place to go in the heat. I would like if the library offered Kindle ebooks.

The OPL is a key part of our community and I feel lucky to have so many branches in our City. The recent renovations to Rosemount are most welcomed. Bravo!! First priority for opl : make the hours of operation consistent during the week

1762 scan/print	<p>I hoped for more community information would be available. Probably a covid related issue, but there was nothing regarding the local area. Fairly new to Ottawa and was counting on learning more about groups, activities, seniors programs at the library</p>	<p>Be more of a community information centre; distribute parks and rec material, maps, bike and hiking trails, seniors clubs/programs</p>	
1764	<p>library used to close too early. in June, it closed at around 6 every week day, which made it hard to get to the library in time after a full work day. i end work at 5, sometimes 6 so i was always rushed to head to the library after work. I see the new hours allow for 8pm closing on a couple days which is very helpful.</p>	<p>stay open for 5-7pm on weekdays, while parliament is in session. allows those who work late hours to go to the library after work.</p>	<p>all holidays excluding, christmas, thanksgiving, new years.</p>
1766 1767	<p>Since obtaining my library card I had generally become accustomed to the Carlingwood library's open hours (although the Friday morning closure fooled me from time to time). With Covid and the change to Tuesday and Thursday morning closures it became additionally frustrating to remember to match my own hours to the library's hours.</p>	<p>Be open every weekday morning.</p>	

1768	Prefer 10-6 then dont have to wait until 1:00 some days	as before same time every day	no	
1769	I wish hours were the same on all weekdays and did not vary as they now do.	Be more responsive to requests to purchase books and DVDs possessing content of a higher quality (i.e. not necessarily directed at a mass audience).		
1770	Always clean, great staff, several books...			
1771	For the quiet. I like to wander through the books for a while, then find a comfy chair to read. I like the peace and quiet of the Cumberland library. Orleans library is closer to me, but it's not as comfortable to just relax and read.	It is not open at all on Sunday and Mondays. Sundays especially are a nice day to take the family to the library, or escape to find a quiet space. I look for non-consumer activities, especially on the weekends.	Have consistent daily hours - full day. I looked at my app on Sunday to check what books were do and when. I had one book late. I was going to return all of the books (as they were due soon) but the library was closed Sunday AND Monday. I decided to wait since no one was actually in the library to receive them. This morning I get an email from OPL saying my account has been suspended because I owe \$25!! If I had been able to get in to the library this wouldn't have happened. For that matter, how I jumped from everything fine and owing a couple dollars, to having my account suspended is beyond me and beyond the OPL app.	Consistent daily hours. It is hard to keep up with what times the place is open and what day. Cumberland is a really nice facility that we paid a lot of money to build. Let us taxpayers use it liberally. This 1-8 business drives me nuts.

1774	The Friday hours are to short	Open more mornings	A larger selection of Canadian music. Especially older albums
1776	The library is not open during key hours I would normally take my child - such as daytimes, and weekends.	Having better opening hours as it is a really important and educational thing to do with my child, as a low income single parent, on hot summer days, especially when lots of people do not have AC. i really hope the city considers this for families, children, adults and the elderly alike.	
1777	En général, les heures me conviennent. Mais j'aimerais que la biblio soit ouverte plus tôt tous les jours, soit vers 10 h.	Ouvrir tous les matins de la semaine.	
1778	They are not open long enough	Longer hours	
1779	I would like it to open at 10:00 am more often. I'm a morning person	Be open more hours each week	I think some flowers in planters would look lovely by the entrance
1780			
1781	Open when I need it.	Love the library, don't change a thing!	
1782 To print			
1783	Too many variables during the days of the week... Friendly librarians, renovated building. I've been attending programs for / with my kids as early as 1990. Love the place.	open same hours daily	
1785			I love the public library! Lots of books to borrow, excellent service. Free.

1786

It's hard to plan post-work errands when half the time, the library is not open past 5pm. I feel like I constantly have to check the hours as they change day by day.

Consistent weekday hours- make all the hours the same for all weekdays. Hard to plan to go pick up books when you have to consider what day it is/what the hours of that day are- and more post-work hours on weekdays especially for those of us who live downtown and use the Main branch- hard to get out of work in time to get to the branch when it closes at 6 pm.

1787

Often closed when I am off work. It doesn't make sense for a public institution to have such limited hours to access. I work retail and often my shifts are such that the library opens and closes for the day during a single shift! It makes it difficult to pick up my holds on time when I only have one chance during the week to pick them up. I would also love to have Sundays open as well - again for accessibility during the weekend! This would've been nice when I was still a student as well.

Be open longer hours! I'm tired of accruing fines because I have a demanding work schedule that prevents me from going to the library when it's open. Customer service training is also needed at the Alta Vista and Stittsville branches - I have often been met with judgement and dismissal from the staff at those branches. However, the Rosemount branch is absolutely delightful and has wonderful staff!!

1788		Je trouve que c'est dommage que les heures soient diminuer - qu'une demie journée le vendredi.	J'aimerais faire demande de livres qui ne sont pas sur les rayons comme des nouveaux achats. Je pense que c'est peut-être toujours possible.		Je trouve que le délai est trop long pour recevoir mon livre à partir de la date qu'on m'indique qu'il est en transit.
1789					
1790		Inconsistent hours each day. Closed on Sunday. Not open at all many mornings and should be open in the evening consistently until 8.	Keep more copies of books physically on the shelves...most of what I want tends to need transportation from other branches.		
1791	Pour imprimer des documents avec les ordinateurs publics	Je suis à la retraite donc j'ai beaucoup de flexibilité dans mon horaire	Rétablir l'ouverture le matin pour les jours de semaine où la bibliothèque n'ouvre seulement qu'à 13h		C'est un excellent organisme qui fournit des services très nécessaires et appréciés à la communauté.
1792		Hours were so irregular at times I could never keep track of which days they opened at 10:and which days at 1pm. I want to be able to stop on the spur of the moment while doing other errands, and half the time they were still closed.	Consistently open by 10am Monday to Friday		
1793		Souvent fermer le matin.	Ouvrir le matin		Non
1794	to donate, for help with holds, to request a book not in library	staff always informed and helpful. Love Kanopy.	none. wonderful service.		

1796

I work weekdays so it is meaningful to have access to the Alta Vista OPL on weekends.

"Open hours" are the most important aspect to me though having a "drive-by" book return slot would be very welcome. I do appreciate the free parking however.

1797

My only concern is the closure on Tuesday & Thursday mornings.

I especially realize how important the public library is to me when it isn't open. Though I am fortunate to have a computer at home, I think about those who don't have computer access or even access to books for browsing. The library also provides quiet and safe space to those who live in congested conditions. Most importantly, young children MUST be read to consistently from a very early age. For some, the library is the only place caregivers can access print books. Virtual books are fine but some studies suggest reading "print" may strengthen comprehension and emotional connections leading to greater social empathy. What better reason to keep public library doors open longer?

I love the app; further investment in the app (for example tailored recommendations or greater insight into express shelves at different branches) would be great!

1798	I work 9-5 Monday-Friday and wish there was more time outside of my work hours that the library was open. Especially Sunday.	Have better hours.	
1799	Hours of operation make it difficult to go.	Open later in evening and open on sundays	
1801	1. I don't find a big collection of books in Arabic. 2.The print outs are not good quality.	I would like to attend workshops related to writing, playscript, and to have gatherings with relevant guest speakers.	I would like to volunteer at OPL.
1802	To only be open 1-6 on Fridays is very limiting	Printer is unreliable , being repaired and unavailable is unacceptable	
1803	To select a book to read Being retired, the hours the library is open works for me. Having the opportunity to drop off books outside Open hours is a bonus		
1805	The library opens much to late. When I'm looking for something for my toddler to do, it would be nice if the library was open at 9 or 10 every day.	More children programming, games, etc. Hold pick up options that are extended. Perhaps the lockers?	I really like the library vending machines. I would like to see them in other places (like groceries stores, etc)
1806	The Sunnyside branch was closed two mornings a week but now it seems to be three. No rhyme or reason and not very user friendly.	Consistent opening hours.	

<p>To print, copy or scan material from 1807 personal computer/ USB or email 1808</p>	<p>Current hours most often coincide with my availability when I want to visit the library.</p>	<p>Current hours work fine for me. However, sometimes books that are very popular have a long waiting period when on hold. Maybe increase the number of books when there is a waiting period that goes beyond 2- 4 weeks</p>	<p>I believe in work/ life balance and expect that staff at the library would like to enjoy time with family</p>	<p>Merci pour tout!</p>
<p>1809</p>	<p>I wish it was open in the mornings on all weekdays.</p>	<p>open all weekday mornings</p>		<p>no</p>
<p>1810 take out books</p>	<p>Friendly and helpful staff. Easy access to parking. As a retiree and an infrequent library user I am able to plan my visits within open times.</p>	<p>I don't go to the library as much as I used to. I tend to read mostly e-books. I wish the selection was better and the number of copies of the popular books be available.</p>		
<p>1811</p>		<p>Very happy with existing services.</p>		<p>Doing a good job.</p>
<p>1812</p>	<p>Occasionally I show up and think it will be open and its not, usually in the morning. I wish the hours were more predictable</p>	<p>A way to pick up holds without full OPL operations. Similar to during the pandemic shut down.</p>		

1813	As someone who works 9-5, I'd prefer it to be open on Sundays in the summer (and closed on a weekday instead). I very much like that it is open until 8 pm on at least 1-2 weekdays so I can bring the kids after work between 5:30-6:30 (I don't try and make it there on the days it closes at 6 pm).	It is meeting my needs quite well already. I could see myself bringing the kids on Saturday or Sunday mornings (9-10:30 am). (Midday is naptime.) The current afternoon option (2:30 - 4 pm) works for them also though. Keep the Hunt-Club-Riverside-Park CC hold lockers; I will likely start using them again for my holds once the kids are school-aged (and can use their school library) instead of travelling all the way to Greenboro weekly. I don't like using the Bookmobile for holds because I worry about missing the single evening a week I could pick up my hold.	
1814 1815	I often want to go at 11 or noon, which seems reasonable, but then I have to wait until the afternoon	More selection of kids graphic novels, or more stock, this is the hotspot I need much more and I know there is more out there. I go to different branches which helps a bit but there are more I am sure More books	I find it indispensible for my kids to help them learn and spens time reading with me. I am grateful for your service, especially since I moved to gatineau
1816	A good variety of morning and evening hours - to accommodate changing schedules.		
1817		Programming for adults after 5pm	

1818	I appreciate the different hours that offer the Main Branch to stay open until 8 pm two days a week.	Maintain a branch library downtown near the current Main Library location once the new Library is opened in Le Breton..
1819 1820	J'aimerais des heures étendues. Always friendly and cordial.	Avoir des heures étendues jusqu'à tard, même sans bibliothécaire. Seulement, un garde de sécurité.
1822	Very well organized and all services available easily	More teen comics like tintin, asterix, iznogoud. More international authors work. And mostly for some books i can only see french editions available in the library.
1823	generally works	Don't have ranking questions in your surveys without an option for "it doesn't matter to me." Rankings are artificial.
1825	It only opens at one on Tuesday's and Thursdays	Open every
1826 1829 1830	It was frustrating that the times changed during the last two years and the opening hours listed online were different then what is posted outside the doors. I'd walk there and find the library closed. I like the once a week service	

Libraries should be available and open as long as possible to suit all patrons

	<p>Would appreciate more time outside of working hours, i.e. more evenings or a few hours on Sunday. At least to be able to return books on Sunday. Our branch only has an outside box to return books and more than once I have gone on Sundays to find the box overflowing and not being able to return my books.</p>	<p>I'm retired and can easily go to this library during the current opening hours.</p>	<p>I love the library and the services it provides. I have no complaint of any kind - except to extend the hours a bit for increased access; especially as my local branch is always closed on Sundays but we make very good and regular use of it!</p>
1831		<p>My branch is always closed on Sundays - my answer is not particular for summer.</p>	
1832		<p>Can't think of a thing!</p>	
1833	<p>I cannot make it to the library before 6. If I am going out to the library I will also do my shopping that is nearby (saves gas). Therefore my days to go out to the library and do my shopping are restricted to two evenings a week (tue or thu), instead of having the choice between 4 or 5 evenings (mon-fri or maybe tue-fri or mon-thu).</p>	<p>right at this moment would be to be open mon-thu until at least 8:30</p>	<p>no</p>
1834	<p>I forget sometimes that it's not open until 1 p.m. some days, not just Friday, as I was used to.</p>	<p>Have the same daily opening times.</p>	<p>No, service is generally very good. great to be able to search and place holds and renew online.</p>

1835

I have two young kids, and my opportunity to go out is in the morning. The 1pm start has caught me a few times, either unable to go to that branch because of the hours or expecting it to be open and walking there to find it closed. I go to the library less than I would otherwise as a result.

Better hours at the branch near me. Mask requirements at infant / unvaccinated aged children's programs would have been nice during the pandemic, I didn't go to any because I did not want to attend programs where there were unmasked attendees or facilitators around my infant with a health condition and toddler. I was quite disappointed with the decision at the time.

1836

Our branch is closed on Sunday in the summer - would be nice to have it open to take the kids. Also, I don't always remember the staggered schedule of early and late opening times during the week (sometimes 10 am sometimes 1 pm) - so I have several times gone in the morning when it is not open.

More programs for older kids 7-14

1837	<p>The late opening on Thursday and Friday during the summer means that parents can't bring small kids who nap in the afternoon to the library on those days. There are also many members of our community who use the library to cool off in the summer and are locked out during the hottest times of the day and all day Sunday.</p>	<p>Be open earlier on Thursday Friday. I love to go on my lunch break with my kids during the summer.</p>	<p>Always a great experience at our local library, best staff in town.</p>
1838	<p>The branch should be open FRIDAYS. Many people travel through North Gower to go to their cottages on the Rideau Lakes, but the library is not open.</p> <p>Hours of the library need to be extended week days (8:30pm everyday), and accommodate openings during the weekend (Saturday and Sunday)</p>	<p>More new books, do something about library parking in North Gower--it is dangerous, has been for years</p>	<p>You forgot GRANDPARENTS. We really need books and activities for young children. North Gower is great for this but needs new books, puzzles, etc</p>
1839			
1840			<p>Summer camp options should be expanded</p>
1841	<p>Sometimes when I would like to go it is closed.</p>	<p>Open on Sundays during the summer.</p>	
1842	<p>To browse for interesting inspiration.</p> <p>For the minimal amount of tax I pay for the use of the library, all seems acceptable and respectful.</p>	<p>Have a simple and logical (if possible) opening schedule.</p>	<p>We are pensioners with an only 20 % inflation "proof" portion. The rest is fixed so very sensitive to inflation and rising taxes.</p>

1843

Not open Sunday. Doesn't open until 10am or 1pm other days.

open the space for more regular and irregular divers Ottawa

1845 to talk to the librarian

it would be great to have 1-2 days early opening (8 am) in order to

communities meetings and activities become hubs of

1846

pick up holds before work / school They open late on some days

community life

Can't think of anything

1847

The hours have been cut. Not enough time in the week. It is very disappointing that 3 mornings per week it is closed until 1pm.

Be open all the time, but with less staff. 99 percent of the time I come in, I don't need the assistance of a librarian.

1848 it's closer to me

My branch librarians are all awesome. Helpful, knowledgeable and friendly.

Keep library hours open as long as possible, even if it means paying more taxes.
you do a great job.

1849

1850 kids playgroups

The Rideau library schedule seems to be more limited than what it was before COVID. many resources, clean and welcoming environment, location, quiet

Tentative suggestion for summer schedule: During a holiday weekend (e.g. Civic Day, Labour Day, etc), maybe extend Saturday opening hours by one hour to 6pm OR open on Sundays (1-5pm?). Otherwise the library is closed Sunday, Monday and then doesn't open until Tuesday lunchtime, which can be challenging if you have holds that have to be picked up around then. Once I had to extend a hold by email (the librarian was very accommodating), but the hold period is not very long, so I'm always nervous about incurring a holds fine! Anyway, these are minor issues. The library is a treasured resource for me, and I appreciate all the things the librarians do.

I forgot to include "donations". Rideau library is my first choice for donating books and magazines, and another reason why I visit that branch.

			<p>Thank you for offering this service. It would be nice to have a location closer to us, one we could walk to or have an easier bike rode to, but we understand the limitations of your budget. Our family, even the 20 year olds, visit our local branch at least once a week! We appreciate you all - keep up the great work!</p>
1851	<p>I prefer to go to the library in the morning and they only open at 1pm on Tue/Thursdays and closed on Sunday. I'd prefer they were open full days 7 days a week.</p>	<p>Have it's locations open all day every day</p>	
1852	<p>Close to home and pleasant staff</p>	<p>Nothing really. I'm satisfied with my Carp Branch.</p>	<p>No thanks</p>
1853	<p>The hours are not consistent at all, and they are rarely open early in the day. This is such an essential public service, they should be open 7 days for consistent hours 9am - 8pm etc. I am constantly going there and the branch is not open until 1pm - to me that is way too late.</p>	<p>Have consistent hours and be open longer.</p>	
1854	<p>I like to go in the morning. Closed Tuesday Thursday Friday mornings and of course Sunday.</p>	<p>Wider choice of daily newspapers at Centennial. Example. Wall Street Journal. Epoch Times.</p>	<p>The online access to search, reserve, and recommend books works very well. Improvements would be more access to Centennial in the mornings and a wider range of daily newspapers to read. I would be in favor of the branch being closed for a full day so that it could be open more mornings during the week</p>

1855	Je préférerais pouvoir aller le matin. 13h est tard pour moi et c'est l'ouverture de la majorité des jours.	ouverture en matinée	J'apprécie vos services, merci!
1856	I really would like the library to be open on Sunday's. The weekend is the best time to visit with my kids to look for books, and it is such a shame only to have Saturday's which don't always work with our schedule, as the only weekend option to go.	At the sunnyside branch, it is always closed on Sundays, all 12 months of the year.	We are looking forward to having a new and improved main branch library!
1857	Reduced hours in spring, can't return books when I need to.		
1858 To use printers	Longer hours would be ideal, but for the given number of open hours there's a good variety of times, including lunch hour, later evening, and Saturday.	Holding certification sessions for the 3D printer Extend the hours of operation on Saturday to at least 6pm and open on Sundays until later afternoon (at least).	
1859	The hours of operation for the branch are somewhat sufficient but I think could be improved.	Buy more titles of the most popular authors to reduce wait times for the holds!!	
1860	I can work with their opening hours to collect my holds!!		just buy more popular writers' books!!
1861			

		Allow holds to sit on the shelf 10 days rather than 7 days. Since Covid, people get sick easily or don't feel comfortable going out during Covid waves. Very unfair to lose a hold that you've been waiting for for months, just to lose it due to illness, etc.
1862	Wish that the library would open every day at 10am. Hate going in the afternoon or evenings.	
1865	Should be open on Sundays in the summer	
1866	I like that there is nights where the library is open late, and days where the library opens early. I just wish the friday hours of operation was longer into the evening.	longer friday hours
1867	I only use OPL online services. Ebooks	I only use online services and therefore do not encounter any restrictions with regard to operating hours.
1868	Generally good hours. I would like morning hours every day it is open. This branch only has morning hours three days a week and it is closed on Sundays.	
1870		

I take grandchildren to the OPL. Children's library programs are incredibly important to encourage love of reading. Being newly retired, I would love to see more senior programs available.

1871	I generally download ebooks from the library so I only go to pick up books on hold that I was not able to get in e-format which is not that often			
1872	I wish it were open more hours.	To open the sunnyside branch on		
1873		Sundays		
1875	Very efficient. Excellent hours because it has a combination of early and later opening hours, depending on the day. You cut the hours of operation. Makes it necessary to plan around your restricted hours.			I have difficulty walking (ataxia and poor balance) so I try to park as close to the door of the library as possible. Sometimes, it's a trek, especially on uneven ground or on ice.
1876	Library is often closed when it is convenient for me to go	Be open on Sundays.		
1877		Open during all mornings		
1878	The hours changed in the summer and I wasn't aware.	Make the website easier to use and easier to find and book the many services available.		Libraries are important! Thank you for all the work and services provided.
1879	The hours are convenient	Keep expanding the online catalog		
1881	The library hours are very limited, often much later in the morning than works for me to come by.	Open in the mornings on weekdays	Going to the library would be a prime activity when school is closed on public holidays.	
1882	As I am retired my time is flexible so I can fit into the hours. I use the drop box for returns if the Branch is closed.			Keep the Libraries open . For many they are the only source of information and of books for pleasurer reading. The Library is the best "deal in town" .

1883 I can appreciate you likely get more visitors using services later in the afternoon into the evening, however in my case, being open earlier would be more convenient. The ability to drop off books after hours.

1885 The library is closed on Sundays. I never understood this. People who work weekdays and only have weekends to pick up books. Kids off school during the summer with nothing to do. Sounds counterintuitive to have a public library closed half the weekends. Ideally, it should be open 7 days a week. A lot of people (teens, especially, I think) depend on the library for access to computers during the summer months and have a job during the week, which leaves them with only the weekends to consult a computer. But the library is closed on Sundays.

1886 Only open on Sundays part of the year, and open past 6 pm part of the week. Friday evening would be very helpful! Open Sundays Family Day, civic holiday, Remembrance Day, Truth and Reconciliation, Good Friday or Easter Monday

1887 We wish that our branch would open at 10am on Tuesdays and Thursdays as opposed to 1pm as is currently scheduled. More programming for older kids. We really enjoyed the Scratch Coding course for my 9 year old, and would love other courses aimed towards that age group.

1888

1889

1890

I do not like the 1 p.m. opening time on certain days. Open at consistent hours Monday to Friday.

I love my library for the francophone availability

1891	To return books	Would prefer it to be open every morning.	Improve the app to allow for suggestions of new books the library should buy	
1892		I can work around their hours since I'm retired. I have mistakenly arrived on a morning when they're not open, so that's frustrating.		
1893		It meets my needs perfectly	It's great the way it is. I'm retired... I can go anytime.	No
1894		The 1 pm start is a bit late for me. I would prefer the 10 am start instead or at least a consistent start time for every day.	Make sure that the DVDs will run correctly when you sign them out. It is disappointing when you wait a long time for a DVD and then it doesn't work.	
1895		It's open when I need it to be. I'm retired so I can go much more often than I could when I was working so having it open in the morning or in the early afternoon is very convenient for me.	I find sometimes that OPL has a few books in a series by an author and then they miss a few and then they have some more, that is, they don't always have the full series of a book. I'd like them to take more care in ordering when a book is one of a series.	I really like the changes that were made during the pandemic, e.g., automatic renewals of books, lots of emails reminding me when books are due, slightly different hours, and being able to do holds on line. They all made my relationship with OPL much smoother.
1896		I know the hours and I try to schedule my visits accordingly.	Victoria Day, Family Day, Civic Holiday, maybe Thanksgiving	Keep up the great work! We love the staff at the Nepean-Centrepointe branch!

1897

Being closed on Sundays has caused me to miss picking up my holds and gotten fined.

Be open on Sundays More volunteering programs and workshops.

1898

Parce que je suis à la retraite j'aime faire mes commissions le matin et j'oublie des fois de vérifier si la bibliothèque est ouverte ou non le matin en question.

1899

Not open every morning

Open all mornings Monday to Saturday

Love the public library, and love browsing books and holding a physical book to read. I do notice that you cull your books more often than some other municipal libraries, as a result the shelves look quite empty to me. Also, the Calgary public library labels "biography" with a yellow label on top of the number on the spine, that's been very helpful to me over the years. maybe consider doing some additional cataloging for easier browsing. Also huge fan of libby/overdrive! Keep up the great work!

No

Please extend the hours/days and train your staff to be proactive, helpful, and professional. Also, please limit the time/space/activities that make the library more like a kindergarten or daycare center. It is lovely to have kids at the library but not having them running around screaming while their parents are sitting in the children section chatting or checking their phones. The interlibrary loan should also be extended and purchase of older items that are highly in demand as well. The used book section is AMAZING! Please add French conversation sessions and language learning in general.

1901	The Tuesday, Thursday hours (1-8:30) are limited. I want to go there in the morning. The Sunday closure is terrible. The hours should extend on all days and include Sundays. Regardless whether I'm borrowing a book or an ebook, the current library hours are convenient for access.	Increase hours and days
1903	It's a little hard to get to the library	
1904	when it closes at 6pm	
1905	remembering what the library hours are	Ensure posting hours of operation for the public to access Library

1906	I typically drop in in the morning but the Greely branch does not have morning hours on Thursday or Friday. Not a huge issue for me. I drop in when the branch is open.		
1907	I show up many times when the library branch is closed.	Have less congested parking at sunnyside	
1908	Les heures d'ouverture me conviennent très bien.		
1909		Does not need to be open late every weekday but would be nice if one day a week it was open. Please bring back the tablets at Rosemount	
1910	Outstanding help, selection and service		
1911	I am retired so it's easy for me to find a time to go that coincides with the current hours of operation.		
1912	I usually just run in to pick up my holds and I don't usually spend much time there. But if I have a hold and errands to run I coordinate it so I can do it all at once.	The way I use the library for checking books/video on line and then putting them on hold, I have no problem with the library. I am not a person who enjoys looking through lots of books to find what I think I may like to read. I know what I want when I get there so I am in and out in not time at all.	I am very pleased with the library I use but I would like to see it open earlier on the days it doesn't. Don't see a need for it to be open on Sunday at all.

1913	<p>It is not difficult to find a convenient time to go to the library.</p> <p>The hours are good but unfortunately seem to change often.</p> <p>Meets all my needs</p>	<p>Rotate the book collection. I am interested in history and find that after years of going to the Greely branch, I have read most of the history books that interest me. I think the books from the Greely branch could be rotated with those from perhaps the Manotick so that there would be something new in each branch. Also, the purchase of new books should not be restricted to those recently published. I have seen references to books that are not in the system and not recent enough to be purchased.</p>	<p>I do not think that it is necessary to have the library open on Sunday and holidays.</p>
1914			
1916			
1917	<p>Opens late and closes early on Fridays. Better weekend hours.</p> <p>Evenings hours during the week are scattered between 6 or 8 pm.</p> <p>Reduced hours on Tuesdays and Thursdays</p>	<p>Removing the fees for when holds are not picked up, or providing more time to pick up the holds as the branch hours do not align with my schedule, or provide the option to allow me to move the pickup by date on the mobile app.</p>	
1918		<p>Better inform of hour changes</p>	

1919

I find the branch closes too soon after my work hours (9-5) which make it really hard to get to the branch. I would also appreciate if the branch could be open on a Sunday

1920

Sometimes having the library only opening at 1pm is not convenient for me.

1921

I dislike the pattern of different hours on different weekdays (I'm OK with Saturday/Sunday hours and changes), though I understand the need for the range of hours. If I could get holds when the library is closed, it would be better - lockers in an area with controlled access? using the library card and PIN?

Provide an actual Centretown location after Main moves to the bottom of the escarpment.

I don't use e-books - so far, the books I am interested in are still being purchased.

1922

It would be nice if the branch was open on Sundays. I do appreciate that some days it is open after work hours.

Be open Sundays

1923	hours are too limited	I did not complete the prior questions because the questions are asked in a way that biases the answers. There is no option for 'all of these times are equally important to me" My schedule is ever changing therefore being open from 8 am to 9 pm would be the best option, on all days. The hold pick up period is too long resulting in excessive wait times for books. Make the pick up time 48 hours instead of 7 days.	Maybe have some guest speakers (authors, geneologists , etc), an adult book club, maybe special interests (calligraphy, bridge, puzzles etc).
1924	The reduced hours are satisfactory, but I would rather the library go back to regular hours again soon.	Go back to normal operating hours.	The library is an essential service to the community and should be open as long and as often as it can be.
1925	I would like the library to be open every day at the same hours - 9 or 10 am to 8 or 9 pm - (exception for Saturday /Sunday). As I am retired, I prefer to stop in in the morning. I wish it was open earlier in the day during the week - right now it's	Have more copies of popular authors available both regular or express copies. It seems a long time when you are number 1000 for a popular author - often I end up buying my own copy when the holds are that long.	
1926	only open before noon a few days a week.	Open earlier, and have no days where the library is closed.	

1928	The hours are different than those posted officially on the doors (updates to hours seem to be posted on a piece of paper) so it can be difficult to know when it will be open.	Have one evening per week where the library is open until 9pm.	
1929	I often go to the library during the day		
1930	At times, the hours are inconsistent and I would prefer to have the same hours daily	Open on sundays	None
1932	I would like it to be open earlier than 1.		
1933			
1934	Library should be open on Sundays. Not all families have luxury of travelling, or cottages.	Maintenance of books. A lot of new books are poorly printed, binding is awful. Publishers doing subpar job in printing. Only should hold publishers accountable.	

1935

I find the varying daily hours sometimes hard to keep track of. I also use the library mostly during lunch (12-1) and after my work hours (after 5) during week days, so it's inconvenient on days where the library is not open during those times.

I would appreciate extending opening hours, even if that means that no librarian is available during "extended hours." I also would appreciate more support for new library users (it took me a long time to figure out holds) and I wish that it was easier to tell when a book "on route" from another branch location would be ready for pick up. I find that the time varies quite a bit.

Holidays not during the summer months as I often travel on those long weekends.

I love your services and only wish that there were shorter wait times on some new novels. I've also had trouble finishing a book within 3 weeks and am often disappointed when I can't renew even if there's only one hold on the book but a number of copies available or in the library's possession (so it's likely that another copy would be made available soon). However, my top thing that I would change is that I wish more adult fiction novels were available on the shelves at the Rosemount location. I basically exclusively rely on holds managed on the app rather than browsing the shelves - which I definitely prefer! - because of the limited number of titles (in my opinion).

1936

Twice a week the library opens only in the afternoon, and I have arrived noonish to find it closed. Sometimes I check in the evening on line for opening hours but it only mentions the current day, not the next. I would prefer consistent opening hours.

Greater availability of books on line.

No

1937	L'ouverture tardive les mardi, jeudi et vendredi.	L'ouverture à 10h00 tous les jours à la succursale Rosemount.		Je suis un usagé assidu et très satisfait des services et courtoisie du personnel.
1938				
1939	I can easily adapt to schedules once they are known.			
1941	Limited hours and limited books—selection			
1942				
1943	The branch should be open more evenings & all day Friday instead of the limited hours it's open now.	Have consistent open hours most days instead of varying daily hours.		
1944	I think the library should be open past 600 pm every week night . I also think it should open before 100 pm for those who use the library for the internet , study etc Sometimes I get to the library and realize it's Thursday and they only open at 1:00. I'm sure there's a reason for that.	Excellent services so little to offer to better need . Maybe post covid it would be good to have more in person programming		Thanks for all the great work . Excellent team at rose mount branch
1945				Keep up the good work????
1946	Not having the library available on Sundays is highly inconvenient. Most families work and with this branch being in the far West End, getting home even for a 6:00pm close is just not happening during the week. This basically leaves Tuesday, Thursday and Sst prior to 5:00 to pick up books.	Open all weekend and later in the weekday evenings	Holidays the children have off school would be great (ex: Family Day)	Staff are often very helpful and professional. More study spaces for teens working together would be great.

1947	Some weekday mornings the library is closed. I especially don't like it closed on Friday mornings. I wish it was open later. I find after work I have a hard time getting there. I have not been since the pandemic started.	I'd like to see the return of more computer-related educational programs for adults (e.g. purchasing laptops, windows 10 or 11 tips, etc...)	All holidays except Christmas
1949		Open more and later	
1950	I find the 1:00 opening time late.	Make it easier to donate new, current books.	Love the library and it's helpful, friendly staff!
1951	Opens late on Friday (pm), variable closing times in week (hard to remember), can't pick up or return books on Sundays. Being able to return books on Sundays would be very useful. I would have to drive out of my way to find a branch that accepts Sunday returns. I wish they were open on Sundays in the summer, and on more evenings all year long.	Allow for book drop offs even when branch is closed	
1952 To return borrowed materials		Open more hours.	Love the library - it is an excellent resource.
1953			
1954	Mix of days/nights, weekend options	Improve the website. It is not user friendly.	
1955	Because of the fact that I can order books that are available from any Ottawa Branch and pick them up at my nearest branch is a special service I appreciate very much.	I am retired, their current hours of operation are fine with me since I can go any time and day.	No further suggestions or comments. Current library hours are fine with me.

1956	<p>I started using the library during COVID and rediscovered my obsession with reading - but thus far I've done it all via e-books. So I haven't gone to branches. I lived my whole young life in libraries, but in a different city :) My point is: the hours don't matter to me (yet) so I can't opine!</p>	<p>I'm just hoping for expansion of e-books :) I look for "less popular" books and can't find them. But I'm very happy overall.</p>	<p>I love libraries</p>
1957	<p>I would be completely satisfied if the branch were open Tuesday and Thursday mornings</p>	<p>Additional hours as noted</p>	
1958 1959 1960	<p>I do not like that on certain weekdays the library is closed in the morning, especially Friday. I would prefer that Carlingwood Library have CONSISTENT opening hours for each weekday. To many times to recall I have gone to the library to do a pickup and suddenly realize that it is still Friday morning!!!! The inconsistent Friday opening time is not always to of mind when I have free time and I am busy doing errands. Perhaps Saturday needs to be different.</p>	<p>Offer more interlibrary loans from beyond the Ottawa Public Libraries. In Saskatchewan I could request a book and my local public library could track it down anywhere in the province. I recognize that the population of Saskatchewan is little more than the population of Ottawa but the distances between libraries was huge but the interlibrary loan system worked very well.</p>	<p>I wish that the library had a wider selection of DVDs to borrow. Older edition DVD movies would be great. Not everyone wants to watch what is CURRENTLY on Netflix which is usually very recent.</p>
	<p>Would like Sunday hours</p>	<p>Open Sunday</p>	<p>No</p>

1963	I like the hours just wish it was open more often	
1964		the ones during the school year
1966	there are mornings when the branch is not open, which is inconvenient.	be open before noon during the weekdays
1967	pour photocopier et "scan" des documents"	
1968	J'aimerais mieux les ouvertures a 10:00 plus souvent.	
1969	Hours work well for me Excellent staff members who are very helpful.	Nothing. Very satisfied Have longer hours on Sundays.
1970	I understand that varying the hours helps to ensure access to a wider group of people; however, more than once, I have gone to the library only to discover that it wasn't open at the time I went. I would prefer consistency rather than one day the library opens at 10 and another it opens at 1. I am not sure of the hours of the Main Branch. It always used to be the same, but some days it is closed in the morning and open later at night. I will have to learn to check on-line ... or they could supply book marks with the hours on them.	
1971		

1972 to print documents	The hours work, more or less. I'd prefer consistent hours. I've often been one of many arriving on a 'closed' morning.	Make a few changes to the steps for accessing audiobooks, especially the selection of filters. It would be great if one could select all filters at the same time.	Small items for kids to bring home such as book marks, stickers
1973	Fairly easy to access the books and do checkouts. Staff is very supportive. Location is child friendly and has clean bathroom.	Even-though I am interested, I'd like to give the opportunity to library staff to be with their family members during summer sundays.	Small items for kids to bring home such as book marks, stickers
1974	There have been lots of rainy Sundays where I have wished the library was open. There have also been summer days where I've shown up in the morning only to realize it doesn't open until 1:00. I DO like that there are evenings where it's open until 8:00.	More in-person programming for school-aged children. (After school, evenings, weekends). Maybe book clubs for gr 3-5?	Small items for kids to bring home such as book marks, stickers
1975 1976	The library is open most days after work, although closing at 6pm means sometimes I need to rush to make sure I get there on time. The weekend hours are decent. I used to use the Metcalfe branch but even after covid they were open only on Saturdays and I never managed to make it.	Be open until 7 on weekday evenings.	Small items for kids to bring home such as book marks, stickers

1977	Because the branch is less open than I would like	Have a bigger selection of books and DVDs at Manotick library	I like and value the OPL services and have used the interlibrary loan service on a number of occasions
1978			
1979	It would be better if the library was open until at least 8 pm every weeknight	Longer hours	
1980	The Blackburn Hamlet library should be open all weekend, including Sundays!! Even if it's open from 12-5pm, the kids need a place to go during the school year on weekends that is within walking distance. The library is a place for kids to study on weekends and for families to get their weekly books. It is imperative that this branch is open on both Saturday and Sunday. Thank you!	The Blackburn Hamlet library needs to be open on Sundays during the school year. If it was closed during the summer but open during the school year that would be a wonder Compromise	Please open the Blackburn Hamlet library on Sundays
1981	I find the hours shorter now. I preferred the hours of operation before the pandemic. It was better for my work schedule.	Keep library open 7 days a week.	The OPL is an excellent facility that I have always enjoyed. The staff are kind, courteous and helpful. Keep up the great work!
1982	friendly staff	be open on public holidays	no
1983	works for me		
1984	the hours of operation are very flexible through the week and they meet my needs	open on sundays	service over the years using the library has been excellent

1985	I visit the library between jobs		To keep the current amount of tables and chairs. I always want to be able to find a seat. I also would love for the library to keep the used book sale area. I love purchasing them.		I love being able to use the library. I love being able to sit and read at the library. This is very important to me. I use the space at least once or twice a week in the afternoons. 1-3. I love The Sunnyside location as it's near my work.
1986		I can always got my schedule to the hours	Everything is fine well		No
1987		I realize it is tough staffing the branch with longer hours; however, only opening the branch at 1 pm on certain days and then closing on Sundays makes it tough to plan for my visits.	Go back to being able to drop off library books when the library is closed. Also, open the library every day earlier, as travelling downtown in the afternoon is not fun.		I have no preference as to which day works best to visit the library. They all work, as long as the library is open early. Also hope we can go back to dropping off due books outside of regular hours.
1988		I wish the library were open every morning. I have gone a few mornings without checking the hours and found it closed.	Be open every morning.		I love the OPL, especially the hold system.
1990					
1991					
1992		The library is open for many hours each day, making it very easy to stop in.	I am very satisfied with the services I receive from OPL at this time.		
1993		Would prefer opening hours to start at 10AM every day a branch is open	No opinion at this point		
1994		The library is not always open when I need it.	Open earlier on Fridays		No

1996	I want to see the library open every morning - and afternoon. I have showed up too often when it is closed - and always see at least a couple of other patrons making the same mistake.	Open all mornings and afternoons, except Sunday and Thursday and/or Friday evening for people who work		Stittsville library staff are excellent. Thank you for this fabulous service. Note that waits for audiobooks on Libby are long, 2-4 months is common.
1997	Pas assez ouvert			
1998	The hours of operation serve my needs.	Book delivery and pickup service to home.		
1999				My branch is not open on Sunday
		Keep the Metcalfe / Laurier branch open as a local branch when the Main Branch opens on the new site. This location is very valuable to workers (even if numbers are reduced), students, and especially retirees. Centretown is a high density area and not called 'Downtown.' I currently walk to the Main Branch and we seniors need to access a local branch, even if it is smaller, so that we don't have to take a bus to get to the new Main Branch. Also, the new site doesn't have an LRT stop. The current Main Branch does, Parliament. Thank you.		
2000	The staff are helpful, polite, patient and cheerful. What more is there to add?		Staff deserve a break too.	No. I can only mention again my strong support for the current Main Branch to remain after the new Main Branch is opened.
2001				

2002

The hours are not very consistent and hard to pick up some workdays I find that opening at 1:00 PM on a weekend is a bit inconvenient.

Family day

To donate used books (and to drop off used batteries!)

Earlier would be better, even if it could open by 11:00 would be better.

Opening before 1:00 pm on weekends. That's it!

2005
2007

They are open daily , every afternoon which is when I usually go.

nothing

We're very lucky to have such a great library system. I have no problem getting the books I want to read in a reasonable time.

2008

The OPL is doing a great job and the employees should be commended for it. I find that the interlibrary loan is a bit slow but I am not sure if something can be done about it. I also find that when I put a hold on a book on-line and I am the FIRST, it still takes three working days to get it. So it is a bit slow but I can live with it. Thank you!

I typically only visit the library to pick up holds after regular work hours on weekdays and midday on weekends so the current hours are suitable for my needs

I use the hold system and like it very much but it would be nice to be able to set up a notification not only for when the hold is ready but also when it is "in transit" and even an alert for when I get into the to 10 or 5 in line so I know when to expect the holds to arrive. Sometimes I will put several books on hold at once and occasionally 2 or 3 books will be ready at the same time and I won't have time to read them all before they have to be returned. I would rather just pause the hold if I think I won't be able to get through it in time rather than having to return the book without having read it or having to cancel the hold and go to the back of the line.

2010	<p>Its a great facility. Park and bike paths nearby allows for a multi-purpose outing taking in many activities and we incorporate the OPL at Greenborough as a stop along the way.</p> <p>Like to stop at library while out doing errands in the morning.</p>	<p>Additional agreements with other public libraries for e-books or possibly other electronic formats. I have used the OPL access to the Burlington, Hamilton, Mississauga libraries to check out e-books when not available at OPL. This is effective and very much appreciated when long waits or unavailability is involved. It can hopefully also provide costs savings for all libraries involved.</p>	<p>Great public service. Looking forward to the new Main Library once built. Facilities are always clean and all employees are respectful and willing to help out. Well done! Thanks to all involved at OPL!</p>
2013	<p>Branch closure 3 mornings a week is inconvenient</p>	<p>Open mornings</p>	<p>For my purposes, there is no need to change the hours of operation if there would be any increase in the cost of running the library system. It may be of some benefit to open the library earlier than at present, e.g., at 7:00 am, while keeping shifts the same length, i.e., no increase in the number of hours or the cost of operation.</p>
2015	<p>Being retired, I can easily adjust my visits to the hours of operation.</p>	<p>keep promoting use of masks and social distancing among staff and visitors.</p>	

2016	I would prefer that the library be open every morning. Also, when the library is not open like on a Sunday or a statutory holiday, often the external return books box gets filled up and there is no room to put in any more books.	Be open by 10am (or 11am at the latest) every morning. Right now I am satisfied with the OPL as it is. Would like the cafeteria opened more often during the week.		A larger external return items container since it fills up quickly especially on long weekends in the summer when the library is closed on Sunday and the statutory holiday. The library staff does a great job.
2017	Have learnt their hours so I know when to go			No
2018	Because I work a 9-5 job, and have a commute, I am left with little time to visit the library during the week. I wish it was open on Sundays. The schedule also seems kind of erratic - some days it opens at 10:00 and other days at 1:00 and I can never remember when it opens on which days.	As much as I'd love it to be open Sundays, and as convenient as it would be to me, I do see the benefit in giving employees a day off during the summer. It's important they get to enjoy their summer too.		Love the used book sale section! I've found some great books there!
2019			Be open on Sundays.	Civic holidays
2022				
2023	Open most of the time I wish to visit		Consistently open before 12	
2026	As the Library is open a great variety of different times, I find it very easy to use the library when it is convenient for me.		OPL meets my needs well.	

2027	The hours are a bit irregular, so I have a habit of arriving to find the branch closed. I wish there was one more later evening	More consistent hours (I.e always opens at 10am Mon-Thurs) I wish the library was open Tuesday, Thursday and Friday mornings.	Labour Day, Thanksgiving maybe, Family Day, May long weekend
2028			
2029			
2031			
2032		Being notified when holds are sent in case we want to delay the hold (similar to what is currently possible with ebook holds) I know resources and time are always an issue but perhaps news blasts on new and exciting reads/book lists might be of interest	
2033	If they were open a little earlier Friday and an hour later Saturday it would be helpful (for me)		I like my local library and the staff are helpful
2034	It's not always open when I want to go to the library. i usually order books online and am notified when they come in. Very efficient	Being open on the days I am able to get to the library. they meet my needs now but I would like to see more craft classes at the library Work the hours I specified.	A choice of more books available on e-readers
2035			I would like to see more craft classes
2036			
2037	Meets my needs		
2038	People are always nice and they help you find books		

2039	I would prefer if the library had a standard schedule with longer days (ex. 10am to 8pm), although I understand there are many reasons why the current hours of operation are set the way they are.	Thank you for doing all the amazing work that you do for the community!
2040	I like hours to be consistent, and that is the one thing that seems to be unattainable in Ottawa. I go to the library less than I used to as I find it hard to remember schedules that are inconsistent.	Stop your campaign of dividing people up into groups and serving them differently depending on whether you approve of their demographic characteristics or not. You can't lift people up by holding others down, and you don't have enough skill and judgement to categorize the worthy from the unworthy anyway.
2041	Generally easy to find my holds and if I have any questions, the staff are very helpful.	No
2042	I know staffing and resources are tight but I would like to see the library extend its hours of operation and open on Sunday.	Keep up the good work!
2043	Hours meet most of my requirements	No
2044	It would be nice if the branch was open on Fridays	
2046		
2047 Pick up neighbourhood newspaper	Sometimes the library is only open half of a day	

2048			stay closed on sundays or open 1/2 days	
2049	To nurture my kids love of reading and connect their hearts to library.	Since summer shorter hours with closing at 6 I can't get there in time to return books get my holds etc causing fees		Not Christmas, for sure on family day
2050		majority of hours open at this branch are in the afternoon. I work better in the morning.	lift books from the floor placement. As a senior it is most difficult not only to read titles, but to crouch down to select/retrieve	not at present
2051		Sometimes I want to go in the evening but it's only open for some, same with earlier in the day		love the library!
2055		It is not open enough in the mornings.	Be open more in the mornings.	When people bring in books that they are disposing of, it is not clear that any of these are claimed by the OPL, or if they are all just sold or otherwise disposed of. However, there are likely some excellent books that the OPL could add to its collection .

2056

I would prefer the Library to be open 9am-9pm Mon-Fri, and 9am-6pm for both Saturday & Sunday (including during the Summer time periods).

Host a Book Club for Adults to join (using books to be borrowed from OPL).

Family Day, Victoria Day, Canada Day, August Civic Holiday, Labour Day, Thanksgiving, Boxing Day

I wish my Kindle eReader (Paperwhite) had the ability to access eBooks from OPL. As well, when it comes to borrowing eBooks & Audiobooks, I wish it were less confusing as to "how" to borrow them (wish there was only 1 platform to borrow, i.e. should I be using OverDrive, Libby, cloud Library, or OPL Mobile app, for example).

2057

Hours of operation are adequate, but would like to see the branch open mornings all weekdays.

As a very frequent heavy user and requesting holds for most of my books, I would appreciate if the holding period was longer than 1 week. This is because when requesting books from other branches at the same time, the transit times very considerably and when I order a lot of books together, the first one to become available may be already due for pickup before the last one becomes available.

I think that the online catalogue and its filters is excellent; the only thing that I think would be useful if a filter could be added which indicates the length of each book. For example;

2058 I've spoken frequently with the staff at my local branch. They all say they're understaffed and overworked. The hours of operation offer more than enough time to make use of the branch and any change feels like it would be needlessly cruel to the already struggling staff

Not be open on Sunday. Staff are human beings who also deserve time off. If the board wants the branch open then, they can work

2061 It is usually closed at the times I am available. And recently it even eliminated some lunch hour times.

have consistent hours during the week, and be open at lunch time

2062 ImagineSpace

2063 The library is not open enough

Be open more

2064

2065 It's closed when people are off work, i.e. Sundays

more online resources i.e. books

2066 IT is easy for me to time the pick up around library hours.

There is nothing at this time

2067

2069

2070 It's only open for a few hours on Saturdays. That makes it difficult to pick up holds etc.

I don't think staff should be punished because the board and management care more about the patrons than their employees. The library is open at least 6 days a week and nearly every day of the year except a few. Patron demands shouldn't override staff safety and wellbeing. Perhaps it's the years of working bad jobs but to see how demoralized and burnt out the library's staff is should be embarrassing to management. To force hour extensions on a workforce that is already stretched too thin likely won't end well.

thank you much

2071	Location is great and friendly staff The Ruth Dickinson branch is always clean the staff is always ready to help and it has a good selection of books, movies, tv shows and games				
2072	Je me suis adaptée aux nouvelles heures d'ouverture				
2073	Seems to only be open until eight two days a week, and not close to the weekend, either.	aucune mesure			Pas nécessairement
2075	Escape the heat Different opening times on Tuesdays and Thursdays are inconvenient	It probably already does, but have the air conditioner working and running.			No, not really, sorry...
2077 2079					
2081	Proof of vaccination lamination Library is sometimes not open when I arrive	Being open week days	Infrequently		I'm grateful for the library being in the community and applaud their on line loans
2082 2083	I can adapt to existing hours but always being open at lunch time (currently closed on Thursdays till 1pm) and past 5pm would make it more practical to fit within work schedule (lunchtime and after work).	Re-open the "drive thru" drop off. It was closed during Covid but never re-opened.			
2084	I would prefer the same hours of opening and closing instead of staggering them as I tend to forget them.	Availability to purchase older books			

2085	My branch is closed Wed. Friday, and Sunday. More open days would be nice.	I would like to see more copies of new release movies on DVD.	No
2086 Read magazines	Because of inconsistent hours of opening. Retired people are not always clear on what day it is, and it is most annoying to get to the library on a Tuesday or Thursday and find it closed until 1pm.	Allow parking closer to the entrance. Change the fire route.	
2087	very helpful and courteous	clearer on line holds line	great services
2088	Consistent hours every day would be great		

Inconsistent hours on different dates, would be better to have same hours every day (i.e., open at 10am every day) and maybe 1 day/wk extended evening hours.

Allow suggestions for purchase beyond 2 years old - some really good stuff is only made available for purchase after 2 years (such as independent films, documentaries, etc.). The blockbuster stuff people actually can access at theatres/streaming services but the indie/docs don't have local distribution/access.

public holidays btwn May-Nov

suggestion for purchase allow the person(s) suggesting it to be (near) first in queue to loan it. Unfair that they find smth good and take the time to write it up and research info needed to make the suggestion, then it gets bought and there is no notification to them (just have to keep going back to check), then others happen to see it and the suggester is behind a long queue of other loaners. "Suggester" should have "right of first refusal". - Allow suggestions for products that are more than 2 years old. Many indie/documentaries aren't available for purchase in Canada til 2 years post-release. Librarians are going to evaluate the suggestion based on merit anyway so the 2 year rule should be lifted - just because it's 2 years old does not equal irrelevant. Many of the indie/docs have such limited releases that we can't see it in Ottawa when it originally releases.

2091 2094	The staff are always friendly, helpful and polite. I have been a patron since our son was a child. We attended story time and I attended various workshops. As a teacher at Bayshore ESL school for adults I made sure we did a field trip to the library-Centennial and Carlingwood,	More classes for seniors. In person and virtual.	I live in Bells Corners. We are very happy to live so close to an OPL branch and feel it is a very important service to our community. We have 3 schools and five senior residences who rely on the services you provide. Please keep this branch open!!!!
2095	Not difficult to follow their times The branch is open enough to enable me to access it when I have a reason to do so.	Keep holds linger Access to online subscriptions of films.	No
2097	The libraries MUST BE open on Sundays. Sundays are the day when families are looking for activities with their children, it is the day that most workers have free to pick up and drop off books. It is a quiet day, and what better place to spend it than at the local library! This weekend I realised that even Main is closed on Sundays: WHY???? The library open hours should be consistent, I never remember whether they open at 1 on a Thursday or a Friday or both. I would prefer the library to be open every afternoon + weekends.	Having consistent and reliable hours of operation are at the core of OPL's ability to effectively provide services. Please open local libraries on Sundays.	Please open local branches on Sundays.

2098 2101	I would like full day service Mon-Sat. 9 or 10 am to 7 or 8 pm	Be open each morning, Mon-Sat.	When the Carlingwood branch is closed over a long weekend, the external book return bin is often overflowing. The library needs to provide additional, perhaps portable, bins at that time. It is extremely frustrating to have to return home with several library books, especially when walking a distance. increase selection
2102 2103	I would have clicked 'satisfied' but the branches close on Sundays too early in June. Students are still in school at that time. I understand closing the branches on Sundays once school is out for ALL school boards (ie. for July and August) but they shouldn't close on Sundays in June. The staff are very pleasant and helpful	Labour Day	The library is well managed with great staff
2106 2107	J'aimerais mieux avoir toujours les mêmes heures d'ouverture. C'est parfois difficile de se rappeler des heures et la bibliothèque est fermée quand je m'y rends. I am able to pick up my holds during their operating hours	Ouverture chaque matin à la même heure. Nothing. I love OPL and use it regularly.	Non merci

2108	It would be great if the library was open ALL weekday mornings, not on an alternating schedule.		
2109			
2110	I wish that there were more weekend hours available.	Open more evenings during the week More copies of media (DVD, CD, etc.), would be nice, hold waits can be long sometimes. Maybe sell some off when demand slows down?	
2111	Would prefer more evening hours for access after work.		We love the Ottawa libraries!
2112			
2113			Non
2114	Some mornings the branch isn't open		
2115	We like to pick up our books in the morning, and the branch has reduced the number of days it is open in the morning from 5 to 3.		
2116	closing on friday morning is ridiculous		
2117	While I have been off on parental leave, I was able to go during the day (to pick up books as well as attend programming). When I have been working, I was able to go in evenings.		Labour Day, May long weekend
2118	I would like to see Ruth Dickenson open Tuesday and Thursday mornings.		

2120 2121	Hours are inconsistent day to day. However I understand that it is probably not cost-effective to have the library open as much as in previous years.		
2122 2124	My family loves the library but often on weekends, Saturday is full of planned events, sports or activities. My kids always want to visit the library for a more relaxed Sunday but Rosemount is closed. It would be a really nice benefit to have the public, family oriented library, open all weekend. They are not open when I'm not working	Keep the libraries open on Sunday. Longer hours and open on weekends	
2125	It would be nice if the branch had the same hours on Monday to Friday. It is a little annoying to have to look up the hours.	See previous comment - be open Monday to Friday at the same times	No
2126	The hours are published, so I know when to go	Overall, very satisfied. Only exception is I have an e-reader (Kobo-Kindle) that no longer seems to work with library books -- annoying.	Our public library is extremely valuable to me.

2127
2131
2132

When I first started going it was on a Sunday, but somewhere along the way the Library is closed on Sunday. The weekend is the only time I have available to hit the library. If Sunday is unavailable, would at least like a book drop-off box for returns outside of the library so they can be dropped off even if closed?

Book drop-off area outside of library hours...or open on Sunday during summer.

2133
2134

The fact that it is only open late (until 8) on Tuesdays and Thursdays, as opposed to being open till 8 or 9 four days a week as it was before the pandemic, is not very practical as I am generally only able to visit in the evenings and it's a bit of a distance for me. It requires a great deal more scheduling and planning on my part, when there used to be four days in a row where if circumstances permitted, I could just casually decide to drop in. (It's fortunate that late fees have been done away with, given this.)

Open late more often, closing at 9, not 8

2135 Donate used books
2136

Can plan for pick-ups over the course of the week.

2137

i have free time on Sundays but there is no access. i rarely use evening hours. please provide open hours on Sunday during the day. please open on Sundays in the daytime and any day before noon if possible.

i very much appreciate being consulted here. i consider my library card one of my most valued possessions, and always have since i was a child.

2140

I enjoy a consistent schedule and routine. I did not realize that some days the libraries in Orleans open at 1pm. A regular weekday schedule from 10 to 8pm is best for me. Or perhaps 10 until 8pm on tues or thurs... I am just conditioned by my experience at the Westmount Library in Montreal that had a set schedule Mon to Fri....from what I recall. Things seem to have changed since the lockdowns and I moved from Montreal 2 years ago.

Good Friday

Website confusing and difficult to navigate; and all these weird names???? Who thinks them up. Need better 'how to' fa vilify. Or is thatFlipster?

2142

Hours frequently not convenient, Also a waste of space which could be used or rented. More audiobooks and better/more available selection of reading materials

2143

Not fussy on the 1 PM opening on Tuesdays and Thursdays. It's a bit late, as we try and make morning appointments on Tues and Thurs, so if i want to go to the library, i have to make a separate trip, and it's half an hour drive there. So we have tried to go on Wednesdays or maybe Mondays, but it is not as convenient. However, we make due.

2144

Hours of operation do not meet my needs

i think they should bring back fines for late returns, and make the fine the same amount as if you do not pickup an item on time. After all, if you don't pick up, you get charged a dollar/day, but when you had late fees, it was 40 cents a day. Not fare, if you cant manage to pick up on time, why should you be allowed to keep an item and extra 3 weeks, and not get charged. If you have an item on hold, and everyone ahead of you keeps that item longer than they are supposed to, you can be a very long time waiting for that item, with no consequence to the person not returning things on hold. There really is no excuse- if you have to pick up on time, you should have to return on time. Only common sense, and courtesy! And no more difference in fine. that isn't fair.

Decrease transit time.

no.

2145	i can work with the days/hours of operation	i can think of lots of things I would like, but I do not know if they are already offered. I would like to be able to request main branch (or other branch) reference material to be available at 'my' branch.	a lot of the questions concerned extending sunday hours. My local branch is closed sundays. I have rarely needed to go to an open branch over the decades. I now do much of my research online - how will opl support this. BUT i have not been dissappointed by their access. Working for access with other digital collections would be ideal.
2146	The hours are generally good. Nine o'clock closing Monday to Thursday would be better. Libraries should be open on Sunday in the summer for the benefit of working families. At times it seems that hours are set for the benefit of the librarians rather than the taxpayers who fund the OPL.	More knowledgeable non-fiction purchases. Some parts of the collection are very old and weak.	You should do surveys on topics like the use/usefulness and potential improvements of the OPL's online databases and video and periodical collections. The OPL is an important and valuable service in our city. Thank you.
2148		continue the kiosk and drop-off at Hunt Club Riverside	
2149	I feel that libraries should be open 7 days a week .	I feel that the Manotick library needs to increase their inventory - especially in paperback books. I read in bed mostly and some books are just to heavy to enjoy at that time. As I said initially, libraries should be open Monday to Sunday.	As far as I know, Manotick is not open at all on Sunday - just responding to your statement that OPL is open summer Sundays.

2150 Pick up printing 2151	Closed Sunday's in summer and closed mornings a couple of days during week It is a happy place	Status quo is good	BPO fermée le dimanche ou jr férié: les travailleurs ,bibliothécaires ont besoin de congé, de repos. Merci
2152 2153 2155	Tuesday and Thursday the library opens at 1pm. I normally go out in the morning and try to combine trips to cut down on gas use which is difficult to do on those late opening days.	Open every weekday at 10am	
2156	Les heures offertes rencontrent mes besoins. Merci		
2158	A leisurely Sunday browse of the books would be heavenly.	A lot of classic children's literature is missing from the catalogue. I find this deeply regrettable.	I love the library!
2159	I dislike the varied opening and closing hours depending on the day. Stick with same opening and closing hours even if it means the library is open fewer hours per day,	bring back the Globe and Mail newspaper as part of the online newspaper service	

2160 2161	I have to look up the hours it is open every time I go	Keep the hours consistent every day it is open	On days the library is open, keep the hours the same. If it must be closed, close Sunday and Monday as many services do, if they are open on Saturday. I had difficulty with the questions that required ranking
2162	I am retired so I can access when I wish	I am satisfied with things the way they are	I particularly like the ability to be communicated with electronically and the automatic renewals.
2163	I actually use Homebound! I receive 15 novels each month through this wonderful service.	With Homebound, I receive some books I have requested and the others are picked out for me knowing my likes and dislikes.	Nothing! My needs are met incredibly well by the Homebound department. It's an outstanding programme. Not at the moment.
2164 2165	Unhappy with the way the branch changes hours of service for weekdays: sometimes open in the mornings, sometimes not; same for evenings. I would like it to be open on Sundays	Be open 10 am to 9pm every week day.	No
2166	Tout est bien calme et satisfaisant.	Tout est en ordre et ils font leur mieux pour servir nos besoin	Merci ????

2167 2168	I would prefer that the library stay open on Sundays during the summer and be open at a consistent time every morning. I will be retiring soon and plan on including mornings at the library in my new schedule. The open hours suit me.	Move the children's section at the Greenboro library to the second storey and separate the books on the shelves by genres rather than bunching all the fiction in one section (i.e., mystery, fantasy, science fiction, etc.). I believe the Summerside branch does it in the manner.	Thank you for reaching out to obtain public input. No The annual fee that I pay as a non-resident amounts to the bargain of the year for the service OPL provides
2171	A good mix of daytime and evening hours	Ideally, the branch would open at 10am on each day that it's open.	I think it might be timesaving to have a feature wherein any books you have already checked out are somehow marked. There have been a number of times I've taken out books I've forgotten I've already read; I can't be the only one doing this. This feature might save quite a bit of "holds" and 'return' work on your end. Thank you for your service - I love the library.
2172 bathroom/water	I always seem to turn up the times they are shut half days :(Have their gardens properly maintained! I realize this is the City's job but they are neglected all season long and they warning signs are posted that toxic "Wild Parsnip" growing here. This is very irresponsible. So many children visit the library and this is a terrible example about how to maintain your property. Don't plant a garden if you have no intentions of maintaining it.	

2173	I have a relatively standard day job; I work during the week. Having limited hours on weekends is frustrating because that's when I can get to the library.	
2174	The library was not open the same hours it used to be, i.e. pre Covid. It was not open on a Wednesday evening when we went there to collect a book on hold. Consequently the book was returned to the shelves and I was charged for not picking it up.	
2175	It is usually open at the time that I want to visit.	
2176	The staff is friendly, there are nice book displays and FRENCH children's programs.	
2177	I'm up early and they don't open until noon or 1pm. I'd prefer morning hours.	Morning hours.
2178	To enjoy the exhibits that are put on. Art or otherwise.	
2180	Sometimes due to my work hours and school I am unable to get my hold or look through books long enough before closing time.	If weekdays would be open an hour or two longer it would compensate for Sunday closures
2181	It's often closed when I have the opportunity to go there. The hours change too much from day to day.	

2182

Pour les livres les us populaires,
acheter plus de copies.

Branches are opened 6 days per
week plus 4 hours on Sundays. Pre-
covid hours were 10am-9pm
Monday through Thursday, 10-6pm
on Fridays and 10-5 on Saturdays,
plus 1pm-5pm on Sundays (Sept-
June). I personally believe these
hours are sufficient in meeting
customer needs.

2183

It's mostly good but sometimes I
would like to visit later in the
afternoon on a weekend

2184

It would be easier to remember the
Monday to Thursday hours if they
were consistent.

2185

2186

2187	I have on a number of occasions gone to the library and it was closed. It does not open until 1 pm on some days. I understand this is because it stays open late on those days, however, it has been an issue for me personally. It is difficult to accommodate all different types of library users - those who work full-time, those who can go during work hours, those with young children, etc.			
2189	The hours work well for me.	n/a		n/a
2190	it's always easy to pick up my holds and check them out quickly. the parking is very convenient, not shared with other establishments.		i can plan to pick up my holds another day instead	
2191	Nous sommes habitués, à Constance Bay, aux heures d'ouvertures réduites. C'était pire pendant le confinement mais maintenant que c'est redevenu comme avant, c'est bien correct.			

2192	Personally, I prefer that the hours of operation be: 10:00 am to 8:00 pm Monday to Saturday inclusively; with Sunday 10:00 am - 2:00 pm opening hours.	Operating hours 10:00 am - 8:00 pm Monday - Saturday inclusively; Sunday 10:00 am - 2:00 pm
2193	They are always polite happy and helpful	Nil Happy now
2194	download audiobooks	
2196	Friendly staff and great resources	not a thing, I enjoy my library branch already
2197		Improve system for express items and museum passes
2198	I find that not having the morning option on Tuesdays and Thursdays is an inconvenience - although not major. I sometimes forget and end up there before 1:00 and, of course, it is closed.	OPL pretty much meets my needs now. I usually only use it to borrow books. I love the 'hold' feature as well as being able to have books from other branches delivered to my local branch. I am a senior and I remember the days having to travel in order to get a book at another branch.
2199	More opening hours would be a good thing	More museum passes
2202		

The structured initial question with regard to opening hours preference skewed the answers so as to not reflect my personal preference. I suggest that there would be no need for a follow-up question around hours of operation had that question been eliminated. It would have been more telling of the library user preference o have the option of noting our choices only for hours of operation.

no

Keep up the good work! I consider having a library within walking distance of my home to be one of the best features of living here. I always enjoy visiting and browsing in the library.

2203 To photocopy	<p>I've found the hours have changed a couple of times recently, & it's really disruptive. I've arrived to a closed library more than once in the last year. I really wish the library OPENED at the same time every day, so that I always know whether it's a Tues or a Fri that if I go at x time it will be open. Open every day at 10. Or every day at 11. Open late one or two evenings a week, closed Sundays. Or if the financial issues are very pressing, closed Sun & Mon, then open every day at 10 am. Open late one or two evenings per week.</p>	<p>Open at the same time every day, so it's predictable, and don't change the schedule in 6 months. I LOVE OPL, I use it regularly, but I'm a senior & I can't remember--is it open at 10 am on Wed, or 1 pm? Is Tues the day it's open at 10 am or 1 pm. Etc. Make opening time the same for every day of the week. Open every day at 10 am. Or open every day at 11 am. Or even every day at noon if budgetary issues are at the fore.</p>	<p>I love OPL! I'm a regular, haha. As I wrote earlier, wrt hours the most important issue is predictability--that I don't have to memorize a schedule, & the library opens at the same time every day. My preference would be open every day at 10 am, closed Sun; or open every day at 11 am, closed Sun. I don't really care about closing times. OPL staff are the greatest, just sayin'.</p>
2204	<p>The opening hours seem erratic to me! Unless I remember to go the site,before visiting the library,it is often closed! There is no signage to indicate hours of operation,so,u must park,walk round to entrance,only to find it closed. Not good when it is very hot or very cold outside.</p>	<p>More new best</p>	<p>Please buy more Travel editions! Many are outdated,there are not enough different countries represented. Ex, Fodor,Discovery,Lonely Planet,etc.</p>
2205	<p>The branch is only open two mornings a week which is a change from four or five.</p>	<p>Expand the hours to include more mornings.</p>	
2208		<p>Family day</p>	

2209	I mostly use OPL online to place holds on books. I don't spend much time in my local branch. I find that most branches do not have the books I want on site so I have to reserve online anyway. This is also goes for the Main branch that I used before switching to Elmvale.		
2210	Nèed to open by 10 all days	Morning and early afternoon hours	
2211	I am not happy with the library opening at 1 PM Tuesdays and Thursdays. I prefer to go in the mornings and I find that time inconvenient. Also, when Earl of March Middle School and High School are in session, it can get very congested there in the afternoons as students leave school or are picked up. The school is right beside the library.	Change their hours on Tuesdays and Thursdays. I miss the library when it is closed on Sundays during the summer, but I feel the staff deserves to enjoy some time off during the nice weather.	I find the staff at the Beaverbrook and Hazeldean branches of the OPL very friendly and very helpful. I enjoy going there!
2212	Excellent staff, clean environment, books in good shape, in right place on shelf, etc	I have a absolutely no issue or needs - love my branch!	I find it a super service and think it is very important to have a good library system
2213		allow more flexible criteria for requests	
2214	I can use the library in the morning only and I find there are not enough mornings presently	With the current opening hours I need more time to pickup my holds	

2217	Hours of operation are irregular through the week I wish the hours of operation were longer. Earlier openings and later closings. Many times I visit the library and it is closed.	Keep regular hours through the week	<p>Don't ask which language I prefer And then completely ignore it Library is a very important institution and Ottawa needs to invest in this important infrastructure.</p> <p>I greatly appreciate the comic books, movies, and video games that are readily available at the library, along with books. I also make very frequent use of audiobooks available through Libby.</p>
2218		Earlier opening hours	
2219	I would love for the Sunnyside library to be open on Sunday, even just for a couple of hours.	Having the Sunnyside branch open for a few hours on Sunday would be very convenient.	
2220	I do not like the 1 p.m. opening hours. 10 a.m. is late enough. OK, I'm a morning person but 10 a.m. isn't exactly the crack of dawn. Plus, I don't drive after dark, so especially during the winter months when it is dark by late afternoon, those 1 p.m. days are practically useless, especially when I have other commitments on those days.	Open at 10 a.m. every day.	
2222 2223	I would prefer it if the library was open both morning and afternoon, seven (or six in the summer) days a week.	Have a better and larger selection of seasonal periodicals	

2224	It's strange that they are closed on friday afternoons.. normally things are closed sunday/monday..		The preferred days of opening was very difficult to fill out..
2225	Je verifie les heures d'ouverture et c'est a ce moment la que j'y vais Je suis retraité	Avertir des fermetures temporaires pas email	Non OPL hours should reflect the fact that people work and attend school.
2226 2227	The library is closed on Sunday.	Be open Sunday	
2228	Closed on Sunday. Not open until 1 pm several other days. I wish the branches were open on Sundays, even during the summer months.		Keep up the great work! I hope you can continue to support and service the community for years to come. Keep evolving and keep servicing as many diverse members of the community. Rideau branch is clearly an incredibly important resource for many different members of the community and we are thankful to have you in the neighborhood.
2229			
2230 2231	It would be helpful if the library was opened Sundays as well more evenings .	More evening hours and opened Sunday all year	My husband has a disability and it would be of value for him to have more accessible programs

2232				It would be great if we can enforce libraries are silent zones. Kids are unsupervised in most of OPLs, it's disappointing to even point this out. Also, it would be great to have some kind of automated checkout machines for pickups, instead of entering inside libraries.
2233	I would like to access library in the morning. Most days not open until the afternoon.			
2234	It is convenient and near my home	Keep up the good work and service we are receiving at present		No
2235		Regardless of whether it's a day the branch opens early or a day they close late, i would appreciate if it were open over the noon hour		
2236	Elle offre le service que je recherche.	Le dimanche devrait être fermé.		Non
2237	Ambiance agréable. Personnel serviable.	Ouvrir la succursale de Rockcliffe en soirée.		

2238	<p>It seems to me that the hours at Carlingwood have changed several times recently, and I've sometimes shown up only to discover that it won't be open until the afternoon. Now I check the hours each time before I go, but that's a bit of a nuisance; I'd prefer hours that are (a) predictable and (b) easy to remember, eg always afternoon rather than sometimes AM, sometimes PM. Also, I really wish my branch was open on Sundays, although that's one day the staff probably prefer not to have to work.</p>	<p>I wonder if it would be possible to rotate the collection a bit between the branches, so that there's more variety on the shelves (admitting that this has nothing to do with the hours). I do realize that I can place a hold and have books brought to my branch, but because I live about 40 mins away and never know when the holds are going to come in, I don't always find that a convenient solution.</p>
2239	<p>This branch is closed Sundays, when working families can get to the library, and also several weekday mornings. Current hours are not accessible to working families in the neighborhood. I would like the library to be open Friday mornings. Otherwise every</p>	<p>More accessible Sunday opening hours at more brunch locations</p>
2240	<p>thing OK</p>	<p>broader selection of current magazines</p>

2241	<p>I wish more branches were open on Sundays. I'd love to be able to take my kids to a local branch for books on a Sunday.</p> <p>Always a very pleasant environment.. Staff are always helpful.</p> <p>Most often I download eBooks and don't often visit the branch. On occasion, I place a hold on a book and will visit the branch to pick it up.</p>	<p>Put in a branch in Carlington! And, when I place a hold on a book that is available at another branch, I have no idea how many days it will take until the hold is available for pickup at my branch. I would like to know how long I should expect to wait, as that helps me decide if I should drive across town to check it out myself, or place the hold and wait (?? days) for it to be transferred to my branch.</p>	
2243		<p>Very satisfied with the current level of service.</p>	<p>Please keep up the good service.</p>
2244		<p>Since I am primarily an eBook reader (Libby) I would prefer if there were more copies available specific eBook titles.</p>	
2245		<p>Have consistent opening hours! I always have to check the operating hours before going because I can never remember until when they are open on which days.</p>	<p>I love the library and its catalogue! I like having the ability to check out ebooks and to request new books to be added. I do feel that the catalogue could be bigger, however, when it comes to adult fiction (specifically fantasy and science fiction)!</p>

2246	The used book section has much less books available than they used to.	Better selection of used books. I use the cloud library, so don't check out actual books anymore, but at times I like to pick up used books
2248		
2250	Branch opens after 6 on Tuesdays and Thursdays and is closed Sundays. This is pretty limited for people who work 9 - 5	
2251	I find that the hours are late enough to accommodate typical working hours, and the different hours provided on different days of the week allow for even later access which is useful if, for example, I forget earlier in the day to pick up or drop off a book.	I don't think there is much right now! All is well for me.

2252	<p>Les heures sont très changeantes. Il est donc difficile de se rappeler des heures d'ouvertures d'un jour à l'autre. Si j'oublie de vérifier en ligne, je me rends souvent à la biblio pour découvrir une fois sur place qu'elle est fermée. Si on pouvait avoir un horaire plus stable (disons 10h-18h lundi-mercredi et 13h-20h jeudi-vendredi) plutôt que d'alterner tous les jours ce serait plus facile de visiter la succursale.</p>	<p>J'adore la BPO et je trouve que ses services sont excellents. Le plus pratique pour moi est de pouvoir visiter la succursale en dehors des heures ouvrables (ex: pendant mon heure de dîner, ou en soirée en revenant du travail). J'apprécie qu'elle soit ouverte plus tard certains jours, ainsi que la fin de semaine.</p>	<p>I like the OPL, and I find the people who work there very helpful, pleasant and knowledgeable.</p>	
2253	<p>It is almost always open when I need it.</p>	<p>I can't think of anything.</p>		
2254	<p>To use the washroom when I'm out and about</p>	<p>I wish they weren't closed on Sundays.</p>	<p>Be open after 6pm, and on Sundays.</p>	
2255	<p>I always say hello to staff</p>	<p>Library opening and closing hours differ depending on the day of the week. Not always easy to keep track holds are always completed fairly quickly and library advises in time. Staff are helpful and knowledgeable</p>	<p>Library does a great job. Library app is really good - to be applauded. Location of new central library is a poor choice</p>	
2256	<p>Don't go often, I check hours before I go</p>	<p>have Saturdays Globe and Mail</p>	<p>Do not let French dominate in library environment</p>	
2257				

2258	<p>Limited hours to pick up Library holds. I cant assume a 9 to 5 open window, so I always work my schedule around the library and it is inconvenient, but not a huge problem. I have dropped by a few times, expecting it to be open, and surprised that it wasn't. That was because I didn't understand the limited hours.</p> <p>It would be nice if the branch was open more consistent hours as well as on Sunday</p>	<p>I consider the Vanier branch to be a satellite, so I don't expect full library services. I moved here from Burlington Ontario where the Library was a full community centre with many activities, a wonderful children's library, reading rooms, a cafe, etc. I hope that the new OPL building is like that. I hope that it is very friendly for cyclists and hikers.</p>	<p>Keep magazine subscriptions (online and paper).</p>
2260		<p>More programs, through Zoom or online</p>	
2262 2263			
2265	<p>Covid-19 hours still too restrictive, especially with those morning closures. Even prior to that the old "Rae Day" Friday morning closure was odd and not convenient. Because I have tried to use the Library many times and it was not open. I have also been to the Branch, not realizing that it wasn't open, and saw at least 10 other people wanted to do the same thing.</p>	<p>Not be closed so often in the mornings.</p>	<p>The library is a valuable resource for any community with a great return on investment and should be treated as such by the City and the Province.</p>
2266		<p>Retain more it's older collection. I am often looking for older classics and mysteries and they have been dropped from the collection.</p>	

2267		S'assurer que l'horaire afficher près de la fente de retour extérieur est ajusté lorsque l'horaire change.		
2269	I'm not clear about hours. It might be nice to visit on Sundays.	Have a tool or instrument lending library		Thank you for the survey
2271 2272	I normally just use online resources so I can work with any schedule (since I only work part time)	More copies of online titlea		
2273 2274 2275	To print off documents The hours aren't consistent from one branch to another and the branch hours for my location suck. I went there on a week day at 11 am and they were closed. Like why operate a library from 1-6 pm on a week day, it makes no sense. The library should have the same hours on week days even if it's less hours per day.	Keep the schedule consistent on week days especially for opening hours. I don't care as much about closing hours.		
2276	Not open enough hours.	Nothing comes to mind. More ebooks longer lending time cloud library		No
2277 2278	I always have to check if it is the usual 10 am opening - which is convenient - or the irrational late opening of 1 pm which is very inconvenient for my schedule close to home adequate hours			

2279

I am retired, so it's just a matter of checking my OPL branch's schedule stuck on my bookcase! bookclubs for seniors

2280

I tailor my visits to the opening times of my local library, so have no problem getting there on the days I want to.

2281

The hours work well as they are now. I like Sundays being open only in the afternoon. I wouldn't visit in the morning.

2282

Wireless printing

Quite frankly, I've never met a librarian I didn't like. In person and via emails, they are invariably amiable and helpful. It seems to go with the territory!
Very personal questions, are they necessary? Are we basing the decision based on race, age, gender or ethnicity of the respondents?
Unbelievable!

2283
2284 Print

The hours are okay for those with flexible schedules such as retirees . I'm assuming the hours are partly established based on use by area population. This branch is located in a older age demographic group so it works for them . Working individuals, students and less privileged might have need of evening hours or extended Saturday hours.

2285

The hours a bit irregular. But I understand that it is a small library. I wish it was open Friday.

community centred environments with better seating, rearrange areas for better flow, accommodations so the public can spend time using their tax supported services. This survey is asking the wrong question. Hours of operation isn't the issue. The issue is the number of hours one wants to spend in such places. My personal response would be 'almost none'. Example: The Carlingwood branch is a leftover from the 1960s, and it shows, and I'm well over 60! Despite an effort more than a few times over decades to remake the space it still is a cold, uninviting confusing place. I'm still not sure what the third floor really is used for despite the changes over the decades. I believe it is no longer used for the public. Very sad given the other cramped areas. It's complete guesswork where everything is located or what is offered at that branch. I'm not suggesting a 40

I love the library. We are very lucky to have such a wonderful service. I have very much enjoyed placing holds on books and picking them all up in one spot.

2286	Could be open more hours	Open on weekends		
2287	I appreciate the later evening hours on Tuesdays and Thursdays, but opening at 1pm on those days is somewhat inconvenient.			
2288	I feel like it shld always be open in the morning, even on days with later evening hours.			
2289	It feels hard to get there when it's open. Several times I have arrived at the library later in the morning only to remember that it doesn't open until 1pm that day. And then if I'm trying to send my husband on his way home from work it's inevitably closed before he can get there. Now I have to check the website every time before I go.	Open for more hours. 8am or earlier and close in the evening. Spread the staff out over the day - don't need a full staff for the entire time the library is open.		
2290	The opening hours are convenient most of the time, although it would be nice some branches were open on Sundays in the summer.	Overall, the OPL meets my current needs. In in the future, I would like to do some genealogical research, but would like help getting started.	Family Day, Thanksgiving Day	The question about origins excludes those who were born in Canada and whose parents were born in Canada but who have one or both grandparents born elsewhere.
2293	I pick up books during the day often while I'm in Bells Corners to do other errands.	list books that are on the 7 day shelves at Centennial		The staff at the library are helpful and respectful. I do not have a preference for which day I visit the library.
2294			Labour day, civic holiday, family day	

2295	The branch is in close proximity to my work and I can visit it during my lunch break.	Everything is great Keep consistent hours that include	No
2296	Surprised to arrive late mornings and find it closed	mornings, reduce evenings and Sundays.	OPL is is one of the greatest treasures in Ottawa
2297	I recognize the balance between opening the library and operating costs to be open. Opens too late in the day. Needs to open earlier. Not convenient for young children.	The library is doing great and I do not take advantage of all it offers now, so I have no suggestion.	
2299 2300		Open at 0900 consistently	Please open before 1000.
2301 2302	I would like the branch to be open on Sundays. I would like the branch to be open every morning as well as some evenings	Be open more often, longer days	
2303 2304	I am a senior, retired, so I can plan my use of the library during their operating hours	Giving an approximate time needed to have a book transferred to the chosen branch	No. I am a weekly user of the library and greatly appreciate being able to do so
2305	Hours are somewhat confusing.	Standardize opening hours to the same hours each day.	
2306	only wish that it was open at noon on Tuesdays and Thursdays		

I believe that access to the library should continue to be free (i.e. no user fees) so that literacy skills could continue to be developed and promoted. The library is as well a place where people can gather, learn and share information with others. I have always supported and promoted the local libraries registering my children with their own cards as soon as they could open a book and look at pictures. It became a wonderful outing where we could select books and take part in library groups such as story time. The children couldn't wait to get home and snuggle up with their books. Lots of adventures and crafty ideas came from those books we shared.

2309

The facilities are outdated, smelly/somewhat dirty and aesthetically unpleasant. Also, parking is difficult, especially before 6 pm on weekdays. However, I appreciate being able to put items on hold and pick them up all at the same time.

Reserve free parking spots for library patrons

2310

2311	Existing hours (including select days with evening hours) makes it easy to plan visits. If library isn't open, can always get a book to read on-line.	More material on the shelves. I donot always want to go onlines toorder a book.	I would just like to say that I love going to the library. There is a very good choice of books in many languages. The staff is nice and helpful. My only concern is that the rules of a library, silence, is rarely observed. Kids are often yelling and running around and nobody cares. Sometimes it doesn't feel like a library. Those who work or study in there might find it hard at times.
2312	It meets my current needs. And, it is easy to book a computer.		
2313 2314	Since I live in Ottawa but in the country, I try t o do all my errands at the same time and that is Thursday. The library only opens at 13:00 whick is often too late for me to pick up my holds or get books and magazines for the weekend. It use to open at 10:00 every day.	To be open early on Thursdays	
2315	It is open during the afternoons when I mostly go for hold pickups or need to print something. It is rarely closed when I need to use it Thursday late opening has been inconvenient at times		
2316 2317			

2319	<p>Hours are inconvenient in general. Not enough evening hours on weekdays, and not open in mornings some days. Limited hours on Saturday and Sunday is completely closed. The inconsistent hours are also confusing.</p> <p>toujours un bon service, personnel accueillant, facile d'avoir du service en français</p>	<p>Improved evening hours.</p> <p>ouverture vers 10 heure du lundi au vendredi</p>	
2320			NON
2321	<p>I work full time as a teacher. The library is open in the evening and on Saturdays, which makes it fairly easy for me to get there during opening hours. On occasion, during summer vacation, I have been caught off guard when the library was not open in the morning hours!</p>	<p>The wait to get hold of some new releases is sometimes excessive... Perhaps increase the number available of very popular books.</p>	no
2322			Our public libraries are wonderful institutions. Why are they also places for vagabonds to hang out?
2324	<p>During the pandemic, hours changed with little notice. Those who work require evening and weekend hours that are predictable</p>		

2325	If the Bookmobile is cancelled or delayed for any reason, I have to wait a full week to pick up my books. It does,'t happen often, thank goodness.	Build a branch library in Riverside South!	
2326			
2327	Opened weird times	Consistent times every day.	
2328	Hours are reasonable (including summer hours) and my schedule is flexible enough to allow me to visit the library at my convenience.	During "summer hours" please don't have "Pick Up Book by" any Sunday date if the library is closed.	Very pleased with current services provided by OPL. PLEASE continue to consider the needs of users who, for whatever reason, choose not/ are unable to access the library physically. Please integrate a virtual option in your programming, and purchase more ebooks. Please offer online library card renewals.
2330	Answers reflect pre-Covid visits.		
2331	Plenty of options as to when to visit.	offer more on-line programming options (i.e. book club)	
2332	Parfois l'ouverture en après -midi (13h) ne marche pas avec mon horaire, parfois je trouve plus facile de passer à la bibliothèque le matin avant d'aller au travail.	je suis TRES contente du service à la succursale Vanier. J'y vais depuis mon primaire et je suis maintenant une retraitée avec travail à temps partiel. Je suis une grande fidèle de ma succursale.	Les employés de la succursale Vanier sont excellents, de bonne humeur, attentifs et toujours disponibles pour aider. La sélection de livres est bonne et les demandes de réservations fonctionnent bien. Le site internet pour rechercher des livres est facile à utiliser et très utile. Le site nous offre de l'info également bien utile.

2333 2334	I wish the library was open on Sundays and closed on a Monday instead	Be open on Sundays	
2335	Would like Hazelden to have same hours as Beaverbrook	Improve the selection of magazines Based on the culled library books on the sale carts buy a lot less junk in the first place	Overall a BRILLIANT Service But the volunteers in the used book shops were very much taken for granted during Covid
2337	good timely service	all is fine, very satisfied. Perhaps offer older books when requests are made. When a request is made for a book to stock, it seems only new books are allowed. Classic books and authors should be accepted on this list.	no a bookmobile stop closer to my residence, where it used to be, on Ellendale before moving to Van Lang
2339	would like to have more morning openings		
2340	les heures d'ouvertures sont bien repartiés durant la semaine		
2343 2344	I would like the hours to be longer e.g.some days it is. or open in the evening.	More activities for groups. Especially small safe groups. - story hours - practice English - newcomer clubs, both to city & country - writing support - author intros - intro to various genres - sharing experiences etc ...	Keep up the good work. I LOVE ❤️ Libraries!

2346	Hours are generally convenient, but it would be better if the library were consistently open later in the evenings and/or on Sundays.	Open on Sundays! Perhaps better orientations to the service offered. Maybe group	
2348	Helpful staff. Nice environment and handy location	classes on making the best use of OPL	No
2349	It would be nice if had Sunday hours	Buy more copies of the books that have crazy long waiting lists.	
2352	The staff at Sunnyside is friendly and helpful. I also like the atmosphere in the building...used it for a bit more before COVID and will likely again in the fall and winter.	At the moment, my needs are being met . Open on Sundays. Go back to previous hours where library closes	Just wondering...is there a creative writing group...or plans for one? When I used the Rideau Street library there were two, I believe, although I wasn't a member of either group. It might be something I would be interested in.
2353	It closes too early most days. Not open on Sunday.	at 9pm	
2354			
2355	Metcalfe branch is currently only available for holds. Existing hours are sufficient for that service.	Include availability of museum passes within Metcalfe branch	
2356			
2358	Daily access to library.		No
2359		make it easier to find/brows books to download remotely - browsing is very difficult	
2360	Helpful staff		

2361	The branch is not open Tuesday and Thursday mornings which has been quite irritating . The opening time of 1:00 PM rarely aligns with my gym schedule and running of other errands. I have often driven right by when the branch is not open. Terribly inconvenient.		
2362 print documents	I would like the library to open on Sunday	Offer more interest programs	
2363	I would like the library to be open later every day	Offer 4 week loan instead of three	
2364		Be open	
2365		Longer evening hours, open longer on Sundays	Easter Monday, Civic holiday
2366		Online library card renewal	
2369			
2370	easy access, friendly staff	change the opening hours to early in the morning	
2371	A place to stop that's air conditioned in summer and heated in winter	I think the main branch is understaffed and more librarians should be hired. I would prefer if the library were open every day year round but for shorter hours, but there wouldn't be enough staff for that schedule.	Hire more librarians and have stronger rules for ejecting or banning disruptive patrons

The main branch should have a City of Ottawa social services desk to handle patrons with mental illnesses who need medical and social support, because the librarians are neither trained nor equipped to deal with those patrons.

2372	It's somewhat inconvenient that the branch isn't open on Sundays but even more so that it only opens at 1pm on Tuesdays, Thursdays and Fridays.	Extend their opening hours on Tues, Thurs, Fri	
2373	Wish it was open Sunday in the summer. If the holds were more flexible, it would be okay	More flexible holds. I often can't get there to pick up the book before it expires.	Love the puzzle swap table!
2374	Pour lire les magazines		
2377	Some days they are not open in morning and that is when I am usually out.		
2378	working hours till 8pm would be helpful		
2379	Saturday and Sunday hours are too limited.	More activities for kids ages 3-6	No
2382			I am quite satisfied with my branch being closed Sundays and Mondays. I just would like the branch to be open at 10 Tuesdays and Thursdays like it used to be.
2384	fewer hours now that before covid		
2385	To support a service which is very important to an older generation that do not necessarily use electronic devices due to lack of abilities	Always courteous, happy to see you and knowledgeable	
2386		Never close the Greely branch, as seniors age they may not frequent the library as often if they are unable to drive too far.	

2387
2388 Imagine Space
2389 don't visit any branches

It's a bit inconvenient when the branch is closed certain morning hours in order to stay open later at night. i use the branch mostly during the day.

Have an automated system where I could access my holds without having to go inside the building or without having the library to be open. Sort of like a vending machine where I could put on a code and receive my holds.

2390

Would be nice if it stayed open later for the rising number of people with irregular sleeping schedules.

More computers, I suppose.

2394

- never open on a Sunday - for me the traditional day to visit the library - and have a coffee!! - one day opens at 1pm (the only place with more people in line is LCBO!) the next 10 the next who knows! I know some changes were due to covid but even before the epidemic it was challenging to remember what time/day/ the library opened/closed

consistent hours - borrowing ebooks has changed my borrowing however it would still be helpful if hours were consistent

Thank you for forgiving our debts and allowing us to use your services again. I had too much anxiety to explain mine so this relieved a lot off my shoulders. That's why I opted to participate in your study.

Question about hours stated the OPL was open Sunday afternoon 'my' branch Carlingwood is not open on Sunday. For questions with borrowing, and using my kobo staff (particularly the volunteers on the telephone line) have been v pleasant, helpful. Also a Librarian attended a 'virtual' session of my Bookclub which we all enjoyed/learned a lot -- thanks!

2395	Vote, city councilor office, fitness area	Ok for my needs.	Overall, Greenboro is a good branch with clean areas and serviceable options. Perhaps occasional Sundays to be open in Summer...every second one with part-time hours.	My in-person library needs n stat holidays.are nominal.	Thank you for efforts especially during Covid-19 and variants. Smart, efficient construction planning and building of new library facilities is needed for public and taxpayer buy-in.
2396	2397	I have gone there many times only to find the library closed.	Include with their e-mail that tells me a book is ready to be picked up the schedule of the open days and hours of that particular branch.		I think overall the OPL runs efficiently. Outside the scope of this questionnaire, I think they should do a better job explaining how to use their on-line resources: ie. how to use their electronic sources. I still find it difficult to access on -line newspapers and can't find any adequate "how to" resources.
2398		I wish the hours were the same every day.			
2400		They could be open more often.			

		<p>All branches same hours, monday to Friday 10 to 8, saturday 10 to 6, sunday noon to 5, like retail. And the idea of extending hours by leaving library open but unstaffed is beyond lame! Figure out what a bricks and mortar, staffed library can do for a community that online services can't, then get those trained professionals out from behind their screens and out on the floor where they want to be.</p>	<p>Not for OPL, but for Nanos... Should be a way to return to previous items for completion/corrections. I also found the citizenship item to be incomprehensible. :-). Also I am a heavy user of the public library and I had no idea that OPL was open on Sundays – centrepoinTE I thought may be open ,but not of use to me.</p>
2403	<p>It's time libraries were open on Sundays when families can be together or students can do,their homework., complete with family programming</p>		
2405	<p>The library is closed on Sundays. During the week, it is closed early (sometimes)</p>		
2406	<p>I have never understood why the OPL, as a vital public service, should not be a 7-day operation. There may be a perfectly valid reason for closing on Sundays but, if so, it's not obvious to me.</p>	<p>Operate on a 7-day basis year 'round from 9am to 9 pm.</p>	
2407	<p>I have the flexibility to get to the branch ehen it is open I especially appreciate Sunday afternoon hours which are unavailable for a few months each year.</p>	<p>Allow one renewal of books that others are waiting for “on hold”</p>	
2408		<p>Year round Sunday opening.</p>	

Because I am retired my answers may not be the norm. I go during the day when it is quiet and not many people are there. However if I was a kid I would want the library open at times different than what I have indicated, such as open in the evenings.

2409
2410

It is always open when I go there which is on week days during the day.

Nothing

2411

Generally I can find a day/time that works for me to pick up my holds. However, I find the schedule inconsistent throughout the week, and it often changes throughout the year based on the school year. Sometimes it's open until 8pm, sometimes 5pm and sometimes 6pm. Same thing for when it's open, sometimes 10am...other time 1pm. That's quite a difference on a weekday! There's no rhyme or reason - so I often just miss my chance because one day I think it's open until 6pm, and then show up to find out it just closed at 5pm. It would be best if they could have a consistent weeknight schedule, and then one for Friday, Saturday, Sunday.

Just be consistent throughout the week with opening and closing hours. I don't want to have to whether on a Wednesday the library is open until 5 or 6 or 8pm. Same thing with opening hours - they should have consistent weekday hours and weekend hours.

perhaps Family Day and Easter Monday

2412	Sundays during winter hours 1 pm is late for me to go to the library. On the weekends I try to do everything in the morning so my day is free. If going thru the week I would like to go after supper but have to think about what day it is as they close at 6 pm 3 nights a week.	Have more Museum passes
2415		
2416	I would prefer the branch to open at 10 am every day On some days, the library only opens at 1:00pm. This is not always convenient for me.	Have more museum passes available to the public.
2417	Weekends are the most convenient time to go and the branch is closed on Sunday's.	Be open on Sunday throughout the school year (Sept-June)
2418		
2420	The opening hours vary over the course of the week. I rarely remember which days the library opens at 10 and which days at 1 so find I have to return a second time to use the library -- inconvenient and annoying	Consistent opening times over the course of the week, ideally 10 am
2424	Summer hours are inconsistent, and I miss being able to go on a Sunday. I would also prefer if the library was open until 8pm on Friday evenings.	Open on Sundays during the summer.

2425	To print items from the computer	I went to the library during the week and was suprised it only opened at 1pm. I think the library should have consistent daytime hours to avoid confusing the public.	Congrats to OPL for adapting its services and hours during the pandemic. I recommend consistent hours during the week to avoid confusion.		Love that used books are sold at the branches.
2426		The schedule varies too much during the week - it's very hard to remember when it's open or not.	Have double copies of each newspaper.		
2428		I do research in the Ottawa Room and there never is anyone, who is knowledgeable, who can help. However I give high marks to the collection. OPL always has what I am looking for.	Shorter holds lists	Not Christmas or New Years Day	Would like a small downtown branch once the new Main Library is opened
2429		I am retired and can go during the day when it suits me.			
2430					
2431		Easy to fit in because I am retired with lots of free time	Quiet! Shhhhh! Like in the past.... So we can read in peace without hearing someone's phone conversation or socializing ... Maybe a chat room could be available?		Just the SILENCE would be appreciated: "BE RESPECTFUL OF READERS" signs that we could point out may help. Also, have to share that your staff is MOST helpful!
2432		It is accessible and has newspapers and magazines I like to read.	There is nothing they could do better for me. It has been a blessing especially during this pandemic!		I want to thank OPL for the great service they provide!

2433 because of varying open hours on
2435 different days one must always
open check the schedule to see if you're
longer open hours no

2436 La succursale est fermée le
dimanche... une journée clé pour
s'y rendre, soit pour chercher des
livres ou pour ramasser ceux
réservés. Dimanche serait
vraiment important pour les
familles qui travaillent la semaine
et enfants qui vont à l'école.

2437 The irregular pattern is
confusing...particularly when I am
mobile and would like to drop in on
a branch that is near my travels.
But perhaps more annoying is the
seemingly haphazard hours of
operation among the three
branches in my rural area - Fitzroy
harbour, Constance Bay and Carp. I
live closer to Fitzroy Harbour and
Constance Bay and it is a long drive
into Carp when both these
branches are closed. Surely there
can be better co-ordination. Have consistent hours that are
better coordinated among local
branches so one of them is open! No

2438	Parking can be an issue			I love the Libby ap and the online courses, the old movie Kanopy site as well as the improvement to borrowing newspapers and journals.
2441	Always is open when I need it.	More copies of popular books so wait times for holds are not so long.		
2442	Holds are there as indicated by email to me, reminder for return also comes, staff has been helpful when asked	Make it easier for me to browse in order to find series or movies that I might be interested in		Suggest you ask for first three characters of postal code rather than digits in your verification. To me, digits are numbers.
2443	It's obvious	..?		
2444	Usually, I just drop in. The hours are usually Ok but they could be open a bit longer, especiaaly on weekends	Some things could be tweeked, like Sunday opening for some hours but on the whole meets my needs		Not at this time but would like to see another survey about the collections and how people access material.
2445	library is not open late on Fridays, and is closed on Sundays. Difficult for me to get to the library during regular working hours.	Increase the collection of books. Allocation of space to other resources in the library, and ferocious weeding over the last few years have severely hurt the collections in Carlingwood and Emerald Plaza (and, I assume, other branches too). It would be nice to be able to pick up holds on the main floor of my branch. The current stairwell is too narrow for the number of people using it.		
2446				
2447		consistent opening hours		my branch doesn't open on Sunday

2448

would like if it was open on Sunday

I love your online resources. Please continue to expand those.

The OPL branches and system contribute enormously to making Ottawa such a desirable city to live in. And those neighborhoods lucky enough to have a branch would likely admit that the branch enhances the quality of living in the neighborhood. Keep up the great work, OPL!

2449

Maybe it exists but I would like the OPL to post any upcoming events or meetings being held at an OPL branch on a notice board on their website.

2450

The hours of operation are different for every day.

Have consistent hours of operation.

2451

The arrangement always works.

Nope

None - all good.

2452

I time my visits to the Library when I have other errands in the neighbourhood which are usually in the morning. I would prefer to see opening times at 11 or 12 every day except Fridays.

Stop changing the website format. No sooner do I get used to finding what I want then it is changed again. I find this very frustrating as I try to find my way around the new site.

2453

I am retired and can easily fit into the library schedule in order to pick up books.

there is nothing I can think of

I find the Library staff to be very helpful and friendly

2454

As I am retired my hours are flexible so the hours are generally convenient

2455

2456	Je suis retraitée et je peux m'adapter aux heures d'ouverture	Ouvrir tous les jours dès 10h et surtout ne pas alterner les heures d'ouverture à tous les jours. Par exemple 13h une journée, 10h une autre journée. La consistance serait préférable.	
2457			Would like to be able to cancel a hold in transit and when available for pickup.
2458	hours are inconsistent depending on day of week; need to keep looking up hours of operation		
2459	because very satisfied was not an option!	needs being met very satisfactorily; thank you Offer deferred options for hold pickups (ie become next in line rather than losing the hold if you can't pick it up).	excited to see the new library near le breton flats completed; thank you
2460	Prefer longer hours for hold pickups		
2461	I make the hours work, but I often find myself wishing the branch was open when I'm already out and about (rather than making a special trip out). I.e. I wish it was open at 9am some days.	Open at 9am some days (like Monday and Thursday/Friday)	
2462 to use copier	Would like more mornings open	open more mornings	no

2463	It works	Advertise what they have for guests like free passes to things or whatever is going on in a newsletter. Kind of Did you Know Your Library does?????	No
2464	To get leisure reading material as a stress reliever	The library has really great hours. Library is sometimes too quick to shut down during certain events: protests, storms etc	
2465		Stock more copies of popular books	
2466		Make online borrowing more seamless, better apps	
2467			
2469	Combination of later access in evening for some days during the week and at least one day on the weekend is sufficient	Allow paying of any fines online	They are doing an awesome job and are a wonderful part of our community!
2471	I like that the library is open some evenings. I would love it if the library was open every evening or most evenings since that is most often when I pick up books. I would like it if the library was open on Sundays more.	It's a tie between evening hours and continuing to provide baby time/story time - I rely on both.	I absolutely love the programming provided by the OPL, especially programs geared toward kids and families - keep up the great work!!
2472	The hours are different each day. The same daily hours would make it more convenient for visits. Easier	Earlier consistent hours	Suggested hours 9am - 8pm Monday thru Friday Saturday and Sunday 9am-6pm

2473	<p>I come in to Manotick early in the morning to do shopping, etc. Never, if I can help it, on a Saturday. That leaves only Wednesday morning that the library is open. I would appreciate at least one other morning opening.</p> <p>The library should be open as long as possible on Saturdays and Sundays</p>	<p>Open in the morning more often. I have no problem with the Manotick branch being closed on Sunday and Monday.</p> <p>Be open on Sundays</p>	<p>More children's programming is always appreciated</p>
2474 2475			
2476	<p>The collection at St-Laurent is great as well as the staff.</p>	<p>For my needs, I think they do an excellent job.</p>	
2477	<p>The Manotick branch is closed on Mondays (unless that has changed since the Covid closures and re-opening). Sometimes that is inconvenient to my schedule.</p>	<p>Nothing that comes to my mind at this time.</p>	
2478 2479	<p>I wish they were open on Sunday.</p>		
2480	<p>The current hours don't work for those individuals working during the day or work long hours. The library not being open on Fridays and Sundays is also a problem.</p>	<p>Open on Fridays Improved advertising of events,</p>	
2481	<p>I have no problem finding a time to drop off or pick up books.</p>	<p>readings, other public programming</p>	
2482	<p>I am usually able to find a time that fits opening hours</p>		<p>generally satisfied</p>

2483	Because of limited hours. on certain days and total closure on Sundays.	Open library on summer Sundays.	Not happy with the reduction in the number of books and magazines in Cumberland Library. I like science section in particular and it seems have all moved to other libraries
2485	Unpredictable hours of opening	Open on Sunday	
2487	Not open on Sundays		
2488			
2489 to use the printer/scanner	I work 9-5:30 on weekdays, so it can be hard to get to the library while it's open. I often have to print homework for classes, and sometimes that means sacrificing my lunch break to make it to the library during opening hours. I do appreciate that the library is open 1-8pm on tuesdays and thursdays, but it's not always feasible to make it on those days.		
borrow magazines such as The Economist 2490 or New Yorker	Sometimes I forget the hours have changed & the branch opens @ 1 pm more often than I'd like.		
2491	They aren't open on Sunday. Inconsistent hours. Ie. The other days they close at different times, depending on the day of the week	Have more copies of popular titles available.	

2492	Opening at 1 pm during the week is a pain. I often cant pick up my holds when I want	Open before 1 pm Can't think of anything. I'm quite	
2495	The hours of opening are perfectly convenient for my needs.	satisfied with the facility and the client service.	No
2496			I LOVE the library. Thank you OPL!
2497	Having hours each day at each site I use. I use more than 3 sites often. I wish it were open more, specifically on weekends. It's closed		
2498	completely on Sundays.	More hours on weekends	
2499	It is often closed when I turn up there, I should memorize the hours!		
2500	The hours of operation are generally pretty good if you don't have obligations during business hours. I work retail with odd hours though, so it makes getting in before closing hard	Can't think of anything. My issues with the hours are due to my work's inconsistent and inconvenient scheduling, not anything the OPL is or isn't doing.	More signage in the branches of what services and things are available through the OPL/things that are available at that specific branch. Specific example: I had no idea musical instruments were available to borrow through OPL until a librarian happened to mention it. The information might be available online, but not everyone has access to that, or knows how to find that information on the OPL website.

2501	<p>Hours recently changed and I'm trying to get used to which days they open early (so I can go over my lunch hour) and which days I'll have to go after work.</p> <p>It is very near, so it doesn't bother me if the library is not open when I go there. It is almost always open when I go.</p>	<p>Can't think of anything</p>	
2502		<p>Nothing. I love our library the way it is - especially the helpful staff.</p>	No
2503	<p>It is somewhat difficult to remember the hours of operation since they vary from day to day. Many times when I want to pick up books I get to the library and realize it does not open until later. I would prefer more consistent day to day hours.</p>		Have free access to Ancestry
2504	<p>As long as I know the hours I can always work towards them. So no issue for me.</p>	<p>To consider my suggestion for purchase of foreign, little known films on DVD as these films seldom get to the big screen here in Canada.</p>	Not at this point.
2505	<p>It fits my schedule for picking up holds</p>	<p>More older versions of books fewer e books</p>	

2506	Just to visit my favourite library	I've seen MANY patrons show up and leave disappointed because this library was closed in the morning	Have the staff wear name tags and be ALOT friendlier... They all need to be trained in public relations, to be kinder! Have them make eye contact and engage the patrons...make them feel welcome. Many people feel the staff are snobs...	Respect your volunteers. Don't treat them like they are paid staff. And get rid of the hierarchy...the top down attitudes. Every employee can contribute no matter what position you have.
2507		I have not visited a branch since the pandemic started and I don't know what the current hours are.		
2508		les préposés sont aimables, bine informés et bilingues	Je suis satisfaite du service actuel	non
2509				
2510		Almist every time I go by and want to drop in, the library is closed. Opening g at 1 is way too late, and having different opening hours on various days of the week is confusing.	Have more current books available on-line.	
2511		Days when it's not open until the afternoon are surprising	More current books available	
2512		I wish the branch were open on Sundays.		

2513

I have been able to keep a good supply of reading material through the years I have been in Ottawa

The library is well run. I appreciate that new books are often already on order when I try to look for them. Thanks!

A few years ago the Carlingwood Branch was reorganized. Shelves were lowered and the collection reduced. Unfortunately, many art books went and the collection is still nothing like it had been. I appreciate the ability to look for books on the shelves and that has been reduced I believe to lower the height of the shelves to improve access.

2514

Je trouve habituellement ce que je cherche. Découvre autres livres, CD à emprunter

Plus de Livres Audio à emprunter

J'aimerais que la bibliothèque ouvre plus tôt J'aimerais que la bibliothèque de Orléans ainsi que Cumberland aient un coin de livres/Cassettes audio lesquels se vendraient a prix réduit. J'aimerais recevoir des courriels des bibliothèques qui dirait si la disponibilité de ces articles venaient a y etre. Merci
Like to be able to go into the library and talk to a real person if required.

2515

I live nearby and can walk there.

2516

The library is mostly open when I it is convenient for me to go.

2517

I keep forgetting that Fridays the library isn't open until 8 pm

At least twice a month be open on Sundays in summer

2518

overall reasonable hours

be able to return books after hours

2519
2520

Bon service

Les livres souvent restent en transit trop longtemps. Il y a des succursales où les livres semblent à l'arrêt. Svp revoir la cause de ces arrêts prolongés si il y a lieu d'accélérer la livraison.

Toute la société a droit à ses jours fériés. Les employés aussi.

C'est un bon service. Avez-vous des chiffres sur les livres qui sortent des rayons vs ceux qui ont été commandé en ligne ? Est-ce que les citoyens utilisent seulement les commandes en ligne depuis la pandémie ? Où est l'avenir des livres à sélectionner sur les rayons ?

2521

Sunnyside doesn't open early enough. I can not count the number of the times I have tried to pick up my holds only to find the library is closed. I have missed a number of holds and had to pay the reshelving fee quite a few times. It would be really great if I could drop my kids off at school and then go to the library while I run other errands at that same time.

Work on bringing back to community-led groups during the day, as it was prior to Covid. For example, Sunnyside used to have a French conversation group, a knitting group, etc. Now there is nothing. Even the community notice board is markedly bare. It used to feel like a community hub. It no longer feels that way.

Just a note to the city: please do not underestimate the power of libraries to bring value to a city, even if the value can't be easily quantified in dollars and cents. Done correctly, a library is a rich asset that benefits everyone, even those who do not use the library. Libraries are a source of knowledge; an extension of the home; a creator of community; a physical, mental and emotional shelter; etc. They need to continue to be publicly funded and open to all.

2522

plenty of time for me

nothing

2523

Would like to see it open earlier.

2524

Ouvert tous les jours en saison normale donc c'est bien

De 10 à 20h tous les jours

Pas à Noël ni jour de l'an

2525

2526

It would be nice to have access on Sunday

I have written a self-help semi-medical book, self-published in 2020. The libraries (Centennial and Nepean-Centerpoint especially) have been extremely helpful, as much of the book research I had to do (over 10 years) would have cost me a fortune if I needed to buy the books. Needless to say, I love libraries. Thanks for asking for my opinions. Robert Ian Rollwagen

J'aime la variété des livres à la bibliothèque J'aime la sélection de livres en français, j'en prendrais plus J'aime bcp les instruments de musique et autres articles que les livres. C'est super avec les enfants. Le personnel est souvent très gentil, accueillant et aidant. J'aime aussi les passes pour les musées.

2527 Pickup and return books
2528

Because it does what I need it for. I would prefer longer opening hours (in case this isn't covered later).

Raise the bookshelves (Alta Vista branch). We seniors have no problem getting down near the floor to scan book titles especially when they are shelved spine up. It's getting up that's the problem. Ask any senior.

2529

My branch is smaller but is a convenient location to my home. As I have flexibility of hours to pick up library materials, the hours already established are sufficient for my use. If I miss it one day I can go the next day. A person can ask for more hours open to the public and be happy however, the costs to the library could decrease the number of locations about town, and in particular the smaller branches.

Currently I have issues with books in series that I start from the beginning and read through the entire series from the beginning. Some of the older - but still popular - series, the older books are not always available or there are one or two copies left in the system. Some of these you put a hold on the book and after waiting many months to years - the last copy has been taken or "lost" and now you have to find a copy elsewhere in a different library system or second hand store. This has happened too frequently in the past few years. It just gets frustrating. I have one now that I finally got down to number 5 in line from over a year being on hold - then all copies were gone.

2531	<p>La succursale est fermée les dimanches. Pourtant, c'est la fin de semaine que les familles peuvent généralement aller à la bibliothèque</p>	
2533	<p>I'm retired so have no time constraints. I can fit my visits to the branch's hours.</p>	<p>I honestly cannot think of anything.</p>
2534	<p>Longer evening hours would be nice so I don't have to rush right over after work, so I could instead combine it with other errands later in the evening. Similarly, being closed on Sunday can be tiresome.</p>	<p>Open for longer outside of office hours to facilitate picking up holds. Not all parts of the library need to be open at the same time. For new facilities in particular (e.g. Adisoke), consider having a mini-area that can be open for longer, outside office hours (or even 24 hrs, as in some larger cities), with the hold pick-up shelves, desk with minimal staff, a few internet computers, and maybe a function room or two.</p>
2536	<p>Haven't gone in person as often during the pandemic -bought a KOBO</p>	<p>avoir une meilleure sélection de livres numériques que je pourrais télécharger ou emprunter plus facilement de bibliothèques de d'autres villes</p>
2537		

2538	It would be more convenient if the hours of operation were more consistent from day to day. Also, for many I believe Sunday opening would be a benefit.	have a larger number and range of e-books available	I very much appreciate and use the "hold" system.
2539	The switching between 10-6 & 1-8 is somewhat inconsistent and forces me to either gamble or to check on-line if I can visit the branch. Very confusing. Keep it the same hours every day.	Be consistent with opening hours	
2540			
2541			
2542	I have not had any issues accessing the branch		
2543	Would prefer it to be open in the mornings	Be open in the mornings	
2544	Always been a really pleasant environment and I've checked out some great books over the years I find that there are inconsistent hours and have to look them up each time. Is it opening at 1pm today or 10am? Is it closing at 6pm or 8pm?	Open on weekends all year round	Libraries are critical to communities and to democracy. More libraries, longer hours, and more money for collections are all to the good
2548	J'utilise les services de la bibliothèque surtout lorsque je me rends au centre Ray Friel	Consistent hours	
2549		Ouverture à 9h le jeudi	Non

2550 Morning closures, Sunday closures - all days and hours (well, not late
- they should not be. I did not fill in the preferred days
and hours of opening because I
want the library to be open any and
night or overnight!)

2551 I'm retired so going at 10 a.m.
when it isn't very busy is a good
time for me. Also I'm completely
flexible as to which day I go. Have a bigger inventory of the
most popular authors.

2553 Library is good, people are nice. But
I visited there many times, when I
arrived then realized it was closed.
The open times are different and
no patten can follow.

2554 I can work around the hours
L'endroit est calme.. Le personnel
est avenant. La lumière n'est pas
agressante.

2555 I am free to go whenever
2556 they are great now

Husband listens to the audio books
because he is dyslexic. I got the
Daisy player and discs for my
elderly neighbour as she loves to
read but her eyesight is very poor.
I used to use the library scanner
before I bought a printer/scanner.
My library card is the most
important card in my wallet. I
gladly pay taxes to support the
library.

2557	It is difficult to visit the library after work because it closes too soon (even if i drive right after work, the library is often closed as soon as 6 PM).	Investing in opening doors over the weekend and later over weekdays	
2558	On Tuesday and Thursday please open earlier The library is only open in the morning 2 days a week (Wednesday & Saturday). I prefer it be open in the morning more often.	None	No
2559		Open more often in the morning.	I disagree with ranking the library open days by 'day' - one day is equally important as another. need safe bicycle parking at libraries. Suggest new main library be at lansdowne Park
2560	not open enough hours	keep main reference library inn centre town - not Lebreton flats	
2561	I hardly ever go there in the past couple of years, but if I need to I can find a convenient time to go.	Keep services like Ancestry available online like it was during Covid	
2562	i would like to go on Sunday Mainly just pick up holds and the current hours work for that	open on sunday everywhere	All branches should be open on sunday
2564	not opening until 1.00 is sometimes a problem.	Can't think of anything	None
2565		Lots of local history items at main that do not circulate. Would be nice to have an electronic version of the collection for use in branches	I find access to electronic items fragmented what with various apps and places in online directory. Could use more ebooks.
2566	Retired but sometimes forget which days closed till 1 pm so cant always tack on library pickups to morning shopping.	Open Tuesday and Thursday mornings	
2567	Keep forgetting it is closed Tuesday and Thursday am		I love the library

2568
2570

The library doesn't open until 1 pm
some days and closes at 4 on
Fridays and 6 on other days. To me
1 pm is too late and 4 and 6 pm are
too early.

Have the staff wear real name tags.
Staff congregates behind counter
talking among themselves. Friendly
when approached but otherwise
user feels they are breaking up a
party. Desks interspersed may help.
Often need to access rare books
collection. Hate going downtown.
Don't feel safe with current
occupation of library by homeless
who are often sleeping on rare
book room- with a rare book in
their lap as camouflage. More
copies can of best sell are, ie off
waits are over X time period,
automatic order of second copy.
Do our libraries need to be so
soulless? BlackburHamlet library
when my kids were little was a very
lovey place.

I know the hrs are what are
affordable with present tax dollars.

Boxing Day

2572
2573

You don't have to ask about money
when you ask about education.
You have SES from that. Surprised
to see that on Nanos survey! Be
friendlier. Drop bunker mentality.

2574	<p>Most establishments can be trusted to be open on any given weekday morning. I don't have a habit of checking online to see if a place is open at that time, I take for granted that it is. I can't drive due to ADHD, and I have delicate legs that sprain with too much walking, and am multiple bus routes away from a library, so it's an unhappy surprise to arrive and find it's closed. After the first time, it's humiliating too.,</p>	Be consistent and simple.	
2575	<p>I would love for my preferred branch to be open 7 days per week, year- round. I consider OPL to be an essential service..</p>	<p>As before, offer service 7 days per week for at least 6 hours every day.</p>	
2576	<p>Closed on Sunday.</p>	<p>Have more copies of video games titles.</p>	
2577	<p>The library being closed on Sunday is unfortunate.</p>	<p>Family holiday, Good Friday</p>	
2578	<p>I have never had an issue with arriving at the library to find it unexpectedly closed. I can plan my visits with the current schedule.</p>		
2580			
2581			
2582	<p>I would love to have hours on Sunday, but if I can plan it out I can usually make it once a week</p>	<p>Being open at Carlingwood on Sundays</p>	<p>I love the library- thanks for all that you do!</p>

2583 deposit batteries	too short hours of operation, 10-8 would be better, M-F, weekends-half a day.	more programs for adults- language lessons-(spanish, german, italian), book clubs, basic cloth repair, cooking on budget, gardening group, seed/plant exchange day	Wish for more community involvement and easier way to find information about programs, let volunteers to run programs/ groups
2584	Helpful, friendly knowledgeable staff. I can go to library almost any day at any time. So the hours are fine for me.	Have the same hours everyday. I hope more in person programs will be available after being curtailed by Covid.	Being open Saturday and Sunday is very important for installing a lifelong love of reading in children.
2585	hours are variable - have to check to make sure the branch is open before visiting.	be closer to where I live	I am very happy with OPL services
2586	It would be so nice if all the hours where the same every day. I keep getting confused and show up when library is closed.	The best hours for me are from 11 am to 3pm. I miss those little round stools with wheels. I find extremely difficult to read book titles on the bottom shelves and find myself having to kneel on the floor. I'm sixty and find it difficult to rise. Now that the books on the bottom shelves have their spine facing up, instead of to the side, I can't read the titles, the view is blocked by the upper shelf!!	I wish for big comfy chairs!
2587	To rummage and soak up the atmosphere. I can easily adjust my schedule to the open hours.		
2588			

2589

Need longer hours. D code what u r offering and offer them consistently

Ensure books for children are appropriate

I haven't brought my kids much since heard there r men using the computers for porn. This should b blocked on all computers

2590

I wish that they had one more 10am opening during the week.

Les heures ont été coupées. Il faut que la biblio soit ouverte les plus possible pour permettre aux membres de la communauté d'avoir un espace sécuritaire pour passer du temps à l'extérieur de la maison. Aussi, la fermeture deux journées consécutives (dimanche et lundi) peut rendre difficile de ramasser des articles réservés à l'intérieur des délais prévus.

plus d'heures d'ouvertures. Une façon de recueillir les articles en réserve même lorsque la biblio est fermée.

pour passer du temps tranquille quand la maison est trop turbulente

Votre présence est une ressource communautaire plus essentielle que ce qui lui est accordée.

2594 to view the art on display

The branch is often closed when I would like to use it. For example, it is never open on Sunday, and some days of the week, it does not open until 1 p.m.

I would like the library to be open 10 a.m. to 8 p.m. every day.

2595

Once you know the schedule, can plan visits accordingly. Honestly, I have been an avid library user for over 50 yrs. I wish Thursday and Friday they would remain open until 8pm. Some people just cannot access it any earlier.

Have consistent opening hours - same time every day so one does not get confused. e.g. - I forget summer Sunday closures. Stay open all Sundays, or stay closed all Sundays.

Have a better selection of books. They are lacking in many areas on their catalogue compared to other libraries in Canada and even globally.

They need their holidays as well!

2597

The branch closes quite early most week days, and it can be difficult to fit a visit in after a full work day

I believe the OPL is a very important aspect of our community. I like the programs and facilities it provides and I would like to see more of them. I like being able to request books on hold. I like that late fines have been discontinued. I like the selection of books on paper, electronic books, music and other media. I find the library staff are unfailingly polite, friendly and helpful. Keep up the good work!

2599	Overall, the hours are good - my only suggestion would be to open a little later for more days during the week to serve who are working 9-5 schedules.	More branches open later in the evenings (i.e. until 8)	Keep up the great work!
2600	Sunday hours would be really helpful - hard to get everything done during the week or on Saturday Would like to go on Sundays in the summer.	be open everyday, even if just for a few hours. Helps with homework, programmes, pick-up/returns	hours are still not well adapted for people working shifts. Priority should be to offer more convenient access for families
2601			
2602		A Printing Press	No
2604			
2605	They recently expanded their hours of operation. Longer times on Saturday might be better for families when kids aren't in school.		It is nice to see local artists displaying their art (monthly), this was pre-pandemic. Nice to support the community. Locals like to meet at the library as well, knitting, etc. Local garden clubs volunteer and beautify the space which really adds to the library.
2606	Volunteer FOLPA	Suits my schedule	Keep up the great work.
2607	I wish the branch was open Tuesday and Thursday mornings.	Happy the way Carp branch currently operates. Retain/create a Centretown location after the new main library opens.	
2608	inquiry about audio services for homebound friend	They were able to answer all my questions	

2609	because sometimes i go the library before 1pm and it is closed-have the same hours every day	better variety of fiction, standard hours	any that fall in the week
2611	I sometimes go before 10 and they are closed	Have more time on the computer so I can complete more than one hour a day of documentation.	
2612	fits my schedule	more museum passes	
2614	My bookmobile stop used to have later hours but they were changed to earlier a few months ago. Those hours only leave me about 30-40 minutes to go after work, whereas before i has a few hours. It's not the worse, but it's not always convenient for me		
2615			

The hours are inconsistent day-to-day. I am fairly new to the area, and on several occasions I stopped by the pick up a hold and found that the library did not open until the afternoon on Tuesdays and Thursdays....maybe Friday also?? I still can't remember. I understand the need to save costs, but I would think standard hours would be better, even if the library were closed one weekday. I believe that most public libraries should be open on Sundays to meet needs of students, families, etc. The customers' needs should come before staff preferences.

More copies of the latest books.

Be open seven days a week, every day is important. Have more activities for children. Buy more best sellers, have a classics section of wonderful old books, hold community events like gardening, cooking, author talks, issues important to that community.

The branch and all branches should have uniform hours and all branches should be open Sundays.

A library should be unbiased in every way, therefore your questions are not pertinent. Stick to the library question and not the user questions. Thank you

2617
2618

2620

2621	The hours offered provide a good variety of times and since I know the hours at my Rockcliffe Branch I feel well enough served by these hours. Being retired makes my schedule flexible.	More magazine offerings, more express reading offerings, more sophisticated search feature on the library app (you have to spell an author name or book title completely correctly in order for it to retrieve, more regular communication with card holders (book suggestions, book prize winners, etc.)
2622	Sundays are a prime library time for my purposes and much of the year it is closed on Sundays	Purchase more museum passes.
2623	I think the library could be a good community resource and could be used like a community centre. For example, opening a local branch on Sundays could allow students to come and do their homework, do research, use the wifi and computer.	Reinstate the intra library loan system between cities in Canada
2624	Hours are too limited . Would be nice to have one early morning so can walk and not be in high heat and uv exposure	Have one earlier morning eg 9 am

The longer the hours the more the library can be a community resource. Many people live in small dwellings and may not have computers or wifi. The libraries can be safe places for kids to do homework, read and learn new skill in a quiet, calm environment. Also, with recent heat waves, libraries can be a refuge

2626	Even if the library is closed, we can work around the hours for our needs. I do hold the opinion, however, that any people need services from the library that may mean it should be open 7 days a week.	My needs are met by the library. We are deeply appreciative of this important community resource. I do believe libraries meet important community needs, especially for those most vulnerable, and therefore I support maximum accessibility for those who need it. Be open later or more frequently weekday evenings.			As a taxpayer I support the OPL and see it as a very valuable community service. We have relied on our local branch for years and find the staff to be very helpful and inclusive. Very helpful staff at Orleans branch.
2627					
2628	To select books	It is more convenient for me to pick up books in the morning. The library isn't open on Tuesday, Thursday or Friday mornings. Great Service from the Staff at the Branch	The Orleans Branch is well run.	Easter, July 1st	
2629					
2630		I appreciate the library services and the staff, but I would prefer for longer hours everyday.	Update magazine subscriptions		Libraries deserve better. Communities deserve better. The city of Ottawa expenditure for library services is shameful
2632		I have learned to check, but usually want to go at lunchtime, and have been disappointed when the branch isn't open until 1pm. Conversely, sometimes I want to go in the evening, and it is closed already.	Can't think of anything right now.		
2634		I think the library should be open longer	Have longer, regular hours		

2635	I feel like I can get done the things I need the library for within the current operating hours. They are not open until 1pm on Tuesday and thursdays. At least some branches should be open early each weekday	At least allow hold pickups and computer access on Sundays if the rest of the library isn't open in the summer.		Please consider that a closed library limits those without computer access to job and housing searches. If the library is closed on any day in the summer it limits a persons ability to access online resources. Anxiety is a killer.
2636	Read periodicals and newspapers I would like to see a return to the branch's previous hours, pre-COVID, when possible.	Have at least some branches open Thursday and Tuesday mornings	Good Friday, civic holiday maybe, Thanksgiving	The OPL is a fantastic public resource, with excellent staff . Ottawa is very lucky!
2638		Return to pre-COVID hours.		
2639	I'm retired so I'm flexible for stopping in to get books.	More copies of current releases so the waiting list is not as long		
2640	I would like the option of going to the library on sundays	To be open both Saturday and Sunday		
2641	The Tues and Thurs hours 1pm to 8pm are not effective for Main Branch. I have noted very few people at Main after 6pm. Library staff are very underutilized after 6pm. I think the hours at Main should be 10 to 6 daily.	The Main Branch has a problem with street people etc. who use the Library to sleep in the easy chairs etc. It gives a bad impression for visitors and when bringing kids to Main. I note there are usually 2 or 3 Security people on site due to the problems at Main Branch.		The Main Branch is far underutilized because centretown office workers have not yet returned to their offices because of the pandemic. The staff at Main Branch are very underutilized at times when few people are in the library. They basically have nothing to do so they socialize frequently with eachh other and with the Security staff.

2643	The library hours change day to day and I am constantly having to look at the schedule. It would help if it opened at the same time Mon-Fri	It would be great to have suggestions for French Immersion students by grade/age more accessible. I have found them online, but it would be great to have them more readily available in the library.
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2644	I work typical office hours (9 to 5 ish) and would love to be able to access a library more during evenings and weekends incl. Sunday	Opening hours on weekends
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2645		Increase and improve the variety of historical non-fiction among e-books.
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2646	Seulement deux matins de semaine ouverts. seulement le samedi ouvert, pas le dimanche.	Ouvrir la succursale Sunnyside le dimanche. Essentiel.
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2647	Some mornings aren't open and I have gone to pick up books and forgot which day has which hours	Have consistent hours on all days
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2648		Intake my 2 year old grandchild to the library and only mornings work as she naps in the afternoon
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I indicated the library closest to my house that I have used most often during the pandemic - but if/ when the pandemic eases and the new central library is completed, I would like use that location more than my neighbourhood library. Sometimes OPL tries too hard to be too many things to too many people and loses sight of it's core mission.

2649	not open on Sundays, not open into the evening except on Tuesdays, and closed many mornings	more graphic novels	be open more hours
2650	It's a great branch with a good selection and helpful staff.	Open on Sundays and later on Fridays	
2652	Meets my needs.		
2655	I am generally able to get there at a time that I need, but the hours sometimes seem a bit random.	More access points in the city to pick up holds (e.g. library vending machines)	
2656	Meets my need		No
2657	To get help with a program or to use a new kobo and learn how to download		
2658	I needed help with a download and gotbit.		
2659	C'est souvent ouvert quand je cherche à me rendre à la bibliothèque		
2660	I a. Retired and therefor	Have the book return slot open even when library is closed	Very happy with the services provided, staff always very helpful.
2661			While I love the idea of having more access to the library, I have no interest in any type of exploitive practices that remove staff from their holidays and breaks. And certainly not in the overuse of unpaid labourers like volunteers.

2662	It would be lovely if the library opened earlier on a Friday... Friday morning would be great. Getting around Ottawa Friday afternoons these days is a challenge and picking up materials for the weekend in the pm is often not easy.			I LOVE my library! It is definitely my taxes at work and it's worth every penny and more!
2663	Because the hours suit my schedule.	Have more selection of large print books		
2664		Be open on weekends!!!		Instead of closing on Sundays, be closed on Monday or Tuesday
2665	I'm retired so have a lot of flexibility in my schedule. As a result, the current hours of operation work for me.	I think that the hours of operation need to meet the needs of the local branch catchment area, and that this should be reviewed every five to ten years.		
2666	It closes at different hours depending on the day, I would prefer it to close at the same time every day at 7pm.	Better lighting, I find the lighting too dim for reading in some places in the library.		I like what you do about opening the loans of specific books on Heritage month or so on. I would like to see that more during the year!
2668	Not open Sundays	open sundays		Carp is not open sundays
2669	Waiting for someone			
2671				
2672	Because I'm happy with my branch	?		No
2675		Have more large print books		Love the DVD and CD service and the ability to reserve these and books
2676	I can usually work my schedule around these hours	Have more copies of ebooks		Great library system, thankful to have it.

2677	When it closes at 6 I often can't get there in time after work	Til 8 pm on weeknights	People who use the library to access internet, study , etc have greater needs than I do for access
2678	I would feel better if the hours were consistent so I could count on the branch being open without having to check every time I want to go in. Opening at 1 pm on a Thursday is late.	longer opening hours	No
2679	I have to juggle my schedule to be able to go to library and sometimes it's impossible.	Open longer hours	
2680	I've never had a problem finding a time to pick up books and returns are no problem with the drop slot.	Would love to have the used book store open longer hours. I always end up getting there just after it closes. I know it's volunteer run, so a big ask.	
2681 2683	Because it's inconsistent from day to day I can't always remember which days the library doesn't open till later, and of course that's when I show up	Having consistent operating hours on weekdays	I appreciate the library very much! I admit I mostly use the electronic books/audiobooks, but love having a branch close by that I can order in books to. Staff are always great

				To the survey designer: The ranking of preferred days of the week seemed odd to me. It would have been enough I think to ask for preferred days. That is, for me it made no sense to rank days for which my preference was the same. But, apart from that, a good questionnaire. I would like to borrow vietnamese books, what happened to this option?
2684	I sometimes forget that it is closed Friday morning.	Have consisten hours for all days, Monday to Saturday		
2685		Sundays are days I would like to take my family to get books	Family Day, September 30, November 11	
2686	the hours recently changed to have a 10 a.m. opening Mon-Sat except Friday. Previous hours were inconvenient at times.	wider selection of books that I like		
2687	Loathe the fact that it is not open Friday mornings. Children are allowed to run around. Quiet spaces really are not.	Add a Cone of Silence		
2688	Je pense que l'ouverture tard en après midi devrait se faire en début de semaine seulement - p.ex. lundi, mardi et/ou mercredi.	La BPO répond bien à mes besoins sauf en ce qui concerne les heures d'ouverture tardive les jeudis et vendredis.	Action de grace, lendemain de Noel, fête de la famille, vendredi saint	
2690		Provide cool sanctuary when temps dangerously high		

2691		I find it pretty easy to use interns of the hours of operation. Perhaps-- I use OPL books in my classroom.		
2692		Sometimes it can be hard to have 5-		
2693		6 copies of a text for a small group.		
		They are open until dinner hour so I can stop after work. Some nights they are open later. This works for me.	It would be good if that was an option, even digitally. Or maybe it is and I just don't know how.	Thanks for including me.
2695		I would prefer if the library was open until 9pm each evening		
2696		I wish there were earlier weekend hours and later weekday hours		
2697				
2698		I am generally free to use the library during opening hours, and in fact do most of my errands at that time.	Open at 10 am each day (except Sunday).	
2700		It would be convenient to have access on Friday mornings		Spring through fall
2701	I don't visit the library; I access books online.	I don't visit the library; my work is all online.		
2702				
2704				
2705		It is often closed in the mornings. morning weekday hours have been reduced, which is when I would normally go	Be open every morning, at least by eleven am.	The book reserve system is fantastic.
2706			Increase quantity of audiobooks	

2707

I find the opening at 1pm on some days a little late and prevents me from using my lunch time to walk to the library.

Open before 1pm on every day they are open

Opening for longer hours would possibly allow for more volunteers to help cover those hours.

2708

The hours of operation are convenient for me

Cannot think of anything at the moment

2709

2710

I wish it were open on Sundays. Hours of operation allow me to access OPL when it is convenient for me.

Faster inter-library loan, wait time is 16 weeks., this is unacceptable.

microfilm readers not work properly, should be replaced with new machines

2711

I am a senior. The city offers free bus service to seniors on Wednesdays and Sundays. I regularly take advantage of this on Wednesdays and would also use that service if the Elmvale Library had Sunday hours. That would be a great benefit to me.

To be open on Sunday when the bus is free for seniors.

2712

Basically I have been burned a number of times - getting a notice that something was ready to be picked up , going to the branch and finding out that it was not open.

Be consistent - how can you expect people to be aware of all the odd day to day variations

2713

2715	<p>Provide a downtown location (even if just a hold pick-up location) to replace the Metcalfe Main branch when it moves to Lebreton. It's not possible to get to the Lebreton location on my lunch hour (I work near Queen St. and Bank St.)</p>	I love the library!!!
2716	<p>Ottawa is my home town. I lived in another city for 5 years and came back last October - could not believe how limited the opening hours are now. Even in summer, most of the libraries are locked until 1pm. My kids are in their 30's now but I used to take them to the library in the summer months to read books or attend library events. Usually in the mornings !! Main branch should be open at 9 or 10 every day.</p> <p>I really appreciate researching titles online and having so much info online but a good library geared towards younger kids is essential. I want OPL to have lots of books and magazines.</p>	Never get rid of books or magazines.
2718 2719	<p>Restricted hours - not open till Tuesday and Thursday mornings or evenings Monday and Wednesday</p> <p>More children programming</p>	
2720		

2721	<p>Before Covid, this branch was opened weekdays from 10:00 am to 8:00 pm. I find the 1:00 pm opening on Tuesday and Thursday inconvenient because as a retiree, I tend to run my errands in the morning and on those days, I either have to drive to the branch again in the afternoon or save it until the next day. The Cumberland branch serves such a large section of Orleans that I don't understand the reduced hours. Will this change in the Fall when kids are back in school?</p>	<p>Open at 10:00 am each day Monday-Friday.</p>	<p>Keep libraries opened! They are great places to learn through reading.</p>
2722	<p>The branch could have later hours every day rather than only 2 days per week. It would be good to have it be open on Sunday too. I work in construction and am often out before they open and home either after or just as the branch is closing. I often work Saturdays too which really only leaves me Sunday free</p>	<p>Be open later during the week and be open on Sunday</p>	
2723	<p>works with my schedule</p>	<p>nothing specific</p>	<p>no</p>
2724 Print	<p>Selected days with evening hours</p>		

2725 Hours are very restricted. They often don't open until 1 pm and they are not open on Sundays. open earlier than 10 am

2727 Would prefer they be open Sunday (in addition to Saturday) Open on Sunday!

2728 There are a two evenings when they are open until 8 pm. However, that means they do not open until 1 pm on those days. The biggest problem I have is that I keep forgetting which days it does not open until 1 pm and tend to show up on those days. I would like to have the same opening time - some consistency. Before covid, I remember different hours - if I remember correctly, Monday to Thursday the library was open at 10 am and closed at 8:30 pm. I miss that. I can work around the current schedule, but I prefer the pre-covid more consistency in the opening schedule. hours

2729 Do not like late opening hours Better hours

2730 1. Hours are not fixed. Have shown up at 10:00 on days branch opens at 13:00. 2. Open too late on some days, 13:00 hrs. 3. Closed on Sundays. Standardized the hours of operation with opening hours as early as possible.

Your survey makes a blanket statement about OPL's hours on Sunday as if every OPL branch is open Sunday which is incorrect.

Since I am retired, I now prefer daytime hours. When I was working, I preferred evening and weekend hours. When I had preschool children, I preferred the daytime hours. Once my children were school aged, I preferred after school, evening and weekend hours. So, my time preferences change as my life changes. I do think it is important to have some evening hours and at least one weekend day. Friendly service

2731	Daily hours should be more consistent for week days and weekends. Some days open at 10 some days at 1 pm.	More books! The latest trend to remove books on higher shelves while keeping them on lower shelves was a mistake. We are heavy users and never seen someone in a wheelchair. However many seniors use the library and find it difficult to bend down to the old. Clearing the lower shelves now means that we have 40 percent less books. Going from 5 shelves to 3.	Keep it closed during statutory holidays.	Better access to genealogical on line resources from home would be appreciated. Better library services in the east end to match what we have seen in Nepean.
2732	Troubleshoot online software	More copies of popular titles online		
2733	Limited selection of books of interest to me.			The lockers at the Hunt Club that allow books to be delivered and returned is my favourite library option at present, most convenient for me.
2735	It is very small and has a limited selection of books. I almost always reserve books and have them delivered as I don't find much that I am looking for on the shelves.	At this time the one thing I would like to see is a larger library at Elmvale with a greater selection of material.		
2737	service professionnel; heures d'ouverture pratique	communiquer davantage les questions et les programmes de la BPO		non, sauf que j'en profite pour vous dire combien je suis satisfaite des services de la BPO

2738	Prefer it to be open Sunday and Friday morning		More activities for adults, book club with themes or age ranges, discussion groups, community focused activities not just for kids
2739	Very easy service to pick up and drop off books.	The current schedule works fine for me.	Thank you for the great selection of books available for children and adults. It's been very useful to have such a great selection of e-Books too. Thank you!
2740	I work 9-5 and find the hours very limited. I also come from Brampton, where the library would be open until 9 pm most days.	better hours	
2741	I have no problem accessing the library no matter the opening or closing times. I like to visit over my lunch breaks. The downtown location is sometimes not open till 1PM on certain days. I never remember that day and sometimes go at noon)	I have no suggestions for improvement. I find the hours suitable and the staff helpful and friendly at all the locations I've visited. I might use the library on a Sunday but less likely than other days in the week.	I enjoy the library. It was especially helpful to be able to get items on hold during the height of the pandemic. I always donate my books to the OPL while they are in good condition to allow the branch to raise money through book sales. Thank you for providing us with consistent good service!
2742		Have some means to easily see what new dvds (those that are short term rentals, that can not be reserve) are on the shelf, before I go.	

2743	<p>Would prefer opening hours being in the morning versus at 1pm. Presently three of the 5 days the library is open only beginning at 1pm.</p>	<p>Our branch is not open on Sunday at any time of the year. I would like to have opening hours during the week before 1pm.</p>	
2744	<p>It closes fairly early most days which usually leaves me less than an hour to visit the library after work. I do appreciate that there are two evenings when it stays open later, just that usually 6pm closure is too early for me</p>		
2745	<p>Please make the museum cards reseveable as people line up at opening and run over kids to get one.</p>	<p>Please make museum passes reseveable online. People are very rude and trample over kids to get the passes.</p>	<p>Pleasee make museum passes reseveable online.</p>
2747	<p>I'm retired, so I can go anytime.</p>		
2748	<p>The hours fit well into my Saturday morning schedule.</p>	<p>N/A I feel my needs are met very well!</p>	<p>I really love OPL and the wide range of services and huge selection of reading and watching material they provide!</p>
2750	<p>Sometimes I wish they were open on Sundays or a bit longer hours.</p>	<p>Be open more often</p>	
2752	<p>Would like longer hours on the weekend days.</p>		<p>Love the audiobooks now that I am older and love being able to listen to them while I am doing other things (like working on my stained glass designs)</p>

2753	Les heures réduites (ouverture tardive) du mardi et jeudi sont frustrantes. On apprécie les journées où la succursale est ouverte pour plusieurs heures après le travail.	Toujours ouvrir à 10h et garder les deux soirées prolongées sur semaine.	Certains.	Merci pour vos excellents services en français!!
2754	The branch meets my needs.			
2755	Would definitely prefer it to be open at least some weekdays in the morning.	Open some weekday mornings		
2756		More selection and more copies of Express movies and TV series		
2758	I mean I get what I need without any problems.	Give longer time to read borrowed books.		More diverse books on health & nutrition by famous writers.
2759	I've walked over a few times to pick up books and the branch is not open. Disappointing.			
2761				
2762	I would love to see the library be open on sundays as well			
2763	Hours outside of business day are somewhat limited	24-7 access to the outdoor drop off box for returns	All except Christmas	I love the new online audiobook options to postpone hold and extend borrowing to 21 days for some books. It's made a big difference in how usable the collection is. Also love the cookbooks in the library. Wish list would be more newspapers online

2764	I would prefer full daytime hours rather than evenings. Mornings when the library is visited are awkward.	Stop the secondary students from using the bike racks at the library so that there is a spot for cycling seniors to leave their bikes!		Love the library! Wonderful staff. A vital part of my community.
2765	Some days it only opens at 1 and it's better for us to take kids in the morning. It's hard to remember which days open at 10 or 1.			We love the OPL! The librarians are so kind and helpful to our kids.
2766 to relax		More comfortable chairs to sit in, read and sip on a coffee.		I love the OPL and value it greatly. Not having full access during the pandemic was a loss.
2767	Because there are days during the week when it's closed over the lunch break and sometimes that's the only time during the day I have free to go. But overall, I'm happy with the hours.	Open on Sundays in Summer. That's when I'm most likely to want to spend a quiet afternoon at the library. And open as of noon on all days.		I love the library and feel so lucky to have access to it. I also really appreciate the fact that OPL is expanding its selection of ebooks and downloadable audiobooks; I love the Libby and Cloud Library apps. I really enjoy the second-hand book shop, but wish it was open more often. It's generally closed when I pass by.
2768	Hours are limited		Some. Depending on day	
2772	Opening hours during weekdays could be earlier	nothing that I can think of		none at this time
2773	Only open until 8 for 2 days of the week			
2774				
2775	les heures me conviennent	rien ne me vient en tête		
2776	Courteous staff, nice space	Satisfied absolutely		None. Good customer service

2777	I have limited time to visit the library and seems my time and open hours are not compatible	Provide one very early opening day	
2779 to collect materials found in the catalogue 2780	Hours vary by day of the week.	Establish branches in underserved areas, including by reducing hours at existing branches to free up funds	The questionnaire completely ignored the Hunt Club Riverside Park Community Centre library kiosk which is the facility I use most often. I am dissatisfied with the branch options available to me which are inconvenient.
2781 2782	To be honest I mostly use online books and sometimes get french books from Manotick branch for my son	I think less hours in summer makes sense. I use it more during the school year.	In neighborhoods with more young children physical branches and hours are likely more important. I expect most adults have moved to e-books.
2783	Most times the library is open when I need it but sometimes not. I wish the branch was open every morning.	Nothing	
2785		No complaints.	no
2786 2787	The hours are to short and start to late in the day; should open earlier and not open on Sunday like other branches	Open earlier than 10am or 1pm and have consistent hours every day instead of changing hours depending on the day; also open on Sunday for my local branch	

2788	It is usually open - sometimes (like this summer) opening hours are later than normal and I would prefer an earlier opening time.		
2789	Sometimes the library isn't open in the morning.		
2790	Ideally they would be open late four nights a week, but it's also not that big of a deal that it's only two.	Be open every evening, Monday to Thursday.	
2791	The library is closed the days and at the times I would prefer to use it.	Be open in evening weekends and holidays. Consider continuing to expand loan programs (e.g., music instruments).	
2792	The hours suit me because I live only a few streets away from the library and can get to it whenever I am out taking care of other errands	When several books I have ordered are in transit to my branch, it would be more convenient to me to be able to pick up all of the books at one visit instead of having to make several trips as they come in a few days apart.	
2793	I wished it was opened on Sundays but I'm glad some days it's opened until 8:00 pm, which works with my work schedule	Nothing, I have no complaints!	Not at the moment, very satisfied!
2794	Wish that hours of operation extends later to the day than ending at 6pm		

2795		I didn't encounter any inconvenience because of its hours. Open every day Friday mornings and Sundays			
2796	To spend time in a library	would be prime times for us to visit the library. It is inconvenient that the library is closed frequently like Friday morning especially, and 6pm some weeknights	Sunday afternoons are made for libraries!	The non religious ones	I would love for the OPL to be open friday mornings. PD days = perfect for library browsing
2797		Based on experience of other libraries	Stay open more, especially Friday morning and Sunday		
2799		I only go to the library about twice a month and as I am retired I am able to go anytime	Satisfied with the way OPL works.		No
2800	To return books		More efficient meeting of clients needs at the desk.		A Great Service for a community to have!
2801					
2802		The staff are not friendly and the hours are not great.			
2803			Great service		
2804		Wish OPL was open during the noon lunch hour every day so I can pick up books on my lunch break. I'm satisfied with the evening hours though.	Open at 12pm every week day		Love the library. Wish I could download books on my Kindle though. Hold system is great for hard copies.
2805		I want consistency. Same hours Monday to Friday and same Saturday and Sunday.			
2806					

2807	Closed on Sundays is not ideal I am retired from fed. gov't and can work around the hours that are now in place.		Except xmas and thanksgiving	More childrens' programming. Longer hours on Sunday. More collaborating with teachers (of which I am one) and students. Opportunities for volunteering that are more readily accessible.
2808		have more BIG PRINT newer released books Each section of the website should have a direct link to the hours page. It's hard to keep track of the hours and a pain to keep going back to the location and hours page.		
2809	I think a late opening on a Friday is extremely inconvenient.			None at this time
2810	Excellent staff who are professional, helpful and courteous. The branch has a good layout, items are easy to find and I like to use the self checkout kiosks. It's rarely open in the morning, which is usually when I am able to go.	1) The ability to run and save an advanced search that excludes items that are on my completed list 2) The ability to set a watchlist so that the library app would notify me by email or text message when a watched item becomes available at my preferred branch 3) Install a city recycling/waste collection point outside of the Blackburn branch		I am very happy to have a local OPL branch located centrally within my community that I can easily walk to
2811 To print documents 2812				Thank you for all that you do.

2813 Would prefer that the branch open at 10 a.m. 6 days per week. Open daily (6x per week) at 10 a.m. Speed up in-transit time for holds. Make more downloadable audiobooks available.

2814 Sundays our library is closed. For most of the year we usually go on the weekend. Since Sunday is half of the weekend, we would consider it an improvement if the library were open on Sunday. Child friendly staff in the children's section more frequently. More sessions of the popular children's programs - it is always disappointing to find that one that my kids are interested in attending is full. It seems to happen frequently.

2815 I am retired and therefore I have more flexibility in visiting the library during their opening hours.

2816 Hours are too short. Should be open later on weeknights after work and longer on weekends. Be open outside business hours. Barrhaven doesn't have a lot of shift workers!! Most of us work 9-5 so evenings and weekends are most important.

Who put "white" in a list of cultures? White is not a culture and public institutions should not be encouraging people to think of it as one.

When OPL "retires" a book (i.e., permanently removes it from the shelves), it would be great if patrons could be given an opportunity to buy the book. Their website could be used for this! To reduce the administration, it could be offered on a "first come, first served" basis.

<p>To feel part of my community. Centennial 2817 is such a great community hub.</p>	<p>I think the current hours are great. I don't think it needs to be open every morning or every night. It would be nice if it were open Friday morning too. Saturday hours are just right.</p>	<p>Stop trying to make branches cookie cutter all alike. Branches must be true to the community they serve. They need to reflect their community...lots of children? Make the Childrens area bright, colourful and busy to reflect the children visiting. Let them make a mark...literally...handprints on the wall etc. It was so disappointing when the years of childrens' handprints were painted over at Centennial last year. The branch used to be so much fun to visit...lots of kids posters, handprints, crafts, lego, etc. It is a big white wasteland now! Not welcoming and fun.</p>	<p>Please have more respect for the people who live in the community served. Cater to those who live in a particular community rather than what MANAGEMENT THINKS is best for them. Listen to the staff who have worked in those communities for many years...they know the communities better than management does!!</p>
<p>2818</p>	<p>Since I am retired, I am able to visit the Library whenever I please, I am not restricted to a specific time. Needs to expand evening and weekend operating hours as these times are most practical for my family</p>	<p>I am quite satisfied with the hours of operation as they stand. I can adapt to what is offered, because being retired, I can work around the offerings from the Library.</p>	<p>None</p>
<p>2819</p>	<p></p>	<p>More availability of museum passes</p>	<p></p>

2820 2821	Working hours issue. Closed on Sundays during summer. Restricted hours during weekends all over the year.	More flexible and prolonged open hours especially during weekends and summer.	
2822	Missing the mornings on Tuesdays and Thursdays can be someone difficult at times, but I understand the need to balance the later hours on those days which is very important for availability.	My daughter wanted more consistent access to study carrols during COVID. She found there was rarely enough space available for studying and work.	
2823	I wish they were open both days of the weekend during the summer.		
2824	Sometimes the days when the library doesn't open until 1 can be an inconvenience when trying to go on my lunch break		Victoria Day, easter monday, family day, civic holiday, labour day

2825 to use equipment in digital lab

I would prefer that the library be open for consistent hours daily - open til 6 on Mon & Wed and open til 8 on Tues & Thurs is a bit annoying - I work full-time and have lost books on the hold shelf because I "thought" I'd be able to get to the library before dinner to pick up my book on a Mon or Wed and then was unable to get there on time due to an unexpected work conflict. Would far rather have the library open 10-7 Monday - Friday.

Allow me to have a 24 hr hold extension in case I can't get there before closing on the date my book needs to be picked up. It would be nice to have that option on the website for a one-time "24 hr extension" for a hold pick up (and if the person can't get in and pick it up before closing on the extension date then that's that).

I really enjoy use of the library - one of the best uses of my tax dollars!

2827

Mainly because it is not open on Sundays during the summer. I know that that changed during the school year but it is a service that should always be open on weekends. Every location. It is probably not true but my sense is that the decision to close on Sundays during the summer prioritized the needs of library staff over the library's patrons. The needs of patrons should come first. And for me those needs include access on Sundays.

Be open on Sundays. Why isn't there an option to answer "Very Interested" for the above question.

I found many of the questions in this particular survey offensive. Why does my ethnicity, gender, native language, age, income, number of children, etc. have any bearing on my opinion about hours of operation of OPL. My internal cynic thinks that you are going to weight individual responses depending on that information.

2828	<p>As someone who works full-time during the week, it can be difficult to find time to pick up library holds and find new books to read because OPL is closed on Sundays and Mondays, and often closes at 6pm. That means, realistically, I only have access to the public library on Tuesdays and Thursdays when branches close at 8pm, or Saturdays before 5pm. I wish hours were extended to accommodate people who work during the day on weekdays.</p>	<p>To be open until 8 or 9pm on all weekdays (or at least most weekdays). Send the email indicating the hold is available sooner. The app is always updated sooner. I get the email on Friday usually when the library is closed.</p>	<p>Please open on Sundays in the summer months!</p>
2830 2831	<p>The current hours are fine.</p>		<p>No</p>
2833	<p>The weekend hours are a bit restrictive. Sundays open only in the afternoon & close pretty early. For people who work & want to go by on the weekend this is a bit limited.</p>		
2834	<p>On Tuesdays, Thursdays, Saturdays and Sundays the branch doesn't open until 1:00 p.m. This makes it difficult to fit visits there into my schedule.</p>	<p>Copies purchased of new books should be in proportion to the number of patrons who wish to read them.</p>	

2835

I work full-time & with other commitments, it is sometimes hard to get to the library with the hours such as they are.

2836

Be open longer.

The library closes too early in the evenings and it's tough to get there after dinner.

2837

Ce serait bien que la bibliothèque ouvre plus tôt le samedi voire ouvre le dimanche en plus.

Être ouvert quand je ne travaille pas pour pouvoir en profiter en famille.

2838

Merci pour ce sondage.

I love the Cloud Library Express App and the Libby App; I can access so much right from my home and straight to my device. I don't need the actual branch to be open for more than regular workday (office hours) when I have the library right at my fingertips. It's nice to visit the branch when I feel like a change but I am content to access so many materials (music, movies, e-books including Express) all from the comfort of my own home. It's a wonderful service.

2839

The branch is open six days a week. Some days I can visit in the morning, some days in the afternoon, and some days in the evening if I choose to do so. I prefer visiting in the afternoon. It's very convenient for me.

Quieter areas in the branch.

I sometimes have to wait a day or 2 to fit it into my schedule as it's schedule conflict

I think OPL does a good job of filling the needs of the community

2841 As an outing that cost nothing

Staff is always great to work with.

2843

I would prefer it if they would stay open on Sundays all year round.

better parking

2845	Take my students to learn about the library	I wish it was open Sundays	Have my branch open on Sunday, not just some	no thank you
2846	to print material.	They are open as much as I need.	Offer colour copies.	Libraries should not be open on Sundays on holiday weekends and in the summer months. Everyone needs a break.
2847		The times I would love to bring my kids to the library it's always closed. Sundays would be AMAZING, and Saturday later in the day would be great too	Be open more :) More babytimes at various hours,	
2848		Would like more morning hours staff is helpful and always	not just once a week	
2849		courteous	I'm satisfied with the Library	Nothing as of yet. I enjoy our local library in Gloucester.
2850		The hours are good Some days it closes early and some days later I can return my books anytime	I can't think of anything as everything runs smoothly when I go there	I love the staff Heather and Daniel They are so helpful and friendly
2851		I would like it open every morning and for a few hours on Sunday.	Open longer hours	Having video games for kids to play in the same area as people are reading and expecting quiet is not a good idea. If there are video games to play, they should be away from the reading art of the library.

2852	<p>Personnel qui parle français. Personnel courtois. Livres français limités mais je fais venir des autres succursales. Pour les enfants, le choix de livres en français est pittoiable. Je manque beaucoup la dame qui était là , il y a 4 ans. Elle y a travaillé plusieurs années mais avait des problèmes de santé à la fin de son séjour. Elle faisait un travail exceptionnel. J'aimerais qu'on le lui dise.</p>	<p>Ouvrir la biblio à 14h le vendredi, c'est beaucoup trop tard. Au moins, l'ouvrir à midi sinon à 13h.</p>	<p>J'adore emprunter les cartes de musées pour mes petits enfants. Notre succursale est toujours fermée le dimanche, mais il n'y a pas beaucoup de livres de recherche-là. Je me souviens qu'il était difficile de faire des travaux scolaires avec mes enfants quand ils étaient jeunes car les biblios étaient presque toutes fermées le dimanche. Je sais que maintenant il y a l'internet mais il faut pouvoir leur montrer que les ressources papiers sont aussi d'une grande importance.</p>
2854	<p>I almost never have to go in person relying almost exclusively on e-loans for e-books/audiobooks/digital newspapers</p>	<p>Open every morning. Provide internet support to troubleshoot problems with accessibility to Aldiko, Cloud Library or Overdrive.</p>	<p>I appreciate the public washroom facilities at Rideau branch.</p>
<p>Only when needed eg address change on 2855 OPL account</p>			<p>I love our public libraries! Thank you</p>
2856 Get help with borrowing ebooks	<p>We would prefer morning hours to evening hours.</p>		

There are only 3 days a week when the Alta Vista branch is open in the morning. More than once I have forgotten this, and have gone to pick up a hold or return a book, only to discover they are closed.

That must also be very inconvenient for library patrons with young children, who tend to nap in the afternoon. There are only 2 days a week when the Alta Vista branch is open late (until 8).

Thankfully I do not work full time but for those who do, having the library open so few evenings would be very limiting.

The only hours they are consistently open are between 1 and 5 in the afternoon, when most kids are in school and most adults are at work. That makes no sense to me. I used to work at a library that was open every day, 10am to 9pm, and the evenings were our busiest time.

lirdary isperfect

Different/shorter hours during summer. Kids out- library great outing option but difficult with shorter hours

I would love to have a library closer to our home (Mooneys Bay area). Our nearest branch (Alta Vista) is almost 4 km away and there isn't an easy, direct route for us to get there. I would love it if my kids (ages 10, 13 and 15) could safely go on their own but even by bike it is quite far and a somewhat hazardous trip (across busy roads).

I believe in the value of libraries in the community. I have lived in various cities over the years and always use whatever local library is available. However since moving to Ottawa (1.5 years ago) I have not been able to go, or bring my kids as often, as I would like. The location and the hours of Alta Vista really aren't meeting our needs very well. Libraries were a huge blessing to me when our kids were small (especially during bad weather) so I think it is a shame that the parents in our neighbourhood cannot have that experience.

2857
2858

2859
2860

2861			open on Sundays during the summer	
2862				
2863	To check available Dvd's on the shelves for takeout	Not open Friday and closes too early Sat	Have more Mystery series available for takeout Sometimes have to wait a very long time before they are available for pick up	Just more copies of the most popular series and movies
2864				
2865		The branch is open when I'm available to bring my kids on weekends and other non-school days.		
2867		I have found the library closed a few times and wished it was open.	Have more author visits /book readings. Restart adult activity/courses.	The ones where most private sector is open.
2870		I go at random times and have often ended up there while the library is closed. - my own fault		Library team does a great job. Love the selection of books at the entrance!
2871				
2872		There are no full day hours. Need at least 1 full day/week	Somehow come up with ideas on how to allow us access to pick up our hold at more convenient times at the smaller or rural libraries ...maybe something like the postal lock boxes	
2874		I think that hours should be extended on weekends.	Be open every Sunday.	
2876		The varied hours work with my schedule so there are multiple times I am able to pick up books.		

2877	Closed Sundays, and often have a hard time getting there in time before it closes	Better recommendations More consistent hours. Maybe Mon-Thurs have the same daily hours (it can get confusing to keep track which weekday evenings are open, or which weekday mornings are open), and then variable/staggered hours Fri-Sunday	Survey indicates all OPL branches are open on Sundays in the summer, which is not the case for Sunnyside branch.
2878	I would like some Sunday hours I wish the Sunnyside library had longer hours. I struggle to remember the hours because they change every day.		
2879	Never been impacted but the branch hours. Seems reasonable and good coverage		
2880		Nothing of note , I think the library is great resource !	No.
2881	I generally find the hours convenient, but I find it hard to remember the pattern of hours on different days and wish it was open more reliably over the lunch hour.	I would like to be able to pop over to the library over the lunch hour (especially given increasing trends for working from home) and so am often frustrated on days it doesn't open until 1. My needs would be best met by having a consistent set of hours (less fluctuation per day) and consistently being open mid-day.	n/a
2882			
2884	Some mornings and Sundays are closed		

2885	Je suis retraitée et j'ai une certaine flexibilité. Il m'est arrivé de ne pas me souvenir que la bibliothèque ouvrait à 13 h certains jours, et c'était fermé.	Ouvri le dimanche la succursale St-Laurent
2886	Not open long enough. It is sometimes difficult to go when the library is open.	I love the library. Being open every morning and a few hours on Sunday would be lovely.
2887	I would like to have longer hours to use the library	Have longer hours in order to study at the library
2888		Easy to access after-hours holds, via a vending machine or airlock system.
2889		I work on Sundays so the library being closed that day doesn't affect me.

Please extend library operating hours for students who use it to study

2890	Pour sociabiliser en tant que nouvelle personne arrivante à Ottawa	Lorsque je finis ma journée de travail, le temps d'arriver à la Bibliothèque, elle est déjà fermée, ce qui est assez frustrant. Aussi, la Bibliothèque est fermée les dimanches. J'adore les bibliothèques et dans toutes les grandes villes où j'ai vécu, les bibliothèques peuvent rester ouvertes très tard, jusqu'à 21h ou 22h les jours de semaines. Elles sont ouvertes les weekend souvent jusqu'à 18h ou 19h; Le Lundi étant souvent le jour de fermeture.	Prolonger ces heures d'ouverture en semaine pour faciliter l'usage de ses services aux travailleurs qui ne peuvent pas en profiter pendant les heures de travail.
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Je remercie toutes les équipes de la BPO dans leurs efforts de qualité de services rendus aux usagers. Ils font un travail formidable.

2891 printing	I wish the branches were open all day Sat and Sun even in the summer.	Improve the synchronization of their at-home and in-library online accounts system. Almost every week I get an indication that a hold is available only to get to the library and find out that it is not available according to their system. I do not mind waiting an extra week for the hold, but I may not have come to the library at all if I knew that is was not available.	
2894	I think the library should be open Sundays. It's stressful and inconvenient to only be able to go to the library on Saturday. I work weekdays and never have time in the evenings. I'm usually busy with errands on Saturday and it would be really nice to be able to go to the library on Sunday.		Thank you for asking about library hours. I'm hoping to be able to go on Sundays!
2896	Sometimes go and find it's closed. I forget the weird hours it's open.		OPL is an excellent public service that is doing a very good job.
2898 Access passes			OPL staff and its services are instrumental to the vitality of the community. While I use the library primarily for holds, I appreciate all the services it has to offer. Thanks for the survey
2899	Sunday hours would be great		

2900	Hours are basically satisfactory but an earlier start on tuesday and thursday at nepean would be welcome. I can pick up my holds, get what I need, or ask a question of staff, generally without any waiting, and continue on to the rest of my day without fuss.	Improve interlibrary loan efficiencies.	No
2902			I am very thankful for the OPL and their services.
2904 2905	I work full time, so I generally go to pickup my holds after 4pm or on the weekend. Since I have several days to pickup my holds, it's not a big inconvenience if the library is closed until 1pm or closed in the evening. I just arrange to go another day. Now that I'm working from home during the pandemic, it would be nice if the library was always open over the lunch hour, so I could pop out to return any books or pickup any holds then, but it's not really a big deal.	Send me the email telling me that my hold is available for pickup as soon as the book is on the shelf. I've several times gone in to pickup one book and found there were 2 waiting for me. I then get the email the next day. It's a bonus when that happens. It's not a bonus when I go to return a book, get home, and a few hours later get the email. The book was probably there waiting for me when I did my return. I didn't go into the branch because I didn't know it was there.	I just want to say thank you for the tremendous service provided during the pandemic. Books became a lifeline. Thank you so much for finding innovative ways to continue to provide us with access to the library's resources. The staff at my branch are amazing! Curteous, patient, helpful, warm and welcoming. I can't say enough about how wonderful they are all the time, but especially during the pandemic.
2906	Sometimes I can't get there early to pick up my holds, so some evening times help a lot.	At the moment I am satisfied.	Not at the moment. I love and appreciate OPL!
2907	I'd like Rosemount branch to be open on Sundays and it's not.	Open on Sundays Open longer hours during the week.	
2908	More hours is better.		

2909 2910	It can be difficult to get to the Branch during open hours because I work full time.	Make printing and scanning of documents - either hard copy or on a USB drive - easier.	As a retired person, I have fewer issue with days and hours of opening than do people on a schedule and / or with family responsibilities.
To get assistance using technology to select books and audio books	While I know Library staff deserve a break, I think some availability on Sundays would be an improvement. I have always found the staff patient, knowledgeable and helpful.	Simplify and better describe the use of the software to find, order and renew or hold books. Also, please increase the use and availability of MP3 audio books - for the environment - less plastic and packaging AND safety when driving by not having distracted driving moments while changing CD's. Pulling over to do so entails risks of its own.	
2912	I was disappointed there were no Sunday afternoon hours in the summer. I still want to get books for my kids, and sometimes Sunday is the only free time I have.	Easter Monday, Family Day, Truth and Reconciliation Day	
2913	Its difficult to keep track of the times when library is open as it differs daily.	Have a drive by return at curb.	no
2914	There are times when I wish the branch were open earlier, e.g. before 10am, or later, e.g. after 6pm, in the day	Open earlier in the day, Monday to Saturday.	Family Day
2915	My biggest complaint is the branch bring closed on Sunday, though, in general, longer hours would be welcome.	Longer hours of operation	

2916	The branch closes too early on certain days & opens only in the afternoon on other days. For example it doesn't open before 1pm on Tuesdays and Thursdays and closes at 6pm of Mondays, Wednesdays and Fridays.	Have additional and more adequate hours of operation, and the same hours every day. To be more efficient and fair to	It would be great if outdoor tables and chairs were added outside on the OPL property during summer time. Some would rather sit outside the library on the nice summer days and enjoy a good book
2917	It meet my expectation. I like the location and the staff.	take the book order to all their client. More hours outside of school hours so that I can go with my kids! They love the library.	I don't like some of personal question from your survey. Equality is a human right!
2918	I do wish the library were open more hours.	Open every morning (except maybe Sundays)	
2920	It is not open every morning. It would please me if the branch was open Monday-Saturday 10:00		
2921	am -8:00 pm.	Staff and service is marvelous	Keep on doing what you do so well!
2922	I have limited availability for when it is convenient for me to go. The easiest time is Thursday before 1 but the library opens at 1.		Christmas easter

	<p>Since I rarely have the time to get there after work by 6pm, I appreciate the few days of later open hours in the week. It is unfortunate that it is closed on Sunday, but the hours are fairly balanced between daytime and evenings&weekends.</p>	<p>I understand that the Rideau branch is small and that services are limited, but the branch generally meets my needs as I can pick up holds here and print documents at this location.</p>	<p>I am generally happy with the Rideau Branch. If I need quicker access to a book or other services, I am able to get to the Central branch. This will not be the case when the central branch closes and relocates. It would be ideal if OPL retains a branch at this location for programming and pick-ups\drop-offs for those who are on lower incomes and will not be able to afford the transit fair to get to the new location. As much as the new location is being touted as central, it isn't. It is displacing the central location to an area that isn't populated. When I think of library access and location, I think of the following: a single mom struggling with a stroller and a toddler in hand trying to start her kids on the right path; a safe place for kids to go after school; seniors who need a free place to go to feel of a community, and so on. I think the new location may be a bit too far out for some.</p>
2923 To print documents			
2924	<p>Except for Sundays which is closed, I find the hours this library is opening convenient. I suppose it could be open more hours.</p>	<p>Nothing else</p>	<p>No</p>
2928	<p>Hours of operation should be the same every day.</p>	<p>Be consistent in hours of operation</p>	

2929

2930

I am retired and can easily work
round the hours that it is open.

nothing. you are doing a good job!

no

public libraries ensure all citizens
and landed residents have access
to the information they need (via
collections and via free access to
computers) to be citizens of a
country, regardless of their income
public library facilities are
important to a democratic society
remaining democratic

2932 to use the printer/copier

they are open two evenings a
week, so I can use the library after
work if I am not able to make it
there on a Saturday.

give us more time to pick up an
item - sometimes you wait for ages
for an item and then suddenly it is
available, and you cannot always
make it into the library that week.

Good Friday, Easter Monday

2934

I work full-time and go to the
library to study for a professional
exam. It seems all branches are
open the same evenings so I am
limited in which evenings I can
study outside my home. I prefer to
go to the library to minimize family
interruptions.

Vary hours between branches in
relative proximity to one another
so that there would always be a
branch open in the evenings
Monday to Thursday.

Thanks for asking!

2935

Libraries should be open when
schools are not ... especially Sunday
Open Sunday

Not Christmas

2936 I would prefer that the library were
2937 open every weekday morning
2938 instead of three times a week. It is
harder for me to get to the library in the afternoon. I appreciate that there may be budgetary concerns that would prevent it being open every weekday in the mornings.

It would be nice if the library could be open in the mornings on every weekday. Aside from that, I am quite happy with the library service and value it greatly.

2939 I would prefer that the library open
2940 at 10 a.m. Monday to Friday.
Often I am out running errands etc. In the morning and want to drop off or pick up books but cannot do it because the library does not open until 1 p.m.

OPL would better meet my needs if I had access in the morning from 10 a.m. on Monday-Friday.
Shorter hold times

2941 Inconsistency of the hours between
2942 days and closing too early

Just to let me in!

Library is a great place for social development as long as it's open and accessible. Thanks

2943	<p>I wish the library opened a bit earlier during the summer months and on days when kids are out of school (PA days, school holidays). Younger kids wake up early so it would be nice having the library to go to at around 9AM. Fridays also tend to be the days that schools have PA days but our library opens late on Fridays.... Otherwise happy that they are open 6 days of the week.</p>	<p>Having more children's activities earlier in the morning and mid-afternoon</p>
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2944	<p>Hours provide for plenty of time to either pick up or browse</p>	<p>I'm very satisfied with the convenience provided by opl</p>
2945	<p>Have accidentally tried going in the morning on days when not opening until 1pm</p>	

2946	<p>For the most part the hours are fine. The only hook is that I have to either check or remember the opening and closing hours as they vary from day to day. Not a big deal, but not perfect either.</p>	<p>My needs are very well met. Especially during COVID OPL has been a leader in filling a need in an appropriate way. Very well done. To complain about anything at this point would just feel petty.</p>
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It is not that necessary to have very extended hours of operations even if I'm a worker. As long as they are open a couple of nights and one weekend day then it is fine. Even though I mostly use the library through Libby I do love the branches too.

Because children are out of school all summer, extending library hours to Sunday makes sense as it is a time when working parents may find it convenient to visit. I do realize that this would have a budget impact -- and that is important as well.

2947	the daily open hours are not consistent, and I always have to check to see when they are open	make their opening hours consistent	All OPL branches aren't open on sundays. There are some poorly designed questions
2948	Should be open on Sundays and no later than noon during the week	Open on Sundays	
2949	Hours on weekdays are not great - only two days a week are open a bit later. I live fairly far away from Carlingwood (I live in Lincoln Fields area that doesn't have a library near by, Carlingwood is the closest branch), so it's quite hard to actually make the library on time after I get home from work. Going on weekends would be a good option, but the library isn't open Sunday. I'd much rather see shorter weekday hours to allow for the library being open on Sunday.	Add a branch in the area of Lincoln Fields, it seems underserved.	
2950	I am unsure what the hours are.	I don't use the library often. More daytime programs/activities	
2951		for seniors	

I like to go to the library with my children and when I'm not working. The best days for that are weekends, so it seems crazy to me that the library isn't open on Sundays. I was very disappointed when recently the hours were decreased and it went to three weekdays per week that the library was closed mornings (Tues, Thurs and Fri). I often try to go in the mornings only to find it is closed.

Given the shorter hours, I've had trouble finding parking in the past because there's a rush on the library in the shorter hours that is open.

Offering an easy-to-use service of inter-library loans with the Gatineau Public Library or increasing the number of French kids books available at OPL.

2952

Weekday hours are hard to remember when some days open at 10, others 1. Similarly some weekdays close at 6, other at 8. The hours are sufficient with two evenings being open until 8pm as well as Saturdays (and Sundays except in summer).

2954

I can't think of anything - it is a wonderful service.

2955

2956 2957	There are lots of opening hours and even though it is closed sometimes during business hours, I find that many businesses are open far too much. There is an expectation created that things should 'always' be open, and I appreciate that the library goes against this tendency.	
2958	There are some late starts to opening the library and some early closures. The library is open only two evenings and it isn't open at all on Sunday.	Have access to newer books, including lesser known ones or make ILL easier to use.
2959	There are a variety of hours that fit my needs.	
2960	Would be convenient to have Sunday hours	Be open Sunday
2961	I would like consistent hours of operation on a daily basis, preferably 10 a.m. to 8 p.m. I don't always remember what day it is and therefore what hours the library is open.	Consistent daily hours of operation
2965 children's activities	I would prefer more evening hours. Working all day makes it hard to get to during the daytime	Hold locker location (at least) in Riverside South. Maybe in the rideauview comm centre,

Good on the library to conduct a survey, as a means to serve its clients better. Generally speaking, I think libraries in Ottawa offer fantastic services.

		More spaces for kids to play/jump etc (e.g. opening the multipurpose room and putting foam blocks in there when not in use etc) with parent supervision as my autistic son often needs an area that he can be active in before he can settle into a program or into looking at books with us.		Love the used book section as well; look forward to more children's programming in the future with possible early evening programs as well if feasible
2967	Some mornings start later			
2968	I would appreciate increased access/hours	Increase access to the branch, otherwise all else is great!		
2969	Jeudis et vendredis: ouvert seulement à compter de 13h	Ouvrir le matin les vendredis.		non
2970	The hours are not very convenient for families. Particularly the fact that the library is only open on Saturdays on the weekend is not great. Opening after the lunch hour during several days of the week is also a headache.	I would just note that our Branch (Sunnyside) is never open on Sundays at any time of the year. Extending the hours it operates to cover Sundays and to make the times it is open during the week better and more consistent would be great.	Family Day	
2971				I have no particular preferences on opening times of the OPL.
2972	Would like to have the branch open on Sunday (even if only for a few hours)			

2973 Kids are grandkids in my answer

FOUND EVEN DURING COVID THAT THE HOURS WERE CONVENIENT FOR ME AS A RETIREE

MINOR ISSUE IS WHAT TO DO WITH WINTER COATS, BOOTS ETC WHEN DOING RESEARCH OR READING IN THE LIBRARY.

BEAVERBROOK STAFF ARE ALWAYS KNOWLEDGEABLE, COURTEOUS AND HELPFUL. IT WOULD BE NICE TO KNOW WHO THEY ARE

2974

Hours are reasonable and it's so convenient to have a couple of days each week where the library is open until 8 p.m.

Daily transfer of books to rural branches instead of 2 or 3 times a week. When I moved to Richmond Ontario, I was thrilled to have my OPL branch within walking distance, but since it takes so much longer for my holds to arrive here, I am forced to drive to Centennial Branch in Bells Corners or I'd always be without my next book. With rising gas prices, this has become a very costly inconvenience!

Daily arrival of books on hold, OPL and ILLs, to the Richmond branch is so important to me as I am an avid reader, as is my husband. We are seniors, and the drive to Bells Corners just to pick up books is crazy, given the price of gas and how dangerous the roads often are in the winter with snow and ice on both roads going into Ottawa having blowing snow and ice as country roads often do. Thanks, I don't think it is too much to ask that rural OPL branches get the same service as in-the-city ones!

2975

Is not always open in the morning, which is prime time for young kids.

Longer hours at my branch, allow flexibility to go any day of week at any time of day.

2976 Saturday and Sunday mornings are when we do outings with our kids and the Main branch is often closed at these times. We have gone a number of times to try and visit the library Sunday morning to find them closed. It would be nice for them to have more family-friendly hours. Open on weekend mornings (even in the summer)

2977 Because of the limited hours and lack of Sunday opening in the summer Open on sundays and stay open later during the weekdays. Basically operate longer hours

2978 It would be great if the hours were the same every day, but they aren't. I really appreciate what the library offers now. Consistent hours would be most helpful.

2980

Please open on sundays and provide more museum passes as they are ALWAYS checked out by people who arrive and wait first thing before 10am for the library to open up. As I work a 9-5 weekday job, I can almost never get the passes by the time I go after work.

2981	<p>I find the confusing change on how some days of the week have 1-8pm hours, while others are 10-6, a bit annoying. I sometimes go over my lunch break and forget that it doesn't open until 1, and I can't wait around and thus have to return later. I wish the hours were more consistent, but they're good overall. I'm glad book drop slots are open 24/7 again.</p>	
2982	<p>Hours are limited. No consistent between days. Staff is friendly and helpful.</p>	<p>Develop a way to pick up holds when the library is closed, such as one person to get the hold and check it out for you similar to during covid while the rest of the branch remains closed.</p>
2983	<p>It suits me, i adapt my pickups accordingly</p>	<p>All is very good</p>
2985		

2986 Interlibrary loan

2987

Collection is too small at Alta Vista. The shelving is a joke, too low, not at eye level, should be at least four shelves high to accommodate more books.

It is open till late on a few days and that is convenient for me.

Stay open SIX DAYS. I refused to answer one question about which days are more important, because a public library should be open every day except Sunday. If this survey is an excuse to cut hours, I reject it completely. Stay Open six days. Every day from Monday to Saturday is equally important I cannot predict when I will need a book or DVD. Enough of reduced hours!! Increase them. Also buy more books. For a city of one million, the collection is pitiful. Your Canadian history collection is scattered among branches and not even up to that of a small college, tiny for the capital of Canada. You do not even own most of the standard titles. You run the library as if it were still the old city of Ottawa, rather than a major city. Toronto, Calgary and Vancouver libraries make Ottawa look bush league. The Globe and Mail should be available for online reading everyday.

See earlier comments on shelving, poor collection, Not enough books, sad Canadian history collection. You need a librarian on staff with a solid background in Canadian studies to build a decent collection. Build social cohesion. We should be allowed to borrow more books using inter library loans.

2988	<p>I once went to the library on a Sunday it was closed for the summer but the book drop off was packed and I saw at least 2 other people try to bring back their books within 5 minutes. I ended up going to another library to use their book drop off. I wonder if maybe being open on Sundays all year long might be good and if not to do something about the book drop off Wish it was open in the evening</p>	Open in the evenings every day	<p>I'm not too fond of the \$1 hold restocking fee especially when the hours of the library vary so much from day to day. Or perhaps extend the hold period from 7 to 14 days.</p>
2989	more		
2990	bon service		
2991	<p>Would like branches to open on Sundays as well since weekdays and Saturdays are typically filled with other activities. Just to have the additional option</p>	<p>Have more newer and diverse range of books available.</p>	<p>Typically very friendly and helpful staff. Good services available. Pretty happy with the library. Wish some books I've searched for were available. And that library was open every day. It's nice to have the option to take the kids where there is no pressure to buy something and there's a wide variety of books to read or other things to do.</p>
2992	<p>I can usually visit the library when I want to/need to but I find that I have the best availability on Friday, Saturday and Sunday and that is when the hours are most limited.</p>	<p>I have limited demands/expectations; more books would always be better</p>	

2993	The reduction in evening hours really impacted my ability to get to the library and pick up holds. I've noticed I tend to book ebooks now instead of physical books, even though I prefer to have physical books available.	More evening hours (6-9pm)	
2994	I'm mostly satisfied. A few hours on Sunday would be great to accommodate our work schedule but honestly we can make the hours this branch has work	Generally super happy with the library services. Hours that work better for our schedule would be great but that's about it Olus d'heures d'ouverture. Ouvrir plus tard les soirs	
2995			
2996	To look for books to borrow		
2997	I wish the branch were open on Sundays.	More children's programming on the weekends during the summer	I love the library, please keep improving to make it better for all residents of Ottawa.
2998	I always forget that it is not open on Friday nights. And the morning hours were changed recently which caused me trouble just before leaving for holidays.	You probably did it, but better annouce change of hours	Your covid "hold" procedures were great. We'll done
2999	Very pleasant, helpful staff		

3000	<p>I often want to go the the library during my lunch hour and find it inconvenient that there are several days where it doesn't open until 1 pm, which is after my lunch. I cannot always go after work. While I understand that the library is trying to balance being open in the evening and during the day, the Main Branch should be open all day or even 24 hours like libraries in Halifax and Toronto.</p>	<p>Why is the OPL having us rank time slots of being opened? It should be open throughout the day as a public service. It doesn't make sense that we have to go to a coffee shop and pay to be able to work or use internet during the day, the library should be open all day and even accessible 24 hours, at least the main branch</p>	<p>Civic Holiday, Victoria Day, Remembrance Day, Labour Day, Easter and Good Friday. Basically everything, but Christmas Day and New Year's Day</p>
3001	<p>I have had books to pick up prior to weekends, and would like to have the chance to get to the library over lunch hour on Fridays (would be convenient if it opened at 11:30 or 12:00), or Sundays.</p>	<p>open for LUNCH hour on Fridays</p>	
3002	<p>I can order the books and pick them up when notified.</p>		
3003	<p>The hours suit my schedule.</p>	<p>Email me when my Holds are in transit.</p>	
3004	<p>Should be open on Sundays and late evenings</p>	<p>Sunday opening and weekday evening opening</p>	<p>Holiday Mondays</p>
3005	<p>Usually open when I need it but sometimes the changes in opening hrs don't stick with me. Consistency would be good.</p>	<p>Leave book drops open even when the branch is open</p>	
3006			
3007			

3008
3009
3010

I would love to have more morning hours and also open hours on Saturday evening.
Love my branch - small, friendly and always filled with local kids and adults.

have music rehearsal rooms

3011

3012

Organiser des cours pour les aînés, des rencontrer communautaire dans le quartier pour échanger des idées de lecture.

3013

Satisfaite mais manque sérieusement de livres en français.

3014

I don't like that the hours have been reduced.

More downloadable audiobooks - sometimes some popular fiction is not available in the downloadable option.

I love my Alta Vista OPL and was so impressed how they kept service going throughout the pandemic - they saved my sanity! Love the DVD choices, too.

3015

It is in line with other businesses and services and their hours of Operation.

Get better checkout machines. The existing ones don't read the DVDs and CDs Half the time.

3017

Flexible hours that accomodate my varying schedule

nothing comes to mind

nothing to say

3020

Closed Sundays

More ebooks and audiobooks

Carlingwood isn't open at all on Sundays. The comment that OPL is already open from 1 to 5 doesn't apply - it would be great if Carlingwood was open from 1 to 5.

3021 Working at the used book store	I think the hours are pretty good, but I often want to pick up books on Sunday in summer, which is not possible. Also, it would be good if the hours were more consistent from day to day. It is easy to forget which days are 10 am opening and which are 1 pm.		
3022	I wish that it was open on Sunday.		
3023	Ouvert quand je suis libre. Although I am retired and can access the library during the day I think for working families having the library open on Sunday would be beneficial.	Offrir une plus grande sélection de livre et DVD.	non
3024			
3025			
3026	As a working mother of two young children, your hours just don't work for me. I'd really like to see Sunday hours so we can go as a family.	Be open every day of the week all year.	
3027			
3028 Buy used CDs / DVDs	I'm mostly satisfied, except when the hours get changed around. Why not keep the hours that patrons are used to?	OPL is already meeting my needs very well, and I appreciate everything that it does for me. Keep up the great work!	OPL is doing a wonderful job in my opinion. I like searching for and ordering items online, and your system of getting the items to my branch works very well indeed. Keep up the great work!

3030	I tended to go in the later hours (after dinner) which were modified after COVID.		Canada Day	
3032	Closed on Sundays is disappointing since we are a working family with a young child.	Kids activities on weekends		Love all the content online OPL offers. Appreciated a recent visit that offered some STEAM related toys and activities. Would like to be able to participate in more activities on weekends!
3033	j'aime mieux avoir des heures fixes....mêmes heures tous les jours	aucun problème avec le fonctionnement de la bibliothèque		améliorer le stationnement
3034	I am flexible enough to accommodate their hours.			
3035	Not open on Sundays in the summer, not open all evenings during the week.	Bring back battery returns		
		Ensure there are copies of all books, movies, etc. in a series, e.g., all three books in a trilogy. Buy fewer copies of popular books that have no staying power - instead more outstanding books in a genre.		
3036	Hours are inconsistent. It's a bother checking before going, to make sure it's open.	There is too much emphasis on acquiring the latest, rather than the significant.		

3037

I don't like the fact that you can only return books when the library is open when the library only opens during regular work hours in which I am unable to go to the library as I am working. It would be nice to allow people to return books even when the library is closed. The library being open on Sunday would be great too.

3038

3039 to borrow books

J'aimais mieux avant la pandémie quand la succursale était ouverte tous les matins à 10h00 et jusqu'à 21h00. Combien de fois je me suis cognée à une porte fermée car ça ouvrait juste à 13h00 ou ça fermait à 16h00! Aussi, notre groupe de lecture avait l'habitude de se rencontrer le lundi de 19h00 à 21h00. Nous avons dû changer de journée et ça ne convenait pas à tous les participants. De plus, c'est difficile d'arriver pour 18h00 alors on arrive à 18h30 et on doit finir plus tôt, à 20h00. On manque parfois de temps. On se débrouille mais c'était mieux avant.
the branch does not open early

D'ouvrir tous les jours à la même heure (10h00) et idéalement de fermer à la même heure les soirs du lundi au jeudi. Surtout être ouvert le lundi soir jusqu'à 21h00.
just to open much early

J'adore la bibliothèque, c'est un service essentiel. Une nation qui lit est une nation instruite. La succursale Beaverbrook est très belle et le personnel qui y travaille est super gentil, toujours prêt à aider, avec le sourire en plus.
Merci!
no

3040 3041	It would be great to see library open in the evenings and weekends. Currently I cannot just go to Alta Vista library, that I am using most often, randomly as hours are different on each day.	Library would be open on the same hours on weekdays, longer hours	Additional sitting areas to read/work. Coffee shop would be great too
3043	The hours seem all over the place. I also find the 1:00PM opening time on Thursdays a hindrance.	I would love for the library to be accessible more often.	None
3044	I wish there were extended hours, but I have been able to make it work for the most part.	Stay open later than 6pm on weeknights.	
3045	I wish the library was open till later in the evening more often.		I wish there were more windows in the Main branch, or that the tables/desks had lamps for better studying.
3046	Would like longer (later) hours	Have more books at main branch. I hate wanting a book and having to wait for it to come from another branch	Need better parking at the Main branch
3047	If I am desperately in need of a book on a Sunday, I need wait no longer than a day, or, better yet, download one of the many available online.	I would like to have the ability to notify OPL of which authors I am interested in, then put on a list of people who are automatically placed on the hold list for a new novel by that author.	I think that the OPL is doing a great job, even if some of my ILL requests go unfulfilled.
3048	I like that the library is open longer on certain days of the week, glad it's NOT 9-5 only		More books to browse through in library (physical books, for when visit in-person)

3049	I would prefer the library to open every day the same time. Having 1pm openings twice (thrice?) week is t confusing.	Same weekday hours	Please enlarge the access to in person computer services at the Carlingwood branch
3051 To read newspapers	Limited morning hours	Stable hours the same Monday to Friday. It is frustrating to arrive on a morning it us closed and to have to check hours every time I want to go to the library.	Please enlarge the access to in person computer services at the Carlingwood branch
3052	The branch is not open in the morning, some days of the week.	Have more community based programs both in person and online	Please enlarge the access to in person computer services at the Carlingwood branch
3053	I would like at least one day/week when the Carlingwood library opened before 10am. Evening hours are great, but what about early morning hours? I would like the Carlingwood library to open at 8am or 9am one day per week; on this day, hours are not necessarily longer, just shifted to early morning, so 8am-4pm instead of 10am-6pm. The hours keep changing in ways that don't seem logical to me. A trip to the library is always preceded by a difficult internet search	Early morning opening hours one day per week: 8am!	Please get back to in-person programming, especially kids & teens programs.
3055		Be consistent. Make Friday part of the week matching Monday to Thursday	Please get back to in-person programming, especially kids & teens programs.

3056	I never really know when it is open. Hours seem irregular.	It would be to have consistent hours Monday to Friday so I do not have to check day of the week to know if library is opened or closed.	Family Day	
3057	I like the alternating early close-later close format. I would love it to be open on Sundays more regularly though.	Really nothing, the holds system is phenomenal and the current hours meet my basic needs. The rest is just personal preference.		I love the OPL it is a fabulous resource! Keep up the good work!
3058	Longer hours needed?	Always open in the morning during the week.		
3059	Ouvertures après 13h n'est pas pratique avec des enfants.	Ouverture le matin		
3060	My branch is closed on Sunday, which is a day I'd often like to take my kids.		Remembrance day, Civic holiday, May long weekend	Love the library !
3061	Very knowledgeable and friendly staff	Earlier opening hours. For example 8 am so holds, research etc could be accomplished before work or school		Consistent programming that doesn't break and start again (ie toddler time) . Offer programs all year without stopping in June to September, December... Add a primary school age storytime; the walking story books signs are too small. I need to get rather close to read them! More outside library features, like a chalk maze that ends with book suggestions
3062				
3064	I work long hours and sometimes it is not open in the evening when I am able to go.			

3065 To use the printer and for tutoring

Hours to short on weekends
The library is not open in the
mornings.

3067

3068

3069

3071

Irregular hours Closed on Sundays
all year
Cannot go at lunch some days

If possible be more flexible when
evaluating suggestions to purchase.
For example extend the time
period from 3 years to possibly 7
years for purchasing books.

More walkable branches. My
closest branch is a 40min roundtrip
walk (I am a fast walker) and I am
in a "15 minute" neighborhood. Put
a branch in Trainyards Mall, Main
St, close to LRT stops. They don't
have to be huge or all offering full
programs, just need to be
integrated into life. Lots of empty
retail that can be used. Shoutout to
staff-univerally helpful and
dedicated.

3074 Photocopy & print

Prefer later hours M-F
I believe there should be more
weekend hours, since that's the
only time many of us have to visit
the library.

3076

Kindle-compatible e-books

No

The librarians and their assistants
everywhere I go in the OPL are
welcoming, patient, and very
helpful. The OPL in Blackburn
Hamlet is one of my favourite
places to visit. Please keep this
branch open! Thanks for all their
hard work especially during these
trying times.

Please don't ask race question.
Library use is a human experience.
Be bold and send out the survey
without being divisive. Since most
of your questions are about
operating hours, race is truly
irrelevant. Ask if people work shifts
that will better inform hours in a
certain postal code.

3077

There is a children's library inside the StLaurent branch. Sometimes these kids are very noisy and they disturb everyone trying to read. LIBRARIES ARE SUPPOSED TO BE QUIET. staff make no effort to keep these kids quiet!!! This kids library should have a separate entrance!

Open the main branch on Sundays all year !!!

Remembrance Day

Museum and park passes are a great idea but they should be for use by those of us who live in poverty. They should not be available to people who can easily afford them!!! Most people in Ottawa (Government Tech...) can afford them! The poor cannot!!! These passes should be reserveable by those of us on social assistance like OW or ODSP! The passes should be expanded to include places like Calypso water park, Arkades, Movie Theatres, Ski hills like Camp Fortune, Pakenham.... The library should loan out video game stations so those who cannot afford one can play one of the games on loan. Also, if a book, CD, DVD etc is lost the library should accept a replacement provided by the patron!

3079

I always feel libraries should be open long hours as a public service

hours more regular so I do not have to check when the library is open depending on the day of the week

the longer the library can be open to the public the better

3083

3085

3087	I would prefer the same hours every weekday.	Make searching for books and other items on the website easier. For example, searching Battle of Britain produces 124 items and I have to slog through DVDs, juvenile fiction, and books about seemingly every battle fought by the British since 1066.
3088	The hours often conflict with my work hours	
3089		Blend library with community centres, with the library the central feature. Create spaces for all needs - individual and collective. Give teenagers a safe and fun place to go and learn.
3091	I prefer mid mornings and it seems like I often pick days to go to the library when they only open at 1pm.	Get the kids programming up and running again.
3092	Hours changing every day has meant my getting it wrong and going to pick up when closed at times. More convenient if opened every morning as well as afternoon.	Increase Hoopla borrowing times per month!
3093	I would like to go in the mornings more often.	Expanded hours

3094 Some days it's not open in the morning. However, I realize that's so it can be open in the evening, so it's OK.

3096 More hours for pick ups would be helpful

3097 Because I'm satisfied
3098 It's not open some mornings.
I find morning hours more
3099 convenient

For me, there's very little OPL can improve. It is such a terrific free service.

3099 Have a branch closer to where I live

3100 Miss having the library open every morning especially during the week
Be open before noon Most Monday holidays

3101 The libraries need to be open when people can go - more evenings and Sundays.
civic holidays

3102 The branch doesn't open until 1pm on Tuesdays and Thursdays which usually conflicts with my schedule

3103

OPL has excellent online services. Helping seniors (or other technology-hesitant people) learn HOW to use these online services would be very beneficial to those populations. I realize this would probably be a very labour intensive, in-person effort, but perhaps volunteers could be engaged.

The question about preferred days is poorly worded. Also, this survey does not allow to go back to correct a previous answer, on mobile.

3104	hours at Alta Vista vary each day and not open on Sunday	have regular consistent hours, including weekends to allow for pick up of reserved books	equally	The OPL is not client orientated; ILL service is very good, but if you suggest a book and it is ordered, you are not put on the list for it.
3107	Pleasant staff, reasonable quality of reading material			
3108			Not sure what they are - maybe all of them but not Christmas, not New Year, not Canada Day.	
3109	J'aimerais qu'elle soit ouverte tous les matins.			
3110		Stay open every morning except Sunday.		It should be easier to get technical support by phone. Otherwise the service is great.
3111	In late fall and winter, it is pitch dark by the time the bookmobile arrives at Carleton Heights. My area is quite safe but that is still too dark a walk for me to make. Also evening is a tough time for families and older people to visit.	Adjust the bookmobile hours in winter so that I do not have to walk there in the dark.		Free public libraries are on the most important treasures we have. Every visit I realize how lucky we are to have that resource.
3112	Le nouvel horaire plu limité limite l'accès pour les travaux de recherche et d'étude.	Restaurer les heures d'ouverture qui prévalaient avant la pandémie		Donner plus de place au français et augmenter de façon significative la collection de livres, films, journaux en français. Le français reste le parent pauvre par rapport à l'anglais en matière de collection bien que le français et l'anglais soient les deux langues officielles du Canada.

3113 3114	1) pour imprimer 2) pour lire des journaux	Je préférerais des heures plus constantes mais je comprends les contraintes financières.	Avoir des heures plus constantes d'un jour à l'autre. Mes heures de visite sont largement aléatoires, et plutôt associées à d'autres courses pour limiter les voyages. Ouvrir le dimanche en été	J'espère que les groupes/clubs de lectures (e.g., en français) vont reprendre en personne, ou en mode hybride, mais au moins avec la possibilité d'être en présentiel, dès septembre (en particulier à Alta Vista).
3115		Would like it to be open on Mondays and at 10 am all days that it is open.		
3117		Good mix of daytime, evening and weekend hours.		
3118		Serves my needs		
3119		Prefer open later in evening everyday. And would like open on Sunday too.	Integrate website with Goodreads. More control on holds like auto unpauses one when one returned to better manage of holds ready so all don't arrive at same time. Holds auto pause when reach position one and only ready when other previous hold returned.	
3120		Off work for summer I have gone many times on Tuesday and Thursday in am forgetting they don't open till 1pm then have to return in the pm .I am also using public transport to get there so a little inconvenient as I will be charged a fee if not picked up.	In summer always be available in the AM.	Doing a great job and I feel everyone is entitled to a rest day .

3121	once the time is set, I go when it is open. Le fait de pouvoir y aller en fin de journée régulière de travail convient à mon horaire.	set hours and stick with those hours.		no
3122				Non merci
3123	The library is not open on Sundays which is a very good day for a visit and it is also not open every day from early morning until evening.	Knowing that the library is open every day except for statutory holidays would meet my needs and the needs of all the people who rely on library services. I read every day and I am trying to be a life long learner so I never know when I will need more material. I rely on the library to help me achieve my goals and think that society does the same.		
3124 Print off documents	Branch is open a wide range of hours that fits the community.	Do a better job of sharing information about what's available with your card - a lot of people don't know about the instrument collection, etc. Have more museum passes, perhaps with a one day hold on them.		
3125	opening after 1pm always gets me.	More DVDs		
3127	La bibliothèque est ouverte le matin plusieurs jours par semaine et tous les après-midi, ce qui me laisse la latitude de choisir une heure qui me convient.	Je ne sais pas. Le fonctionnement actuel répond très bien à mes besoins.	11 novembre	Non, pas pour le moment. Je n'ai ma carte de membre que depuis 2.5 ans et cela m'a permis de traverser cette période de pandémie plus facilement.

3128	Would like more open hours Actually I do not use any branch on a regular basis. I borrow books to read on line	More public advertising of advantages and activities the library meets all of my needs as it is	
3129 DO NOT GO IN PERSON			no Your Hold service is excellent and has been a lifesaver especially throughout the lockdown periods of the pandemic when you provided curbside pickup. Your Hold service is always appreciated and even more so during those times. Thank you for that.
3130	I live in rural Navan area and schedule my trips to Orleans to be efficient and energy-conscious. It is annoying that the library is closed on Tuesday and Thursday mornings. Opening at 1pm does not provide great service options for those of us that use the library in the morning and dont have a lot of flexibility in days we can go to library.	Be open on Tuesday and Thursday mornings! Open earlier than 10am 1 day a week?	
3131 donate books			No but thank you to the staff at St Laurent...always friendly and helpful
3132	Would appreciate that the library be open for noon because I would like to swing by on my lunch to pick up my holds. Hours vary so much from day to day not always possible		
3133			
3134	It's open at convenient hours	Nothing I can think of	

Literacy transformed my standard of living. It transformed my identity from the person I was, to what I've become in the years since. I was born rural and poor, but access to books put me in touch with ideas that opened my mind to the world beyond the one I lived in. It altered my sense of what was possible. I learned that I could learn, and that I enjoyed it. From Kindergarten to Graduate School, libraries gave me a space that was conducive to study and reflection with materials I couldn't afford. I want that for everyone, forever.

I ranked the days but should not have done so as it makes no difference to me when I go. My schedule is flexible.

3135
3136

I wish the hours were longer, and remained the same hours year-round.

3138

The hours suit my schedule. It suits my needs as is.

3141

I mostly have the ability to visit but there is a little bit of confusion in that there are some days where the main branch only opens at 1:00 p.m. and of course not all Sundays. I am pretty satisfied; my suggestion would be to hang on to some of the current physical media such as Magazines, CDs and DVDs and not phase them out.

3142	My kids are up early - I'd prefer to take them in the morning. And they attend school - I'd prefer the library open on Sunday and closed on a week day	More weekend programming
3143	I rarely need to visit the library. Mostly I download ebooks to my ereader. I am not inconvenienced by the hours, I am a senior so the opening hours during the day suite me fine.	
3147	thanks	i cannot think of anything
3148	Would like consistent hours of opening - annoying to get to the library to then be reminded that this is a late opening day.	Be able to get new books soon as published
3150	We work around their opening hours for our purposes The programming is excellent and the library system almost always has the book(s) that I am looking for.	Have more audiobooks available
3152		More programming for kids in the summer.
3153	Not open many mornings.	Open Monday to Friday mornings

This survey asks about hours of operation. But I rarely go to the library in person. Mostly I download ebooks to an ereader.

Not at this time except to say Greenboro staff always friendly, knowledgeable and helpful.

I am very satisfied with the services offered by the public library. As noted above, I only visit my local branch and would not drive to access the main library or another branch in part because of environmental concerns--and the bus would take too long. Covid has shown me the convenience of Hold Requests and I am using these more than in the past.

3154 To look for books for my granddaughter
While I understand there's good reasons for the library to open only after 1pm several days/week, I still miss the flexibility of being able to go throughout the day, any day of the week.
Earlier opening time at the Sunnyside Branch. I don't go to other branches, and don't benefit from early openings there.

3155
I find the hours of operation a bit confusing to remember, and I have frequently showed up to pick up a hold and the library is not open. Needs to be open in the mornings as well. Should be 9am to 8pm every day. Should be same hours every day.
Have more consistent open hours that don't change from day-to-day making it hard to remember

3157
3158 To print documents
I don't like the closure on Sunday during the summer
Expand the hours that it is open
Have a colour printer as well as a black and white printer

3159 to donate used books
Staff is invariably courteous and helpful. Operating hours are satisfactory. I would like to see the Greenboro branch open at 10 am on Tuesdays and Thursdays.
More programs for seniors, especially on health and aging issues.
November 11, Family Day, Civic Holiday

3161	<p>The late open (1pm) and early close (at 6pm) often catch me out. The 1pm open at Carp is why I rarely visit or pick up books there, although it is my nearest branch. For me the irregular opening time is the most annoying.</p>	<p>More equipment / resources like Imagine Space - some equipment is hopelessly overbooked.</p>	<p>No point in having fancy buildings if you don't have enough books, resources (equipment for patron use) and staff who can help patrons in them.</p>
3163	<p>The hours are different on some days of the week—more consistent hours would be better.</p>		<p>No</p>
3164	<p>I am retired so prefer to run errands during the daytime.</p>	<p>Faster availability of books that I put on hold</p>	
3165	<p>The hours are inconsistent. When I try to go on my lunch hour, sometimes they are randomly closed.</p>	<p>Consistent hours. Could be 10-6 every day. Or 12-8 on weekdays, 10-6 on weekends. Make it easy to remember so people don't show up when it is closed!</p>	<p>I'm glad after hours returns are back. I know it was a pandemic measure, but that made the inconsistent hours much more annoying.</p>
3166 3167 3168	<p>Would like more morning openings but I understand you have try and please everyone????</p>	<p>Have no complaints.</p>	<p>No</p>
3169	<p>It's open every day, for a decent period of time.</p>	<p>If we're talking about open hours, how about the same schedule Monday to Friday? My branch doesn't open till 1pm some days, and I can't seem to remember that!</p>	<p>The service is already excellent! ????</p>

3170	The hours have been changing regularly for a while. I don't know what regular hours are any more. there are enough hours, I just need them to stay the same.	Consistent hours and days
3171	I wish it was open every day	
3174	Live near by and can access anytime. Would be better if open on Sundays. Would prefer if it were open more days past 6pm. The morning openings on Mondays and Wednesdays are not of much use to me.	More DVDs of classic movies. More non-fiction.
3175 printouts of e-documents	I don't go to the bricks and mortar version	
3176 and audiobooks		
3177		
3178	Very helpful people, pleasant atmosphere	Every day to have the same open hours and not different scedules
3179	The hours accomodate my schedule well.	Nothing comes to mind... always excellent service

My husband and I have always found excellent service and pleasant, helpful staff at both Main and Rideau locations. Kudos to the staff at both locations.

3181	Only open 2 days a week and only for pick ups and drop offs; I know that it is currently operating this way as renovations are being completed on the main site; however, this has been going on for a long time and I miss my library as it was. Its time for its re-opening as a full operating library.	Fully Open the Metcalfe Library and Soon!	
3182	I like using the library in the morning	Have all weeday openings at 10:00	Do not use the library during the weekends or at night
3183	Too many short days	More current well-written novels	
3185	only have the option of Saturday - would like at least 1 evening a week as weekends are often busy	bring books to browse back to branch	
3186	Not open enough in the evenings. Late opening on Fridays.		
3187	I prefer standardized hours of operation ie) 9-6 with a couple of weekdays having evening hours too. Although I have the current library schedule, I have visited the Elmvale Acres branch a few times, only to remember that the branch opened later on those days. Frustrating having wasted my valuable time and needing to revisit later.	Pls refer to my initial comments re: standardized hours. It's too cumbersome to remember fluctuating hours of operation during weekdays.	Budgets will determine hours of operation. I would prefer to have standardized hours with some evening hours for students/shift workers; if necessary, simply close the library for a full day instead of offering staggered hours as we presently have. Thank you for inviting public feedback.

3188

OPL is a place where I go for a break, to read quietly and to escape from the noise of the world. Greensboro is a very welcoming community but we need extended hours so we can enjoy it more often.

3189

Extra hours of operation would be great
More flexible hours

3190

I can easily plan to go to the library when it is open

3191

It's open on Sundays, which is great. However, I find it opens too late on weekdays.

N/A

There are a number of schools within walking distance of Alta Vista Library. The library should open earlier to allow students to do homework, use the computer, etc. I am also a senior and would like the hours to be a bit earlier as well.

3192

the opening hours are very late
Only open at 1 pm. I want some

3195

morning hours.
Morning hours

3196 To return books

There have been several times I have tried to return my books but the library was closed

3197

I love the audiobooks Libby app. Please offer more museum and event passes.

3198

Good layout. Parking.
Offer more large print books please

3199

While a small branch it provides me with what I need and I can walk to the location

3201	<p>Would be nice if the library opened at 9:00am rather than 10:00am. As well, there are days when the library does not open until 1:00pm which is often long after I need to access it.</p>	<p>Time of opening through the week. Would be nice if the library opened earlier than 1:00pm or 10:00am.</p>	Family Day	<p>Love the library and the services it provides. Great resource for the community.</p>
3203	<p>its not open as long or as often as i'd like. I understand why (money) but i wish it was otherwise</p>			
3204	<p>I have no problem adjusting my visits to the library schedule.</p>	<p>Increase loan period for books.</p>		<p>None</p>
3205	<p>I have recently retired so generally speaking, I can manage the hours of operation as I am not tied to a work schedule anymore.</p>	<p>Broaden the fiction selections particularly good historical fiction. I enjoy reading fiction more now as I don't have to read professional documents/periodicals as part of my day to day functions, so I am diving into quality fiction and I have found the fiction shelves pretty basic and frighteningly bare.</p>		<p>I am unaware of any volunteer opportunities within the library as Covid hit just as I was retiring. I certainly have not expected any promotion of those activities while we continue to struggle with it. I did not, however, notice any signage reflective of any volunteer opportunities. Perhaps, as we move forward from this pandemic, there will be more access presented for such opportunities. I am thinking specifically of children's programming, or for the seniors in the area.</p>

3206 3207		keep supporting the same e-book programs, recently received notice Overdrive is being dropped next year. Changing of the software can make e-readers useless or difficult to use for obtaining library e-books, etc.		more databases available on line, for example, ancestry
3208 Inter library loan pickups 3209	Post-Covid, fewer hours than before pandemic Open on weekends, evenings that is when people have time go to the library	Restore full seating for casual readers Longer hours better more up to date, accurate catalogue, more helpful staff		Restoration of pre Covid hours would be great step. Excited for completion of new Main Library Happy with being able to check out material, glad there is a public library
3210	Les plages horaires d'ouverture de la bibliothèque sont assez larges, la bibliothèque est ouverte tous les jours, les horaires d'ouverture en fin de journée et le week-end sont un avantage.			
3211 3212 3213	I find the library loud, both staff and clients, not only the kids, having long loud conversations. If there qewre a quiet area, that would suit me better. I think it should open earlier in the morning	CONSISTENT hours. I never seem to come at the right time. I would be happy with three/four days a week, same hours, like noon to 5, or 2:00 to 7:00, no matter, or anything that I can count on. OPL meets my needs		Thank you, no.

3214	To borrow video games	Hours are sometimes not convenient, but it's got great collections.	Sometimes the games I borrowed are damaged	
3215		Open on Sunday would be a good idea	continue to buy new books	NO
3216		Because they seem convenient	Have more current best sellers	
3217		It's a lovely place to look for and take out books	Train the staff to teach clients how to download e books	I would suggest that the library be open 5 days a week to save money; to give library staff 2 days off in a row, I would suggest further that the days be Sunday and Monday
3218	To return books	Three week days it's only open at 1pm, an earlier opening is better for me. I prefer daytime business hours vs evening.	Allow for series to be requested as a group, with extra time (depending on length)	Everytime I use the library (several times a week!) I think how lucky we are to have such an amazing service. My family is so enriched by the library. Thank you!!!
3219		I run a knitting program and would like longer hours on Wednesday evenings to allow our program to continue running. Not sure why Wednesday hours are so short in comparison to other days of the week.	Longer hours on Wednesday evenings please.	
3220			Ouverture en après-midi durant la saison froide	Si possible, des heures d'ouverture qui demeurent les mêmes de jour en jour. Cela évitera des contretemps.
3221		The library opens to late for me to pop in before work, and closes too early. It's not open enough in the summer.	Don't close the main branch! I'll have no library nearby. I don't drive.	Please don't close the main branch! Ottawa needs a library in the downtown core.

3225	I can find the books I need most of the time. The service of the library, especially the holds service is satisfactory. However, I often find the library is closed on Sundays when I have time and want to use the library.	More activities for teenagers.		
3226	You have to keep in mind which day of the week it is when you want to go, e.g. Tues+Thurs at 1.00 only vs Mon + Wed at 10 00 and Friday is at 1.00 and Sat is at 10.00 I have seen signs in other branches, e.g. Carlingwood, on the front door saying 'temporary hours'. This is confusing and unhelpful.	Standardize hours ASAP... I can work around opening hours but families with kids/school projects need reliability and those who rely on OC Transpo for connections. Unpredictable weather means people need cooling centres (informally designated). Bring back water cooler. At Carp OPL.. it was taken out with Covid.		Libraries need to become more community hubs I like to look at the magazines, especially the craft ones. I am a quilter and a knitter.
3227 3229	They're open a reasonable number of hours but occasionally (pre-pandemic) I've found they weren't open early enough	I appreciate the good and friendly service. Having a way to pick up holds outside of regular hours	When the weather isn't good	More sharing services - like the instrument lending program. Lots of good stuff from OPL - keep up the good work
3232 to read magazines	It's not open often enough!	Have more comfortable seating areas and desks		Partner with cafes to offer a more welcoming space where people want to visit and stay a while

3234	<p>I find the switching of hours confusing and have ended up walking to the library only to find that on that day it doesn't open till 1. I would prefer consistent hours for most days definitely including morning hours I find that usage seems to have decreased with the change of hours</p>	Longer hours	<p>OPL is one of the best parts of living in Ottawa and is appreciated. Hate to see any cuts to service as it provides a great service to many segments of society.</p>
3235	Would like longer hours	Longer hours	<p>Forced choice on closing bad design I want long and consistent hours. Monday Friday morning afternoon etc all bad choices. The library is a great community resources and should be funded as such. Increase funding don't try to find the least bad closing times</p>
3236	They have cut back hours and are no longer open any evenings (I.e. until 8pm)		
3237	Difficile de se rappeler de l'horaire qui change à tous les quelques jours	Ouverture tous les matins sauf le dimanche. Adopter un horaire régulier pour tous les jours de la semaine et non pas des heures changeantes selon le jour.	J'espère voir le jour de l'ouverture officielle de la Bibliothèque publique centrale dans quelques années!
3238	La variation des heures d'ouverture	Chaque jour ouvrable aurait les mêmes heures d'ouverture	Le personnel de la biblio ne mérite que des compliments sur leur gentillesse et leur efficacité

3240

I'm retired, so I can go to my branch anytime.

Keep my branch open - it would be a long drive to go to the next nearest, and as I age, driving long distances will get more difficult. Thank you.

I really love being able to request books from the whole library system, that I can pick up at my local branch. Thank you so much for that!

3243

The later Friday opening often catches me off guard.

Selectionner des livres nouveaux ou ayant recu des prix sur une table

3244

Sometimes it's not open at a convenient time for me.

consistent daily hours
Be able to check out books using my mobile phone instead of a physical card.

3247

For me personally a 1230 opening is convenient

Monthly email reminders to events at branches Offer schools(a class at a time) story time/themed reading as field trips (most schools are in walking distance) for things like black history month, science, Canadian history ext. I think this would get more kids interested in visiting the library or asking their parents to bring them

3248

Hours of operation seem difficult to obtain. Not convenient. Just switched to Fitzroy branch, and will need to determine if it is open enough to justify using this service.

Summer activities being advertised as soon as possible. This really helps in planning for summer camps for some ppl. If the local library has something twice one week that a grandparent could bring the kids to this makes a big difference in having to sign kids up for camp or not. Monthly craft activities for kids up to age 13. Or stem programs. Colouring contest for holidays Themed days (elephant and piggie day, cookbook day with a local chef or author, discover Ottawa day with trivia or secret Ottawa places. The list can go on and on. I feel the library is a very under used and untapped treasure!

I believe that the public library is the main portal to all public information. Including literature, public records and everything in the public domain. The Ottawa Public library is funded by the people of Ottawa and its main goal should be to provide access to information.

3251	It would be nice to have more days when the library is open late.	Being open late more days during the work week	
3252			
3253	Friendly service. Hours could be flexible to accommodate working people	Please open OPL on Summer Sundays. Provide off-site access to	
3254	Only because it has not yet returned to the hours it had before the pandemic.	ancestry.ca (though I don't expect it to do so, given the potential cost involved).	None
3255	The hours were sporadic over the past few years but are better now that they are the same each day	On weekdays the branch should be open the same hours each day to maintain consistency	The library should be open the same hours each day on weekdays
3256	I usually come to the branch on my lunch break. It would be more convenient if the library opened at noon rather than 1pm on Tuesdays and Thursdays.		Everyone deserve to have them off.
3257		More nice sitting spaces to read/browse/research (tables & chairs, comfortable seats) mixed with the aisles of books. I tend to end up sitting to read in the aisles.	Labour Day, Family Day, Good Friday
3258	It would be useful to have the library open earlier on the days it opens after lunch		
3259	I would like a different schedule for the library	To be opened every morning from Monday through Saturday	I would like more books in Italian

3260	It has lots of material, helpful staff and great children's programming.	More community events and adult related programming.	
		My branch has been closed on Sunday far longer than July/August. It is hard as a working person to	
3261	My branch routinely isn't open until 1pm.	only have one weekend day with the library open.	I love the library.
3262 use the printer			I know that there will be a new central library in the next couple of years. The downtown (central) location is creepy, unsafe, does not smell clean. It is usually frequented by the 'street' people.
3263	Only open in the morning on mon,, we'd and fri. I swim at Ray Friel Mon tues and thurs and used to check out the express read as I left the pool.		
3264	Some nights the close time is early to get there after school/work.		
3265	Being open on sundays is also great for studying	Take closures into account for picking up holds	bring used VHS back to the secondhand store I will buy them

3266 3267	<p>The library is located within easy walking distance from my home. Also it is on two major bus routes making it accessible to these who don't own a car or have mobility issues. The staff are helpful. The building is well maintained and it is well light even on dull days.</p>		Let's keep it open!
3268	<p>I find the 1PM openings inconvenient - I don't use the library in the evenings.</p>	<p>re-instate the area where books can be purchased at Centennial branch</p>	Really appreciate OPL services!
3272	<p>Being a retired person the hours of operation at the Richmond branch work very well for me.</p>	<p>Being retired and living in Richmond while the hours when the Richmond Branch is open are not as important to me as it may be to others, what is really very important to me is to keep the Richmond Branch itself open so that I have a branch of the library open and available to me locally.</p>	<p>I would just like to reiterate how important it is to me as a retired person as I get older and older to have a local branch of the library open here in the community of Richmond where I live. I also very much appreciate being able to request books from the entire system and have them then delivered to my local branch for me to pick up.</p>
3273	<p>It is open every day except Sunday and holidays. I would like it to be open every day from 10 am but can usually adjust my schedule to go later on the days when it doesn't open until later.</p>	<p>I would like to be able to use some of the books available only for in-library use at the Main library in my local branch.</p>	<p>I really appreciate our OPL and visit almost weekly. As a senior, I hope to continue using it for many years and have easy access to its services. Thank you OPL staff!</p>

3274	I wish that our library could be open on Sundays. I work retail, so I'm often working on Saturdays.	
3275	While I understand as a very small branch we have less hours throughout the week it does not always work within my schedule.	
3276	I cannot always remember on which afternoons AV library is closed . Let's keep it to Friday pm and not switch it around	To shelve more serious nonfiction books. (eg. some reviewed in The Economist book reviews) and fewer pulp fiction books .
3277	Since I'm retired, the hours my branch offers are convenient.	Nothing urgent. Perhaps having more books available of popular authors do that wait lists aren't so long.
3278		Not much....we are seniors and so the library meets our needs.
3279	Would like 10 am openings (have shown up a few times to find it opens at 1pm) but understand the staffing issues.	Book group collection sets.

3280	<p>The hours vary from one day to the next. I constantly have to check the website to see what time they are open. It would be appreciated if they could go back to the hours they used to have - Monday to Thursday open at 10, Friday at 1, Saturday at 10 and Sundays in the fall and winter I believe were 1, or closed. This way there is more consistency with the opening hours.</p>	<p>Make the opening hours consistent during the week. I.E. always open at the same time every day.</p>
3281 frequent ebook user	<p>I haven't actually visited any branch regularly since receiving my library card.</p>	
3282	<p>It would be great if the libraries were open on Sundays. Also later in the evenings would be good too.</p>	
3283	<p>Later weekday hours would be preferred</p>	<p>Staff. Staff are usually disgruntled and unpleasant to deal with. They typically do not want to assist with check-outs at counter and prefer for patrons to self-checkout. Paying fines in person is a huge hassle and the staff always seem to be inconvenienced when I request to do this in person.</p>

3285	Hours have been reduced since early 2022. Being rural , and working shift work, it has been difficult to get to my preferred branch for hold pick up.	The hours we had pre-Covid were fantastic in my preferred location. The staff here are friendly helpful and polite. It is a great little library!	
3286	When i have successfully recommended a book for purchase, I'd like to have my name placed first on the hold list.	nil	
3287 Borrow books for my 6 year old daughter	It is difficult to know the hours of operation because one day it closes at 6, the other at 8 and the weeks have different hours. It's not possible to go to the library after work on night that the library closes at 6.	Everything else is great. Bring back some of the educational toys that were available per Covid so that when we go to the library my daughter (6) isn't bored. She also would love to have a better coloring station with more crayons. Also if there were two computers with children games and activités instead of one.	I am grateful to have this library with so many French books for kids. Love the selection of GB+ books at all levels for my daughter that we can borrow and practice at home. Thank you to all the volunteers and employees that take care of this library.
3288	I really dislike how the library is closed on Sunday. Given that the branch I visit (Carp) is a rural branch, I do have to drive a significant distance to get there. As a working parent, I'm really not able to get there during the week so that leave me with only Saturday as an option to visit. I would really appreciate the branch being open on Sundays.	Please be open Sundays year-round	

3289 To take my grandkids	It seems the mornings that it's closed are when I would like to take my grandkids.	Consistent hours so don't have to look it up each time, or show up and it's closed.	My local branch organized a mystery book club at one time that was very enjoyable. Offering something similar again would be of interest.
3290	Odd, inconsistent hours and some days closed until 1pm in the afternoon!!! Should also be open on Sundays.	Support for book clubs. Prior requests could be matched with multiple copies of a selection available in a given time window.	
3291		Keeping holds longer for pickup, or alternatively sending push notifications.	
3292	The hours work for me	Open Friday mornings - I really like to get my books before the weekend started. Opening at 1pm on Friday is always inconvenient. Open on Sundays. We have limited places to go on Sundays in the summer, especially if it is hot. We don't have a cottage.	
3293	I always seem to forget it is closed Friday mornings.		
3294	I am retired so I can go to the library anytime.	Have more e-books. The E-books listings at the OPL are quite disappointing as compared, for example, with the Calgary Library. Spend less resources on brick and mortar, more resources on online access.	repeat: I would like to be more e-books and online resources, instead of new buildings and longer hours. Also, the new library should have quiet study carrels, like universities do.

3295		Never put pandemic restrictions ahead of providing basic services and respecting clients again.		
3298 3299	Limited hours of operation as the main branch, especially in the summer and on holidays / weekends	Replace the old carpets in the main branch		Our library (especially the main branch) looks and feels very old and gloomy and does not measure up to world-class libraries. This is rather unfortunate for our nation's capital and calls for improvements.
3301 3302	The Library is often not open when I need it to be open. For a city of a million people I am surprised that I have to constantly check the branch hours and drive to other locations because the Library doesnt open until 1pm on various days or closes early on others. I grew up in a small town called Keswick north of Toronto and even worked at the Library there. Its sad that their library has better hours then most of our branches barring CenterPoint, Downtown and likely one other big Branch.	I would like more information via email of what's happening at my Branch or in Ottawa. There was a summer reading program that my kids love and some great summer programs that they have enjoyed that are really well done. I only found out because a staff member told me in person when I was there, I wasn't even asking for information about programs. Its sad that the summer programs are not that well attended but I attribute that to many people simply not knowing about them like me for the first few weeks.	National Truth and Reconciliation Day	Grow Hours and Better Communication from Branches or Library
I don't visit my local branch. I only use e-books now.				

3303	It is a lovey branch that meets my needs. What I appreciate most, perhaps, is being able to access to the library's resources by foot. I imagine that many in the downtown core feel similarly, given the low car ownership.		
3304 3305	I can find a time that meets my needs	I'm fine with the summer closure as it gives time for staff holidays	
3308	I wish the library was open later more often, and earlier on days it opens at 1pm Hours are convoluted Mon 10-4 Tues 1-8 Wed 10-6 Thurs 1-8 Fri CLOSED Sat 10-2 Sun CLOSED	Open longer regular hours such as open 6 days a week from 10-8	spend more funding on the rural branches
3309 3310 3311			
3312	Though the hours are not the same every day, I just check before going there!	Have the same hours every day! And closed on Sundays.	I am happy to have a library close by.
3313	I wish the library was open on Sundays.	It would be helpful to know more about the museum, etc. passes that can be taken out on loan. This is not easy to find out. I also think it would be nice to explore a partnership with a coffee shop that could be located within the Stittsville location.	I think a coffee shop located within the branch would make the space even more usable and attractive.

3314	I can manage my holds within the current hours of operation	For returning books, I would like to see the drop off box (i.e. drive through slot) open again, when possible	Keep up the great service!
3315	Evenings are the most convenient time for me to go to the library, and their schedule accommodates that most of the time, but on the evenings it closes earlier it can be a rush to try to get there on time to pick up hold.		
3316			
3317 to use the scanner and photocopier	I wish it were open on Sundays in the summer	More family programming on evenings and weekends. Be open when kids are out of school (evenings, weekends, including Sunday during the summer). Sometimes so that I can bring my kids to the library, sometimes so that I can study somewhere quiet away from my kids.	I love the OLP.
3318	Would prefer hours which line up with my leisure time - evenings, weekends, holidays, summer		

hours of operation, those hours must be fully staffed. OPL should not implement hours of operation that are unstaffed, as we see in Toronto, Hamilton, and a few other jurisdictions in Canada. Staffless libraries result in fewer programs for the public, reduced access for vulnerable communities, increased risk of vandalism and thefts, increased risks to patron safety, and a reduction to the vibrancy of our libraries, which derives from the sense of community, inclusivity, and connectedness that libraries - and their staff - foster. The technology that is implemented in order to create staffless hours of operation, such as RFID, is very costly, and presents a burden to City taxpayers who are already feeling the crunch from high inflation rates and cuts to public services. Creating staffless library hours outside of normal hours of operation produces a slippery slope, wherein OPL might move to

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|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3320 | The branch's operating hours include days, afternoons, evenings, and weekends, so there is ample flexibility for me to access the branch throughout the week. I never feel like I have to immediately rush to the branch to accomplish tasks because of existing OPL services and policies, including: no late fees, electronic item due reminders, ability to renew items online, and long hold pick-up periods. | Increase staffing levels at library branches.
Have 2 drop off slot for returns at Centrepointe. The single one is obtain full by mid afternoon on Sundays. |
| 3321 | I miss it being open some morning and Sundays in the summer. | |
| 3322 | I like the fact that it is open some evenings. | |

3323

Improve the ease of using the website for ordering books.

Sunday opening is a bad idea. Let the staff enjoy it as a reliable day off.

3324

I love the atmosphere of the Rosemount library, the staff are great, the renovation is wonderful, and it is in my neighbourhood so within walking distance. It is a hub of the neighbourhood.

Consistent hours throughout the year. I find it confusing when some days start at 10 am others at 1 pm, then it seems it switches around.

I don't think Rosemount has ever been open on a Sunday - any time of year

3325

Sometimes it's open later than I expected it to be (i.e. 1 pm when I want to go at 11 am).

More in-person evening programs.

3326

survey asking us to rank the days or hours of library opening which we would prefer were a bit of a set up so that survey results can be referred to which might say something like, oh look, people prefer that the library be open on say Tuesday and Friday rather than Sunday, and they prefer it be open between 12 and 3pm rather than 9am to noon. When what I really want is for the library to be open every day for at least 8 hours each day. I feel that this survey, with the ranking questions, appears to have been designed to solicit responses which make it look like people are okay with the library being closed on certain days of the week or not being open at certain hours. I want my library open every day, ideally, and for at least 8 hrs per day, ideally. Is this unaffordable? How much does it cost to keep a library open? All that is needed is a single employee. How much was spent on revamping

3327

The hours vary to much between the days of the week. As a result it is hard to remember when the branch is open and when it is not. Even more importantly though, the branch is too often closed....i.e. it is not open enough hours
Be open more and have consistent hours of opening

3328

I've occasionally forgotten the branch is closed some mornings.

3329 3330	I always forget when they are closed in morning	Always have drop box open for returns	Really like when staff display books at ends of shelves that they suggest. Also like that they move large print books closer to front of room so easier access
3331	I believe the library should be open at 8am Monday to Friday, as against the 1pm on Thursdays and Fridays and 10am on other days.		Not all OPL branches are open on Sundays - I am only aware that the Main Branch is open on Sundays except for the summer months- n. Certainly not my branch - Rosemount - never open on Sundays,
3332	Not open on Sundays, closes fairly early on weeknights so not suitable for meetings.	Better access to meeting rooms at the Rosemount Branch - hours and access to larger meeting room. I really appreciate OPL services (Branches, Libby, Hoopla). I wish we could have a higher limit on Hoopla borrowing. More Craftsy videos please.	Increase Hoopla borrowing limits. More Craftsy videos. Regret the loss of a library within walking distance when new central library is built
3333	Tuesday : should open at 10 am		
3334 3335	Not open too many days.	Be open during weekday mornings	
3336	Would be nice to have earlier hours on weekend.		

3337 exhibitions, art shows	staff are helpful and pleasant, library is welcoming to all ages and provides a nice community hub feel (versus, "shush! it's a library"), aesthetically it's a nice space.	I can work around the hours they the branch is open.	Thank you
3338			
3340	Prefer to use mornings for errands, not pick up after 1.00 pm	Exact title for search option. Currently a title search produces results, sometimes many, which do no match the search parameters.	
3341	Usually it seems to be open when we are most likely to want to go. Occasionally we have been frustrated by how the hours vary from day to day, but have solved that problem by checking in advance. Predictable hours, somewhat later in the day (open until 6 or 7pm daily, would be our preference.	Consistent hours day to day (during weekdays)	Thanks!
3342	Would like the library to open in the morning every	Open in the mornings	All but Christmas and Easter Sunday
3343	Je préférerais que la bibliothèque soit ouverte les matins, les mardi, jeudi et vendredi		

		Pick a schedule and stick to it. I don't actually care what days or what hours the library is open, but please don't be constantly changing it. There is nothing more annoying than coming to the library on a morning when it has always been open to discover that suddenly it isn't open until 1 pm. And provide better information on when changes are taking place. I have never received an email indicating a change in library hours.	
3344	There are almost no books there. What is a library branch without books? The library recently completed a long renovation of the branch which actually reduced the space for adult books.		
3345	c'est toujours pour moi.	aucune	je suis déjà satisfaite avec OPL. Elle répond à mes besoins.
3346	Several after work hours options (eg. Evening and weekends)	Self serve hold pick ups outside business hours	
3347	I live close by, so I can nip over on my lunch hour. I do have to think about what day of the week it is, in case the library is not open until 1 p.m. But generally I can waltz in and check out the express shelf, which is one of the best places on earth.	More Express Shelf best sellers. More art/creativity books. Oops, that's two things. Express Self is the most important thing! Best thing ever.	Keep up the good work! I love Sunnyside. Thank you so much.
3348			
3349			

3350 3351 3354	They are open during the day, later in the evening on some days, & on Saturdays which is convenient. I can return materials when the library is closed (except during COvid etc)	This forced ranking is somewhat pointless - I am happy if the library is open 1-2 weeknights after 6pm but not every weeknight. If open Sunday, but closed Monday in the summer I'd be OK with that also. Only thing is the automated check-out: too many screens: swipe card first then pin (auto knows whether French or English by your card info) then auto go to checkout with an alternate functions & print receipt as an option (default no receipt). :)		The Hold facility is fantastic. The Ottawa library system is an amazing & valuable resource
3355	Pour choisir des livres qui m'intéressent	La bibliothèque est fermée certains matins de la semaine	Toujours ouverte le matin	
3357	lack of evening access, sunday access. Can't pick things up in the mornings most days	special programming for families on Family Day	all non-relegious holidays	It is important to me and my family that the library remain a relatively quiet and calm space. Level one autistics and other who experience sensory overload in many other public spaces.
3358	I prefer to go in the morning and no branch is open every morning, just alternate days			We have a differently abled adult child living in community housing and she is delighted to have the "library" visit her building to make suggestions and bring books. Please continue and expand .

3359	First the hours were changed for covid, then it was for staffing issues, yet no new staff seem to be appearing.		
3360	I like that it is varied and opens some evenings.	Have the holds on the main floor. I have mobility problems and sometimes the elevator is slow or busy.	
3361	Hours are irregular -- different on different days.	Very satisfied with our library services, but more consistent hours would be appreciated.	
3362	I wish this location was open later in the evenings.		
3363	I would like more morning hours of operation.	Open mornings	
3364		More automatic checkout booths but really not critical at all.	I appreciate the services that the library provides. It is very important to society.
3365	As a retiree I have lots of flexibility and so I can usually find a time that suits me. The Saturday hours are currently shorter than other days and I wonder how this works for families who presumably have more availability on weekends.	I would enjoy having access to more programs for adults. Subjects could include technology & internet related options; meet up groups to practice speaking French; interesting guests including local musicians, story-tellers, authors, etc.	holiday Mondays excluding Thanksgiving & Easter
3366			

3368	Je trouve les heures d'ouverture sont adéquates pour tout le monde ...les gens qui travaillent , les gens a la retraite...les meres de famille...les étudiants etc...	Personnellement, la bibliothèque de Stittsville répond a tous mes besoins...leur site web est très facile a naviguer..facile à reserver les livres..le personnel tres avenant , serviable et gentil...les heures d'ouverture me conviennent...	Non, je viens tout juste d'arriver à Stittsville du nord de l'Ontario...je me sens très bien accueillie a la bibliothèque ...
3369	The hours are too short. When the library is open, it opens too late in the day e.g. 1:00 in the afternoon. L'alternance entre 10 h et 13 h, difficile de m'y habituer. Je préférerais une seule heure d'ouverture : 10 h.	Open earlier in the day on weekdays e.g. at 9:00 am Monday-Friday.	
3370		Du lundi au vendredi, de 10 h à 18 h.	
3371		Nothing! I am very happy with everything!	
3374	To print or photocopy documents	I wish the hours of operation could be 10am-8pm all weekdays, and 10am-5pm on Saturdays and Sundays. If those extended hours are not possible, I'd like the hours on Fridays to be extended from 10-6pm.	Buy more paperback books rather than hard cover books.
3375			Offer curbside pick-up of holds.
3377	The hours seem to be different each day		Make it easier to request magazine issues
			Please offer curbside pick-up. Tidy the outdoors so people can enjoy reading outside too

3378 3380 3381	Would prefer the library be open more often in the evenings. And more hours on the weekend.	Have the library open more often in the evenings.	
3382	Opening hours are inconsistent. I have tried to go in the morning and found upon arrival that it doesn't open until the afternoon. (My fault for not looking it up, but I don't understand why it opens at 10 one day and at 1 another.)	Adjust opening times based on feedback from this survey.	Consider increasing use of mobile libraries to better reach neighbourhoods with low literacy levels.
3383	The library is not open all days of the week. In my view, it should be open every day of the week to fulfil its mandate.	Adjust opening times based on feedback from this survey.	
3384	There are a number of mornings when I would like to go to library but it isn't open until the afternoon - also while I don't need my branch (Rosemount) to be open on Sundays it would be nice if more branches in the central Ottawa area were open on Sunday like they are in Kanata and Gloucester		

3386 Imagine Space	I like to use the library in the evenings and weekends. I like that there are several evenings each week where the library is open later. I would probably make use of Sunday if it were to be open.	I love the variety of services, including the musical instrument borrowing and the Imagine Space.
To read newspapers and current 3387 magazines / to get museum passes /	The current pandemic-reduced hours are completely insufficient. The library is only open 2 evenings a week and that only until 8 p.m. It makes it very hard to get to the library after dinner or after work. Even the previous regular hours were insufficient - I'd prefer the library open until 9 p.m.	In this era of climate change and increased heat events, it's important to have libraries open in summer to have somewhere for people without airconditioning to cool down, especially in urban parts of the city. We need more hours open, including evenings because urban areas don't cool down that fast. In the current pandemic, libraries would be more welcoming if all the staff wore masks.
3388 I rarely go to the library. I borrow my 3389 books online.	Don't like late (1:00 p.m.) openings. Open early everyday. I borrow online.	
3390	The process of putting a book on hold is seamless. Great notifications and plenty of time to pick up your hold.	
3392	Staff are always friendly and helpful.	
3393	Being retired days and times are important to me	Excellent inexpensive way for me to enjoy the latest audiotape I listen to. Much appreciated. Thanks

3394
3395

3396

What more can I say. I am satisfied
I really wish you were open on
Sunday's throughout the year. And
hours should be from 9-8 or
something like that.

Open 4 days a week till 9
The hours just need to be better.
Overall, it's a great service.

Love the OPL. Application is a bit
janky and hours could be better but
overall you're awesome.

3398

3399

Available 6days a week.

3401

hours are not long enough

open on summer Sundays

3402

je m'adapte à ces heures sachant
que les employés ont droit à leur
repos.

Je n'ai pas à me plaindre, sauf
quand il s'agit de rejoindre un(e)
employé(e) par téléphone

Non. mais j'aimerais qu'il y ait plus
d'oeuvres de Shakespeare à ma
succursale.

When numerous holds are ordered,
it would be nice if they were
available for pick up until the same
last date even if they arrive at
different times. For example if 4
books are ordered, when the last
book of the four arrives, all books
are given the same deadline for
pick up using the schedule pick up
deadline of the last book. People
can choose to come multiple times

3404

I always have to check the hours as
some days it doesn't open until 1
p.m. and I prefer to go in the
morning.

or know that they have an
extended deadline to get the first
books to arrive as they are still
waiting for a fourth.

Family Day, Easter Monday

3405	I would like them to be open on Sundays	Ensure their selection of books meets clients' needs - I had a hold on a book for over a year before it became available to me.	
3407	The branch should be open from 10:00 a.m. to 8:00 p.m.	More books on CD if they are available.	No
3408	The hours are manageable to get what I want accomplished in time at the library.	Sunday hours are 1-5 where I go, and that does not work with kids having their nap or quiet time during that time and then we usually do one activity before supper at 5. Morning or evening time is best to go to the library on Sundays and Saturdays	I love the OPL! Please bring back book club for adults and more weekend activities for kids. Thank you
3410	I sometimes forget what day it is	Respond to holds more efficiently. I often have books stuck in transit	The shelves are crowded with doubles and low interest books
3411			
3412	This branch is not far away, easy to get to and their hours are easy to work with.	I am completely satisfied	No
3414	I like that the library is open late on certain evenings, as it is sometimes difficult to get to the branch during regular working hours.		I think the OPL provides great services. The OPL was very creative in providing services during covid. Well done.
3415			
3416	For the most part I can work with the existing hours but there are times I wish the library was open later on week nights.		

3417	Annoying when it doesn't open until 1		
3419		I never know when the public library will be open. I would prefer a more regular schedule.	
3420	It has rarely happened that I needed the library and it was closed at that time	Books that used to be available disappeared from the collection. It would be great for the collection to expand, not shrink	
3421	The opening hours are acceptable, but I wish the branch was open later in the evenings.	Be open later during weekdays.	I really appreciate the OPL's services. Thank you!
3422	Would like the library to be open weekday mornings.		
3424			
3425	Not consistent and hate that some days it doesn't open until 1:00 p.m.	I have noticed that often the first books in series by popular authors are only avail as e books. If possible would love library to have a complete set of an authors hard cover versions to the extent possible.	
3426	Library should be open on Sunday.		

3427	I am not sure about current hours (given the pandemic), but OPL branches in general should be open on evenings and weekends (including Sunday)--when working Ottawans and students are free to visit the library.	The OPL should prioritize being open on weekends (including Sundays), regardless of the season.	Consider implementing uniform hours of operation for all branches. It is confusing that some branches are open when others are closed. I visit the Main branch most frequently because it is open more than other branches; however, visiting other branches would often be more convenient for me. It must strike some users of the library as unfair when a preferred branch is closed while others are open.
3428	The branch is open at times when I am able to get there to pick up my holds.	Have older books available in e-book format.	
3429	Get movies		No comment
3431	Branch is usually open at least at some time I can get there.	More books, more movies on DVDs.	
3432	Hours are convenient for me. They are well organized.		
3433	Large collection of books. Well laid out. And can order what isn't there.	Kids music / story time slots. Or if they run them advertise them better	
3434	I only go online through Libby		
3435	I do wish it was always open on Sunday and I wish the hours of operation were longer, more like they were precovid	Location. Please keep a branch open near where the Main library is currently located	

3436 print and copy
3437

It is not open every day all day. But I guess not enough people would use it.

We need more books at Rosemount!

3438

I am satisfied as my needs are met. However, consider opening and closing earlier in summer months and opening and closing later in winter months.

Hold onto audio and video items for longer before selling them off. Consider purchasing items that maybe outside the normal purchasing window and having available indefinitely items of important to Canada's cultural identity

3439

If I don't remember to check before I Leave for the library I often arrive and find it closed.

Don't know.

3440

Would love earlier opening hours on Sundays

Have more programs in thr evenings as not everyone can attend during daytime hours.

Use of the copier/printer is extremely cumbersome. To print out one page we have to log on to two computers and for a photocopy we have to log in once. Librarians have to spend a lot of time assisting customers making a simple photocopy!

Substance over flash. Architectural, interior design, technology, etc. purchases that are trendy (therefore expensive) should not take place.

No. Love to see libraries like the Greenboro branch being inclusive of all children. The Staff approach matches the welcoming environment for children and families.

3441 They have reduced hours during the summer, mainly not open on Sundays which would be beneficial for us as a family of small children, however I can appreciate why they are closed during the summer months that day. Otherwise the hours they are open, specifically on Saturdays, have been no issue with my family's schedule. I have not looked closely on when they close in the evenings to assist with picking up holds, but will do that in the near future to see if I can pick up books on hold for my toddler on the way home from work if possible.

I think they are offering a fantastic service, the librarians are always helpful, the automated sorting system and the app are all impressive!

3442 The library is aptly open late -- until 8pm -- two nights a week. Being closed Sundays is no problem.

More material for learning French.

Thank you for the survey. The staff at Alta Vista Ottawa Public Library are superb.

3443	For it's size, it's operating optimally for the local community.	Definitely modernize services and facility. A good example is the Whitby Public Library (WPL) in Whitby, ONTARIO. A well equipped library like the WPL is definitely a blessing for the children and their moms and grandmas. WPL is a thriving library, not a sleepy boring place. After I moved to Ottawa I searched & searched for a library like WPL until I realized I wasn't going to find it here. The government should definitely invest in our children and families by putting money into renovating and modernizing our libraries. Future generations will love it.
3444	The new hours have less morning time opening. I don't understand what the rational is for such change. I prefer to use the morning time when it is available.	Open mornings More available copies of novels so wait times to borrow items are shortened. Waiting weeks or
3445	My time is flexible at this point in my life but even so, I appreciate that this branch is open every day.	months to borrow anything but the latest hot book seems too long to me.

3446	The staggered hours are confusing. Open some evenings and Saturdays. Ideally would also be open Sunday in summer but as I know it isn't, I work around their schedule	Make hours consistent when closing. If Friday must be a day to close early, say 5p.m., unlike Mon-Thursday; make Friday the only day that is inconsistent relative to all other days. Friday/Saturday should be the same hours.		
3447		Nothing at the moment. Consistency of hours of operation makes it easy to plan (e.g. closed Sunday in summer)		
3449	I am retired and can plan my visits around the hours offered.	Have the branch stay open a little later on Saturdays Open in mornings, having s OK me		
3450		French activities and more ressources in French		
3451		Have later hours every night	Any holiday that falls on Monday	Please increase hours

3452	The hours for Greely are minimal. Not so much the pick up. But having to drop off or return during those hours, when there is a drop box, is inconvenient.	open the book drop for returns. The hours in Greely are not standard. Every time i wan to sue the library I have to look up the hours.	I find your website not user friendly. It is difficult to find out all the services you offer, things like Kanopy or Libby or Overdrive. The Library offers so much. I am trying to make a power point for a group I'm in, to make it easier to inform about all that is available. Maybe when someone applies for a library card, info on the smart card could be included. OPL has so much info, but finding it on the website is difficult, I find! And I consider myself pretty computer literate.
3453 3455	I would like the hours to be consistent each day so that I don't have to remember your schedule. I often turn up at the wrong time which is extremely frustrating.	Have consistant hours on the days that the library is open.	Make the library perfume and scent-free PLEASE
3456 3457	Variable hours on different days of the week can be confusing sometimes	The service is first rate	
3458 To print documents	The hours can be different each day so sometimes show up to only find out it's closed.	Make the printing a bit smoother, need to login to a computer and the login again to a different computer connected to the printer	Could a OPL book vending machine be installed at the airport, ViaRail or other public sites that also accepts returning books?

3459		Find a way so that the return slot aren't jam packed full after being closed for 1 day.		Thank you to all the librarians for your hard work.
3460	I mainly go to the library with my daughter on Saturday mornings and that works fine for us.		Civic Holiday	
3461	Seem to fit my schedule	na		no
3462	I went many times to find it was not open	Faster in getting requested books		
3463	Sometimes it closes earlier			
3464				
3466	Le système pour réserver des livres fonctionne bien. Je préférerais que la bibliothèque soit ouverte le dimanche ou, au moins, plus tard durant la semaine.	Avoir plus d'heures d'ouverture, surtout le dimanche ou en soirée durant la semaine.	Tous sauf les congés de Noël	Ce serait bien d'avoir plus de livres écrits par des francophones dans les nouveautés et les recommandations du personnel. Je remarque qu'un grand nombre de livres en français dans ces sections sont des traductions de l'anglais. C'est décevant de voir que les auteurs francophones n'ont pas plus de visibilité.
3467				
3469				

		<p>I would like you to buy more books. I want to be able to read deeply and often you only have a few books by an author. At a Canadian major library system I should be able to read all the key Canadian books that have been in print. For example, all of Stephen Leacock, all of Margret Atwood but also historic writers.</p>	
3470	To print documents	I love libraries and Ottawa is a good one.	
3471		Should be open more	Better more comprehensive web site
3472		Current shortened hours are inconvenient for me	
3473		I work long hours so it would be nice if there were longer hours on Friday	I would love to be able to borrow other things from the library like puzzles and board games
3474		Sunday hours would be great, as would Friday nights. The current hours are reasonable, but some more not during the regular workday would be great.	No, I'm good. I appreciated this survey!

I find the hours confusing, frustrating, and inadequate. Lately the Cumberland branch seems to close at different times depending on the day. I have always found the Sunday closings in the summer VERY frustrating, as I have more time in the summer to check out books and to read. I also like to check out books to bring on vacation, and sometimes the Sunday closing prevents me from doing so. I would sooner have shorter, more regular, and easier to remember hours each day, as opposed to irregular hours and being closed on one day during the summer.

3475

Have more regular opening hours. I think that the hold system is great! Thanks for that. It seems like some people put a lot of books on hold though. Would it make sense to put a limit on the number of holds?

3476

Have more instruments for loan.
Have more museum passes

3477

3478

3480

3481

Thanks for reaching out! Regardless of the outcome, I appreciate the opportunity to share my opinion. Will the results be available to OPL clients? Hope so!

3482	The hours are not convenient - need more evenings and weekends	Be open at least every day of the week, plus one day on the weekend (minimum)	I love my local library! The staff are amazing and the building was nicely renovated a few years back - it's a lovely welcoming environment that can only be improved by better hours.
3483 To use the washroom. 3484	With COVID hours were cut which I understand. Now the hours are less regular and I find it harder to keep track of hours. Bb be va VB	Keep the library open evenings. Thank you. I have used the library Sunday afternoons on walks to pick up books. But I realize this must be harder in staff who could themselves prefer a day off with family. So I don't insist on Saturday evenings and Sunday. . Free online access to ancestry	Thank you for efforts you make to support hearing impaired. Love it
3487	Would like to be able to go on Sundays; making it there during the week before 6pm is difficult; hours also seem to change fairly often so I'm never sure when it's actually open (though to be fair I think a lot of that was due to the pandemic and shifting hours these past two years - but I just checked the hours now for the purpose of filling out this survey and was surprised to see they've changed again from what I thought they were relatively recently).	Remove the 5x limit on renewing items when no one else is waiting for them	My primary purpose for visiting OPL is to pick up holds (and return items); ability to pick up holds outside of open hours would be appreciated. Would also love to check out the 3d printing/makerspace type tools/digitization suite available at certain other branches but don't often have access to a car - would be fantastic if similar things were available at the main branch/closer to Centretown.
		Canada Day	

3488	Most of the time the library's hours meet my needs. I do wish that the branch would open on Sundays in the summer, but I can work around that.			
3492		Clean and paint bathroom and stairways more often		
3493	I prefer going to the library in the mornings and have gotten mixed up several times and arrived when the library was not yet open.			
3494	The library is not often not open when I would like to go.	The library would be open on Sundays.		
3495	It is open when I wish to go. No complaints			
3497	I find them constantly changing, it's hard to keep up about when it is open	I understand with staff's summer vacations and needing breaks		
3498	Sometime closed in the mornings. Sunday closures in the summer.			Love the library. Request system is excellent. Valuable community resource!
3499	The staff are very helpful when I ask for assistance	Open earlier every day, not just some days		
3500	The staff are always very friendly. Years ago, when I got my first computer, they helped me set up my online account. More recently they helped me to sync my phone and computer so I can use either device to access my loans.	more large print books		none

3502 3503	The main branch does not open until quite late on Tuesdays and Thursdays and is completely closed on Sundays. This makes coordinating picking up library holds inconvenient.	Open by 11am on Tuesdays.	Current hours are fine
3504	With two children, ages 3 and 18 months, who still nap it can be very difficult to find a time that works. Mornings are best for us to be out and doing activities, and the current hours are not ideal for that.	More programming for 2-3 year olds. The lack of summer opportunities this year was disappointing. There was only one activity for 3 year olds, and while it was so well done, I would have loved to take my pre-schooler to more activities.	I really would like to see more summer programming for pre-school age kids and more morning hours to accommodate parents with napping children. We love making use of the library and being able to instill a love of books with our kids, and would love to not be so rushed at many visits because of naps or trying to fit a visit in before dinner.
3505 pick up Express book	The hours seem erratic. I often show up in the morning to pick up a book to find the library closed. I live in the Glebe, and in summer, it's more pleasant to walk to the library in the morning than in the heat of the afternoon. It's hard to remember the schedule.	It would be more helpful if the hours of operation schedule was less erratic, with more regular morning hours of operation. As mentioned earlier, I often am walking by in the morning and wishing I could pick up my book, but the library is closed on 3 out of 5 weekday mornings. Même horaire à l'année- c'est plus facile à me souvenir de l'horaire de la bibliothèque	I really like the online holding/booking system. And I find the staff at Sunnyside Library really friendly and helpful. Thanks for the opportunity to provide feedback.
3506 Pour imprimer mes documents et pour photocopier			

3508	Need access on ALL weekday mornings	Open during daytime hours Monday to Friday	
	My preference is to go first thing in the mornings but there are 3 days of the week when the library doesn't open till 1pm. It's somewhat inconvenient but I do understand that you have to remain open later in the evenings to accommodate people who cannot come during the day.	For Ruth e Dickson branch, please bring the adult holds back downstairs permanently just as you did temporarily during the pandemic. Stop the high school kids from eating lunch in the library . They congregate in large groups and tend to get very loud. Increase the internet speed inside the branch. It's painfully slow .	
3509	I love going to the library and browse through all the different types of reading material.....most especially cookbooks		
3511	Late opening in the morning, early close and limited weekend hours		
3512	I am a senior and the hours of operation suit my schedule. the branch is a short walk from home and it hours of operation are convenient for me to walk there during daylight hours.	I am happy with everything.	
3513	There are days when research/study needs to be done early in the morning but the library is still closed. That's quite frustrating.	open at 10 AM Monday to Saturday	
3514			
3516			
3517	Sometimes I want to use the library at a time it is closed.	Labor Day, Easter Monday, Thanksgiving Monday	I have only good things to say about OPL. Thanks. Keep up the great service you provide.

3518	Parce qu'elles sont différentes d'un jour à l'autre et je dois toujours vérifier les heures d'ouverture. Je trouve aussi que les heures d'ouverture ne sont pas assez longues.	Augmenter les heures d'ouverture.	J'apprécie le bon service donné par les employés à l'accueil.
3519	The hours are quite limited. On weekdays the branch closes by 5/6pm, making it very difficult to go to the branch on a weekday after school and work. My recommendation would be to have at least one weekday when the branch is open till 8pm making it easier to access.	Stay open longer at least on one weekday	
3520	doesn't open early enough most days		
3521 Newspapers	Friendly and knowledgeable service. Books promptly transferred. Like the hours.	Seminars on interesting topics.	
3522 To use the scanner			
3524	The hours are not consistent.	Make the hours consistent. It's frustrating to have different hours on different days.	
3525	I wish it was open on Sunday		
3526	Summer Sunday closures sometimes make it difficult for me to get there in time to pick up holds		It's frustrating to have the hours being changed . If there are staffing pressures during the summer, it would be better to close the branches for an extra day rather than change the hours all the time.

3527

not open in the morning

more math & science books

no

I have never had any problems with
their hours of operation.

I will have to do some serious
thinking about this.

None at the moment.

3528

3529

3530

keep masking mandatory

I'd like to be able to suggest that
the library purchase books and
DVDs that are more than 2 years
old. Sometimes one book in a
series is missing and, if it hasn't
been published in the last 2 years,
the library won't order it. I'd also
like the library to attempt to get
back items that haven't been
returned. I have waited for books
that are more than a year overdue
and nothing is done about it.

Just to say that I think the OPL is
doing a great job. I live outside the
city of Ottawa, but am more than
glad to pay an annual fee for the
service as the collection is much
larger than the one at my own
public library.

3531

The hours of operation are good
for me.

3532

I wish that I could visit the library on Sundays. It's also inconvenient to have the library closed on weekday mornings during the summer when I would like to take my kids.

more branches with Sunday hours throughout the year

3533

Library open only 5 hours on Saturday and a couple of hours on Wednesday and nothing other than ordered items available.

Bring some books back for us to browse

I don't understand why so many branches are closed on the same mornings of the week. During the summer when the kids are off school, I would love to take them to the library. However, if I want to go on a Tuesday morning, all of the branches I might consider visiting around me are closed at the same time (St. Laurent, Alta Vista, Elmdale, North Gloucester, Rideau, Vanier). If you must reduce hours to save costs, why not alternate days so that at least there are some options for people who want to access the OPL each day of the week? I would also appreciate having more branches with Sunday hours throughout the year. Right now, there are extremely limited options for working families who are only available on the weekends.

No thank you

3534	Some days when it doesn't open until 1pm I have to rearrange my schedule to pick up material. I have busy evenings so this is an inconvenience.	Better acquisition of new books that come out. Some seem to be purchased right away whereas others are not and by the time I go to put them on hold (after having to check multiple times) I am way back in the line.	Thank you for an amazing library service. It served my daughter very well when she was in high school, too. Thank you!
3536	Many hours, each day. Thank you! I would prefer the branch be open by 10 am every day	Honestly, nothing! Love and appreciate the service now. Love being able to peruse books online and request holds. Pick up and exit is FAST and EASY.	
3537			
3538	Never had an issue w availability outside of closed/reduced hours on Sundays in summer, but that is completely understandable and poses no inconvenience for me so not actually an issue at all! :)		I'm a lifelong library lover and patron—thank you, and keep up the great work!!
3539	Limited parking that is close to the library, very few days with open hours before 1 p.m.	Have enjoyed the online programs (e.g. cooking) so more of those would be great. Would be great to be able to book meeting rooms for book clubs, neighbourhood use....seems to be focused more towards non-profits instead of community use.	

3540 In the past we have gone to the library for programs but not since COVID I've been able to find a time that works for me.

3542

Because it's not consistent. Have to check when it's open depending on the day, cannot just go and know it will be open. I've been caught a few time with this. Also, closed Sunday seems to be a mistake.

Open Friday mornings

3543

I think the library should be open longer hours for those who don't have an alternative place to read, use wifi or do research. I would willingly pay more taxes to support longer library hours.

more author presentations and book club discussions

3544

I usually chekx the internet to see if the library is open so I appreciate it if the operating hours are kept up-to-date on Google if there are to be any changes.

My branch is not open Sundays 1-5. I like the library, more Maker spaces.

I would like to see an option on my city taxes that allowed me to designate money to particular services. I would certainly support added staff and resources to the library budget.

3545

The hours are limited and would better serve me on both weekend days as well as more evening opening hours.

Ensure that branches are in locations that meet the needs of the community. Rockcliffe is a legacy branch that met the needs of Rockcliffe residents. There are many more residents in New Ed, Lindenlea and Vanier North that could benefit from a branch on Beechwood.

As noted, branch location is very important. Rockcliffe and the Peres Blanc locations are not ideal for the communities of New Ed, Lindenlea, Vanier North and parts of Rockcliffe and Manor Park. A branch on Beechwood would be much more accessible to these communities and along transit routes also. A branch on Beechwood would contribute to the 15 minute neighbourhood and act as a community hub.

3546

As I am retired, I can easily work around the branch's open hours. The library is not open in the mornings as it was in the past.

Increase the volume and variety of books held at the Orleans Library - I like to browse the physical copy rather than the on-line description.

I would be interested in more events (speakers/activities/clubs) for recently retired persons and seniors.

3547

3548

3549

3551

3552 To read the Globe & Mail paper.

Because sometimes I forget that they are closed on Friday afternoons.

Unclip the sections of the newspaper to make it easier to read.

No.

3553	I would like the library to be open, even if for just a few hours, on Sundays.	Have a few hours open on Sundays. This is especially important if there is inclement weather and holds need to be picked up or books are due.
3554 3555	always seems to be closed when I need it, during the day	have a 24/7 secure, Holds pick up system
3557	My branch has long hours that make it convenient for me to visit on my schedule.	
3559	Morning hours are important when you have little ones at home	

The OPL is a fabulous resource. Maybe in an email to cardholders, you can explain to us the benefits, pros, cons and differences of ereaders (and how that compares to tablets). I still like books, but now some things are only available online. I wouldn't know where to start, or if I should. What is more cost-effective for the library for us to use? I would love to do my part to help the library operate as cost-effectively as possible, although there is an environmental consequence to more people buying ereaders. Thanks for asking about the hours, I hope we can get Sunday hours in summer, even if just for 2-3 hours. I use e-books almost exclusively & only use paper books when I request a hold online. I never go to the library just to browse for a book.

3560

3561

Plus d'heures d'ouverture

Library is closed on Sundays.
Sometimes Sundays are the only
time I get a chance to go in to
pickup holds or check out books.
Recognizing operations and
constraints as considerations, but
perhaps the library could be open
for a limited time on Sundays?

3562

Staff are always friendly and
welcoming, holds are easy to find,
books are well organized, hours are
mostly convenient, it's a nice space
to relax and study in

3563

As long as I am up to date on (or
don't forget) the current hours, I
usually don't have trouble visiting
the library during those hours.

If two holds arrive at the same
time, allow one of them to be
postponed for one borrowing
period.

3564

On the day that we don't have
activities for the kids and want to
go to the library, it closes at 6pm
making it absolutely impossible to
go. We need the library open each
day consistently until at least 8 or
9pm.

Be open at more convenient times.

3565

I love the public library

I'm generally satisfied with OPL and
think its services are very
important to our society in Ottawa.

3566	Reduction in hours due to the pandemic have made it a little harder to get to the library than when they had more standard hours.	Equity in hours and locations to serve all residents of Ottawa.	The most amazing thing about OPL is their staff. Buildings and collections are wonderful but it's the people working in the branches that really make it shine! Please treat them as the treasure they are!
3567	Since I am retired, I can adapt to whatever hours are convenient for other patrons. Also, all I do is browse for books and return them, as well as holds on odd occasions.	I am content with things as they are.	no comments or ideas
3568 Get help with overdrive, Libby, Kobo	My branch is closed Tuesday and Thursday mornings and I always seems that is the most convenient time for me. I try to go when I have other appointments in the area to save on gas.	Have consistent hours every day of the week that it is open.	Libraries are very important to communities and should be open consistent hours.
3569	The library is closed on Tues Thurs		I think opening 10 am to 5pm weekdays during the summer with some days of the week extended to 8 pm would be the best set up. Having different start or open times for weekdays is very confusing. Sunday is not a day I need to have the library open in the summer.
3570	Fri mornings.		

3571	<p>To better serve a younger audience (toddlers) the library should be open earlier in the day. 1pm is SO late for us.</p>	<p>We live in a secular society, which is great. If library branches are to be open every day, then the staffing models need to reflect that Sunday is not a "special " day. If you expand hours, hire staff specifically to work those hours. If the library is open Sunday, there should be staff who have Sunday as part of their regular work hours, just the same as if it were a Monday or any other day.</p>
3572	<p>They are not open Friday morning I'm mostly satisfied, but would like the library open every morning (especially Friday)</p>	<p>I'd like consistent daily hours rather than always having to look up the opening times to have more front line diversity staff</p>
3573	<p>As a working person, I have interest in the hours being open later after 6pm and being open on both Saturday and Sunday to pick up holds and search for materials as a teacher of elementary teacher.</p>	<p>Allowing teachers to register in some way so that if books are overdue, and not being requested by someone else, they do not pay fines, since they are using the materials for education purposes.;0)</p>
3574		<p>I love the ability to place a hold on an item from any branch and pick it up at my home branch!</p>
3575		

3576 To use Ancestry Library edition	I dislike that it only opens at 1pm on Tuesdays and Thursdays. As a shift worker, my preference is to have it open earlier on those weekdays. Often I begin my day off with a list of things to do. If I have to wait to go at 1pm, typically I won't go. Also sometimes I will start my shift in the afternoon so I won't have time to go when it opens.	OPL charges a \$1 fee when I fail to pick up something I put on hold. They used to never charge for this and I understand their reasoning for charging this fee. However, they've waived the late fees and I was hoping they would waive this fee as well but they have not. If the library is not open until 1pm on my days off or days where I start in the afternoon, I'm hoping you can understand my frustration and also understand why some days I cannot pick up during the allotted time period. Thank you.	
3577		avoir les mêmes heures d'ouverture à tous les jours de semaine	Le site web pourrait être grandement amélioré
3578	I would benefit from the library opening earlier in the morning.	To open earlier in the day. Ideally 8am, or 9am at the latest.	
3579	There are options for mornings and afternoons as well as a few early evenings, giving lots of choice	I can't think of anything. I am grateful for our library and the people who work there.	Not at this time
3580	The summer closures are inconvenient.	Have hard copies of Ken Follett novels	

When using 'Express' we should have a 15-20 minute on hold. Driving quickly to get there is in no one's best interest. It's not safe! Experience has seem me attempt at 3 locations and fail! It's frustrating!

Fix your hiring practices. Stop insisting that job applicants have a university or college degree for a 10 hr/wk position. Stop treating your staff like commodities. Be more empathetic and accommodating to the staff you currently have.

3582
3583
3584
3585

3586

3587

3588

Seems open more than needed
The hours have not returned to the pre-pandemic schedule.
Sufficient open hours so that I can make it to the branch without much difficulty

More copies of popular books

Remembrance Day, National Day for Truth & Reconciliation

Hire more staff. Stop treating your employees with such disrespect.

Not being open all weekday mornings is sometimes inconvenient so I have to plan when to come instead of just being able to drop in any morning.
Need more morning hours. These were cut during pandemic and never reinstated

buy newly published books quicker.
Sometimes takes so long that we end up buying new books.

3589

The branch is closed on Sunday and Monday. It would be convenient for it to be open both of these days, particularly Sunday. While I am sure there is some logic behind the opening hours for other days, it is not obvious to us clients!

Be open for at least a few hours on Sunday

no

3591

I am somewhat satisfied because the branch is open six out of seven days but seven would be ideal. Also, I am not a fan of one day the branch is open in the morning but not the next.

Open Sunday

libraries (at least the ones that I use -- Main & Rosemount) do not open until 1 PM. This is ridiculous -- the Public Library is in effect STILL operating under modified COVID hours. Every other business is back to regular hours -- only the Ottawa Library seems exempt. I have lost count of how many mornings I've been downtown in the last year & remembered that I have a hold item to pick up or something that I'd like to check on the computer, I detour to the Library only to realise that it's either Tuesday or Thursday and the Library won't open its doors until the afternoon. And I'm NOT the only one. Every time I leave frustrated from the Library door, there are other people having the same experience. And their comments are not complimentary. Aside from my own frustrations, there are homeless people who use the Library as a refuge especially enjoying the air-conditioning to

Obviously to be open more convenient hours.

Times seem to have changed quite a bit, but probably due to the ups and downs of COVID.

Have a books by mail scheme such as in Nova Scotia. Specially good for readers stuck at home.

Why do these surveys always ask personal questions. What does one's income have to do with anything ???

I really enjoy the library - several branches. Thank you.

3592

3593 Book Club

3594	I would like it for open earlier.	Having the option of using/booking individual study rooms.	Libraries are very important for building communities. Thank you for taking our opinions into consideration.
3595	Closed on Sundays is inconvenient for bringing the kids.		
3596	Meets my needs	Very happy with current level of service	No
3597			
3598	We live in metcalfe and the Metcalfe hours are inconvenient (not to mention currently changing locations). I appreciate that the Greely library is not too far away and has better hours, but still requires detailed planning. I cannot swing by before or after daycare drop off, I can only sometimes swing by after daycare pickup.	Better schedule for metcalfe's branch	Would appreciate more children focused activities and francophone children's books in the rural locations - perhaps even a reading book for the littles. I grew up with this kind of environment in my local library and contributed to a very positive relationship with reading and libraries.
3599	I have a hard time remembering the hours that the library is open. Some days it opens in the morning, some days in the afternoons. I would like to return to the old hours before COVID.	Return to the same hours during the week days. For example, 9 am to 9 pm. The Saturday hours should be from 10 am to 6 pm. And Sunday from 11 am to 5 pm.	
3600			
3601	Limited hours open in the morning		

3602	Would prefer more morning availability. Some days there are no morning hours.	Offer more in person programming for babies and toddlers both during the week and on weekends.
3603	They are more restrictive than pre-pandemic and I need to keep track of them	Add curbside pickup option
3604	To use their makerspace	
3605	I feel the library closes too early	Closes later during the week
3606	Because I prefer a 10 am opening time to 1 pm	Be open every weekday morning
3607	The hours are short on Fridays and Saturdays, when I am most likely to go to the library	Shorter transit time for holds
3608	Hours are fine for this location	Currently unable to use the "maker lab" (engraver/laser printer) due to not having training available (move to online format with individual one/one in person to finish), Have a Maker Lab (engraver/laser printer) open at Ruth E. Dickenson library location for south end residents
3609	Fluctuating hours mean having to check each day when I can go. But also give flexibility to during the day some days or evenings other days.	Slightly longer times to pickup a hold.

The hours of the maker space at CentrepoinTE would do well to be extended. And ideally alternate locations.

Have "maker lab training" hybrid if needed to start back up, add maker lab (engraver/laser) at Ruth E. Dickenson location

3610

I love it.

I badly need to have help on how to use my own laptop computer more effectively. I would like very much if there were free workshops that cardholders could take part in, where the "clients" could have tutoring/teaching in how to use their own laptops. At the moment, I use dial-up on my laptop at home. It would help if there were telephone jacks/ports, where people with older models of laptop computer could use their own laptops at the public library.

bank holidays such as Victoria Day, Labour Day etc.

to print out items from a USB flash drive,
3611 or to make photocopies

The library (Main branch) is open several evenings per week, and most days of the week. The hours are quite long and generally consistent, with week-end access as well.

3612

3613

In the last year or so the Carlingwood Branch has been open limited hours at times. I believe it is due to a shortage of staff.

As a retired person, I would like to see my branch open in the mornings Monday to Saturday.

I mentioned that Carlingwood Branch has been offering more limited hours in the last year or so probably due to staffing shortages. OPL will never have an unlimited budget. With regard to hours of opening to the patrons consistency is key, even if hours have to be more limited than patrons might wish. People adapt once they know the hours and plan their visits to a branch accordingly.

3614		Send text messages when the are unexpectedly closed.	
3616	N/A		
3617	The hours of operation are typically convenient for me.		
3618	It is a small branch and doesn't have a large selection, so have to put holds on books and then wait for them to come in.	buy more books, and ebooks Des ouvertures matinales dans les quartiers avec beaucoup de bureaux.	
3620			
3621	hours are not consist from day to day. one needs to either memorize hours of operation or look it up on the computer. often go there and not open. ideally stay open daily until 8pm		
3622			
3623	The Main Branch used to be open in the evening Mondays to Thursdays, but it is now open on o lay two evenings, which is not as convenient for me. Staff are helpful and the library is well maintained.	Provide free parking So far so good!	No
3624			
3625			
3626			
3627		Open 830 or 9am	

3628	The hours are varied for different days of the week so all can get in for whatever they need from the library	Nothing, a perfect service with exceptionally helpful staff		No
3629	I'd like to be able to return books and pick up holds on my lunch hour. If the library opened at 12:45 on the later opening days (rather than 1), that would be extremely helpful.	Online: Staged holds on book series custom to the readers reading speed (example: Book series contains 4 books. User clicks hold series. User selects 3 week interval. Books are placed on hold to allow the arrival of holds as close to the readers speed as possible. The user would thus get book 1, then book 2, three weeks later, book 3 6 weeks after the first and the last book roughly 9 weeks after the first.)	Family Day	Thank you! We LOVE our library!! The Orléans Library book walk was a nice surprise this year. Well done! Libraries are possibilities waiting to happen. Thank you!
3631	I like the selection of books available in the library	No need to open the library on Sunday when the rest of the week provides enough time to use the library services.	A holiday should be a holiday for the library workers, too	Thanks for the library service which suits my needs. Too much money is being spent on the proposed new downtown library. No need for such a big building.
3632	Pas assez d'heure d'ouverture le matin	moins d'élagage	Congé civique. Fête du travail	non
3633		Open more hours		
3634	Je suis retraitée alors je n'ai aucun problème avec les heures	Aucune car je suis très satisfaite		

3636	Sometimes I forget what the hours are and arrive at a reasonable time only to find it's closed.	Same hours every day (e.g. 10-6) so I don't get confused.		
3637	I would like it open later	More space for a quiet room to study or work in		
3638	<p>Would prefer that it be open at the same hours every day - I find that trying to remember which days it's in the morning and which days is in the afternoon may lead to mistakes. I recently went one morning (after googling) and it was closed even though the Google search said it was open. I then checked the library app and it said closed in the morning. An older lady was also there thinking that it was open. She came from further away (past navan I think she said) and she would unfortunately not be able to return in the afternoon as she lived too far away.</p> <p>The hours of the branch fit perfectly with my personal schedule.</p>	Having more audio books would be nice. Especially in the cozy mystery genre.		Thank you for revising your hours of operation
3640				Keep up the good work.
3641	not always open	be open Sunday	Long Weekends	Thanks for asking
3642				
3643	I'd like later hours on Friday nights.			

3644

Wish they ended later but overall good.

Offer a wider selection of ebooks!

I appreciate having a library with programming for kids two days a week and access to so many different books. I do think that the library could be a more inviting place, in respect to having kids. In other cities I have seen spaces for children to play, or use building blocks, more child friendly seating or slides even. At the moment, I have three small children and when I am trying to breastfeed my four month old baby, my other children would like to look around and it is stressful worrying that my kids will pull books off the shelves while I am. It would be helpful to have a more open space so I could see them easier and so that they could occupy themselves more better too.

3645

3646

I am retired so I can easily match my visits with the current schedule. The hours are not convenient. I would prefer to see regular hours everyday from 9-18:00 and some days until 21:00

Have more flexible hours

3647

I appreciate having a library with programming for kids two days a week and access to so many different books. I do think that the library could be a more inviting place, in respect to having kids. In other cities I have seen spaces for children to play, or use building blocks, more child friendly seating or slides even. At the moment, I have three small children and when I am trying to breastfeed my four month old baby, my other children would like to look around and it is stressful worrying that my kids will pull books off the shelves while I am. It would be helpful to have a more open space so I could see them easier and so that they could occupy themselves more better too.

3648	I'm usually able to get to the library to pick up my books within a few days of them arriving. The book drop off is always open	I love the library. Keep on doing great work.	I love the library and the many resources it offers. It is a critical service for my family.
3649	I make due, but earlier opening hours would be nice.	Open earlier some days. 9am would be good.	
3650	The current hours are not very convenient for parents who work standard office hours, as the library is open in the late evenings only on a couple of days. Also, the weekend hours are also restricted!	Extend the opening hours to evenings and be open both Saturday and Sundays!	I live easy walking distant from OPL branch so am in the fortunate position of being able to adapt my schedule to OPL hours, whatever they are.
3651	I am retired so am able to access the library during the day as well as the evening.	Fully meeting my needs now. Cannot think of anything to do better.	
3652 To use the scanner	I always check the opening hours online before going to the library, as there are a couple of days when the library is closed in the morning. I would find it helpful if the library kept to a regular opening time.	The service is really very good as it stands. We are lucky to have it.	

3653	<p>having opening hours switched every day was frustrating, i.e. 10 am or 1 pm. I've now learned that information, though since I'm a morning person, it is still a nuisance</p>	<p>put fiction books in categories to find them vs "official" ones, as in have to check general fiction for Romance and fantasy/SF authors, even though the spine says the publisher is TOR, and spine says "fantasy"</p>	<p>Appreciate "hold" system. Have just started taking books from the library after decades of buying used books. *** having the library open during Covid, etc, is necessary for those of us who love books. Thank goodness I had many shelves of favourite books to re-read, or I would have gone mad. I'm not a TV or movie fan</p>
3654	<p>For the most part I have been able to get to the library when i want to but have sometimes had to postpone or go oug of my way on another say due to the hours. This is alleviated by there being no late fees.</p>	<p>Provide opportunity for people to do book exchanges for books we have purchased in the past. Also would appreciate knowing if there is any use for older textbooks from university, I don't like the idea of just recycling and hoped OPL may have a way to donate in some way.</p>	<p>I truly appreciate the OPL. I have been an avid reader much of my life and try to advocate for the benefits of leisure reading to friends and family. OPL could do a better job of promoting it's services.</p>
3655	<p>The current suite of hours meet my needs.</p>	<p>Nothing at the moment. Current system meets my needs.</p>	<p>No</p>
3657		<p>add the ability to renew library cards online</p>	

3658	<p>The hours are confusing as it closes at different times. Would like Sunday openings in summer for students to be able to use the library.</p> <p>Excellent selection of books.</p>	<p>Allow one renewal of books with holds. I cannot finish a long book in 3 weeks.</p>
3659 3660	<p>Helpful staff. Close to home.</p> <p>It is never open</p>	<p>Be open most mornings.</p>
3661	<p>I would love if they were open longer hours - but I understand and work around their availability</p> <p>I appreciate the Main branch is open 6/7 days a week (one day on the weekend) and is open late on two weeknights</p>	
3662		
3664	<p>I'm retired, I can go when they are available plus online access is also really excellent. I am not daunted by new technology. I embrace it.</p>	<p>Plan to be open to the community whereby children, students whose time is constrained can have easy access.</p>

I made a mistake in one answer and can't go back, I would like branches to be open on Sundays during the school year, not summer. Also, I wonder if you hire students, I heard you are using volunteers instead, which I think is unfortunate if this is the case. I worked at the public library in high and it was a great experience, and helps students save for university. I really hope the school volunteer requirements are not taking away paid employment.

We absolutely love OPL, their hold service, and staff. Keep.on being fantastic!!

3666 The hours of operation of our local library are limited and are spread out through the week. We recognize that our community is small and that we can't have the library open all the time, so we plan our time and activities around the library opening hours. We would be thrilled to have access to the library on another day of the week.

3668 It suits my needs . I'm quite happy with my branch and everything that is being done, especially during the pandemic. More information on library activities (workshops, etc) would be good.

3669 On the evenings that the library is open late my family and I can have dinner and then go to the library to spend a few hours browsing the books and picking up holds. When we have a free day we can go early in the day. So we like that some days are open early and some open late.

3670	<p>I seldom visit the library in person as I can get what I want online almost all the time. Also being retired I can get there during the day.</p> <p>To be closed on sundays for a community library is a bit ridiculous to me.</p>	<p>As my needs are mainly online it would be to improve access to the more popular items online.</p>	<p>No, but I have a comment on the survey. You should not use blue on black for your instructional notes. As people age it is often more difficult to read blue on black or black on blue.</p>
3671 3672	<p>Dislike the days when they only open at 1 pm as I'm often out in the mornings doing other errands & would like to be able to pick up my books at the same time.</p>	<p>Begin opening hours in the morning on all five weekdays.</p>	<p>Generally, I'm very pleased with the services offered & the staff are consistently courteous & professional.</p>
3673	<p>Closing times forgotten, and seem changeable</p>	<p>Have librains recommend books. Centianial does a good job of this which is why it is my preferred one</p>	
3674	<p>Opening at 9:00am instead of 10:00 would be useful.</p>	<p>Better promoting of people being quiet while at the library. Quite often, 2 people are in a loud discussion while browsing the catalog. I've seen people eating carrots and celery while sitting at a table. Some employees also have a loud voice when talkijg to customers.</p>	
3675			

3676	I do not like that it opens late I think it's Thursday. I've been caught on that a couple times already. Everything else is perfect	I am absolutely delighted with the Ottawa Public library and the services offered
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3677 3678	I often want to go in the morning because that is most convenient for the schedule of my kids (nap in the afternoon), but it is not open until 1PM on some days. 1 pm opening is later than I like	In terms of opening hours - more mornings and more consistency so I don't have to check the schedule before an outing (or in the middle of an outing).
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3679	Current hours meet my needs	Consistent opening hours Monday to Saturday
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3680 3682	Would like longer hours in general.	
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3683	Sometimes I wish they were open a little later in the evenings	N/A
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There are no libraries located close to where I live (e.g. 15-Minute Neighbourhood) which means a visit to the library is a journey. We have switched from Carlingwood to Centreponte because we primarily bike and the facilities and access to Carlingwood is terrible and unsafe. Centreponte is much better in this regard, but a longer trip.

I appreciate book marks which clearly state opening hours throughout the system

no

To interact with people and get out of the house (due to living alone / isolation).

3685 to browse for ideas for books to read
3686

The hours at the Centennial branch are inconsistent from day to day, which makes it hard to remember when I can visit and I always have to check the OPL website to be sure. It's also closed on Sundays. By comparison, libraries in other jurisdictions, such as Clarington Public Library in Bowmanville, Ontario, have longer hours and are open on Sundays. This is more convenient to meet the needs of the public.

I work all day . In the past, I went in the evening, but currently the evening hours are very limited.

Consistent business hours Monday to Friday, longer hours on Saturday and open on Sundays.

be open until 9 pm on weekdays. not charge me if I dont pick up a hold. Not move from Laurier and Metcalfe as I dont have a car and I have mobility issues so I will have to pay to use the O Train just to go to the library. Sorry - that was 3 things and not 1 thing :)

Both OPL staff and the public should be required to wear masks indoors at all times, at all branches. Also, members of the public should not be permitted to leave their dogs tied up outside OPL branches unless a bowl of fresh water is provided either by OPL staff or the dog owner.

Thank you for caring enough to carry out this survey. The library is a very valuable resource to me and to many others. I appreciate as much communications/promotion as possible about all your great programs.

3687	Because I usually go to the Main branch knowing what I want to pick up (either a hold or an item in the Main collection) and I live and work within a 15-minute walk, it's easy for me to plan around existing opening hours.	Currently, OPL meets all of my needs, but that will no longer be the case when the Main branch closes and my new branch will presumably be the Central Library. When this happens, I hope there is still going to be at least a location in Centretown where we can pick up holds. I know City Hall was suggested in the past. Or maybe a small branch on Sparks?	Just a big thank you for doing your best to offer services during the pandemic (and the lockdown in particular)! Really appreciated still being able to borrow books.
3688 DVD check out	hours of operation hard to keep track of/showed up to find branch closed when it would have been open @ that hour on another day!	consistent hours of operation!	summer hours/not open some days/hours of operation different for different days..... Simplify!
3689	I'm not fussy about the 1:00 p.m. opening hours. I don't live in Stittsville, so don't get in on Saturday's leaving only 2 days a week that they open at 10:00 a.m. I work during the day so the 1:00 p.m. opening hours are not convenient.	The days of the week don't matter to me because I only work in Stittsville Monday to Friday. The Branch is not on my way home, so if I have to go during the 1:00 p.m. opening I have to wait until after work which is not convenient because the traffic is terrible. I love the Stittsville Branch (and it's the only Branch that is convenient for me) but would like them to be at least open by 12:00 pm (lunch time).	The people who work at the Stittsville Branch are wonderful - they are so friendly and helpful and go out of their way for you.

3690	J'aimerais qu'elle soit ouverte le dimanche même l'été.		Pâques, Action de grâce	Je pense que la BPO devrait remettre les amendes pour les retards, sinon il n'y a plus d'incitatifs à retourner à temps les livres et DVD. J'aime la possibilité de pouvoir faire des suggestions d'achats. Continuez votre bon travail.
3691	The hours are rather erratic, e.g. 10 to 18, 13 to 20, 10 to 18, 13 to 20, 13-18, 10-17. It's a bizarre schedule. Why close on Sunday? Why not open 7 days a week from 10-18 or even better 10-20. Great facility and the staff and amazing	Essentially open 7 days a week with consistant hours every day, not the current erratic schedule. But I do realize this is definitely a cost issue.		I realize that extending hours of operation beyond the current scheduling is very much a money and staffing issue. I would find it interesting to have a look at cost and staffing data so that I could potentially trim down by request for more hours.
3692				
3693	I often want to go to the library on my lunch break to pick up my holds before the weekend, but the library opens at 1pm on Thursdays and Fridays. It is an inconvenience that the library does not open at noon or even 12:30pm.	Offer Ancestry.ca memberships virtually as you did during the pandemic.		
3694	to borrow books	It is a small branch. Selections are not as vast as other branches.		Continue with the branches in smaller communities. Continue online access as well.
3695		It would be nice if it was open later as I work until 6	It would be great to have a borrowing history available to remember book titles/authors	No. It is a great service to have

3696	<p>It closes early some evening of the week and opens late on others. It is also not open 7 days a week during the summer months</p>	<p>Sometimes there are moments I find myself wishing... (e,g open earlier than 13:00 or open on Sunday or have a title I want rather than going thru ILL process). However, overall I am happy with what we have and can easily navigate thru any perceived obstacle.</p>	<p>It just occurred to me that I never knew all branches were open on Sundays Sept - Jul or are you referring to the Main?</p>
3697 3698	<p>Even though on some days they do not open until 13:00, as I am retired I can usually work around the late opening hour. I would prefer the OPL to open at 09;00 everyday but that is not critical to my satisfaction.</p>	<p>Sometimes there are moments I find myself wishing... (e,g open earlier than 13:00 or open on Sunday or have a title I want rather than going thru ILL process). However, overall I am happy with what we have and can easily navigate thru any perceived obstacle.</p>	<p>It just occurred to me that I never knew all branches were open on Sundays Sept - Jul or are you referring to the Main?</p>
3699	<p>I am glad that it is open for long days on Monday, Wednesday, and Thursday. While I would like it to also be open longer on Tuesdays and Fridays, I understand Greely is a smaller community and that might not be viable.</p>	<p>Ensure that there are always hard copies of books. As we move towards a more digitized society, I believe it's important to keep our libraries full of actual physical books, and that we don't allow ebooks to replace them altogether.</p>	<p>I have left some questions blank as I do not feel they apply to my needs.</p>
3700	<p>Recognizing it is a smaller library in the Ottawa system I think the hours are acceptable</p>	<p>I am quite satisfied with the OPL services and cannot think of anything I would change.</p>	<p>I have left some questions blank as I do not feel they apply to my needs.</p>
3701	<p>Everyone that I've talked to is very friendly, most people are still wearing masks, the staff is helpful when I have a question and everything is very well organized.</p>	<p>I haven't come across anything that I would change. As long as there are a few days a week to be able to pick up books in the morning I'm pretty happy.</p>	<p>I have left some questions blank as I do not feel they apply to my needs.</p>

3702	Alternating hours to offer morning offers and evening hours helps ensure that I can pick up holds in a timely fashion. My routine and energy levels vary, so that flexibility is helpful.			
3703	Late opening Tues & Thurs is problematic. And closing time is too early esp. on Fri & Sat.	Longer opening hours		Librarians are awesome
3704	Not opening until 1 p.m. certain days of the week is inconvenient for me. I would most often visit the library in the morning.	Subscribe to more Spanish language materials.		
3705	Hours seem odd/irregular but great to have evening availability sometimes	better schedule!		
3706	I am somewhat satisfied with the hours at the Sunnyside OPL location but find the inconsistency in hours each day a bit frustrating. It is annoying to look up if Sunnyside will be open for only part of the day on Thursday vs. Monday, or if they close at 6pm or 8pm on any given day, etc.	None! I love the OPL and am grateful for the opportunity to participate in this survey. Thank you!		If I can take the time to advocate for an OPL branch to be opened in Carleton Heights-Rideauview then I absolutely will. I continue to visit the Sunnyside library because it is close to my parents' home but I do miss having a library that I can walk to!
3707	My needs are small and are easily met.			

3708

The hours seem too short. I constantly have to think about which day it is and the hours open when considering making a trip to the library. I can no longer count on it to just be open when I want to go.

The same hours everyday like they used to have makes life much easier. Pre-pandemic hours were much easier to coordinate than post pandemic hours.

3709

In general I can find times to visit the library, however I will often hope to swing by the library (for example at lunch) only to discover that it is the alternate schedule that day.

I am concerned about the accessibility of the new main branch, particularly in the winter time, given icy conditions on hills. As a centretown resident, it will soon be twice as far to get to the new main branch, I will definitely go less often and may even switch branches in the wintertime. I do not mind the library being closed on holidays or on some days of the week. I also appreciate the practical need for time limits for holds - however I do find it frustrating to get notifications of holds on a Sunday when the branch is closed and then need to navigate the alternating hours : I find I'm planning more outings based on library hours than ooh-I-can-stop-by-the-library-on-my-way. It would be more practical for me for the library to close say on Tuesdays and for it to be open more consistently at lunchtime and especially evenings

3710	Alternate full-day and extended evening-times give flexibility I wish it was open all weekday mornings	Bring back the option of Auto-extending the computer log-in to 2-3 hrs. The 1st floor computer-section be restricted to adults ONLY. During school-times this section is sometimes Public Market and chaotic. Regrettably, the Liberian-in-charge is fearful to intervene; the response " it is public".		This OPL branch is very well operated. The challenge is maintaining an appropriate behaviour amongst young generation NOT exposed to "library concept".
3712		Be open weekday mornings Better temperature control in main floor meeting room		
3714			No	
3715	The opening hours alternate between morning and afternoon now. I have walked there to find the library closed more than once.			
3716	I find it confusing that the hours are different many days of the week, esp. opening at 1pm. I can't tell you how many times I've shown up before 1pm opening time to pick up a book. Only open 1 evening a week ie after 6pm. Not open Sunday... great day for leisurely browsing and reading. Books are waiting in a timely fashion....easy to locate and to check out	Including a way to receive a notification when a new book from a preferred or favourite author, or topic or subject (eg cookbooks) has been ordered, and available to put on hold.	holiday Mondays - thanksgiving, labour day, 24th may, etc	Only branch I know open on Sunday is the main branch. Questionnaire makes it sound like all, most branches open on Sundays Sept-June. Not Vanier
3717	writing group eg Nanowrimo	Sorry, I'm a completely satisfied library user		Thanks for the opportunity...hope the answers help

3718	Not open enough hours. Not open consistent hours (always need to check online if they are open the day I want/need to go). Hours should be extended and the same for all days of the week:	More material in branches. Especially books reviewed on CBC Radio programs..	Advocacy to promote reducing the exorbitant fees that publishers charge libraries to purchase e-books and audio books. Concerted governmental agenda that libraries are a public good and we should promote/legislate to support them.
3719	12:00 p.m. to 8 p.m.	Have a larger selection of new books and DVDs. Miss the little coffee shop we use to have at main, and the benches in the foyer when waiting for a ride .	
3720	Covid modified hours haven't been lifted .		Somewhat invasive survey ... Gender , race, income .
3721	Because the times switch from day to day I have to remember the opening hours on the day I plan to go. For the most part I end up going on Saturdays when I run errands.	Redesign the drop box spot at Carlingwood. It's dangerous where it is as one shouldn't stop on the street at that point and in the winter I don't like walking from the parking lot to the drop box. Also, sometimes the drop box is closed off and in the past it was blocked but has been fairly good recently.	Staff are great. Collection is pretty good. Very few books I want aren't available. It was great that the OPL printed vaccine certificates during Covid. The libraries provide books but are also a community hub.
3722	Hours are reasonable	I think I have been caught a few times when it was already closed on the Fridays that I tried going	An alternate box should be made available during long weekends to avoid the overflows of items being returned.
3723	To relax		
3724	Weekend hours and summer hours are short.		

3725

Sunday closures are inconvenient for me. I would like later weekday hours.

Longer hours please.

There are many publications that the Library orders, Economist, Wall Street Journal, Time, Forbes, etc., Libraries should be open 7 days a week, 12 hours a day, so the public can read the publications, including daily newspapers. Only one copy of each publication is available so there is a line-up and once an individual has selected a publication, I am told that it is not possible to take the publication from the individual. Publication like The Financial Times of London, UK, is available only at the Main Library. One individual can take this when the library opens and sit with it for endless hours and the libraries are not open long enough for people to read these publications.

Limit the amount of time that an individual spends with a publication, particularly when only one copy is available

3726

3727

3729

3730

I am fully satisfied with the services the library provides

3731	Because the library serves my needs. It is conveniently located.	To be open Monday to Friday from 10 a.m.		As mentioned before, I would like the library be opened from 10 am on week days. Also, purchase more DVDs in French from France rather than DVDs from Russia.
3732	Check express holdings for museum passes	Offer more museum passes, ski passes. Also add City of Ottawa recreation passes.		Have more author visits. Add more passes to the express collection: - city of Ottawa Recreation passes - camp fortune passes ? OPL staff are always so willing to help and are great with kids. My granddaughter always asks me if the nice lady is going to be there and we've been to a few different libraries. Staff are super helpful always
3733	Prefer the library be open in the morning.	Be open in the morning		
3734	Wish it was open longer in the evening and on Sundays.	Open Sundays.		
3735 3736	It would be helpful if the branch was open during some of the periods when it is closed: Friday morning and Sunday, for example	Emerald Plaza branch be open Friday morning and Sunday	Not New Year's, Easter, Canada Day or Christmas	We greatly appreciate the services OPL offers, particularly on-line reservations and e-books
3738	A bit of a bummer that the library is closed on a Sunday.			
3739				

3740

I would like to have the library open on Sunday, and regular hours on Friday, not a shortened day. Open the Sunnyside branch on Sundays.

Stop vigorously publicizing certain social issues, eg. Pride Week, Month, etc. while ignoring other issues, eg. climate change, animal rights, women's rights.

3741

While I appreciate the value of late hours I find that having branches open from ten on to be most useful. Waiting until one o'clock once or twice a week is inconvenient in my case, Open every day at ten.

Finally fix the toilet seat in the men's washroom at Rosemount so that it will stay up. I have been asking for this small fix for months with nothing happening.

3742

Les bibliothèques de la Nouvelle-Ecosse et du Québec étaient ouverte le Samedi et Dimanche et fermée les lundis, ce qui a mon avis est plus pratique car la plupart des gens travaillent la semaine et c'est la fin de semaine qu'il est agréable de se rendre à la bibliothèque

Ma bibliothèque n'est jamais ouverte le dimanche.

3743	I am always biased towards longer hours if possible, but do not mind if it happens to be another branch (like Main).	I am biased towards the memory of being at the library late at night in university. I would love if there was a branch that had late-night/early-morning hours (even if it was just a part of it). Sadly, the time I am most free is when I am not at work or busy, which makes it difficult to make any time work except in the evenings.	I mainly use the OPL as a place to relax and read when I am not at home, and look forward to the selection.
3744	I can get my holds quickly and the checkout machines are usually free and working properly.	Opening Sundays in summer would be more convenient. Opening earlier on Sundays would also be more convenient.	
3746	I feel that the library should be open on weekends year round.	More education around downloading e books.	
3748	Bring back morning hours 4 days a week!! Friday morning closure ok but not Tues and Thursday.	Improvement needed on website. It's boring! Change it up, make it fun and current. Don't spend much time in branches now so website important.	Compensate staff fairly — overtime or time and a half — if you insist on Sunday hours.
3749	The staff is friendly and helpful. The library is well set up.		
3750	The hours are hard to work with, with going to work and when I come home. There is a very small window of time I can make it to the library on a weeknight.		

3751 Les succursales ne sont ouvertes qu'en soirée et les fins de semaines. Jamais durant les jours de semaines ce qui serait préférable durant l'été. Ouvrir les succursales les samedi et dimanche toute la journée.

3752 Away from stress-library is my sanctuary. I appreciate when library stays open until 20h00 every week day and also open on Sundays. I need this space for having a quiet moment with a good book or music. When it rains or too hot or too cold or too many studying for final exams in the house. I am 55 and researcher and academic by...education from birth. Cannot afford newspapers or iPhones and their ancillaries. Library is my "temple" as I have not chosen any type of religion. When library is closed, I'm sad. Have Alta Vista branch open on Sundays, in addition to the M-F and the Saturday hours. This requires more employees but it's indeed needed to hire more. Also, allow more tutoring spaces for one-on-one safe meetings. Personnel at Children and at Adults sections are wonderful except for the seniorer one.

3753 Never had an issue with picking up holds.

Nothing comes to mind.

3755 Like to see it open earlier on Friday and open on Sunday. Take suggestions for books to be purchased for the OPL.

3756 I am a senior, use OC Transpo & like to go to the Library in the morning

RE-open ILL

The check out and reserve-hold software should have an option-please!!- to recognize titles that are both on the hold list but checked out from the express section. I have paid fines because the same DVD was borrowed from express and also, available for the pick up and unfortunately got confused. I know-you'll tell me that I pay for my lacl of organization, but I trust that I'm not the only one. It's just that I cannot afford fines as I do not wish to go use the Food bank. Thank you so much!

Very happy with my local library.

3757	<p>The hours at the Main Branch were recently reduced (i.e. closed on Sundays), which is unfortunate. While it hasn't impacted me significantly, it is nonetheless less convenient, since I generally like to bring my toddler daughter and she is only available on weekends as she is in daycare during the week (and I also work during the work week).</p>	<p>I really enjoyed some of the in-person programming that was removed during the pandemic (such as prenatal classes, which I know was offered under the Ottawa Public Health). I also wish there was weekend Storytime or Babytime classes offered, vs just during the weekdays.</p>	<p>Canada Day, Labour Day</p>	<p>None at this time, thank you for offering the opportunity to provide input!</p>
3758	<p>I'd like library hours restored to pre-covid schedule, in particular all weekdays open from 10 am</p>			
3759	<p>Staff helps me with returns and pickup and location for books we donate</p>	<p>None</p>		<p>no</p>
3760	<p>I believe the library is an essential service to the community and that it should be open seven days a week on a regular basis.</p>	<p>I would like the library to be open seven days a week on a regular basis.</p>		
3761	<p>Don't know when it will be open unless you remember to go online to find out. Usually assume it will be open during day</p>	<p>Keep same hours m-f</p>		

3762

The hours are pretty great. Only 2 problems: 1) They only open from 10am-5pm on Friday 2) Some days they open at 10am, others at 1pm. And almost all branches follow the exact same opening hours. In my opinion, it would be better if they would alternate so that there is always a library open in the morning (for example, if Greenboro opens at 10am on Monday and 1pm on Tuesday, it would be better to have Alta Vista -a relatively nearby branch) open at 1pm on Monday and 10am on Tuesday).

3763

I believe the branch that I most frequent (Ruth e. Dickinson) Closes too early, specifically for Post-secondary students and/or those who have jobs that work. It is too often I finish work (at 4pm) and want to go to the library to read or study but look at time and see by the time I arrive, I will have only around an hour to do such. Half the days the library is open it is like this.

Being open at later times in the evening (6 to 9 pm).

3764	I would like to see the branch open earlier and longer on Fridays. Also open on Sundays, since families have easier access then.		Stay strong! Our community needs public libraries and other friendly public spaces.
3765	It's confusing to have different hours of operation on weekdays during the week. I often forget that it's closed certain mornings and go when it is closed. Shorter but consistent hours during the week would make scheduling my day much easier.	Have consistent opening hours every day during the week. Make the hours shorter if necessary to maintain the work week but make them the same every day Monday to Friday. Saturday and Sunday can be different. That's not unusual.	
3766	I am retired so their schedule works for me.	Let you renew e-books at least once. More dynamic/ attractive Kids' zone, longer hours over the weekends in Fall/Winter to help provide a way to get out of the house.	
3767	longer hours on weekends would be great		
3768			Can there be a dedicated quiet room/area to offer prayers?.
3769			
3770	During Covid having the branch hours limited were difficult. Great staff, comfortable, good services	Everything is good so far. More kids programs in the library, including age groups 9+	Not at this time.
3771			
3772			

3774	I would prefer the same hours everyday and open Sunday's all year	They do everything very well. Do wish there was more fair distribution of express materials like dvds and books. Certain locations always seem to get the most popular and others are hit and miss	Staff is amazing. Love my local library
3775	Most of the time the library is open when i expect it to be open.	Open on Sundays (even if it's for short hours and only September-June)	
3776 3777	No Sunday hours, opens late Tues/Thurs/Fri.		
3778 3779	I am "out and about" in the mornings and have found the library closed until the afternoon. But, I am retired and I understand you are opening for the evenings for those who work 9-5.	Move the return box closer to the parking lot.	

<p>3781 ask a librarian for advice on books 3782</p>	<p>The hours are sometimes inconvenient for me. The hours also change daily, I can't remember the hours. I have shown up to pick up books but find the library closed :(</p>	<p>Be accommodating, longer hours daily. People have different work schedules, stay open for the various demographics who need services. People with kids need different times compared to retired seniors or compared to people working full time, the disabled, disadvantaged, etc. OPL is basic community service much needed. thanks</p>	<p>many public holidays but not all</p>	<p>Please lengthen your hours. St. Laurent complex staff do a very good job!</p>
<p>3783 to use literacy tutoring space</p>	<p>I would prefer the library to be open evenings Monday to Thursday.</p>			
<p>3784</p>	<p>I do find the Friday hours less than ideal I often don't get home from work downtown until 6 p.m., so I can only go Tuesday and Thursday evenings or Saturdays. Opening on Sundays would be really helpful for me.</p>	<p>NA</p>		<p>I would like to see more classes and services at all branches for the community</p>
<p>3785</p>	<p>Generally good, but not open on Sundays, and also closes too early on Wednesdays, Fridays, and Saturdays.</p>	<p>Have more ebooks and e-audiobooks</p>		
<p>3787</p>	<p>Wish it had more evening hours</p>			

3788	<p>Je n'ai pas de bibliothèque à proximité. Je trouve le bibliobus fantastique, mais les heures sont limitées. Par contre, j'adore le service de casiers offert par le Centre communautaire Hunt Club, je l'utilise aussi chaque semaine - plusieurs fois par semaine même. Ma principale plainte au sujet des heures d'ouverture des bibliothèques concerne les fins de semaine. Pourquoi y a-t-il si peu de bibliothèques ouvertes le dimanche? C'est un jour parfait pour s'y rendre en famille. Je vous remercie d'avance d'en prendre note! :-)</p>	Ouverture le dimanche!	
3789 3790	<p>Sundays are closed. Prime time to take school age children.</p>	Open on Sundays	All holidays except Christmas day
3791	<p>The hours are reasonable. It's open when I need it to be.</p>	Have more audio books.	
3792	<p>I don't do enough activities to evaluate if I should say I'm 100% satisfied. Before the pandemic, I attended activities. After, I attended a few online activities.</p>		
3793	<p>I would prefer it be open on Sundays all year.</p>	<p>Be open more more availability of recent popular books</p>	Thanks for this opportunity
3794			

3795	quiet space	earlier opening and longer hours required	connect to domestic and global university libraries to enable users to research and/or borrow materials		
3796					
3797		Different hours on different weekdays was confusing			
3799					
3800		I need more evening hours and would love for it to be open on Fridays during day, which is the day I am usually free.	Be able to have items for longer than 3 weeks	August civic holiday, labour day	Forgot to mention earlier that I would also like to be able to take out audiobooks for longer than 2 weeks.
3801		great service, friendly helpful personnel	?		
3802		The hours are not the same every day, and the branch is not open on Sundays in the summer. I work during the day and often find it challenging to pick up my holds because my day and the libraries hours don't align. It would be easier for me if the branch was open until 8 or 9 a few nights a week and/or open sometime on Sunday.	More DVDs!		Keep lobbying for better e-book resources and deals for the library.
3803			Being open on Sunday would be great.		
3805		Open hours are on a set schedule.	Advertise events better i.e., book clubs. Perhaps more distinct signage as we enter the library.		

3806 Considering I use the library mostly
3807 to pickup and return items, the current hours of operation are just fine with me. Nothing really comes to mind. I am quite satisfied with the service I already receive.

3808 Rarely visit a Branch anymore Excellent on line book borrowing, Holds, and ability to Pause Holds. The OPL has made necessary changes to all aspects as the need arose.

3809 It only opens at 1:00 pm on Thursday and Friday which are the first days of the sales at the stores. If you shop in the morning you can't combine your shopping with a library visit. I don't want to have to go the mall twice. Eliminate 1:00 pm openings. Open all weekdays at 10:00

3810

3811 It's open late on some days and sometimes open on Sundays. Some days the branch is open late, which helps because getting there during works hours can be challenging

3812

3813

3814 We find the hours are inconvenient when come to bringing the kids to the library

3815

Stay open later

It would have been helpful to be able to indicate at the beginning of the survey, that I have happily been a life long user of the OPL, but now have changed to using the Online services.

Thank you!!!

3816	rent dvds	Early Saturday mornings would work for me, like 9am		I find the DVD options very limited
3817	Quiet place to get away from home	At times it is awkward that the library opens late or closes early. I would prefer that the hours be the same day to day	Allow holds to be checked out when library is closed.	It would be great if smaller branches were open on Sunday.
3819		I would like to have option of library being open on Sunday.		
3820		Reduced hours on some week days are workable	Be open on Sunday	
3821	To photocopy	The branch is open various times throughout the week. Many times I have gone in the morning and realized the branch is not open until 1pm. I keep forgetting which days they have later hours	Be open more mornings hours, for class visits and family programs	Hours need to vary to service the community where the branch is located.
3822		Hours are okay but could be extended some.		
3824				
3825			Buy more copies of books that are hot.	I love OPL. I wish there were more fundings to support OPL. I hope in future there are and abundance of all kinds of books with enough copies to read. I wish more newspaper resources are provided at more locations.
3826		J'ai une activité prévue en matinée, donc les ouvertures en après-midi ne me dérangent pas.		

3827	Overall happy. Would be a bonus to open Friday til 8, and on Sunday for a bit.	I love the Elmvale library! It is a huge asset to the neighbourhood! Please keep it going forever, thanks!
3828	The hours are out of synch with other businesses, necessitating a check of the website if I need to visit the branch. Just a minor inconvenience.	I know nothing about borrowing e-books, and I hope that information is available from the library.
3829 3830	The library hours are good enough that I can usually find a time that works for me to go in to pick up holds or browse books. The "normal" hours when the library is open until 8:30 every night Mon-Thurs and slightly earlier on weekend days are far more convenient than the modified Covid hours when the library is open at different times every day (I find it hard to keep track, and often forget that the library only opens at 1:00pm on Tues and Thurs, or that it closes by 6:00pm Mon and Wed, and even earlier on weekends.	Have more consistent hours, and later hours during the week (i.e. until 8 or 9pm every week night). Also, continue doing the automatic renewals for materials that come due but have no one waiting for them - this has been a great feature/service!
3831 Drop off used books	I can accomodate my schedule to go to the library when itbisbopen	I would like to see more meeting places and small events.
		Labour Day, Remembrance Day, Family Day, Victoria Day, August Civic Holiday
		Just a general comment that I think ALL books should be available at the library, without censorship, even "controversial" ones, because I believe everyone has a right to freedom of expression, and a free choice of reading material, whether their views are "popular" / "mainstream" or not. I believe that censorship is wrong, and that it is better to be able to openly discuss books or ideas that may be deemed controversial. If we cannot learn about history / past mistakes, we are doomed to repeat them.
		I am looking forward to the new library. I have been to the lbrary in Halifax and it is amazing

3832	A library should be open at hours most convenient for clients not because of staffing shortages, etc. I find the opening hours do not always work with my schedule. Particularly that the OPL is closed on Sundays.	In Elmvale, or any library for that matter, better signage. Even in a small library, I do not want to spend extra time wandering about trying to find different sections.		Not at this time. I find the staff exceptional. They are always friendly, helpful and often bilingual. Keep up the good work!
3833		be open every day from 9am to 9pm	family day, Sept. 30, remembrance, Xmas holidays	
3835	I wish in the summer they opened, even if it's in the morning or afternoon for a few hours	knowing how to volunteer or get a job at the library		create reading programs for adults with developmental disabilities. This program would include a short reading piece on a current and interesting topic (news, holidays, people, places) and a craft related to that topic. There is a need for this and it would help build a community for a group of adults who struggle to find friends, experience isolation, and to try something new. I wish the libraries had this for my adult brother with a developmental disability.
3836 3837	ideal car près de la maison, par contre la bibliothèque est tres bruyante et il est impossible de lire ou travailler en paix.	ne pas laisser les sans abris vagabonder dans la bibliothèque. imposer le silence, la bibliothèque n'est pas une garderie.		

3838	Covid aside- has always been open when we like to go	Would be nice to visit in Sunday's as Saturdays are typically very busy. Could stock up on our kid books for the week		
3839	in general, the library is open late enough for me to get my holds after work.	when the library stays open late, open a bit earlier on that day - 1pm is late.		
3840	to ask questions to the librarian and get recommendations	The hours are limited and it is sometimes hard to work my schedule around them... but in general it's OK. I understand we are a small branch so can't be greedy.	Just please stay open in Constance Bay! Can't imagine having to drive to Carp or Kanata in the winter. Thank you so much for keeping the books near us.	Let me know if and how I can help :) I can't volunteer on a regular basis but would love to participate in some occasional events with other supporters of our branch, doing whatever may need doing.
3841		It would be nice if the library was open for a few hours on Sundays (e.g. Sunday afternoon). Weekends during the day are the best times to bring my kids, especially in winter.	Have my branch open on Sunday afternoons outside of summer (e.g. Fall, Winter, Spring)	
3842				
3843		Would like if it were open on Sunday	1. Open on Sunday. 2. Make it easier to use (or learn how to use) e-books and other e-content	Civic holiday, Family day OPL phone app is great and easy to use. Would like to learn more about using the e-content like e-books etc. I find these are not intuitive.
3844		Étant de l'âge mûr, je préfère visiter l'Alta Vista durant le jour. Donc avoir accès entre 10 et 17 heures me va à merveille.	Comme je suis à la retraite, les matins me vont très bien.	Non
3845				

3847	My kids and I would appreciate longer hours on Friday in particular.	It's all about books for me - the greater the copies of e-books and paper books the better. In particular I am interested in libraries retaining copies of old books - books that are out of print and cannot easily be found elsewhere. For example, all Theodore White's books, or all P.G. Wodehouse's books. Also all books written by Ottawans over the years.	
3848	Being retired, I have no time restrictions. I appreciate that hours vary and some days the library is open later into the evening	Lately, I have been finding that many older books are not readily available. e.g I needed to put in an ILL request for. Flowers in the Attic by V. C. Andrews. This is important when I find a new series and want to start at the beginning.	Just want to let you know that I just love 'Libby'!!
3849	The hours are short on some days, especially weekends. It is helpful when the library is open in the evening as well.	More days with hours after 6pm	n/a
3850			
3854	I can manage with my schedule especially the late closing at 8pm during the week and the Saturday	Have drop off available 24/7	Get suggestions based on what I am reading (like Netflix)

3855	They are open when I need them to be open.	Better integration of searches and library loans with universities and Archives Canada.		We love the library!!
3857				
3858	Hours were limited due to covid.	More e-books and audiobooks that can be taken out without going into the library. I use the library during the day, Mondays - Saturdays, so am satisfied with the hours. Aside from hours, OPL would meet my needs better with more books on the shelves, to allow me to browse for materials.		I really appreciate the library. Thank you.
3859				
3860	Read magazines	I go on Saturdays, and if I need to go on weekdays there are two days with later hours I am retired so my visits are organized around my golf games and other activities. I try to avoid the busy times (young families) and the attached high school lunch period.	Civic holiday, Thanksgiving	
3862		I am very satisfied with all aspects of the OPL at Ruth Dickenson branch.		Thank you for organizing this survey. Hopefully the new crew at City Hall will actually do something with the data other than put it on a shelf.
3864	use maker space	Walking/biking distance from our house, kids are engaged readers, good meeting spot for clubs		

3865
3866

It's never a problem to find a time to pick up holds or browse for new books. It would be nice if it could be open later on Friday evening. Parents with children in activities at the rink would appreciate that.

Improve ease of borrowing ebooks.

3867

I wish for later hours on the weekends

Opening hours during the weekends and evening of weekdays (for visitors wo work full-time)

Operating hours in the evenings would serve me better, as a full-time worker.

3868

The library is my 2nd favourite place (next to my Church). I have always loved libraries for more than 55 years now and could live there. Centerpointe library has access to books, computers, newspapers, reading materials, magazines, used books, programs AND musical instruments for loan. What more could you ask for? It has everything that is low cost or free for people to amuse themselves. It is great for your budget and creative minds. There are many programs offered by the library that people should be using. Those who complain about not having enough activities to do or can't afford things need to visit the library more often and make it a way of life.

Stay open on Sundays!

There are times I would like to go but the library is closed. In a perfect world, I wouldn't have to refer to the opening hours schedule to know whether it is open (i.e. hours are the same all weekdays and they extend into the evening)

3869

Don't EVER close down libraries. They are a lifesaver to many people, in particular, new immigrants, senior citizens and people of low income or limited means. OPL can expand more language programs (i.e., to learn English and French) and have tutors for school age children who need help in schools but can't afford these private tutoring services.

3870	Lots of books to choose from for pleasure reading, easy to retrieve holds, convenient hours, very good collection of materials for local genealogy research		
3871	Je peux y aller à l'extérieur de mes heures de travail, comme le soir (mardi et jeudi) et la fin de semaine (surtout le dimanche).	L'ouverture de la bibliothèque le dimanche à longueur d'année.	J'adore la bibliothèque publique d'Ottawa. Merci pour tout.
3872 To use a printer			
3873	Had just moved to downtown core when pandemic began. Did not have much time to experience branch operating hours.	Expand availability of books on iCloud library	The PUBLIC library should be open 10 AM to 8 PM every day. This survey is designed to come to a different conclusion since it does not ask respondents the fundamental question - What hours of library service do yo prefer? Instead it skews answers to 3 hour time slots for different days. Very disappointing
3874			
3875	Having different hours for different days is very inconvenient , especially when evening hours are restricted to 2 days	Shorten the borrowing period so that items would be circulated more quickly and reduce the waiting period for members	Offer Art lessons, such as sketching, which does not involve messy materials for children / teens.
3876	Needs regular, longer daytime hours. Maybe 10 to 6 and 2 evenings to 8.	Access info about recommended child/ teen books according to topic category	

3877	I can adjust to the hours posted, but would prefer more availability in he mornings,	In general I find the OPL sterling! My 'home' library is actually Rosemount, but lack of parking limits its accessibility. I understand it is completely out of their control.	Keep up the good work!
3879	Je suis à la retraite donc j'ai beaucoup de flexibilité.	Avoir accès gratuit aux journaux en ligne, tél que le Globe and Mail, Toronto Star, New York Times.	J'ai hâte à l'ouverture de la nouvelle bibliothèque située sur les plaines LeBreton.
3880	I would like the branch to be open both mornings and afternoons Monday through Saturday, rather than the alternate staggered hours.	I would appreciate regular daytime opening hours Monday through Friday in our to pick up books being held for me.	
3881	The process to pick up holds is quick and easy.	Nothing comes to mind	Nothing comes to mind. Thanks for asking for our opinions.
3882	Longer hours needed, and consistent across all weekdays	Provide electronic books for Kindle	
3883			
3884	It is inconvenient for working parents that the Sunnyside branch is closed on Sundays.		

<p>To inquire about available/suitable programs for family members with disabilities (accessibility , ojectives, etc).</p>	<p>It would be nice if the hours of operation included Sundays. Appreciate that there is a staffing implication with this. Also, the mixed start times is not helpful (some days startin at 1 and others, at 10). Would prefer a standard start time, unless for example, for Sunday which many are already accustomed to with different businesses/services. It's open during hours when I want to take my kid. Also hours vary by days of the week.</p>	<p>Consider expanding the catalogue (more interior design/decorating, cookbooks, and magazines). Plus, introduce a digital option if users forget their cards.</p> <p>More childrens programs in person</p>	<p>Consider developing programs for adults with physical and invisable disabilities.</p>
<p>3887 3888</p>	<p>The library is open most of the hours that I plan to visit. Staff are always helpful Hours are relatively short, especially during Covid period</p>	<p>Open for a few hours on Sunday.</p>	<p>No.</p>
<p>3889 3890 3891</p>			

While extending hours to better serve the community is great in theory, I do think that needs to be balanced with ensuring staff get weekends and holidays, and balancing budgets to support acquisitions, not spreading staff too thinly to cover shifts and allowing them to manage the library well. The current set up of a mix of morning and evening openings and Saturday opening while being closed for Sunday and holidays seems to me to work well, (and I say this as someone who over my years of working has done a lot of 9-5 work/shift work/had kids go through school) and if there are truly many members of the community that can only attend Sundays/holidays perhaps this could be limited to only a small set of branches. It would be nice if branches other than the Main one were open on Sundays

3892

I can get to the library as required and feel that we have a good amount of time available as currently open.

Easier way to request books that I think should be part of the catalogue

3893

I can never remember which day has an early opening and which has a late.

To take grandson to read and for
3895 activities.

I am retired so my time is
somewhat flexible.

Make sure that hours are posted
and library is open by at least noon.

All public holidays except
Christmas, Easter, Remembrance
Day.

If the object of this survey is to look
at reduced hours, keep in mind the
OPL Orleans is presently well
located to service a significant
number of people in the area. The
next OPL is at the Ray Friel Centre
approximately 5 KM away. It is
very time consuming and difficult
for those using public transit to get
there due to routing and with the
limited off peak hours bus service.
It takes between thirty minutes +
to an hour to get there by bus and
about 10 to 15 minutes by car.

3897
3898
3899

The library should be open on
Sundays year round. The weekend
closures and late starts make it
hard to get books for my kids.

Be open on Sundays year round
(and on every other day, too)

3900

I would prefer it be open until 8pm
every night, and also to be open on
Sundays.

Better printing service - sometimes
the machine is not working.

Overall, I am pleased with the
Elmvale library; it is a very pleasant
library. However, it would be
better if it was open every weekday
evening and on Sundays.

3901 To print!
3902

They close too early in the evenings
to easily get to after work

3903

We are very busy with work and school during the week. Therefore, the weekend is our only real opening to visit the library. However, the Rockcliffe branch is only open on Saturdays between 10am and 2pm. I would like to see expanded hours on Saturdays and I feel it should be open on Sundays as well. (I wouldn't mind if it was closed on Mondays / Tuesdays, in exchange for expanded weekend access.)

Expanded hours, especially at the Rockcliffe branch

3904

I wish we could have more hours but understand the limits. I just have trouble keeping track of the varied hours on different days but again I understand that they're trying to serve everyone at various times of day.

I hope more in person programming for adults will resume soon.

You're all doing a great job. Thank you for what you provide the community.

3905
3906

Not enough hours.

Add more Sunday and evening hours.

I would like to see more hours and more programming offers (e.g. weekly or single instance courses on a variety of topics). I would like to have easier access to online periodicals (too many login and search steps currently). I would like a restrictive purchase recommendation policy (automatically rejecting recommendations that are more than a year old is a poor choice).

3907

I would prefer better hours. Libraries could be open on different nights than the other branches.

They are amazing but increased hours would be used by our family.

3908 To visit the library

The branch is not open on Sundays nor every night of the week.

Increase the frequency of the public transit system running on Bank Street so that the library is easily accessible by bus

At the Sunnyside branch, more chairs for reading and open tables (not cubicles) for working, like at the Alta Vista branch

3909	I appreciate having two nights a week that are open in the evenings (until 8pm). It provides flexibility for me to pick up my holds and browse.	Just keep up the good work! I appreciate the wide selection in the catalogue (both physical and digital), the partnership with other libraries (though rarely needed because OPL is so good), and that my branch is open Saturday and evenings twice a week. I also like the recent change to the return/fees policy - I still return things on time (or very close), no big change but it takes the pressure off!	
3910	I'm slightly disappointed that my local branch closes somewhat early on Fridays and is closed on Sundays over the summer. I understand that there may be a reason for this (inadequate staffing capability, desire to give staff time off, etc.) but there are times I'd like to visit the branch and I find it closed.		
3911	Different closing times depending on the day of the week, therefore inconsistent closing times.	Open earlier on Sundays during the rest of the year Keep the hours consistent not mon and we 10-6 and then tues thurs 1-8. Keep them the same all week long	September 30 National Truth and Reconciliation Day
3912			

3913 volunteer at bookstore

bright open rooms, friendly helpful staff, places to sit & read

The closure of libraries during Covid made me realize how important the whole library system is to our household.

3914

The hours are inconsistent and I often show up and the library is closed. I work down the street and have lunch from 10:30-11:15 and have shown up at the library expecting it to have opened at 10 only to realize it's a 1pm day.

Everything is great except for the inconsistent.

I value the library and its continued relevant service in the community. I encourage it to continue to renew, reinvent and adapt to fill an important role in the education and social fabric of the community.

3915

3916 washroom

Most of the time, the hours are convenient for me. Sunnyside is the best.

Shorter wait time for popular books

Il faudrait que d'autres succursales ouvrent le dimanche, pas seulement la centrale et Nepean

3917

La bibliothèque n'est pas ouverte le dimanche.

Ouvrir le dimanche et plus tard pendant la semaine

3918

I work in the neighborhood and use the lunch hour to pick-up my books. Some days it is not working as the branch opens at 1pm. Same for Sundays where the library closes super early

To better display the new books acquired

3919

The branch being closed on Sundays is a bit of an inconvenience.

More availability of audiobooks and e-books

3921	Because I have good service.	More Express books.		No
3923	I love it there. Good employees			
3924	I would prefer if it was opened for a couple of hours on Sundays and opened a bit earlier (eg before lunch) during regular hours.	Open on Sundays for a couples of hours would be great!	Unsure but more likely when it's not a long weekend since I may possibly be out of town on long weekend holidays	Thank you for this research in order to improve the Ottawa public library services.
3925	I would like it if they could stay open on Sundays year round, but I understand they might not have the budget for that.			
3927	In my opinion, having the library open later at night allows for more after-school programs, community events and access to their services in the evening, out of daytime work hours. More programs may be able to run in the later evening as well. I suggest the Carlingwood library stay open from 3pm to 10 pm on weekdays, closed Saturdays, but open Sundays, 12 to 7pm.	Order more sports figures biographies.		
3928				
3929	Library is usually open when I need it to be			
3930				
3931	The new branch is beautiful, but it isn't open every day.			
3932	It would be nice if it was open Sunday too.			

3933 3934	It would be good if not all the libraries in the area had the same hours.	Improve this survey. I rarely visit the library as a physical entity. There is no option that takes that into consideration. I had to	When my daughter was young, we used the library extensively for picking out physical books and for programs that were offered. I'm currently not the best person to be giving you input on hours of operation.
3935	I rarely visit the library. Most of the books that I check out are electronic. I occasionally check out an actual book. The library is usually closed when I stop by to pick up my hold. I usually arrive too early.	arbitrarily pick a day that I would prefer it to be open. I don't need the library to be open ever, unless I am picking up an actual book. I had to arbitrarily choose days when I wanted the library to be open. That will skew your data.	
3936	Would like to see Sunday hours. Appreciate that it is open later 2 days a week	Open Sunday and evening hours on weekdays	I enjoy your audiobooks on your app. Would like to see more.
3937	The current schedule fits with my schedule. The change that I would appreciate is Sunday hours through the summer.	Most except Christmas	
3938	The hours are inconsistent day to day so I always forget what days they are open. I work so only use the library after 4 or 5pm and on weekends.	Be open later on weekdays	

3939	The library hours are not convenient. For example it is opened from 2pm to 6pm on Fridays and 10am to 2pm on Saturdays. That's only 4 hours on days that I can visit the library. Also, it is closed on Sundays.		
3940	Weekend hours in the summer would be appreciated La bibliothèque est fermée le dimanche, ce qui n'est pas idéal pour les familles ou les gens qui travaillent la semaine. Longer hours everyday would be nice	If regular Sunday hours aren't possible, what about limited service (eg: hold pickup only)?	
3941			Tout sauf la Fête du Canada, Noël et le jour de l'an
3942			
3943	seems like it is always closed when you want to use it. like on sundays. sundays are good family days to visit the library and if you work during the week, sunday is a great day to get to the library.	be open more often. people need libraries ! it also helps to beat the heat in summer.	
3944	Frustrating when the hours begin in the afternoon sometimes.	Nope, Rosemount Branch is absolutely the best!!	Nope

3946	There are a variety of options, including some Sunday opening.		My usage of the Main branch of the OPL is shaped by what's available there, and that I live nearby and have AC and wireless at home. I used the beautiful library in downtown Halifax differently when I lived there, as it was lovely to read, meet, study, attend programs, have a coffee, print...
3947			No
3948	The hours are acceptable - but could be better (there could be more open hours, that would be useful and welcomed (by me at least))	The mobile app is good, but it could be better	
3949	the hours of operation align too closely with regular work hours making it difficult to access the library. Additionally, my branch is not open on Sundays and has limited hours on Saturdays - both of which are the most convenient times to go for someone who is working and/or has kids who go to activities.	be open more hours, especially the branches that in community hubs, to allow families to access the library while others are in sports or other activities.	in this survey, you say that libraries are open on Sundays but this must be the case for only some as my branch is not. Libraries are hubs and are essential - please open them more, with more convenient hours so that more Ottawans can access libraries.
3950	I would prefer the library to be open EVERY morning.	Be open every morning from Monday through Saturday.	No.
3951			

3952	Good holdings and ability to recommend purchases. But please add this option to the list of options in the 'my account'. And find a way to alert customers when a recommended book has arrived!	See comment above te recommended purchases	Staff deserve time off	
3953	It fits my scheduling of going out. If I want to shop early the branch is open at 10, if I want to go out later I can go in the afternoon La bibliothèque ferme trop tôt ou ouvre trop tard: j'aimerais 10h à 20h tous les jours, sauf le dimanche	Be open 6 days a week at 10 a.m.		I love the OPL. The list of new (both hard copy and E Books is amazing). I don't know how they do it. E Books was a life saver during Covid.
3955	-13h à 17h ou 18h .	Allonger les heures d'ouverture		
3956	Would love if they had more programming during the weeks for homeschooling families. There is a large homeschooling community in the west end (Kanata/carp), enough families would access programming if it was homeschooling-friendly. Could be offered at the Beaverbrook branch as a more central location.	More programming for homeschooling families at the Beaverbrook branch. There is a huge community that would access this resource		
3957	Good for my mental health, I love books. It is a quiet and clean place where I feel safe to sit and learn.	I am able to go there during its opening hours.	Extend the initial borrowing period, then I can continue reading the books at home. I usually borrow 3 books at a time and return them at the same time. Easter long week-end, Victoria Day, Remembrance Day.	Thank you.

3958	I would like to see speakers or
3960	activities for adults. Not sure
3962	children or seniors. maybe
	meditation or something along
	those lines.
3963	As I retired person my time is
3964	flexible so the current library hours
3965	are fine for me.
	Sone days the hours are short
	The days that they are not open
	until 1pm are the only days that are
3966	a tad inconvenient. However the
	hours they are open all week are
	usually quite sufficient
3967	Excellent staff, every time we visit.
	They recently changed the hours to
	less daytime hours which is when I
3968	frequent the library.
	The library has very limited hours
	that make it difficult to visit during
	the work week. Hours should be
	later in the evening and earlier in
3970	the morning
3971	
	I really don't go to the branch. I get my
3973	books online.
3974	Hours aren't the best.

3975

I appreciate that the library is open late (until 8pm) for a few nights a week; this works well with my work

3977

schedule.

My needs are met, thanks for such great services!

3978

bon service personnes qui m'ont aidé dans ma recherche

Satisfaite du service

3979

je visite la bibliothèque en majorité le jour, donc aucun problème avec les heures

its fine by me to close 1 day per week, but it might be beneficial to students who might want to go on Sundays to do homework

Im very grateful to have many resources available to me thru our local libraries, the staff is always friendly & helpful and i take this opportunity to thank them all

3980

I would prefer if they were open Sunday pm.

Stay opens at least on weekend afternoons.

I think it is important to keep in mind that the two elementary schools and many daycares near centennial library use it during the week, especially the mornings! I think it would work to close from 12 to 4 if needed. but really staying open until at least 7pm would really help!

3981

The library is generally open at times that are convenient for me. However, on the days when it opens at 1pm, I find this to be inconveniently late.

I find that the services are generally quite good, and do meet my needs. I do wish the Main library would not be relocating - if at all possible it would be great to maintain at least a hold pickup location at the Laurier and Metcalfe site.

3982

I check to make sure they're open when I want to go - and it has almost always worked out

I'm struggling to think.

August holiday??

I'm so grateful for you

3983		It's annoying that it opens at 1. So late		
3984				
3987			Conserver une succursale au centre-ville d'Ottawa même lorsque la nouvelle super succursale sera en place	
3988	Sortie scolaire	Variété: certains soirs elle est ouverte jusqu'à 20:00	Continuer de mettre les heures sur le site web.	
3989		Because everyone deserves to work reasonable hours, but it's inconvenient that the library is not open later into the evening for those of us who work odd hours		Civic, Labour Day, Family Day, Easter Weekend
3990				
3991				
3993		It never seems open when I need it to be. It's closed Sundays and over the lunch hour during the week.	Open from 12-1 during the week and opening in Sundays	
				Juste réitérer l'importance de conserver une succursale au centre-ville même après l'ouverture de la nouvelle succursale. Je suis une personne âgée (65 ans) qui aime marcher mais pas trop loin pour me rendre à la bibliothèque. Une bibliothèque publique est un service essentiel pour la plupart des citoyens. La pandémie a rendu ceci encore plus évident. Merci de nous demander de partager notre avis.

3994	<p>Too many variations in hours. Many times I go to the library and it's closed. It's very frustrating! I get thrown up by the change in hours. I sometimes drop by at lunch but forget that it opens at 1pm vs 10am on some days. Given that it stays open later on those 1pm days I'm okay with it. I've learnt to check the hours before I go.</p>	<p>Have consistent open hours every day the library is open. Just pick a time slot and keep it the same every day.</p>	<p>More programs for seniors at local branch. Blackburn has a high number of seniors.</p>
3995		<p>Honestly I'm grateful and pleasantly surprised with all that the library has to offer :) It's one of my favourite places to be.</p>	<p>OPL is a community resource regardless of education level or income. I hope the hours of operation are expanded and more programs are offered for seniors. OPL is extremely important for the continuing education of our city, both young and old</p>
3996 Washroom 3997	<p>Inconsistent hours</p>	<p>Monday to Friday have consistent hours eg 10am to 7pm</p>	<p>The survey indicates libraries are open on Sundays. That is not the case at my branch, St Laurent.</p>
3998	<p>I would like it to open earlier on Tuesday and Thursday. Sunday hours would also be helpful.</p>	<p>Allow renewals on books with holds.</p>	
3999		<p>More comfortable easy chairs with arm rests or tray for laptop</p>	

4000

Renew library card online.

They're doing an excellent job.
However, when wanting to borrow
a book, I frequently find a long
waiting lists for popular books.
Purchasing extra copies for
circulation would be very helpful.
Also keeping books a bit longer
before phasing them out would
also be useful.

library most often, to avoid transmission of infections on public transit and get some exercise.. In the summer there are only afternoon hours two days a week. The other days the library is not open until 10 am. On a very hot day, walking in the afternoon is uncomfortable; even after 10 am it can be. And that can be dangerous for some categories of patrons, such as the elderly (which I am). Weather can also prevent my going in the morning; for instance, if a thunderstorm is on or predicted. Therefore, I'd like to see morning hours reinstated on all operating days so that one's choice is greater. Earlier hours would also be very helpful for heat avoidance; even an hour earlier would be helpful. Morning is not such an issue in the winter; in fact, my streets tend to be quite icy in the morning, so I defer library trips to late morning or early afternoon, when melting has made the streets and sidewalks

Would like the library to be open every day of the week.

Opening before 10 am in the summer
Expand catalogue of materials available for loan, i.e., older books and replacement of books that once were available and are no longer.

4001

4003

4004	Because I work until 6pm and it's not open late. My son reads 9-10 books a week and we can only go on Saturdays. Saturdays is our family outing day.	Other than one week night from Tuesday to Thursday... maybe have holds for 7 days not 3	Family Day, Truth and Reconciliation day
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4005	Lien nécessaire pour livres audio en ligne	Rares visites, emprunts en ligne
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4006 4007	I have to plan visits around its hours. Sundays and evenings (to 9 pm) would be most useful and it's almost never open then.	Open on Sundays
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4008 4009	Not open on weekends.	Have more classic literature and non-fiction (history, philosophy) audiobooks. And more audiobooks in French.
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Il n'y a pas assez de livres audio en français dans l'appli en ligne. J'aimerais pouvoir emprunter des titres écrits EN FRANÇAIS par des auteurs francophones, pas des traductions de best-sellers publiés originalement en anglais.

4010

I have a 2h window from when I get off work and when the library closes.

Nothing. I support the library having Sundays off for the benefit of the employees and their personal work/life balance and mental health.

4011

Unfortunate Sunday is closed but I understand.

4012

The hours are generous, but several times I have showed up to find it closed. I like to run errands in the morning, and so dislike that the hours of the library are not the same for all the days of the week.

Have consistent hours.

4014

More copies of new and popular books., the ability to easily request a book the library doesn't have, and to see if it's possible for them to get it

The library is an incredible resource. I particularly enjoy taking advantage of audiobooks and e-books. Advertising the other variety of services it offers would be great. I only recently found out that the library has telescopes and musical instruments. Are there piano rooms as well? Overall I am so pleased with my library and only wonder whether it is known enough in society. It is one of the last few places where one can spend time without the expectation of spending money.

4016
4017

I'm retired. I can flex with the hours and I live 20 minutes walking-walking.

I love the library. Libby, Kanopy, e-books increasingly and audiobooks. Living alone, I might like to also use the library or go to it for social interactions-crafts, movies which I see are offered now, and just to talk about books.

4018

No question - I miss the pre-pandemic 'good old days' when the library was open more hours. I do find the morning closures very inconvenient, as I do most of my errands in the mornings and now have to make a special trip to go to the library.

Be open most mornings.

4020

Weekend and evening hours are extremely limited, while also not being open most mornings either. I work 9-5 so there are very limited windows I can get to the library (after 6pm, weekends, or during the noon hour on my lunch break). I have had holds expire because I couldn't get to the library during opening hours if my week was even a little busy

No disability as such but aging forecasts some limitations and I do not want to lose the library. For mental health, ideas, community, provocation in a god way. All. To lose the library would be a supreme loss for me. And main has great staff-even if we have been distanced for three years. :)

4021	Not open enough. Some days it opens at 1:00 pm. I want to visit on my lunch at 12:00. Also it would be nice to be able to go on sundays.	Open at noon rather than at 1:00 on days when the library is only open for half a day. 1:00 is frustrating.	No
4022	Libraries should be open as much as possible -- that's an accessibility requirement. I find that reduced hours during the summer, Sundays and holidays is unfortunate. Just when we want to use our library most (we have some time, during the summer), hours are reduced. It is hard to keep track of the current hours - somedays the library is closed in the morning but not every day. Given the library's mandate to serve the public, being closed one day of the weekend appears pretty old-fashioned and out-of-date.	Add to its hours. Summer Sundays would be a great start.	
4023	read magazines I don't go I use only electronic books or audiobooks. When my kids were younger I took them to the Riverside South	Open more hours to meet needs of younger people and seniors	Your survey was focussed on in person sites when I answered I don't go to any locations.
4025	bookmobile		
4027	I enjoy a fairly light daytime schedule	I am quite happy with the service provided. Thanks!	Keep up the good work!
4028			

4029	<p>The operation hours vary differently during the days of the week and it is really confusing. Some days it starts at 1 pm which I believe is really late for people who need to use the library in the morning.</p>		
4030	<p>The Rideauview stop in Riverside South has been a weekly stop for many years. Its hours of operation are convenient and accessible to me.</p>	<p>OPL is meeting my needs with the bookmobile stop in Riverside South</p>	<p>Not at this time</p>
4031 4032	<p>Hours vary from day to day. Often don't coincide with when I am out doing other errands. Fridays are a particular problem -- not opening until one.</p>	<p>The OPL has been great during the pandemic. Really appreciate being able to order books and movies on line and safely pick them up. Really appreciate the friendly staff at Emerald Plaza.</p>	<p>Keep up the good work. I love libraries. As a child in Winnipeg, my mother would sign out adult books for me at The Cornish Library and I thought that was great. I'm still hooked!</p>
4033	<p>Would like it to open earlier on Saturdays</p>	<p>Consider opening hours</p>	<p>no</p>

4034	<p>Such unreliable hours for the OPL...closed friday morning, closed sundays in summer, i have been frustrated by showing up to the library at what I think are regular business hours only to find it closed. Change in hours during pandemic were fine, but the open hours of the library have long been a complaint of mine. This is a very relevant survey. When I lived in Burnaby BC, the library was a hub of the community. Open until 9pm every evening (except sunday), it was reliably open, and provided air conditioning for those who needed it, a place to hang out and read...</p>	More consistent hours.	<p>More out of the box services. The makerspace is an awesome service. Hazeldean branch recently started offering jigsaw puzzles. Add more innovative services and more consistent hours and I'll be back to visiting one or twice a week like before the pandemic.</p>
4035	<p>I would like longer hours especially on Tuesday. And the same hours every day so no need to check.</p>	<p>Be open longer with the same hours every day, whatever those hours may be.</p>	No
4036	<p>The CentrepoinTE operating hours provide more than enough flexibility for my purposes. I also really appreciate that the branch is also open on Sundays for part of the year.</p>	<p>Honestly, many of the innovations/services available were offered before I could have thought of them. Keep up the great work!</p>	<p>I'm very much looking forward to the opening of the new main branch!</p>

4037 Download books to iPad

Since ebooks have become available, that has been my only method of using library facilities. Because hours of operation have no bearing on when I can access this service, for me, hours of operation are not significant.

4038

The hours are sufficient to allow me to do what I want at the library. It would be nice to have it open more mornings, but I am happy to work around existing hours.

Make check out machines easier to use. Sometimes it is hard to get them to work

4039 To check out the Express shelf.

The only reason I didn't give it a 'perfect' score is because this branch, and I believe most others, are closed on Sundays all through the summer.

When a paused item is activated, and the item is available somewhere in the system, it can take a long time for the item to make its way to my branch and placed on the 'Holds' shelf ready for me to pick up, often longer than a week, so this would be one thing I would most definitely like to see improved.

As previously stated, I access library services online. Therefore my primary concern is the availability of ebooks using internet access. I love this option and am happy with the partner services that were added recently. In the past, I have attended seminars that were held at library sites and this is a very helpful service.

4040	Library open when I need to visit	<p>More staff communication with patrons. I know this cannot happen, as technology has taken over, doing own check out, with machines, has limited staff contact, which is sad. Overall, satisfied with Beaverbrook library, but seems as though a lot of staff, around desk, not doing much.. Also, for popular books, on hold, need more copies.. There use to be a company called McNaughton and could rent the popular books, for a certain time period. This prevented long waits for the patron.. Perhaps cut back on staff, and provide more popular books..</p>	No
4042	<p>Les heures de fréquentation de la bibliothèque sont les fins de semaine et après les heures de travail, mais vous avez décidé de réduire ces horaires.</p>	<p>Ouverture de la bibliothèque les fins de semaine.</p>	<p>Si la bibliothèque devait diminuer ses heures d' ouverture, ne serait-il pas préférable de réduire certains des services offerts et de garder la bibliothèque ouverte plus longtemps ?</p>
4043	<p>The library is closed on Sunday so I must go on Saturday to pick up my holds. I am only available during the weekend to go.</p>		

4044	Closed on Sunday is disappointing. Otherwise my favourite time to visit the library is late afternoon as so that works.	Besides being open on Sundays I can't think of a thing	Keep up the good work
4045 4046 4047	Easy checkout. Easy to have books sent there. Often have style of books I am looking for. Can walk there. ces heures correspondent à mon horaire	Have more ebook versions available.	
4049 4050	The library's hours are never consistent. They open late in the morning and aren't open late in the evening; it's frustrating as a working parent trying to fit in browsing at the library. The hours of operation work well with my personal and professional schedule	Have better book displays; order more diverse French movies and tv shows from Europe/France	The staff could be friendlier; example not avoiding eye contact; asking if we need help; offering book suggestions.
4054	Could have more morning hours.		
4055	To donate books and magazines to Friends of OPL The hours usually meet my needs.	Buy more copies of popular books or reduce loan periods or consider province-wide borrowing to reduce hold wait times.	Have you considered allowing after hours access to OPL to clients, controlled by secure access card? Some public libraries provide this type of access.

4057	I am able to go when I need to, but most of my library use is virtual	My needs are well met because I have flexibility in my own schedule and use the library mainly virtually.	
4059	Day time hours suit me	Newer authors Mote English authors	I like my library Carlingwood very helpful staff
4060			
4061		Open earlier	
4062	Meets my needs usually, but for the once and a while when I need it outside those hours , it would be nice if they were extended	Open on Sunday PM during the summer	
4063	Because the Branch is not open on Sundays during the summer.	Open Sundays in the summer.	
4064	There are definitely times when I wish there were more evening hours.	More evening hours.	Thank you much for all the wonderful services you provide!

4065
4066

Because the staff is the greatest, super nice, friendly, welcoming and helpful. It's also my comfort place. The place is very clean, relaxing, comfortable and always feels new whenever I get inside.
Could be longer

Give a choice for costumers to print with different kind of papers and still pay the 0.10\$, for exemple: i have a project but need to use a laser printer (which i do not have at home but the library has) but i need to print on a more thicker paper, the library should give me the option to bring that paper, print on it and i would gladly still pay 0.10 cent. I don't know the reason we aren't allowed to bring your own paper but i would like to know but that would be something that would seriously better my needs, it if was possible.
not sure

no

4068

As I am retired I can access the library at any time so I feel that they have done a remarkable job working through all of the constraints of covid. Those of us on a fixed income, really appreciate our public libraries.

I am pleased with all aspects of the library especially the fact that I can load e books to my Kobo. I feel that Sunday openings would be of little service to me as I can access the library easily other days.

Thank you for your service to the public. When my children were little, we accessed the library on a regular basis...this was before the dawn of home computers. I must say a much richer time in my opinion. My love of the printed word has been passed onto my grandson through our daughter.

4070		I'd like more hours of operation. For example, I sometimes get confused if I'm busy and forget that the library doesn't open until 1 p.m. some days or closes at 4 p.m. on others and have a wasted trip.		
4071	Take grandchildren			No Absolutely at this point in time , not open enough hours. Keep up the good work. Be kind to your staff.
4072		Not open enough.	Open more hours. Not close my neighborhood branch.	
4074				
4075				
4076		Want it open till 9:00 pm every day I have a very flexible schedule. As long as I keep an eye out for the days when the library opens later, I have no difficulty picking up my holds. It's great that drop-offs can occur any time. That was a bit tough for awhile with Covid restrictions.	Open till 9:00 pm every day, especially on weekends	What about opening at 1:00 pm till 9:00 pm on Saturdays and Sundays? It would be nice to be open every day of the week until 9:00 pm.
4077				
4078		The hours meet my needs. Also I borrow e-books the most	NA	OPL is an excellent resource for Ottawa. Staff are helpful, professional and respectful. In general, libraries contribute greatly to society as a source of knowledge and a meeting place.

4079 Aucune raison ne me vient à l'idée
4081
4082
4083

Mes contacts se limitent
généralement à retourner des
livres ou dvd empruntés

Ouvrir le dimanche

Non

air conditioning on hot days, quiet, social
interaction, view posters, pick up museum
4084 passes

I would like the Main branch to be
open 7 days a week from 9:30 -
8:30. I'm sorry you'll move it into
an inconvenient location in the
future. Perhaps you could make
the Main branch a "neighborhood
branch" to continue service for
those of us who live in Centretown
and walk everywhere.

Clean more.

...
overall. Well done. I wish we had
more protection from EMF
pollution - maybe label the
modems so we more easily can find
tables where there's less exposure
or better yet, if it'll work, go to
fibre optics or move the modems
over the book stacks and away
from people. I certainly wish ear
plugs worked. All we hear is that
annoying high pitched buzzing
sound from people "attempting" to
be quiet. One guy is hogging 6
tables since he's both intimidating
and loud - check out the Main
branch, 2nd floor, in the south west
corner by the windows behind the
book stacks. Nice for him to have
that massive spot all to himself.
I've always felt the library could be
a portal for special needs and
counseling. Yesterday I listen to a
guy talking into the air - he said
things like "leave her alone" ...
obviously he (and likely she) never
got the help they needed. There's
simply way too much ignorance in

4086
4087

Considering the hours that the Sunnyside library is open, that I have lots of options to visit the facility.

When there is a book which I'd like to borrow and is unavailable on the website, I would appreciate options.

I broke my shoulder and appreciate that there are several handicapped parking spaces at Sunnyside. I find the website easy to use and frequently put holds on books.

4090
4091
4092

There are a wide range of books available to select from for both kids and adults.

I understand that it is difficult to maintain the library, but if the hours of the library being open can be increased for Fridays and Saturdays till 8 pm would be great

4093

I find the hours very limited especially on weekends.

4094
4095

Retired, can go anytime

Don't make me wait weeks for the books I order!

4097

Longer hours on weekend, open earlier on weekends especially Sundays.

4098	<p>Why is the library closed in the mornings? Clearly that is just a cost cutting, not a response to no demand. I believe the library has responded in many ways to the increase in community demand with a wide variety of services. As a result the library is more relevant than ever, while the hours are cut back. Why is the schedule erratic, so I must check each time I go whether it is an afternoon opening or a morning? Why is the opening hour after lunch hour. When it was just Fridays late opening, I regularly forgot the day of the week would prevent my going at lunch.</p>	<p>regular hours. Please choose something consistent.</p>	<p>Compulsory mask wearing by clients and staff during COVID vaccination era., Remote/satellite book drop off boxes. Make e-book borrowing more easily understood on the website/OPL app.</p>
<p>1. Donate used books; 2. Use public washrooms; e-book/web site advice 4099 4100</p>	<p>Irregular/late openings through the week. No Sunday hours. No compulsory masking for clients and for staff.</p>	<p>Satellite book drop off box in the Glebe, located on Bank Street.</p>	
<p>4101 4102</p>	<p>They are open when I need to go</p>	<p>Nothing. I am completely satisfied</p>	<p>No.</p>

4105 Most people work 9-5 , only having the library open until 6 means that the library is not accessible on weeknights to a lot of people. Keeping the library open until 8-9 would be beneficial.

More in person programs Different activities Music Concerts Drumming workshops TAI chi Art More active kids programs - not just ready books Play area in the library with toys Crafts for kids - set up do they could do them Anytime For more ideas see lawrenceville New Jersey public Library- wide variety of organs for kids and adults

Great staff Great selection of books Bad location for new library- inaccessible for families and people not using public transit Need more interesting and different in person pgms ESP for kids Each branch should have a Play area for kids with toys lego etc More seating esp parents with kids and disabled

4106 Limited hours Inconvenient hours

4107 I use the kiosks at the Hunt-Club Riverside Community Centre the most as they are closest and have the most availability for pickup and return of library material. This was not an available option in the first question. When not using the kiosks, my family and I will visit the Alta Vista, Greenboro, or Sunnyside locations.

4108 Though the revised hours post-covid should be easy enough to remember, I never can and often find myself going at the wrong time to pick up my holds. Accept more suggested new titles for purchase per patron

4109 Because the OPL is an amazing service that benefits me every day :)

4110 It meets my needs especially with inter library loan. Access to reference materials held at the central branch at my local branch

4111 very helpful staff, parking and small library Reduce waiting time for books

4112

just the daily pleasure of being able to access Books and audiobooks very readily on line. Your services are amazing!!
Great service, and while I love to books side of the Library - it offers so much more.

Get more books from immigrant authors Words matter ,so have seminars to explain meanings of words used which can increase harmony or raise conflict. Many use words without understanding impact on others. Have seminars on different cultural holidays (not focus on religious practices) to help understand cultures and thus enhance respect.

4113	During covid we have stayed away from indoor spaces, but prior to the pandemic we visited weekly and often more than once a week. I would like to see longer hours at OPL	The ranking i provided is not accurate. OPL should be open all those times.	More accessible and longer hours
4114	Not open every morning, Monday to Friday.	Open every weekday morning.	
4115 4117	The lack of Sunday hours concerns me. Not for myself, but for the students who live in the area and may not have a place to study or access the internet.	Have a library close to the hunt club-riverside park community center. The bookmobile isn't a substitute for a proper library.	
4120	The hours are very restrictive and not conducive to those who work day jobs	More evening hours	
4121		Avoir des heures d'ouvertures consistente durant la semaine. Dépendant des jours, ma succursule locale est parfois ouverte le matin, parfois fermée le main, parfois ouverte le soir, parfois fermée le soir. Avoir les même heurs d`ouverture du lundi au vendredi serait mieux.	
4122 4123	Returning to the pre-covid hours would be a great start and adding more hours would be even better.	Pay its pages more money	Add more staff from minority groups, aka add more colour

4125	<p>The library is closed on Sundays, a full half of the weekend. The weekend is the most convenient time to go, so this is quite limiting. The top change I would recommend is to open on Sundays.</p>	<p>Open on Sundays. I believe my library, Carlingwood, is not open on any Sunday regardless of season.</p>	Civic Holiday in August	<p>Les dimanches ne seraient pas nécessaires si la bibliothèque serait ouvert plus tard dans la semaine.</p>
4129	<p>Establish a more quiet and no traffic, reading area in the basement unused rooms. The hours are odd and limited.</p>	<p>Have regular business hours. The library services are not niche. The library should be open 7 days a week like a regular business.</p>	Civic Holiday in August	<p>Les dimanches ne seraient pas nécessaires si la bibliothèque serait ouvert plus tard dans la semaine.</p>
4130 Read the latest magazines.	<p>Sometimes the branch is only open for four or five hours at a time and that five hour period shifts from day to day.</p>	<p>Have regular business hours. The library services are not niche. The library should be open 7 days a week like a regular business.</p>	Civic Holiday in August	<p>Les dimanches ne seraient pas nécessaires si la bibliothèque serait ouvert plus tard dans la semaine.</p>
4131	<p>Même si c'est fermé les mardi soirs, et les soirs du weekend, je peux toujours y aller. J'aurais aimé y aller ver 9h tous les matins, par exemple.</p>	<p>Plus de livres en français, plus de livres litterature classiques</p>	Civic Holiday in August	<p>Les dimanches ne seraient pas nécessaires si la bibliothèque serait ouvert plus tard dans la semaine.</p>
4133		<p>Plus de livres en français, plus de livres litterature classiques</p>	Civic Holiday in August	<p>Les dimanches ne seraient pas nécessaires si la bibliothèque serait ouvert plus tard dans la semaine.</p>

4134 FOPLA Volunteer	<p>Two reasons: 1) Opening and closing times differ depending on the day - always have to check a schedule on the web for the hours that day; and 2) hours should be longer than starting at 1pm as they are some days - a more consistent approach such as 10-8 each day would be better and accommodate the different users</p>	<p>see earlier response - open and close at same time 6 days a weeks, shorter time period earlier in the afternoon on Sunday</p>	<p>FOPLA does a fair amount in our public library system to make visiting the library better for the patrons - don't think we get near the recognition from the library that is warranted.</p>
4135	<p>Should be open later each day to access materials after dinner</p>		<p>Get more copies of the current best sellers</p>
4138	<p>Mornings are most convenient for me. My holds seem to come in late Thursday, but my branch is not open Friday mornings. I'm usually cottage bound by the afternoon so I don't get to pick up my holds until the next week. During the early week, I'm busy in the afternoons with chores and children and it is sometimes hard to fit in a trip to the branch to pick up my holds.</p>	<p>Reduce waiting lists for current/popular items continue to access passes for public buildings, events etc</p>	<p>I'm very grateful for the OPL. Being able to borrow books has encouraged me to stretch my reading habits.</p>
4139	<p>meets my needs</p>		

4140 I feel 6pm is early to close during
the week. Friday hours have always
been too short in my opinion. I
don't like that the library is closed
Sundays during the summer. Stay open past 6pm during the
week

4141 Well done!

4142 more open hours would be helpful
Reasonably good for after work
and weekends.

4143 Makerspace

4144 The library doesn't open until 1PM
on Tuesday, Thursday or Friday. For me it's better if the hours
correspond to the hours of the
other stores at Elmvale. I do all my
errands there at the same time.

4145 to browse the stacks for reading or
viewing material. I would prefer to have more
morning openings, but am aware
that since COVID, staffing may be a
problem. Knowing the situation
would be appreciated. Unsure

Please try to stay open as much as
possible during the next wave of
the pandemic. Reading was
important to a lot of us as we were
stuck at home. Not being able to
return books when the library was
closed was a real nuisance, and I
think it's unlikely Covid was being
transmitted on library books.

No

4146	<p>The Ottawa Library system is great, but for the Orleans branch, it is hard to remember their open hours. I suppose that is my own fault, but if there were fewer variations during the week, it would be easier to remember, thus reducing the number of times I go and find it closed.</p>	<p>Put more high-level novels into the Orleans branch, in whatever genre, Tolstoy to Elmore Leonard.</p>	<p>More local author readings.</p>
4147		<p>Have more French-language films.</p>	<p>We visit the library any day of the week, so I would have ranked all days equally. This poll made me give a false impression of priorities. Also, for time of day, we visit when the branch is open. We adapt. We don't expect you to adapt to us. (However, I understand that you need to adapt to others, staff and public).</p>
4148	<p>I have learned the hours and adapted. A branch can't be open all the time. These hours work for me.</p>	<p>Speed up the transit of Holds. You asked .</p>	
4149	<p>I find that the library is not open nearly long enough (or early enough!) especially in the summer. I tried to take my kids to the library one rainy morning to get them out of the house for an activity only to find the library does not open until 1 PM on a weekday! Three days a week this is the case. Unacceptable.</p>		

4150

4151

During the summer

4152

I would like the library to be open in the mornings. Friday morning in particular, if the OPL ever goes back to its pre-pandemic schedule.

Nothing to add. The OPL is doing a great job.

4153

Has been closed on Sundays in summer, which was annoying lol. Also would prefer later hours in evening (consistently) rather than open until 6pm some nights and 8pm on other nights.

Stay consistent with hours, it's frustrating to have to check the hours constantly on the website; hours should be reliable and predictable.

4154

Friendly and helpful staff but hours not yet returned to pre covid, such as one late evening open on thursday

Make website more user friendly to find books, at which library in stock and hold at closest branch

Offering download able audio books on website, old radio plays

has reduced my overall satisfaction. We used to talk to the librarians more. Now you can go in, select a book, check it out yourself, and not talk to anyone. The human dimension has diminished. This automation was really only needed for the Main branch in Ottawa due to the volume of books they must process. Obviously, since I work with computers every day, I know where technology can be useful. However, technology is not always the answer, and I can only imagine how much this has cost over the years! I'm sure employees also lost hours over this. Don't assume the latest technology is always the way to go or that the general public wants it! The public libraries are not for-profit institutions that need to use technology to maximize profit by working faster. Be a human institution not one that strives to be on the technological cutting edge. Makes me worry about what the new main branch

The staff are friendly and knowledgeable; the inter-library loan aspect is great, and the location is perfect. Great little library. I've used it for over 30 years.
I am retired and have a flexible schedule.

No Sundays are open at my branch. Don't want workers to have to work Sundays.

4155
4156
4158

4159	I wish it could be open longer hours and have more tables to study/work. Also, newspapers and magazines to browse.	To rotate the books among libraries, since there is not much variety. Also, to make the second floor more interesting, as of people goes mainly to the 1st floor	
4160			Having drop offs opened after hours is very convenient
4161	Les heures d'ouverture du vendredi l'année I often go on my lunch hour. On Tuesdays and Thursdays, the Library doesn't open until 1 pm	Garder les mêmes heures toute l'année	
4163	which I find inconvenient. It was a good visit and they were helpful	Be open from 12-1 on weekdays.	
4165	Would like to see library open on Sundays	Have more hours of operation	
4166			
4167	Nice facilities. Excellent hours.	Get modern collection of books faster -- there is a lot of new self-help books and technical (popular ones, not obscure ones) books out there. The OPL seems to be slow to get them. We just need one copy, not a whole lot, in the system., to get better coverage.	
4168	The hours can improve.	Sunday opening, Weekday long hours. The new system of 1 to 8 on Ties. and Thurs. is terrible	Extending days and hours, adding classics (films and books), reinforcing quiet spaces
4169			

4170

Hours are weird, seem random mid day and afternoon, evenings only - not open on Sunday or Friday?

purchase all books in a series - especially earlier - no sense in getting vol 3 & 4 without having volumes 1 and 2. Happens frequently for fiction

BRing programming to rural locations.

4171

For some days the hours of operations starts late at 1 pm or ends early at 6 pm and it is not always convenient for people who has a fixed working schedule

I am very satisfied with the OPL services. I mostly use the audio books to download, books with large characters, placing holds for books I would like to read in both French and English. Thank you for offering these services.

4172

Hoping for more selections of books in different languages in different branches

4173	<p>The hours are inconsistent day by day. I have walked to the library (about 20 minutes) only to find out it is a day that it is closed earlier. It seems to be different every other day which I find confusing. I do check now since it has happened several times but I would like the hours to be the same each day or more consistent. They seemed to be much more consistent prior to the pandemic but didn't return to typical hours. I'm not sure I understand why it is closed on Sundays all year round as well.</p>	<p>Ensure all books in a series by an author are available and numbered according to sequence. Sometimes they are numbered and indicate the series it belongs to but most are not.</p>	<p>I really enjoy the library and it's services. The people I have interacted with have also always been lovely and knowledgable. Its online system is excellent. I am retired and sometimes would like to ease into a soft chair and peruse a book or two.</p>
4174	<p>Hours are sufficient for me! 1pm is a very late open for a city</p>	<p>Have more comfortable chairs for reading.</p>	
4175	<p>run facility</p>	<p>Have more flexible hours</p>	
4177	<p>It would be nice if the library opened at 10 AM every day</p>		
4178	<p>The working hours is not flexible of the library ,only 3 hours it's too less</p>	<p>If Opl time changes,really it would be helpful</p>	

4180 Sunnyside Library often doesn't open until 1pm - after my lunch hour - so I often find myself arriving to a locked door. Also, it would be nice if it were open on Sundays for the kids to use especially during the winter months. be open more!!! Sunnyside has very limited hours and it's very frustrating.

4181 For taking kids 10:00 is a late start, or even 1:00 doesn't line up for most toddler nap times Just open earlier and on weekends for visits

4183 The hours are fair, I just sometimes forget the 1pm opening and show up when it's closed. I also don't like the closed Sunday's during the summer but understand why. Come up with a way to pick up holds after hours.

4185 the hours schedule is different many days it is inconsistent and frequently closed when I am able to go by. I have to juggle my schedule to go and often have forgotten that it opens latter or closes earlier that day. I would have great difficulty if the branch was closed and I needed to use a different branch so much so that I may may not be able to the library at all consistent hours and being open late morning to early evening. for example 10am to 8pm 6 days a week. also provide increased use of the meeting room.

We love OPL. Such a great service. Thank you!

4186	I like the varied hours throughout the week. I like that my branch is open mostly during daytime hours when I'm on my way to or from work. I like that there's a Saturday option in case people can't go Mon-Fri.	Not sure. Keep up the great work, team!	N/A
4188			
4189		have parking	
4190			
4191	I'd like even a small selection in spanish, but it's not that important to me.	I like things the way they are. You do a good job.	I love my library.
4193	I'm retired so I can get there within the hours of opening	Nothing	
4195	The library is usually open when I need it.		
4196	Good service, accessible, close to home.	Reminder that a library is a place or quiet. Service providers and volunteers need to keep their voices low and remind patrons to do so.	
4198			Yes, I think the Ottawa Public Libraries in general need to have more books for Spanish Speakers, and more programs focused in our community. Although I understand that we are a small community here in Ottawa but its always really nice when we find things from South America.

4200	Opening at 1pm is not convenient. Friday night should be open longer. One of the staff is very rude. Give AODA training to staff so they know how to deals with special need people. And hours are not very convenient		
4201	To play music and watch new display	Please look at the tool library where people borrow tools	Better customer service for visible minority with special need
4202	The bookmobile comes once a week and is there for several hours so it fits well in my schedule	Open sundays year round	
4204	I'm often there in the afternoon, so the 5pm closing time doesn't affect me personally, however I know it would be beneficial to many to have a later closing time.		
4205	Always have to check online as to what the hours are- different each day.	Change location of Return box! It should be closer to parking lot	
4206	The primary time I want to go pick up books is early morning weekdays, as I build it in with running other errands nearby, but it is often closed until 1pm. I have also gone expecting it to be open but the library is closed because hours online did not match. The Main branch should have the most hours!	Open in mornings	It would be nice to see more public facing events to get people into and involved with the library - and those that exist should be better advertised because I never hear of them!

4207	<p>Always helpful and quick to suggest new authors once you indicate interest in a subject matter or a new author. Always ask you a supportive question.</p> <p>I wish the hours were more consistent day to day (IE 9-7 daily instead of having 12-5 some days and 9-2 some other days). This would save me time and that way I know, Main branch is always open 9-7.</p> <p>I would prefer if it were open on Sunday too.</p>	<p>Free lessons on how to be more technically literate, such as how to link audio and eReader books from OPL to other devices one might have such as Kindle etc. Movie night for those who have no way to play a DVD.</p>	<p>Just love the OPL!</p>
4208			
4209			
4211	<p>I think that the libraries should be open every day of the week. Some kids don't have access to computers or books etc and other people work varying hours. I think that it is appalling that the library is open fewer hours than the liquor and beer stores.</p> <p>They fit my schedule and there is a drop off box to return books after hours.</p> <p>Some days it's open too late. Like 1pm is too late.</p>	<p>Keep up the access to digital library particularly during pandemics. Stop charging hold fees if people weren't able to pick up their holds on time.</p> <p>I am perfectly happy with the OPL. Have earlier hours on the late opening days.</p>	<p>I'm not in favour of the main branch moving to LeBreton Flats</p> <p>No</p>
4212			
4213			
4215			

4216

I would like it to open earlier and close later. Some days it opens at 1pm, other days it closes at 6pm

Longer hours in general. The library should be a place to be able to go and read or study for long hours, at least until 8pm every day. Especially given many jobs and courses are online now, many people live with roommates and in hectic living situations, there should be another place where one can go to work for multiple hours. Additionally, I would like it if there were more tables with electrical outlets where one can do computer work.

4217

With more books and audiobooks, I do not have to go in very often and I can return books any time with the drop box.

I LOVE THE LIBRARY!! My staff are great!

	<p>I find the hours work but the reduced hours in summer don't seem to be a great decision as many families still need the service over the some. And some need it more.</p>	<p>Reduced hours in summer don't work well anymore IMO. I also prefer consistent hours for weekdays vs the current shifting schedule as I almost always show up before 1 pm on days the library is open late or after closing on days when it closed at 6 pm. I also wonder if there could be a way to set up lockers for hold pickups when the library is closed if reduced hours continue or there is a need to close at more times. I feel pressure to get holds esp as the expiry date approaches and having a day taken out of my options for pickup risks me bring fined for not getting the book in time. I sometimes can't make it because of work and family commitments or because I forgot to suspend a hold before a trip</p>	<p>The lockers in stores like Canadian Tire may be a great option for managing holds moving forward. The system could automatically check the book out and you go to pick up at a locker without having to check out in the branch. It means holds don't linger on the shelf for 3+ days and it allows for holds to be managed at all hours the main building or facility is open. And it means charging for a no show is more reasonable because there are few reasons for not going to get your book.</p>
4218		<p>I'm thankful for the use of the Library and will abide by whichever hours it is open. I believe that the Library workers should to able to have have some time off e.g. Sundays in the summer.</p>	<p>Thank you for being the place you are!</p>
4219		<p>Open earlier</p>	
4220	<p>It doesn't open until very late</p>		
4221	<p>I would prefer to have the same opening hours every day.</p>		

4224		Consistent hours of operation.	
4225	Hours do not reflect the need of the overall population.	Perhaps have certain branches that are open when others are closed.	no
4226	The opening hours suit my needs and schedule.	Offer more educational programs	
4228	Evenings and weekends are when I can generally go to the library and the fact it's closed Sundays makes it harder to spend quality time there.		
4229	Too confusing always changing and not consistent.	Keep opening hours consistent with all the days in the week. I realize they keep them closed when it is low season but the variability causes us to have many visits to the library where the library is closed. Also on the website it should be plastered and published front row and center when they will be closed due to a holiday or government day.	
4231	La bibliothèque devrait être ouverte le dimanche et les heures du samedi devraient être prolongées.	Davantage de services en français (programmation et livres pour enfants).	J'aimerais avoir la possibilité d'avoir davantage d'information pour faire des partenariats entre la bibliothèque et mon école (je suis enseignante au primaire).
4232	Sometimes I forget that some mornings the library isn't open	I do think OPL deserves a break too so have no issue with this schedule.	Thank you for your service

4234	Orleans branch has done a great job of maintaining access. Mid-COVID I went to the Ray Friel location, which was a reasonable way to manage access for the public.	Continue to maintain and build on digital products and services. These sometimes are key for research both for my work and for my kids for school. Not having access to a university library, this is a good second choice	OPL does great work and our family wants it to continue to thrive, against modern challenges of competition, funding cuts
4236		Holidays I do not celebrate (Civil Holiday, Victoria Day, etc)	As a client of Sunnyside I found confusing its opening hours. It should be the same everyday except Saturday.
4237	personnel friendly, good service		
4238	To read newspapers and to just be a place where there are other people	I'm a morning person and having to wait until 1 pm to get into the library seems very late in day. Sometimes I will check to see if I can go to a nearby library instead - but carlingwood seems to be closed same hours as Rosemount	Book club for adults that meets up at branch. I still feel isolated from pandemic. Of course I'd prefer mornings so maybe one that meets mornings for retirees
4239	Networking	The library is a nice and quiet place for reading. The staff are amazing.	I wish there was a way I could become more engaged with library on a volunteer basis eg book club or other group
4240		Hours are inconsistent. Some days close early, and I can't get there in time to pick up my holds.	
4241	Photocopy		Having a Public library Has been and continues to be important for the community.

4242	Closes at 6 pm during most of the week. Too early!	Stay open longer.	
4243	Would like full weekend and evening hours	Easier access to full versions of online newspapers like the globe and mail	The library is a haven for all people to learn, get to know the writings of all cultures and expand one's horizons. I consider it an essential service
4244	Consistent regular hours better than constantly changing and weekends should have longer hours even. Also 7 days a week.		
4245			
4246	Excellent library. Long hours of operation		
		Have consistent hours - if you need to look up library hours every time you go then that is a problem. I've gone to the library on a Tuesday at 10am, and was annoyed that they wouldn't be open until 1pm. Honestly this survey is not helpful because I would say as a mother on maternity leave - weekdays are the most important days. Ideally between baby nap times. But if I have kids in school, the priority days are different - maybe weekends are more used for that.	
4247	Weird inconsistent hours		Consistent hours would be appreciated on weekdays. If you are going to pick a time, make it the same time every day. I don't think you need to be open on Public Holidays and your weekend hours are fine.

vaccinations (covid & flu); periodical &
4248 newspaper reading
4249
4250

excellent facilities and service
It's not open on Sundays.

more financial holdings; longer
hours

August civic holiday

Too many questions are too inflexible: e.g. Sunday hours should be extended to 6 pm not in the am; family background can be Canadian citizen but born outside Canada; age-related disabilities may be imminent or extend to other household members, etc. Comment space should be provided for almost all questions--- including second and third most patronized libraries.

4251

Pleasant space, well laid out, relatively easy to find books.

There are some stationary book stands which have books on different themes which are changed periodically. Could you think about additional stationary book stands on different themes which are changed periodically.

4252

Depuis que les heures d'ouverture changent chaque jour, je me retrouve trop souvent devant la succursale fermée.
Branch does not open until 1 pm week days. Would prefer some morning hours.

D'avoir des heures d'ouverture similaires du lundi au vendredi

4254

4255 Use online from home	Whenever I have required assistance the staff was most helpful. I do not visit the library much anymore as I do everything online i.e. borrow and return books.	Very satisfied with online service.
4257 I work at OPL.	I'm satisfied with the hours, because they still offer a decent amount of hours every day, while not being open for 10-12 hours a day like they were pre-Covid. As a staff member, it is difficult having long hours of operation (e.g.: pre-pandemic) because of staffing issues and everyone's work schedules. But as an OPL patron, the branches are open during very good times during the day (morning, afternoon and evening), allowing patrons to access OPL and its services at different times of day and it gives them a chance to visit any branches around their own work/home schedules.	
4258	The opening hours fit my schedule	I would like to see more Access passes
4259	not open enough hours	be open on stat holidays and school PA days
4260		Maintain a presence downtown

4261	I love all the library services but the hours are not consistent. I have several times gone to the library and it is closed depending on the day. And Google does not always reflect the correct hours. Better to have consistent timing.		
4263	They keep changing!!!!!! Would like more consistent evening hours and weekend openings (especially Sunday!!!!!!)	Keep less famous titles by classic authors longer (for example, Zola, Dreiser, Upton Sinclair, Sholokov) or make these available through 3rd parties.	
4264	I usually go Saturdays mid-morning		
4266	Hours of operation are satisfactory for my needs.	Improve book availability.	No
4267	The noise is too much atimes in the library		
4268	cette succursale a des heures d'ouverture suffisamment élargies pour me permettre d'y aller quand je dois le faire.		
4269	I love the scope of inventory available with all the branches involved. Love the on-line access to search for material and the check out system very slick.	To be open for some period of time every day would be the ultimate in customer service, cause you don't know when you will run out of reading.	Love to read.

4270	Difficult to find new non-fiction n	Better access to new non-fiction	Consider the implications for staff if additional hours of opening are being considered. Staff need time off in order to maintain a positive work-life balance.
4271	It has hours that allow overlap into the evening so people can access it outside of a working day.	I think the library is an important place for people with limited access to resources. It works just fine for me. Don't mess it up.	
4274 To see and review books 4276			Keep up the good work
4277 to print things	My church is within walking distance and I'd love to be able to go to the library after church on a Sunday morning.	Be open on Sundays.	
4278	I find it opens late and closes early		
4279 To use specific programs like PowerPoint	I've gone to the library on certain days in the morning, and it was closed.	1. Open earlier in the morning (10 am is fine) 2. Send digitally a link, or have on OPL website a "what's new" for the month re all new books (organized by category, eg fiction, biography, award winners, etc., dvds, magazines, etc.) 2. More time on computers (last time I used the computers, it was a one hour limit)	

4280	I would prefer that the branched opened earlier on more week days. Tuesday, Thursday and Friday it does not open till 1 pm.			
4281	I am working in the morning, I would like to be able to access the library after my work hours more often	cannot think at this time		no
4283	I often have the opportunity to pick up at the library on Thursdays, however, are not open until the afternoon when I am no longer nearby.			
4285	Most hours are good. Tuesday and Thursday opening at 1 is a little late. Perhaps hours could be 10 til 6.	Just a change to the late start times on Tuesday and Thursday		
4286				
4289	to check out e-books on Overdrive	I'm happy	more Poetry workshops	Like to use the printer and scanner. Like the Overdrive e-book system. One of your poetry workshops lead to some of us forming a poetry group that has met monthly for years.
4290	J'aimerais que la succursale soit ouverte quelques heures le dimanche. Library is not open on Sunday. Libraries should always be open Sundays and evenings until 8pm.			
4291	Daytime hours cater more to retired people.	Open on Sundays.		

4292	i wish it was open on Sundays all year round. i don't mind reduced hours.	redesign Main branch's flow: express items on small shelves doesn't work	great job over the years! i look forward to the new public library in Ottawa's downtown area
4293	To take my grandchildren		
4294	The library is not open every morning. This has been a particular problem in the summer months when I like to take my grandchildren to the library.	More hours open during the day in the summer months	Your survey did not allow the option of being a Canadian citizen born abroad not an immigrant (that is a Canadian citizen at birth but born abroad)
4295	Prefer it be open all mornings	Have more e-books available	
4296		Open all mornings	
4297	I would appreciate it if there were more evening hours and weekend hours so that working people (most of whom work between 8-6 M-F) would have better access to all that the library offers. One solution I would propose would be to close the library on Mondays and have it open on Sundays.	More evening hours and open on Sundays.	I would like to thank library staff for their exemplary service.
4298	It is usually open when I want to go.	Have shorter waiting times when books are available.	Keep up the good work.
4299	I feel that libraries should have longer hours to support more people.	Weekend opening hours provide more opportunities for working people to utilize the services.	
4300	Very convenient hours, and good for students.		Keep up the great work!

4302	St Laurent branch doesn't open till 1 pm on certain days of the week. Should be accessible all day		
4303	The hours are terribly inconsistent. Some days they open at 10 some days at 1. Some days they close at 5 , 6 or 8:00pm. I have gone many times that it was not open. This includes finding it closed when the posted sign says it should be open. Being closed on Sunday is ridiculous!	Consistent hours. The same hours each day. 10:00 to 8:00pm	No
4304	Hours are not consistent day to day	Same hours for all days.	
4305	For summer the library is closed on Sunday, which makes it harder to get to if I can't get there on Saturday. During the year we were going every weekend.		
4306	It would. be great if the library opened on Sundays, especially in the winter months.	HAVE more in-person activities for adults on Sundays	No
4307			I took french clases in Alta Vista library and was very happy with it. I will continue when it starts up again. Might be interested in other classes depending on area.

4308	It is within my community and serving our community in a family atmosphere		I think it would be important and beneficial to survey students at all levels of learning to gather information from them as to how they would enjoy utilizing the library and the hours that would best suit their needs.
4310	Longer hours would be welcome also. I always check the hours before leaving the house. I am retired and able to adjust my schedule /,dong need it to be on demand as handy as thst might be - would like Sunday afternoon option but I know everyone needs a weekend!	Have an updated computer system, and copy usage. It's very awkward using the copy machine and computer right now.	Rosemount had a nice renovation
4311		None	Great service - i know i don't use enough of available services
4312	I wish they were open on Sundays.	More Sundays!	
4313	Hours have been confusing as of late. Friday mornings are closed, and Sundays are closed. Would prefer open on Sundays. I have adjusted to their crazy schedule	Invest more in physical books, not just digital versions.	Family programs and investment in the childhood section very important. Carlingwood re-construction has actually decreased the appeal of the kids section, and it made it substantially less child friendly. Previously there was a nice secure area with door access.
4314		Mobile delivery like Uber eats	
4315			

4316	I think it should be open longer than it currently is.	The app is terrible, and the UI on the website isn't great. I wish its search function worked better, it was more proactive in recommendations and the layout of content was better. My recommendation is to look at chapters.com or indigo.com and copy that. I can see new books that have recently been published. Also, under every book it should say how many are in stock, out and hold, and an estimated time for when you will receive a copy if you add it as a hold.	
4317			
4318	Retired and can work around the current hours		
4319	the library opens at 1pm three days a week - I often want to pop in at noon on my lunch hour. the late opening hour is inconvenient and doesn't provide the access I want/need.	open at noon or earlier every day.	the last time I checked, the Summer Reading Program rewarded quantity of books read. As a parent of a child with a learning disability, reading part of a book over the summer is a major achievement. I wish the program was more inclusive of all readers.
4320	I don't use the physical library super often		
4322	to look at magazines	It would be great if the library could be open by 10 a.m. every day.	I love the Libby app

4323

I can adapt my schedule to go when the library is open

Frequently, Tuesday and Thursday mornings are very convenient for a quick visit to my branch as it is on my route home from whatever event I am attending. However, the branch does not open until one o'clock which by time I have gone home and then must go back later to pick up the materials I need. Not a major problem but there have been days when I have cycled there only to realize when I arrive that the branch is not open for another couple of hours.

Cannot add anything.

No.

No- only to say that I was very impressed with the response, and measures taken during covid. I appreciate the library staff???

4324

I just find that there is plenty of opportunity to visit the library in the week.

4325

4326

Closed on Sundays seems lame in the summer because I imagine that a lot of people would like to use the library that day. Same with being open only till 5pm on Saturday.

Keep up the amazing work. I love the library. I love the fun decorations at the main branch. And I love how kind and inclusive most staff are to the most vulnerable.

4327

4328
4329

I like that the hours extend into the evening on some week nights; it can be annoying that the library is closed on Sundays, but it is easy to plan around that, whereas if the library were never open outside of my work hours, I would have a tough time getting there.

The summer long weekends—Victoria day, labour day, etc. But I do not expect the library to be open then! It would feel unfair to staff.

4330

The late start time Tuesday, Thursday and Friday has got me more than once where I tried to stop by around 10 or 11 and was unable to pick up a hold. I also wished on more than one occasion you were open on Monday.

4332

OPL does an amazing job. We love them!

4333

Like many other rural residents, I try to piggyback errands and appointments to save on gas and travel time. I find it frustrating that the Carp branch is not open on Friday mornings.

4335

very good service

very satisfied with everything
thank you

<p>4336 To use the printer and photocopy facilities 4337</p>	<p>In general, the current hours of operation meet my needs. I would not like to see them reduced. I hope that Sunday hours will resume in September once we are past the July/August holiday season.</p>	<p>Family Day, Good Friday, Remembrance Day</p>	<p>The OPL provides a fantastic service. Thank you to all the staff that make this happen. And thank you to our city Councillors who maintain the necessary budget(s) for this important community service.</p>
<p>4338</p>	<p>I think it should be closed later than 6 pm. AS a family, it this around this time that I have time to bring to the library. If It could be extended, we won't always be in the rush.</p>	<p>To be open in the morning more frequently throughout the week</p>	
<p>4339</p>	<p>Dissatisfied how many days of the week, the library does not open until 1pm</p>	<p>To be open in the morning more frequently throughout the week</p>	
<p>4340</p>	<p>In summer, it would be nice to have hours before 1pm. Sunday would also be a good day to take my kid.</p>		

4341 To use the printer
4342

The lunch hour is often the only time I can get to the library because of my schedule. Given that the branch opens at 1pm four days of the week, this is often too late for me to be able to go. A noon open at the latest on more days, or every day, would be ideal.

Open the main library branch during noon hour

4343

I have had a good time reading the books, I have found interesting books. The service of the attendant people is good.

4344

I don't like the late opening times on Tuesday and Thursday.

No late openings on Tuesday/Thursday

When the new main branch at Lebreton Flats opens, I really hope there will still be a close option for folks living in the Centretown/Golden Triangle area around Elgin St, as Lebreton is not nearly as central. I understand the current main location will not remain the main branch, but I would really like to see some sort of small option still exist for our neighbourhood, even if this was just a tiny location to pick up and drop off our holds (like the bookmobile). Currently living just off Elgin, I live in a 15 minute city. If the Metcalfe main branch closes entirely, this will no longer be the case.

One part of this survey was left blank because it was too difficult to answer. KEEP IT SIMPLE...

4345	Every public library needs to be open on Sundays, IU realize the working world has changed but I believe most people are still off Sundays. The weekday hours are babysitting for students, but adults need the weekend	better quality books, the flood of propagandistic socialistic crap is useless	workspace for people to use, like for painting, or sculpting with clay would be nice. All you need is a sink and table space.
4346			
4347	Meets the needs of having a library right in the neighborhood.	That's the day I want to go or can go but I already know it is closed.	
4349	Since the branch is open past 6PM it is convenient for us to visit the library during working days		
4350	It is closed on Sundays. I am most able to go to the library on weekends because I work. It is also not open at lunch hour on most days.	Have programming for teens. More adult programming. I have to say that I was very impressed with the programming for small and school aged children which we used a lot at Nepean centrepont and Centennial	Civic holiday in August
4351	I would expect the library to be open the same as any business. It's always surprising to drive over and see that it doesn't open until the afternoon.		

4352	La succrsuale Sunnyside est formée le dimanche, ce qui limite les occasions de pouvoir y amener les enfants les fins de semaine. Pour permettre une utilisation plus régulière par les familles, il apparaît essentiel que la bibliothèque soit accessible aux enfants/familles les fins de semaine car plusieurs travaillent/fréquentent l'école durant la semaine.	Ouverture les dimanches I borrow digital books so rarely visit a branch. Days and hours of operation are not that important to me	
4353			
4354	The current hours meet my needs.	I can't think of anything.	
4355		At Vanier OPL I think French should be more accessible regarding films.	
4356			
4357			no
4358	They are different every day so hard to keep track.	Be open 7 days a week with the same hours everyday e.g., 10 am - 7 pm	Civic (August); Labour Day; National Day for Truth and Reconciliation; Remembrance Day; Good Friday; Victoria Day
4359			

4360

Nothing. Just fine as it is.

Please take note of the demographic difference between skin colour (white, black, brown) and ethnicity (eg, Italian, African, South Asian, etc). There are huge significant differences between people with Scottish, Polish and Spanish heritages. This is likely a big factor in reading preferences.

4362

I am retired so I have flexibility as to when I go to the library.

May , August, Family Day

I think the library should attract persons of all age groups, ethnicity. More groups for elders would be most appreciated.

4363

While I like the staggered hours (so that I can go later on certain days), I would like it to be open on Sundays.

While I am lucky enough not to need it for this reason, I do want to acknowledge the number of people who use the library for A/C in the summer (and heat in the winter).

4364

Branch closed both Sunday and Monday

This is a real need that would benefit from any extension in hours.

4365	I am often only able to go at lunch time or in the evenings or on Sundays to accommodate my very regular work schedule. However, the library often doesn't open until 1pm after my lunch hour, or is not open late enough in the evening to make it.	Open during lunch hour and until 8pm at least.	Labour day, civic holiday, family day etc. To the above question I'd rather on day day theyd be open earlier from 10-2/3 not 1-5 or extended hours.	The library app is fantastic! So is the offer of Gatineau park passes etc. Would love to be able to put them on short holds (ex. 5 hrs) to give enough time to get them at the library and even with penalty if not picked up on time.
4366	The hours are fine, it's just taking me a while to get used to the new schedule.	Longer weekend hours	Very happy with OPL services.	OPL is a vital service in our community.
4368	Prefer same hours every weekday.			

		<p>I would like very much for the Manotick library to expand its hours. It's closed Sunday until Tuesday afternoon, and I find this frustrating as I often run my errands early in the week and would like to stop in the branch to pick up holds and browse books. Also, opening the branch earlier than 10am in the morning would be appreciated by parents with toddlers. After dropping older kids off at school, I could then bring younger kids directly to the library. Currently there is a disconnect. School drop off is 9am, library doesn't open until 10am, and Wednesday is the only weekday morning it's open. Expanded hours would be appreciated!</p>	<p>Expand hours at the Manotick branch to include Monday mornings</p>	<p>Civic Holiday, Labor Day,</p>	<p>return to using classical architecture when designing new library branches. I love to read in the library, but I find few branches have beautiful or cozy and intimate spaces for readers. The chairs at my branch have been changed from traditional wingback, to modern and vinyl covered. The effect is unfortunately not pleasing, and new branches I've visited seem only to use contemporary architecture. I'd like a return to classical architecture (using the Golden Ratio) with high quality finishes. I think the OPL could perhaps consider following in the footsteps of a well designed coffee shop or wood panelled university library for interior reading spaces. I appreciate that the library would like to advance with technology and provide more of these platforms for users, but I feel that library spaces have moved away from making inviting nooks just for the pleasure of reading. I'm always</p>
4369		<p>Longer hours would be nicer e.g.</p>	<p>??</p>		<p>No</p>
4370		<p>Hours are convenient</p>			
4371					
4372	<p>Read Globe and Mail occasionally</p>	<p>I have no need to go at other times.</p>	<p>I am retired so can go any timr and find current hours sufficiently flexible. I need no changes.</p>		<p>Library services are great! Keep up good work!</p>

4373

make more books on
contemporary US politics available

The priority when considering opening hours should be on providing quality over quantity of service. Employees are motivated to provide quality service when their knowledge, needs and preferences are a key part of any change considerations, especially by those providing direct services to clients. And, especially at a time when a growing number of library users are borrowing ebooks, serious consideration should be given to whether funds that would be used used to provide each additional hour could be better used in other aspects of the service...e.g special needs users. Core hours, possibly supplemented by additional hours according to the season and/or the needs of a particular are possible if such individualized schedules are well communicated and kept up to date.

4374

No particular problems, but also no reason to use the library except to find/pick up reading material.

			I love the automatic check out, the email reminders and advice, the helpful staff, the workshops for grandchildren. I'd like to see more of the popular workshops for children on school holidays.
4375	It seems every time I go there it is closed. It should be opened at least 10-6 every day.	Have longer hours.	
4376	Sometimes it is closed unexpectedly		
4377	I like to go to the library over my lunch break, but sometimes the library doesn't open until 1pm.	Create a more welcoming space! The main library is so dingy and dark. Once I arrive I want to leave as soon as possible.	
4378	Orleans branch doesn't seem to be open most mornings, or least the mornings I want to be there.	More copies of popular English (language) authors and best sellers.	
4379	The current hours cover my needs.		
4381		Consistent in opening hrs on daily basis.	No
4382	Would like longer hours to pick up holds	Find a flexible way to let me pick up holds at a time convenient to me	
4383	My proximity to the branch and my flexible schedule helps.	Cannot think of anything in particular.	no
4384	Looking for better access to library.	Open longer hours especially in the summer	
4385		Unlock the washroom in the Main branch. It appears to have been a casualty of the Covid era.	

	<p>The hours of operation are all over the place. I find the hours to be very short and not consistent. For example on Friday they are only open for three hours in the afternoon some days they have longer hours some days very short hours and there doesn't seem to be any rhyme or reason to which days are open longer. I frequently get there and find it to be closed because I don't find it easy to remember.</p>	<p>Have longer hours during the week.</p>	<p>Should have more Chinese books in traditional Chinese</p>
4387	<p>The hours seem to change and I can never keep track of them. Also, for the library to be closed some days until 1 PM is very inconvenient for me.</p>	<p>Be open from 10 to noon Tuesday to Thursday and Saturday.</p>	
4388	<p>I believe all branches should be open 7 days per week, all year round.</p>	<p>More hours</p>	<p>Family Day, Labour Day</p>
4389		<p>Late hours on all weekdays</p>	<p>Stop dividing people based on their race, gender, gender identity etc. No need to offer books based on any of these criterias. Add more classical books so children read good literature.</p>
4390			

4391	I rarely go to the library. I prefer to use	Whenever I am there I receive		Since the pandemic, I use your on
4392	Libby and get books over the net.	good service and possibly help	More Libby access to new books	line service! Love it! Always a wait
				for popular books though.
		The 1pm opens aren't great, same		
		goes with the 6pm closes. If the		
		branches were open from 10-8		
4393		daily it would be ideal however I do		
		understand that this would		
		increase labour costs		
		I'm retired and have flexibility to		
		use the library regardless of the		
4394		hours of operation.	Open by 10 a.m. every day.	No
		Very sporadic open hours. It is a		
		convenient location but I often		
4395		don't use it because it is not open.	More hours of operation	
		The hours of operation change		
		depending on the day. I wish it		
		were open everyday at the same		
4396		time e.g. 11 -7pm.	Just hours of operation.	
4398			More books about golf.	
			longer opening hours on weekends	
4399			and evenings	
		The library is open when I need to		
4400	To read current magazines	visit	Open at 10:00 AM on all weekdays.	I love the library!
		I would prefer that the library open	Have a kiosk where I could pick up	
4401		at 10 am every day.	books even if the library is closed	

4402 borrow books

4403

Hours differ from day to day - can be confusing

Greater availability of e-books

To take my grandkids for books and to
4404 return books.

Staff are excellent

Shorter waits in most popular books

4405

It's hard to remember which days of the week have short hours and open late. Having a couple of later nights is great but not opening until 1pm is confusing and inconvenient.

Better card renewal (online) and

4406

Not long enough hours on Sundays. Should only be closed once a week

easier to pay late fees online, no minimum

Family Day

Would prefer all branches open during the week at 10:00 am. 1:00 discourages me as a senior. Do not really go during the weekend at all. Opening time again is huge, have no interest in going past 1:00 pm or the evening. Thank you. So appreciate having a well-functioning public library system - thank you!!!

Really appreciate and use all the time, the ability to borrow OPL books online. A fantastic service.

City Hall needs to improve funding to restore hours and services.

COVID was a defining factor in changing branch operations and hours of opening. There has not been a return to pre-COVID hours, though other restrictions have now been lifted. This is possibly owing to a future change to Sunday hours, but is difficult to understand, when customer demand has been already established as being high, especially for wifi and internet use, at many branches. There has been no explanation for the reduced hours in dropping two evenings at Carlingwood, unless I have missed intended communications.

4408 to take my grandchildren

I find the opening time of 1:00 pm a bit late. Also difficult to remember which days open early and which ones open late. The library has always promptly notify me when my reserved book is in.

4409

Open more locations on Sunday - even if it's just in the morning

4411

Would prefer the branch to be open on Sunday. Would also branch to be open to 8:00 pm more than two nights per week. I like having the afternoon-evening hours

4414 To sit and relax with a magazine or a book.

Later closing hours on Tuesday, Wednesday and Thursday.

4416

OLP is great!

Love the museum passes!

4417	To use the printer	They have worked for me personally.		I really value the library and the services it provides. I think there are a lot of people that don't know all the services the library provides so if OPL could do some advertising about some of the services people may not know about , I think that would be great to get more people using the library.
4418		The hours fit my life-style		
4420		Being retired, my time is flexible and the hours suit me.	Not a thing!	No
4421		BECAUSE EVERY BOOK SELECTED WAS AVAILABLE AND. THE STAFF IS EXCELLENT		NONE Use your imagination. No need to hire a survey form. Just copy opening hours of other libraries across Canada and the U.S. and the world.
4422		Your opening hours are ridiculous.	Serve the public - not the other way around.	
4423				
4424		More availability of books		
4426	i don't visit	if i did i would be satisfied as I have been in the distant past	more ebooks..wait times are often weeks	none
4427		Would like more weekend hours	Reserve museum passes	
4428		It is hard to know when the library is open as there is such an inconsistent range of hours.	Set aside 10 books (same title) selected by book clubs	Keep the 10-1 pm Monday through Thursday; 2-6 pm Monday, Wednesday, Friday and Saturday 10-1 pm
4429		Elmvale mall closes at 6pm most night. I don't go to a closed mall		

4431	Seems right	More copies of in demand books	I find the OPL to be very effective and efficient.
4432	Mainly because of the hours. Le serice à la clientèle est toujours adéquat le servie est bilingue très apprécié merci	Have consistent hours between all branches.	
4433		Pour le moment c'est bien ainsi,	ok
4434			
4435	Etant retraitée la biblio est ouverte durant le jour. Si je travaillerais différente réponse car la biblio n'est pas ouverte certain soir (jeudi)		
4436	I am retired, so I am able to accomodate.	Sorry - no suggestion.	Thank you for being there. Within 30 minute walk.
4437	To noisy. Kids screaming.		
4438	Employees talk loud. Elle ferme trop tôt	show some manners	

I believe that my branch has announced new hours recently, which vary day to day, and the answer above relates to those new hours. Sunnyside had been open weekdays, Saturdays, and most weekday evenings, which was convenient. I didn't need to wonder whether it would be open when I found time to go there. The more recent hours have it open some mornings and not others and some evenings and not others, which means I need to pay attention to which day and time it will be open. There will be more times when I find that when I have time to go, the library will not be open.

I do not have a regular time to go to the library. Therefore, several questions on this survey are not relevant to me. However, I do think that the library is an essential service for many people, and local branches should be open as much as possible. If you must reduce the hours of the smaller branches, please designate a few branches that are convenient to get to and have parking available and advertise those as full-service branches. Also, it is great to have on-line services such as Hoopla and e-books, where we can obtain materials without coming to the branch. Finally, I am not sure that doing away with overdue fines was a good idea. I for one have been more lax about returning items since then, even though I do not mind to pay fines, as I know that the money is going to the library system.

Keep up the great work! It would be nice to have 8 Hoopla views per month rather than 6, as there are many videos that are split in two parts, so you have to use two views to see the whole thing.

4441	<p>I have never had a bad experience at the library or using online options. I use Overdrive as well as Express Collection and found that having those apps helped me access reading material during Covid</p>	Nothing	No
4442 4444	<p>It would be preferable to have evening hours - especially in winter. I don't like the library opening @ 1:00p.m. For centres that run morning programs it is optimal to have the opportunity to go to the library before or after.</p>	<p>Overall I am pleased with the services. I am disappointed with the current more limited hours.</p>	<p>Ideally the public library should be open as often and as long as possible. For some in abusive environments it can be a safe haven. It also enables people of low income access to computers and books etc... It is a valuable resource. Funding should never be cut to libraries.</p>
4445	<p>The hours do not align with the needs of working families. It is closed on Sundays, and only open late a few days a week. the alternating days makes it really hard to follow. If still needing a staggered start, why not open at noon instead of 1pm. As a working parent, I only have time over my lunch hour to pick up holds or books and cannot get there for 1.</p>	<p>consistent hours that align with the needs of families. i can't get there to pick up holds bc of the hours and then I get charged.</p>	

4446 Sometimes the short hours on the weekend limit how I can combine a trip to the library with my errands.

4447 The Library is open late on Fridays and also on Sundays. I consider the Library to be a treasure. I recognize the extraordinary lengths that staff went to to keep Rosemount open during renovations and COVID and thank staff for their efforts.

4449 Beaverbrook still has reduced hours from Covid, and I sometimes have to reschedule when to go because they're closed. Continue to carry earlier books from series or accept them as suggestions to purchase because they sometimes aren't replaced (or ever purchased if they only became popular later), which is frustrating when trying to check out new authors, or recommending well known older works.

4452
4453
4454

Although we will always want more hours, more books (digital and physical), and more DVDs available from the library, we do appreciate all of the resources made available by the OPL, including many of the lesser-known digital ones (mango languages, streaming, etc).

4455
4456

Staff is always helpful and welcoming.

Make available more teen activities.

4457

The branch staff have always been very helpful.

4458
4459

The branch was closed during the winter on Friday mornings and this is the only time I can take my granddaughter there.

Open Friday mornings. I have my grandkids on PD days that are normally on Fridays and I would take them to the library in the morning.

4460

Great service, community small library
I appreciate the library but we have less hours available to the public now

I would like more movies and books from the U.K.

4462 Check out express DVDs

I do enjoy and use the library and it's services monthly. It is a great resource. The ability to create PDF from the photocopier is a service I use often. The staff at our local library is fantastic. They make it a point to welcome you and chat. They often greet community patrol members by name. Thank you.

No.

More French Canadian books for the children in French immersion.

Sometimes I find an author whose writing I enjoy and when I try to find copies of earlier books written, the library doesn't have them. I'm thinking Leon Uris or William Kent Krueger. Often these writers are from the past in the case of Uris. I also wonder are books replaced when they are worn out or lost or is it just onto a new author instead because the library needs to be current

4463 To use the printer
 I can usually do what I require from the library during those hours
 The library does an awesome job. Perhaps lengthen hours

4464
 Volunteer English tutor for People, words and Change
 4466
 4467
 I would like to see hours more consistent. Some days the library is open @ 10 am and other days 1:00 pm. I realize the 1:00 pm opening means the library will be open till 8:00 pm.
 Overall I am pleased with my library meeting my needs.
 I would love to access the library earlier in the morning
 Small private rooms for tutoring

4468
 Access for problems with ebook loads have been avoided because of Co ID and availability
 Solve my download problem to my reader.

4469
 Staff are always helpful
 Have more ebooks

4470

No

4471 I run the used book store
4472

The library opens 3 days early and 3 days in afternoon to 8 pm. Hours were reduced from pre-pandemic times due to lack of employees to cover the longer hours.

4473

It's a great balance between staffing cost and public availability. If you could double the staff I'm sure you could open from 9am to 9pm every day, but that's not realistic. With the varied hours by day (some open early, some stay open late), you at least give people a couple days a week that should work with their schedule.

If it was possible to be open on Sundays, great. But not at the expense of giving staff the day off during the summer.

4474

Meets my needs

Have a wait list for the museum and gallery passes. I go to the library once a week on average, and in six years I have been unable to get one.

...the great the person the

library was one of the best-organized places in Ottawa. The rules made sense and the staff were always friendly and helpful. For more than two years we have restricted ourselves to picking up and returning holds, but are now starting to browse a bit. Not a lot because we have been able to find more than enough books and movies through the catalogue. There is one feature that would be nice to add. We try to use the pause feature to ensure a smooth flow of books and movies and to avoid having any arrive when we plan to be out of town, but holds sometimes show up much sooner than expected. It would be helpful if the library could send an email each week listing all holds in order of estimated waiting time, based on position in line, number of copies, and typical length of time that each item is kept by a borrower. We could then pause some if they were clumping up. It

I love the renovations at the Beaverbrook branch, the new(ish) facility is very welcoming and impressive

Make more classic movies available. First choice DVD but streaming is fine. Many great ones (African Queen for example) are not available now and there is little chance that a new version will be released that would qualify under the "2 years old or less" rule.

more free passes to local museums and attractions as well as festivals, and events

We are retired so our visiting hours are flexible. It's open enough that we can get there whenever we have holds to pick up (which is most weeks). Hours don't reflect needs of 9-5 workers or full time students

4475

4477 To browse
4478

4479

4480	I hold this opinion because I am able to go to the Emerald Plaza Branch during its current hours of operation.	All my needs are already met by the OPL.	No, I do not.
4481			
4482	Because the hours vary, I don't always remember when the branch is open		I would love to see more books available in the Dyslexic font
4483	It's closed three mornings out of six (Tuesday, Thursday, and Friday. Doesn't open until 1 p.m. It makes it harder to walk to the branch on very hot days. Dropping off books is not a problem but picking up my holds is. I walk to my branch (2.5 km round trip.)		
4484	I am always able to get my books in a timely manner, and often use ebooks, so hours of opening are not a huge issue.	Provide Book Club Bags with several copies of books. Please consider this. Check with the Calgary Public Library to see how they provide this amazing service for book clubs.	Book Club bags! Each bag provides several copies of a book suitable for book clubs. The Calgary Public Library has done this for many years and it is an amazing service for Book Clubs. Please contact them to find out more about this!
4485			
4486	It seems late open and erratic closing hours. Consistent would be appreciated		
4487	I have had no trouble with accessing the library during its working hours.		
4488			

4490	<p>Hours go into the evenings which is much appreciated as I do not have access before 6 many evenings. Also appreciate Saturday hours.</p>	<p>Advertise more effectively which branches are open on Sunday's</p>	<p>Since covid restrictions I've been taking out more ebooks. Great variety, just prefer real books...</p>
4491	<p>Have gone a few times to pick up books and it was closed. Oh well.</p>	<p>Open especially on heat wave days. If in town would maybe go</p>	
4494	<p>Les heures d'ouverture me permettent facilement de récupérer les livres réservés à la fin de la journée.</p>		
4495		<p>open every morning</p>	<p>I think they are doing a great job. Opening hours each morning would be good. We have often ended up making plans to go, forgetting to look at the schedule and finding the library closed.</p>

4496	I am able to find my books on hold and check them out fast and efficiently	Allow more time to pick up holds.	when libraries are closed. Set up book drop off locations at different entrances of the building in case one is blocked off for construction. Allow a 1x/month special request to extend duration of borrowing (i.e. renew for 1 extra week for a book that has existing holds). Restrictions on the number of times people can request it so it doesn't affect wait times too drastically. Get app notifications on phone for the following cases: when book is due soon / hold ready to pick up / hold expiring soon / book suggestion has been purchased or available. Make borrowing passes for museums and other entertainment, borrowing of instruments more accessible. Have more passes that can be distributed and make info on how to borrow things (that aren't books) more readily available - guidelines/how-to, loan period and other policy. Have more free classes/sessions on personal
4498	Seems to always be closed when I want to go. Or I go and find that the hours have changed.	Far more digital and audio books.	I used to be in the library all the time, finding a book or picking up a hold. Since covid, not very much, thus my comment about digital and audio books.
4499		Less Wait time for e-books	

4500			Open earlier	
	I wish they were open during lunch hour, I find the times a bit strange and it's too bad they are closed on			
4501	Sundays.		Open on Sundays	
4502	The branch is clean and the staff are knowledgeable.		I would like to have the online items sooner.	
	Some days/ times of the week more convenient for me to go there, the library is closed or not yet opened		Be opened during regular lunch hour times 11am to 1pm	Every one except for christmas new year and easter
4503			Reminder text messages for holds and returns.	
4504	Great staff, layout and place to go.			
4505	print and copy	library should be open weekends throught the year, and have at least a core timing of 10 am to 3 pm	open weekends at least between 10 am to 2 pm	
		The main branch used to be open until late at night every evening. Now it's only open until 6pm most nights.	The OPL should be open seven days a week.	
4507				
4508		no sunday hours	Sunday hours at my local branch	remembrance day
4509		It's open at convenient times		
		Some nights it closes earlier than I can get there after work		
4510				

Re the question related to citizen- you missed a very important one- A citizen born in another country.... I consider it an insult to be forced to choose an "immigrant" when I have lived over 40 years as a Canadian citizen....much more than many of the first generation Canadians! Expect better categorization from respected a org like Nanos.

4511

evening hours have been reduced

4512

Not always open during work hours Open earlier during the week

4513

4514

Open at 10AM, Stores open at 8AM

That means getting groceries first and dragging them to the library.

Would rather start day with library, grab groceries, head home, have lunch, start part 2 of day feeling accomplished. OR Consistent closing hour of 9PM. Same reason. Part 2 of my day would be library and the groceries.

NOT LOOK PEOPLE OUT OF LOOKING AT THEIRIBRARY ACCOUNTS ONLINE. YOU DID THIS AND I COULD NOT CANCEL 8 HOLDS. YOU CRIMINALS STOLE \$8.00 FROM ME. EIGHT DOLLARS IS A LOT ON DISABILITY. ODSP IS BARELY ENOUGH TO PAY RENT AND BUY FOOD

4515

4516

4517

extended hours would be convenient

nothing

Would like to see dyslexia friendly resources. (eg reading list of dyslexia friendly books, resource page on the website that would be targeted to both parents and students with reading based learning difficulties). Overall, amazing staff at the Rosemount library. Looking forward to the new library. Hoping it will be a visionary and welcoming library like the new library in Halifax.

Elevators are not a reliable way to move disabled people. RAMPS. Even able bodied people will use ramps over stairs. MOMA(Museum of Modern Art) is on giant circular ramp leading into different levels, galleries. Ottawa continues to think backwards, and limiting expecting disabled people to ask for permission to be alive.

4521	I would love to go late night or weekends when I have the chance to actually go to the library.	The OPL is amazing, I just wish the range or open hours was longer :)		
4522				The current hours work fine for me. I like the balance between some days with morning-oriented hours and some with evening-oriented hours. I also like that the library staff have Sundays off to enjoy their summer too!
4524 restroom	Wish it was open earlier on weekends.	Open a bit earlier in the AM for pick ups and browsing	thanksgiving	Thank you for conducting this survey and being interested in your users.
4526	I am a library super user and really appreciate the resource. I encourage others to use the library.			I love the OPL. I used to go to the Nepean Centreponte Library daily from Monday to Friday during my lunch hour, but have stopped this since the pandemic, as I worked near the library but now work from home.
4527	I have been caught because some mornings (Tues and Thurs) this branch is not open. The last time I went on either a Tues or a Thurs morning, there were several of us who hadn't checked the hours first. A consistent opening time is important. Opening a few nights per week is expected.	Have books placed on Hold cycle more quickly. Since the Overdue Fines have been lifted, it feels like it takes longer to get a book on Hold.		I love that books are available through inter library loan. OPL does this very well (except that it's taking a bit longer now).

4528		Circulate books and videos faster, 3 weeks for books and 1 week for videos.	
	The space is beautiful and welcoming. The holds service works well and I can usually find a book of interest on the shelf!	OPL is doing such a great job, I cannot think of other needs except to be as accessible as possible for everyone in the community (which is a driving priority already for OPL).	Too many personal questions in this survey.
4529			Please be bold in the vision for how the new central library under construction on Lebreton Flats can be a dynamic and inspiring public library space!
4530	The Carp branch employees have always been very helpful if and when I have needed that assistance ...	OPL is doing an excellent job of meeting my needs I'm a retired senior who uses the library a lot. Thanks very much!	
4532	The hours meet my needs. Hours different every day and often no morning hours. Not easy to keep track of.		
4533			
4534		Have more copies of popular books so that wait times are less.	No
4535			
4536			
4537			
4538			
4539	Often I do errands on Thursday and Friday mornings and it is inconvenient that the library is closed until 1.	I like the way OPL is operating. It serves my needs very well. Perhaps make Inter-library loans a little easier to request.	Keep up the great work! I love that when my grandkids come visiting from afar we are able to borrow books for them without any difficulty.
4540	Don't always remember opening is at 1:00! Get there to find it closed.	Open in the morning.	All in all it is a wonderful experience.
4541	Easy to access		

4543

4544 To return books

4545

It's nice that hours have extended into the evening. However, it's hard to keep track of which evenings are late ones. 10am is also a later start time when you have small kids at home. 9:30am would allow for an outing and then home for lunch.

Have more museum passes available.

Sundays all year.

4546

4547

I have made it work, but I am a non-resident patron and it can be hard for me to get over in a way that works with the schedule. For example, I have forgotten more than once about the 1:00 opening time and stopped at the library when I'm over in Ottawa, only to be reminded and unable to do what I needed to do. It hasn't been the end of the world, but also not super convenient.

Honestly I've been so impressed with OPL, I do just wish the hours were better for patron access. I personally believe libraries should be open every day, at least for a time. And I think they need to be open later - from 9:00 or 10:00 am to 9:00 pm during the week, and then on both days of the weekend. Better opening hours on the weekend.

Having to have a library card to register for the dropins was prohibitive to us going. I have three kids under the age of 6, I don't want to manage three additional library accounts. Why could I not have registered for the program using my card and simply stipulate how many kids I was bringing? (There is no back button on this survey, so I missed being able to say how many people were part of my household by clicking next too soon).

I love the library and happily renew my non-resident membership each year no matter what. I do think though, for more equitable access in a city of over a million people, it's important to look at the hours of operation and make some changes. I'm so glad you're looking at this and I thank you for the opportunity to be involved.

4548	Longer evening hours and Sunday hours would serve Centretown residents better.		
4549	The branch is rather small		
4551	I find the different hours on different days confusing. Because I prefer to visit the library in the morning, Tuesdays, Thursdays, and Fridays are a nuisance because the library doesn't open until the afternoon.		
4552	It would be useful if the branch were open earlier in the morning for pickups only. I also don't like the staggered hours, because I can never be 100% certain that the branch is open.		
4553	Certaines journées ma bibliothèque ouvre tôt, alors que d'autres journées, elle ferme tard, ce qui me permet de toujours trouver un moment dans la semaine où l'horaire me convient.	Toujours être ouverte en semaine (du lundi au vendredi) sur l'heure du dîner (de midi à 13h).	
4554			
4555	Not open during advertised hours, hours are terrible		
4556		It would be good to have the latest books on a separate shelf, rather than on the 7 day reads shelves.	As an avid reader I find the library to be so convenient for reading the many books that I get through in a month..

4558	I am having no problems and all the staff is very pleasant.			
4560				
4562	I haven't been very often			
4563	Would like longer hours on weekends.			
		Open at 9am on Mon - Thursday.		
4565	I look forward to regular hours resuming. When working part-time, it is easy to time visits with open hours, but working full-time, day-time visits are trickier.	Kids are older now, but when they were little, it would have been nice to drop them off at school, then pick up holds without having an awkward hour to wait.		
4566	Only open at 1:00 pm on Tuesdays and Thursdays			
4567	Never have any issues finding a time to pick up my holds. However, because hours are sometimes different from day to day I'm never quite sure whether it will be open in the evening. I have to check every time I plan to go just in case. I work Monday to Friday. Weekends would be the best time for me to use the library, but it's not open Sunday.			
4568	Temporary hour changes are hard to keep up with. Closed mornings could open at noon for lunchtime traffic. Closed on Sundays hurts my heart!	Longer hours		
4569		Literally Summer Sundays!		
4570	These hours work for me.	Otherwise flawless service, huge fan!	Labour's day monday	Can we make donations to things like kids camps? There should be more ways to help the library flourish

4572 The library should be open at 9 a.m. every weekday, not just three days a week. Allow users to renew a book (not an express title) once even if it has holds on it. Sometimes three weeks just isn't enough.

4574 It would be nice if it were open later on Fridays

4576 Closed on Sundays . Location is convenient because close to home (walking distance) but ours make it hard to visit during a normal workday e.g. 10-6

4579 Because the hours of Elmvale Acres is mostly during working hours. Saturday is only afternoon. The hours should be more around when the users can actually go pick up holds. Often I am RUSHING to get there before it closes and the fact that it is closed on Sundays is also inconvenient. better open hours

4580 When something works for me I do not indulge in navel-gazing! The system works to my satisfaction. I would like to go there a little earlier in the mornings on weekdays as we walk daily in the area.

4581 N/A

I was unable to answer one of your questions because your imagination failed you. I am Canadian by birth but was not born in Canada. The classification of "white" is too broad.

No

4582

4583 Download books via Digital

The Library doesn't always have enough copies of the books I want to borrow online.

Provide easier access to book downloads.

Not at this time!

4584

It would be better if this branch was open consistently for hold pickups to 8:00 PM every weekday and to 6:00 PM on weekends.

More ebook edition of books

4585

I have more time to visit the library on Sundays.

Open on Sunday!

Open on Sundays when people have time to visit after their work.

4586

Fairly consistent hours and 'permissive' late fee policy and ability to drop off returns after hours meet my needs.

Allow user to extend hold 'pickup by' date of books on pickup shelf by one week if user happens to be on vacation for the first week it is arrives on pickup shelf.
Mettre les nouveaux livres en circulation plus rapidement.

I like the way OPL partners with 3 other Ontario city libraries to allow OPL users to place holds on their e-books.

4587 Pour retourner mes livres

Heures trop courtes le vendredi et le samedi
It's hard to remember what the library hours are each day as they vary each day

Informer de l'arrivée d'un livre qu'on a suggéré d'acheter

Mes visites à la bibliothèque ont toujours été des bons moments.

4588

4589

More books by diverse authors.
Explore a fingerprint / lock system to pick up holds anytime.

4590

Times keep changing. Not open on Sunday, or Friday morning in the past

stop changing opening hours

4591

Better weekend hours and longer hours in general

It is a shame that you will only order current books. it seems like a ridiculous criteria to use when deciding whether a book should be bought for the library.

Updated my library card there a few years ago
4592 ago

4593

I've only been in my neighbourhood library perhaps two or three times. I regularly download and read e-books through OverDrive, so I don't have a large enough pool of experiences to draw on for a proper evaluation.

99% of my borrowing is electronic so my need to visit a branch in person is very infrequent, so really, any hours are fine for me.

could be implemented at all, but hey, since you asked, here it is... Although it has nothing to do with the physical libraries and may not, therefore, even be part of your current mandate, I'm taking this opportunity to throw it out into the universe, nonetheless: Would it be at all possible to have the ability to list an author's titles in a more orderly fashion? Currently, a well-published author with over 100 books available at OPL like Maya Banks, for example, has e-titles appearing like book vomit over numerous screens when her works are searched through OverDrive. They are one jumbled up hot mess. As an admittedly anally retentive reader and one who enjoys plowing through entire series, it would be spectacular to have the books automatically appear by default by series. Searching Maya Banks through the OPL website currently yields an even messier mishmash of both hard copy and e-copy titles,

Continue to expand their collection of ebooks and electronic audio books.

Thank you for providing me with such a broad variety of awesome ways to expand my (feeble) brain cells!

4594	There's flexibility between opening and closing times, which I like. What puts me into the "somewhat dissatisfied" category is that the library is closed Sundays	Family Day	
4595	I would like the branch to start reopening at 10 am Tuesday and Thursdays		NO
4596	It closes on 5pm on Saturday evenings and off on Sundays. And closes at 6pm on Fridays. I am a working mother so I usually only get time either on Friday evenings or Saturday evenings or Sundays, all three of which are offlimits at this branch and hence I am not able to spend as much of a quality time I would like to at the library. I use the hold options extensively and am very happy about the service.		
4597	I usually find what I am looking for.	I may need some books on a Sunday.	No
4599	The service is great.		
4600			
4601	As someone who works the hours are very limited I sometimes want to take my kids but the library is closed	Have it open for longer	
4602			

4603	Only open during limited hours on Saturday (10am to 5pm) and closed on Sunday.	Be open on Sundays	
4604	It would be great to have full day hours during the week.		
4605	Librarians are very helpful . Premises are clean and in order.	More books	
4606	think libraries should be open on Sunday when kids have more time to access them	rotate the books amongst the various library branches. I stopped using the Manotick library as I had read almost all the crime novels and biographies and light histories that were available	all efforts to keep public libraries operating are worthwhile
4607		Hours should be somewhat consistent across weekdays. For example, always open from 1-9 p.m., except maybe for Fridays. As it is currently, I can't keep track of which evenings they are open and which evenings they are closed. Evening hours aren't needed Friday to Sunday, but they are super helpful on weekdays.	

4609 4610 4611	Hours are different every day. Opens later on some days and closes early on some days. It is a bit of a hit and miss as to whether it is open.	Consistent hours on weekdays. Open earlier on Saturday.
4612	Great selection of newly released novels, lots of daily newspapers, comfortable chairs and work tables and excellent, serviced-focused staff. I am free most mornings yet this branch is only open full days for two days of the week, one of them a wednesday during which I cannot attend it.	More electronic copies of novels to access via E-copy.
4613	Predictable hours are published. Helps for smooth planning. The library is always open when I want to go.	Be open more mornings per week All of my need are perfectly met at Carlingwood Branch; esp. helpful staff.
4615		I can't think of anything.

I love having the access to books that is provided by OPL. I only go to the branch to pick up my holds and browse new titles, and sometimes check out a magazine. It is such a great service for our community.

4616	I went one day, Wednesday in the morning to pick up a hold and then again on Thursday in the AM to find it didn't open until 1:00 pm. I don't use the library a lot so was surprised by this. I knew about Friday hours. So, my own fault for not checking the hours before I went. However, I was not alone that Thursday as a about 6 or 7 people were also surprised to find it closed. There was someone at the door pointing to the open times.	No suggestions.	I m very pleased that I can borrow books from across the system and have them delivered to my local branch. I am borrowing more books as I am trying to reduce the number of books I own, that I only read once.
4617 4618	Of course longer hours would mean that there are fewer times when you can't go, but I have no real issues with the current hours.	More availability of some not recent but still popular books.	No
4619	The half day in the middle of the week can be very frustrating.	Not limit opening times. Please don't limit library availability even further!	Again, please don't limit library hours further I get tired of using electronic media ,all the time. I love to read paper copies and enjoy the library atmosphere.
4620	Reduced hours. I am used to old hours. I enjoy reading newspapers, magazines, books etc. (paper copy)	I am happy that it meets my needs. Thanks Supply an ongoing list of new books and a larger meeting room for bookclub meetings	
4622 Online book club 4623	No complaints		No comment

4624

The library should be open on Sunday. Most people work during weekdays

4625

4626 Museum passes

The hours flip-flop back and forth from being open in the morning and closing early afternoon, to opening in the afternoon and closing at 8. The hours should be more consistent if possible.
The staff are amazing

Expand the children section. Every time I go to the library, this is the most popular spot. A lot of adults reserve their books online (holds), but kids like going to the library and looking through the books and choosing some that they like. It is an activity and adventure for them. When I come without my daughter, I am in and out very quickly because I am picking up a hold. When I bring my 3-year old, we like to spend time looking at the books, and often it is very busy and crowded. Also... perhaps the kids section at some libraries could be closer to windows (Ruth E. for example). I think Centrepointe and Emerald Plaza kids section are quite nice since pre-covid they had some toys to play with too.

OPL should focus on kids and youth sections. These are the people who go to the library as an activity (some alone, some with their parents). Adults usually place holds and are in and out of the library really quickly. The children section is always busy, especially on weekends. I don't think Adult's really scan shelves for books anymore, but toddlers, children and youth do. It will also teach them how to read the dewey decimal system!

Alternance des jours entre soirées
ouvertes vs matinées ouvertes. Ça
marche bien, c'est facile à retenir,
et ainsi on bénéficie de plusieurs
choix matinées/soirées par
semaine.

Avoir davantage de
bibliotechniciennes qui parlent
français

Je ne crois pas que les suggestions
de livres à acheter devraient être
rejetées automatiquement si
l'année de publication date d'il y a
quelques années. Une bibliothèque
est un réservoir de connaissances,
pas une librairie qui a une réserve
de stocks pour un profit immédiat.
Par exemple, une ressource
importante et difficile à trouver
pour les minorités transgenres se
retrouve parfois dans des livres à
tendance autobiographique, mais
dont la parution remonte à
plusieurs décades. Autre exemple,
des biographies sur des auteurs
classiques (i. e. George Sand),
datées d'il y a plusieurs années,
sont tout à fait appropriées pour
les usagers de la bibliothèque
municipale, mais automatiquement
rejetées sans espoir d'appel
puisque c'est une politique d'achat.
Il faudrait peut-être user de
jugement à la place d'une décision
automatique.

<p>to informally spend time with community 4628 and neighbours 4630</p>	<p>Carlingwood Library has reduced hours despite a large community accessing it. These hours were further reduced during Covid and never restored. The Carlingwood Library should be opened daily including Sunday and should have more morning hours. There is always a lineup on the days the Library opens at 1pm and the overnight drop box is frequently jammed full during off hours.</p>	<p>More open hours, especially mornings. There is insufficient opportunity to pick up and return books.</p>	<p>Carlingwood Library underserves this community that wants restored and increased access to its assets. I find the reduced hours and absence of Sunday opening baffling as I have lived in less populous parts of Ottawa that had more open hours. The staff are lovely and helpful when approached. Many thanks for their service to our community. This small library is able to serve better through access to interlibrary loans.</p>
<p>4631</p>	<p>The recent change to only open at 1 pm three days a week is very inconvenient. I often walk to the library on my lunch break and now it is almost always shut.</p>	<p>To be open by noon on Monday-Friday</p>	
<p>4632</p>	<p>The library is open mostly during the hours that I need.</p>		
<p>4633</p>	<p>Never the same. Always need to check</p>	<p>Standard hours</p>	<p>No</p>

4634

Je suis à la retraite, donc je peux
m'ajuster aux heures d'ouverture.

Lorsque je fais une suggestion pour
un nouveau livre, la demande reste
longtemps en révision. C'est une
chose que j'aimerais comprendre
pourquoi. Les employés sont
toujours prêts à aider et prennent
le temps d'expliquer (ex: de l'aide
avec un ordinateur). Merci

1) Pas d'horaire constant pour chaque jour de la semaine (dois consulter avant chaque déplacement). Fermeture soirée lundi, mercredi, vendredi, samedi, dimanche. Fermeture matin mardi, jeudi, vendredi, dimanche. 2) fermé au moment de faire les courses dans le quartier (matinée ou soirée). Lorsque fermé (la plupart du temps), on peut retourner les articles empruntés, mais pas prendre les nouveaux, ni laisser des dons de livres (dois donc faire deux aller-retours pour ce qui devrait se faire en une seule visite). 3) fermé le dimanche, jour le plus propice aux recherches, lecture détaillée, et quand temps personnel est disponible. 4) reçoit le message email que mes articles réservés sont disponibles alors que la succursale est fermée!

1) accès aux articles réservés en dehors des heures d'ouverture réduites (distributrice?) 2) accès aux journaux et revues en ligne à partir de chez soi (puisque'on ne peut les lire en succursale fermée)

lorsque les commerces voisins sont ouverts

4635

Ideally, it would be more convenient to have earlier hours on Tuesday and Thursday.

more morning hours

not at this time

4636

4639

4640	I would like to see the library open on all weekday mornings and evenings, in addition to some time on Saturday.	Over the past decades, there's been a marked decrease in the portion of floorspace devoted to shelves of books. This makes it harder to find something I want to read by just browsing the shelves, and has prompted me to use the holds service (to get books from other branches) more heavily. I would prefer to see more books in the branch.	
4641	During the weekdays when I can quickly pop by on a work break and pick up my holds the library is closed in the mornings.	Work on getting more free passes for the museums in Ottawa.	Summer, except Canada day and Thanksgiving
4642	Been awhile since I went there but last time they had curbed their opening hours. I understand cost cutting measures so it's fine but not a higher satisfaction rating.		
4643 choose and return books and DVDs	Hours meet my needs as a senior. Aucune succursale ouverte le dimanche dans le secteur de Rideau-Vanier	Ouvrir plus de succursales le dimanche, à l'année longue	
4644	I go over my lunch hour and it is	always open	
4645			
4646			

4647	It's a lovely place to bring my daughter. It's a good feeling to be there.	Being open more often would mean I could go more often. Every time I think to myself "what can we do today" - I do think about spending an hour at the library. But often it isn't open. (We're new to Ottawa, so we didn't realize this is only a summer thing).	
4649	I wish it was open 7 days per week.	Be open on Mondays.	
4650 to relax	I have a very flexible schedule so there are plenty of convenient times to visit the library.	An addition with windowed sitting room.	Improvement and expansion of the physical building of any library is an important contribution to our communities.
4651 4654	I think the hours that the Orleans Branch are open, work well for me.		
4655 Pour participer au Book Club mensuel	A titre de retraitée les heures sont convenables		
4656	Friendly staff, a safe and welcoming space		
4657 4658	I usually can find a time where I can go and pick up items I have reserved	More ebooks, access to ancestry online services remotely	Focus on improving online digital services
4659	I do all my errands in the morning and half the time the Emerald Plaza branch opens at 1 pm. Not a big deal, I adjust errands accordingly.	Really, I am fine with the way things are.	no

4660

It is a matter of learning the schedule, but I always mix up which days open early, and which days not till 1pm. It would be nice if it opened at least by noon every day as the library is a great place to spend one's lunch hour.

If not all locations having Sunday summer hours, perhaps a nice spread of some across the city?

Not Christmas day

4661

I would prefer longer hours and hours on Sunday

Extend opening times

Family Day, Good Friday

4662

4663

I wish the hours of operations were consistent. Some days it opens at 10 am while others at 1 pm. I also hope it would be open on Sunday during the summer hours. The used book store hours aren't available online. The number of French books available at the Nepean branch is insufficient.

When a suggested purchase is approved, the person who placed the request is on the waiting list to receive the item. Books available only on CD be available as an eBook or an audiobook. Few patrons have CD readers.

We think the library is a social and public good. We support tax dollars going to support opportunities for the library to be available to more people, in different ways, for more than just book/information. We also firmly believe that libraries are a space that should be welcoming for even the most vulnerable of our community and think it is important that libraries be places where people who have no where else to go can spend their time (in safe ways of course).

Send by email reading recommendations based on books completed. Reading challenges for all ages such as reading a book with a yellow cover or with two animals on the cover or a number in the title. Reading challenges for the summer: How many books did you read during the summer holidays? Doing YouTube videos for book reviews. Live YouTube or other social media interviewing authors.

4664	Mornings are more convenient for me. So I wish they were always open in the morning. Staff are friendly and helpful.		No
4665	Pleasant atmosphere. Equipment is reliable....	Provide cost effective Faxing Service	I love the Greenboro Branch!
4666			
4668		open as much as often as possible.	We did not rank days of the week for use because we appreciate OPLs open every day of the week, throughout the city; we visit several locations.
4669	The Orleans branch is usually open when I would like to go there. Sometimes I have found myself waiting for the library to open, when it opens in the early afternoon. However, most of the time I have a good idea of the open hours and plan accordingly.	Continue to offer - and even increase - computer technology and software seminars, as well as international language classes. Thank you so much for asking.	
4670	hours could be better, some days esp Fridays are not good	it would be super interesting to have the ability to have a book dispenser, so people can get books, DVDs and CDs outside of library hours, for example the express collections, a bit like a micro library.	
4671	There is always a time I can go to the library	The online hold site	No

4672

To get my library card. I usually only check

4673 out ebooks

I don't usually go to any branches.

Offer French conversation activity
French homework assist

4674

I wish the hours were consistent.
For example 9 to 6pm every
weekday.

Feeling safer, I go the main branch
and there are lots of homeless
people, loud mental ill people or
addicts, sometimes it feels unsafe.
To be clear, I understand that the
library can't fix homelessness and
addiction. I wish the library FELT
safe, not just technically safe.

No thank you - I appreciate having
this service available in my
community!

4676

I love my local branch. I have no
complaints whatsoever!

Nothing thank you!

love the library and use it often

4677

It works out well for me
I have to be aware of the hours
since somedays it opens at 10 a.m.
and other days it opens at 1 p.m.
Mornings would always be better
for me.

I like to return books at the
outdoor slot whenever it's open

very happy with OPL. I use paper
books, ebooks, audiobooks,
hoopla, kanopy!!

4678

I don't have the quietness that I
expect

When you ask about Blackburn
branch remember it's never open
on Sunday - not even after
September. :)

4679

4680

Works for me as is. :)

4681	The branch opens at 1pm on most weekdays and this is really inconvenient for library trips with young children. It would be nice if the branch were open earlier, especially during summer break. I wish the use of closed room will resume for government tests assessments	Open earlier during July and August	
4682	to take government tests		
4683	Later closing hours please.		
4684	2 heures d'ouverture est une bonne durée. Cependant, l'horaire du bibliobus change souvent.	Moins changer l'horaire du bibliobus.	
4685	It is open when I think to go.	I would love more kids programming, including weekend options	Potentially some holiday-Mondays
4686		More downloadable audiobooks	
4687			
4688	Fridays after work, I would like to be able to pop by and pick up some reading material but by the time I finish work and get home, the library is closed. I think there are people who would appreciate the branch being open on a Sunday		
4689			librariaes are wonderful
4690			

Thanks for the opportunity to participate in the survey. The library is a wonderful resource which I really appreciate. I use most often the e-book borrowing and the children's programming.

4691	The workers are extremely friendly and very helpful, yet the opening hours are not enough.	I don't go to the library on Sunday	I would suggest if the library hours be extended for extra two hours
4692 4693	I have not had any problem with the hours and doing anything I want at the library	Regarding hours: Rather than have library open only part day have it closed and have alternate day with extended hours.	
4694	I would prefer simple, not variable hours, the same each day. I wish it was open on Sunday - although I understand it's a small branch and this may not be worthwile		
4695 4696 4697			
4700	There are sufficient day, evening and weekend opportunities for me to use my or another library branch.	Ranked in order of importance for me: Have more physical copies of books with waiting lists. Be open all day Sundays. Be open on Friday evening.	Physical books are my preferred format and I know this is true for most of my friends. Large print books are very handy and I expect I will need them in coming years. Quiet reading spaces in library are important to me.

4701 use language learning tools 4702	Library should not be closed on week-ends (Sunday for Alta Vista), and should close later during weekdays - Most customers only have time to go to the library on their free time - after work/school and weekends. Library could be closed on Monday instead of Sunday and could close on weekdays at 8PM instead of 6PM even if it means it opens later in the day, at noon for example. At least one night during the week the library should stay open even later at night.	open later during weekdays (after work/school)	Most holidays other than thanksgiving or Christmas/Boxing Day, NYE
4703	Hours are generally good. I just have to remember to check which days it's open later in the evenings. It would also be great to have more sundays open in the summer		
4704	Je suis maintenant retraitée alors l'horaire n'est plus un problème pour moi.	Ouvrir plus tard le vendredi. It is important for staff to be able to enjoy the summer as long as their hours are not cut.	
4705			

I hope the preferences of those from multiple income levels are taken into consideration. I spent most of my childhood in public libraries because my parents were poor immigrants and the library was an amazing place full of books and free activities for children. As an adult, I love the OPL's ebook collection and access to Kanopy. The services still available are wonderful. The library is an incredibly rich community resource - thank you to all those who keep it going.

4706

Easier online access to classes and activities at the library

4707

I would like for it to be open earlier.

Open earlier than 9am.

4708

4709

I went on my lunch break to pickup books and it was closed. 12-1 is a convenient time during the day before the rest of the family is home in the evening and other activities are taking place.

4710	I only use the branch to pick up holds. Either bAV or the Hunt Club Riverside CC book lockers. I used to (5 years ago) live downtown and would drop in to read newspapers at Main, Rideau. And St. Laurent branches. Then, the hours worked for me too.		
4711	My family would prefer consistent hours each day (makes it easier to remember whether the library is open/closed)	Being open/closed at the same time everyday	
4712	Elle pourrait être ouverte 24/7 mais ça n'en voudrait sûrement pas la peine. Je suis très facile à m'ajuster aux heures présentes.	Je suis satisfaite telle qu'elle est présentement.	
4714		More desks and quiet reading/working areas	
4715	It's open at convenient hours	NA	NA
4716	I can only go pick up and browse in the evenings since I work a 9-5. I like that my branch is open some days in the evening but I wish they had these hours more often.	The OPL is great! The only critique I would have is the website. I wish it was easier to navigate and find the service I'm looking for.	
4717	Could be open Tuesday/Thursday for half of lunch hour at least		

4719	On days when the library closes at 6:00 p.m., it can be difficult to make it there after work.		
4720	It is open enough hours that I can get there no matter what my part-time work schedule is.		Continue to have meeting rooms (board rooms and larger rooms) available for community groups at little to no rent.
4721	I more order books online due to COVID. I would be in a better position to talk about library hours once the pandemic has settled down in a few years.	Have more activities, like french language workshops/discussions, writing workshops, career workshops, etc...	
4722	The hours vary day to day. I have dropped by only to find the library closed. Consistent hours would be easier to keep track of.	Consistent weekday hours.	No.
4723 4725 4726	I've been occasionally caught out by the later opening hours on Tuesday-Thursday. I personally would prefer opening even an hour earlier on those days, but I recognise that my schedule isn't the same as everyone else's.	Require masking in all of its branches. I have a number of friends and family members who are immunocompromised. With the current lack of masking policy, I am keeping my visits to the library to the bare minimum.	Thank you very much for providing this vital service to the community. Libraries are amazing.

4727	It is usually open when I want to go.	I mentioned "somewhat not interested" above just because I want to spare library employees from working on summer Sundays. And in terms of better service: I really like the OPL as is. My only problem would probably be with the covid-19 related measures early in the pandemic, but they are not relevant anymore. But they were very annoying.	Love public libraries, love our OPL!
4728	Prefer to have branch open every morning.		
4729 Print out my work	The services offered are excellent and the staff to have good human relations		No, please, I would like to borrow more downloadable audio books and CD's and access to CNIB [DAISY] and Large print books. I find that older books and/or authors are unavailable or disappear from your catalogue
4730	I would prefer earlier hours, i.e. 8 am or 9am	Open early in the morning	
4731 To look at Reference!			
4732	The hours meet my needs		
4733	It's frustrating if I want to go to the library in the morning, and realize/remember that it's a day that it's not open until 1 pm.	Be open all weekday mornings - even by 10 am would be more useful.	None

4734	Our family has a very full schedule, so sometimes it can be challenging to get to the library, or to attend programs given the hours of operation. We are biking distance from Emerald Plaza so it is our preferred location.	Longer hours in the evenings during the summer, on the days the branch is open (closed on Sunday works for us)	
4735	Hours are not the same throughout the week and keeps changing so hard to keep track. I like the days where they are open at 10am. I also appreciate the days they are open longer into the evening.	More audiobook selections.	
4736			
4737	Mes visites sont planifiées selon les heures d'ouverture. I live within walking distance, so I can get there easily	Aucune a suggérer.	Aucuns.
4738			No
4739	To talk with the librarians		
4740	The hours are shorter than before the pandemic. I have shown up in the morning on a day it opens late (very frustrating), or wished I could have gone in the evening on a day it opens earlier. Personally, I would appreciate it if the library opened at 9 am on weekdays too, but I don't know if it ever has. Not enough morning hours.	Opening at 9 am on weekdays More hours.	A branch closer to my home.

While growing up in a small town, my local library was of great importance and I spent many hours there and borrowed many items. Libraries are very important services. I think that the new main library branch should be bright and functional, with spaces for those who want to study or gather. However, it does not need to be fancy, with a unique design or overly auspicious design - labour and building costs are very high in Canada and rising, and this city should be spending modestly due to the boondoggle of the LRT. Build a solid, functional library with lots of windows, meet your original budget and don't try to win any awards. Just get it done. And - remember to plan for lots of SECURE bike parking. Thanks

all the best on providing the future generations with their needs!

4741
4742

4743

No longer current with hours. Find myself heading over Friday before 1 pm; on days when it is closed, etc.

Enjoy the opportunity to read without having to purchase - travel books, cook books for food sensitives - gluten free, diary free, sugar free, diabetic; reference books for genealogy research; miss Cumberland's genealogy meetings

4744 4745	The hours keep changing so I feel I have to always check to see if the library is open	Consistency		
4746	Have always been happy with the service provided and the staff.			
4747 4749	The hours of operation are quite suitable for me Need to open earlier in the mornings!	I find the days and hours of operation currently applicable are quite satisfactory for me. I didn't even know the library was open on Sundays Open library all day into the evening.		
4751	I don't love the days with late opening hours (ie. 1 pm) since I often go on my lunch break.	More in person children's programming!	Holidays in the winter and spring when kids are off school, ie. Family Day, Easter, May long weekend	Thanks for all of your great services! A few more museum passes would be great if possible, and more in person children's programming! Also - I'm REALLY hoping you keep a location in Centretown when the new Main library opens at Lebreton Flats - the current Main branch is very walkable for so many Centretown residents and workers!! The Main Street branch will be greatly missed. Do something about this please.
4752	It works for me.	Open before 10 am		

4753 to use the printer

Most of the time it's fine, but sometimes I get a notice that I have a hold waiting and it's a day the library closes at 5.

The OPL works extremely well for me. I have the advantage of living a 5-minute walk from my local library. If there were one thing (regarding hours of opening) I'd like to see, it would be that Fridays would have longer opening hours than 12 to 5. Ten to 6 would be better.

4754

I have flexible hours and can work around the library's hours of operation.

The OPL is an amazing service. I feel blessed to live in a community where access to books and movies is so easy and seamless. Your staff is always friendly and helpful and I enjoy using the library.

Yes. For the options regarding my birth info, please add "Canadian born overseas, with both parents and all grandparents being Canadian". In Ottawa, this is the case of many people whose parents worked for embassies, ngos, CUSO, etc. Thanks!

doesn't open until 1pm, and/or closes at 6pm. It is actually completely closed on Sundays (harking back to 1980)! This keeps parents of young children from bringing their children in frequently, as well as keeping working people from visiting the branch after work hours or on weekends. Libraries should be easily accessible and open days and evenings, and weekends, as a drop-in service. One shouldn't need to plan one's visit a week in advance because it is so difficult to fit into one's schedule and when one can actually be free to visit. These days, if I miss the Saturday hours because of work or errands, it will be many days before I can visit, and this may mean losing library holds. (Also, the hours seem to change frequently, which requires people to have online access on devices to look up that week's or month's hours, or risk coming to the door and finding the library closed -- it

To better meet our needs, please be open for more hours, so children, teenagers, adults, see it is as a reliable place to go to read, learn, study/work, take refuge. There are many wonderful services available already, including the amazing reservation/hold system. They are all appreciated.

long weekends like Labour Day, Civic holiday, perhaps Easter etc. I know library staff need holidays, but the library should be open when people actually have time to visit, especially working people who can't otherwise visit with their children

a zero-sum game. People are forced to rank some times as less important, when they may just want the library to be open during the day, AND evening. Your data may 'show' that people care less about a specific time, but that doesn't mean they don't want the library open at those times. It just means that something had to be ranked last on the list, because of the way the question is structured. I am always talking to people about how great the Libby app is for audiobooks, and HOW MUCH of an improvement it is over the OverDrive app. I think you should offer more workshops to people to introduce them to this fantastic resource. However, I have also helped a blind neighbour with audiobooks, and had to resort to audiobooks on CD, because the Libby app is not accessible. Please, PLEASE make that a next priority. It's a real shame that I (a sighted person) can enjoy audiobooks

Please consider categorizing books according to GB+ PM+ levels and buying the higher levels. Schools were closed for 32 weeks in Ontario and we know that our children are behind. I'm a refugee but am now gainfully employed with the Public service. I was illiterate in grade 2 but thanks to my mom and our local librarians I was brought up to grade level with Their guidance on resources. Please consider reviewing all of your early reader books so that parents can help their kids make up for the shortfall, and please consider buying the levels all the way up to level 36. Thank you.

4756 To catch up with the librarians and let my children ask them all their weekly library related questions (ie: can you please help me find a book about x?)
As a working parent, I really appreciated the late hours (up to 8 or 8:30). Between picking up the children, dinner, homework, and extra curricular activities, I've often missed the new 6 pm cut off. Most days the library isnt open until after lunch which highly limits day usage
be open during weekday business hours

4757 I don't like the 1pm opening 2 days/wk
A larger selection of adult fiction

4758

4759

4760 Never sure about summer and winter hours of operation.

4761

4762 Please open on Sunday!

4763 To print out documents

It would be nice if the libraries were open more of the time. We love our libraries!!!

I wish that they were open from 8-9 7 days a week and that we funded the libraries a lot more

4764

The hours are good, although I do wish it would open earlier on some days, and on Sundays during the summer.

C'est un peu embêtant que les heures d'ouverture changent selon la journée. Donc, je dois consulter l'horaire à chaque fois que je veux m'y rendre.

Ouvrir chaque matin à la même heure.

4765

The best time for our family to visit the library would be mornings and on Sundays. We can rarely go as a family due to the limited hours.

Open early in the morning! Even if it's for limited services like picking up holds.

4766

4767

Avoir plus de livres en français.

4768

Livres recents. Auteurs québécois

4769

I left the questions blank about ranking times of day or days of the week because I think that all the days and times are equally important

I had selected "French" is the language in which to complete the survey. No sure why it switched to English!

4770 4771	My experience has generally been quite positive and find the people I interact with friendly and helpful	The opening hours are certainly the an important way to allow some flexibility in accessibility but which we appreciate needs to be married with when the majority use the services and in alignment with the costs and challenges with getting staff. The ability to have larger reads a little longer would also be helpful though realize for those long waiting lists, that could be tough (and perhaps too expensive to have more copies). No other suggestions at this time.	holidays Monday of long weekends (as Sat already opened) would be amazing but again need to be weighed against cost and staff availability	just a note of thanks to the staff for all their patience and support.
4772	Good system for holds, pickup. Helpful, friendly employees. Hours open on library site. Clean bathroom if I need one in a hurry.	Can/t think of anything. Very satisfied with the library.		No thank you.
4773	The opening hours are not perfect, but there is sufficient variety day to day that I can easily plan to stop in when I'm out of the house running errands or going to the fitness facility.			

4774	The quiet rooms are no longer available, the Covid clinic can be moved elsewhere The hours are not convenient either 1-8 or 10-6	Open half days on Sundays during Summer	
4775	Love the library, staff always helpful.	Nothing. All is good.	Keep up the good work. Libraries are a lifeline.
4776	Bon choix de livres, tranquille, propre. Bonne identification pour trouver ce qu'on cherche.	Ouvrir plus tôt le vendredi.	
4777	Since Covid, I have used the library collection virtually i.e. no in-person visits. I was able to get help to download books from the OPL.	N/A	Perhaps do a separate survey re online services offered. They need to host more community programs for people to participate in.
4778			
4780	I use online library services which are available 24/7	Shorter wait times for popular books.	Libraries are valuable and inspiring contributors to healthy communities. Bravo OPL!
4781	Hours good.	Everything fine.	No.

4784

Due to my work schedule, and wanting to bring my grandchildren, evenings and weekends are preferred times for me.

The reservation and hold system is fantastic, the displays are beautiful, and always catch my eye. Whenever I'm in to pick up holds I always end up with other books to bring and home and read. For me the variation in hours around a busy work schedule is the biggest thing. Thank you for doing this research.

4785

As a frequent user and homeschooling parent I found sometimes I was limited by not all mornings being open. It is not as pleasant to travel to and use the library during afternoon rush hour times. Also, I wished the library was open on Sundays in the summer as that was the day we were most likely to go as a family with children. But, I was happy to see they changed this and did open on Sunday afternoons this summer.

Be open earlier in the morning and on Sundays. Imagine those who work or study from home being able to go to the library to get an early start instead of having to go to a coffee shop when they want to get out of the house. Also, families with children being able to visit the library on Sundays as part of family time, instead of rushing in and out on a Saturday because they have more errands to run.

Probably Family day and/or Labour Day

Thank you for putting out this survey! Our family uses the library regularly and we value its resources and programs and believe it is so, so important help equalize and provide opportunities for people of all circumstances to acquire knowledge and make community connections.

4786 4787	<p>Sunday's they are closed, I think also Mondays. In the summer they don't open until 1. Weekends during the school year should be open. We pick up books for projects learning . I am a teacher and use books frequently for my classes. The library could be used more efficiently in the summer with earlier hours for kids. Young moms and story time, early is better before naps.</p> <p>Hours not good enough.</p>	<p>Open on sundays and open earlier during summer</p> <p>Better hours</p>	March break, Christmas, summer	I love the library and my kids do too. They can for story time as babies. Wonderful staff!
4788 To use a printer	<p>Inconsistent hours, but I appreciate it is open some evenings</p>			<p>I love the Holds system! It is rarely amiss. I find the OPL to be extremely well organized, and I am well informed of its changes to policies or events. I also love the free programs available to all. Thank you!</p>
4789 To take out books and DVDs	<p>I like that they are open late on certain days, because I can go there after work.</p>	<p>I love the Holds system! Keeping the return slots open at all times. Thank you.</p>		
4790	<p>I live nearby and can easily drop in during opening hours. I am not on a fixed schedule.</p> <p>I'm retired so the hours of</p>	<p>Nothing. As a retiree, I feel I am very well served by the Rosemount Branch of the OPL! My needs are simple and they are fully met. :-)</p>		<p>Keep up the good work! I can't wait until the new Main Library is completed - Ottawa deserves a world-class main library! It will say a lot about who we are as a city...</p>
4792	<p>operation are not an issue for me. I can go anytime.</p>	<p>website can be a bit frustrating</p>		

4793
4794

The library is closed too often.
Their operations hours are too short.

Longer hours, more days open.

4795
4796

Sometimes I forget to check the hours before going and if I'm unlucky it is a day the library doesn't open until after lunch. It would be better to have the same hours every weekday.

4797

Everyday has different hours when they open and close Also hour change depending on the season

4798

I only realized there had been a change in hours when my colleague mentioned the main branch now opens at 1 pm on Tuesday's and Thursdays, making it not as convenient to pop in over the lunch hour on these days. But overall, that's a very minor inconvenience. Being open on Sunday would be convenient. The hours have been a bit erratic lately due to renovations.

Maybe bring back the human libraries? Those were cool.

4799

Thanks for the opportunity to provide feedback.

I visit because its a community space with welcoming staff that costs me nothing to visit and where I discover all kinds of materials I didn't know I was looking for. Visiting is a pleasing experience where I feel welcome.

There are days the library doesn't open until 1:00 so I cannot stop in on my lunch break from work when I go out for a walk.

lots of energy being put into providing interesting and changing activities set up around the library that appeal to my kids. The egg Hunt at Easter was fabulous. We read the stories spread around the library. We would use the Lego on Fridays more often, but the Lego provided fits poorly together so my kids get frustrated that the pieces keep popping off. I love these activities and send my thanks to staff who have been involved in doing this work. I look at every display for new items to catch my eye. I also love recognizing staff and being greeted when I go in, and this happens all the time at my branch. I feel welcomed. I feel this is my community's library. I would love to see our Elmvale library move into larger, modern space at the Elmvale mall should the opportunity present itself in the years to come as I feel it is a super important resource for our neighbourhood and I value the

4802	So far the schedule has met my needs.	I think you do so many things already: the helpful and kind staff at the branches, the app, the holds, the several learning and support services. May I say I am proud of our library services in Ottawa. Well done OPL.	Keep up the good work. Another good thing you do is your consultations. Thank you for your excellence in serving Ottawa.
4803	More hours, including Sunday	Bring back community programs	
4804	<p>*The branch is only open in the late evening, which is when I am most likely to use it, two nights per week. *Hours are inconsistent from day to day and are hard to keep track of. *That said -- while the library is open less than would be ideal, the current hours represent a clever use of resources and help significantly in making the library accessible to a wide variety of clients.</p> <p>The fact that on Tuesdays Thursdays the branch doesn't open til 1 and closes at 8 and on Mondays and Wednesdays it closes at 6.</p>	<p>- Outside of hours-based issues -- it would be immensely helpful if OPL clients were able to print documents from home and pick them up, already printed, at a nearby library branch. This would save clients large amounts of time, and potentially money as well, since many households would elect not to purchase their own printer. It would also free up more computers at OPL branches.</p>	
4806	at 6.	Expand hours of service	

4808	I would like that the OPL Main Branch revert to the opening schedule of 10:00 AM each day excluding Sunday rather than 13:00 on Tuesday and Thursday.	N/A	
4809	the library staff are very helpful; the library is within walking distance of my house	check the movies etc on CDs when they are returned to ensure they are in good working order when they are next checked out; remove those that aren't functional	compliments to the staff at the main branch (the branch I use); also for doing such an excellent job with library services during the pandemic....Kudos to all
4811	Afternoon naps really limit the days we're able to go to the library when it's open. Appreciate the Saturday opening hours.		
4813	I usually go during work hours during the week and the library is open at that time.	I love the library!	
4815	The branch hours are too short, especially for those who work M to F 8 - 5. This makes accessing the library difficult for many people I know. The hours need to be longer during the week and on weekends	Additional hours for public access.	The small branch in Osgoode needs books rotated more often, after a few months a person has read most of what is offered. Also, there needs to be programming for kids ages 9 and up, it seems they are forgotten about. The small community libraries seems to offer so much less than the OLP branches right in the core of Ottawa, the smaller areas also want program but we feel forgotten about.

4816	It is frustrating that the library is not open on Sunday or on some weekday mornings.	cancel holds after they have arrived without a fine if it's not possible to pick them up—or if a hold becomes available more than say, one month, after it is requested, allow the requester to 'pass'. Sometimes holds take forever to come in and then randomly they may arrive at an inopportune time.	Love the library. Wish I had more time to browse the stacks.
4817	It's availability was always good, except during the COVID period (not yet over).	Have more books available on-line	
4818	I wish the library was open later on Friday or Monday. My Saturdays are often busy and it is hard to pick up my children then make it to the library by 6pm on a weekday	More FR kids audiobooks	
4819 4820	Several times I have shown up at the Library during what I would call "normal" business hours only to find it closed opening at 1:00 pm - ridiculous in my opinion	Be open more hours.	I am retired, how about having "library" based activities for retired people? seminars on researching using the OPL services and collections available.
4821		The book purchase suggestion is very limited. There used to be a slogan: if it's out there, we'll have it. Plenty of things they don't have and I'm not sure if OPL is interested in having suggestions to expand	I would like some expansion in the North Gloucester building, particularly in non-fiction. Thanks!

4822	The opening hours change from time to time and are different on different weekdays. I would prefer hours that don't change frequently and the same daytime hours Mon-Fri.		
4823		More E-Books, Bigger selection in the Branch, Having access to more online resources, if I can't go site, I will have access remotely.	
4824	It's opened 7 days a week (fall time).		
4825			
4826	Not open on Sundays - would appreciate even a few hours on that day (aka outside the work week). That said the occasional weeknight late hours are appreciated.	Honestly you're pretty great	Ted Lasso is a great series to watch if you want to feel good
4827	Would prefer regular morning hours instead of staggered hours.	N/A. They are doing a great job except for hours of operation.	Thank you
4828	I wish hours were the same every day and that it was always open in the morning, around 10AM. the hours have changed and are much more limited now, the branch has reduced hours that	Continue to buy children's literature with beautiful paintings and/or classical books (ex The illustrated « Wind in the Willows »)	
4829	printer, scanner use	extend the hours of operation at Rosemount	

4830	friday mornings are unavailable It's not open late most evenings, and not late enough when it is.	offer training on the new formats that books are now available in		
4831	Library should be open until 9pm every night.	Better bicycle parking and 120V outlets provided for e-bike charging		Libby sucks. Bring back Texture.
4832				It would be nice for a way for the library to be able to contact people who have items taken out that have not returned in a long time. So that it can be passed to the next person waiting. Or if the library could pick up another copy of that item to be shared again. That's all. Thank you.
4833	I use it for museum passes, movies, books and music.	I wish the hours would go back to the way they were before.	The employees need a break too. So sure okay that library is closed on Sunday for a couple months.	Boxing Day, Good Friday, remembrance day
4835			Nothing - all good for me	Love being able to support the library by buying used books there.
4836	not open on Sunday and is not open late in the evenings	stay open later		
4837		More epub books to download		
4838	Suits my schedule	Stick to regular hours of operation. Quit changing opening hours. Six days a week is plenty for provision of library services. Hours (before Covid modified hours) were suitable.		
4839	Meets my needs/schedule.			

4840			Christmas is a lonely time for us newcomers, everywhere is closed, wish there was programming at OPL	I love my library. Thank you for all you do!
4841	I would like earlier opening hours on Fridays. Otherwise, OK.	N/A		
4843		Have a larger selection of young adult/new adult novels.		
4844				
4846	Not sure about having different hours on different days (Tues/Thurs/Fri means closed until 1:00 p.m.) I have arrived several times at the "wrong" time and it is frustrating. Why not regular business hours all week, with different hours ONLY on the weekends. And yes, maybe some people would like Sunday opening as well?	Have a single, consistent set of business hours year round. And by that I mean a single set of times for weekdays, and somewhat reduced set of hours for Saturday and even Sunday.		I think OPL did a truly remarkable job throughout the pandemic, and was lifeline for many people. I will never forget lining up to collect brown bags of books! OPL was a genuine essential public service. I have a deep appreciation for all that it did to remain open (in various different ways) throughout one of the most turbulent times in recent Canadian history. Thank you.
4847	Would prefer it be open more evenings.	Be open on evenings.		
4848	je reçois de bons renseignements	actuel à la bibliothèque		

4849 Il faut plus d'heures les soirs et les
4850 fins de semaine (particulièrement
4852 le dimanche), c'est un défi parfois
de trouver un bon moment pour s'y
rendre avec un travail à temps
plein.

4853 I would like to be able to access the
library earlier in the morning. open earlier in the day

4854

4855 Longer hours, especially in evening
for studying, or on Sundays, would
be appreciated.

4856 The hours are inconsistent - I would
4857 prefer that the branch opened and
closed at the same time on
Mondays-Fridays.

4858 i would prefer that it would always
be open in the mornings.. at least
by 10 am

More Ebooks. I have switched to
reading more books on my kobo
since the pandemic started

		<p>Longer hours accompanied by more and more varied seating. I know that's two things. But if there are longer hours that mean people can actually use the library as a destination at times convenient to them, there will be a need for separate and specialized seating for the various kinds of activities that take place in the library. Including for those (not me) who just want to hang out and quietly chat. Which I think is a legitimate use of a library, as long as it's quiet.</p>		<p>The Library should be a heart of the city, with room for all kinds of learning for all generations and cultures of people, a place close to or including areas to take a break - and go back to learning again.</p>
4859	<p>They should be open in the evenings Wed-Friday and for longer on weekends. Sunday is necessary because often - with a job, a family, chores - it's the only day that many people (including me) can get there.</p>		<p>Easter, possibly around xmas</p>	
4860	<p>Being open on Sunday may be helpful for working families with children</p>	<p>You are doing a wonderful service to the community. I have no complaints for myself personally.</p>		
4862	<p>Would love for the library to be open on Sundays</p>			
4863	<p>I am able to get to the library during opening hours.</p>			
4865		<p>Better hours are a great start! I work full time. Accessible hours is my main concern. Thank you.</p>		
4866		<p>consider opening during hours outside of the core work week ie. 9 am to 5 pm</p>		

4867	<p>The days I can get to the library early, it doesn't open until 1:00 pm; the days I can't get there until evening they close at 6:00 pm</p>	<p>Not having to wait 2 years to receive an item that is placed on hold.</p>	<p>Hamilton library has a keychain card (similar to War Amps) so that you can share with your partner, or always have on you.</p>
4868	<p>Hours are convenient.</p>	<p>At the moment, I am very satisfied with the library's services, in particular its staff.</p>	<p>The OPL could perhaps consider issuing regularly a "new accessions" list. Perhaps it already does so but I have missed it. Also entertain suggestions for accessions from Members. Another area for improvement is e-books. I find the current software user unfriendly and awkward and consequently don't use it very much. Electronic access is really a partial offset to modifying or extending library hours.</p>
4869 4870	<p>The library staff have a habit of locking the door before closing time. I would take less than a minute to retrieve my item(s) off the hold shelf and check out.</p>	<p>OLP could hire staff who not only love books but don't detest people. You could use a customer service focus. consistent, publicized hours</p>	
4871	<p>Often when we decide to go we find the library isn't open yet. We're about a twenty minute walk from the library and find it hard to fit in a visit before lunch/nap time when we go with our kids.</p>	<p>Open at 9 am during the week.</p>	

4872	I would prefer that the branch be open more hours; for example, on Fridays the branch is only open from 1-6 pm. The hours change through the week -some days from 10 am other from 1 pm. I would definitely prefer consistency. The nearby branches have the same limited hours, so there are no accessible options to use another location. Example - If St. Laurent only opens at 1 pm. Rockliffe and Rideau only open at 1 pm those same days.	Be open regular, consistent and ample hours everywhere across the city. e.g 10-6 Mon, Tues, Wed., Sat, and 10-8 Thursdays and Fridays	I adore the library. It has and does play a significant part in my life and the life of our family. My parents took me to the library as a child and I have taken my kids to libraries everywhere we have lived. We even played the board game "Arthur goes to the Library", and sing the refrain, "Having fun isn't hard, when you've got a library card." Going to the library has been a antidote to depression and loneliness, a way to keep learning. Our libraries play a major role in the quality of life in Ottawa. They are a blessing to thousands. I'm happy with the library and consider it one of the most important service Of the city.
4873 4874		Open every day	
4875 4876	hours too restricted	Wider selection of audiobooks (non-fiction and classics) available (in CD format)	
4879	More evenings and especially Sunday hours would be great since I work full time.	Opening hours adding sundays and having more weekday evenings Labou day, thanksgiving Monday, Easter Monday.	

4880		Having infrastructure to make library visits with babies and toddlers easier, like those play pen type boxes near workstations we've seen a lot of on social media lately, from US library branches. Otherwise, OPL is already meeting my needs remarkably well.	
4881	Puisque les heures d'ouverture varient, il est parfois difficile de me souvenir quels jours la succursale est ouverte en soirée et lesquels elle ne l'est pas. The library should be open on Sunday. Moreover, the hours don't make much sense. Sometimes it opens at 10, othertimes at 1pm. It should be open everyday 8 to 8 imo.	Elle pourrait être ouverte en soirée plus souvent et toute la fin de semaine durant l'année, car ma succursale n'est jamais ouverte le dimanche.	S/O
4882	Hours are not consistent from day to day. Open hours are too short on weekends.	Stay open later please. Consistent opening hours across all days of the week, except perhaps Sundays	
4883			
4885	A bit later in the evenings, and keeping Sundays generally more open are helpful.	What are your user trends in the summer? Are they that low to justify the closures, or is it more of a staffing perk? I understand if either are the reasons, but maybe you can express this when the summer hours are posted.	don't forget- you are doing good work. Now get those hours more accessible ;)
4886			

4887 To use the 3D printer with my son	<p>The beaverbrook library closes Friday at 4pm. I think a lot of other branches too. It is soooo disappointing to not be able to pick up books Friday after work or bring my kids there after school. Please change Friday night hours! It's the only reason I agreed to complete this survey.</p>	<p>DI NOT CLOSE AT FRIDAY AT 4PM!!! The parking lot is the busiest at 3:45pm with people rushing in before closing time. Especially to pick up holds for the weekend!</p>	<p>Thanksgiving</p>	<p>Thank you for your fantastic service. Thank you for removing the late fees. But OPL should buy more copies of audiobooks!!! The wait list is RIDICULOUS!!!</p>
4888	<p>I usually check the library hours online before I go in person and then work around my schedule and library schedule</p>			
4890	<p>There is only one weekday morning with opening hours (Wed). I say that because even though that library is the most welcoming of all the ones I use, I have found that if I am away on a Saturday I have to wait till Tues at 1pm to pick up or return books in person. This is not a plea for Sunday openings (heaven forfend!) or for destroying their Monday off but just to rethink the apportionment of hours. Why not open Tues morns?</p>	<p>Described in my opening remarks</p>		<p>Yes - a huge debt of gratitude for their commitment to continue services during the pandemic. Not sure either why they revoked late fees because surely it was a source of income in beleaguered financial times? Maybe too small to bother???</p>

4891 As a Mom who works outside of the home, the hours can be inconvenient. Being open on Sunday and perhaps closing during a quiet work day would allow more families to access the library and access more library programming. The hours are sufficient, no need for more hours

4892

Having our branch open on Sunday would be most meaningful. As a rural location, other locations that may be open are not close.

The staff at our Richmond branch are lovely and helpful. I just wish the hours were more aligned with when we could visit the library more frequently.

4893 The staff at my Cwood branch rock ! They are so knowledgeable and patient. Also this branch is literally a 3 minute walk from my apartment door. !! I also still use a dvd player at home and carling wood has a great dvd selection.

Apparently OPL has free or discounted museum passes ? I tried once to get one, i gave up. I read complaints about the current procedure to obtain these. i wish I could take advantage of this to visit the museum of science and tech and the aviation museum,.

I'm very happy with OPL. The carlingwood library was one of the reasons I moved to where i am currently living. Keep up the good work !! Thank you !!

4894 To use the public washrooms

Prior to the pandemic, I wished Sunnyside was open on Sundays like Main branch, since weekends are the best time for me to visit. However, recently the brach has reduced its hours, remaining closed on Tuesday, Thursday and Friday mornings.

Be open on Sundays at Sunnyside as well as at Main branch Sundays in summer.

4895
4896

Overall, the library is usually open when I go (often in the afternoon), whether that is to pick up holds or return borrowed items. However, on the few occasions that I have run into a hiccup, it's because the hours of operation are somewhat irregular. Some days it opens at 10am, other days 1pm (rather a large difference, so there's no chance of having time to wait for it to open). Some days it closes at 6pm, other days it closes at 8pm, one day it closes at 5pm. I'm sure there's an operational reason, however to the average customer it can feel a little random and hard to remember. I think it would be better if the hours were the same multiple days in a row, say Mon-Fri, and then maybe different hours on Saturday because of the weekend. Or each half of the week has the same hours. Something along those lines.

None

4897	<p>The branch is closed on Sundays so it only leaves Saturdays to go with my kids. During the week, it closes at 5 and we don't get home from work until then which also makes it difficult to return books.</p>	<p>Sunday access</p>	<p>I have 2 kids under the age of 3 years old (I missed the previous question but could not go backwards in the survey)</p>
4898	<p>I get confused with the different hours on different weekdays. A handful of times I went to library with my son in the morning only to realize it was a day when it would open only in the afternoon.</p>	<p>Match the opening hours to the demands and needs of the public (as this survey is presumably attempting to do). That means (amongst other things) longer service hours on Saturdays and Sundays so geared more towards family and student use. More than</p>	
4899	<p>It is confusing to know which days the Branch opens only at 1:00 pm. I also note that evening hours have been cut.</p>	<p>one branch should be open on Sundays. Constantly re-affirm OPL's commitment to public service.</p>	
4900	<p>often end up there when the doors are locked, as I do not go often so forget when it opens later.</p>	<p>better access to Criterion Collection films and other classic movies</p>	
4901	<p>it is closed during lunch time</p>	<p>july 1</p>	

4902
4903

It is often closed when I would like to use it, either earlier in the morning, later in the evening, on a Sunday or in the morning one of the days it only opens in the afternoon. It is also inconsistent through the week.

Provide more programming for young children. Open longer on each day.

The civic holidays like family day, labour day, etc

4904

I have gone (driven specifically to the library or happened to be in the area) to the library multiple times only to find it closed because I assumed it would be open (and it was a reasonable time for an institution to be open, for example around 10am). My branch is also currently closed on Sunday, which eliminates an entire day of access to the library. Also, when studying during the school year, I would have liked the library to be open a bit later in the evening so that I could get more studying done for the time I am able to be there.

Be open for more hours, and order more copies of books that have a significant amount of holds.

4905

I want more morning availability

4907	<p>I dislike the lack of a uniform opening during weekdays. That Tues/Thurs only open at 1pm is extremely aggravating, as I combine my run to pick up books on hold with other errands -- I don't make a car trip just for a book -- and find the library closed.</p> <p>I personally think closing at 6pm three times a week is too short. 1 hour more for often would be a great stretch for us to make it to the library.</p>	<p>Get the hours aligned!</p>	<p>The survey doesn't provide options for saying which hours one would prefer. All questions are already set up with a day/time list of options. There also should be 'not applicable' options in a few cases. I expect a better, more defined survey from Nanos.</p>
4908			
4909	<p>Very very limited</p> <p>They cancelled our regular stop at Carlsbad springs so now I have to drive 12km to go to the</p>	<p>Just more hours overall</p>	<p>More hours means more accessibility</p>
4910	<p>bookmobile</p>		
4911	<p>well, more hours is always better, but now that I am retired, usually I can make it work.</p>	<p>I am not a big user of library services, as I have access to home internet, etc. I would be more likely to spend more time there and use more services if it was possible to buy a coffee or other refreshment.</p>	
4912			<p>All except the Christmas holidays</p>

4913	<p>Because the library is not open on Sundays which would be a day where I could bring my school aged children to the library. It also has limited hours during the week and the hours change everyday. Some days the library does not open until 1 pm and closes early some of the days. Hard to keep up on what time the library is open everyday.</p>	<p>Have all the libraries be open on Sundays not just certain ones. Have expanded hours on the weekend and during the week and be open every morning - so that folks don't have to wait until 1 pm to go to the library. Also have additional library programs not just for preschoolers but for older kids as well - especially on the Christmas holidays, summer break and march break.</p>	
4914	<p>it would be great to have the branches have the same opening hours as most businesses - 9am instead of 10-6pm and noon to 8pm for the other days- or close an extra day like Monday and have Tuesday-Saturday from 9am to 6pm</p>		
4915	<p>I find the hours are sufficient to fill my needs.</p>	<p>All branches should be open Friday morning at 10</p>	<p>Hours should be the same at all branches. Open at 10 and closed at 8:30</p>
4917	<p>I always get help when needed and I have had great success with buying used books and doing research before acquiring products, for example</p>	<p>Make it easier to borrow books from other libraries, for instance, Toronto, Hamilton, or where a desired materials is in Ontario in particular.</p>	<p>Canda Day, Thanksgiving, Victoria Day, Labour Day, Civic Holiday</p> <p>I value having a branch in my neighborhood, and one that is open at different hours to accommodate workers and non-workers alike.</p>

4918 too many days the library is open
4919 at 1 PM without any reason. Every
time you open at 1 PM you makes
me waste my mornings PLEASE OPEN EVERY DAY AT 12:00
PM

4921 Should be open more evenings and
4922 weekends maybe close during day.

4923 To use the photocopier/printer
4925 It stays open some days until 6 pm
so I have lots of time to go. It is a 5-10 minute walk from my home.
It is too bad that they no longer
deliver your holds once a month to
the door. This happened for awhile
during covid.

4928 Would prefer it to be open on
Sundays as well Open more hours

4929 Hours are generally workable for
me, but it feels like they change a
lot / are a bit all over the place.
Sometimes the library is open
Sundays (which I love!) but
sometimes not. Some days it opens
in the morning, other days (like
today) it's not open till 1. I wish I
didn't have to check the website
for opening hours before every
visit!

Idk it's possible but I wish that
the library took suggestions of
what books/movies/games that
cardholders would want.

Carlingwood branch is not open
Sundays and it is open only 3
mornings a week

4930 Order fewer copies of "bestsellers" and more literary fiction and nonfiction from UK, Australia, New Zealand, and France.

I recently visited the Sunnyside OPL branch around 10:30am hoping to pick up a hold and drop off my loans and found that the library was closed until 11am. It wasn't a long wait but I wished that the library was open a bit earlier.

4931
4932

I think the OPL is excellent. A few DVD movies I've taken out seem very scratchy is maybe one thing to check if they are functioning properly

4933

I think the OPL is excellent.

4934

The hours work with my schedule

Unsure

4935

Nothing, I'm a satisfied user

4936 To get or renew a library card

I have only ever been to one branch once, so I don't care

Some questions don't work well? Confusing on time open rankings for one. Asking also about If parents or grandparents born in Canada then asking about one parent only? If you are like me with grand parents both born in another country it did not seem to fit with both parents born in Canada

Not at this time

No

		<p>I wish its non-fiction section were better stocked. I'm probably a unicorn that way. But I wish there were history books-- particularly academic books. Some of us do still like hard copies of books. If it's impractical to have hard copies, then digital books will do. I also wish there were more services for kids in the 12-17 range. My kids were bored for much of the summer. My kids are also autistic. I wish there could be services that could appeal to them. The quiet atmosphere of the library is enticing. It could be something low key and low commitment like video-making workshops, or how to do a craft, but something geared towards their sensibilities. If I could send my kids to the library to have something to do once a week that was geared towards autistic kids, that could be awesome. Vanier-Gloucester can be a bit of a service dessert for autistic kids, especially teens.</p>	<p>I did not like the question on where my parents are born. My mom was born in England and immigrated as a child. I do not consider myself a "first-generation" Canadian-- My dad is Quebecois. My experience is very much a typical Canadian experience. I consider myself very much the inheritor of a long Canadian tradition-- I'm not a Canadian who has no "memory", and what connections I do have overseas is with Britain. And P.S. my British family also had a history of moving back and forth between Britain and Canada. This is totally not the same thing as someone whose parents are born in a developing country. I am absolutely not a "first-generation" Canadian! I suspect many people who have one parent born in Canada and one born elsewhere would feel this way.</p>
4938	The hours are okay, but there have been times I wished it were open on Sundays.		
4939 4940	don't like the 1 p.m. opening hours, would prefer 10 a.m. every day	open at 10 a.m. every day	
4941	Open in the evening after work and on weekends		
4942	Current hours too short.		

4943

4944

4946

I wish the branch were open more outside of work hours. For example, longer evening hours on more days of the week, and I really wish the branch were open both on Saturdays AND Sundays.

I would like the library to stay open later and to be open seven days a week all year round.

Better access - there is no branch close to my home.

Subscribe to more magazines.

Remembrance Day, Family Day

I think the museum pass system could be improved. It would be great if you could put a one-hour hold on a pass so that you have time to get to a branch. I've driven all the way to a branch, only to have the person ahead of me in line check out the museum pass I had come for. I really appreciate that the loan periods are more flexible now, and that the fines have been removed. I live in an area that is underserved by the Library. While the Bookmobile comes into my neighbourhood, I find its hours inconvenient (closed for "lunch break" right after work) and the route is often changed/cancelled. All in all, I find the Bookmobile to be quite useless.

4947 4948	Libraries need to be open for long hours to accomodate the schedules of users. Today, for example, the Main Branch where I go does not open until 1:00. No libraries open on Sunday and that has implications for those people who can only access a library on weekends.	Better opening hours	Love my library!! Main issue has to do with open hours.
4949	Je trouve facilement les livres commandés. Le personnel est prêt à m'aider avec la machine pour entrer mes livres empruntés.	Étant retraitée j'ai beaucoup de temps à moi et je m'ajuste aux heures d'ouverture de la PBO	Non
4950	I always think of going on the weekend and the hours are limited. Has everything I need + friendly staff		
4951 4952			
4954	I would like the library to be open 7 days per week. I have also been very frustrated to get to the library to find it closed at 6pm or alternately that it doesn't open until 1pm. Regular hours that could be counted on would be amazing.	Open 7 days per week - Alta Vista branch is always closed on Sunday. And also have regular hours.	

4957

It would be quite easy to open one branch of the library with extended hours, and provide this worthwhile public service to more busy people.

Have just one location (probably the main branch) open very, very late. It increases public access -- and by the way shows off the more impressive main branch while encouraging people to use the city's downtown.

4958

Awkward hours.

Make more material available online

be to ensure that people are following the rules of the library (not unwashed, not washing themselves in the public bathrooms, no bare feet, no lone adults in the kids/teen sections no disgusting things allowed on the internet screens for me to see, no sleeping/snoring, no listening to/watching stuff with no headphones, no being rude to other patrons or staff). When homeless people or people with overt mental health issues or anybody can just break the rules and nobody does anything about it, then I don't feel comfortable or safe at the library. I also want OPL to enforce mask wearing and physical distancing so that I can go to the library without worrying so much about my health, hire/train more knowledgeable people to help me find good books and help me with the computers and all the online stuff, pay them properly and give them enough hours so that

Most public holidays

The library is amazing and incredibly important to our society. It was so important during the pandemic but the staff were treated like all the front line staff were during the pandemic and still. Overworked, underpaid and under-protected. OPL took advantage and takes advantage of their front line workers just like grocery stores, restaurants and hospitals do. Be a leader and treat your people well. It is the people who make the library great especially the the front line workers I interact with.

4959

The library should be open when kids can go -- Sundays. The library should be open later so that teens can go for the evening.

4961

I am retired so I have the flexibility to go to the library when it is open. It is also a pleasant walking distance (20 minutes each way) for me to get some exercise.

4962	Would be nice if it opened at broader set of hours to go and do some work		
4964	Because it's closed some mornings		
4965	Sometimes the hours of operation are annoying and it makes it difficult for me to pick up my holds. Open Sundays	Thanksgiving, Easter, labour day, Canada Day, remembrance day	Thanks for checking with us on hours of operation. It does make a big difference if the hours are suitable for the community to access the library. The library in my community is very popular and quite busy.
4966	Flexibility in approach. Open 1-8 pm two days. 10am-6pm two days. 1-5 pm Fridays.	I commend OPL & staff in terms of how service (including updates) was approached during Covid. Kudos to all. Provide some individual one-on-one coaching to patrons on how to utilize electronic services (electronic access to movies/newspapers/magazines.) I can access ebooks but not services noted above.	OPL continues to provide an important and valuable service for the Local community. Staff offer exceptional customer service. OPL is keeping up with the times in terms of technology. The bookstores in each library are great. Do not go the monthly centralized book sale.
4968			

4969 Borrowing DVD's

The current hours of operation, which fluctuate based on the day of the week, are convenient for someone like myself who has a fluctuating work schedule. The current hours allow me the opportunity to plan a visit to the library during my work week.

Extension of operating hours by one or two hours each day.

Though I would visit OPL on holidays, I would rather staff had time off instead. I am neutral on this matter.

4970
4971
4973
4974

Orleans is a lovely branch. I really like the hours and service provided by the team. I Am On a fixed income and as an avid reader I could not fathom not hahnf a public library close to my home. Also bent in the space makes it less lonely and breaks up the dreadful Isolation. I always find great information and events at the library in terms of what is going on in the community.

I did not realize it was closed on Sunday. During the summer honestly there's so much going on on the weekends, I don't see my habit changing to attend the library on Sunday during the summer even if it was open.

Hrs are convenient

I love the library. It is great to see programs for youth and mothers with young children. But I do wonder that there may be an untapped potential, for youthful seniors, 55+, and Solopreneurs, that often work at home for hours on end alone, to organize some lectures of interest. That would certainly be engaging and Beneficial. Invite local authors to read, where the books and literature come alive.

When we had young children, physical visits to the library were very important. Now almost all of my access is digital and I appreciate the access to both ebooks and digital editions of various newspapers. Currently digital access is more important to me than physical access. My answers would be very different with children or grandchildren.

4975	My use is almost exclusively digital (books and newspapers)	My access is 99.9% digital. I rarely visit a physical branch. I'm retired so I have flexibility in when I go to the library. However I always check the branch hours before I go because they're irregular.	My primary interest is the digital collections.
4976 4977			Have more copies of current books available to borrow.
4979		Can't remember which days of the week and hours therein and don't always have my phone with me to do a double check.	
4980 4981	To try to take out museum pass	Never go to library except to try to get museum pass Wish it was open on Sunday	More museum passes
4982		I only go every few weeks at most and plan my visit for a time that matches the hours available.	

4983	<p>Tuesdays and Thursdays the branch only opens at 1:00 pm. Ideally it would open at 10:00 am on those days like it does for the rest of the week (excluding Sunday).</p> <p>I wish it were open on Sundays. I work Monday through Friday and don't usually have time to go to the library during the week. As a result, I frequently miss holds and have large fines under my name. My kid has activities after school and the branch is not really conveniently located to me and requires a drive over.</p>	<p>During closure times, ensure book drop is not full. I do not like to return material through the slot if I see that previously returned material can be pulled out of the drop.</p> <p>I would be interested in Sundays at any time of the year.</p>	
4984		<p>open earlier. I go to the pool at this facility and would like to access the library after and it is rarely open because it doesn't open until 10 a.m.</p>	<p>My branch is not open on Sundays at any time of the year.</p>
4985			<p>I wish I could access more libraries in Ontario with my Libby app. The 5 I can access is a good start but surely we should be able to access more??</p>
4986	<p>Because they are closed on Sundays and are open at random times during the weekday and close early</p>		
4987	<p>It's open when I need it.</p>	<p>Increase range of wifi so that it can be used in adjacent facility, like in arena.</p>	
4988			
4989	<p>Museum passes</p>		

4990	I go to this branch over others that are closer to me because it is open on weekday mornings. My kids nap during the afternoons, so mornings are the best time for us to go to the library. I would appreciate if this branch was open every weekday morning.	Being open on weekday mornings so I can take my kids	
4992			
4993	Hours change every day	Steady hours each day.. remind people by email or text that a book is coming due	
4994	Never been there		
4996	If they don't have what i am looking for they will order it for me. Very good customer service. I'm retired so am flexible to go when it's open.	No	No
4997		More selection to download.	
4998			
4999			You are doing a great job!
5001		Des heures d'ouverture régulières toute la semaine	
5002	The hours at Rosemount are nonsensical and (almost) non-existent. It is open very few hours and the ones that exist are odd. It's the third busiest library per square foot in the city, it needs to be open all-day, 7 days a week!	open longer hours on all days	Please open Rosemount all days -- in the morning, afternoon and evening. Thanks.

5003 Kids recreational groups	The bizarre hours Monday to Friday are annoying. The worst is it is closed on Sundays. How can the library be closed on Sunday when you want to introduce your kids to books and a love of reading and new subjects and it's closed.	Open up even a small branch at the Hunt Club Riverside Community Centre.	Getting rid of the late fees has been a great idea as sometimes with life you just need an extra day or two to find all the books in the house.
5004 5005	no issue with printing documents Na	Na	no
5007 to return library items	The later opening hours on Tuesdays and Thursdays conflicts with the time I can get to the library.	Eliminate the fee for missed pick-ups of held materials or send a reminder notice the day before a hold will cease	Although I mostly visit the Centrepointe branch (I work in the building) I also frequent the Hazeldean Branch (which is closest to my home). Unfortunately, the way the questions were composed I was unable to include my use of my "secondary" branch in the survey. Also, although classified by your questions as an immigrant, I am have been a very proud Canadian citizen for many years-- which was not an option in the survey question. I love the library system--it's the best change that has come out of the city's amalgamation!

5008	Hours are not consistent day to day. Makes it difficult to remember if it's open on particular days at particular times. I've found myself outside a locked door unable to pick up holds that will expire before I can make it back.		
5009	It is always clean and well organized and staff are helpful and friendly		
5010	Ouvertures plus tardives seraient appréciées.	Actions de Grace (octobre), Fête de la famille (février), Paques	Plus de makerspace dans les succursales, ainsi que plus d'espaces avec de nouvelles technologies créatives.
5011	The hours vary by day, so I am usually unsure when it is open. I have tried to visit on a weekday a few times at lunch and it has been closed. It is closed on Sunday which is the day I have most free time to visit. I would prefer open hours all day Sunday and Saturday, and consistent hours every weekday (same every day).	Be open more frequently and at consistent time every weekday so I could remember when it's open. Quicker transfers of materials between branches.	
5012	Not early enough	Voicemail message or text message when holds are ready	
5013	Current hours are convenient.	Allow patrons to check out more than 10 e-books.	

5014	It fits with my schedule		One thing missing from these questions is whether we're interested in paying extra taxes to have more hours. It's easy for people to say they'd go to the library more if it was open more, but would we have the same answer if we knew it was going to cost us more?
5016		Offer fax services	
5017			
5018			
5019	Very nice people work there		
5020			
5023			Not at this time
5024	I like this branch		No
5025		Consistent hours Monday to Friday	More e learning More e books
5026	Would like Sunday hours	Open on Sundays	
5028	ouverture plus tôt les mardis,		
5029	jeudis et vendredis		
5030	I don't like that the library opens only at 1 pm on some days.	Connect agreeable readers to a non-fiction book for an online group discussion, max one hour, e.g. Nudge.	I think the OPL and branch staff do a fantastic job. Community engagement and Activities for children to become more integrated into the community.
5031	Branch often seems closed when I would like to go in.	There is limited collection of paper books to look through. Staff are often unfriendly and unhelpful.	

<p>To go out of the house and to be in the company if others even and especially in a quiet space</p> <p>5032</p>	<p>The hours are based around schools. We want to be able to go to the library when school children are not necessarily there. We have adult needs in the library. With odd hours and shorter hours, I never know when the library is open. I suggest 9-7 all days with longer hours on Thursday evenings just like art galleries and museums. The library is a central part of my life as a single adult. I want to be able to go early and sometimes late. The hours seem to sometimes change without notice and the short days when opening is at 1pm always catch me off guard.</p>	<p>Make the library a quieter place. Have any tutoring done in separate rooms. Divide or separate individual study areas and quiet reading areas off as NO TALKING, NO PHONES area. They ask you in movie theaters to turn your phones off; they can surely do that in libraries I would have thought.</p>	<p>Have more lectures and special presentations of interest in branches in the evenings or Saturday mornings for adults only as well as for families</p>
<p>5033</p>	<p>The hours seem to sometimes change without notice and the short days when opening is at 1pm always catch me off guard.</p>	<p>Have regular hours the same everyday.</p>	<p>I love OPL!</p>
<p>5034</p>	<p>Breadth of hours Availability during the day and evening throughout the week.</p>	<p>Keep weekly opening hours consistent (with exceptions for holidays and summer season hours). We absolutely love our library and the staff.</p>	<p>The question was asked about Sunday hours 10-5. Why not 12-5? (Possibly staff scheduling challenges?) If it were to be 10-5 at the Beaverbrook Branch, you may find more students coming in to study and be able to run more programming for families, children, or teens. It also helps those with limited wifi access.</p>

5035	<p>I do realize that my local branch is a smaller one, but I used to go to the Main branch when I was still working downtown and got used to the hours of operation at that location. So, switching to Rockcliffe Park as my pick-up spot for holds is convenient and I can generally make the hours of operation work for my schedule, but the hours are pretty limited.</p>	<p>Host more events in different branches. I'd love to see more at Rockcliffe Park (writing classes and whatnot), and I'd love to have the option to sign up for notices about what is happening at that branch.</p>	I love OPL.
5036	<p>Selon ma disponibilité, les horaires tardives pour les travailleurs et les étudiants seront très utiles pour compléter le travail de la journée et où bien la journée de week-end.</p>	<p>Le dimanche toute le journée sera réservé pour préparer un la semaine d'après ou compléter la semaine qui est passée</p>	Sont superbe ???? thank you

5037	<p>I work normal business hours Monday through Friday (8-5:30/6pm): the library is closed most evenings of the week (only open late two nights), and it is closed on Sunday. I grew up in a small suburb of Montreal where I was an avid library user and I worked there as one of my first jobs. The public library was open 7 days a week, from 9am-9pm on weekdays, 9am-6pm on Saturdays, and 9am-5pm on Sundays. Ottawa is pathetic in contrast.</p>	<p>Be open 7 days a week, including every weekday evening, throughout the year. Most adults don't take the whole summer off.</p>	Excellent service . Bilinguisme
5039	<p>Reading is a leisure activity and leisure activities are generally done on weekends. Why is the library closed on Sunday? I'd rather see it closed one day during the work week if staffing or budget necessitate the library being closed one day a week.</p>	Open 7 days/week.	Great resource for Ottawa
5040		Cinsistent weekday hours, not changing by day of week.	Excellent service . Bilinguisme
5041 Browse and borrow			Great resource for Ottawa
5042			
5044	<p>I make arrangements to meet those hours</p>	<p>Nothing- I love my branch and all the services OPL provide</p>	

5045	Bookmobile hours are limited to 1x/week. With cancellations and shifting days and hours it is really difficult to form a reliable routine to enjoy this resource.	Have additional bookmobile days at my location. 1x per week for 5-6 hours is too little.	Le CEPEO propose des cours de langues aux enfants (arabe, espagnol...) est-ce que la BPO peut proposer cela également pour de l'apprentissage de l'arabe ?
5046	ca m'arrive d'avoir besoin d'y aller plus frequemment pour travailler, etre au calme, imprimer, rechercher des informations ou des ressources et c'est ferme donc j'abandonne completement cette piste et je reste chez moi	proposer des copies en couleur; proposer des ateliers pour femmes/adultes de sociabilisation manuelles ou sportives en fin de journee en semaine et en weekend	
5047	Not convenient: mostly the closed on Sundays and late opening days 3 times per week.	Be open on Sundays throughout the year.	It would be great to get access to some books that are in demand sooner. I have waited nearly a year for a simple fiction novel. Maybe more stock?
5048 5049	I have frequently tried to pick up holds but the library has been closed.	Consistent hours PERIOD. 730 am to 8 pm would be great from Monday to Friday. Weekends Saturdays/Sundays 9-6. Atleast for access to holds and library book selection. It is terrible to have irregular hours at the library. I have had many a hold restocked due to the library being closed and google hours did not reflect a hour change.	

5050		I hardly borrow physical books anymore because I use Libby! Please continue to invest in Libby and increase selection of books available on that platform. Continue offering digital and online services. For physical books, a home delivery/mail option would be amazing. I would be willing to pay a small fee for that!	
5051	It was closed when I tried to drop off the returned books. Les heures sont seulement disponible le jour. Ce n'est pas toujours facile de se rendre à la bibliothèque lorsque nous travaillons le jour. Il n'y a aucune heures en soirée.		
5052			
5054	To read a newspaper or magazine	Open Carlingwood branch on Sunday. But I don't really care much.	My branch is not open on Sundays, so one of your questions is wrong. I only want to go to my nearest branch.
5055	I would like more hours to access the library.		
5056			
5057	Very helpful staff, close to home, good range of materials	Quite satisfied re current situation	No
5058			
5059	To read various magazines	Purchase USA financial magazines in addition to Canadian ones	NOT at this time

5061	To look for books for my grandchildren	I find the current hours of operations align pretty well with my availability to go to the library	Making sure that the outdoor return books slot is open even when the library is closed	I value my neighbourhood opl and it has been a great community resource all my life . I hope
5062	To find out books about PMP, ACCA and other certifications required relevant books which are rarely found there.			No
5063		Great service	My card access doesn't always work. Have to log in a few times before it accepts my password.	
5064		Times of opening too limited	Easier ways to work with the online functionat home and in the library	I look forward to results and would love to see more Mobile libraries around for seniors in the buburbs
5066		the branch is within walking distance	it is important to open on weekends to accommodate students and workers unable to visit the library on weekdays	I visit the OPL in a regular basis, extended hours would be nice and more selection on New Age, Numerology, Tarot and the Occult will cut the waiting time, there are times that up to 70plus people are waiting for the same book so the wait extends for more than 12, 24 and even 36 months specially when there are only one or two copies. So OPL should invest in more material

5067	I felt that the hours were curtailed for Covid long after other institutions and retail outlets had gone back to normal. Why is the library open only some mornings?	Most of my borrowing is on line. I think fewer hard copies of books and more e resources would be the way to go. I taught in public schools for years and remember seeing books just shedded or with pages ripped out. Books are too ephemeral.
5068		
5069	It is good but it was more functional before remodelling (during COVID?)	
5070	Would like more morning hours and a 9pm closing weekdays.	
5073	Sundsy service would be good too.	
5074	To plasticize my vaccine status	
	I sometimes forget the hours for Tuesday and Thursday and arrive when it hasn't opened	My OnHold books often come all at the same time. I'd like more control over when they become available
5075	I would like the hours extended. Sometimes when I drop by during day or on weekends, the library is closed or just closed at 4:00PM	Accept more books that I have for donation - including academic titles

For the question about being a Canadian citizen, you left out one option which is a Canadian citizen born in another country. I have a certificate of birth abroad and I'm not an immigrant

5076	<p>I work 830 to 5 and find it hard to get there sometimes I live 80 km out of Ottawa and drive in once a week. I usually have pre-ordered books and go to pick them up. And inevitably, it is a Tuesday or a Thursday and I forget that that they don't open until 1:00 p.m.</p>	<p>Be open Tuesday and Thursday mornings. Otherwise all great! That is why I pay to be a member despite living out of town.</p>	<p>Really appreciate the services the library provides, the email updates when holds are nearing expiry or books are coming due etc, was also really convenient to be able to get a booster shot for covid vaccine there</p>
5078	<p>I find the schedule confusing with it opening at different times on different days, but I appreciate the days when it's open to 8pm. I'm glad that they have gone back to almost the way they were, but it would be nice to have Friday evenings open</p>	<p>All except Christmas</p>	
5080			
5081		<p>I am happy with OPL's services</p>	
		<p>Ouvrir le dimanche, beaucoup de personnes du 3e âge est une façon pour eux de sortir et être à l'air climatisé. Beaucoup de familles à faibles revenus pourraient s'y rendre et avoir l'impression que la fin de semaine c'est agréable. Peux de familles peuvent se permettre des vacances.</p>	
5082	<p>J'ai demandé de l'aide et ils m'ont aidé à trouver le problème</p>		

5084		Be open every day in the morning		It does a brilliant job and love the free holds (UK - you pay to have books sent to your local library)
5085	People are very helpful	Improve website		Better parking at North Gloucester
5086	I think there is 1 later evening opening, another would be great as I work to 6pm.		Family day, maybe Easter Monday, may long weekend	
5087	Hours work fine for me	This is not facility-related, but I would like if the library tracked favourite authors or topics, and advised when new books arrived by those authors or on certain topics/themes.		I think the OPL is AWESOME, and the staff at my library are WONDERFUL!! Keep up the great work!!
5088	I find the mixed hours hard to track in comparison to when I am out and need to pick up my books before the pick expires. I understand they are to accommodate various schedules but I wish they were just open longer and more often. and not split times with closures in the middle.	What about pick up lockers on the outside of the library so we can get books outside of hours? I wouldn't mind calling the library when they are open and letting them know I would pick it up outside of hours and get a code to the locker.		I love the library!!!! I love your online options, the physical library, books, DVDs, park/museum passes, CDs, audiobooks, online consumer reports and other websites/magazines. I think your studios are very cool ideas, though I haven't have the opportunity to visit them due to locations and wait times. I would like to scan my old photos and print in 3D. I also love that where ever I am in the city I know the library has wifi! KUDOS to the team.... keep providing supreme value to all Ottawans.

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I feel like before the pandemic they were open late Monday to Thursday. Now they are only open late two of those four nights, and I can't ever remember which ones.

The one thing for me personally right now would be to back to consistent hours M-Th so I would know when you are open without guessing which days are your later days

it would be easier to remember if it had normal hours eg 9-5 every day and 9am-8pm on Thurs-Fri or two weekdays but I understand you have budget constraints

I like that it is open some evenings.

I wish the library had longer hours on Fridays.

It's often closed when I want to go, and so I have to plan carefully to get there when it's open.

It's usually open when we want to go

Wish it were open on Sunday

Simpler borrowing/reading of periodicals and newspapers. I have tried to use this feature but found it very cumbersome.

Have a way to pick up holds while the library is closed

Open Sundays between 1-3

More e-books available

Good Friday, Easter

More workspaces and electrical outlets for laptops:)

Just to keep up the great work, and I appreciated your holds service/response during the pandemic.

My disability is with my vision. I require pretty large print and electronic publications are easiest for me. The more stuff you make available in this format, the happier I am.

I love the library. I'm so glad you exist! Thank you to everyone who makes that possible :)
You're doing great! Thank you for your work!

5100

Find the hours meet my needs so no complaints. Senior and it meet my needs.

Happy the way it is.... Don't use the library that much; just the odd time

Live in CentrepoinTE so handy to have a library. Read a lot but get a lot of new releases given to me so don't take a lot of books out. Also read the Global Mail. Just nice to know it is there for the odd book that I want to read.

All businesses should be open during the morning and afternoon, and currently the library is only open two mornings a week as well as Saturday. It is hard to remember which days you can go and get your books and figure out when you can go and when it is closed.

5101 use a meeting room for presentations

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5103

Good hours

5104

The branch is open when I need it and I appreciate that the staff have lives outside of their place of work.

5105

My schedule is somewhat flexible so I can choose when books are picked up.

Request the use of N95 masks for staff and visitors should also be masked

To try to find free access to Ottawa museums left in the one week check outs at the front of the Library. These are very hard to get as they are free family admissions to the serious museums in the city. We need more of these as going to any of them for free is a luxury to many of us with grandchildren. Admission prices have increased so only those with extra money can afford to go. We need to add more of these to our library budget.

5106

There are enough hours to get what you need We also have books and audiobooks I'm not sure as to what percent of patrons use the online option. It is a great alternative and perhaps many don't use this option because they don't know how. Maybe a virtual tutorial would be of great benefit marketed to library patrons of any location would take any strain off of needing the physical space.

It used to be open 10-9 through the week but now it only opens at 1 on the days I go to Greenboro to exercise in the gym. It used to be easy to stop by and get a book but now I find the library often closed when I'd like to go.

More virtual meetings on areas of interest like book clubs for all ages, computer tutorials, kids programming . There is no shortage of what can be done online

Open more branches on Sunday through the winter. It is a good time to take the kids to read or pick books.

Why do we need such a massive new library west of the original library downtown? This concern has been raised frequently at within my social and work groups. Lots of money for what??

Growing the OPL branches were a place I could go and relax with a book for an hour away from a stressful home. I used to be able to count on it being open every night after school and on weekends. I loved to bike to different branches and peruse their collections. With my kids I would like to explore the different branches but many have very compressed hours or are closed on Sundays, making it harder to visit.

5108	Library is not open some weekday mornings so if I want to return books & DVD's and/or Pick up holds I have to plan my day around a trip (by bus) to the library in the afternoon.		I think librarians have done an awesome job keeping libraries operational as much as possible during COVID.
5109	I work during the week so I appreciate having the evening hours at Carlingwood. Saturday hours could be a little longer, e.g. open until 5 rather than 4pm.	Have extended early evening hours,e.g., up to 7pm.	
5111	I am flexible and the branch offers early openings and late closings on different days.	Electronic access to resources (what you offer is very good but more is better). "newspapers.com" historic access would be ideal.	
5112	The hours are different every day and I have to plan extra to make sure I can get there during the opening hours (regardless of if it's the morning or afternoon hours)	Have outdoor, covered seating so that I can use the wi-fi on my own devices, even when the library is closed.	Always grateful to have access to the library! The greenspaces around the branches I've visited are also incredible assets! Thank you for using Libby as well, because I read so many ebooks and audiobooks too.
5114 5115	There is always someone to help if needed. Great customer service	It meets my present needs	No

5116	<p>it's open most of the time I need to go. It would be nicer to have a library in my own neighbourhood (Riverside South) instead of just the bookmobile once a week.</p> <p>The hours fluctuate day to day - sometimes the library is open at 9am and other days not until 1pm. I have seen many people trying to go to the library in the morning only to find out that it doesn't open until 1.</p>	<p>Focus time and money on libraries where there is new growth (ie: Riverside South) rather than redoing the main library</p>	<p>Library staff always friendly and helpful, keep up the good work!</p>
5117			
5118	like more evening hours		why do we provide video games at OPL?
5119	all my books are on overdrive so i do not visit		
5120			
5121	the hours are too short		
5122	Its clean and organized		
5123	<p>i have never wanted/needed to visit the my library branch(es) outside of their current hours.</p> <p>The opening hours are generally satisfying.</p>	<p>I had to pay a late fee once and found it a big complicated on line so I went in person to pay it.</p> <p>Present lectures on interesting and/or hot topics.</p>	<p>I believe the CentrepoinTE branch rents musical instruments. It may be nice to have a larger branch in Kanata that does this.</p>
5124			
5125	<p>There's a mix of early evening and late evening times. I need later evening times, so I'm happy that they are offered some of the time - enough times for me to get my stuff done.</p>		

5127				
	Should be open on Sundays and after 5:00 pm at least till 8:00 pm on weekdays. This help working families to visit the library after office hours.			
5128		More hours open		One app to read all digital subscriptions Need to stop having smokers in front of your entrances.
5129				
5130		Current service is excellent for me.		
5132		Thanks.		
5133	It would be preferable if the library was open on Sunday year-round.	Maintain quiet in the library. Some people speak too often and too loudly and nothing is done about it.		I would like to see some additional magazine titles added to my branch, i.e. Ontario Out of Doors, New Scientist.
5134	I prefer the pre-covid hours. 6 is too early to close for me to get there and I can't always go on the days that it's open later.	Have more copies of more material. Also have only one place to access it, too many apps.	The library seems to close on all holidays, e.g. family day and remembrance day, holidays like these which half the people are still working should have the library open perhaps on weekend hours if these are fewer.	The OPL is really good, just needs more resources as seems to take a long time to get material.
5136				
5137	3d printer/ laser cutter			
5138	rarely open late. people have to work during the day! Not open on Sunday			
5140	I find the rotating opening and closing schedule annoying.			
5141	It's open most days	More downloadable audiobooks		Being able to watch more shows on hoopla
5142				

5143

The hours change from day to day and i cant keep track. I often go and it is closed

More books in the stacks. I miss old fashioned browsing in the library stacks

Veterans Day

5144

To enjoy the ambiance of a real bricks & mortar Library

Library staff are friendly and knowledgeable and always willing to help.
I can always find a time to visit that fits into my schedule.

5146

Implement an automated system, doesnt have to be in a library, where holds can be picked up. Many, countries have these in community centers and other locations - a lot cheaper than having a bunch of libraries where the main functions seems? Idont even know, I only go there to pick up holds and automatically check my self out -

5149

5150

THANK YOU for restoring Rosemount Branch. It is an indispensable cornerstone of our community. And thank you, OPL, for adapting your service to enable borrowing books during the depths of the pandemic: you helped keep us sane.

Library staff are always exceptionally helpful and friendly

5152	It is open most of the hours i need.	interlibray loan. I get the impression from the website that if the book is not at the main branch but if it is at another branch that I will have to travel to the other branch instead of having the book move to the main branch for pick up. Is that true? If that statement is not true please clarify that on the web site.	Opening at 9:00 like the rest of the world would be so so so appreciated!
5153	It would be nice if they opened earlier! I'd like to drop the big kids off at school and come with the little ones. I'd be at the library much more often if I could do everything in one outting. (Everything opens at 9am! I'm not going back home and bundling all the kids back up an hour later! I wouldn't even do that if I was by myself..)	Open earlier	No, thanks for all the great work!
5154	The hours are sufficient for my needa	Nothing. They do a fabulous job.	Ottawa public library and its branches are doing great work. we are happy with the service. every single branch have amazing staff.
5155	Branch is only closed on Sunday. open six day.	If the library is open six day. it can remain closed on Sunday	

5156	It's hard to say. I think the current hours are an excellent compromise and probably there is not enough demand to be open more... but they are fairly limited I would prefer more hours on the weekend for sure.	More private study space, early morning and weekend hours Be open every evening during the week.	Even during times where I may visit the library less, I feel it is a vital part of my community The search feature on the app could be more user friendly.
5157			
5159	It's open for a range of times through the week	It's great. I can't think of anything the could be better. Maybe the one thing is giving better steps for downloading e-books to a Kobo	
5160			
5161	Wish for better evening and weekend hours		
5162	I would like for evening hours to be available during the week.	I can't think of anything more OPL could do that it hasn't already addressed and successfully accomplished.	
5163	Wish it was open longer daily	Opened earlier in morning and later in evening	We should do everything to enhance libraries so they are a strong pillar in every community

5164			This survey is a perfect example of what annoys me about the OPL. I had to send emails twice to get the link to work. I often go to the library to pick up books and the library is closed. All in all I am most dissatisfied with the service I receive from the OPL.		Yes, I am extremely dissatisfied with the OPL and the service I receive. It is very substandard.
5166		I like that they are open most evenings so I can go after work. I also like that it is open Sundays through the school year, it's very convenient			
5167		The hours of operation on weekends are not convenient for my family.			
5168	During Covid, to print.	I have had no problem with the hours.		My needs are met. I think having Sundays closed in the summer makes sense.	
5169		Some days they open at 1 and we can't go in the morning.			
5170		The hours are inconsistent day to day so I never know when the branch is open. I constantly have to check the hours before I visit		Offer more toddler/baby programs generally but especially on weekend mornings	Online catalog is difficult to browse. I would like a way to filter down to see what is available at my branch by category. I find the basic services of the library good. I attended an infant massage class at a different branch pre-pandemic and it was excellent. Would love to see this returned and offered more broadly.

5171	I am retired so so it's not inconvenient to go there when the library is open	It's all good	No
5172	I haven't been using the OPL as much lately, as I'm purchasing more e-books. However, when I do have an item on hold I have found the hours convenient.		
5173	I think I've gone on Monday and it's closed		
5175	Closed on Sundays.	More events and activities for kids and families.	
5176	The current hours are very generous & suit me well. I was amazed at how well Beaverbrook managed the library during Covid with masks required, using designated in & out paths, receiving emails re my many holds & being able to pick them up so easily without interfacing with very many members of the public. The staff are so friendly, courteous, patient & helpful. It is a pleasure to use the Beaverbrook Library. I feel so fortunate that I live nearby.	I honestly can't think of a thing. They are so professional.	Thank you for the survey. Hope it helps with decisions.

5177	Weekends are the best time for us to take the kids to the library, currently the branch is closed on Sundays which is inconvenient.	For kids books, more information on the book (eg suggested age, preview) to help with online browsing when we can't make it in to pick out books.		Thank you for all your work. Having kids, we use the OPL much more often and love bringing the kids to browse the books.
5178	Frustrating that it's not open in the mornings. Inconsistent hours.	Open earlier in the morning.	All holidays except Christmas and Easter	
5179	It would be great to have the library open every morning.	Bring back more programming for young kids/toddlers		
5180	Different days have different hours, so have to think of the specific day when planning a visit	Nothing		No
5181	I love to read and nearly all my requests for books are obtained.	Nothing I think it is a great service just the way it is		As I have said, I think the service is fantastic
5182	Could be open later to better accommodate going after work.			
5183	The hours are confusing since every day they're different. I understand they are set up that way most likely to try and meet everyone's needs on limited funds, but it's a bit inconvenient and makes me less likely to go to the library on a whim. Also, it seems like a place like a library should be open on Sundays since most people are off work at that time.	Have consistent hours. Overall, I love OPL. It's a fantastic service and welcoming community space. I'm always impressed with how many books are available to check out. I also enjoy bringing my one year old to storytime. Thanks OPL!	Not Christmas but I would likely visit the library on most other fall/winter holidays to pickup holds.	Overall it's a great service. I've had nothing but positive experiences with the branch (other than going and realizing it's closed once I get there).

5185
5186

The hours are convenient for me.

The service I receive from staff is always professional and helpful.

5187
5188

The hours are generous and flexible enough that going there isn't an inconvenience. I use Libby a lot to supplement my reading material.

5189

I am able to adjust to the operating hours. Increase number of books on express read.

Thankful to have a public library system in the city and to have a branch so close to me.

5190

It's a well-kept branch. Great children's library. Friendly, very helpful staff.

5191	I have been utilizing the library for years. but have found it to be a godsend during the pandemic. The staff at this branch are wonderful, it is very rare that a greeting is not forthcoming upon entering.	I think the OPL has been wonderful for me, especially during the pandemic. I would be interested in meeting groups - crafting, sewing, crochet, knitting, home maintenance and woodwork etc...if there would be other interested participants
5192	It isn't always open when I would like to use it. Des fois j'aimerais être capable de visiter la bibliothèque les dimanche, mais ce n'est pas un grand enjeu.	Quicker availability of some books I put on hold.
5193	Pour utiliser la salle de bain ou boire de l'eau	
5195	It is closed on Sundays.	
5196	It is often closed when I want to use it.	Have a branch in my neighbourhood.
5197	Closed on Sundays, would like it to be open on Sundays.	Be open on Sundays.

I love being able to go to the library at various times throughout the week but I would also like for library staff to have weekends/days off etc... If there will be additional staff, it would be wonderful but I do believe that most people can get to the library during the open hours - perhaps students would have a different opinion. Most often when I attend, it is during the day and I see quite a few other seniors at the computers etc... Obviously perhaps the evenings, during the school year - there may be younger folk. Once again, this branch has wonderful staff members

5198
5200

The Main branch opens at 1pm on some days which is too late. It is also closed too early at 6pm on other days.

Please don't open as late as 1pm or close as early as 6pm.

5201

I am retired so can suit my visits to the times you are available

Browse Sci Fi shelves - especially looking
5203 for anthologies

Sad to see fewer books, glad that Library is there to support the community when the power goes out or other calamities

Offer better choices and recommendations based on my borrowing history

Staff is usually very good, occasionally Brilliant

and books. Love the new policy for no fines except when lost, and auto renewal! Very reasonable & balanced policy during COVID, and you might add home delivery (for a fee) using Amazon-type or meal delivery services, possibly co-locating a branch at a transport/shipping hub. Larger proportion of large-print to match library's aging demographic, including text-size adjustable electronic materials. Library patron demographic likely is more aged than Ottawa's population, so match their taste for (re-reading) older material (hard to find); make material searchable by era & genre (e.g.SciFi from 1967 to 1980). Merge services with libraries beyond Ottawa (Ottawa and Rideau Valley), considering Amazon-type transport, and unimportance of distance for downloadable material. Merge catalogue services with book sellers, private book owners for both lending and sale.

5205 to return materials
5206

old sci-fi books

5207 5208	La seule difficulté c'est de se souvenir que certains jours la biblio n'ouvre qu'à 13h. Mais autrement, les horaires me paraissent tout à fait corrects surtout les ouvertures jusqu'à 20h.	Je trouve que les horaires actuels me conviennent parfaitement.	Je trouve que les bibliothèques sont un service essentiel que j'apprécie énormément pour les ressources offertes, l'amabilité et la serviabilité du personnel.
5210	L'horaire varie et c'est souvent fermé quand je pense que c'est ouvert.	Avoir un club de lecture pour adultes à Rideau.	J'aime beaucoup les présentations de livres thématiques à la succursale Rideau. Je pense que tous les gens qui y travaillent peuvent parler les deux langues officielles, c'est formidable.
5211 Pour être parmi les livres et être heureuse en leur présence 5212	C'est ouvert seulement quelques heures par jour et pas du tout les dimanches!!! Les dimanches c'est la meilleure journée pour aller à la bibliothèque!	Être ouvert les dimanches même les succursales rurales	Je pense que les bibliothèques rurales devraient offrir plus de programmes avec la communauté. Fêter la Fête du Canada, avoir des "sleep overs", écrire un journal communautaire avec des jeunes de la communauté, job fairs, activités du dimanche matin (expériences de science, jardinage, codage...)
5213 kids activities	I think that the library should be open on Sundays. Many working families are not able to get to the library during the week and I think the library should be open seven days a week.	Open earlier in the mornings	Easter, Thanksgiving, Family Day, August Long, etc.

5214	Happy with resources available		
5215	Good staff very helpful The evening hours, Saturday and Sunday hours offer lots of flexibility.	there isn't one thing, I have no complaints	NO
5216 5217			
5218	I do not use it that often but recently realized that I have to check the times you are open as they vary depending on the day of the week.	Better advertise their hours of operation	No
5219	The service is good and the branch is located within a walking distance from our apartment. Opens late closes early. Closed on Sundays.	People should have access to a library on Sundays. Library service should be more accessible to the public. That includes Sunday. Have more hours where the library is open.	The Elmvale library should be open on Sunday.
5220 5221			
5222	The hours are balanced with early hours some days and later hours other days. That seems to be a good way to accommodate the needs of different people. I just have to remember which day is which.	Nothing, I'm satisfied with OPL services as they are.	
5223	Satisfait...je coordonne mes visites à la biblio avec mes autres obligations.	Très satisfait de l'ensemble des services et de la disponibilité des documents et livres en français	Qu'est-ce que la race a à voir avec ce sondage? SVP! Ne racisez pas ce sondage?

5224	I wish the collection was bigger. I understand it must be weeded for making space for new material, but I miss the gardening, cooking, design and art books, many of which are no longer on the shelves!			
5225				
5226	J'aime bien les heures de Greenboro - ouverture le dimanche.			
5227				I think they have a great online web site. Easy to search, put items on hold and track previous items borrowed.
5228	No Sunday hours		A few randomly	
5229	The only day we have available to go to the library is Sunday and the library is closed on Sundays. Would be nice if the Rideau branch were open Sundays even for a few hours.	Be open on Sundays! That's the one day we are most interested in going!		Stat Mondays and winter break
5230	Print or make copies	Open Sunday		
5231	Would like slightly longer open hours on Friday's and Saturday's.			
5232	J'aimerais que la bibliothèque soit ouverte plus tard le vendredi (au lieu du mardi par exemple) Because I have no complaints, other than the length of time for holds on popular items			J'adore la BPO.
5233		More copies of popular items		
5234				

5235	Meets my needs I am 79 and wish to avoid crowds. Between 1-3 on Wednesday has at this time a very small number of users	Everything is fine as it is.... Being retired I can adjust to what ever time seems least busy	No
5236			The used bookstore can influence my time if I have a donation With Ruth W Dickinson being the only library to serve all of Barrhaven, I hope that funding will be given to workers or programs to help with potential longer work days.
5237			
5238	The mornings are best for me so find it inconvenient only having 3 mornings when branch is open.	Have different hours for different branches so always have a library available outside of main branch Advertise programs	I am very satisfied by the present hold system and by the length of loan period on all items.
5241			
5242			
5243	Opening at 1 pm on some days is not helpful for me	Open before 1 pm	'Glad you are open in the rural areas, please don't close any soon.
5244			
5246		Je suis très heureuse du service, du rappel de la date d'échéance, du renouvellement automatique et de la page personnelle. À part l'ouverture du matin que j'apprécie particulièrement, je ne vois pas de mesure supplémentaire nécessaire dans mon cas.	Une bibliothèque est un service essentiel. Ne jamais l'oublier.

5248	I feel that the current hours of operation is sufficient. I haven't wished that the hours were longer.	The OPL meets my needs.	No
5249	They are closed Sundays, which is half of the weekend when you have more time to go.	Open on Sundays at least during the school year	
5250	Very limited morning and evening hours and closed on Sunday. I can't go after my kids are in bed.	Be open Sunday, have more morning and evening hours.	I would like a library closer that my children and I could walk to. K2K 3B2 Libraries are important community structures and should feed the community and engage social connection through education. I miss being able to walk/bike to the library.
5251 Printout	The new hours of operations are somehow frustrating. I go to the library mainly in the mornings, but the new operational hours are not the same everyday and this makes it a little bit confusing to memorize when the library is open and when it is not. I believe there should be a clear schedule for everyday (i.e. 8AM - 6PM)	Open regularly everyday	
5252	I'm normally only available to go to the library after 6pm. The fact that some days are open later makes it accessible to me.	Web experience, especially on mobile. Website sizing is off. More book collections about specific topics.	Please continue to keep smaller branches like sunny side open. It's very handy to be able to order books to specific locations.

5253

I am grateful to have all services the library provides, thankful yo the staff who work there (especially during these challenging health times) and my great niece and nephew love the SMART Challenges

5254

2:15 to 3:00 on Wednesdays is too narrow a time-frame for the Bookmobile's Carlington stop.

5255

I do not like that when I get a book online it ends after 3 weeks, even when I haven't finished reading it, and I cannot renew. Or if I do renew I have to wait months. I would like more books on cd which are easier for me to access.

5256

Opens way too late in the day

Be open earlier! 1pm is past mid day!!

5258

There is no hour consistency throughout the year and in the middle of the summer they close it on Sundays for example.

5259

5260

Late opening hours on Fridays

Open the AltaVista Branch b4 noon on Thursdays and Fridays

Enjoy electronic sources, being able to borrow items from other branches. would like to have some coffee/ tea shop onsite/nearby to be able to get together with friends.

5261	It would be so much easier to go to the library if it was open on Saturdays AND Sundays	Open on both weekend days	
5262 5263	I often go on the weekends and it's not open ... it would be more convenient if the reduced hours were during the week given we mostly have time to go with our kids outside of the 9 to 5 hours.	Be open both days on the weekend during the summer.	I just love the library - our kids enjoy it so much and are voracious readers. The Stittsville librarians are wonderful humans.
5264 5265	I preferred the longer hours before. Some days the library is not open when I get off work. They fit my schedule	Be open for longer	Thank you for sharing this survey and all of the great work you do!
5266	Too few hours that now necessitate a special trip rather than combining with other outings. It is difficult to keep track of what days it is closed until 1pm.	More hours	No
5268	Consistent hours would be far preferable. Not opening until the afternoon seems really sub-adequate.	Be open by noon, at the latest, every day, so there is the option to go during the traditional lunch hour.	don't library workers also receive public holidays? Don't understand this question. no. thanks for the consultation.
5269	I am easily able to schedule what I wish to do at the library during the hours they are open.	Have a drive through book return so that in the winter one could just return the book(s) without leaving the car.	Keep up the good work

5270		<p>Increase the number of days to pick up holds. Given the limited hours over the last couple of years, it's almost impossible for me to make it in to pick up my holds as the library is often closed when I'm able to stop by. Plus, have consistent hours - having varying hours is difficult to manage.</p>	<p>Ayant fréquenté la bibliothèque à différents moments de la journée en semaine, j'ai constaté qu'il y avait plus de gens le matin (personnes plus âgées et familles) et très peu après 19 h, à part quelques personnes à leurs ordinateurs. Pour ce qui est de mes rares visites le dimanche, il n'y avait jamais grand-monde ; c'était donc très tranquille et parfait pour lire sur place.</p>
5271	<p>Disponibilité d'heures le matin et en soirée</p>	<p>Avoir plus de succursales ouvertes le dimanche après-midi ; actuellement, la distance à parcourir est grande.</p>	
5272	<p>Able to work around the closed times. Like the couple of evenings available during the week. No issue with closed Sundays.</p>		
5273	<p>I am a new member to the community, and I am able to access the library during its current operational hours</p>		<p>Family Day, August long weekend</p>

5274

the librarian are amazing, except the older white ladies that act so mean and racist to me and my children, I have never had action to stop her bullying, because I want to keep my kids love to the library. but one day when she made my kid cry I intended to stop her but an amazing old Indian guy interfered and made her ashamed of what she said to a kid. but after few months she is again in the kids part and again bully.

Non et merci de me donner un service des plus amicales et très satisfaisants

5275

mostly nice place and the kids enjoy it, only there is a racist old lady there that hate Muslims
Personnel très aimable et connaissant. Aide personnel avec les exigences de preuves de vaccination contre Covid 19.

5276 Échange de livres gratuits
5277

Not enough worms and evening hours

5278

J'aimerais pouvoir retourner des livres le dimanche

Uniquement pour le retour des livres

Non, sauf MERCI! Nous adorons la BPO! Et j'adore le compte Instagram! ????.

5279

5280

It could open earlier then noon

5281

5282

During the summer, there have been some days that I've come in the morning, forgetting they were closed. I've had to return later to pick up my holds - not always easy to do with kids in tow. In the evening, it used to be easier to pick up holds when they were open later in the evening.

5283

the hours should be expanded. The hours shouldnt be so inconsistent, especially difficult is when there are different hours for different days, and this changes. Im not confident that the hours havent changed since the last time i was in (im in once each week, different days).

5284

5285

It would be nice to be able to go in the evening

open more often, keep hours consistent. This is the capital of canada and our libraris should be accessible far more then they are

More audiobooks

We love having the packs of books for kids available that the librarians choose/set up on the main floor. That helps us choose some new books when we are in a rush. There used to be shelves with beautiful displays of books on the main floor of the Main branch (e.g. books about fall, books about animals, books about rain). We miss these displays. We usually chose a book or two from the shelves every visit. We wouldn't visit the library with extended Sunday hours. I think it is nice for the library to be closed for a day, where everyone who works there can count on having that day off.

Well, you refer to sunday openings but the branches in my area are never open sundays. Sloppy

Thanks for the great work

5286	Je suis retraitée et j'ai amplement de temps libre. je m'ajuste à l'horaire.			
5287	I satisfy with Books Library , because it helps me to make research in an International Law on Human Rights Doctorate , and also to study the evolution on Canadian Energy Policy regarding oil and gas on Athabasca Oil sand project in the Province of Alberta.			
5288	Convenient	Uniform hours at all locations		
5289	I think they are standard hours.	Have more community connection.		Starting book clubs and children's reading buddy system programs would reinvigorate the library.
5290				
5291	The hours vary and I have to remember what time the library opens and closes each day.	Same hours every day		I am very happy with the services of the Manotick Public Library.
5292	I'm retired and it's easy to adapt to whatever the opening hours are. I don't remember if the library is still closed on Friday morning. But that's something I often used to forget, which was annoying (my forgetting!) when I would arrive on a Friday morning.	Nothing, really, I use the library almost exclusively to pick up books I have requested.		No

5293	I am retired and can go at any time so have no problem with the hours		
	It's easiest for me to visit the library in the morning during the week and there are only 2 days it's open at 10. Even that is later than I would like. I often have to juggle my week around when the library is open!	Be open in mornings (Rosemount) by 9 am most days.	I love the OPL app (it's one of the main reasons I pay to be a non-resident member). Two suggestions for improvement. To reduce data use, it would be helpful to have a no-image option for viewing lists of books and accounts. Second, if I click on My Shelves before clicking on Borrowing, the shelves are always out of date by many years. Strange little bug but others have found this as well.
5294			
5296	The library is open 6 days a week in the summer and 7 days a week the rest of the year. It's easy for me to find a convenient time to visit. In addition, I can access the library online any time.		
5297	I would prefer to be able to go to the library in the morning.	Have at least one branch open in my area on Sunday (St. Laurent, Alta Vista, Vanier). Thank you for the great services you provide. Stop these useless Nanos polls, as they are frustrating with the questions, and want an opinion on their own topics	
5298	It suits my needs		This Nanos poll was very frustrating, plse no more, in the future

5300	This was my first pick up, and the person at the desk was friendly and helpful, explaining the things I needed to know to get my book.	I am new to this system, so it is difficult for me to say. Until now, my needs are met.		No, thank you!
5301		Have consistent hours year round		
5303	I feel that having more consistent hours would be more beneficial to the community. Would like to see it open a little later each day. Convenient for daytime and evening pick up, though I sometimes mix up the hours and arrive at noon on a day or opens at 1:00.	Open longer on the weekend	Civic holiday	
5304		My needs are being well met.		Very grateful for the library resources and staff.
5305	S/o			Non
5306				
5307	All the Ottawa libraries are closed on Friday nights. This time is the perfect time for a library outing at the end of the school week. The OPL used to have special activities for kids on Friday nights. The libraries should all be open Friday evenings. There are so few free activities in Ottawa, especially through our long winters. This big opportunity is being missed.	TO BE OPEN FRIDAY NIGHTS - like in the old days before the strikes. With self check-outs etc. not everyone needs to work Friday nights to keep the libraries open till 9. I would routinely bring my grand kids on a Friday evening as a special outing after a week of school.		You mentioned holidays - It would be great if some branches were open on stat holidays.
5308	Limited weekend openings			

5309	It's a small location - yet, a bright, clean, cheerful place with students, seniors, and young families.			We used the library more for programming when our kids were young -- under 8 years old. It was really great -- crafts, story time, special cultural programming.
5310	I often find that the library is closed when I need to use it - either during the day when the library is closed in the morning, or if I want to pick up a book from the hold shelf after working hours. There is a great book selection for my kids! We love that it is walkable from our house.	Provide notices BEFORE a book on hold becomes available - ie. if I am next in line, that way I would know a bit in advance if I want to pause that hold before it becomes available to me on the hold shelf.	Easter Monday, long weekends in the summer	Love the no more late fees
5311				
5312				
5314	When I speak to a staff member, they are friendly and helpful. The hours of operation are good.	I can't think of any improvements to the service.		
5315	Should be bigger Would be nice to have longer opening hours.	Better hours, larger space better hours		
5316				N/A
5317				
5318		More copies of eBook fiction		
5319	Always helpful			
5320		Home delivery of holds		

5321 I appreciate the evening hours that my branch has
Bring back the in-person meetings. I miss them although I understand the requirements imposed by covid.

5322 I can easily adjust my time going to the library if it isn't open for an evening or morning.

5323 I use the branch between 10 and 6 pm mostly
Have drop in Story time programs for children under 5 all year round, once a week in the mornings

5324 Je dois souvent organiser mes courses pour attendre l'ouverture (tardive) ou arriver avant la fermeture (hâtive).
5325 Succursale ouverte tous les matins (plutôt qu'en alternance) et jusqu'à 21 h les jeudis soirs.

5326 Inconvenient closing hours
Phone Help Service 10am - 6pm
Mon - Sat

I appreciate the great service provided by OLP in spite of budget constraints. I recommended the purchase of a book on solving homelessness and the library purchased it! It is a very interesting book and I hope other library users will benefit from the ideas. I recognize that some restrictions in hours are inevitable - but I strongly disagree with unmanned libraries which they are trying in Kingston. This is a horrifying and unsafe development. I hope that Ottawa would not consider this.

Très belle collection. J'apprécie être servie en français (la plupart du temps).

5327	The staff are very helpful and professional	K consider OPL the best place in the whole city I want it to open a little bit afte 5pm because when people finish their jobs	I want say thank you to the city of Ottawa and all OPL staff
5328	1 - Should be open every Sunday 2 - Should be open more weekday evenings (and when it is open	Be open on more weekends and weekday evenings - when I am not at work!	
5330	evenings should also be open in the morning)		
5331			
5332 To donate used books	I often prefer to visit in the evenings, which have been cut back.	Extend evening hours.	
5333	I wish it were open on Sunday Being retired I can go different hours that suit me	open on Sunday	please keep the mask mandate
5334	I am satisfied however if the library could be opened for a longer period of time, it will be even better for me to go there to study, read etc.	Happy with staff and service	
5336	suites my needs very well	Please increase the hours when library is open for Monday, Wednesday, Friday.	N/A
5337			

5338	Opening hours are too short!	<p>When the OPL does not have a current release (BOOK, DVD) and you order it online, and the response is that they CAN obtain the BOOK or DVD, the person who requested it should get priority! Even if multiple persons have requested it, there should be some way of tabulating it. In the past, I have put in a request for a BOOK or DVD, its been approved for purchase, and yet by the time I have found out about it being available, I am stuck in a line to obtain said BOOK or DVD! Maybe the library can put a find a better way to give priority for individuals who make a request for a BOOK or DVD than they have.</p>	<p>My son loves Rockcliffe park library and visits everyday after school when it is open.</p>
5339	<p>It appears just across the street from me every Monday afternoon. I have low vision and I can only access the bookmobile in daylight hours. It couldn't be more convenient.</p>	<p>If friends with a car give me a lift to the library it would be nice to have library hours the same every day, e.g. noon - 8 because mixing up days is a problem sometimes.</p>	<p>I love the library. I use 3 branches as well as the bookmobile. Given my low vision I appreciate the large print collection and would appreciate any expansion of that collection.</p>
5340			
5342			

5345	<p>I'm grateful for the library and it's services. But I find the hours a little hard to remember. There is one morning it opens late and I always get mixed up.</p>	<p>Re: hours? Make it easier to remember. The alternating late opening doesn't make sense</p>	<p>Give the staff a break, let them have holidays.</p>	<p>Thanks for asking my opinion. I appreciate the library's focus on customer service.</p>
5346		<p>I recently moved here from Vaughan, ON and their library branches put together surprise bags of reading and media content for different age groups. This way, if you don't already know what you'd like to read, you can sign out the bags and get a variety of different items to sample. They also setup displays periodically to highlight content from different cultures/perspectives/regions. I've accidentally found a lot of great reads from them in these ways.</p>		
5348	<p>1pm is so late to open</p>	<p>I wish there was some way to pick up physical holds without the library being open. I know it is probably not possible but amazon has automated lockers. Maybe OPL could look into an option like that. The passcode to your hold could be your pin.</p>		<p>Thank you for all you do. It's hard but important work, and you are appreciated immensely!</p>

5349	The hours of operation suit when I need to access the library and its services.	Can't think of anything. I am largely satisfied.		I appreciate the public library and feel that it provides an important service to the community.
5350				OPL is awesome
5351	Je pense que les heures devraient être les mêmes tous les jours. Plusieurs fois je suis venue et la bibliothèque était fermée le matin et n'ouvrirait qu'à 13h. On a d'autres choses en tête que de se souvenir des horaires de la bibliothèque.	Avoir des magazines d'art/artisanat dans les succursales comme celle d'Hazeldean. Les magazines de mode comme In Style, Vogue, People sont totalement inutiles dans une bibliothèque. Personne n'ira acheter les vêtements qui se trouvent dans ces magazines ni faire quoique ce soit d eproductif en regardant la vie des riches people.		J'aimerais qu'il y ait des livres en hongrois de disponible. Je trouve qu'il y a trop de souscriptions à des magazines redondants et pas assez à des magazines pour les créatifs ou pour l'amélioration personnelle. Il n'est pas nécessaire de retrouver les même magazines qu'au supermarché (ceux qui sont mauvais pour l'estime de soi, comme les magazines de mode, de sportifs bodybuildés et autres)
5353			Family Day	
5354	Whatever the reason for my visit, I was always satisfied with the outcome.	I am satisfied as it is.		No

5355
5356

Elle est ouverte tous les jours de la semaine y compris les week-end (samedi et dimanche). Ce qui fait que tu peux maintenant un programme fidèle pour toi même et pour les enfants. Mais les heures d'ouverture de certains jours n'arrange pas pour mieux profiter de notre succursale.

Ouverture de la BPO les dimanches d'été de midi à 21h

Cela peut m'aider à passer un moment ensemble avec mes enfants à la BPO.

Oui. Les livres et la documentation en français sont minoritaire à ma succursale. Surtout pour les enfants. Je suis immigrante francophone et je veux que mes enfants qui sont très jeunes (11; 7 et 5 ans) aient des livres, jeux et autre en français pour qu'ils ne perdent pas leur français . Je constate qu'il y a beaucoup plus de ressources en anglais qu'en français. Aussi j'aimerais que la reprise des séances de contes et de lecture en français soit effective. Merci

5357
5358

I like the fact that the library is open every day. I understand that in the summer it is closed on Sundays but I use the library a lot and like the convenience of daily opening

The preceding ranking is entirely useless as I firmly believe the library should be open daily with staggered hours as currently exist to accommodate ALL all library users DO Not change or reduce it is working well

To be clear I like the current services the library provides and do not want to see a reduction in days or hours . It is a valued community resource do not take any of it away.

5359

The OPL hours conflicts my work schedule, made it not easy for me to use the library in its open hours. Long open hours.

I go to the library on evenings and weekends, and it is generally open at those times. On evenings, the hours alternate between closing at 6 and 8, which makes it a bit confusing and I have to look up the schedule every time. Being open on Sundays would be a bonus but is not totally necessary. Having more cozy spots to read would be great. Also, the OPL app often forgets my library card and I have to re-login, I wish it would remember my card number.

5360 To print and photocopy

We know a new Main OPL is coming up in downtown Ottawa. The book and material source will be extended with the new available space. Hope there will be new facilities setup e.g., audio and video recording room, electronic piano access, open air space, a dedicated floor allow for quick eating, and different setting for study and reading environment, children's reading area. Current main OPL does not have enough space to hold good volume and variety of books, among others.

I love the library! Thank you for everything you do for our community.

5361 5362	Open late enough Opens rather late on a couple of days. Why open at 1pm, what is reasoning behind this as it makes no sense.	Sundays is a good day to be closed. But, if you do open, I may plan to use it on a Sunday afternoon. I like the evenings up to 6 pm on weekdays because if I work, I can get off the bus and go to the library. Otherwise, I would plan to use it in the evening 6-9 pm on weekdays. If I do not work, then I show up weekdays between noon and 5 pm when it is less busy. The high-school kids seems to go after 3 pm so it gets busier after 3 pm but they do not usually use the computers.. Alternatively, I will use it on Saturday afternoons when I am working weekdays. It's all good, love my library!!!	I use the library because I do not have a printer at home. Once, the covid issue is resolved, I will use it more often for books ect. Right now, I try to go when I think it will not have much people traffic.
5363 Book meeting room for work. 5364	The schedule always surprises me. Hoping for longer times; confused by different start times	Standardized operating hours 9am-7pm. They have adequate staff who can work in rotations.	None at this time.

5366	<p>I would prefer identical hours during M - F</p> <p>I find the drop off box convenient and the hours to pick up items are good. I wish I had more time to just sit and read magazines at the library! Very happy with our library.</p>	<p>Have (e.g. for Museums) passes in digital format for check out.</p> <p>Have more electronic books available. I do like that we have more flexibility with managing our electronic holds now.</p>	<p>We would like access to older material in downloadable audio format. Currently suggestions for material older than a certain year are not purchased by library</p>
5367	<p>The hours are made available and I am able to work around them. Not everyone is, of course.</p> <p>It is usually open when I want to go. However, there are some times that it is close when I don't expect it to be. I haven't memorized the hours.</p>	<p>It meets my needs.</p>	<p>No</p>
5369	<p>It'd be nice if it was open on Sunday for a little bit.</p>		
5370			

5371	My branch is closed on Sundays which, given that I work during the day and they close around end of the business day three days a week, requires more planning to get to the library. I sometimes do not return books I have finished right away because it is easier to wait to make one trip to the library on Saturday or a day it is open later. If it were open Sunday, I could go more often.	If this were to be possible, adjust the online accounts to better indicate which holds are likely to be ready in what order. I would make more hold requests if I could tell I wasn't going to receive the second book in a series prior to the first.	
5372	fewer hours than pre-pandemic		
5373			
5374	Je souhaiterais que les heures de fermeture reviennent à 21:00 du lundi au jeudi comme avant la pandémie.	Nombre illimité de renouvellements sur les documents qui ne sont pas en demande.	
5375	Well organized.		Not at this time
5376			
5378			
5379	I am retired and can work with the existing scheduling.	Explain why some books cannot be put on hold at the Rockcliffe Library when they can be put on hold elsewhere.	We are fortunate in Ottawa to have a Library system that is so well run. The website is user friendly. The staff at the Rockcliffe Branch are helpful and the building is welcoming and well-maintained. I am a contented user.
5380		Je suis satisfaite.	Non

5381	<p>There are enough hours of operation for me to access my holds and do some browsing. I'm careful to check the hours of operation after having arrived on a Friday morning to find them closed. It used to annoy me but now I remember to check the branches hours.</p>	<p>I'm pretty satisfied with the services I use.</p>	<p>Public libraries are an important resource for our community.</p>
5382	<p>I come and I get what I want and I leave. Nothing to complain about. Everyone is always nice and helpful. I used to practice french there until it was cancelled due to Covid.</p>	<p>Perhaps more special interest community classes</p>	<p>I didn't know you were open on Sundays, I thought my branch is always closed on Sundays. i do find it annoying because the hours aren't consistent, and I'm forever showing up at lunch time to drop off books and pick some up and then realizing you don't open until 1 pm. I can never remember which days you don't open to one. It's frustrating.</p>
5383 To use the washroom	<p>Not always open when convenient for us</p>	<p>Delivery!</p>	
5384 To print materials	<p>Hours too short, variable and closed on Sundays</p>	<p>More books on Libby app</p>	
5385	<p>I would like some hours on Sunday, but otherwise have no complaints about the coverage of opening hours.</p>	<p>Be open on Sundays</p>	
5386	<p>The library is closed on Sundays.</p>		
5387			

5388	Libraries are closed on Sunday. On days when the library is open, it never opens before 10am or 1pm. With my work hours, I can only use the library on the days when it is open late.	Longer hours and open Sundays. I have to actively schedule time to go pick up holds or browse books. I am sometimes miss or almost miss hold pickups because it is very challenging to find a time to stop in.		I love the library! Thank you for all you do! It would be great to be able to renew audiobooks at least one time. Some books are really long and can't be completed that quickly! Also, more early morning young children's story times would be amazing. The drag story time at the NAC for Pride was excellent!
5389	In the Summer hours were in the afternoon and irregular. My kids would have benefited immensely if the library was open in the morning as well.	Increase the operation hours in the Summer to include mornings.		
5391	I would love it if the library were open on Saturdays....			
5392				
5393				
5394				
5396 to print	Because I work from home and it is open during the day. It is also open on Saturday which is ok with kids.	Easier access to printers		Ideas or sections for neuro-diverse kids - how to help ADHD or dyslexic kids with reading/writing
5397	The staff are friendly and always helpful if I have questions.			I think the Library should do two things: 1. Ask people what types of material they should offer. 2. Retain books that do not circulate often for a longer period of time. Retain them for at least 20 years.

5399	Closes too early on some weekdays, closed on Sundays through summer also not convenient. More weekend hours would be beneficial	Nothing, enjoy service received!	
5400			
5401	I miss pre-covid hours.		I love OPL!
			In general, I think OPL does a wonderful job. I think the service is excellent, for example that we can order books online and get a message when they arrive at the library. The app works great too. The staff is always friendly at the Richmond branch. And all of that for a free service!
5402	It is nice that it is open outside of regular working hours too, for example until 8PM on some weekdays. That enables me to pick things up without having to change my work schedule It'd be great if the opening hours could be earlier and it could be open on Sunday.	Have a more cosy corner in the library to read, I did not see it the times I was in there.	
5403		Open on Sundays	More programs for kids 2-5 years old would be nice
5404	They are scattered, and I never am sure if the library is open. I look up the hours every time I visit.	Restore access to Ancestry Library for home use.	
5405	Great service! Tuesday and Thursday hours only open after 1 pm. That is much too late to be useful, as I have children who want to use the library much earlier. If I go there for study purposes, half of the day is already done.		
5407			
5408	To Relax		

5409	I visit the library with my young child (toddler). It would be great if the library opened earlier so that it would be easier to visit. Lots of young children eat lunch at around 11am and nap at 12pm when you factor in the drive there and walking from parking lot (with young child), the visit becomes a bit rush. It would be great to have the option to attend earlier (especially on Saturdays).	Open by 9 or 10 am and consistently Monday through Friday.	Consistency with hours very important to me.
5410 5412		see previous comment	winter/cold holidays
5413	I think the library should act as a digital "third space" and therefore, hours of operation are very important.	Have all the branches use the same hours and those hours being easy to remember: Mon - Thurs 9 am - 9 pm; Fri and Sat 9 am - 5 pm; Sun 1 pm - 5 pm (not during summers).	Keep up the great work. Covid has allowed the library to "recreate" itself as a place to work (from home), a place to study (no real change there) and a place to gather and meet and learn with a new look and feel, new hours, digital tools, cafe, meeting rooms, study rooms, and lounge chairs.
5414	Evrything I want in a libary experince is there	nothing-love it	no

5415	I'm generally able to make it to the library when needed within hours of operation but occasionally find it closes too early.	Better advertising/notification regarding non-book materials. Ie: other materials available to borrow, programming, clubs, classes, meet-ups, etc.	
5416	You close at 6pm three days per week. That's frustrating for me because I work during the day and therefore don't have time to go on Monday, Wednesday or Friday. Also I don't understand why you only open at 1pm on Sundays. I would love to be able to use the library starting at 10am.	Be open until 9pm during weekdays	Civic Holiday, Remembrance Day, NDTR, Family Day, Labour Day, Victoria Day
5417	would appreciate some access on Sundays		keep up the good work! St L staff is very helpful
5418	Open late 2 nights a week and open on weekends!		
5419	I only go once or twice monthly to browse & select books.	Your staff do a fine job in my view	Thank you to the hard working staff
5420	There seems to be not a lot of hours open. Also there are fewer hours early in the day and in the evening, when I would use it most.		I love the OPL! What a great public resource we have! There are so many great services offered.
5421	It seems they only open later in the morning or early afternoons	Re-open drive-thru drop offs at Greenboro. It's too dangerous and congested to hop out of a running car at the main entrance.	Greenboro Library staff do a great job at creating STEM take-away activity bags. Please keep this going - and thank you!!

5422	The Sunnyside branch is closed on Sundays, which is the biggest day of the week to use the library. Also it's only open 1 evening a week (til 8:00), and is closed 3 mornings a week.	Open on Sundays	Thanks for doing this survey
5424 pour imprimer des documents	J'aurais aimé que l'heure d'ouverture matinale soit à 9h et non à 10h The 1 p.m. opening is not ideal for me on certain days. It would be nice to be able to pick up books on Sunday.	Ce serait peut-être d'acquérir plus de livres académiques, surtout dans le domaine des humanités (Histoire, Littérature, Philosophie, Religions...etc) et d'oeuvrer pour offrir plus de livres en langue arabe (pour adultes et pour enfants). Open at 10 a.m. every week day and Saturday.	Je tiens surtout à remercier la BPO pour le service qu'elle offre et le plaisir qu'elle me procure à chaque fois que je trouve une lecture intéressante, pour moi ou pour mes enfants !
5425 5426			
5428		L'ouverture le dimanche me serait vraiment, vraiment utile étant donné que je travaille de longues heures en semaine	
5429	The hours are long enough that I can up my holds after work. I would like more hours open. I understand summer hours but during heat waves this is a community that should be open more hours to help the community cool down.		The ones that fall on week days most likely
5430		At Rosemount branch more shelves for books. Very small selection to chose from.	

5431	Very convenient, especially when it's open until later and I have the change to pick up my holds. I prefer going in the morning, but I can never remember which days of the week they're open in the morning		
5432	Would like longer hours into the evening		
5433	Librarian are very helpful, the library is always clean, easy to find books and love getting the magazines from Britain.		no thank you
5434	Always need to check hours before I use library. Late opening not very convenient.	Can't think of anything, huge fan of library's Carlingwood to change area to return books after hours. Closer to parking lot.	None Thanks
5436			Yes went to the Calgary library, great building. Would like more art presence and maybe more intellectual events , book reading by kids authors adult authors . make this library more about a exciting event destination for the love of books, culture of books and learning.
5437	grandaughter books , programs for kids	Love books , get the help I need , nice people Should be open Sunday during the summer	You have improved you catalogue like that you can sample text
5438			

5439

Aside from the shortened hours during COVID-19, I generally find that I have been able to comfortably meet my needs with the hours at the Rosemount branch.

When I am waiting in queue for a book on hold, I would love the option to let someone ahead of me in the queue, maybe two or three times before I am forced to cancel the hold. I frequently find that my hold items come available (or near available) when I am out of town and my only option is to cancel the hold. This is particularly disappointing when you've been waiting a long time.

family day

Though I don't use the OPL much in these particular ways, I value that it is a free, clean and safe place for people to relax, be comfortable, research, job hunt, use internet (or get away from internet!), escape uncomfortable or unsafe home situations, perhaps relieve loneliness, mix with others etc. I think these are important considerations in setting hours of operation; considerations that extend beyond my generally limited usage (picking up my holds). Thank you.

5440
5441

Been close neighbour to
Rosemount library as area resident
for 30+ years. Participated in kids'
programs there with librarian
Jennifer. Great times!!

All good.

5442

For me, more evening hours would
be even better, although 2 days per
week is manageable

You're doing a great job, but more
weekday evening hours would be
even better for me!

This survey is a good idea; you
won't know what users want if you
don't make an attempt to ask. The
renovations at our library are well
done. Opening up the 2nd storey
with its west windows is brilliant &
having an inviting children's space
below it is a huge positive re-
location of the kids' area. Lastly,
kudos to Rosemount library staff
for making the library so functional
during covid - e.g. holds pickup was
seamless with regular staff bringing
materials at front door. Shout out
to Jennifer, the long-term librarian
who knows ALL the neighborhood
children & is super kind & helpful
to everyone.

Thanks for asking for our input!

5443	I have been burned on numerous occasions thinking that the library holds consistent hours on weekdays only to find out it opens at 1pm. I'm not sure why a library from Monday-Friday is not open all day, especially on kids PD days. I also think the library should be open all day on Sunday. To have only one day a weekend is a bit restrictive given that many parents in the neighbourhood work during the week.	Have more consistent hours and take care to be open when kids are out of school like PD days and summer.	
5444	A number of books are just not available or have long hold periods.		
5445	Often closes very early		
5446	Truth be told, I borrow a lot of ebooks and audiobooks that don't require me to physically be at the library.	I think the library is just perfect.	Keep up the good work, OPL. Libraries are an essential part of our social infrastructure.
5447	I'm retired		I presently use the library to pick-up and return books. I do it constantly and I am very pleased with my branch. In the near future I will be writing a particular book, and I may have to diversify my usage.
5448	In the future for research	I work from home and thus I manage to pick-up and return my books at my brief walk after lunch	Have books which I haven't been able to find...

5449

I work downtown Monday-Friday
so the only days I can get there are
Tuesdays, Thursdays and Saturdays

The biggest concern I have is
(suggestion) - The entire computer
system be updated to be more
friendly and to (Important)
automatically record all beers
taken out by each member with
the date of pick up. This should be
done via the present machines
which already record all books
removed by each member's library
card. There is a cumbersome
system that does keep a three
month log, if the member applies.
This new service should be
automatic and include a complete
record over all time. This data
would be very helpful to the
member but maybe more
important to the library as you
would get many answers
automatically you would have the
answers to your NANOS survey
already in the computer. Why is
the library so far behind in
computerizing their book/materials
handling system?

With the present changes in what
days and what hours each day the
system is not uniform and one
must check to see if the library is
open at this time. Suggest
standardizing and keeping to the
days and hours of opening.

To read both for pleasure and for learning
(various topics including religion and
5450 politics

Please see comments above re:
updating computerizing of all
book/material listings taken and
used by each library card holder.
Generally, our Ottawa library
system is good and greatly
appreciated. Keep up the good
work!

5451	It would be nice if they were open on Sundays during the summer months to give people somewhere to go.	Have more events at all locations other than main branches	Thanksgiving, Remembrance Day
5452			
5453	Typically, the branch is open when I'd like to go.		
5454			
5455	I find the library opening hours erratic and unfriendly to the general public. The hours should be uniform throughout the week and include Saturday and especially Sunday. Our community association used to meet there but the library would close before our meeting was ready to leave. During covid, the meeting space was converted to offices. Room rental charges were a tax on community volunteers. The library should be supporting not taxing such volunteers!	It is disappointing to find the library closed because the hours are so variable throughout the week. As a retired person, I am often unaware of the specific day of the week and would appreciate just being able to stop by while doing my other errands. Closing the library during the time when kids are most available is a terrible waste and unlikely to foster the next generation of users.	It is well past time that the Library put the needs of its community first. I think the Library could easily become a more welcoming place by partnering with a snack/coffee/bakery enterprises and making better use of its outdoor space. Parking should not be the priority. Rather the Library should have more park-like surroundings with sheltered outdoor seating areas and terraces. The Library should engage community volunteers in organizing and running activities.
5456			
5457	I like taking my children to the library in the early to mid afternoon during the week, and we have never had any problems accessing the library.		
5458			
5459			

5460	Inconsistency of hours of operation.	Consistent opening hours. For example Monday to Wednesday from noon to six. Thursday and Friday noon to 8pm. Also, updating the website with hours of opening changes as they are implemented	I enjoy the hood service. Thank you!
5463	Je préférerais que la bibliothèque soit ouverte le vendredi matin.		
5464	Having a few 8pm close options per week works with me; I can plan around these suitably well. 6pm close days are ok but it can be tight if I'm working. I find it hard sometimes to coordinate activities to match the open hours of my branch. I try to limit my use of the car for both financial and environmental reasons.		Wonderful library system. Thank you!
5465	the hours are sufficient but it would be nice if it was open for a few hours on a Sunday (or even 2 sundays per month)		
5467		doesn't have to be every sunday but maybe every 2nd sunday?	labour day, thanksgiving, easter monday
5468		Keep improving the eBook and Audiobook selection. I almost never visit the library in person and almost never take out physical items.	Keep up the good work with electronic/online borrowing of eBooks and audiobooks. The recently provided access to other libraries in Ontario via Overdrive is also appreciated!
5469			

5470
5472

Late openings three days a week are inconvenient.

I m disappointed tht the Risemount Library, while beautifully renovated, is so small.

...there are... hours improvement suggestions... just today again the following happened with sea girls "open up your head". I tried renewing an item that also had one hold and one copy available at some other nonBookmobile branch, in addition to the one I had checked out not exceeding maximum renewals. It said it could not renew, there were other holds on the item. There's this ongoing mystery why that available copy couldn't be used to fulfill the sole hold. I even checked closure notice information for branch with copy. In the past (years) I've called infoline where somebody kindly manually overrides 3/4 times. The three said they didn't understand why not my renewal as well, and the forth assured me there were some reason unknownst to us. Baloney, I drove across town and checked out the available copy, just to find out. So if there is one thing OPL could do better, is investigate this system

one monday evening i needed a photocopy, so i went to ups store. also remember eating a doughnut up the road when wi-fi wasn't available. other than that, satisfied with hours.

print service too, so many reasons to visit 5473 library

I remember once wanting to go in on Family Day (feb)

...comment in the previous other comments section. Further I was disappointed that "The Epoch Times" was removed from the newspapers area. It was the main target for reading at the library, as indicated as one of my reasons for going. Seems that may no longer be one of the reasons I would visit the branch. The publication is simply too far right-wing, as the branch manager informed me when she followed up upon my asking why it was removed. This paper reports international current events and had an ongoing section on Chinese history with exerpts from the Chinese Manifesto and occasional personal stories by survivors, escapees of the current regime. I found this publication informative, eyeopening, gutwrenching, pretty honest, fun puzzles. So I'm horrified to discover I'm actually far right wing for mostly believing what this publication reports. Perhaps a few

5475
5476

It seems like the library should be open early morning and late into the evening. I love when it's open until 8pm :)

Whenever the holiday falls on a Monday.

5477

I do not think the limited hours that the Vernon branch is open is unreasonable. For as remote from the city centre as the location is and how much traffic it has, this is acceptable. It would be helpful if the branch were to be open a bit later just one day a week. If it could be open until 8:30 or 9pm, that would be helpful. It would allow me to get to the library in time to pick up any holds that have come in for me. I work long days and multiple in a row, which means that there are times when I cannot get to the library before the hold is expired.

I apologize for not ranking opening times. There should have been an option to indicate that there is no preference. I would ask that the Vernon branch be open just one day per week until 9pm. I have no preference for opening times for anything else.

5478 Museum pass

I find the late opening hours a pain (I think at 1pm) but understand it helps to serve more.

No. I didn't use the library much until I became a mother, and now am a regular! Hold and pick up is amazing. Such a great facility to have nearby. I also notice how important it is for the community as a place for new Canadians too. Something I never appreciated before.

5479	<p>I would prefer the branch to have the same schedule each day. It's very frustrating/annoying to arrive at 12:30 p.m. but it doesn't open until 1:00 p.m. some days, and closes early on other days. I ALWAYS have to check the website for hours of operation,.</p>	<p>Daily consistency of hours of operation .</p>
5480	<p>Hours are backward. Open during day but never consistent on weekends and holidays when families can attend</p>	<p>Crazy you close all summer when kids could go on weekends when not in camps</p>
5481	<p>Liked the old system where the library was open at 10:00 Monday to Thursday and again on Saturday.</p>	
5482	<p>There are times that I've wanted to go and it's been closed. Hours are a little limited on weekends.</p>	<p>Increase the number of copies of ebooks and audiobooks to shorten wait times.</p>
5483		
5484		<p>Hours at all branches should be stil open mornings.many times tried to go to a branch in the morning and it wasn't open.</p>
5485	<p>Wirh metcakfe being closed we go to greely temporarily and they have odd hours that don't work for us</p>	<p>Labour day, civic holiday,</p>
5486	<p>Limited hours on weekends</p>	<p>More kid programs More lecture series and programming</p>

5487	Ideally your survey would include Hunt Club lockers and kiosk for that's what I use for the mostpart	The Hunt Club lockers and kiosk have great hours (same as community centre). When they were closed during early part of the pandemic I often went to Greenboro in the morning without checking hours to find the library wasn't open till later that day. Library does not open until 1pm on Tuesdays and Thursdays. Mornings are prime time for toddlers/preschoolers which is a significant population of Barrhaven!	Provide onsite library services (staffed) in the Hunt Club area-a historically underserved area		We really value the services of OPL. Thanks to all involved.
5488		I would like to be able to go to the library in the morning more often than once a week. As it is now, I can only access the Manotick location on Wed morning or Sat morning. I usually shop in the morning and would like to go to the library in the morning as well.	Be open on Tuesday and Thursday mornings in Barrhaven!	Layout Day, Civic Holiday, Family Day, Truth and Reconciliation Day, Remembrance Day, Victoria Day	Groups on school PD days would be great in Barrhaven!
5490			Have more morning hours		
5491 5492		No Sunday hours; closes too early in evening; only open past 6 two nights a week, and then only till 8	evening hours during work week; have mystery section where hard covers and paper backs are integrated (as they do at Sunnyside but not at Alta Vista)	Family Day	

5493	<p>Les heures d'ouverture le soir Les heures d'ouverture les fins de semaine</p>	<p>Dimanche d'été : en autant que la biblio est ouverte une des deux journées de la fin de semaine, ça me convient Jours de semaine : ça me convient qu'il y ait 2 soirs de semaine pendant lesquels la biblio est ouverte. Le fait qu'on soit en teletravail et que je sois moins au centre-ville fait en sorte que j'y vais plus le soir maintenant pendant la semaine.</p>	<p>J'ai toujours un tres bon service a la biblio. J'utilise beaucoup l'application sur mon telephone. Un petit probleme est le retour de livres qui est souvent plein lorsque la biblio est fermee</p>
5494 Use the Digitization Space	<p>Digitization Space hours are limited for someone who works 8-4 Monday to Friday.</p>		
5495	<p>It's a perfect size, staff are very friendly, approachable and knowledgeable</p>		
5496	<p>I appreciate a range of hours and some consistency. Our branch is closed on Sundays part of the year, and also I believe on Friday mornings. How many times have I shown up on a Friday morning or a Sunday and found them closed? Of course I could have looked on-line, but I just assumed they would be open.</p>	<p>I love the on-line hold system and the access to e-books. I just wish the technology was easier to use on all my devices - currently I am unable to download books on the devices I use when I travel, and despite hours of assistance from a library technician, there does not appear to be a solution.</p>	<p>OPL is a wonderful resource to have in our community! Since the on-line hold system, and the ability to download e-books were introduced, I have considerably increased my reading. It has made it so much easier to always have a good book on the go. Thank you.</p>

5497

Some days open late, others close early. Hours dependent on what day of the week it is. Not a big deal but I have missed hold pickups because of it.

Convenient hours for me - meet my needs

Many books I've read and wanted to reread are no longer available. What happens to them? It'd be nice to have a chance to purchase if you're getting rid of them. The used bookstore is not really an option as none of them ever appear there and it's not something I check often just in case. The shelves at my branch were replaced with smaller ones (estimate capacity reduced by at least 30 % - why??) and the shelves are between chest and foot level. Nothing at eye level. I don't need to see over the shelving where the books used to be and very hard to scan titles at your feet.

needs are met, thank you

Glad OPL is doing a survey. Overall I'm quite happy with library service. However, PLEASE make ebooks available for e-readers. Reading on a phone, tablet or computer is a terrible experience and a battery-killer so I don't. There's no technical reason we can't sign out and read books on a kindle or kobo. And why were overdue fines eliminated? Fines are unavoidable at times but also an opportunity to support the library. Now no incentive for people to return books on time and the loan times are generous. Thank you :^)

5499	<p>Inconsistent from day-to-day. Impossible to remember. Sometimes closed during weekday business hours when everything else is open</p>	<p>Use less threatening language when books are overdue and accounts are blocked. Or just bring back the fines and forget the nudging through tough talk. The heavy hand makes OPL less hospitable. Although the world is going digital, I would love for the new library to have an abundance of good books on the shelves for browsing</p>	<p>I support public libraries!!!!</p>
5500	<p>Needs to open early morning every day. 7 days a week.</p>	<p>Open early mornings every day. 7 days a week. More second hand french books on sale. More french books for young girls 8- 12</p>	
5501	<p>There are a few days when they do not open until 1pm, and having a toddler at home would be nice to access the library a little earlier in the day.</p>	<p>Nothing, I love the library! And I'm making it that my daughter loves it too!</p>	<p>Love the library. Thank you for being so wonderful and such a lifeline during the pandemic!</p>
5502	<p>I wish the library was open every day all year long</p>	<p>More opening hours</p>	

5503

It's so unpredictable. I appreciate that it's helpful to vary the hours so that there are some mornings and some later afternoons but every time I have a hold I have to check the hours. It's better now that you can take up to a week to pick up holds. It used to be three days and it was sometimes a scramble to get there. But mostly I find it really inconvenient that there are no evening or Sunday hours.

Any Sunday hours at Carlingwood would be helpful. I don't care when. I just randomly selected a time slot.

5504

Rarely go now as use e books mostly

Quit changing the way to get e books. Seems to change frequently making it difficult at times to download books to my e reader.

5506

Your question on Sunday hours is very badly worded. OPL is NOT currently open on Sundays. SOME branches are open. Many of us responding to this survey identify only with our home branch. The only responses are to agree with extending current hours beyond 1 to 5 or unsure. I'm very sure. It has nothing to do with opening longer than 1 to 5. It has to do with opening MY BRANCH for some hours, any hours on Sunday.

Always receive great, helpful service from OPL.