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From: Christine Johnson

To: Ottawa Public Library Board \ C.A. de la bibliothèque publique d'Ottawa;
Bebbington, Sonia

Cc: Brockington, Riley

Sent: two messages (Monday, January 23, 2023 and Tuesday, January 24, 2023)

Mr. Chair and fellow directors of the OPL Board of Trustees, Madame CEO,

I am writing to you to express the urgent need to have the hold lockers at the Hunt Club-Riverside Park Community Centre, serviced and upgraded, if not replaced all together.

I am requesting, please, that, given that we do not have a library branch within reasonable walking distance (I have done the return walk to both the Greenboro branch - 9 km and to the Alta Vista branch - 10 km, but that adds a considerable time compromise into my very busy schedule, and therefore not at all practical and user-friendly), and that we are already underserved as Ottawa tax-paying residents in the area of library services, this matter be addressed immediately. I am not talking about a short-term fix. I believe that a revamping of the whole system is what is now required.

I wonder if it would not be much simpler, to ...

- eliminate the Hold Lockers all together at the HC-RP Community Centre and instead, rent out one of the corner units at the Hunt Club Centre at 3310 McCarthy Rd; install several book shelves there, where the reserved items would be placed (just like at other library branches), eliminating all of the technical (IT) headaches and hardware issues with these antiquated lockers;
- hire the required staff to supervise this new system however many times a week, the OPL's budget would allow;
- build/equip this end unit with a drop slot for library patrons to return their OPL items.

Alternatively, three walls could be built to create a small new room at our community centre (similar to the Cathy Ablett room for Seniors at our community centre - but smaller) where the kiosk vending style machines currently are, remove these vending kiosks all together and replace them with book shelves where OPL reserved items could be placed, much like at other library branches or in the Bookmobile (which, sadly has proven to be unreliable); the return box could either stay there or be moved to the other side of the hallway where the dysfunctional hold lockers currently are.

Just thinking outside the box here, imagining alternative delivery strategies to meet the needs of our community.

Signed,

A distressed library supporter and user in the underserved City neighbourhood of Hunt Club-Riverside Park, Christine Johnson