

# Preferred Ottawa Public Library hours of operation

## Cardholders Survey Summary – Document 2

submitted by Nanos to Ottawa Public Library, June 2017  
(Submission 2017-1009)





## Participating cardholders are generally satisfied or somewhat satisfied with the current hours of their OPL branches

The majority of participating cardholders are satisfied or somewhat satisfied with the hours of operation at their primary branch. Saturdays were most frequently selected as the most important day for the OPL to be open, and most participating cardholders are interested or somewhat interested in the OPL being open on Sundays during the summer.


Preferences for hours of operation varied among participating cardholders. Generally mornings or evening hours were preferred for Monday to Thursday, as well as for Fridays. Mornings and early afternoon hours are preferred by participating cardholders for Saturday and Sunday.


### Visiting the OPL

- **Majority of participating cardholders say they visit OPL to pick up their holds and look for materials to check out** – Asked to select the various reasons they visit OPL, 87 per cent of participating cardholders said they visit to pick up their holds, followed by looking for materials to check out (76%), taking their kids (26%), and buying used books (26%). Twenty-two per cent said they visit the OPL to read, while 16 per cent attend a program and do research respectively.

### Preferences for hours of operation

- **More than three in four participating cardholders are satisfied or somewhat satisfied with the hours of operation at their primary branch** – Just over three in four participating cardholders said they are satisfied (40%) or somewhat satisfied (38%) with the hours of operation of the OPL branch they use most often. Fifteen per cent are somewhat dissatisfied, while seven per cent are dissatisfied, and one per cent are unsure.

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- **Nearly four in ten participating cardholders said Saturday is the most important day for their OPL branch to be open** – Asked to rank the days of the week where Rank 1 is the most important day for their OPL branch to be open, Rank 2 is the second most important and so on, 38 per cent of cardholders ranked Saturday first. Seventeen per cent selected Sunday as their first ranked, while 16 per cent selected Monday, and 12 per cent selected Friday. Sunday (31%) and Monday (23%) were also most frequently ranked seventh, or least important to participating cardholders, followed by Friday (14%).
  - **Participating cardholders said mornings and evenings are the most important potential timeslots for their OPL branch to open between Monday and Thursday** – Asked to rank four potential time slots for their OPL branch to be open between Monday and Thursday where Rank 1 is the most important, Rank 2 is the second most important and so on, 38 per cent of participating cardholders selected 6-9pm as the most important potential timeslot, followed by 9am-12pm (28%). Nineteen per cent selected 3-6pm, while 14 per cent selected 12-3pm. Participating cardholders most often ranked 9am-12pm (37%) as the least important, followed by 6-9pm (27%), 12-3pm (24%) and 3-6pm (12%).
  - **More than one in three participating cardholders ranked evenings as the most important time for the OPL to be open on Fridays** - Asked to rank four potential time slots for their OPL branch to be open on Fridays where Rank 1 is the most important, Rank 2 is the second most important and so on, 35 per cent of participating cardholders selected 6-9pm, followed by 9am-12pm (29%), 3-6pm (21%) and 12-3pm (14%). In terms of the least important time slots, 37 per cent of participating cardholders selected 9am-12pm as Rank 4, followed by 6-9pm (35%), 12-3pm (20%), and 3-6pm (nine per cent).

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- **More than half of participating cardholders said mornings are the most important time slot for the OPL to be open on Saturdays** – Asked to rank four potential time slots for their OPL branch to be open on Saturdays where Rank 1 is the most important, Rank 2 is the second most important and so on, more than half of participating cardholders (54%) selected 9am-12pm as the most important, followed by 12-3pm (26%). Twelve per cent of participating cardholders selected 3-6pm as the most important slot, while eight per cent selected 6-9pm. More than three in four participating cardholders (76%) say 6-9pm is the least important time slot for the OPL to be open on Saturdays, followed by 9am-12pm (14%), and 12-3pm and 3-6pm (five per cent each).
  - **Participating cardholders said mornings and early afternoon are the most important times to the OPL to be open on Sundays** - Asked to rank four potential time slots for their OPL branch to be open on Sundays where Rank 1 is the most important, Rank 2 is the second most important and so on, 41 per cent of participating cardholders said 12-3pm is the most important, followed by 9am-12pm (36%), 3-6pm (14%), and 6-9pm (nine per cent). The majority of participating cardholders ranked 6-9pm (70%) as the least important potential time slot for Sundays, followed by 9am-12pm (20%), and 12-3pm and 3-6pm (five per cent each).
  - **Seven in ten participating cardholders said they would be interested or somewhat interested in the OPL being open on Sundays during the summer** – The majority of participating cardholders said they would be interested (48%) or somewhat interested (23%) in the OPL being open on Sundays between June and September. Seven per cent would be somewhat not interested, and 21 per cent would be not interested. Two per cent are unsure.

Nanos conducted an online survey of 5,259 self-selected Ottawa Public Library cardholders between May 17<sup>th</sup> and June 2<sup>nd</sup>, 2017. As participants were able to opt-in to the research, no margin of error applies.

The research was commissioned by the Ottawa Public Library.

# First ranked days – by region

Region	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
East (n=662)	16%	6%	5%	5%	10%	39%	20%
South East (n=662)	16%	8%	7%	5%	11%	39%	15%
South West (n=501)	14%	6%	4%	6%	13%	41%	16%
Urban East (n=376)	19%	6%	6%	6%	11%	39%	13%
Urban South (n=479)	16%	5%	5%	4%	12%	37%	21%
Urban West (n=1037)	14%	6%	4%	7%	13%	38%	18%
West (n=457)	16%	7%	4%	6%	11%	37%	18%
Main (n=484)	20%	6%	6%	5%	12%	34%	18%

# First ranked times – Monday to Thursday – by region

Region	9am-12pm	12pm-3pm	3pm-6pm	6pm-9pm
East (n=674)	28%	14%	19%	39%
South East (n=664)	28%	16%	21%	35%
South West (n=507)	28%	14%	20%	38%
Urban East (n=381)	31%	13%	19%	36%
Urban South (n=477)	31%	12%	18%	38%
Urban West (n=1051)	28%	13%	19%	40%
West (n=461)	30%	13%	18%	40%
Main (n=487)	22%	21%	19%	39%

# First ranked times – Friday – by region

Region	9am-12pm	12pm-3pm	3pm-6pm	6pm-9pm
East (n=661)	27%	14%	21%	38%
South East (n=660)	32%	14%	23%	32%
South West (n=497)	29%	16%	22%	33%
Urban East (n=372)	33%	13%	22%	33%
Urban South (n=472)	31%	12%	21%	37%
Urban West (n=1049)	31%	14%	19%	36%
West (n=455)	27%	13%	21%	39%
Main (n=481)	22%	19%	25%	34%

# First ranked times – Saturday – by region

Region	9am-12pm	12pm-3pm	3pm-6pm	6pm-9pm
East (n=656)	54%	26%	11%	9%
South East (n=656)	56%	26%	11%	7%
South West (n=495)	62%	21%	11%	5%
Urban East (n=375)	49%	29%	13%	8%
Urban South (n=464)	52%	24%	11%	13%
Urban West (n=1027)	57%	26%	12%	5%
West (n=451)	56%	24%	11%	9%
Main (n=474)	43%	33%	13%	11%

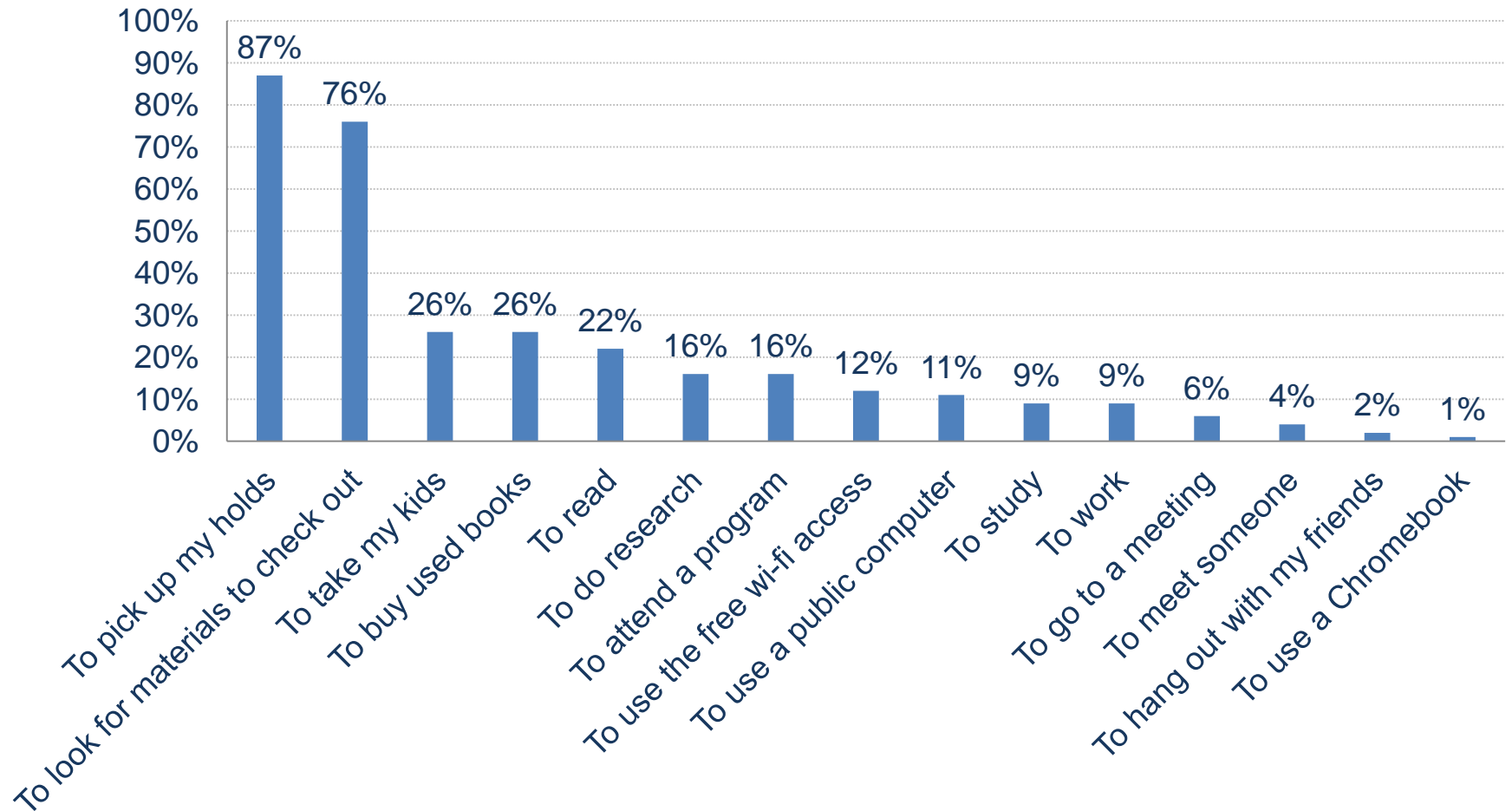


# First ranked times – Sunday – by region

Region	9am-12pm	12pm-3pm	3pm-6pm	6pm-9pm
East (n=639)	37%	40%	14%	10%
South East (n=621)	38%	41%	13%	8%
South West (n=469)	37%	42%	14%	8%
Urban East (n=347)	31%	41%	20%	9%
Urban South (n=452)	37%	37%	14%	13%
Urban West (n=979)	37%	41%	15%	7%
West (n=437)	41%	39%	12%	9%
Main (n=478)	32%	42%	14%	12%

# Reason for visiting OPL

Source: Nanos Research, online survey of 5,188\* Ottawa Public Library cardholders, between May 17<sup>th</sup> and June 2<sup>nd</sup>, 2017.  
No margin of error applies to this research.



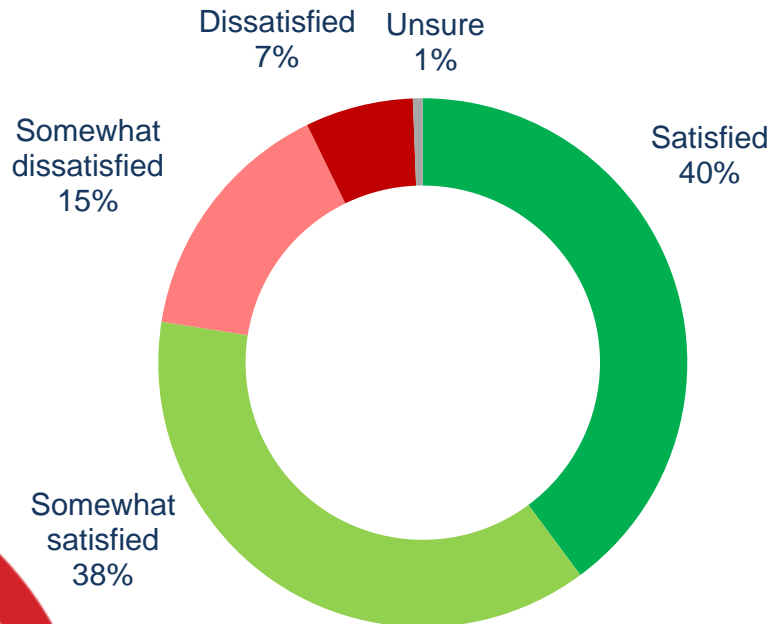
\*Note: Based on multiple mentions

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

# Satisfaction with hours of primary branch

Source: Nanos Research, online survey of 5,186 Ottawa Public Library cardholders, between May 17<sup>th</sup> and June 2<sup>nd</sup>, 2017. No margin of error applies to this research.

**Net Score**  
**+55.5**



Subgroups	Satisfied/ Somewhat satisfied
East (n=731)	81.5%
South East (n=727)	74.3%
South West (n=553)	79.0%
Urban East (n=417)	77.2%
Urban South (n=539)	80.0%
Urban West (n=1148)	71.4%
West (n=503)	78.9%
Main (n=533)	84.4%

**\*Note: Charts may not add up to 100 due to rounding**

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

# Preferred days for OPL to be open

Source: Nanos Research, online survey of 4,684 Ottawa Public Library cardholders, between May 17<sup>th</sup> and June 2<sup>nd</sup>, 2017. No margin of error applies to this research.


Day	First ranked (n=4684)	Second ranked (n=4638)	Third ranked (n=4418)	Fourth ranked (n=4240)	Fifth ranked (n=4145)	Sixth ranked (n=4067)	Seventh ranked (n=3947)
Monday	16.2%	9.1%	16.3%	14.9%	10.3%	10.0%	22.5%
Tuesday	6.2%	12.7%	11.8%	18.1%	18.8%	23.9%	7.7%
Wednesday	5.2%	8.3%	15.9%	17.4%	29.0%	16.1%	8.4%
Thursday	5.5%	6.6%	12.6%	28.8%	17.5%	18.1%	11.2%
Friday	11.7%	12.5%	25.9%	10.7%	16.2%	10.4%	14.0%
Saturday	38.0%	22.8%	8.6%	5.0%	4.8%	16.2%	4.9%
Sunday	17.3%	28.1%	8.8%	5.1%	3.4%	5.2%	31.3%

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

# Preferred hours between Monday and Thursday

Source: Nanos Research, online survey of 4,728 Ottawa Public Library cardholders, between May 17<sup>th</sup> and June 2<sup>nd</sup>, 2017. No margin of error applies to this research.

Time	First ranked (n=4728)	Second ranked (n=4534)	Third ranked (n=4132)	Fourth ranked (n=3989)
9am-12pm	28.1%	15.0%	19.8%	37.2%
12-3pm	14.4%	23.3%	37.3%	24.0%
3-6pm	19.3%	39.5%	29.5%	11.8%
6-9pm	38.2%	22.2%	13.4%	27.0%




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

# Preferred hours on Fridays

Source: Nanos Research, online survey of 4,673 Ottawa Public Library cardholders, between May 17<sup>th</sup> and June 2<sup>nd</sup>, 2017. No margin of error applies to this research.

Time	First ranked (n=4673)	Second ranked (n=4380)	Third ranked (n=3991)	Fourth ranked (n=3861)
9am-12pm	29.0%	14.5%	19.1%	36.8%
12-3pm	14.4%	27.4%	37.1%	20.2%
3-6pm	21.2%	39.4%	31.4%	8.5%
6-9pm	35.4%	18.8%	12.3%	34.5%




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

# Preferred hours on Saturdays

Source: Nanos Research, online survey of 4,624 Ottawa Public Library cardholders, between May 17<sup>th</sup> and June 2<sup>nd</sup>, 2017. No margin of error applies to this research.

Time	First ranked (n=4624)	Second ranked (n=4415)	Third ranked (n=4021)	Fourth ranked (n=3810)
9am-12pm	54.1%	15.1%	16.9%	14.3%
12-3pm	26.3%	51.1%	16.0%	5.3%
3-6pm	11.6%	27.2%	57.6%	4.7%
6-9pm	8.0%	6.6%	9.5%	75.7%




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

# Preferred hours on Sundays

Source: Nanos Research, online survey of 4,446 Ottawa Public Library cardholders, between May 17<sup>th</sup> and June 2<sup>nd</sup>, 2017. No margin of error applies to this research.

Time	First ranked (n=4446)	Second ranked (n=4190)	Third ranked (n=3813)	Fourth ranked (n=3677)
9am-12pm	36.4%	17.7%	24.9%	19.9%
12-3pm	40.5%	40.3%	15.1%	4.8%
3-6pm	14.1%	35.8%	46.2%	5.1%
6-9pm	9.0%	6.3%	13.8%	70.2%



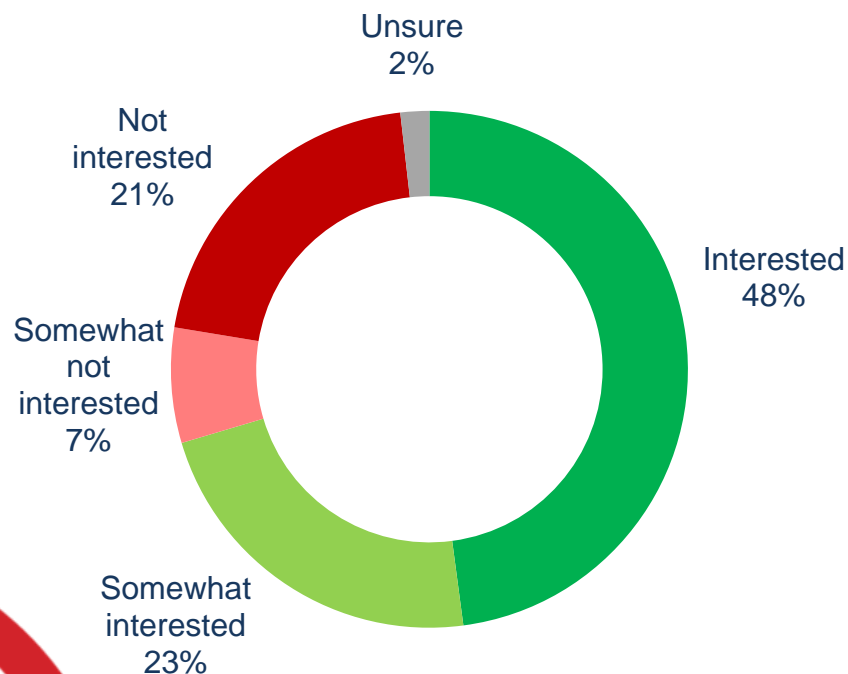
**QUESTION** – Please rank the importance of each potential time slot for your Ottawa Public Library Branch to be open on **SUNDAY** where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.



# Interest in Sunday hours during the summer

Source: Nanos Research, online survey of 4,903 Ottawa Public Library cardholders, between May 17<sup>th</sup> and June 2<sup>nd</sup>, 2017. No margin of error applies to this research.

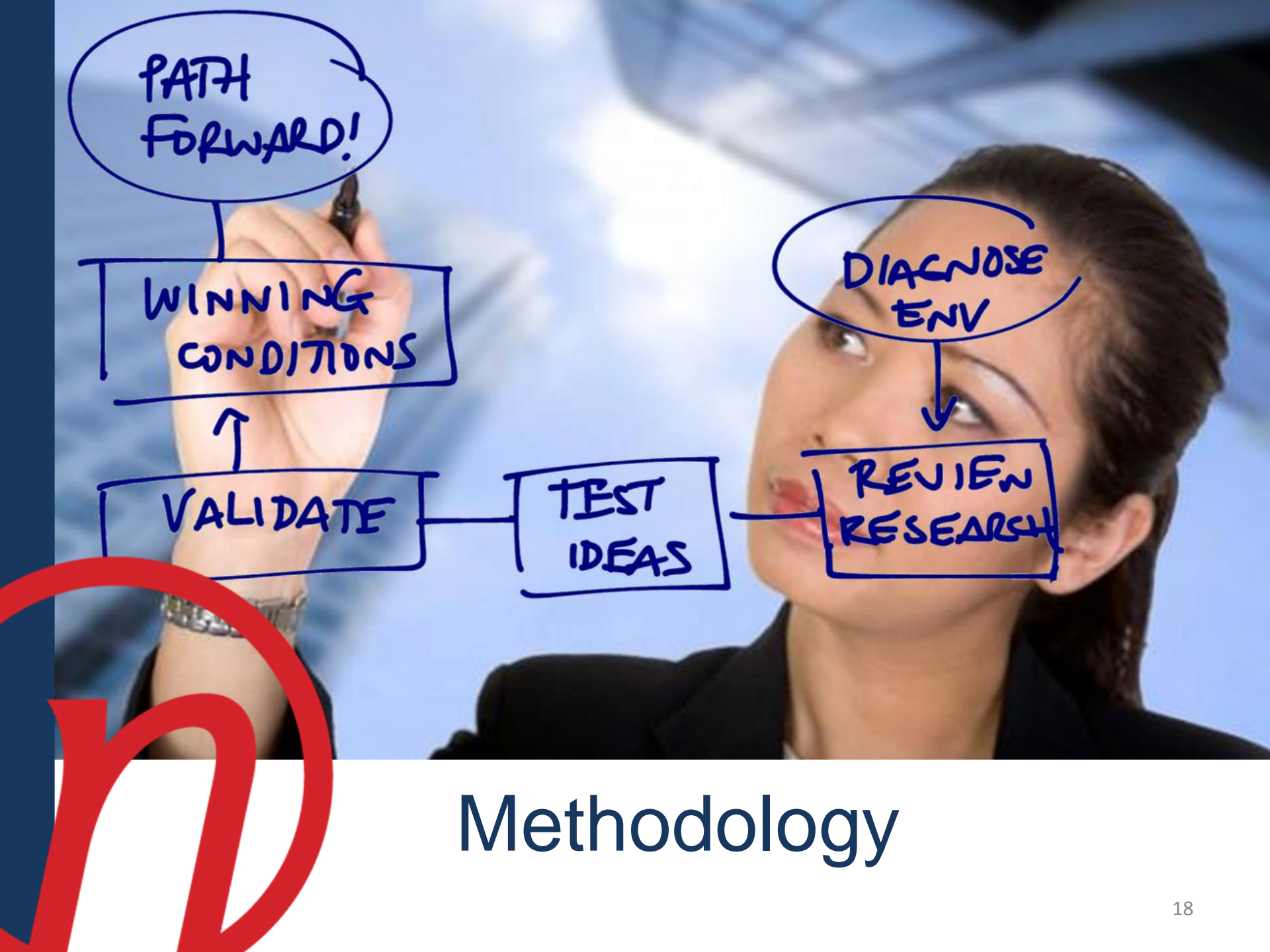
**Net Score**  
**+42.6**



Subgroups	Interested/ Somewhat interested
East (n=686)	73.3%
South East (n=702)	67.1%
South West (n=522)	64.9%
Urban East (n=400)	66.8%
Urban South (n=502)	72.3%
Urban West (n=1093)	71.4%
West (n=468)	71.3%
Main (n=503)	75.8%

**\*Note: Charts may not add up to 100 due to rounding**

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



# Methodology

# Methodology

Nanos conducted an online survey of 5,259 self-selected Ottawa Public Library cardholders between May 17<sup>th</sup> and June 2<sup>nd</sup>, 2017.

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

The research was commissioned by the Ottawa Public Library.

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



# About Nanos

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# Technical Note

Element	Description
Organization who commissioned the research	The Ottawa Public Library
Final Sample Size	5,259 self-selected Ottawa Public Library cardholders
Margin of Error	No margin of error applies to the research.
Mode of Survey	Online survey
Sampling Method Base	The sample included OPL cardholders who opted-in to participate in the research.
Demographics (Captured)	Men and Women; residents of the City of Ottawa; OPL cardholders. Six digit postal code was used to validate geography.
Fieldwork/Validation	Fieldwork was not validated.
Number of Calls	Participants were not called.
Time of Calls	Participants were not called.
Field Dates	May 17 <sup>th</sup> to June 2 <sup>nd</sup> , 2017
Language of Survey	The survey was conducted in both English and French.

# Technical Note Cont'd

Element	Description
Weighting of Data	The results were not weighted.
Screening	Participants were not screened.
Excluded Demographics	Non-cardholders; individuals who did not opt-in to the research.
Stratification	The results were not stratified.
Estimated Response Rate	Not applicable.
Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.
Question Content	All questions asked are contained in the report.
Question Wording	The questions in the preceding report are written exactly as they were asked to individuals.
Survey Company	Nanos Research
Contact	Contact Nanos Research for more information or with any concerns or questions. <a href="http://www.nanosresearch.com">http://www.nanosresearch.com</a> Telephone:(613) 234-4666 ext. Email: <a href="mailto:info@nanosresearch.com">info@nanosresearch.com</a> .

# Distribution Note

The table on the following page outlines the true distribution of all cardholders within the Ottawa Public Library system, and the percentage of those true cardholders who belong to each branch.

The table also outlines the number and percentage of participants per branch who participated in the survey, and the difference between the true numbers and those who participated.

As can be seen on the following page, the distribution of survey responses per branch is very similar to the true distribution of cardholders per branch within the Ottawa Public Library system.

# Distribution

Branch	True (actual) counts of cardholders	True (actual) % of cardholders	Survey counts	Survey %	Difference	Difference (%)
Alta Vista	11877	4.9	231	4.5	11646	0.5
Beaverbrook	12482	5.2	247	4.8	12235	0.4
Blackburn Hamlet	3211	1.3	80	1.5	3131	-0.2
Carlingwood	13805	5.7	388	7.5	13417	-1.8
Carp	2231	0.9	54	1.0	2177	-0.1
Centennial	3779	1.6	120	2.3	3659	-0.7
Constance Bay	587	0.2	11	0.2	576	0.0
Cumberland	14563	6.1	249	4.8	14314	1.2
Elmvale Acres	7047	2.9	141	2.7	6906	0.2
Emerald Plaza	8283	3.4	202	3.9	8081	-0.5
Fitzroy Harbour	228	0.1	6	0.1	222	0.0
Greely	1482	0.6	44	0.9	1438	-0.2
Greenboro	12779	5.3	242	4.7	12537	0.6
Hazeldean	10008	4.2	187	3.6	9821	0.5
Main	34299	14.3	539	10.4	33760	3.8
Manotick	3808	1.6	90	1.7	3718	-0.2
Metcalfe	819	0.3	48	0.9	771	-0.6
Munster	520	0.2	15	0.3	505	-0.1
Nepean Centreponte	18531	7.7	337	6.5	18194	1.2
North Gloucester	7824	3.3	156	3.0	7668	0.2
North Gower	950	0.4	26	0.5	924	-0.1
Orléans	11617	4.8	244	4.7	11373	0.1
Osgoode	867	0.4	19	0.4	848	0.0
Richmond	1333	0.6	40	0.8	1293	-0.2
Rideau	8314	3.5	155	3.0	8159	0.5
Rockcliffe Park	2148	0.9	74	1.4	2074	-0.5
Rosemount	7454	3.1	287	5.6	7167	-2.5
Ruth E. Dickinson	13396	5.6	260	5.0	13136	0.5
St-Laurent	7471	3.1	133	2.6	7338	0.5
Stittsville	6337	2.6	124	2.4	6213	0.2
Sunnyside	9786	4.1	361	7.0	9425	-2.9
Vanier	2225	0.9	53	1.0	2172	-0.1
Vernon	196	0.1	5	0.1	191	0.0





# Tabulations



## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH REGIONS STAT SHEET

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 2 - Why do you visit the Ottawa Public Library? Please select as many reasons as apply.	Total	Total N	5188	729	730	555	415	539	1156	505	539	20
	To use a public computer	%	11.0	11.5	13.4	7.0	11.6	13.4	8.5	8.5	16.5	5.0
	To use a Chromebook	%	1.3	1.5	1.4	0.7	1.7	0.9	0.7	1.6	2.8	0.0
	To use the free wi-fi access	%	11.8	13.0	11.0	8.5	11.3	13.9	9.1	13.7	17.4	5.0
	To pick up my holds	%	87.1	86.6	85.6	85.9	86.7	84.2	92.4	87.5	82.9	65.0
	To look for materials to check out	%	75.7	76.1	76.3	75.9	74.7	73.3	77.2	75.4	74.6	60.0
	To take my kids	%	26.4	30.6	28.1	34.4	21.2	22.6	26.7	33.9	11.3	10.0
	To do research	%	15.7	15.9	15.1	11.9	11.8	17.6	13.8	15.2	25.6	10.0
	To hang out with my friends	%	1.9	2.1	1.9	2.0	2.4	2.0	1.7	1.0	2.0	0.0
	To work	%	8.5	6.6	8.1	5.9	7.0	9.5	8.1	9.7	14.3	0.0
	To study	%	9.2	8.2	8.9	7.6	7.5	12.4	6.0	11.5	15.8	0.0
	To read	%	21.9	23.7	20.8	18.2	19.8	22.3	21.5	21.8	26.9	20.0
	To meet someone	%	3.7	3.8	3.7	3.4	2.4	4.1	3.5	3.8	5.0	0.0
	To attend a program	%	16.2	15.9	15.5	17.7	10.6	16.3	17.0	19.4	15.6	5.0
	To go to a meeting	%	5.5	4.3	4.9	4.0	3.6	5.6	6.1	6.9	8.3	0.0
	To buy used books	%	25.6	31.3	27.1	26.5	22.7	27.3	23.5	25.5	19.5	35.0

Nanos conducted an online survey of 5,259 Ottawa Public Library Cardholders between May 17<sup>th</sup> and June 2<sup>nd</sup>, 2017. There is no margin of error associated with this research.

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH REGIONS STAT SHEET

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 3 - Thinking of the Ottawa Public Library branch you use most often, would you say you are satisfied, somewhat satisfied, somewhat dissatisfied or dissatisfied with the hours of operation of that branch?	Total	Total N	5186	731	727	553	417	539	1148	503	533	35
	Satisfied	%	39.8	42.8	37.8	38.5	38.1	45.5	32.2	45.5	45.2	60.0
	Somewhat satisfied	%	37.6	38.7	36.5	40.5	39.1	34.5	39.2	33.4	39.2	8.6
	Somewhat dissatisfied	%	15.3	13.7	17.1	13.2	15.6	12.8	20.2	13.7	11.3	2.9
	Dissatisfied	%	6.6	4.7	8.4	7.1	6.7	6.5	8.0	6.4	4.1	2.9
	Unsure	%	0.6	0.1	0.3	0.7	0.5	0.7	0.3	1.0	0.2	25.7

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 5 (first ranked response) - Please rank the importance to you personally of each day of the week in terms of your Ottawa Public Library Branch being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.	Total	Total N	4684	662	662	501	376	479	1037	457	484	26
	Monday	%	16.2	15.7	16.3	14.4	18.9	16.1	14.4	16.2	20.0	19.2
	Tuesday	%	6.2	5.7	8.2	6.4	5.6	4.6	5.9	7.0	5.8	3.8
	Wednesday	%	5.2	5.4	6.8	3.8	6.1	5.2	4.2	4.4	5.6	11.5
	Thursday	%	5.5	5.0	4.8	5.6	6.4	4.0	6.8	6.1	4.5	0.0
	Friday	%	11.7	10.0	10.9	13.4	11.2	11.7	12.9	11.4	12.2	7.7
	Saturday	%	38.0	38.5	38.5	40.7	38.8	37.4	38.1	37.0	34.1	50.0
	Sunday	%	17.3	19.6	14.5	15.8	13.0	21.1	17.6	17.9	17.8	7.7

Nanos conducted an online survey of 5,259 Ottawa Public Library Cardholders between May 17<sup>th</sup> and June 2<sup>nd</sup>, 2017. There is no margin of error associated with this research.

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH REGIONS STAT SHEET

			Region									
			OPL Cardholder Survey 2017-05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 5 (second ranked response) - Please rank the importance to you personally of each day of the week in terms of your Ottawa Public Library Branch being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.	Total	Total N	4638	655	655	494	371	473	1027	457	480	26
	Monday	%	9.1	7.0	11.0	10.3	8.4	10.4	10.3	7.4	6.7	0.0
	Tuesday	%	12.7	11.8	12.2	12.3	13.7	13.1	11.8	13.6	14.4	23.1
	Wednesday	%	8.3	8.5	9.2	6.3	9.4	6.3	7.3	10.1	10.4	3.8
	Thursday	%	6.6	6.6	5.2	8.1	6.5	6.1	5.9	7.7	7.5	7.7
	Friday	%	12.5	10.4	13.9	11.1	13.7	13.3	14.7	11.4	9.6	11.5
	Saturday	%	22.8	22.9	21.4	23.9	21.6	23.7	24.1	21.4	23.1	11.5
	Sunday	%	28.1	32.8	27.2	27.9	26.7	27.1	25.9	28.4	28.3	42.3

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH REGIONS STAT SHEET

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 5 (third ranked response) - Please rank the importance to you personally of each day of the week in terms of your Ottawa Public Library Branch being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.	Total	Total N	4418	625	619	468	354	449	978	441	458	26
	Monday	%	16.3	19.5	16.0	14.7	14.7	15.4	16.0	16.6	17.2	11.5
	Tuesday	%	11.8	14.1	11.3	10.5	11.9	11.8	11.5	10.4	13.1	7.7
	Wednesday	%	15.9	14.4	15.7	15.6	16.9	16.3	15.6	17.2	17.0	11.5
	Thursday	%	12.6	9.1	13.6	10.9	17.2	11.6	14.3	11.3	12.9	11.5
	Friday	%	25.9	27.0	27.5	28.6	23.4	25.8	25.1	26.3	21.8	38.5
	Saturday	%	8.6	6.6	8.4	9.0	8.8	8.9	9.1	9.8	9.2	7.7
	Sunday	%	8.8	9.3	7.6	10.7	7.1	10.2	8.5	8.4	8.7	11.5

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH REGIONS STAT SHEET

			Region									
			OPL Cardholder Survey 2017-05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 5 (fourth ranked response) - Please rank the importance to you personally of each day of the week in terms of your Ottawa Public Library Branch being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.	Total	Total N	4240	602	593	440	335	437	938	424	445	26
	Monday	%	14.9	16.8	14.2	13.6	15.8	14.9	12.6	17.7	16.6	11.5
	Tuesday	%	18.1	17.6	18.2	18.0	17.3	18.8	19.1	17.7	17.3	15.4
	Wednesday	%	17.4	17.4	18.2	18.0	15.8	19.0	18.1	13.2	17.3	23.1
	Thursday	%	28.8	29.6	29.0	31.1	29.6	28.6	26.0	29.0	29.4	38.5
	Friday	%	10.7	9.8	8.4	10.7	12.5	11.0	11.9	11.1	10.3	7.7
	Saturday	%	5.0	5.3	6.1	4.8	3.6	2.7	6.3	5.7	3.6	3.8
	Sunday	%	5.1	3.5	5.9	3.9	5.4	5.0	6.0	5.7	5.4	0.0

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH REGIONS STAT SHEET

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 5 (fifth ranked response) - Please rank the importance to you personally of each day of the week in terms of your Ottawa Public Library Branch being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.	Total	Total N	4145	593	583	431	319	430	920	408	435	26
	Monday	%	10.3	9.4	11.3	10.2	10.3	10.2	10.7	9.6	9.9	23.1
	Tuesday	%	18.8	16.2	19.6	20.0	19.7	18.6	17.8	22.5	18.2	19.2
	Wednesday	%	29.0	30.0	26.9	31.6	27.3	28.4	30.1	29.7	27.4	23.1
	Thursday	%	17.5	17.9	18.4	17.2	17.9	18.4	18.3	13.5	17.0	15.4
	Friday	%	16.2	17.7	15.4	14.4	16.3	15.1	15.0	18.1	18.4	15.4
	Saturday	%	4.8	5.4	5.0	4.9	5.0	5.6	4.7	3.4	4.4	0.0
	Sunday	%	3.4	3.4	3.4	1.9	3.4	3.7	3.5	3.2	4.8	3.8

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH REGIONS STAT SHEET

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 5 (sixth ranked response) - Please rank the importance to you personally of each day of the week in terms of your Ottawa Public Library Branch being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.	Total	Total N	4067	577	571	426	311	421	909	403	425	24
	Monday	%	10.0	8.0	9.8	10.6	10.0	10.7	10.7	11.4	8.9	16.7
	Tuesday	%	23.9	25.1	22.4	23.5	25.1	25.4	25.5	19.9	22.8	16.7
	Wednesday	%	16.1	15.3	16.3	17.4	17.7	14.5	15.8	18.1	14.6	25.0
	Thursday	%	18.1	20.8	17.7	16.9	14.1	18.5	18.4	19.9	16.9	12.5
	Friday	%	10.4	9.0	11.4	12.4	12.5	10.5	9.8	8.2	11.1	4.2
	Saturday	%	16.2	16.5	17.3	12.9	18.0	16.6	14.4	15.9	20.0	16.7
	Sunday	%	5.2	5.4	5.1	6.3	2.6	3.8	5.4	6.7	5.6	8.3

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH REGIONS STAT SHEET

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 5 (seventh ranked response) - Please rank the importance to you personally of each day of the week in terms of your Ottawa Public Library Branch being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to be open and so on.	Total	Total N	3947	569	543	413	297	409	875	397	421	23
	Monday	%	22.5	23.6	20.4	24.2	22.2	21.8	24.9	20.4	20.0	21.7
	Tuesday	%	7.7	8.4	6.1	8.2	7.4	7.8	8.0	7.8	7.1	17.4
	Wednesday	%	8.4	9.1	8.1	7.3	6.7	10.3	8.3	8.6	8.1	4.3
	Thursday	%	11.2	11.4	11.6	11.1	8.4	12.7	10.3	12.8	11.2	17.4
	Friday	%	14.0	17.6	14.2	11.1	11.8	13.9	12.0	14.4	17.1	17.4
	Saturday	%	4.9	4.7	4.8	4.4	3.4	5.9	3.9	6.5	6.7	4.3
	Sunday	%	31.3	25.1	34.8	33.7	40.1	27.6	32.6	29.5	29.9	17.4

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH REGIONS STAT SHEET

			Region									
			OPL Cardholder Survey 2017-05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 6 (first ranked response)	Total	Total N	4728	674	664	507	381	477	1051	461	487	26
- Please rank the importance of each potential time slot for your Ottawa Public Library Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.	9am-12pm	%	28.1	27.7	28.2	27.8	31.0	31.4	28.1	29.5	21.8	26.9
	12-3pm	%	14.4	14.4	16.0	14.4	13.4	12.2	12.7	12.6	20.7	23.1
	3-6pm	%	19.3	19.0	21.2	19.7	19.4	18.4	19.0	18.4	18.9	23.1
	6-9pm	%	38.2	38.9	34.6	38.1	36.2	37.9	40.2	39.5	38.6	26.9

			Region									
			OPL Cardholder Survey 2017-05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 6 (second ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.	Total	Total N	4534	643	641	482	358	458	1013	439	476	24
	9am-12pm	%	15.0	16.3	15.1	12.9	16.2	15.3	14.4	12.1	18.5	12.5
	12-3pm	%	23.3	22.7	23.7	23.2	24.9	22.5	22.8	23.2	23.9	25.0
	3-6pm	%	39.5	39.7	36.3	41.7	39.1	39.1	41.1	41.5	36.8	37.5
	6-9pm	%	22.2	21.3	24.8	22.2	19.8	23.1	21.7	23.2	20.8	25.0

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH REGIONS STAT SHEET

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 6 (third ranked response)	Total	Total N	4132	588	577	433	315	424	936	399	437	23
- Please rank the importance of each potential time slot for your Ottawa Public Library Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.	9am-12pm	%	19.8	20.6	21.0	22.2	18.4	15.1	20.2	19.5	20.1	17.4
	12-3pm	%	37.3	36.4	36.0	36.7	36.8	40.8	38.5	39.6	32.7	39.1
	3-6pm	%	29.5	31.3	29.6	25.9	31.4	30.2	27.0	28.8	34.8	26.1
	6-9pm	%	13.4	11.7	13.3	15.2	13.3	13.9	14.3	12.0	12.4	17.4

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 6 (fourth ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.	Total	Total N	3989	565	557	416	298	412	904	390	426	21
	9am-12pm	%	37.2	36.1	37.7	37.5	34.6	36.7	36.3	38.5	40.6	42.9
	12-3pm	%	24.0	25.5	23.2	24.3	23.5	23.3	25.0	24.4	21.8	19.0
	3-6pm	%	11.8	10.3	11.3	13.5	11.1	13.3	13.5	10.5	9.4	14.3
	6-9pm	%	27.0	28.1	27.8	24.8	30.9	26.7	25.2	26.7	28.2	23.8

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH REGIONS STAT SHEET

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 7 (first ranked response)	Total	Total N	4673	661	660	497	372	472	1049	455	481	26
- Please rank the importance of each potential time slot for your Ottawa Public Library Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.	9am-12pm	%	29.0	26.6	31.5	28.8	32.5	30.5	31.4	27.3	22.0	19.2
	12-3pm	%	14.4	14.4	14.1	16.3	12.6	11.9	13.9	12.7	18.7	30.8
	3-6pm	%	21.2	20.7	22.7	21.5	22.0	20.8	18.6	20.9	24.9	23.1
	6-9pm	%	35.4	38.3	31.7	33.4	32.8	36.9	36.1	39.1	34.3	26.9

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 7 (second ranked response)	Total	Total N	4380	623	619	462	341	439	985	429	458	24
- Please rank the importance of each potential time slot for your Ottawa Public Library Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.	9am-12pm	%	14.5	15.7	14.7	14.9	14.4	13.9	13.9	14.7	13.8	12.5
	12-3pm	%	27.4	25.0	29.7	28.1	30.5	28.2	27.4	24.9	25.5	25.0
	3-6pm	%	39.4	40.1	36.5	37.4	39.3	38.5	41.0	43.4	38.0	41.7
	6-9pm	%	18.8	19.1	19.1	19.5	15.8	19.4	17.7	17.0	22.7	20.8

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH REGIONS STAT SHEET

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 7 (third ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.	Total	Total N	3991	574	566	417	302	403	903	387	417	22
	9am-12pm	%	19.1	18.1	17.8	18.9	16.9	19.6	19.2	21.2	21.1	31.8
	12-3pm	%	37.1	39.9	34.3	36.0	36.8	37.0	35.8	40.3	38.8	27.3
	3-6pm	%	31.4	30.8	33.2	30.5	33.4	32.8	32.9	27.1	29.0	31.8
	6-9pm	%	12.3	11.1	14.7	14.6	12.9	10.7	12.2	11.4	11.0	9.1

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 7 (fourth ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.	Total	Total N	3861	555	538	406	287	391	873	380	411	20
	9am-12pm	%	36.8	40.2	36.6	35.0	35.5	34.5	33.9	37.1	43.3	35.0
	12-3pm	%	20.2	20.4	19.5	17.7	19.2	21.5	22.7	21.1	16.5	25.0
	3-6pm	%	8.5	7.0	7.8	12.3	6.3	9.5	8.4	9.5	7.5	5.0
	6-9pm	%	34.5	32.4	36.1	35.0	39.0	34.5	35.1	32.4	32.6	35.0

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH REGIONS STAT SHEET

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 8 (first ranked response)	Total	Total N	4624	656	656	495	375	464	1027	451	474	26
- Please rank the importance of each potential time slot for your Ottawa Public Library Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time for the Branch to be open and so on.	9am-12pm	%	54.1	53.5	55.8	62.2	49.3	52.4	56.5	55.9	42.6	50.0
	12-3pm	%	26.3	26.4	25.9	21.4	29.1	23.7	26.4	23.9	33.3	42.3
	3-6pm	%	11.6	11.1	11.4	11.1	13.3	10.8	12.0	10.9	12.9	0.0
	6-9pm	%	8.0	9.0	6.9	5.3	8.3	13.1	5.2	9.3	11.2	7.7

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 8 (second ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time for the Branch to be open and so on.	Total	Total N	4415	623	623	465	349	446	986	438	461	24
	9am-12pm	%	15.1	16.1	16.4	11.4	14.9	15.0	13.6	15.8	18.7	12.5
	12-3pm	%	51.1	50.4	52.6	59.1	47.0	47.5	54.1	49.3	44.0	50.0
	3-6pm	%	27.2	26.2	26.2	24.3	31.5	31.6	25.6	25.3	29.9	33.3
	6-9pm	%	6.6	7.4	4.8	5.2	6.6	5.8	6.8	9.6	7.4	4.2

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			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 8 (third ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time for the Branch to be open and so on.	Total	Total N	4021	568	570	419	308	407	900	403	424	22
	9am-12pm	%	16.9	17.8	15.1	14.3	23.1	15.2	18.0	13.9	18.4	18.2
	12-3pm	%	16.0	15.7	15.1	12.4	18.2	21.1	13.9	20.8	14.6	9.1
	3-6pm	%	57.6	59.3	58.4	63.7	48.4	53.8	60.3	57.1	52.8	68.2
	6-9pm	%	9.5	7.2	11.4	9.5	10.4	9.8	7.8	8.2	14.2	4.5

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 8 (fourth ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time for the Branch to be open and so on.	Total	Total N	3810	547	540	399	289	387	851	376	401	20
	9am-12pm	%	14.3	12.4	13.3	11.8	14.9	17.3	12.5	15.7	19.7	10.0
	12-3pm	%	5.3	6.4	5.2	4.0	4.8	7.5	4.2	4.3	6.7	5.0
	3-6pm	%	4.7	4.4	4.6	3.5	6.2	4.9	2.9	7.4	6.5	5.0
	6-9pm	%	75.7	76.8	76.9	80.7	74.0	70.3	80.4	72.6	67.1	80.0

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH REGIONS STAT SHEET

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 9 (first ranked response)	Total	Total N	4446	639	621	469	347	452	979	437	478	24
- Please rank the importance of each potential time slot for your Ottawa Public Library Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time for the Branch to be open and so on.	9am-12pm	%	36.4	36.9	37.8	37.1	30.8	36.9	36.9	40.5	32.0	29.2
	12-3pm	%	40.5	39.9	41.1	41.6	40.6	36.9	41.2	38.7	41.8	58.3
	3-6pm	%	14.1	13.6	12.7	13.9	19.9	13.5	14.6	11.9	14.4	12.5
	6-9pm	%	9.0	9.5	8.4	7.5	8.6	12.6	7.4	8.9	11.7	0.0

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 9 (second ranked response)	Total	Total N	4190	601	577	437	319	429	936	411	458	22
- Please rank the importance of each potential time slot for your Ottawa Public Library Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time for the Branch to be open and so on.	9am-12pm	%	17.7	18.0	19.1	18.3	15.7	18.2	17.6	17.8	16.2	13.6
	12-3pm	%	40.3	42.3	39.7	42.1	39.5	38.9	41.3	38.7	38.0	36.4
	3-6pm	%	35.8	33.9	35.5	34.6	38.2	37.5	35.5	34.8	36.9	50.0
	6-9pm	%	6.3	5.8	5.7	5.0	6.6	5.4	5.6	8.8	9.0	0.0

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH REGIONS STAT SHEET

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 9 (third ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time for the Branch to be open and so on.	Total	Total N	3813	550	529	391	285	395	850	377	416	20
	9am-12pm	%	24.9	22.5	24.0	25.3	29.1	23.5	24.5	23.1	28.8	40.0
	12-3pm	%	15.1	14.2	15.3	11.5	16.8	19.0	14.1	17.8	13.9	10.0
	3-6pm	%	46.2	47.1	46.5	49.4	39.3	44.6	47.6	47.5	44.5	40.0
	6-9pm	%	13.8	16.2	14.2	13.8	14.7	12.9	13.8	11.7	12.7	10.0

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 9 (fourth ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time for the Branch to be open and so on.	Total	Total N	3677	534	505	377	276	378	822	363	403	19
	9am-12pm	%	19.9	21.3	18.8	18.6	23.6	21.2	19.1	17.6	21.3	10.5
	12-3pm	%	4.8	4.5	4.8	4.5	4.0	5.0	4.4	6.3	6.0	0.0
	3-6pm	%	5.1	5.6	5.7	4.0	2.5	5.6	4.4	6.3	6.2	0.0
	6-9pm	%	70.2	68.5	70.7	72.9	69.9	68.3	72.1	69.7	66.5	89.5

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH REGIONS STAT SHEET

			Region									
			OPL Cardholder Survey 2017- 05	East	South East	South West	Urban East	Urban South	Urban West	West	Main	None
Question 10 - As you may know, the Ottawa Public Library is closed on Sundays from the first week in June until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested, somewhat not interested or not interested in the OPL being open on Sundays between June and September?	Total	Total N	4903	686	702	522	400	502	1093	468	503	27
	Interested	%	47.9	50.3	45.3	44.4	46.0	47.4	48.9	48.7	51.9	33.3
	Somewhat interested	%	22.5	23.0	21.8	20.5	20.8	24.9	22.5	22.6	23.9	18.5
	Somewhat not interested	%	7.2	6.4	8.1	7.1	7.8	7.0	7.1	6.0	8.0	3.7
	Not interested	%	20.6	18.8	22.5	26.6	22.8	19.5	20.2	20.5	14.3	29.6
	Unsure	%	1.8	1.5	2.3	1.3	2.8	1.2	1.2	2.1	2.0	14.8

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 2 - Why do you visit the Ottawa Public Library? Please select as many reasons as apply.

		Total	To use a public computer	To use a Chromebook	To use the free wi-fi access	To pick up my holds	To look for materials to check out	To take my kids	To do research	To hang out with my friends	To work	To study	To read	To meet someone	To attend a program	To go to a meeting	To buy used books
		Responses	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	5188	11.0	1.3	11.8	87.1	75.7	26.4	15.7	1.9	8.5	9.2	21.9	3.7	16.2	5.5	25.6
	Alta Vista	231	11.3	1.3	7.8	84.8	78.4	32.5	13.0	1.3	8.2	5.6	16.5	3.0	13.9	4.8	24.7
	Beaverbrook	247	7.7	2.0	15.8	87.9	72.1	30.8	19.0	1.2	12.6	16.2	26.7	4.0	24.3	10.1	22.7
	Blackburn Hamlet	80	6.3	1.3	13.8	87.5	83.8	28.8	13.8	6.3	6.3	3.8	25.0	6.3	17.5	10.0	31.3
	Carlingwood	388	8.0	0.8	8.0	91.8	73.7	26.0	9.8	1.0	6.7	4.6	17.3	2.3	14.4	5.2	19.1
	Carp	54	16.7	3.7	14.8	85.2	83.3	42.6	11.1	0.0	11.1	3.7	18.5	3.7	11.1	9.3	40.7
	Centennial	120	10.0	0.8	10.0	93.3	76.7	26.7	12.5	3.3	11.7	4.2	20.8	5.0	16.7	6.7	30.0
	Constance Bay	11	9.1	0.0	9.1	90.9	100.0	27.3	18.2	0.0	9.1	9.1	9.1	0.0	9.1	0.0	9.1
	Cumberland	249	10.0	0.4	14.1	87.6	72.7	33.3	15.7	0.8	8.4	10.4	22.5	4.8	17.3	2.4	30.5
	Elmvale Acres	141	10.6	0.7	8.5	88.7	68.8	24.8	15.6	0.7	5.7	7.8	24.1	3.5	12.1	4.3	32.6
	Emerald Plaza	202	11.4	0.5	10.9	87.1	74.8	20.3	11.4	0.5	6.4	7.9	17.3	2.5	15.8	5.4	24.8
	Fitzroy Harbour	6	0.0	0.0	0.0	100.0	83.3	16.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	16.7
	Greely	44	4.5	0.0	9.1	77.3	84.1	45.5	9.1	2.3	4.5	4.5	20.5	2.3	15.9	2.3	34.1
	Greenboro	242	16.1	1.2	14.0	86.4	77.7	25.6	16.9	2.9	11.6	13.2	24.0	4.5	19.8	4.5	24.4
	Hazeldean	187	7.5	0.5	11.2	87.2	75.9	36.4	11.8	1.1	5.9	8.0	17.6	3.7	16.6	2.7	26.2
	Main branch	539	16.5	2.8	17.4	82.9	74.6	11.3	25.6	2.0	14.3	15.8	26.9	5.0	15.6	8.3	19.5
	Manotick	90	5.6	1.1	5.6	88.9	76.7	24.4	10.0	1.1	4.4	0.0	16.7	3.3	15.6	6.7	31.1
	Metcalfe	48	22.9	6.3	18.8	83.3	75.0	12.5	22.9	2.1	4.2	12.5	16.7	4.2	8.3	6.3	29.2
	Munster	15	13.3	6.7	6.7	93.3	93.3	46.7	20.0	0.0	0.0	0.0	20.0	13.3	13.3	0.0	33.3

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 2 - Why do you visit the Ottawa Public Library? Please select as many reasons as apply.

	Total	To use a public computer	To use a Chromebook	To use the free wi-fi access	To pick up my holds	To look for materials to check out	To take my kids	To do research	To hang out with my friends	To work	To study	To read	To meet someone	To attend a program	To go to a meeting	To buy used books
	Responses	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Nepean Centrepoin	337	14.5	1.2	15.7	82.5	72.4	24.0	21.4	3.0	11.3	15.1	25.2	5.0	16.6	5.6	28.8
North Gloucester	156	13.5	3.2	12.2	85.3	75.6	29.5	13.5	0.0	6.4	4.5	19.9	2.6	16.0	2.6	28.2
North Gower	26	11.5	0.0	7.7	96.2	73.1	23.1	3.8	0.0	0.0	0.0	3.8	15.4	11.5	0.0	26.9
Orléans	244	13.5	1.6	12.3	86.1	77.5	29.1	18.4	3.3	4.9	9.8	27.0	2.9	13.9	5.3	34.0
Osgoode	19	21.1	0.0	10.5	84.2	73.7	31.6	10.5	5.3	0.0	5.3	26.3	5.3	26.3	21.1	26.3
Richmond	40	15.0	0.0	10.0	97.5	72.5	32.5	7.5	2.5	0.0	0.0	7.5	7.5	17.5	5.0	17.5
Rideau	155	11.6	1.9	10.3	89.0	68.4	12.9	10.3	1.3	3.9	4.5	17.4	1.3	7.1	4.5	17.4
Rockcliffe Park	74	9.5	0.0	6.8	87.8	81.1	24.3	14.9	2.7	6.8	6.8	16.2	4.1	10.8	2.7	21.6
Rosemount	287	9.4	1.0	9.1	92.7	74.9	25.4	14.6	1.7	6.3	6.3	14.6	3.5	13.9	3.8	13.9
Ruth E. Dickinson	260	6.5	0.4	10.4	83.1	76.2	39.2	13.1	3.1	9.2	10.8	22.7	1.9	20.4	2.7	23.8
St-Laurent	133	12.0	2.3	11.3	85.0	82.0	26.3	13.5	3.0	8.3	9.8	24.1	3.8	14.3	3.8	26.3
Stittsville	124	4.8	0.8	6.5	83.1	74.2	33.1	12.9	0.8	4.0	11.3	16.1	1.6	15.3	5.6	30.6
Sunnyside	361	7.8	0.3	10.0	92.5	82.8	28.5	18.0	1.9	10.0	7.8	31.9	4.4	22.4	8.9	33.8
Vanier	53	13.2	1.9	20.8	83.0	66.0	28.3	7.5	3.8	13.2	11.3	20.8	0.0	11.3	1.9	30.2
Vernon	5	20.0	0.0	20.0	100.0	80.0	20.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	40.0
None	20	5.0	0.0	5.0	65.0	60.0	10.0	10.0	0.0	0.0	0.0	20.0	0.0	5.0	0.0	35.0

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 3 - Thinking of the Ottawa Public Library branch you use most often, would you say you are satisfied, somewhat satisfied, somewhat dissatisfied or dissatisfied with the hours of operation of that branch?

		Total Responses	Satisfied %	Somewhat satisfied %	Somewhat dissatisfied %	Dissatisfied %	Unsure %
Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	5186	39.8	37.6	15.3	6.6	0.6
	Alta Vista	229	34.1	38.0	18.3	9.6	0.0
	Beaverbrook	247	50.2	34.8	10.5	3.6	0.8
	Blackburn Hamlet	80	42.5	37.5	17.5	2.5	0.0
	Carlingwood	388	32.0	37.9	21.1	8.5	0.5
	Carp	53	41.5	35.8	11.3	7.5	3.8
	Centennial	119	46.2	35.3	11.8	6.7	0.0
	Constance Bay	11	18.2	27.3	27.3	27.3	0.0
	Cumberland	250	45.6	34.0	14.8	5.2	0.4
	Elmvale Acres	140	32.9	41.4	17.1	7.9	0.7
	Emerald Plaza	200	33.0	37.0	19.0	10.0	1.0
	Fitzroy Harbour	6	33.3	16.7	33.3	16.7	0.0
	Greely	44	15.9	25.0	38.6	20.5	0.0
	Greenboro	243	44.9	39.1	11.9	3.7	0.4
	Hazeldean	186	42.5	31.7	17.2	8.1	0.5
	Main branch	533	45.2	39.2	11.3	4.1	0.2
	Manotick	91	38.5	41.8	13.2	5.5	1.1
	Metcalfe	47	51.1	14.9	21.3	12.8	0.0
	Munster	15	46.7	33.3	13.3	6.7	0.0
	Nepean Centrepointe	339	52.8	33.0	9.1	4.4	0.6
	North Gloucester	158	43.0	41.8	12.0	3.2	0.0
	North Gower	24	33.3	45.8	12.5	8.3	0.0
	Orléans	243	39.9	42.0	12.3	5.8	0.0
	Osgoode	19	47.4	26.3	10.5	15.8	0.0
	Richmond	39	30.8	28.2	25.6	15.4	0.0
	Rideau	155	39.4	41.9	15.5	1.9	1.3
	Rockcliffe Park	74	36.5	31.1	17.6	14.9	0.0
	Rosemount	284	30.3	43.3	18.3	7.7	0.4
	Ruth E. Dickinson	261	35.6	42.5	14.6	6.1	1.1
	St-Laurent	135	36.3	40.7	14.8	8.1	0.0
	Stittsville	123	47.2	39.0	6.5	7.3	0.0
	Sunnyside	357	29.4	38.7	23.5	8.1	0.3
	Vanier	53	41.5	37.7	15.1	5.7	0.0
	Vernon	5	40.0	40.0	0.0	20.0	0.0
	None	35	60.0	8.6	2.9	2.9	25.7

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Question 5 (first ranked response) - Please rank the importance to you personally of each day of the week in terms of your Ottawa Public Library Branch being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to you and so on.

		Total	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		Responses	%	%	%	%	%	%	%
Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4684	16.2	6.2	5.2	5.5	11.7	38.0	17.3
	Alta Vista	206	14.6	8.3	7.8	4.9	15.5	34.0	15.0
	Beaverbrook	225	15.6	7.6	4.0	6.2	9.8	39.6	17.3
	Blackburn Hamlet	75	18.7	8.0	8.0	4.0	14.7	29.3	17.3
	Carlingwood	349	14.6	4.6	4.3	6.9	13.2	40.1	16.3
	Carp	46	17.4	8.7	2.2	13.0	6.5	34.8	17.4
	Centennial	107	15.9	8.4	1.9	5.6	15.9	33.6	18.7
	Constance Bay	9	11.1	11.1	0.0	0.0	33.3	22.2	22.2
	Cumberland	228	16.2	4.8	3.9	5.3	5.7	42.1	21.9
	Elmvale Acres	126	15.9	4.8	6.3	5.6	11.1	38.1	18.3
	Emerald Plaza	176	19.3	6.8	5.7	2.8	14.8	35.8	14.8
	Fitzroy Harbour	6	16.7	0.0	33.3	16.7	0.0	33.3	0.0
	Greely	44	18.2	6.8	2.3	4.5	15.9	40.9	11.4
	Greenboro	222	17.6	9.5	5.4	3.6	5.9	43.2	14.9
	Hazeldean	171	17.0	5.8	4.7	4.1	14.0	35.1	19.3
	Main branch	484	20.0	5.8	5.6	4.5	12.2	34.1	17.8
	Manotick	88	14.8	11.4	1.1	5.7	14.8	40.9	11.4
	Metcalfe	40	12.5	17.5	15.0	2.5	7.5	37.5	7.5
	Munster	14	21.4	7.1	0.0	0.0	7.1	50.0	14.3
	Nepean Centreponte	303	14.2	3.3	5.0	4.6	9.9	38.3	24.8
	North Gloucester	138	16.7	7.2	5.8	5.1	8.7	39.1	17.4
	North Gower	19	26.3	10.5	0.0	5.3	5.3	42.1	10.5
	Orléans	221	13.6	5.0	5.9	5.0	13.6	37.6	19.5
	Osgoode	19	31.6	0.0	5.3	15.8	10.5	31.6	5.3
	Richmond	36	22.2	5.6	2.8	2.8	5.6	52.8	8.3
	Rideau	136	16.9	8.1	4.4	6.6	11.8	36.0	16.2
	Rockcliffe Park	69	24.6	4.3	4.3	5.8	10.1	44.9	5.8
	Rosemount	254	12.6	5.9	3.5	7.5	12.6	42.1	15.7
	Ruth E. Dickinson	233	11.2	3.0	5.2	6.9	13.7	41.6	18.5
	St-Laurent	122	20.5	3.3	9.0	5.7	11.5	35.2	14.8
	Stittsville	111	15.3	9.0	4.5	4.5	16.2	33.3	17.1
	Sunnyside	327	15.0	6.4	5.5	6.7	11.9	34.3	20.2
	Vanier	49	12.2	6.1	6.1	8.2	10.2	46.9	10.2
	Vernon	5	0.0	0.0	20.0	20.0	20.0	40.0	0.0
	None	26	19.2	3.8	11.5	0.0	7.7	50.0	7.7

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Question 5 (second ranked response) - Please rank the importance to you personally of each day of the week in terms of your Ottawa Public Library Branch being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to you and so on.

		Total	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		Responses	%	%	%	%	%	%	%
Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4638	9.1	12.7	8.3	6.6	12.5	22.8	28.1
	Alta Vista	202	9.9	11.9	10.4	5.0	16.8	19.8	26.2
	Beaverbrook	225	5.3	12.4	11.6	6.7	11.1	19.1	33.8
	Blackburn Hamlet	74	8.1	17.6	12.2	6.8	12.2	21.6	21.6
	Carlingwood	346	10.1	11.0	6.1	7.2	15.0	24.9	25.7
	Carp	46	6.5	19.6	13.0	4.3	17.4	19.6	19.6
	Centennial	106	14.2	8.5	10.4	5.7	12.3	24.5	24.5
	Constance Bay	9	22.2	0.0	22.2	11.1	11.1	33.3	0.0
	Cumberland	227	8.4	10.1	10.6	4.4	8.8	22.9	34.8
	Elmvale Acres	126	7.9	11.9	8.7	6.3	12.7	25.4	27.0
	Emerald Plaza	175	10.9	14.9	8.6	6.3	16.0	18.9	24.6
	Fitzroy Harbour	6	16.7	16.7	0.0	33.3	16.7	16.7	0.0
	Greely	44	13.6	2.3	9.1	6.8	27.3	18.2	22.7
	Greenboro	221	10.0	14.0	7.7	4.1	9.5	22.2	32.6
	Hazeldean	171	9.4	14.0	7.0	8.8	9.9	24.6	26.3
	Main branch	480	6.7	14.4	10.4	7.5	9.6	23.1	28.3
	Manotick	87	10.3	17.2	4.6	10.3	16.1	23.0	18.4
	Metcalfe	39	25.6	12.8	12.8	10.3	10.3	10.3	17.9
	Munster	14	14.3	14.3	0.0	21.4	7.1	28.6	14.3
	Nepean Centreponte	298	10.1	12.1	5.0	6.0	11.7	26.5	28.5
	North Gloucester	137	2.2	11.7	8.8	7.3	10.2	22.6	37.2
	North Gower	19	10.5	31.6	5.3	10.5	21.1	15.8	5.3
	Orléans	217	8.3	11.5	5.1	8.3	11.5	23.5	31.8
	Osgoode	18	22.2	11.1	11.1	0.0	16.7	27.8	11.1
	Richmond	36	16.7	13.9	11.1	13.9	5.6	11.1	27.8
	Rideau	135	8.1	11.9	11.9	6.7	11.9	25.2	24.4
	Rockcliffe Park	68	4.4	19.1	13.2	7.4	13.2	16.2	26.5
	Rosemount	252	8.3	12.3	6.0	5.2	15.9	22.6	29.8
	Ruth E. Dickinson	227	8.8	8.4	6.2	6.2	11.0	24.7	34.8
	St-Laurent	120	10.0	15.8	4.2	6.7	16.7	21.7	25.0
	Stittsville	111	10.8	12.6	7.2	6.3	8.1	27.9	27.0
	Sunnyside	323	10.8	13.3	8.7	5.3	14.2	24.1	23.5
	Vanier	48	10.4	6.3	10.4	4.2	12.5	18.8	37.5
	Vernon	5	0.0	40.0	0.0	0.0	20.0	40.0	0.0
	None	26	0.0	23.1	3.8	7.7	11.5	11.5	42.3

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 5 (third ranked response) - Please rank the importance to you personally of each day of the week in terms of your Ottawa Public Library Branch being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to you and so on.

		Total	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		Responses	%	%	%	%	%	%	%
Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4418	16.3	11.8	15.9	12.6	25.9	8.6	8.8
	Alta Vista	188	12.8	12.8	15.4	13.3	27.1	11.2	7.4
	Beaverbrook	219	18.3	11.0	16.0	14.2	25.6	8.7	6.4
	Blackburn Hamlet	72	22.2	12.5	23.6	8.3	20.8	8.3	4.2
	Carlingwood	329	14.9	10.6	16.1	12.5	29.8	7.6	8.5
	Carp	45	17.8	11.1	17.8	15.6	22.2	11.1	4.4
	Centennial	101	19.8	14.9	17.8	8.9	20.8	14.9	3.0
	Constance Bay	9	33.3	0.0	33.3	0.0	11.1	11.1	11.1
	Cumberland	217	16.1	15.2	11.5	9.2	35.0	6.5	6.5
	Elmvale Acres	119	15.1	9.2	11.8	12.6	36.1	10.1	5.0
	Emerald Plaza	166	11.4	9.0	18.7	12.7	27.1	12.0	9.0
	Fitzroy Harbour	5	20.0	20.0	0.0	20.0	20.0	20.0	0.0
	Greely	43	11.6	7.0	25.6	18.6	23.3	7.0	7.0
	Greenboro	210	20.5	11.9	15.2	14.8	22.4	5.7	9.5
	Hazeldean	163	12.9	9.8	18.4	6.7	29.4	10.4	12.3
	Main branch	458	17.2	13.1	17.0	12.9	21.8	9.2	8.7
	Manotick	79	15.2	10.1	21.5	16.5	22.8	7.6	6.3
	Metcalfe	36	8.3	19.4	13.9	5.6	36.1	5.6	11.1
	Munster	12	8.3	8.3	16.7	25.0	25.0	0.0	16.7
	Nepean Centreponte	283	17.7	13.4	14.8	11.0	25.1	7.1	11.0
	North Gloucester	129	20.2	13.2	13.2	8.5	26.4	9.3	9.3
	North Gower	18	5.6	16.7	16.7	22.2	16.7	22.2	0.0
	Orléans	207	21.7	14.0	15.0	9.7	21.3	4.3	14.0
	Osgoode	18	16.7	0.0	22.2	16.7	33.3	11.1	0.0
	Richmond	34	11.8	23.5	17.6	2.9	29.4	5.9	8.8
	Rideau	126	15.9	13.5	15.1	16.7	24.6	8.7	5.6
	Rockcliffe Park	66	16.7	12.1	24.2	21.2	15.2	3.0	7.6
	Rosemount	239	16.7	8.8	15.1	18.4	23.0	9.2	8.8
	Ruth E. Dickinson	219	15.1	9.1	13.2	8.7	32.9	9.1	11.9
	St-Laurent	115	9.6	12.2	19.1	14.8	26.1	11.3	7.0
	Stittsville	106	17.0	8.5	15.1	10.4	26.4	9.4	13.2
	Sunnyside	309	15.2	13.3	14.9	14.9	23.0	8.7	10.0
	Vanier	47	21.3	6.4	6.4	19.1	25.5	10.6	10.6
	Vernon	5	60.0	0.0	40.0	0.0	0.0	0.0	0.0
	None	26	11.5	7.7	11.5	11.5	38.5	7.7	11.5

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Question 5 (fourth ranked response) - Please rank the importance to you personally of each day of the week in terms of your Ottawa Public Library Branch being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to you and so on.

		Total	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		Responses	%	%	%	%	%	%	%
Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4240	14.9	18.1	17.4	28.8	10.7	5.0	5.1
	Alta Vista	177	13.6	19.2	18.1	32.8	4.0	5.1	7.3
	Beaverbrook	211	17.1	20.9	11.4	28.0	11.4	7.6	3.8
	Blackburn Hamlet	69	17.4	13.0	20.3	33.3	7.2	5.8	2.9
	Carlingwood	310	14.5	22.6	16.5	24.2	11.3	5.8	5.2
	Carp	45	22.2	22.2	11.1	20.0	13.3	2.2	8.9
	Centennial	98	10.2	14.3	20.4	29.6	13.3	5.1	7.1
	Constance Bay	8	0.0	12.5	12.5	0.0	37.5	25.0	12.5
	Cumberland	211	19.0	18.0	17.5	29.9	7.6	3.3	4.7
	Elmvale Acres	115	15.7	18.3	16.5	26.1	12.2	3.5	7.8
	Emerald Plaza	162	14.2	16.0	19.8	32.7	9.3	2.5	5.6
	Fitzroy Harbour	5	0.0	40.0	40.0	20.0	0.0	0.0	0.0
	Greely	41	12.2	19.5	24.4	31.7	4.9	4.9	2.4
	Greenboro	203	15.3	18.7	18.2	27.1	10.8	4.9	4.9
	Hazeldean	155	18.7	11.6	15.5	34.8	9.0	3.2	7.1
	Main branch	445	16.6	17.3	17.3	29.4	10.3	3.6	5.4
	Manotick	75	14.7	20.0	25.3	29.3	4.0	5.3	1.3
	Metcalfe	35	11.4	2.9	17.1	28.6	11.4	25.7	2.9
	Munster	12	33.3	25.0	8.3	8.3	16.7	8.3	0.0
	Nepean	275	15.3	20.4	18.5	26.2	12.0	2.9	4.7
	Centreponte								
	North Gloucester	124	13.7	20.2	15.3	29.8	10.5	5.6	4.8
	North Gower	17	17.6	5.9	41.2	23.5	11.8	0.0	0.0
	Orléans	198	16.2	17.2	17.7	27.8	12.6	7.1	1.5
	Osgoode	17	5.9	29.4	17.6	23.5	5.9	11.8	5.9
	Richmond	33	3.0	12.1	15.2	45.5	9.1	12.1	3.0
	Rideau	122	18.0	17.2	13.1	28.7	13.1	2.5	7.4
	Rockcliffe Park	62	9.7	19.4	19.4	24.2	19.4	6.5	1.6
	Rosemount	232	12.9	18.5	16.4	25.4	12.1	6.0	8.6
	Ruth E. Dickinson	202	16.3	16.3	15.8	32.7	10.9	3.5	4.5
	St-Laurent	109	18.3	14.7	15.6	33.0	10.1	1.8	6.4
	Stittsville	101	7.9	22.8	14.9	28.7	14.9	5.0	5.9
	Sunnyside	298	11.1	17.4	20.5	27.2	12.1	7.4	4.4
	Vanier	42	11.9	21.4	19.0	31.0	7.1	7.1	2.4
	Vernon	5	20.0	20.0	20.0	40.0	0.0	0.0	0.0
	None	26	11.5	15.4	23.1	38.5	7.7	3.8	0.0

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Question 5 (fifth ranked response) - Please rank the importance to you personally of each day of the week in terms of your Ottawa Public Library Branch being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to you and so on.

		Total	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		Responses	%	%	%	%	%	%	%
Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4145	10.3	18.8	29.0	17.5	16.2	4.8	3.4
	Alta Vista	175	13.7	15.4	26.9	19.4	14.3	6.3	4.0
	Beaverbrook	203	8.9	20.7	31.5	14.3	17.7	3.0	3.9
	Blackburn Hamlet	69	11.6	15.9	20.3	20.3	18.8	8.7	4.3
	Carlingwood	306	11.4	18.3	34.3	15.0	13.4	4.6	2.9
	Carp	43	16.3	23.3	23.3	11.6	16.3	4.7	4.7
	Centennial	95	8.4	23.2	17.9	28.4	15.8	3.2	3.2
	Constance Bay	7	28.6	28.6	14.3	14.3	0.0	0.0	14.3
	Cumberland	209	7.7	18.2	29.7	17.7	18.2	5.7	2.9
	Elmvale Acres	113	12.4	20.4	30.1	20.4	14.2	1.8	0.9
	Emerald Plaza	160	10.6	18.1	24.4	16.9	17.5	6.9	5.6
	Fitzroy Harbour	4	0.0	25.0	50.0	0.0	0.0	0.0	25.0
	Greely	39	15.4	23.1	20.5	15.4	15.4	10.3	0.0
	Greenboro	200	8.0	20.5	29.0	16.5	17.5	3.5	5.0
	Hazeldean	151	7.9	24.5	29.1	13.2	20.5	4.0	0.7
	Main branch	435	9.9	18.2	27.4	17.0	18.4	4.4	4.8
	Manotick	73	4.1	19.2	28.8	20.5	24.7	2.7	0.0
	Metcalfe	34	14.7	23.5	14.7	23.5	11.8	8.8	2.9
	Munster	12	8.3	25.0	25.0	16.7	16.7	8.3	0.0
	Nepean Centrepoin	270	10.0	18.9	30.7	19.3	13.7	4.8	2.6
	North Gloucester	121	9.9	10.7	38.0	18.2	16.5	2.5	4.1
	North Gower	16	12.5	25.0	25.0	18.8	12.5	6.3	0.0
	Orléans	194	10.3	17.5	28.9	17.0	17.5	5.7	3.1
	Osgoode	17	5.9	35.3	23.5	11.8	11.8	5.9	5.9
	Richmond	30	3.3	6.7	40.0	23.3	20.0	3.3	3.3
	Rideau	115	13.0	16.5	27.0	20.0	15.7	3.5	4.3
	Rockcliffe Park	60	13.3	16.7	18.3	20.0	25.0	6.7	0.0
	Rosemount	226	10.6	16.4	30.5	18.6	15.5	4.4	4.0
	Ruth E. Dickinson	200	13.5	22.5	30.0	14.5	12.0	4.5	3.0
	St-Laurent	104	6.7	20.2	27.9	17.3	15.4	7.7	4.8
	Stittsville	100	10.0	18.0	36.0	18.0	10.0	7.0	1.0
	Sunnyside	293	10.6	16.7	29.4	18.1	16.0	5.5	3.8
	Vanier	40	7.5	32.5	40.0	10.0	7.5	0.0	2.5
	Vernon	5	0.0	0.0	20.0	20.0	40.0	20.0	0.0
	None	26	23.1	19.2	23.1	15.4	15.4	0.0	3.8

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 5 (sixth ranked response) - Please rank the importance to you personally of each day of the week in terms of your Ottawa Public Library Branch being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to you and so on.

		Total	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		Responses	%	%	%	%	%	%	%
Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4067	10.0	23.9	16.1	18.1	10.4	16.2	5.2
	Alta Vista	172	13.4	22.7	14.5	14.5	11.0	20.3	3.5
	Beaverbrook	201	12.9	19.4	16.4	19.4	9.0	15.9	7.0
	Blackburn Hamlet	67	7.5	22.4	11.9	16.4	13.4	22.4	6.0
	Carlingwood	302	10.6	26.2	14.9	21.2	8.6	13.9	4.6
	Carp	42	11.9	16.7	23.8	19.0	4.8	19.0	4.8
	Centennial	93	8.6	20.4	23.7	11.8	11.8	16.1	7.5
	Constance Bay	7	0.0	28.6	0.0	57.1	14.3	0.0	0.0
	Cumberland	203	5.9	25.6	20.2	19.7	8.4	13.3	6.9
	Elmvale Acres	109	6.4	24.8	16.5	21.1	7.3	17.4	6.4
	Emerald Plaza	155	11.0	26.5	13.5	14.2	9.0	21.9	3.9
	Fitzroy Harbour	4	25.0	0.0	0.0	0.0	50.0	25.0	0.0
	Greely	38	15.8	34.2	15.8	13.2	5.3	15.8	0.0
	Greenboro	197	8.1	18.8	17.8	20.3	13.2	16.2	5.6
	Hazeldean	149	9.4	21.5	20.1	19.5	6.7	15.4	7.4
	Main branch	425	8.9	22.8	14.6	16.9	11.1	20.0	5.6
	Manotick	71	22.5	14.1	15.5	11.3	12.7	16.9	7.0
	Metcalfe	33	3.0	21.2	15.2	15.2	24.2	15.2	6.1
	Munster	12	0.0	8.3	33.3	16.7	16.7	8.3	16.7
	Nepean Centrepoin	266	10.5	24.8	15.0	21.1	11.3	13.5	3.8
	North Gloucester	117	5.1	25.6	12.0	27.4	10.3	17.1	2.6
	North Gower	15	20.0	0.0	13.3	20.0	26.7	13.3	6.7
	Orléans	190	12.1	25.3	13.2	19.5	7.4	17.4	5.3
	Osgoode	17	17.6	17.6	23.5	11.8	11.8	11.8	5.9
	Richmond	30	13.3	30.0	3.3	10.0	26.7	16.7	0.0
	Rideau	113	7.1	25.7	19.5	12.4	11.5	21.2	2.7
	Rockcliffe Park	58	12.1	27.6	15.5	17.2	8.6	19.0	0.0
	Rosemount	225	10.7	27.6	16.4	16.0	10.2	14.2	4.9
	Ruth E. Dickinson	199	7.5	29.6	19.6	16.1	10.1	12.1	5.0
	St-Laurent	100	11.0	25.0	19.0	12.0	11.0	18.0	4.0
	Stittsville	99	7.1	21.2	17.2	24.2	10.1	11.1	9.1
	Sunnyside	289	11.4	24.9	13.8	19.4	10.0	14.5	5.9
	Vanier	40	12.5	20.0	12.5	20.0	25.0	7.5	2.5
	Vernon	5	0.0	40.0	0.0	20.0	0.0	0.0	40.0
	None	24	16.7	16.7	25.0	12.5	4.2	16.7	8.3

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 5 (seventh ranked response) - Please rank the importance to you personally of each day of the week in terms of your Ottawa Public Library Branch being open where Rank 1 is the most important day to be open, Rank 2, the second most important day to you and so on.

		Total	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		Responses	%	%	%	%	%	%	%
Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	3947	22.5	7.7	8.4	11.2	14.0	4.9	31.3
	Alta Vista	163	21.5	6.1	8.6	9.8	13.5	5.5	35.0
	Beaverbrook	200	22.0	6.0	10.0	11.5	16.0	6.5	28.0
	Blackburn Hamlet	64	15.6	7.8	4.7	9.4	12.5	3.1	46.9
	Carlingwood	294	22.4	6.8	8.2	11.9	10.5	3.7	36.4
	Carp	40	5.0	2.5	10.0	20.0	22.5	2.5	37.5
	Centennial	89	22.5	11.2	7.9	10.1	11.2	2.2	34.8
	Constance Bay	6	16.7	16.7	33.3	16.7	0.0	0.0	16.7
	Cumberland	203	25.1	8.4	7.4	14.3	17.2	6.4	21.2
	Elmvale Acres	104	25.0	7.7	11.5	7.7	8.7	4.8	34.6
	Emerald Plaza	147	22.4	8.2	9.5	14.3	7.5	3.4	34.7
	Fitzroy Harbour	4	0.0	25.0	0.0	0.0	0.0	0.0	75.0
	Greely	33	15.2	6.1	3.0	12.1	9.1	6.1	48.5
	Greenboro	193	19.2	5.7	7.3	15.0	21.2	4.7	26.9
	Hazeldean	147	23.1	10.9	5.4	12.9	10.9	8.2	28.6
	Main branch	421	20.0	7.1	8.1	11.2	17.1	6.7	29.9
	Manotick	67	13.4	7.5	3.0	9.0	7.5	3.0	56.7
	Metcalfe	31	19.4	3.2	9.7	9.7	3.2	3.2	51.6
	Munster	12	8.3	8.3	16.7	16.7	8.3	0.0	41.7
	Nepean Centrepoin	262	21.4	7.6	10.7	11.8	17.6	7.3	23.7
	North Gloucester	114	30.7	10.5	6.1	5.3	20.2	4.4	22.8
	North Gower	13	7.7	7.7	0.0	7.7	0.0	0.0	76.9
	Orléans	188	20.2	7.4	14.4	12.8	18.1	3.7	23.4
	Osgoode	15	6.7	6.7	0.0	20.0	0.0	0.0	66.7
	Richmond	28	35.7	3.6	10.7	0.0	7.1	0.0	42.9
	Rideau	109	21.1	9.2	8.3	9.2	11.9	3.7	36.7
	Rockcliffe Park	51	17.6	2.0	7.8	7.8	9.8	2.0	52.9
	Rosemount	220	26.4	9.5	10.5	9.1	12.3	2.7	29.5
	Ruth E. Dickinson	197	25.4	9.1	8.6	14.7	12.2	5.6	24.4
	St-Laurent	98	24.5	7.1	5.1	9.2	11.2	3.1	39.8
	Stittsville	96	30.2	8.3	6.3	8.3	14.6	5.2	27.1
	Sunnyside	272	27.2	7.0	7.0	9.6	13.6	5.5	30.1
	Vanier	39	25.6	10.3	5.1	5.1	15.4	5.1	33.3
	Vernon	4	25.0	0.0	0.0	0.0	25.0	0.0	50.0
	None	23	21.7	17.4	4.3	17.4	17.4	4.3	17.4

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 6 (first ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

Total	9am-12pm	12-3pm	3-6pm	6-9pm
Responses	%	%	%	%

Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4728	28.1	14.4	19.3	38.2
	Alta Vista	204	35.8	17.6	16.7	29.9
	Beaverbrook	228	28.1	10.1	22.4	39.5
	Blackburn Hamlet	76	26.3	11.8	22.4	39.5
	Carlingwood	353	26.9	13.9	20.1	39.1
	Carp	47	34.0	12.8	17.0	36.2
	Centennial	108	28.7	16.7	13.0	41.7
	Constance Bay	9	44.4	22.2	0.0	33.3
	Cumberland	233	27.5	15.5	17.2	39.9
	Elmvale Acres	128	31.3	10.2	20.3	38.3
	Emerald Plaza	176	30.7	13.6	22.7	33.0
	Fitzroy Harbour	6	16.7	50.0	33.3	0.0
	Greely	44	15.9	15.9	31.8	36.4
	Greenboro	224	25.0	15.2	21.4	38.4
	Hazeldean	171	29.8	14.0	14.0	42.1
	Main branch	487	21.8	20.7	18.9	38.6
	Manotick	86	25.6	23.3	20.9	30.2
	Metcalfe	40	15.0	22.5	30.0	32.5
	Munster	14	21.4	28.6	21.4	28.6
	Nepean Centrepointe	301	31.9	11.3	15.9	40.9
	North Gloucester	142	27.5	15.5	25.4	31.7
	North Gower	19	36.8	5.3	26.3	31.6
	Orléans	223	28.7	13.5	15.7	42.2
	Osgoode	19	21.1	36.8	31.6	10.5
	Richmond	38	15.8	7.9	39.5	36.8
	Rideau	142	30.3	15.5	14.8	39.4
	Rockcliffe Park	70	31.4	11.4	30.0	27.1
	Rosemount	259	21.2	12.4	21.2	45.2
	Ruth E. Dickinson	238	30.3	11.3	17.2	41.2
	St-Laurent	120	34.2	10.8	15.8	39.2
	Stittsville	112	27.7	16.1	16.1	40.2
	Sunnyside	331	34.4	10.3	18.1	37.2
	Vanier	49	24.5	16.3	26.5	32.7
	Vernon	5	20.0	0.0	20.0	60.0
	None	26	26.9	23.1	23.1	26.9

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 6 (second ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

Total	9am-12pm	12-3pm	3-6pm	6-9pm
Responses	%	%	%	%

Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4534	15.0	23.3	39.5	22.2
	Alta Vista	197	14.7	24.4	38.1	22.8
	Beaverbrook	221	10.9	23.1	39.8	26.2
	Blackburn Hamlet	76	18.4	30.3	34.2	17.1
	Carlingwood	337	14.5	23.1	40.4	22.0
	Carp	44	6.8	25.0	50.0	18.2
	Centennial	106	17.9	17.9	45.3	18.9
	Constance Bay	6	16.7	50.0	16.7	16.7
	Cumberland	223	16.1	16.6	42.2	25.1
	Elmvale Acres	126	16.7	33.3	34.9	15.1
	Emerald Plaza	168	14.3	25.0	35.7	25.0
	Fitzroy Harbour	6	33.3	16.7	16.7	33.3
	Greely	42	14.3	14.3	35.7	35.7
	Greenboro	215	16.3	19.5	35.8	28.4
	Hazeldean	162	14.2	22.2	43.2	20.4
	Main branch	476	18.5	23.9	36.8	20.8
	Manotick	81	18.5	22.2	42.0	17.3
	Metcalfe	38	10.5	26.3	39.5	23.7
	Munster	14	14.3	0.0	50.0	35.7
	Nepean Centrepointe	290	15.9	21.0	41.0	22.1
	North Gloucester	135	17.8	21.5	36.3	24.4
	North Gower	17	11.8	29.4	17.6	41.2
	Orléans	209	14.8	27.3	41.1	16.7
	Osgoode	18	11.1	11.1	27.8	50.0
	Richmond	37	10.8	24.3	29.7	35.1
	Rideau	130	19.2	25.4	39.2	16.2
	Rockcliffe Park	64	18.8	29.7	28.1	23.4
	Rosemount	253	14.6	17.8	47.0	20.6
	Ruth E. Dickinson	223	10.3	25.1	42.2	22.4
	St-Laurent	115	13.0	21.7	41.7	23.5
	Stittsville	110	14.5	21.8	47.3	16.4
	Sunnyside	317	12.9	28.1	35.6	23.3
	Vanier	49	12.2	24.5	46.9	16.3
	Vernon	5	0.0	40.0	40.0	20.0
	None	24	12.5	25.0	37.5	25.0

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 6 (third ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

Total	9am-12pm	12-3pm	3-6pm	6-9pm
Responses	%	%	%	%

Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4132	19.8	37.3	29.5	13.4
	Alta Vista	181	19.9	37.0	28.7	14.4
	Beaverbrook	199	23.1	40.7	27.1	9.0
	Blackburn Hamlet	68	20.6	30.9	36.8	11.8
	Carlingwood	307	20.2	38.4	28.0	13.4
	Carp	42	14.3	45.2	19.0	21.4
	Centennial	99	20.2	40.4	28.3	11.1
	Constance Bay	6	0.0	33.3	66.7	0.0
	Cumberland	210	21.4	35.2	30.5	12.9
	Elmvale Acres	112	18.8	34.8	33.9	12.5
	Emerald Plaza	156	20.5	34.6	28.8	16.0
	Fitzroy Harbour	4	25.0	25.0	50.0	0.0
	Greely	36	33.3	36.1	22.2	8.3
	Greenboro	191	19.4	36.6	31.9	12.0
	Hazeldean	148	16.9	37.2	31.8	14.2
	Main branch	437	20.1	32.7	34.8	12.4
	Manotick	70	20.0	37.1	28.6	14.3
	Metcalfe	35	22.9	37.1	14.3	25.7
	Munster	13	15.4	46.2	15.4	23.1
	Nepean Centrepointe	268	11.9	44.4	31.0	12.7
	North Gloucester	120	17.5	40.8	27.5	14.2
	North Gower	16	25.0	25.0	43.8	6.3
	Orléans	190	21.6	36.8	32.6	8.9
	Osgoode	17	35.3	17.6	35.3	11.8
	Richmond	33	48.5	27.3	15.2	9.1
	Rideau	119	16.8	33.6	37.0	12.6
	Rockcliffe Park	55	12.7	41.8	34.5	10.9
	Rosemount	238	21.0	43.7	22.3	13.0
	Ruth E. Dickinson	205	18.0	38.5	29.3	14.1
	St-Laurent	102	17.6	41.2	27.5	13.7
	Stittsville	96	24.0	36.5	18.8	20.8
	Sunnyside	292	19.5	33.6	29.5	17.5
	Vanier	39	33.3	28.2	20.5	17.9
	Vernon	5	20.0	60.0	20.0	0.0
	None	23	17.4	39.1	26.1	17.4

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 6 (fourth ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch between MONDAY and THURSDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

Total	9am-12pm	12-3pm	3-6pm	6-9pm
Responses	%	%	%	%

Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	3989	37.2	24.0	11.8	27.0
	Alta Vista	173	32.4	20.2	15.0	32.4
	Beaverbrook	192	38.0	26.0	8.9	27.1
	Blackburn Hamlet	63	38.1	23.8	7.9	30.2
	Carlingwood	293	37.5	22.5	12.6	27.3
	Carp	42	42.9	16.7	14.3	26.2
	Centennial	96	32.3	25.0	14.6	28.1
	Constance Bay	6	33.3	0.0	16.7	50.0
	Cumberland	205	35.6	30.7	11.2	22.4
	Elmvale Acres	110	33.6	22.7	9.1	34.5
	Emerald Plaza	154	33.1	24.0	14.3	28.6
	Fitzroy Harbour	4	25.0	25.0	0.0	50.0
	Greely	31	41.9	32.3	6.5	19.4
	Greenboro	188	41.5	26.6	9.0	22.9
	Hazeldean	146	38.4	25.3	11.6	24.7
	Main branch	426	40.6	21.8	9.4	28.2
	Manotick	68	36.8	16.2	10.3	36.8
	Metcalfe	34	50.0	14.7	14.7	20.6
	Munster	13	53.8	30.8	7.7	7.7
	Nepean Centrepointe	258	38.8	22.9	12.8	25.6
	North Gloucester	114	36.8	21.9	10.5	30.7
	North Gower	16	18.8	43.8	18.8	18.8
	Orléans	183	35.5	22.4	9.8	32.2
	Osgoode	16	37.5	25.0	12.5	25.0
	Richmond	31	29.0	41.9	9.7	19.4
	Rideau	110	34.5	21.8	9.1	34.5
	Rockcliffe Park	52	36.5	13.5	7.7	42.3
	Rosemount	230	43.0	25.2	9.6	22.2
	Ruth E. Dickinson	197	42.1	22.3	12.2	23.4
	St-Laurent	98	36.7	26.5	15.3	21.4
	Stittsville	91	31.9	24.2	19.8	24.2
	Sunnyside	285	30.9	27.4	17.2	24.6
	Vanier	38	26.3	34.2	10.5	28.9
	Vernon	5	60.0	0.0	20.0	20.0
	None	21	42.9	19.0	14.3	23.8

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 7 (first ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

Total	9am-12pm	12-3pm	3-6pm	6-9pm
Responses	%	%	%	%

Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4673	29.0	14.4	21.2	35.4
	Alta Vista	205	36.1	15.1	21.5	27.3
	Beaverbrook	223	24.2	10.8	21.5	43.5
	Blackburn Hamlet	74	32.4	13.5	25.7	28.4
	Carlingwood	355	32.1	14.9	16.3	36.6
	Carp	49	26.5	20.4	28.6	24.5
	Centennial	108	25.9	17.6	15.7	40.7
	Constance Bay	9	33.3	33.3	11.1	22.2
	Cumberland	229	24.9	17.0	18.3	39.7
	Elmvale Acres	128	32.0	13.3	20.3	34.4
	Emerald Plaza	177	33.9	11.9	22.0	32.2
	Fitzroy Harbour	6	33.3	0.0	50.0	16.7
	Greely	44	25.0	13.6	27.3	34.1
	Greenboro	219	29.7	14.2	21.0	35.2
	Hazeldean	168	31.0	12.5	17.3	39.3
	Main branch	481	22.0	18.7	24.9	34.3
	Manotick	82	25.6	24.4	22.0	28.0
	Metcalfe	40	25.0	10.0	40.0	25.0
	Munster	14	21.4	14.3	42.9	21.4
	Nepean Centrepointe	295	28.5	11.9	20.0	39.7
	North Gloucester	139	26.6	15.1	24.5	33.8
	North Gower	17	29.4	11.8	35.3	23.5
	Orléans	219	26.5	11.4	19.2	42.9
	Osgoode	19	21.1	15.8	31.6	31.6
	Richmond	38	26.3	13.2	42.1	18.4
	Rideau	135	37.8	12.6	17.8	31.9
	Rockcliffe Park	68	32.4	7.4	36.8	23.5
	Rosemount	257	25.7	14.8	19.5	40.1
	Ruth E. Dickinson	236	29.2	12.3	16.9	41.5
	St-Laurent	121	28.9	14.0	19.0	38.0
	Stittsville	110	31.8	20.9	19.1	28.2
	Sunnyside	329	36.8	10.9	21.3	31.0
	Vanier	48	27.1	16.7	20.8	35.4
	Vernon	5	60.0	20.0	0.0	20.0
	None	26	19.2	30.8	23.1	26.9

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 7 (second ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

Total	9am-12pm	12-3pm	3-6pm	6-9pm
Responses	%	%	%	%

Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4380	14.5	27.4	39.4	18.8
	Alta Vista	195	16.9	30.3	33.8	19.0
	Beaverbrook	212	15.1	25.9	43.4	15.6
	Blackburn Hamlet	71	12.7	33.8	29.6	23.9
	Carlingwood	326	14.1	28.5	40.5	16.9
	Carp	46	15.2	28.3	41.3	15.2
	Centennial	105	17.1	21.0	49.5	12.4
	Constance Bay	6	16.7	16.7	66.7	0.0
	Cumberland	218	17.0	22.0	43.6	17.4
	Elmvale Acres	119	18.5	34.5	33.6	13.4
	Emerald Plaza	164	14.0	31.7	34.1	20.1
	Fitzroy Harbour	5	20.0	20.0	20.0	40.0
	Greely	42	16.7	26.2	33.3	23.8
	Greenboro	203	11.3	27.6	42.4	18.7
	Hazeldean	160	13.8	23.1	43.8	19.4
	Main branch	458	13.8	25.5	38.0	22.7
	Manotick	76	10.5	35.5	42.1	11.8
	Metcalfe	36	11.1	27.8	27.8	33.3
	Munster	13	15.4	30.8	23.1	30.8
	Nepean Centrepointe	275	13.8	26.2	41.1	18.9
	North Gloucester	131	19.1	26.0	34.4	20.6
	North Gower	15	13.3	46.7	26.7	13.3
	Orléans	203	13.3	24.6	43.8	18.2
	Osgoode	19	10.5	26.3	42.1	21.1
	Richmond	37	10.8	32.4	18.9	37.8
	Rideau	122	10.7	32.0	38.5	18.9
	Rockcliffe Park	60	11.7	40.0	25.0	23.3
	Rosemount	250	14.0	22.8	44.4	18.8
	Ruth E. Dickinson	216	17.1	21.8	42.1	19.0
	St-Laurent	115	20.9	25.2	42.6	11.3
	Stittsville	105	15.2	31.4	34.3	19.0
	Sunnyside	304	12.5	32.2	35.9	19.4
	Vanier	44	11.4	27.3	52.3	9.1
	Vernon	5	0.0	40.0	40.0	20.0
	None	24	12.5	25.0	41.7	20.8

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 7 (third ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

Total	9am-12pm	12-3pm	3-6pm	6-9pm
Responses	%	%	%	%

Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	3991	19.1	37.1	31.4	12.3
	Alta Vista	176	17.0	33.0	34.7	15.3
	Beaverbrook	191	24.1	38.7	26.7	10.5
	Blackburn Hamlet	64	14.1	39.1	39.1	7.8
	Carlingwood	300	19.3	36.3	34.0	10.3
	Carp	42	23.8	45.2	21.4	9.5
	Centennial	94	21.3	33.0	26.6	19.1
	Constance Bay	6	0.0	33.3	16.7	50.0
	Cumberland	206	16.0	38.8	30.1	15.0
	Elmvale Acres	112	17.9	34.8	36.6	10.7
	Emerald Plaza	154	20.1	29.9	36.4	13.6
	Fitzroy Harbour	3	0.0	66.7	0.0	33.3
	Greely	35	14.3	40.0	37.1	8.6
	Greenboro	188	18.6	34.6	31.4	15.4
	Hazeldean	145	17.9	40.7	30.3	11.0
	Main branch	417	21.1	38.8	29.0	11.0
	Manotick	66	27.3	27.3	30.3	15.2
	Metcalfe	33	18.2	36.4	21.2	24.2
	Munster	13	15.4	23.1	23.1	38.5
	Nepean Centrepointe	249	19.3	41.4	30.5	8.8
	North Gloucester	118	16.1	39.8	33.9	10.2
	North Gower	14	28.6	28.6	28.6	14.3
	Orléans	186	23.1	41.4	26.9	8.6
	Osgoode	17	29.4	29.4	29.4	11.8
	Richmond	31	29.0	35.5	22.6	12.9
	Rideau	110	11.8	37.3	37.3	13.6
	Rockcliffe Park	53	22.6	35.8	30.2	11.3
	Rosemount	231	18.2	41.6	28.6	11.7
	Ruth E. Dickinson	198	16.2	42.9	30.3	10.6
	St-Laurent	100	14.0	39.0	33.0	14.0
	Stittsville	95	14.7	30.5	34.7	20.0
	Sunnyside	278	19.1	31.3	37.4	12.2
	Vanier	39	30.8	30.8	28.2	10.3
	Vernon	5	0.0	20.0	40.0	40.0
	None	22	31.8	27.3	31.8	9.1

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 7 (fourth ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch on FRIDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 is the second most important time for the Branch to be open and so on.

Total	9am-12pm	12-3pm	3-6pm	6-9pm
Responses	%	%	%	%

Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	3861	36.8	20.2	8.5	34.5
	Alta Vista	165	29.7	18.2	11.5	40.6
	Beaverbrook	186	36.6	24.2	9.1	30.1
	Blackburn Hamlet	62	43.5	11.3	4.8	40.3
	Carlingwood	288	31.9	19.1	10.1	38.9
	Carp	41	34.1	7.3	9.8	48.8
	Centennial	92	33.7	28.3	9.8	28.3
	Constance Bay	6	50.0	0.0	16.7	33.3
	Cumberland	200	42.0	22.5	7.5	28.0
	Elmvale Acres	107	31.8	18.7	9.3	40.2
	Emerald Plaza	149	30.9	23.5	8.7	36.9
	Fitzroy Harbour	3	66.7	33.3	0.0	0.0
	Greely	30	43.3	16.7	3.3	36.7
	Greenboro	185	41.1	21.1	4.9	33.0
	Hazeldean	144	37.5	21.5	9.7	31.3
	Main branch	411	43.3	16.5	7.5	32.6
	Manotick	63	31.7	11.1	9.5	47.6
	Metcalfe	31	51.6	22.6	6.5	19.4
	Munster	13	46.2	30.8	15.4	7.7
	Nepean Centrepointe	242	36.8	20.2	9.9	33.1
	North Gloucester	112	37.5	17.0	6.3	39.3
	North Gower	14	21.4	14.3	21.4	42.9
	Orléans	181	38.7	23.2	7.7	30.4
	Osgoode	15	46.7	20.0	0.0	33.3
	Richmond	31	35.5	22.6	9.7	32.3
	Rideau	102	40.2	13.7	6.9	39.2
	Rockcliffe Park	52	30.8	21.2	5.8	42.3
	Rosemount	222	41.4	21.2	8.1	29.3
	Ruth E. Dickinson	193	36.3	20.2	12.4	31.1
	St-Laurent	96	37.5	22.9	5.2	34.4
	Stittsville	92	34.8	14.1	13.0	38.0
	Sunnyside	271	29.9	25.8	6.3	38.0
	Vanier	37	24.3	21.6	8.1	45.9
	Vernon	5	40.0	20.0	20.0	20.0
	None	20	35.0	25.0	5.0	35.0

Nanos conducted an online survey of 5,259 Ottawa Public Library Cardholders between May 17<sup>th</sup> and June 2<sup>nd</sup>, 2017. There is no margin of error associated with this research.

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 8 (first ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time and so on.

Total	9am-12pm	12-3pm	3-6pm	6-9pm
Responses	%	%	%	%

Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4624	54.1	26.3	11.6	8.0
	Alta Vista	202	52.5	26.2	15.3	5.9
	Beaverbrook	221	52.0	21.7	13.1	13.1
	Blackburn Hamlet	75	49.3	29.3	10.7	10.7
	Carlingwood	344	54.4	27.0	11.6	7.0
	Carp	49	63.3	22.4	10.2	4.1
	Centennial	106	49.1	32.1	14.2	4.7
	Constance Bay	8	75.0	25.0	0.0	0.0
	Cumberland	221	52.5	27.6	9.0	10.9
	Elmvale Acres	128	60.2	27.3	3.9	8.6
	Emerald Plaza	176	56.8	21.0	10.8	11.4
	Fitzroy Harbour	6	66.7	33.3	0.0	0.0
	Greely	44	63.6	29.5	2.3	4.5
	Greenboro	220	54.5	23.6	14.1	7.7
	Hazeldean	167	57.5	26.9	9.0	6.6
	Main branch	474	42.6	33.3	12.9	11.2
	Manotick	85	65.9	23.5	9.4	1.2
	Metcalf	38	60.5	21.1	10.5	7.9
	Munster	13	53.8	23.1	7.7	15.4
	Nepean Centrepointe	288	49.7	25.3	10.8	14.2
	North Gloucester	138	56.5	22.5	14.5	6.5
	North Gower	19	52.6	26.3	15.8	5.3
	Orléans	222	54.1	26.6	11.3	8.1
	Osgoode	19	47.4	42.1	10.5	0.0
	Richmond	37	67.6	18.9	8.1	5.4
	Rideau	141	47.5	26.2	18.4	7.8
	Rockcliffe Park	69	55.1	31.9	8.7	4.3
	Rosemount	254	60.6	22.8	13.0	3.5
	Ruth E. Dickinson	232	60.3	21.6	12.5	5.6
	St-Laurent	117	48.7	29.1	9.4	12.8
	Stittsville	109	64.2	19.3	10.1	6.4
	Sunnyside	323	57.9	26.6	10.8	4.6
	Vanier	48	47.9	33.3	14.6	4.2
	Vernon	5	60.0	20.0	20.0	0.0
	None	26	50.0	42.3	0.0	7.7

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 8 (second ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time and so on.

Total	9am-12pm	12-3pm	3-6pm	6-9pm
Responses	%	%	%	%

Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4415	15.1	51.1	27.2	6.6
	Alta Vista	192	18.2	51.0	27.1	3.6
	Beaverbrook	216	13.0	49.5	27.8	9.7
	Blackburn Hamlet	69	24.6	50.7	21.7	2.9
	Carlingwood	326	14.1	52.5	26.4	7.1
	Carp	46	13.0	63.0	21.7	2.2
	Centennial	104	12.5	49.0	28.8	9.6
	Constance Bay	8	25.0	37.5	12.5	25.0
	Cumberland	214	17.3	47.7	26.2	8.9
	Elmvale Acres	122	18.9	44.3	30.3	6.6
	Emerald Plaza	170	15.9	52.4	25.9	5.9
	Fitzroy Harbour	5	40.0	20.0	20.0	20.0
	Greely	41	14.6	61.0	24.4	0.0
	Greenboro	208	13.9	54.8	25.5	5.8
	Hazeldean	163	19.0	46.6	23.9	10.4
	Main branch	461	18.7	44.0	29.9	7.4
	Manotick	80	18.8	62.5	15.0	3.8
	Metcalfe	36	13.9	66.7	16.7	2.8
	Munster	12	8.3	58.3	33.3	0.0
	Nepean Centrepointe	276	14.5	44.6	35.1	5.8
	North Gloucester	131	12.2	49.6	29.8	8.4
	North Gower	16	12.5	56.3	31.3	0.0
	Orléans	209	14.4	53.6	25.4	6.7
	Osgoode	19	21.1	57.9	15.8	5.3
	Richmond	36	11.1	63.9	25.0	0.0
	Rideau	129	15.5	48.1	27.9	8.5
	Rockcliffe Park	64	15.6	46.9	29.7	7.8
	Rosemount	250	12.8	56.0	24.4	6.8
	Ruth E. Dickinson	216	10.2	55.6	26.4	7.9
	St-Laurent	113	14.2	45.1	36.3	4.4
	Stittsville	105	8.6	62.9	24.8	3.8
	Sunnyside	306	14.1	55.9	24.5	5.6
	Vanier	43	14.0	48.8	32.6	4.7
	Vernon	5	0.0	40.0	40.0	20.0
	None	24	12.5	50.0	33.3	4.2

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 8 (third ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time and so on.

Total	9am-12pm	12-3pm	3-6pm	6-9pm
Responses	%	%	%	%

Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4021	16.9	16.0	57.6	9.5
	Alta Vista	177	19.8	16.4	55.4	8.5
	Beaverbrook	199	13.6	23.1	54.3	9.0
	Blackburn Hamlet	64	14.1	9.4	70.3	6.3
	Carlingwood	299	18.4	13.4	58.9	9.4
	Carp	44	18.2	13.6	61.4	6.8
	Centennial	92	19.6	13.0	55.4	12.0
	Constance Bay	6	0.0	50.0	50.0	0.0
	Cumberland	197	19.3	15.7	58.9	6.1
	Elmvale Acres	113	10.6	17.7	63.7	8.0
	Emerald Plaza	156	12.2	19.9	57.1	10.9
	Fitzroy Harbour	4	0.0	25.0	75.0	0.0
	Greely	33	15.2	12.1	66.7	6.1
	Greenboro	192	13.5	14.6	55.2	16.7
	Hazeldean	150	14.0	18.7	59.3	8.0
	Main branch	424	18.4	14.6	52.8	14.2
	Manotick	72	12.5	11.1	73.6	2.8
	Metcalfe	35	8.6	11.4	65.7	14.3
	Munster	11	9.1	27.3	54.5	9.1
	Nepean Centreponte	251	17.1	21.9	51.8	9.2
	North Gloucester	115	15.7	20.9	56.5	7.0
	North Gower	14	21.4	14.3	50.0	14.3
	Orléans	192	18.8	14.6	57.8	8.9
	Osgoode	15	26.7	0.0	66.7	6.7
	Richmond	32	18.8	6.3	65.6	9.4
	Rideau	114	22.8	19.3	48.2	9.6
	Rockcliffe Park	56	25.0	21.4	44.6	8.9
	Rosemount	235	16.6	17.0	60.9	5.5
	Ruth E. Dickinson	198	15.2	13.6	61.1	10.1
	St-Laurent	100	20.0	18.0	52.0	10.0
	Stittsville	92	12.0	10.9	64.1	13.0
	Sunnyside	274	18.2	12.0	63.1	6.6
	Vanier	38	28.9	10.5	44.7	15.8
	Vernon	5	20.0	20.0	40.0	20.0
	None	22	18.2	9.1	68.2	4.5

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 8 (fourth ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch on SATURDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time and so on.

Total	9am-12pm	12-3pm	3-6pm	6-9pm
Responses	%	%	%	%

Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	3810	14.3	5.3	4.7	75.7
	Alta Vista	167	9.0	4.8	3.6	82.6
	Beaverbrook	188	22.9	4.8	4.3	68.1
	Blackburn Hamlet	62	11.3	9.7	1.6	77.4
	Carlingwood	281	12.8	5.7	3.6	77.9
	Carp	40	7.5	0.0	7.5	85.0
	Centennial	89	22.5	4.5	2.2	70.8
	Constance Bay	6	0.0	0.0	33.3	66.7
	Cumberland	193	11.9	7.8	4.1	76.2
	Elmvale Acres	103	8.7	8.7	4.9	77.7
	Emerald Plaza	146	15.8	7.5	6.2	70.5
	Fitzroy Harbour	4	0.0	0.0	25.0	75.0
	Greely	30	10.0	0.0	3.3	86.7
	Greenboro	187	19.3	4.8	5.9	70.1
	Hazeldean	138	9.4	5.1	10.1	75.4
	Main branch	401	19.7	6.7	6.5	67.1
	Manotick	68	2.9	1.5	4.4	91.2
	Metcalfe	33	18.2	3.0	6.1	72.7
	Munster	11	27.3	0.0	0.0	72.7
	Nepean Centreponte	241	18.3	7.5	4.1	70.1
	North Gloucester	111	11.7	4.5	5.4	78.4
	North Gower	14	14.3	7.1	0.0	78.6
	Orléans	181	13.8	5.0	5.0	76.2
	Osgoode	15	13.3	0.0	0.0	86.7
	Richmond	31	6.5	3.2	3.2	87.1
	Rideau	105	18.1	3.8	5.7	72.4
	Rockcliffe Park	54	7.4	1.9	13.0	77.8
	Rosemount	224	9.8	2.7	2.7	84.8
	Ruth E. Dickinson	185	13.5	5.9	3.2	77.3
	St-Laurent	96	17.7	5.2	4.2	72.9
	Stittsville	90	14.4	2.2	4.4	78.9
	Sunnyside	257	10.9	3.9	2.7	82.5
	Vanier	34	8.8	11.8	2.9	76.5
	Vernon	5	20.0	20.0	0.0	60.0
	None	20	10.0	5.0	5.0	80.0

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 9 (first ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

Total	9am-12pm	12-3pm	3-6pm	6-9pm
Responses	%	%	%	%

Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4446	36.4	40.5	14.1	9.0
	Alta Vista	191	35.1	44.0	13.1	7.9
	Beaverbrook	216	38.0	36.1	13.4	12.5
	Blackburn Hamlet	68	30.9	51.5	10.3	7.4
	Carlingwood	326	33.7	41.4	16.0	8.9
	Carp	45	40.0	46.7	11.1	2.2
	Centennial	101	39.6	43.6	12.9	4.0
	Constance Bay	7	42.9	57.1	0.0	0.0
	Cumberland	220	41.8	38.2	11.8	8.2
	Elmvale Acres	119	41.2	37.0	13.4	8.4
	Emerald Plaza	167	35.9	41.3	14.4	8.4
	Fitzroy Harbour	4	25.0	50.0	0.0	25.0
	Greely	39	38.5	51.3	7.7	2.6
	Greenboro	216	38.4	40.7	12.5	8.3
	Hazeldean	165	44.2	38.8	10.9	6.1
	Main branch	478	32.0	41.8	14.4	11.7
	Manotick	71	29.6	54.9	9.9	5.6
	Metcalfe	36	36.1	30.6	19.4	13.9
	Munster	11	45.5	36.4	9.1	9.1
	Nepean Centrepointe	285	37.5	34.4	13.0	15.1
	North Gloucester	133	35.3	36.1	19.5	9.0
	North Gower	16	43.8	50.0	6.3	0.0
	Orléans	218	34.9	40.4	12.8	11.9
	Osgoode	16	43.8	43.8	0.0	12.5
	Richmond	35	40.0	40.0	14.3	5.7
	Rideau	135	34.1	37.8	22.2	5.9
	Rockcliffe Park	56	21.4	44.6	25.0	8.9
	Rosemount	241	43.2	36.5	14.5	5.8
	Ruth E. Dickinson	228	36.8	38.2	17.1	7.9
	St-Laurent	111	30.6	41.4	15.3	12.6
	Stittsville	108	39.8	39.8	11.1	9.3
	Sunnyside	311	34.4	43.7	13.8	8.0
	Vanier	45	33.3	42.2	17.8	6.7
	Vernon	4	25.0	25.0	25.0	25.0
	None	24	29.2	58.3	12.5	0.0

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 9 (second ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

Total	9am-12pm	12-3pm	3-6pm	6-9pm
Responses	%	%	%	%

Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4190	17.7	40.3	35.8	6.3
	Alta Vista	181	22.7	34.3	35.9	7.2
	Beaverbrook	203	18.2	38.9	35.0	7.9
	Blackburn Hamlet	63	17.5	38.1	41.3	3.2
	Carlingwood	304	17.8	39.5	36.2	6.6
	Carp	42	19.0	40.5	38.1	2.4
	Centennial	98	16.3	33.7	38.8	11.2
	Constance Bay	6	0.0	33.3	50.0	16.7
	Cumberland	213	19.2	41.8	32.4	6.6
	Elmvale Acres	111	19.8	37.8	36.9	5.4
	Emerald Plaza	160	15.0	38.8	40.0	6.3
	Fitzroy Harbour	4	0.0	0.0	75.0	25.0
	Greely	31	22.6	45.2	29.0	3.2
	Greenboro	203	17.2	40.9	36.0	5.9
	Hazeldean	156	17.9	39.1	32.1	10.9
	Main branch	458	16.2	38.0	36.9	9.0
	Manotick	68	26.5	41.2	30.9	1.5
	Metcalfe	33	3.0	60.6	33.3	3.0
	Munster	11	18.2	45.5	27.3	9.1
	Nepean Centrepointe	269	20.1	39.0	36.1	4.8
	North Gloucester	123	13.0	44.7	35.0	7.3
	North Gower	14	7.1	35.7	42.9	14.3
	Orléans	202	19.8	42.6	32.7	5.0
	Osgoode	14	28.6	42.9	28.6	0.0
	Richmond	32	15.6	43.8	34.4	6.3
	Rideau	122	13.1	42.6	36.1	8.2
	Rockcliffe Park	51	19.6	33.3	39.2	7.8
	Rosemount	237	18.1	46.4	30.8	4.6
	Ruth E. Dickinson	209	17.7	40.7	35.4	6.2
	St-Laurent	105	13.3	41.0	41.0	4.8
	Stittsville	103	16.5	45.6	35.0	2.9
	Sunnyside	297	17.5	41.8	37.4	3.4
	Vanier	41	24.4	34.1	36.6	4.9
	Vernon	4	0.0	50.0	50.0	0.0
	None	22	13.6	36.4	50.0	0.0

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 9 (third ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

Total	9am-12pm	12-3pm	3-6pm	6-9pm
Responses	%	%	%	%

Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	3813	24.9	15.1	46.2	13.8
	Alta Vista	165	25.5	17.6	43.0	13.9
	Beaverbrook	182	23.6	19.8	45.1	11.5
	Blackburn Hamlet	57	24.6	10.5	43.9	21.1
	Carlingwood	281	24.9	16.4	44.8	13.9
	Carp	40	27.5	15.0	47.5	10.0
	Centennial	88	20.5	17.0	43.2	19.3
	Constance Bay	6	50.0	16.7	33.3	0.0
	Cumberland	196	20.4	14.3	48.5	16.8
	Elmvale Acres	102	24.5	16.7	46.1	12.7
	Emerald Plaza	148	26.4	16.9	39.9	16.9
	Fitzroy Harbour	4	50.0	25.0	25.0	0.0
	Greely	27	29.6	7.4	59.3	3.7
	Greenboro	186	20.4	14.0	49.5	16.1
	Hazeldean	145	19.3	15.9	51.7	13.1
	Main branch	416	28.8	13.9	44.5	12.7
	Manotick	60	28.3	5.0	56.7	10.0
	Metcalfe	33	30.3	12.1	36.4	21.2
	Munster	11	9.1	18.2	63.6	9.1
	Nepean Centrepointe	247	21.9	20.2	47.4	10.5
	North Gloucester	111	26.1	16.2	42.3	15.3
	North Gower	12	25.0	0.0	50.0	25.0
	Orléans	186	22.0	14.0	49.5	14.5
	Osgoode	12	16.7	25.0	58.3	0.0
	Richmond	30	30.0	13.3	53.3	3.3
	Rideau	109	24.8	15.6	38.5	21.1
	Rockcliffe Park	47	38.3	27.7	29.8	4.3
	Rosemount	223	22.9	13.9	50.7	12.6
	Ruth E. Dickinson	187	26.7	14.4	42.8	16.0
	St-Laurent	94	29.8	14.9	42.6	12.8
	Stittsville	91	20.9	9.9	54.9	14.3
	Sunnyside	258	26.7	10.9	49.6	12.8
	Vanier	35	28.6	11.4	45.7	14.3
	Vernon	4	50.0	0.0	25.0	25.0
	None	20	40.0	10.0	40.0	10.0

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 9 (fourth ranked response) - Please rank the importance of each potential time slot for your Ottawa Public Library Branch to be open on SUNDAY where Rank 1 is the most important time slot for the Branch to be open and Rank 2 the second most important time slot and so on.

Total	9am-12pm	12-3pm	3-6pm	6-9pm
Responses	%	%	%	%

Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	3677	19.9	4.8	5.1	70.2
	Alta Vista	158	16.5	4.4	9.5	69.6
	Beaverbrook	177	19.2	6.8	6.8	67.2
	Blackburn Hamlet	56	25.0	0.0	7.1	67.9
	Carlingwood	268	22.4	3.7	4.5	69.4
	Carp	39	15.4	0.0	0.0	84.6
	Centennial	87	25.3	5.7	5.7	63.2
	Constance Bay	6	0.0	0.0	16.7	83.3
	Cumberland	192	20.3	5.2	5.2	69.3
	Elmvale Acres	94	14.9	6.4	4.3	74.5
	Emerald Plaza	143	23.1	4.9	4.9	67.1
	Fitzroy Harbour	4	25.0	25.0	0.0	50.0
	Greely	26	11.5	0.0	0.0	88.5
	Greenboro	181	22.7	5.0	3.3	69.1
	Hazeldean	137	16.8	7.3	7.3	68.6
	Main branch	403	21.3	6.0	6.2	66.5
	Manotick	57	14.0	1.8	1.8	82.5
	Metcalfe	30	30.0	3.3	10.0	56.7
	Munster	11	27.3	0.0	0.0	72.7
	Nepean Centrepointe	235	20.0	5.1	6.0	68.9
	North Gloucester	107	20.6	4.7	5.6	69.2
	North Gower	12	25.0	8.3	0.0	66.7
	Orléans	179	21.8	5.0	5.6	67.6
	Osgoode	12	8.3	0.0	8.3	83.3
	Richmond	30	13.3	3.3	0.0	83.3
	Rideau	105	29.5	3.8	2.9	63.8
	Rockcliffe Park	47	19.1	0.0	4.3	76.6
	Rosemount	217	14.3	4.1	4.1	77.4
	Ruth E. Dickinson	179	18.4	6.7	6.7	68.2
	St-Laurent	91	23.1	4.4	2.2	70.3
	Stittsville	88	21.6	2.3	2.3	73.9
	Sunnyside	250	17.6	4.8	4.0	73.6
	Vanier	33	12.1	9.1	0.0	78.8
	Vernon	4	25.0	25.0	0.0	50.0
	None	19	10.5	0.0	0.0	89.5

Nanos conducted an online survey of 5,259 Ottawa Public Library Cardholders between May 17<sup>th</sup> and June 2<sup>nd</sup>, 2017. There is no margin of error associated with this research.

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## 2017-1009 – Ottawa Public Library – Cardholders Survey BY BRANCH STAT SHEET

Question 10 - As you may know, the Ottawa Public Library is closed on Sundays from the first week in June until after Labour Day weekend. Would you be interested, somewhat interested, somewhat not interested or not interested in the OPL being open on Sundays between June and September?

		Total	Interested	Somewhat interested	Somewhat not interested	Not interested	Unsure
		Responses	%	%	%	%	%
Question 1 - Which Ottawa Public Library branch do you use most frequently?	Ottawa 2017-05	4903	47.9	22.5	7.2	20.6	1.8
	Alta Vista	221	44.3	21.3	10.4	23.5	0.5
	Beaverbrook	234	49.1	23.5	6.4	17.1	3.8
	Blackburn Hamlet	79	41.8	17.7	3.8	36.7	0.0
	Carlingwood	366	48.9	18.9	7.9	23.5	0.8
	Carp	51	39.2	23.5	3.9	33.3	0.0
	Centennial	111	38.7	28.8	5.4	24.3	2.7
	Constance Bay	9	11.1	44.4	22.2	22.2	0.0
	Cumberland	231	54.5	22.5	6.5	14.7	1.7
	Elmvale Acres	134	43.3	23.9	9.7	20.9	2.2
	Emerald Plaza	186	38.2	26.9	9.1	23.7	2.2
	Fitzroy Harbour	6	16.7	0.0	0.0	83.3	0.0
	Greely	43	27.9	11.6	7.0	51.2	2.3
	Greenboro	237	54.9	24.9	4.2	13.1	3.0
	Hazeldean	168	54.2	20.8	5.4	19.0	0.6
	Main branch	503	51.9	23.9	8.0	14.3	2.0
	Manotick	90	34.4	20.0	4.4	38.9	2.2
	Metcalfe	43	32.6	16.3	11.6	34.9	4.7
	Munster	14	42.9	7.1	0.0	50.0	0.0
	Nepean Centreponte	316	52.8	23.7	5.7	17.1	0.6
	North Gloucester	147	48.3	25.2	6.8	18.4	1.4
	North Gower	22	4.5	18.2	13.6	63.6	0.0
	Orléans	229	50.2	24.0	7.0	17.0	1.7
	Osgoode	19	26.3	10.5	15.8	36.8	10.5
	Richmond	38	34.2	26.3	7.9	28.9	2.6
	Rideau	150	51.3	20.7	7.3	18.7	2.0
	Rockcliffe Park	72	36.1	13.9	12.5	34.7	2.8
	Rosemount	272	48.5	27.2	5.5	18.0	0.7
	Ruth E. Dickinson	242	51.7	22.3	7.9	17.4	0.8
	St-Laurent	128	45.3	26.6	5.5	21.1	1.6
	Stittsville	116	48.3	17.2	6.9	25.9	1.7
	Sunnyside	344	52.6	20.6	8.1	17.2	1.5
	Vanier	50	46.0	16.0	8.0	22.0	8.0
	Vernon	5	20.0	20.0	0.0	60.0	0.0
	None	27	33.3	18.5	3.7	29.6	14.8

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