Public Opinion on the Ottawa Public Library's Main Branch

Submitted to
Ottawa Public Library

Nanos Report • Project 2012-253 - FINAL

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1.0 Executive Summary

Overall, people who use the Main branch of the Ottawa Public Library (OPL) said they were satisfied with their user experience, and saw the branch's central downtown location and wide selection of resources as its biggest advantages over other branches. A majority of respondents used the Main branch more than any other OPL location, and visited on average between once a month and once a week. People use the branch mainly to borrow or return items such as books or audiovisual material, to do research and work on projects. Location and parking were the two biggest factors that deterred people from visiting the Main branch. Thinking of the future, respondents said the branch should continue to widen its selection of resources, and asked for a more spacious library with an updated interior and more seating.

These findings are based on a four-phase study conducted by Nanos Research on behalf of the Ottawa Public Library. The first phase consisted of an intercept survey of 300 visitors to the Main branch. The second phase was an online survey of 527 OPL card holders who had identified the Main branch as their primary pick-up location. The third phase was an online general population survey of 500 Ottawa residents, some of whom were OPL users and some of whom were not. The fourth and final phase of the study was a series of four focus groups with 18 participants from groups recruited by the OPL (business people, parents, Francophones, and adults aged 50 and over).

> The Main branch offers a lifeline to Ottawa's downtown community – its central location makes it convenient for people to stop in after work or walk from home. Many participants said it was important to them that the Main branch stays where it is.

Key Findings

- Broad satisfaction with Main branch – When asked to rate their overall satisfaction with the Main branch of the Ottawa Public Library (OPL) on a scale of 1 to 10, a majority of respondents gave high satisfaction scores of 8–10 out of 10. In the Intercept survey, more than eight in ten respondents (82.8%) gave the branch an 8–10 out of 10, while seven in ten (70.8%) respondents of the Card Holders' survey and six in ten (60.8%) respondents of the General Population survey provided similar scores.

- Location, wide selection main advantages – Across all phases of the study, participants cited the convenient central location of the branch as its key advantage The Library's wide selection of books and other materials were also frequently mentioned, as was the knowledge and expertise of staff.

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- Visiting the Main branch – Location was a visible influence in why most people said they visited the Main branch: more than one in two respondents to the Intercept survey (53.3%) said they walked to the branch, while a further one in three (36.7%) said they came by public transit. Two in three Intercept respondents (66.3%) had come from home, while another one in four (23.7%) had come from work.

- Perception that Main branch is outdated – Many participants said that words such as "old" or "outdated" came to mind when they entered the building, but a number of positive words such as "comfortable", "welcoming" and "relaxing" were also used.

- Feeling of safety – A majority of participants across all phases of the research gave high scores to the Main branch in terms of it being a place where they felt safe. Asked why they rated the branch's safety as they did, many said that they have always felt safe in the Main branch, and that the presence of security guards reinforced this idea. Across the three surveys, between 2% and 5% of respondents rated the Main branch's safety poorly (a 1, 2 or 3 out of 10). Among those who said they felt less safe, reasons included the central downtown location and the use of the branch by the homeless.

- Satisfaction with areas of the Library – Asked to rate their satisfaction with the five commonly used areas of the Main branch on a scale of 1 to 10, where 1 was not at all satisfied and 10 very satisfied, respondents were most likely to give high satisfaction scores (8–10 out of 10) to the Children's Department and were likely to give comparatively lower scores to the computers on the second and third floors. Suggestions for improving the computer areas included having more and better computers, more space between computers to ensure privacy, and a faster and more reliable Internet connection.

- Satisfaction with services – Checking out physical material and assistance from library employees were the two services most likely to receive high satisfaction scores of 8, 9 or 10 out of 10. Digital content, such as e-books and audiobooks, received fewer high satisfaction scores and comparatively more low scores overall, while services for children and teens gained the highest number of neutral scores (4–7 out of 10) in the General Population and Intercept surveys. As feedback on the Children's Department was largely positive, these services' neutral satisfaction scores are likely due to their use by smaller sub-groups of library users.

- Reasons for not using the Main branch – General Population survey respondents' top reason for not using the Main branch was its location, which they found to be too far away for their own convenience. The cost and availability of parking was cited as a reason for not using the branch by one in ten General Population survey respondents.

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- Participant suggestions for improving products and services – Asked what one change the Library should make to improve its products and services, many survey respondents asked for a wider selection of books, e-books, DVDs and electronic/online resources. Long wait times for new arrivals were the subject of frequent comments, and many participants said the branch should stock more copies of newer material. Focus group participants urged the Main branch to improve French language capacity among staff and on the OPL website, and to stock more books by French Canadian authors.

- Participant suggestions for improving physical space – While many participants said that nothing needed to be done to improve the Main branch's physical space, a frequently mentioned suggestion across all three surveys was the need for expansion. Updating or modernizing the interior space to make it more inviting was also mentioned regularly, and many also said that more and better seating was required. Several focus group participants mentioned the lack of down escalators, and said that the stairs were difficult for older library users and those with reduced mobility. Elevators were said to be frequently out of order, and difficult to use for people with strollers or wheelchairs.

Key Insights

- Location is Key – The Main branch's central location is its key advantage, and plays a critical role in its use by different groups within the downtown community. Many participants in this study said they relied on the Main branch for its resources and community programming, and that if the branch were to be relocated outside of the downtown core, it would be very difficult for them to find local alternatives to the services it provides.

- Stay Ahead of Technology Curve – E-books are becoming increasingly popular among all age groups, and many participants said the Library needs to offer a wider selection. While a majority continue to want more selection of paper books, a growing number of users are seeing less need for hard-copy books in the Main branch and feel that more space could be created by downsizing the number of volumes and increasing the number of e-books available.

- Update Space to Retain Visitors – Updating the Main branch's interior space is not simply a question of pandering to current design trends. With many participants saying they view the Main branch simply as a place to enter and exit as quickly as possible after finding what they need, transforming the interior into a brighter, more open space with more places to sit and relax would likely entice visitors to stay longer and discover more of the products, programs and services the Library has to offer.

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2.0 Perceptions of the Main Branch

Overall, people who use the Main branch of the Ottawa Public Library are satisfied with the branch. They see its central downtown location as convenient for them to get to, and enjoy the wide range of books, audiovisual and other material available. Knowledgeable staff, longer opening hours and a strong selection of community programming were among the key advantages of the Main branch cited by participants, while less satisfying aspects included the layout, appearance and organization of the branch, and the level of bilingual products and services.

2.1 Satisfaction with the Main Branch

Respondents were asked to rate their overall satisfaction with the Main branch of the Ottawa Public Library (OPL) on a scale of 1 to 10, with 1 being not at all satisfied and 10 very satisfied. Across all three waves of research, a majority of respondents gave high satisfaction scores of 8, 9 or 10 out of 10. In the Intercept survey, more than eight in ten respondents (82.8%) gave the branch an 8–10 out of 10, while seven in ten (70.8%) respondents of the Card Holders' survey and six in ten (60.8%) respondents of the General Population survey provided similar scores. In all three surveys, less than five percent of respondents said they were unsatisfied with the Main branch.

Question – On a scale of 1 to 10, where 1 is not at all satisfied and 10 is very satisfied, please rate your overall satisfaction with the Ottawa Public Library's Main branch.

	Satisfied (8–10)	Neutral (4–7)	Unsatisfied (1–3)
Intercept	83%	16%	1%
Card Holders	71%	27%	2%
General Population	61%	36%	4%

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2.2 Advantages of the Main Branch

Asked what advantages, if any, the Main branch had over other OPL branches, respondents provided a diversity of unprompted opinion. The most commonly cited advantage was the branch's convenient location, cited by about six in ten respondents to the Card Holders' (61.1%) and Intercept surveys (58.0%), and by nearly three in ten respondents to the General Population survey (28.3%).

Other frequently mentioned advantages included the wide selection of resources available at the Main branch, and the fact that it is the biggest OPL facility.

Question - What advantages, if any, would you say the Main branch of the Ottawa Public Library (located in downtown Ottawa at the corner of Metcalfe and Laurier) has compared to other Ottawa Public Library branches?

	Convenient location	Wide selection of resources	Biggest facility					No advantages	Other	Unsure	No answer
Card Holders	61%	17%	11%	1% 1%	3% 1%	2%				1%	2%
Intercept	58%	18%	7% 2%	6%			4%		1%		3%
General Population	28%	24%	9% 1%	6%			12%	6%		14%	

Legend:
- ■ Convenient location
- ■ Biggest facility
- ■ The staff are helpful
- ■ I don't use the Main branch
- ■ No advantages
- ■ Unsure
- ■ Wide selection of resources
- ■ Availability of Internet and computer access
- ■ Hours of operation
- ■ I only use the Main branch
- ■ Other
- ■ No answer

Focus group participants were also asked to describe the most satisfying aspect of a typical experience at the Main branch, and similar themes emerged. Across all four focus groups, participants cited the convenient central location of the branch – location was a particularly important factor for parents living downtown who brought their young children to programs at the Library, who said they would find it difficult to access similar services nearby if the Main branch was not there. The Library's wide selection of books and other materials was also frequently mentioned, and the knowledge and expertise of staff. Several participants said they appreciated the branch's longer opening hours during weekday evenings and on Sundays. Community programming – ranging from groups for parents with young children to conversation groups and information sessions – were also hailed as an important positive aspect of what the Main library has to offer.

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Among the less satisfying aspects of visiting the Main branch pinpointed by focus group participants were the layout and appearance of the branch: participants cited the lack of natural light, narrow space between bookshelves, the need for more seating and a more welcoming atmosphere in general. Accessibility for people with wheelchairs or strollers or reduced mobility was said to be compromised by the lack of down escalators and elevators that were too small.

Several participants voiced concern over what they perceived as a lack of multilingual services: it was noted, variously, that staff working at the Help counter by the main entrance and security guards often do not speak French, that French-language programs are not featured on the Library website when users access the site in English, and that the self-checkout kiosks should have more languages for users to choose from.

Other participants noted the bookshelves were often disorganized and that the Library catalogue system was confusing to use. Gatineau residents who paid for their OPL membership card said that they would enjoy access to the University of Ottawa and Carleton University library collections, which Ottawa-based OPL members currently have.

2.3 Word Association

Survey respondents were asked to name the first word that came to mind that described how they felt about the building when they step inside the Main branch. While a significant number of respondents across all three surveys volunteered "old/outdated" (22.6% Card Holders, 17.9% General Population, 13.7% Intercept), other frequently cited words were more positive, such as relaxing, familiar and nice. Across all surveys, the number of positive words about the building that came to mind for respondents was roughly equal to the number of negative words.

2.3.1 Card Holders' Survey

Question - When you step inside the Main branch building, what is the first word that comes to mind in terms of how you feel about the building? (n=527)

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2.3.2 Intercept Survey

Question - When you step inside the Main branch building, what is the first word that comes to mind in terms of how you feel about the building? (n=300)

Category	Percentage
Comfortable/familiar	15%
Nice/good	14%
Old/outdated	14%
Relaxing/peaceful	11%
Busy/crowded	7%
Big/open	4%
Dark	3%
Clean/organized	3%
Books/knowledge	3%
Dirty/dingy	2%
Cold	1%
Nothing	1%
Other	11%
No answer	9%

2.3.3 General Population Survey

Question - When you step inside the Main branch building, what is the first word that comes to mind in terms of how you feel about the building? (n=500)

Category	Percentage
Old/outdated	18%
Relaxing	15%
Clean/organized	11%
Big	11%
Nice	6%
Ugly	3%
Dirty/Dingy	3%
Cluttered/crowded	3%
Dark	3%
Nothing	1%
Other	21%
Unsure	7%

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2.4 Perceptions of Positive Attributes

Respondents were asked to rate their impression of a series of attributes ascribed to the Main branch on a scale of 1 to 10, where 1 was very poor and 10 was excellent. In all instances, respondents to the Intercept survey provided the most positive feedback, with noticeably larger numbers of respondents giving high scores. The Library scored highest on convenience in terms of location, with about nine in ten (90.7%) Intercept respondents and Card Holders (85.9%) rating the Main branch's convenience an 8, 9 or 10 out of 10. About two in three General Population respondents (65.1%) gave the same rating.

Question – On a scale of 1 to 10, where 1 is very poor and 10 is excellent, how would you rate the Main branch building in terms of the following? Convenience in terms of location

	Excellent (8–10)	Neutral (4–7)	Poor (1–3)
Intercept	91%	8%	1%
Card Holders	86%	11%	3%
General Population	65%	32%	3%

When it came to the Main branch's capacity to provide a welcoming atmosphere, a majority of Intercept respondents (71.5%) gave high scores. However, the proportion of respondents who ranked the branch an 8–10 out of 10 was considerably smaller in the General Population (45.4%) and Card Holders' (40.7%) surveys. Over four in ten respondents in each of these surveys provided neutral scores of 4–7 out of 10, and over one in ten respondents gave poor scores of just 1, 2 or 3 out of 10.

In the focus groups, it was pointed out that the Main branch suffers in comparison to large chain bookstores such as Chapters because it does not have a large window display that invites people to come in, and loses out to nearby coffee shops with free wi-fi which others perceived as brighter, more relaxing places to read or work with a laptop. It was also mentioned that the sign for the Library on the exterior of the building is placed so high up that it is easy to miss completely when walking by.

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Question – On a scale of 1 to 10, where 1 is very poor and 10 is excellent, how would you rate the Main branch building in terms of the following? Providing a welcoming atmosphere

	Excellent (8–10)	Neutral (4–7)	Poor (1–3)
Intercept	72%	24%	4%
General Population	45%	42%	13%
Card Holders	41%	46%	13%

Seven in ten Intercept respondents (68.7%) gave high scores to the Main branch in terms of it being easy to find things. About one in two respondents to the Card Holders' (49.9%) and General Population (46.2%) surveys gave similarly high scores, while slightly less than one in two respondents to these two surveys gave neutral scores.

Question – On a scale of 1 to 10, where 1 is very poor and 10 is excellent, how would you rate the Main branch building in terms of the following? Being easy to find things

	Excellent (8–10)	Neutral (4–7)	Poor (1–3)
Intercept	69%	29%	1%
Card Holders	50%	46%	5%
General Population	46%	47%	7%

A majority of respondents to each of the three surveys gave high scores to the Main branch building in terms of it being a place they felt safe (79.8% Intercept, 72.5% Card Holders, 64.7% General Population). In each survey, only a very small minority gave a poor ranking to their feeling of safety in the Main branch.

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Question – On a scale of 1 to 10, where 1 is very poor and 10 is excellent, how would you rate the Main branch building in terms of being a place you feel safe?

	Excellent (8–10)	Neutral (4–7)	Poor (1–3)
Intercept	80%	18%	2%
Card Holders	73%	25%	3%
General Population	65%	30%	5%

Asked why they had given a particular score to the safety question, many respondents said that they had always felt safe at the Library, that the presence of security guards was reassuring, and that the number of staff and other customers made them feel protected. Top reasons for more negative safety scores included the presence of homeless people in the Main branch, and the Library's downtown location. Similar feedback was heard in the focus groups: on the whole, participants felt safe in the Main branch, and the presence of staff and security guards contributed to the feeling of safety. One parent said that she felt comfortable leaving her child with staff in the Children's Department if she needed to use the washroom.

2.4.1 Intercept Survey

Question - Why did you give the Main branch building that particular score in terms of being a place that you feel safe?

Reason	Percentage
The library feels safe to me	43%
The security presence makes me feel safe	19%
Because homeless people/drug users frequent the Library	10%
Number of people around makes me feel safe	7%
Aggressive/disruptive people	5%
Central downtown location	2%
Other	6%
No answer	6%
Unsure	1%

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2.4.2 Card Holders' Survey

Question - Why did you give the Main branch building that particular score in terms of being a place that you feel safe?

Category	Percentage
I don't feel unsafe at the Library	37%
Because of the homeless/loiterers	18%
Number of employees/patrons make me feel safe	13%
Security personnel makes me feel safe	12%
Friendly and open atmosphere	6%
Poor lighting/hidden spaces	4%
Location makes me feel unsafe	2%
I have never been to the Main branch	1%
Other	5%
Unsure	2%

2.4.3 General Population Survey

Question - Why did you give the Main branch building that particular score in terms of being a place that you feel safe?

Category	Percentage
Security personnel makes me feel safe	24%
I have never felt unsafe at the Library	22%
Because of the homeless	12%
Number of people around makes me feel safe	11%
Friendly and welcoming atmosphere	9%
I don't feel safe anywhere downtown	3%
Other	10%
Unsure	9%

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3.0 Visiting the Branch

A majority of respondents used the Main branch more than any other Ottawa Public Library location, and visited on average between once a month and once a week. Proximity to work or home played an important role in determining why respondents used the Main branch, and many said they did so for borrowing and returning materials and to do research and use the computers in the branch. Among Intercept respondents, the most common ways to access the Main branch were on foot or by public transit, and most respondents said they came to the branch either from home or from work.

3.1 Use of the Main Branch

3.1.1 Frequency and Duration of Visits

Respondents were asked how often, on average, they visit the Main branch each year. Interestingly, the median answer among respondents to the Card Holders' and General Population surveys were not only identical at 15 times per year, but also noticeably lower than the median answer among Intercept respondents of 51 times per year. When asked how long a typical visit to the branch might be for them, median responses varied between one and a half hours (General Population), 45 minutes (Card H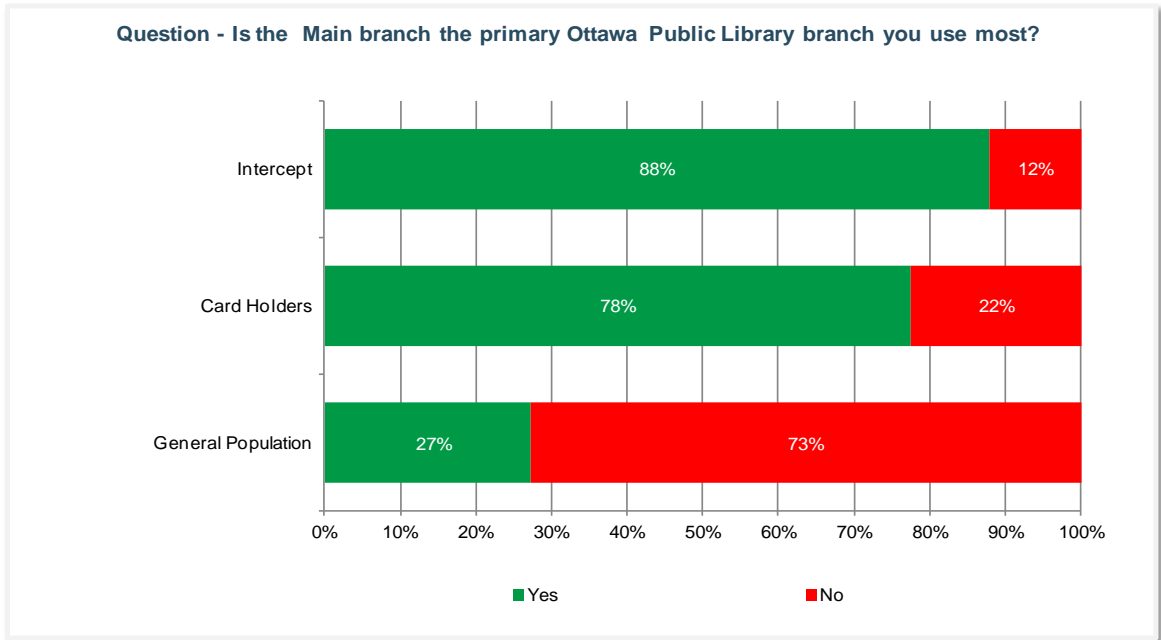olders) and one hour (Intercept). It should be noted that 100 of the 500 General Population respondents answered these two questions. This reflects the likely proportion of General Population respondents that have visited the Main branch.

Asked how many times per year they visited the Ottawa Public Library website, respondents from the Intercept and Card Holders' surveys were fairly consistent in their answers, with median responses of 25 and 30 times per year, respectively. For the 366 General Population respondents who answered the question, the median response was just five visits to the OPL website per year.

3.1.2 Main Branch as Primary OPL Location

For a majority of library users, the Main branch of the Ottawa Public Library was the primary one that they used the most. This was the case for nearly nine in ten (87.9%) Intercept survey respondents and eight in ten (77.6%) Card Holders' survey respondents. In the General Population survey, where nearly three in four respondents (73.3%) said they used OPL services regardless of whether they hold a Library card, more than one in four (27.2%) said that the Main branch was the one they used the most. Tables depicting the use of other OPL branches across all three waves of research can be found in Appendix B (Statistical Tables).

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Question - Is the Main branch the primary Ottawa Public Library branch you use most?

	Yes	No
Intercept	88%	12%
Card Holders	78%	22%
General Population	27%	73%

■ Yes ■ No

3.2 Reasons for Visiting the Main Branch

When respondents to the Card Holders' and General Population surveys were asked, unprompted, the main reason why they visit the OPL's Main branch, their answers fell into two broad categories: attributes of the Main branch that influenced their decision to visit, and the things they most commonly did during a typical visit to the branch. About one in two respondents (53.1% and 47.6%, respectively) said it was due to the branch's proximity to where they lived or worked. The next most commonly cited answer was to return or borrow material (22.0% vs. 11.0%), followed by the wide selection of resources available (10.2% vs. 16.8%). Small groups of respondents in each survey said their main reason for visiting was to use materials in the branch, to do research or to use the computers and Internet.

Question - What is the main reason why you visit the Ottawa Public Library's Main branch?

	Proximity to work and/or home	To return or borrow material	Wide selection of resources available	To use materials in the branch	To do research	To use the computers/Internet	Longer hours of operation	I don't use the Main branch	Other	Unsure
Card Holders	53%	22%	10%	4%	2%			1% 3%	2%	
General Population	48%	11%	17%	3%	5%	5%			6%	6%

■ Proximity to work and/or home   ■ To return or borrow material   ■ Wide selection of resources available   ■ To use materials in the branch
■ To do research   ■ To use the computers/Internet   ■ Longer hours of operation   ■ I don't use the Main branch
■ Other   ■ Unsure

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Intercept survey respondents were asked what the main purpose of their visit to the Main branch was on the particular day they took the survey. Unprompted, four in ten respondents (43.3%) said they had come to the branch to return, borrow or search for books, while a further two in ten (21.3%) said they were there to use the computers or Internet. About one in ten respondents (11.3%) said they had come to the branch to do research.

Question – What is the main purpose of your visit to the Ottawa Public Library's Main branch today? (n=300)

Asked to list all the reasons why they visited the Main branch, more than four in ten respondents to each survey selected "To borrow books, magazines or audio–visual material", while between two and three in ten selected "To do research." Other commonly cited answers included "to work on school projects", "to take my kids", and "to socialize", underscoring the role of youth and social interaction in how the Library is used.

Question – Why do you visit the Main branch? Please select as many reasons as apply.

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3.3 Accessing the Main Branch

To capture the different ways in which users access the Main branch, Intercept survey respondents were asked how they had arrived at the Library on the day they took the survey. More than one in two (53.3%) said they came on foot, while a further one in three (36.7%) said they had taken public transit. A small number (6.2%) said they had come by bicycle, and fewer still (3.5%) said they had taken the car.

In the focus groups, one participant described the Main branch as "the last branch I would ever drive to", and several agreed that parking was too expensive and often hard to find. One participant who regularly biked to the Main branch spoke highly of the experience, saying the number of bike racks outside the branch made it easy and convenient.

Question - How did you primarily get here today? (n=300)

- Public transit 36.7%
- By bicycle 6.2%
- By car 3.5%
- By wheelchair 0.3%
- On foot 53.3%

A majority of two in three Intercept respondents (66.3%) said they had come to the Library from home, while nearly one in four (23.7%) said they had come from work. A minority of respondents (5.2%) had come to the Main branch from school.

Question - Did you come from... (n=300)

- Work 24%
- School 5%
- Other 2%
- Shopping/errands 1%
- Shelter 1%
- Appointment 1%
- Home 66%

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4.0 Use of Main Branch and its Services

Respondents were more likely to be satisfied than unsatisfied with different areas within the Main branch, and said that more space, an updated design, a wider selection of materials and better computers would improve their experience as Library users. Services used most frequently by respondents included borrowing items such as books or audiovisual material, using the OPL website and Library catalogue to search for items, and using materials in the branch itself. In all three surveys, checking out physical material and assistance from library employees were the two services most likely to receive high satisfaction scores of 8, 9 or 10 out of 10.

4.1 Use of Areas within the Branch

Respondents were shown photographs of five areas within the Main branch that they might typically visit. Across all three surveys, respondents were most likely to use the entrance, followed by the branch's various fiction and non-fiction areas. The "Grab and Go" area on the ground floor was the next most likely spot to be used, followed by the computers on the second and third floors. The Children's Department was less used, which speaks to this area's use by a specific subset of Library customers. The small percentage of respondents who said they had not used the entrance is likely due to this area of the library being perceived as somewhere to simply pass through rather than "use".

4.1.1 Card Holders' Survey

Question - Have you ever used this area?

Area	Used	Not used
Entrance	94%	6%
Fiction and Non-Fiction Areas	81%	19%
Grab and Go Area	60%	40%
Computers on 2nd and 3rd Floors	38%	62%
Children's Department	22%	78%

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4.1.2 Intercept Survey

Question - Have you ever used this area?

Area	Used	Not used
Entrance	92%	8%
Fiction and Non-Fiction Areas	74%	26%
Grab and Go Area	55%	45%
Computers on 2nd and 3rd Floors	55%	45%
Children's Department	23%	77%

■ Used ■ Not used

4.1.3 General Population Survey

Question - Have you ever used this area?

Area	Used	Not used
Entrance	85%	15%
Fiction and Non-Fiction Areas	69%	31%
Grab and Go Area	67%	33%
Computers on 2nd and 3rd Floors	66%	34%
Children's Department	32%	68%

■ Used ■ Not used

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4.2 Satisfaction with Areas within the Branch

Despite its being used by fewer respondents, the Children's Department was also the area that the largest number of respondents said they were satisfied with, in all three surveys. Asked to rate their satisfaction with the five commonly used areas of the Main branch on a scale of 1 to 10, where 1 was not at all satisfied and 10 very satisfied, respondents were most likely to give high satisfaction scores (8–10 out of 10) to the Children's Department and least likely to give high scores to the computers on the second and third floors.

4.2.1 Card Holders' Survey

Question - On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

Area	Satisfied (8-10)	Neutral (4-7)	Unsatisfied (1-3)
Children's Department	75%	23%	3%
Grab and Go Area	65%	33%	2%
Fiction and Non-Fiction Areas	64%	34%	2%
Entrance	55%	38%	7%
Computers on 2nd or 3rd Floors	53%	42%	6%

4.2.2 Intercept Survey

Question - On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

Area	Satisfied (8-10)	Neutral (4-7)	Unsatisfied (1-3)
Children's Department	91%	8%	2%
Fiction and Non-Fiction Areas	79%	21%	1%
Grab and Go Area	72%	25%	3%
Entrance	71%	28%	2%
Computers on 2nd or 3rd Floors	63%	34%	3%

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Question - On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

Area	Satisfied (8-10)	Neutral (4-7)	Unsatisfied (1-3)
Children's Department	66%	27%	7%
Entrance	62%	35%	4%
Grab and Go Area	55%	45%	
Computers on 2nd or 3rd Floors	53%	44%	3%
Fiction and Non-Fiction Areas	53%	46%	1%

■ Satisfied (8-10) ■ Neutral (4-7) ■ Unsatisfied (1-3)

4.3 Improving User Experience

4.3.1 Entrance

Asked their thoughts on what would improve their experience in using the Main branch's entrance, about four in ten respondents in each survey said they were unsure, while a further two in ten said there was nothing that needed to be improved. The most frequently cited suggestions included making the entrance area more visually appealing, more spacious and easy to access with lighter doors that were easier to keep open.

Question – What, if anything, would improve your experience using this area?
Entrance

	More visually appealing design	More spacious/easy to access	Lighter/open doors	More security features	More seating	A new building	Better signage	More light	Nothing	Other	Unsure
Card Holders	18%	18%		2%		1%	1%	18%		4%	38%
Intercept	8%	6%	4%	3%	2%		2%	19%		10%	46%
General Population	5%	12%		2%				26%		13%	42%

■ More visually appealing design ■ More spacious/easy to access
■ Lighter/open doors to keep traffic moving ■ More light
■ More security features ■ More seating
■ A new building ■ Better signage
■ Nothing ■ Other
■ Unsure

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4.3.2 Grab and Go Area

Commonly cited suggestions for improving customers' user experience at the Grab and Go area on the first floor targeted the area's layout and the materials it had on offer. Respondents from all three services asked for more space and better use of the space already allotted to the Grab and Go section. Many highlighted the need for more se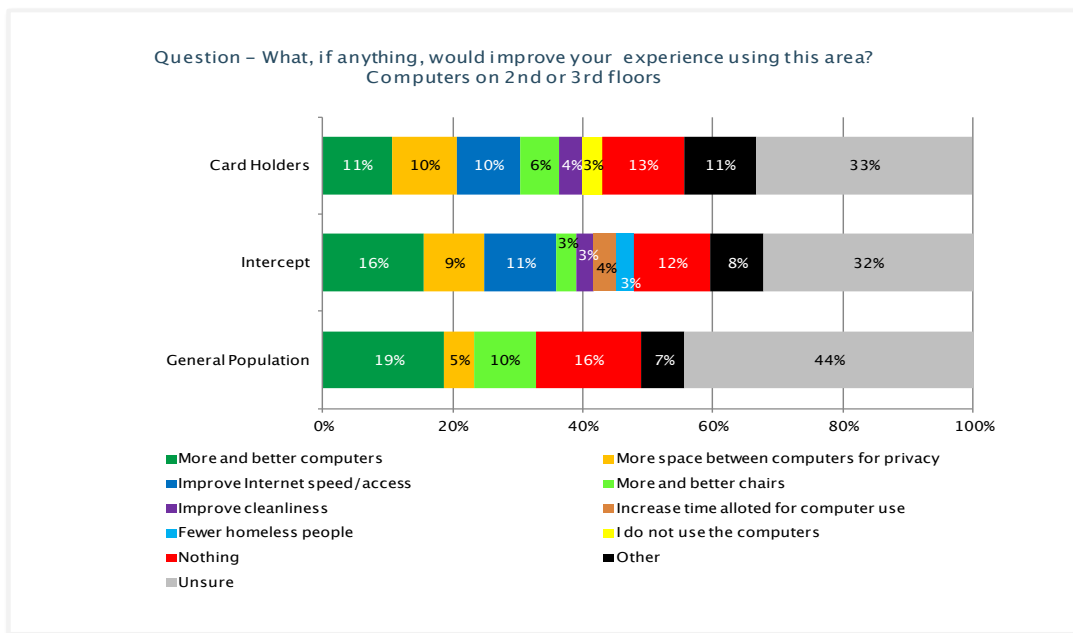ating, and said that existing chairs were old and worn. About one in ten respondents from each survey asked for a wider selection of books, DVDs and other materials in this area. Again, a significant number of respondents were unsure what to suggest, while about two in ten said there was nothing to improve.

4.3.3 Computers on 2nd or 3rd Floors

Respondents from all three surveys asked for more and better computers in the Main branch, with the highest proportion coming from the General Population survey, where nearly one in two respondents (18.6%) made this request. More space between computers to ensure privacy was also a popular request across the three surveys, while about one in ten respondents from the Card Holders' and Intercept surveys asked for a faster and more reliable Internet connection. About one in three respondents from the Card Holders' and Intercept surveys were unsure, as were more than four in ten (44.3%) respondents from the General Population survey. Across all three surveys, more than one in ten respondents said that nothing would improve their user experience at the Main branch's computers.

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Question – What, if anything, would improve your experience using this area?
Computers on 2nd or 3rd floors

	More and better computers	More space between computers for privacy	Improve Internet speed/access	More and better chairs	Improve cleanliness	Increase time alloted for computer use	Fewer homeless people	I do not use the computers	Nothing	Other	Unsure
Card Holders	11%	10%	10%	6%	4%	3%			13%	11%	33%
Intercept	16%	9%	11%	3%	3%	4%	3%		12%	8%	32%
General Population	19%	5%		10%					16%	7%	44%

4.3.4 Fiction and Non-Fiction Areas

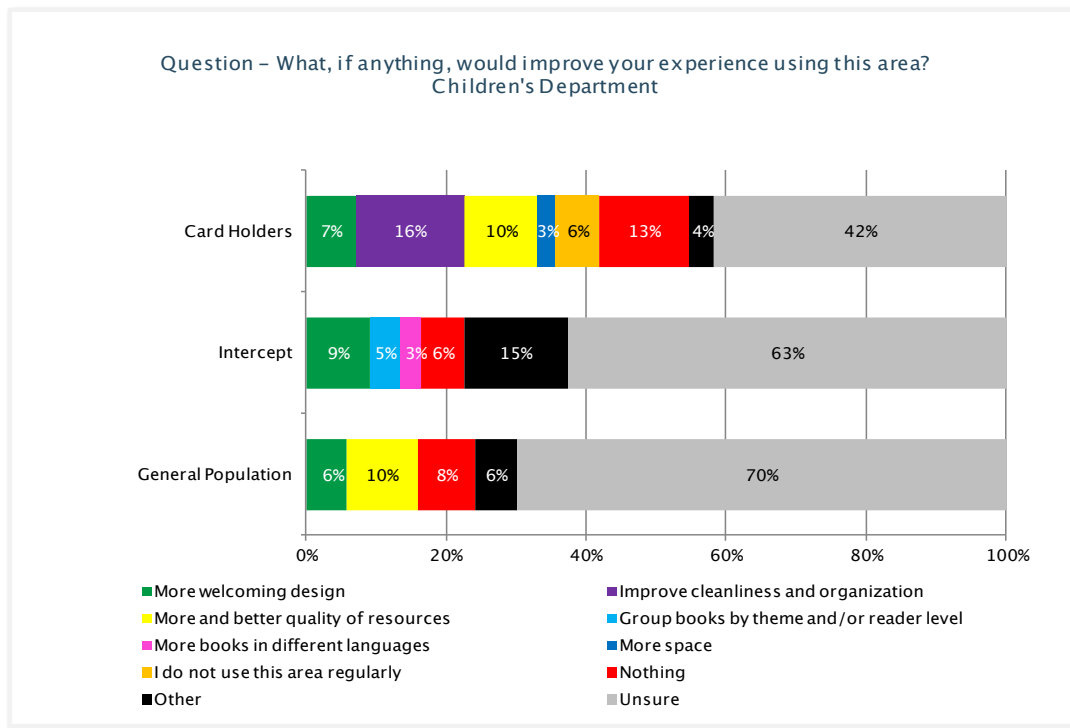About one in ten respondents said that a wider selection of books would improve their experience in the Main branch's fiction and non-fiction areas. Two in ten respondents from the Card Holders' survey (19.5%) said that the bookshelves should be kept more organized and tidy, while about 5% of respondents for the Intercept and General Population surveys expressed the same opinion. Other suggestions included better signage to make finding books easier, and more space between the bookshelves and a fresh design for the stacks. About one in six respondents said that nothing would improve their user experience in this area.

Question – What, if anything, would improve your experience using this area?
Fiction and Non-Fiction Areas

	Wider selection of books	Keep bookshelves organized/tidy	Better signage	More space/better design	More seating	Stop getting rid of older books	More copies of popular/newer books	Nothing	Other	Unsure
Card Holders	10%	20%	4%	6%				16%	6%	39%
Intercept	12%	4%	6%	4%	3%	1%	1%	19%	3%	47%
General Population	16%	5%	3%	6%				15%	4%	50%

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4.3.5 Children's Department

The Children's Department prompted the highest level of uncertainty from respondents when it came to their suggesting how to improve their experience in using this area. As mentioned above, this is likely because of the number of customers who use this area on a regular basis. Among those who did suggest improvement, common themes included giving the area a more welcoming design, offering a broader selection of resources such as books and toys, and making sure that these were easy to clean, durable and high quality.

Focus group participants emphasized the important social aspect of the Children's Department, both in terms of providing an outlet for children and by creating a space for new parents to meet and talk. Overall impressions of the space were that it was open, welcoming and parent–friendly, although accessing the elevator with a stroller was described as problematic and the temperature of the space was seen as too warm. A toy library was suggested for children to be able to borrow toys.

Question – What, if anything, would improve your experience using this area?
Children's Department

	Card Holders	Intercept	General Population
More welcoming design	7%	9%	6%
Improve cleanliness and organization	16%		
More and better quality of resources	10%		10%
Group books by theme and/or reader level	3%	5%	
More books in different languages		3%	
More space			
I do not use this area regularly	6%		
Nothing	13%	6%	8%
Other	4%	15%	6%
Unsure	42%	63%	70%

Legend:
- More welcoming design
- Improve cleanliness and organization
- More and better quality of resources
- Group books by theme and/or reader level
- More books in different languages
- More space
- I do not use this area regularly
- Nothing
- Other
- Unsure

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4.4 Use of Services Offered

Respondents were asked the number of times per year they used different services available at the Main branch. Across the board, services used most frequently by respondents were checking out physical material such as books, CDs or DVDs, using the OPL website and Library catalogue to search for items, and using materials in the branch itself. Services and programs for adults, children and teens had lower mean and median scores. However, this is most likely an indication of audiences targeted.

Service	Times Used Per Year					
	Card Holders		Intercept		General Population	
	Mean	Median*	Mean	Median*	Mean	Median*
Checking out physical material (e.g. books, magazines, audio–visual material)	21.7	10.0	40.7	15.0	19.8	5.0
Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)	14.3	1.0	32.0	2.0	13.2	2.0
In–branch use of physical content (e.g. books, magazines, newspapers)	10.4	2.0	27.2	5.0	14.5	5.0
Use of technology/computer equipment (e.g. public computers, wireless Internet, microfilm)	8.3	0	36.9	1.0	9.0	2.0
Digital content (e.g. e–books, audiobooks)	4.7	0	7.2	0	2.7	1.0
Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)	4.6	2.0	13.4	3.0	3.1	1.0
Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)	1.1	0	4.6	0	2.4	0
Services for children (e.g. programs, group visits, Summer Reading Club)	0.8	0	0.7	0	2.0	0
Services for teens (e.g. programs, group visits, teen summer reading clubs)	0.2	0	0.7	0	0.9	0

*Note: Services with medians or mid–values of "0" indicate that at least half of the respondents did not use the service.

4.5 Satisfaction with Services Used

Respondents who said they used the services listed above were asked to rate their satisfaction with them on a scale of 1 to 10, where 1 was not at all satisfied and 10 very satisfied. Across the board, checking out physical material and assistance from library employees were the two services most likely to receive high satisfaction scores of 8, 9 or 10 out of 10. Digital content, such as e–books and audiobooks, received fewer high satisfaction scores and comparatively more low scores overall, while services for children and teens gained the highest number of neutral scores (4–7 out of 10) in the General Population and Intercept surveys.

Focus group participants who used business and career services were generally very positive about their experiences, but said that there was a need for more reference librarians and resource people specialized in business available to talk with. Participants also appreciated seminars on business topics such as patents that were offered at the Main branch, and said these were hard to access anywhere else.

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Participants who used the Children's Department spoke very highly of the Department, but had uneven feedback about the programming it offers. One participant said th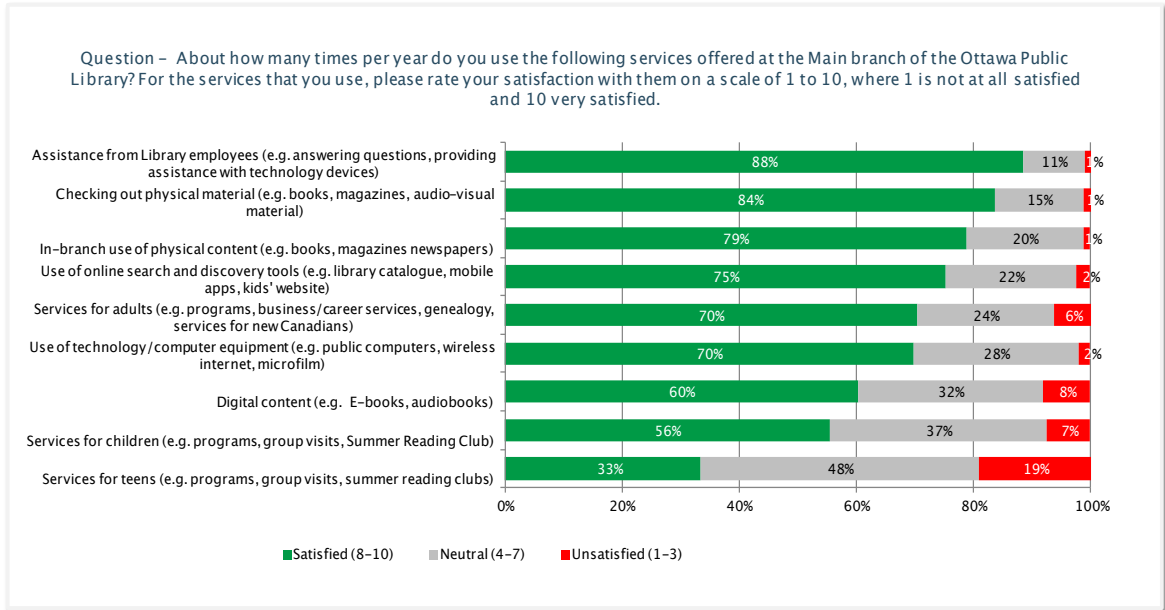at service had been significantly reduced recently, and that the Baby Time program in particular was suffering from a lack of consistency in terms of its staffing and its program content. Namely, it was felt that too much emphasis was placed on storytelling, which was not as age-appropriate for babies as singing songs, and that the same songs needed to be sung at each session so the babies could recognize them and participate. Participants also expressed an interest in having a channel through which they could provide feedback about the programs offered in the Children's Department.

The Baby Time program, while praised for these reasons, was said to require more consistency and age-appropriate material, namely more emphasis on songs rather than stories, and repeating the same songs from one session to the next.
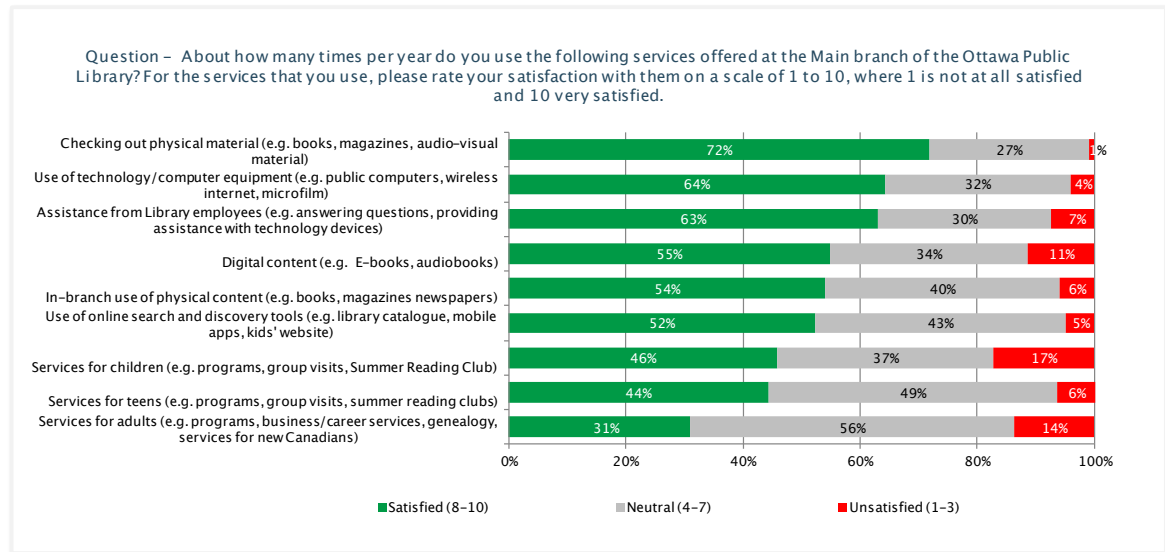
4.5.1 Card Holders' Survey

Question – About how many times per year do you use the following services offered at the Main branch of the Ottawa Public Library? For the services that you use, please rate your satisfaction with them on a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied.

Service	Satisfied (8-10)	Neutral (4-7)	Unsatisfied (1-3)
Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)	85%	14%	1%
Checking out physical material (e.g. books, magazines, audio-visual material)	83%	17%	
Services for children (e.g. programs, group visits, Summer Reading Club)	82%	16%	3%
Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)	75%	22%	3%
Services for teens (e.g. programs, group visits, summer reading clubs)	74%	21%	5%
In-branch use of physical content (e.g. books, magazines newspapers)	72%	27%	1%
Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)	72%	26%	3%
Use of technology/computer equipment (e.g. public computers, wireless internet, microfilm)	65%	32%	3%
Digital content (e.g. E-books, audiobooks)	53%	35%	12%

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4.5.2 Intercept Survey

Question – About how many times per year do you use the following services offered at the Main branch of the Ottawa Public Library? For the services that you use, please rate your satisfaction with them on a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied.

Service	Satisfied (8–10)	Neutral (4–7)	Unsatisfied (1–3)
Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)	88%	11%	1%
Checking out physical material (e.g. books, magazines, audio-visual material)	84%	15%	1%
In-branch use of physical content (e.g. books, magazines newspapers)	79%	20%	1%
Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)	75%	22%	2%
Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)	70%	24%	6%
Use of technology/computer equipment (e.g. public computers, wireless internet, microfilm)	70%	28%	2%
Digital content (e.g. E-books, audiobooks)	60%	32%	8%
Services for children (e.g. programs, group visits, Summer Reading Club)	56%	37%	7%
Services for teens (e.g. programs, group visits, summer reading clubs)	33%	48%	19%

4.5.3 General Population Survey

Question – About how many times per year do you use the following services offered at the Main branch of the Ottawa Public Library? For the services that you use, please rate your satisfaction with them on a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied.

Service	Satisfied (8–10)	Neutral (4–7)	Unsatisfied (1–3)
Checking out physical material (e.g. books, magazines, audio-visual material)	72%	27%	1%
Use of technology/computer equipment (e.g. public computers, wireless internet, microfilm)	64%	32%	4%
Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)	63%	30%	7%
Digital content (e.g. E-books, audiobooks)	55%	34%	11%
In-branch use of physical content (e.g. books, magazines newspapers)	54%	40%	6%
Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)	52%	43%	5%
Services for children (e.g. programs, group visits, Summer Reading Club)	46%	37%	17%
Services for teens (e.g. programs, group visits, summer reading clubs)	44%	49%	6%
Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)	31%	56%	14%

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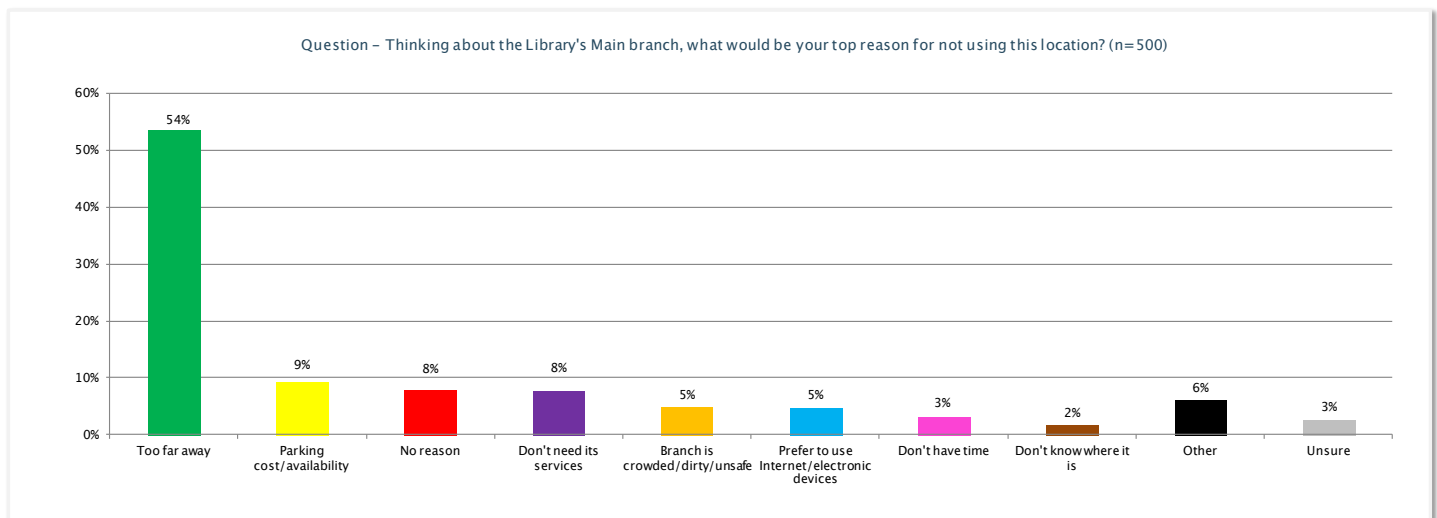FINAL
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5.0 Reasons for Non-Use and Interest in Services

General Population survey respondents' top reason for not using the Main branch was its location, which they found to be too far away for their own convenience. The cost and availability of parking was cited as a reason for not using the branch by one in ten General Population survey respondents. Asked about their level of interest in using the different services offered at the Main branch, more people said they were interested or somewhat interested in checking out physical material and in-branch use of physical content, followed by the use of digital content such as e-books.

5.1 Reasons for Not Using the Main Branch

More than one in two General Population survey respondents (53.6%) said their top reason for not using the Main branch of the Ottawa Public Library was that it was too far away to be convenient. A further one in ten (9.2%) said that the cost and availability of parking at the Main branch was their top reason for not using the branch, and about the same number (7.7%) said they simply did not need or want the branch's services.

Question – Thinking about the Library's Main branch, what would be your top reason for not using this location? (n=500)

Too far away	Parking cost/availability	No reason	Don't need its services	Branch is crowded/dirty/unsafe	Prefer to use Internet/electronic devices	Don't have time	Don't know where it is	Other	Unsure
54%	9%	8%	8%	5%	5%	3%	2%	6%	3%

5.2 Interest in Main Branch Services

General Population survey respondents were also asked to choose their level of interest in each of the services offered at the Main branch described in section 4.2. Nearly six in ten (58.5%) respondents said they were interested or somewhat interested in checking out physical material, while more than one in two (56.1%) said the same about in-branch use of physical content. In general, however, interest levels were fairly evenly divided among most services, with only services for children and services for teens prompting a majority of uninterested responses.

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Question – Please select your level of interest in using the following services offered at the Main branch of the Ottawa Public Library: (n=500)

Service	Interested	Somewhat interested	Somewhat uninterested	Uninterested	Unsure
Checking out physical material (e.g. books, magazines, audio-visual material)	36%	23%	12%	24%	6%
In-branch use of physical content (e.g. books, magazines, newspapers)	30%	26%	13%	25%	6%
Digital content (e.g. e-books, audiobooks)	25%	25%	13%	30%	7%
Use of technology/computer equipment (e.g. public computers, wireless internet, microfilm)	25%	24%	13%	32%	6%
Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)	24%	28%	12%	30%	7%
Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)	19%	31%	15%	29%	6%
Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)	19%	25%	16%	33%	6%
Services for children (e.g. programs, group visits, Summer Reading Club)	13%	12%	13%	55%	7%
Services for teens (e.g. programs, teen summer reading clubs)	8%	12%	14%	59%	8%

Legend: ■ Interested ■ Somewhat interested ■ Somewhat uninterested ■ Uninterested ■ Unsure

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6.0 Ideas for the Future

Survey respondents and focus group participants were asked what changes could be made to the Main branch to improve its products and services as well as its physical space. While many respondents said that nothing needed to be changed, the single most frequent change requested for products and services was to widen the selection of books, audiovisual material and electronic resources. In terms of the physical space, respondents said they wanted a bigger library with an updated interior and more seating.

6.1 Products and Services

A common theme among respondents when asked what change the Main branch should make to improve its products and services was the improvement of resources. One in six Card Holder survey respondents (16.3%) asked for a wider selection of resources, and a further one in ten (8.9%) asked for more e-books. More than one in ten (13.0%) Intercept respondents also asked for a wider selection of resources, and a further 3.7% asked for more e-books. In the General Population survey, 13.5% of respondents said the Main branch should have a wider selection of electronic and online resources, and a further one in ten (9.1%) asked for a wider selection of books and movies.

In the focus groups, Francophone participants urged the Main branch to improve French language capacity among staff and on the OPL website. It was also suggested that the Main branch should do more to support local and regional Francophone writers, and several people said there was a noticeable lack of books by French Canadian authors at the branch. Other participants said that the building had too many books and not enough space for people to sit, read and work. Across all groups, participants expressed frustration at the long wait times for borrowing new books, DVDs and e-books, and asked for more copies of new arrivals to meet demand. A wider selection of e-books and a faster Internet connection were also mentioned by several participants.

Interestingly, though the question was about products and services, about one in ten respondents in each survey suggested a new building or called for the existing building to be modernized and improved. This suggests that upgrading the building's physical appearance is on the mind of a number of Main branch users.

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6.1.1 Card Holders' Survey

Question – Thinking about the future, if the Ottawa Public Library's Main branch had to make one change to improve its products and services, what should it be? (n=527)

6.1.2 Intercept Survey

Question – Thinking about the future, if the Ottawa Public Library's Main branch had to make one change to improve its products and services, what should it be? (n=300)

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6.1.3 General Population Survey

Question – Thinking about the future, if the Ottawa Public Library's Main branch had to make one change to improve its products and services, what should it be? (n=500)

6.2 Physical Space

A significant number of respondents said they would not make any change to the physical space at the Main branch – in the Intercept and General Population surveys, "Nothing" was the single most frequently cited response (excluding those who were unsure), at 41.0% and 18.5%, respectively, while 14.0% of Card Holders' survey respondents said the same thing.

A frequently mentioned suggestion across all three surveys was the need for more space. Two in ten Card Holders' survey respondents (18.8%), more than one in three Intercept respondents (12.7%) and over one in ten General Population respondents (11.8%) all said that expanding the Main branch was the one change they would make. Updating or modernizing the interior space was also mentioned regularly, especially among Card Holders (14.6%), and many also said that more and better seating was required.

In the focus groups, several participants mentioned the lack of down escalators, and said that the stairs were difficult for older users and those with reduced mobility. Elevators were said to be frequently out of order, and difficult to use for people with strollers or wheelchairs. The word "bunker" was used by more than one participant to describe the design of the Main branch, and many described the interior as dark, crowded and lacking sufficient seating.

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6.2.1 Card Holders' Survey

Question – Thinking about the future, what one change would you make in terms of the physical space at the Library's Main branch? (n=527)

Category	Percentage
More space/expansion	19%
Update interior space	15%
Nothing	14%
More natural light	10%
New building	6%
Improve entrance	6%
More comfortable/bigger seating area	4%
Install down escalators	3%
More computers/space for computers	2%
Better signage	1%
Bigger/brighter Children's Department	1%
I don't use the Main branch	1%
More and cheaper parking	1%
Reduce size	0%
Other	10%
Unsure	9%

6.2.2 Intercept Survey

Question – Thinking about the future, what one change would you make in terms of the physical space at the Library's Main branch? (n=300)

Category	Percentage
Nothing	41%
Expand the Library	13%
Modernize/renovate space	10%
More seating and work areas	8%
Better/more lighting	3%
More computers and computer space	3%
Bigger/more welcoming entrance	3%
Escalators going down	2%
New building	2%
Cleaner Library	2%
Cleaner/more washrooms	1%
Other	9%
Unsure	3%

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6.2.3 General Population Survey

Question – Thinking about the future, what one change would you make in terms of the physical space at the Library's Main branch? (n=500)

Category	Percent
Nothing	19%
More space/expansion	12%
I don't frequent the Main branch	11%
Update interior space	7%
Relocate	4%
More comfortable/bigger seating areas	4%
More and cheaper parking	3%
More computers and computer space	2%
More natural light	2%
Reduce its size	1%
Expand Children's Department	1%
Other	8%
Unsure	27%

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Appendix A
Methodology

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Methodology

As part of a broader planning effort, the Ottawa Public Library (OPL) retained Nanos Research to collect the views of users and non–users related to the Main Library in downtown Ottawa. This research captured opinion on the advantages of the Main branch compared to other OPL branches, use of and satisfaction with services offered by the Main branch, attitudes and perceptions towards it, and suggestions for future improvement.

This report includes a combination of quantitative and qualitative content. Four separate waves of research were conducted as part of the project:

- A random online survey of 527 OPL card holders who identified the Main branch as their primary branch, conducted between May 10th and 30th, 2012;

- A random representative online general population survey of 500 Ottawa residents, selected from a panel, conducted between May 10 and 14th, 2012;

- A random intercept survey of 300 visitors to the Main branch, conducted between May 8th and 18th, 2012; and

- Four focus groups with a total of 18 participants from target populations recruited by the Ottawa Public Library, conducted at the Main branch on April 25th and April 28th, 2012:

    o Businesspeople

    o Francophones

    o Adults aged 50 and over

    o Parents

A random online survey of 527 OPL card holders is accurate to with 4.3 percentage points, 19 times out of 20. A random intercept survey of 300 visitors to the Main branch of the Ottawa Public Library is accurate to within 5.7 percentage points, 19 times out of 20. The online general population survey is based on a representative non–probability sample, therefore a margin of error does not apply.

The n values for each of the questions in the surveys may be less than the total n for the surveys (Card Holders = 527, Intercept = 300, General Population = 500) because respondents did not use the service or opted to not answer the questions.

Ten percent of the fieldwork was monitored as part of the firm's quality and data integrity procedures. Validation and testing of key demographic cohorts indicate that the sample profiles were representative of the populations within acceptable margins of statistical accuracy.

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Appendix B
Statistical Tables

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2012-253 – OTTAWA PUBLIC LIBRARY – CARD HOLDERS' SURVEY – STAT SHEET

Statistics

Question 1 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 is very satisfied, please rate your overall satisfaction with the Ottawa Public Library's Main branch.

N	Valid	506
	Missing	21
Mean		8.1403
Median		8.0000

Question 1 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 is very satisfied, please rate your overall satisfaction with the Ottawa Public Library's Main branch.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	3	.6	.6	.6
	2	2	.4	.4	1.0
	3	6	1.1	1.2	2.2
	4	5	.9	1.0	3.2
	5	22	4.2	4.3	7.5
	6	31	5.9	6.1	13.6
	7	79	15.0	15.6	29.2
	8	137	26.0	27.1	56.3
	9	81	15.4	16.0	72.3
	Very satisfied (10)	140	26.6	27.7	100.0
	Total	**506**	**96.0**	**100.0**	
Missing	Unsure	21	4.0		
Total		**527**	**100.0**		

Random online survey of 527 Ottawa Public Library card holders aged 18 and over conducted between May 10th and 30th, 2012.
Accurate ± 4.3 percentage points, 19 times out of 20.
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Question 2 – What advantages, if any, would you say the Main branch of the Ottawa Public Library (located in downtown Ottawa at the corner of Metcalfe and Laurier) has compared to other Ottawa Public Library branches?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Convenient location	322	61.1	61.1	61.1
	Wide selection of resources	90	17.1	17.1	78.2
	Biggest facility	60	11.4	11.4	89.6
	I only use the Main Branch	18	3.4	3.4	93.0
	I don't use the Main branch	8	1.5	1.5	94.5
	Unsure	8	1.5	1.5	96.0
	The staff are helpful	7	1.3	1.3	97.3
	Hours of operation	6	1.1	1.1	98.5
	No advantages	4	.8	.8	99.2
	Availability of Internet and computer access	2	.4	.4	99.6
	Other	2	.4	.4	100.0
	Total	**527**	**100.0**	**100.0**	

Question 3 – Is the Main branch the primary Ottawa Public Library branch that you use most?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	409	77.6	77.6	77.6
	No	118	22.4	22.4	100.0
	Total	**527**	**100.0**	**100.0**	

Random online survey of 527 Ottawa Public Library card holders aged 18 and over conducted between May 10th and 30th, 2012.
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Question 4 – What other branches of the Ottawa Public Library, if any, do you use? Please select as many as apply. [Frequencies]

		Responses		Percent of Cases
		N	Percent	
$q4(a)	Alta Vista	45	5.8%	8.5%
	Beaverbrook	9	1.2%	1.7%
	Blackburn Hamlet	6	.8%	1.1%
	Carlingwood	69	8.9%	13.1%
	Carp	2	.3%	.4%
	Centennial	7	.9%	1.3%
	Cumberland	6	.8%	1.1%
	Elmvale Acres	19	2.4%	3.6%
	Emerald Plaza	15	1.9%	2.8%
	Fitzroy Harbour	1	.1%	.2%
	Greenboro District Library	21	2.7%	4.0%
	Hazeldean	4	.5%	.8%
	Manotick	3	.4%	.6%
	Metcalfe	6	.8%	1.1%
	Nepean Centrepointe	54	6.9%	10.2%
	North Gloucester	9	1.2%	1.7%
	North Gower	1	.1%	.2%
	Orléans	22	2.8%	4.2%
	Osgoode	1	.1%	.2%
	Richmond	2	.3%	.4%
	Rideau	64	8.2%	12.1%
	Rockcliffe Park	16	2.1%	3.0%
	Rosemount	54	6.9%	10.2%
	Ruth E. Dickinson	12	1.5%	2.3%
	St-Laurent	31	4.0%	5.9%
	Stittsville	3	.4%	.6%
	Sunnyside	102	13.1%	19.4%
	Vanier	15	1.9%	2.8%
	Vernon	1	.1%	.2%
	None	177	22.8%	33.6%
Total		777	100.0%	147.4%

a Group

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Question 5 – What is the main reason why you visit the Ottawa Public Library's Main branch?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Proximity to work and/or home	280	53.1	53.1	53.1
	To return or borrow material	116	22.0	22.0	75.1
	Wide selection of resources available	54	10.2	10.2	85.4
	To use materials in the branch	22	4.2	4.2	89.6
	I don't use the Main Branch	15	2.8	2.8	92.4
	To do research	11	2.1	2.1	94.5
	To use the computers/Internet	10	1.9	1.9	96.4
	Other	10	1.9	1.9	98.3
	Longer hours of operation	4	.8	.8	99.1
	Unsure	3	.6	.6	99.6
	To attend a program	2	.4	.4	100.0
	Total	**527**	**100.0**	**100.0**	

Random online survey of 527 Ottawa Public Library card holders aged 18 and over conducted between May 10th and 30th, 2012.
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Question 6 – Why do you visit the Main branch? Please select as many reasons as apply.
Frequencies

		Responses		Percent of Cases
		N	Percent	
$q6(a)	To borrow books, magazines or audio-visual material	491	47.5%	93.2%
	To work on school projects	34	3.3%	6.5%
	To do research	184	17.8%	34.9%
	To take my kids	39	3.8%	7.4%
	To socialize	22	2.1%	4.2%
	To attend a program	61	5.9%	11.6%
	To attend a meeting	54	5.2%	10.2%
	To rest	67	6.5%	12.7%
	To use the Internet/computers	22	2.1%	4.2%
	To read	19	1.8%	3.6%
	To visit the second-hand bookstore	9	.9%	1.7%
	To use the washrooms	3	.3%	.6%
	I don't use the Main Branch	6	.6%	1.1%
	To return books	3	.3%	.6%
	To renew cards/get passes	6	.6%	1.1%
	To do work	9	.9%	1.7%
	Other	5	.5%	.9%
Total		1034	100.0%	196.2%

a Group

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Statistics

		Question 7 – On average, how often do you come to the Main branch each year?	Question 8 – How long is your average visit at the Main branch?
N	Valid	527	527
	Missing	0	0
Mean		29.6500	.9585
Median		15.0000	.7500

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Question 7 – On average, how often do you come to the Main branch each year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	16	3.0	3.0	3.0
	.50	1	.2	.2	3.2
	1.00	26	4.9	4.9	8.2
	2.00	23	4.4	4.4	12.5
	3.00	21	4.0	4.0	16.5
	4.00	13	2.5	2.5	19.0
	5.00	28	5.3	5.3	24.3
	6.00	20	3.8	3.8	28.1
	7.00	3	.6	.6	28.7
	8.00	21	4.0	4.0	32.6
	9.00	1	.2	.2	32.8
	10.00	35	6.6	6.6	39.5
	12.00	33	6.3	6.3	45.7
	14.00	2	.4	.4	46.1
	15.00	28	5.3	5.3	51.4
	16.00	2	.4	.4	51.8
	18.00	8	1.5	1.5	53.3
	20.00	30	5.7	5.7	59.0
	24.00	14	2.7	2.7	61.7
	25.00	21	4.0	4.0	65.7
	26.00	4	.8	.8	66.4
	30.00	20	3.8	3.8	70.2
	33.00	1	.2	.2	70.4
	35.00	11	2.1	2.1	72.5
	36.00	5	.9	.9	73.4

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40.00	20	3.8	3.8	77.2
42.00	1	.2	.2	77.4
45.00	6	1.1	1.1	78.6
48.00	2	.4	.4	78.9
50.00	29	5.5	5.5	84.4
52.00	18	3.4	3.4	87.9
54.00	1	.2	.2	88.0
55.00	2	.4	.4	88.4
60.00	7	1.3	1.3	89.8
65.00	4	.8	.8	90.5
66.00	1	.2	.2	90.7
70.00	1	.2	.2	90.9
72.00	1	.2	.2	91.1
75.00	3	.6	.6	91.7
90.00	1	.2	.2	91.8
100.00	23	4.4	4.4	96.2
104.00	1	.2	.2	96.4
120.00	4	.8	.8	97.2
140.00	1	.2	.2	97.3
150.00	4	.8	.8	98.1
156.00	2	.4	.4	98.5
200.00	4	.8	.8	99.2
250.00	1	.2	.2	99.4
300.00	3	.6	.6	100.0
Total	**527**	**100.0**	**100.0**	

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Question 8 – How long is your average visit at the Main branch?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	12	2.3	2.3	2.3
	.05	1	.2	.2	2.5
	.08	2	.4	.4	2.8
	.10	11	2.1	2.1	4.9
	.15	4	.8	.8	5.7
	.20	13	2.5	2.5	8.2
	.25	45	8.5	8.5	16.7
	.30	6	1.1	1.1	17.8
	.33	2	.4	.4	18.2
	.40	2	.4	.4	18.6
	.45	5	.9	.9	19.5
	.50	153	29.0	29.0	48.6
	.60	2	.4	.4	49.0
	.75	13	2.5	2.5	51.4
	1.00	150	28.5	28.5	79.9
	1.50	33	6.3	6.3	86.1
	2.00	45	8.5	8.5	94.7
	2.20	1	.2	.2	94.9
	2.50	5	.9	.9	95.8
	2.70	1	.2	.2	96.0
	3.00	15	2.8	2.8	98.9
	3.50	1	.2	.2	99.1
	4.00	2	.4	.4	99.4
	5.00	1	.2	.2	99.6
	8.00	1	.2	.2	99.8
	20.00	1	.2	.2	100.0
	Total	**527**	**100.0**	**100.0**	

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About how many times per year do you use the following services offered at the Main branch of the Ottawa Public Library? For the services that you use, please rate your satisfaction with them on a scale of 1 to 10, where 1 is not at all satisfied and 10 is very satisfied.

Statistics

		Question 9a – Digital content (e.g. e-books, audiobooks)	Question 9b – Digital content (e.g. e-books, audiobooks)
N	Valid	527	214
	Missing	0	313
Mean		4.7362	7.0280
Median		.0000	8.0000

Question 9a – Digital content (e.g. e-books, audiobooks)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	269	51.0	51.0	51.0
	1.00	91	17.3	17.3	68.3
	2.00	27	5.1	5.1	73.4
	3.00	19	3.6	3.6	77.0
	4.00	6	1.1	1.1	78.2
	5.00	27	5.1	5.1	83.3
	6.00	11	2.1	2.1	85.4
	7.00	2	.4	.4	85.8
	8.00	2	.4	.4	86.1
	10.00	20	3.8	3.8	89.9
	11.00	1	.2	.2	90.1
	12.00	6	1.1	1.1	91.3
	15.00	9	1.7	1.7	93.0
	20.00	11	2.1	2.1	95.1
	24.00	1	.2	.2	95.3
	25.00	6	1.1	1.1	96.4
	36.00	2	.4	.4	96.8

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40.00	7	1.3	1.3	98.1
50.00	4	.8	.8	98.9
75.00	1	.2	.2	99.1
100.00	4	.8	.8	99.8
200.00	1	.2	.2	100.0
Total	**527**	**100.0**	**100.0**	

Question 9b – Digital content (e.g. e-books, audiobooks)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	15	2.8	7.0	7.0
	2	5	.9	2.3	9.3
	3	6	1.1	2.8	12.1
	4	6	1.1	2.8	15.0
	5	21	4.0	9.8	24.8
	6	14	2.7	6.5	31.3
	7	34	6.5	15.9	47.2
	8	46	8.7	21.5	68.7
	9	28	5.3	13.1	81.8
	Very satisfied (10)	39	7.4	18.2	100.0
	Total	**214**	**40.6**	**100.0**	
Missing	Not used	269	51.0		
	Unsure	44	8.3		
	Total	**313**	**59.4**		
Total		**527**	**100.0**		

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Statistics

		Question 10a – In branch use of physical content (e.g. books, magazines, newspapers)	Question 10b – In branch use of physical content (e.g. books, magazines, newspapers)
N	Valid	527	330
	Missing	0	197
Mean		10.4241	8.2242
Median		2.0000	8.0000

Question 10a – In branch use of physical content (e.g. books, magazines, newspapers)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	171	32.4	32.4	32.4
	.50	1	.2	.2	32.6
	1.00	76	14.4	14.4	47.1
	2.00	37	7.0	7.0	54.1
	3.00	26	4.9	4.9	59.0
	4.00	15	2.8	2.8	61.9
	5.00	28	5.3	5.3	67.2
	6.00	15	2.8	2.8	70.0
	7.00	2	.4	.4	70.4
	8.00	6	1.1	1.1	71.5
	9.00	1	.2	.2	71.7
	10.00	36	6.8	6.8	78.6
	12.00	18	3.4	3.4	82.0
	13.00	1	.2	.2	82.2
	15.00	11	2.1	2.1	84.3
	16.00	1	.2	.2	84.4
	18.00	3	.6	.6	85.0

20.00	12	2.3	2.3	87.3
24.00	2	.4	.4	87.7
25.00	6	1.1	1.1	88.8
26.00	1	.2	.2	89.0
30.00	10	1.9	1.9	90.9
33.00	1	.2	.2	91.1
35.00	3	.6	.6	91.7
36.00	2	.4	.4	92.0
40.00	10	1.9	1.9	93.9
45.00	2	.4	.4	94.3
50.00	9	1.7	1.7	96.0
52.00	3	.6	.6	96.6
75.00	2	.4	.4	97.0
80.00	1	.2	.2	97.2
90.00	1	.2	.2	97.3
100.00	10	1.9	1.9	99.2
140.00	1	.2	.2	99.4
150.00	1	.2	.2	99.6
200.00	2	.4	.4	100.0
Total	**527**	**100.0**	**100.0**	

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Question 10b – In branch use of physical content (e.g. books, magazines, newspapers)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	1	.2	.3	.3
	3	3	.6	.9	1.2
	4	2	.4	.6	1.8
	5	9	1.7	2.7	4.5
	6	16	3.0	4.8	9.4
	7	61	11.6	18.5	27.9
	8	92	17.5	27.9	55.8
	9	68	12.9	20.6	76.4
	Very satisfied (10)	78	14.8	23.6	100.0
	Total	**330**	**62.6**	**100.0**	
Missing	Not used	171	32.4		
	Unsure	26	4.9		
	Total	**197**	**37.4**		
Total		**527**	**100.0**		

Statistics

		Question 11a – Checking out physical material (e.g. books, magazines, audio-visual material)	Question 11b – Checking out physical material (e.g. books, magazines, audio-visual material)
N	Valid	527	461
	Missing	0	66
Mean		21.7268	8.6529
Median		10.0000	9.0000

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Question 11a – Checking out physical material (e.g. books, magazines, audio-visual material)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	59	11.2	11.2	11.2
	1.00	38	7.2	7.2	18.4
	2.00	25	4.7	4.7	23.1
	3.00	26	4.9	4.9	28.1
	4.00	14	2.7	2.7	30.7
	5.00	26	4.9	4.9	35.7
	6.00	22	4.2	4.2	39.8
	7.00	5	.9	.9	40.8
	8.00	19	3.6	3.6	44.4
	9.00	3	.6	.6	45.0
	10.00	37	7.0	7.0	52.0
	11.00	1	.2	.2	52.2
	12.00	27	5.1	5.1	57.3
	13.00	1	.2	.2	57.5
	14.00	2	.4	.4	57.9
	15.00	21	4.0	4.0	61.9
	18.00	6	1.1	1.1	63.0
	20.00	31	5.9	5.9	68.9
	22.00	2	.4	.4	69.3
	24.00	8	1.5	1.5	70.8
	25.00	23	4.4	4.4	75.1
	26.00	2	.4	.4	75.5
	28.00	1	.2	.2	75.7
	30.00	23	4.4	4.4	80.1
	35.00	8	1.5	1.5	81.6

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36.00	2	.4	.4	82.0
40.00	10	1.9	1.9	83.9
45.00	4	.8	.8	84.6
50.00	29	5.5	5.5	90.1
52.00	5	.9	.9	91.1
54.00	1	.2	.2	91.3
60.00	7	1.3	1.3	92.6
65.00	1	.2	.2	92.8
70.00	1	.2	.2	93.0
72.00	1	.2	.2	93.2
75.00	5	.9	.9	94.1
80.00	4	.8	.8	94.9
90.00	1	.2	.2	95.1
100.00	15	2.8	2.8	97.9
104.00	1	.2	.2	98.1
120.00	1	.2	.2	98.3
150.00	5	.9	.9	99.2
200.00	4	.8	.8	100.0
Total	**527**	**100.0**	**100.0**	

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Question 11b – Checking out physical material (e.g. books, magazines, audio-visual material)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	4	.8	.9	.9
	5	13	2.5	2.8	3.7
	6	14	2.7	3.0	6.7
	7	47	8.9	10.2	16.9
	8	121	23.0	26.2	43.2
	9	93	17.6	20.2	63.3
	Very satisfied (10)	169	32.1	36.7	100.0
	Total	**461**	**87.5**	**100.0**	
Missing	Not used	59	11.2		
	Unsure	7	1.3		
	Total	**66**	**12.5**		
Total		**527**	**100.0**		

Statistics

		Question 12a – Use of technology/computer equipment (e.g. public computers, wireless Internet, microfilm)	Question 12b – Use of technology/computer equipment (e.g. public computers, wireless Internet, microfilm)
N	Valid	527	207
	Missing	0	320
Mean		8.2638	7.8454
Median		.0000	8.0000

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Question 12a – Use of technology/computer equipment (e.g. public computers, wireless Internet, microfilm)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	275	52.2	52.2	52.2
	1.00	53	10.1	10.1	62.2
	2.00	39	7.4	7.4	69.6
	3.00	13	2.5	2.5	72.1
	4.00	9	1.7	1.7	73.8
	5.00	34	6.5	6.5	80.3
	6.00	12	2.3	2.3	82.5
	7.00	3	.6	.6	83.1
	8.00	5	.9	.9	84.1
	9.00	2	.4	.4	84.4
	10.00	18	3.4	3.4	87.9
	12.00	7	1.3	1.3	89.2
	15.00	3	.6	.6	89.8
	18.00	3	.6	.6	90.3
	20.00	7	1.3	1.3	91.7
	24.00	3	.6	.6	92.2
	25.00	7	1.3	1.3	93.5
	30.00	8	1.5	1.5	95.1
	34.00	1	.2	.2	95.3
	35.00	1	.2	.2	95.4
	40.00	3	.6	.6	96.0
	50.00	3	.6	.6	96.6
	52.00	1	.2	.2	96.8
	70.00	1	.2	.2	97.0
	75.00	1	.2	.2	97.2

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Accurate ± 4.3 percentage points, 19 times out of 20.
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80.00	1	.2	.2	97.3
100.00	6	1.1	1.1	98.5
120.00	1	.2	.2	98.7
150.00	2	.4	.4	99.1
152.00	1	.2	.2	99.2
200.00	1	.2	.2	99.4
250.00	1	.2	.2	99.6
300.00	2	.4	.4	100.0
Total	**527**	**100.0**	**100.0**	

Question 12b – Use of technology/computer equipment (e.g. public computers, wireless Internet, microfilm)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	2	.4	1.0	1.0
	3	4	.8	1.9	2.9
	4	8	1.5	3.9	6.8
	5	17	3.2	8.2	15.0
	6	11	2.1	5.3	20.3
	7	30	5.7	14.5	34.8
	8	49	9.3	23.7	58.5
	9	35	6.6	16.9	75.4
	Very satisfied (10)	51	9.7	24.6	100.0
	Total	**207**	**39.3**	**100.0**	
Missing	Not used	275	52.2		
	Unsure	45	8.5		
	Total	**320**	**60.7**		
Total		**527**	**100.0**		

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Statistics

		Question 13a – Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)	Question 13b – Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)
N	Valid	527	276
	Missing	0	251
Mean		14.3406	8.3442
Median		1.0000	9.0000

Question 13a – Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	221	41.9	41.9	41.9
	.50	1	.2	.2	42.1
	1.00	58	11.0	11.0	53.1
	2.00	24	4.6	4.6	57.7
	3.00	9	1.7	1.7	59.4
	4.00	7	1.3	1.3	60.7
	5.00	24	4.6	4.6	65.3
	6.00	15	2.8	2.8	68.1
	7.00	4	.8	.8	68.9
	8.00	3	.6	.6	69.4
	10.00	31	5.9	5.9	75.3
	11.00	1	.2	.2	75.5
	12.00	12	2.3	2.3	77.8
	15.00	12	2.3	2.3	80.1
	20.00	17	3.2	3.2	83.3
	24.00	5	.9	.9	84.3

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25.00	10	1.9	1.9	86.1
30.00	15	2.8	2.8	89.0
35.00	2	.4	.4	89.4
36.00	1	.2	.2	89.6
40.00	8	1.5	1.5	91.1
45.00	2	.4	.4	91.5
50.00	15	2.8	2.8	94.3
52.00	4	.8	.8	95.1
60.00	2	.4	.4	95.4
75.00	1	.2	.2	95.6
80.00	1	.2	.2	95.8
90.00	1	.2	.2	96.0
100.00	12	2.3	2.3	98.3
120.00	1	.2	.2	98.5
200.00	3	.6	.6	99.1
250.00	1	.2	.2	99.2
300.00	2	.4	.4	99.6
320.00	1	.2	.2	99.8
400.00	1	.2	.2	100.0
Total	**527**	**100.0**	**100.0**	

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Question 13b – Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	3	.6	1.1	1.1
	3	4	.8	1.4	2.5
	4	1	.2	.4	2.9
	5	9	1.7	3.3	6.2
	6	12	2.3	4.3	10.5
	7	39	7.4	14.1	24.6
	8	67	12.7	24.3	48.9
	9	52	9.9	18.8	67.8
	Very satisfied (10)	89	16.9	32.2	100.0
	Total	**276**	**52.4**	**100.0**	
Missing	Not used	221	41.9		
	Unsure	30	5.7		
	Total	**251**	**47.6**		
Total		**527**	**100.0**		

Statistics

		Question 14a – Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)	Question 14b – Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)
N	Valid	527	332
	Missing	0	195
Mean		4.5806	8.8916
Median		2.0000	9.0000

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Question 14a – Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	178	33.8	33.8	33.8
	1.00	76	14.4	14.4	48.2
	2.00	69	13.1	13.1	61.3
	3.00	43	8.2	8.2	69.4
	4.00	14	2.7	2.7	72.1
	5.00	59	11.2	11.2	83.3
	6.00	12	2.3	2.3	85.6
	7.00	1	.2	.2	85.8
	8.00	3	.6	.6	86.3
	9.00	2	.4	.4	86.7
	10.00	27	5.1	5.1	91.8
	12.00	7	1.3	1.3	93.2
	15.00	9	1.7	1.7	94.9
	20.00	6	1.1	1.1	96.0
	21.00	1	.2	.2	96.2
	24.00	1	.2	.2	96.4
	25.00	6	1.1	1.1	97.5
	30.00	2	.4	.4	97.9
	40.00	4	.8	.8	98.7
	50.00	2	.4	.4	99.1
	75.00	1	.2	.2	99.2
	100.00	4	.8	.8	100.0
	Total	**527**	**100.0**	**100.0**	

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Question 14b – Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	2	.4	.6	.6
	3	2	.4	.6	1.2
	4	3	.6	.9	2.1
	5	5	.9	1.5	3.6
	6	11	2.1	3.3	6.9
	7	26	4.9	7.8	14.8
	8	48	9.1	14.5	29.2
	9	75	14.2	22.6	51.8
	Very satisfied (10)	160	30.4	48.2	100.0
	Total	**332**	**63.0**	**100.0**	
Missing	Not used	178	33.8		
	Unsure	17	3.2		
	Total	**195**	**37.0**		
Total		**527**	**100.0**		

Statistics

		Question 15a – Services for children (e.g. programs group visits, Summer Reading Club)	Question 15b – Services for children (e.g. programs group visits, Summer Reading Club)
N	Valid	527	39
	Missing	0	488
Mean		.8008	8.6667
Median		.0000	9.0000

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Question 15a – Services for children (e.g. programs group visits, Summer Reading Club)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	398	75.5	75.5	75.5
	1.00	87	16.5	16.5	92.0
	2.00	14	2.7	2.7	94.7
	3.00	2	.4	.4	95.1
	4.00	4	.8	.8	95.8
	5.00	7	1.3	1.3	97.2
	6.00	2	.4	.4	97.5
	7.00	2	.4	.4	97.9
	8.00	1	.2	.2	98.1
	9.00	1	.2	.2	98.3
	10.00	3	.6	.6	98.9
	12.00	1	.2	.2	99.1
	20.00	1	.2	.2	99.2
	25.00	1	.2	.2	99.4
	35.00	1	.2	.2	99.6
	40.00	1	.2	.2	99.8
	45.00	1	.2	.2	100.0
	Total	**527**	**100.0**	**100.0**	

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Question 15b – Services for children (e.g. programs group visits, Summer Reading Club)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	1	.2	2.6	2.6
	5	1	.2	2.6	5.1
	6	1	.2	2.6	7.7
	7	4	.8	10.3	17.9
	8	6	1.1	15.4	33.3
	9	10	1.9	25.6	59.0
	Very satisfied (10)	16	3.0	41.0	100.0
	Total	**39**	**7.4**	**100.0**	
Missing	Not used	398	75.5		
	Unsure	90	17.1		
	Total	**488**	**92.6**		
Total		**527**	**100.0**		

Statistics

		Question 16a – Services for teens (e.g. programs, group visits, Summer Reading Club)	Question 16b – Services for teens (e.g. programs, group visits, Summer Reading Club)
N	Valid	527	19
	Missing	0	508
Mean		.2448	8.1579
Median		.0000	9.0000

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Question 16a – Services for teens (e.g. programs, group visits, Summer Reading Club)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	414	78.6	78.6	78.6
	1.00	108	20.5	20.5	99.1
	2.00	2	.4	.4	99.4
	3.00	1	.2	.2	99.6
	5.00	1	.2	.2	99.8
	9.00	1	.2	.2	100.0
	Total	**527**	**100.0**	**100.0**	

Question 16b – Services for teens (e.g. programs, group visits, Summer Reading Club)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	1	.2	5.3	5.3
	5	2	.4	10.5	15.8
	7	2	.4	10.5	26.3
	8	4	.8	21.1	47.4
	9	2	.4	10.5	57.9
	Very satisfied (10)	8	1.5	42.1	100.0
	Total	**19**	**3.6**	**100.0**	
Missing	Not used	414	78.6		
	Unsure	94	17.8		
	Total	**508**	**96.4**		
Total		**527**	**100.0**		

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Statistics

		Question 17a – Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)	Question 17b – Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)
N	Valid	527	77
	Missing	0	450
Mean		1.1233	8.2338
Median		.0000	8.0000

Question 17a – Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	374	71.0	71.0	71.0
	1.00	104	19.7	19.7	90.7
	2.00	18	3.4	3.4	94.1
	3.00	3	.6	.6	94.7
	4.00	6	1.1	1.1	95.8
	5.00	7	1.3	1.3	97.2
	6.00	2	.4	.4	97.5
	8.00	1	.2	.2	97.7
	10.00	4	.8	.8	98.5
	20.00	3	.6	.6	99.1
	24.00	1	.2	.2	99.2
	30.00	1	.2	.2	99.4
	35.00	1	.2	.2	99.6
	75.00	1	.2	.2	99.8
	100.00	1	.2	.2	100.0
	Total	**527**	**100.0**	**100.0**	

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Question 17b – Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	1	.2	1.3	1.3
	3	1	.2	1.3	2.6
	5	3	.6	3.9	6.5
	6	8	1.5	10.4	16.9
	7	9	1.7	11.7	28.6
	8	18	3.4	23.4	51.9
	9	10	1.9	13.0	64.9
	Very satisfied (10)	27	5.1	35.1	100.0
	Total	**77**	**14.6**	**100.0**	
Missing	Not used	374	71.0		
	Unsure	76	14.4		
	Total	**450**	**85.4**		
Total		**527**	**100.0**		

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Question 18 – When you step inside the Main branch building, what is the first word that comes to mind in terms of how you feel about the building?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Old/Outdated	119	22.6	22.6	22.6
	Comfortable/Welcoming/Familiar	61	11.6	11.6	34.2
	Cluttered/crowded/busy	41	7.8	7.8	41.9
	Other	40	7.6	7.6	49.5
	Functional/Okay	36	6.8	6.8	56.4
	Dark	35	6.6	6.6	63.0
	Dirty/Dingy	29	5.5	5.5	68.5
	Relaxing	28	5.3	5.3	73.8
	Confusing	26	4.9	4.9	78.7
	Ugly	20	3.8	3.8	82.5
	Odour	18	3.4	3.4	86.0
	Big	15	2.8	2.8	88.8
	Nice	13	2.5	2.5	91.3
	No answer	10	1.9	1.9	93.2
	Books	8	1.5	1.5	94.7
	Too many homeless people	6	1.1	1.1	95.8
	Clean and Organized	5	.9	.9	96.8
	Convenient	5	.9	.9	97.7
	Nothing	4	.8	.8	98.5
	Cold	4	.8	.8	99.2
	Don't use Main Branch	3	.6	.6	99.8
	Unsure	1	.2	.2	100.0
	Total	**527**	**100.0**	**100.0**	

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On a scale of 1 to 10, where 1 is very poor and 10 is excellent, how would you rate the Main branch building in terms of the following: [RANDOMIZE]

Statistics

		Question 19 – Convenience in terms of location	Question 20 – Providing a welcoming atmosphere	Question 21 – Being easy to find things	Question 22 – On a scale of 1 to 10, where 1 is very poor and 10 is excellent, how would you rate the Main branch building in terms of being a place you feel safe
N	Valid	524	514	512	510
	Missing	3	13	15	17
Mean		8.9370	6.6459	7.3223	8.2863
Median		10.0000	7.0000	7.0000	9.0000

Question 19 – Convenience in terms of location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor (1)	7	1.3	1.3	1.3
	2	3	.6	.6	1.9
	3	5	.9	1.0	2.9
	4	2	.4	.4	3.2
	5	19	3.6	3.6	6.9
	6	11	2.1	2.1	9.0
	7	27	5.1	5.2	14.1
	8	64	12.1	12.2	26.3
	9	75	14.2	14.3	40.6
	Excellent (10)	311	59.0	59.4	100.0
	Total	**524**	**99.4**	**100.0**	
Missing	Unsure	3	.6		
Total		**527**	**100.0**		

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Question 20 – Providing a welcoming atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor (1)	23	4.4	4.5	4.5
	2	15	2.8	2.9	7.4
	3	31	5.9	6.0	13.4
	4	28	5.3	5.4	18.9
	5	59	11.2	11.5	30.4
	6	67	12.7	13.0	43.4
	7	82	15.6	16.0	59.3
	8	75	14.2	14.6	73.9
	9	53	10.1	10.3	84.2
	Excellent (10)	81	15.4	15.8	100.0
	Total	**514**	**97.5**	**100.0**	
Missing	Unsure	13	2.5		
Total		**527**	**100.0**		

Question 21 – Being easy to find things

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor (1)	4	.8	.8	.8
	2	4	.8	.8	1.6
	3	15	2.8	2.9	4.5
	4	13	2.5	2.5	7.0
	5	52	9.9	10.2	17.2
	6	57	10.8	11.1	28.3
	7	112	21.3	21.9	50.2
	8	114	21.6	22.3	72.5
	9	68	12.9	13.3	85.7
	Excellent (10)	73	13.9	14.3	100.0
	Total	**512**	**97.2**	**100.0**	
Missing	Unsure	15	2.8		
Total		**527**	**100.0**		

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Question 22 – On a scale of 1 to 10, where 1 is very poor and 10 is excellent, how would you rate the Main branch building in terms of being a place you feel safe:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor (1)	7	1.3	1.4	1.4
	3	7	1.3	1.4	2.7
	4	10	1.9	2.0	4.7
	5	23	4.4	4.5	9.2
	6	37	7.0	7.3	16.5
	7	56	10.6	11.0	27.5
	8	90	17.1	17.6	45.1
	9	91	17.3	17.8	62.9
	Excellent (10)	189	35.9	37.1	100.0
	Total	**510**	**96.8**	**100.0**	
Missing	Unsure	17	3.2		
Total		**527**	**100.0**		

Question 23 – Why did you give the Main branch building that particular score in terms of being a place that you feel safe?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I don't feel unsafe at the Library	196	37.2	37.2	37.2
	Because of the homeless/loiterers	96	18.2	18.2	55.4
	Number of employees/patrons make me feel safe	67	12.7	12.7	68.1
	Security personnel make me feel safe	61	11.6	11.6	79.7
	Friendly and open atmosphere	31	5.9	5.9	85.6
	Other	28	5.3	5.3	90.9
	Poor lighting/hidden spaces	20	3.8	3.8	94.7
	Unsure/no answer	12	2.3	2.3	97.0
	Location makes me feel unsafe	11	2.1	2.1	99.1
	I have never been to the main branch	5	.9	.9	100.0
	Total	**527**	**100.0**	**100.0**	

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Our next few questions are about areas of the Main branch that you might typically visit.

Entrance [Picture]

Question 24 – Have you ever used this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used	494	93.7	93.7	93.7
	Not used	33	6.3	6.3	100.0
	Total	**527**	**100.0**	**100.0**	

Statistics

Question 25 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

N	Valid	472
	Missing	55
Mean		7.5106
Median		8.0000

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Question 25 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	8	1.5	1.7	1.7
	2	5	.9	1.1	2.8
	3	20	3.8	4.2	7.0
	4	10	1.9	2.1	9.1
	5	31	5.9	6.6	15.7
	6	48	9.1	10.2	25.8
	7	90	17.1	19.1	44.9
	8	96	18.2	20.3	65.3
	9	54	10.2	11.4	76.7
	Very satisfied (10)	110	20.9	23.3	100.0
	Total	**472**	**89.6**	**100.0**	
Missing	Not used	33	6.3		
	Unsure	22	4.2		
	Total	**55**	**10.4**		
Total		**527**	**100.0**		

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Question 26 – What, if anything, would improve your experience using this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure/no answer	188	35.7	38.1	38.1
	More visually appealing design	89	16.9	18.0	56.1
	More spacious/easy to access	88	16.7	17.8	73.9
	Nothing	87	16.5	17.6	91.5
	Other	20	3.8	4.0	95.5
	More security features	9	1.7	1.8	97.4
	A new building	7	1.3	1.4	98.8
	Better signage	6	1.1	1.2	100.0
	Total	**494**	**93.7**	**100.0**	
Missing	Not used	33	6.3		
Total		**527**	**100.0**		

Random online survey of 527 Ottawa Public Library card holders aged 18 and over conducted between May 10th and 30th, 2012.
Accurate ± 4.3 percentage points, 19 times out of 20.
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Grab and Go Area [Picture]

Question 27 – Have you ever used this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used	315	59.8	59.8	59.8
	Not used	212	40.2	40.2	100.0
	Total	**527**	**100.0**	**100.0**	

Statistics

Question 28 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

N	Valid	303
	Missing	224
Mean		7.9340
Median		8.0000

Question 28 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	3	.6	1.0	1.0
	2	1	.2	.3	1.3
	3	2	.4	.7	2.0
	4	7	1.3	2.3	4.3
	5	13	2.5	4.3	8.6
	6	22	4.2	7.3	15.8
	7	59	11.2	19.5	35.3
	8	72	13.7	23.8	59.1
	9	61	11.6	20.1	79.2
	Very satisfied (10)	63	12.0	20.8	100.0
	Total	**303**	**57.5**	**100.0**	
Missing	Not used	212	40.2		
	Unsure	12	2.3		
	Total	**224**	**42.5**		
Total		**527**	**100.0**		

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Question 29 – What, if anything, would improve your experience using this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure/no answer	120	22.8	38.1	38.1
	Nothing	56	10.6	17.8	55.9
	More/better use of space	46	8.7	14.6	70.5
	Wider selection of materials	39	7.4	12.4	82.9
	Other	23	4.4	7.3	90.2
	More/better seating	23	4.45	7.3	97.5
	Reduce noise/traffic in area	8	1.5	2.5	100.0
	Total	**315**	**59.8**	**100.0**	
Missing	Not used	212	40.2		
Total		**527**	**100.0**		

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Computers on 2nd or 3rd Floors [Picture]

Question 30 – Have you ever used this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used	198	37.6	37.6	37.6
	Not used	329	62.4	62.4	100.0
	Total	**527**	**100.0**	**100.0**	

Statistics

Question 31 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

N	Valid	193
	Missing	334
Mean		7.4819
Median		8.0000

Question 31 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	3	.6	1.6	1.6
	2	2	.4	1.0	2.6
	3	6	1.1	3.1	5.7
	4	4	.8	2.1	7.8
	5	11	2.1	5.7	13.5
	6	27	5.1	14.0	27.5
	7	38	7.2	19.7	47.2
	8	36	6.8	18.7	65.8
	9	28	5.3	14.5	80.3
	Very satisfied (10)	38	7.2	19.7	100.0
	Total	**193**	**36.6**	**100.0**	
Missing	Not used	329	62.4		
	Unsure	5	.9		
	Total	**334**	**63.4**		
Total		**527**	**100.0**		

Random online survey of 527 Ottawa Public Library card holders aged 18 and over conducted between May 10th and 30th, 2012.
Accurate ± 4.3 percentage points, 19 times out of 20.
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Question 32 – What, if anything, would improve your experience using this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure/no answer	66	12.5	33.3	33.3
	Nothing	25	4.7	12.6	46.0
	Other	22	4.2	11.1	57.1
	More and better computers	21	4.0	10.6	67.7
	More space between computers for privacy	20	3.8	10.1	77.8
	Improve Internet speed/access	19	3.6	9.6	87.4
	More and better chairs	12	2.3	6.1	93.4
	Improve cleanliness	7	1.3	3.5	97.0
	I do not use the computers	6	1.1	3.0	100.0
	Total	**198**	**37.6**	**100.0**	
Missing	Not used	329	62.4		
Total		**527**	**100.0**		

2012-253 – OTTAWA PUBLIC LIBRARY – CARD HOLDERS' SURVEY – STAT SHEET

Fiction and Non-Fiction Areas [Picture]

Question 33 – Have you ever used this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used	425	80.6	80.6	80.6
	Not used	102	19.4	19.4	100.0
	Total	**527**	**100.0**	**100.0**	

Statistics

Question 34 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

N	Valid	422
	Missing	105
Mean		7.8886
Median		8.0000

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Question 34 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	4	.8	.9	.9
	3	3	.6	.7	1.7
	4	3	.6	.7	2.4
	5	21	4.0	5.0	7.3
	6	34	6.5	8.1	15.4
	7	87	16.5	20.6	36.0
	8	126	23.9	29.9	65.9
	9	62	11.8	14.7	80.6
	Very satisfied (10)	82	15.6	19.4	100.0
	Total	**422**	**80.1**	**100.0**	
Missing	Not used	102	19.4		
	Unsure	3	.6		
	Total	**105**	**19.9**		
Total		**527**	**100.0**		

2012-253 – OTTAWA PUBLIC LIBRARY – CARD HOLDERS' SURVEY – STAT SHEET

Question 35 – What, if anything, would improve your experience using this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure/no answer	165	31.3	38.8	38.8
	Keep bookshelves organized/tidy	83	15.7	19.5	58.4
	Nothing	67	12.7	15.8	74.1
	Wider selection of books	42	8.0	9.9	84.0
	More space/better design	26	4.9	6.1	90.1
	Other	24	4.6	5.6	95.8
	Better signage	18	3.4	4.2	100.0
	Total	**425**	**80.6**	**100.0**	
Missing	Not used	102	19.4		
Total		**527**	**100.0**		

2012-253 – OTTAWA PUBLIC LIBRARY – CARD HOLDERS' SURVEY – STAT SHEET

Children's Department [Picture]

Question 36 – Have you ever used this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used	115	21.8	21.8	21.8
	Not used	412	78.2	78.2	100.0
	Total	**527**	**100.0**	**100.0**	

Statistics

Question 37 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

N	Valid	111
	Missing	416
Mean		8.1622
Median		8.0000

Question 37 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	1	.2	.9	.9
	3	2	.4	1.8	2.7
	5	7	1.3	6.3	9.0
	6	7	1.3	6.3	15.3
	7	11	2.1	9.9	25.2
	8	30	5.7	27.0	52.3
	9	25	4.7	22.5	74.8
	Very satisfied (10)	28	5.3	25.2	100.0
	Total	**111**	**21.1**	**100.0**	
Missing	Not used	412	78.2		
	Unsure	4	.8		
	Total	**416**	**78.9**		
Total		**527**	**100.0**		

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Question 38 – What, if anything, would improve your experience using this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure/no answer	48	9.1	41.7	41.7
	Improve cleanliness and organization	18	3.4	15.7	57.4
	Nothing	15	2.8	13.0	70.4
	More and better quality of resources	12	2.3	10.4	80.9
	More welcoming design	8	1.5	7.0	87.8
	I do not use this area regularly	7	1.3	6.1	93.9
	Other	4	.8	3.5	97.4
	More space	3	.6	2.6	100.0
	Total	**115**	**21.8**	**100.0**	
Missing	Not used	412	78.2		
Total		**527**	**100.0**		

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Question 39 – Thinking about the future, if the Ottawa Public Library's Main branch had to make one change to improve its products and services, what should it be?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Wider selection of books and audiovisual materials	86	16.3	16.3	16.3
	Improve design/atmosphere	74	14.0	14.0	30.4
	New/better building	55	10.4	10.4	40.8
	More e-books, easier to use	47	8.9	8.9	49.7
	Nothing	46	8.7	8.7	58.4
	Other	46	8.7	8.7	67.2
	Unsure	41	7.8	7.8	75.0
	Improve organization/cleanliness	33	6.3	6.3	81.2
	Easier to access and use	29	5.5	5.5	86.7
	More/better computers and online resources	18	3.4	3.4	90.1
	Longer opening hours	18	3.4	3.4	93.5
	Host more events/community programming	11	2.1	2.1	95.6
	More advertising of library services/events	7	1.3	1.3	97.0
	More and cheaper parking	6	1.1	1.1	98.1
	I do not use the Main Branch	5	.9	.9	99.1
	New location	5	.9	.9	100.0
	Total	**527**	**100.0**	**100.0**	

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Question 40 – Thinking about the future, what one change would you make in terms of the physical space at the Library's Main branch?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More space/expansion	99	18.8	18.8	18.8
	Update interior space	77	14.6	14.6	33.4
	Nothing	74	14.0	14.0	47.4
	More natural light	54	10.2	10.2	57.7
	Other	53	10.1	10.1	67.7
	Unsure	46	8.7	8.7	76.5
	New building	30	5.7	5.7	82.2
	Improve entrance	29	5.5	5.5	87.7
	More comfortable/bigger seating area	20	3.8	3.8	91.5
	Install down escalators	13	2.5	2.5	93.9
	More computers/space for computers	9	1.7	1.7	95.6
	Better signage	7	1.3	1.3	97.0
	Bigger/brighter Children's Department	6	1.1	1.1	98.1
	I don't use the Main branch	4	.8	.8	98.9
	More and cheaper parking	4	.8	.8	99.6
	Reduce size	2	.4	.4	100.0
	Total	**527**	**100.0**	**100.0**	

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Statistics

Question 41 – How many times per year would you say you visit the Ottawa Public Library website?

N	Valid	524
	Missing	3
Mean		60.9885
Median		30.0000

Question 41 – How many times per year would you say you visit the Ottawa Public Library website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	14	2.7	2.7	2.7
	1.00	11	2.1	2.1	4.8
	2.00	14	2.7	2.7	7.4
	3.00	12	2.3	2.3	9.7
	4.00	9	1.7	1.7	11.5
	5.00	16	3.0	3.1	14.5
	6.00	15	2.8	2.9	17.4
	7.00	6	1.1	1.1	18.5
	8.00	9	1.7	1.7	20.2
	9.00	2	.4	.4	20.6
	10.00	42	8.0	8.0	28.6
	12.00	20	3.8	3.8	32.4
	14.00	1	.2	.2	32.6
	15.00	24	4.6	4.6	37.2
	20.00	33	6.3	6.3	43.5
	24.00	10	1.9	1.9	45.4
	25.00	19	3.6	3.6	49.0

Random online survey of 527 Ottawa Public Library card holders aged 18 and over conducted between May 10th and 30th, 2012.
Accurate ± 4.3 percentage points, 19 times out of 20.
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30.00	25	4.7	4.8	53.8
35.00	8	1.5	1.5	55.3
36.00	2	.4	.4	55.7
40.00	18	3.4	3.4	59.2
45.00	4	.8	.8	59.9
48.00	3	.6	.6	60.5
50.00	50	9.5	9.5	70.0
52.00	12	2.3	2.3	72.3
60.00	13	2.5	2.5	74.8
70.00	2	.4	.4	75.2
72.00	1	.2	.2	75.4
75.00	14	2.7	2.7	78.1
80.00	4	.8	.8	78.8
85.00	1	.2	.2	79.0
90.00	1	.2	.2	79.2
100.00	43	8.2	8.2	87.4
104.00	1	.2	.2	87.6
120.00	4	.8	.8	88.4
150.00	9	1.7	1.7	90.1
160.00	1	.2	.2	90.3
175.00	1	.2	.2	90.5
200.00	19	3.6	3.6	94.1
240.00	1	.2	.2	94.3
250.00	3	.6	.6	94.8
300.00	13	2.5	2.5	97.3
320.00	1	.2	.2	97.5
350.00	4	.8	.8	98.3
360.00	2	.4	.4	98.7
365.00	2	.4	.4	99.0

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	400.00	2	.4	.4	99.4
	500.00	1	.2	.2	99.6
	600.00	1	.2	.2	99.8
	1000.00	1	.2	.2	100.0
	Total	**524**	**99.4**	**100.0**	
Missing	No answer/unsure	3	.6		
Total		**527**	**100.0**		

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Question 1 – Which of the following statements best describes you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I am an Ottawa Public Library card holder	277	92.3	92.3	92.3
	I am not an Ottawa Public Library cardholder but I use Ottawa Public Library services	19	6.3	6.3	98.7
	Someone in my household is an Ottawa Public Library card holder and I use their card to access Ottawa Public Library services	4	1.3	1.3	100.0
	Total	**300**	**100.0**	**100.0**	

Question 2 – What advantages, if any, would you say the Main branch of the Ottawa Public Library (located in downtown Ottawa at the corner of Metcalfe and Laurier) has compared to other Ottawa Public Library branches?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Convenient location	174	58.0	58.0	58.0
	Wide selection of resources	55	18.3	18.3	76.3
	Biggest facility	21	7.0	7.0	83.3
	I only use the Main branch	19	6.3	6.3	89.7
	Other	13	4.3	4.3	94.0
	No answer	9	3.0	3.0	97.0
	Availability of Internet and computer access	6	2.0	2.0	99.0
	Unsure	3	1.0	1.0	100.0
	Total	**300**	**100.0**	**100.0**	

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Question 3 – Is the Main branch the primary Ottawa Public Library branch that you use most?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	261	87.0	87.9	87.9
	No	36	12.0	12.1	100.0
	Total	**297**	**99.0**	**100.0**	
Missing	System	3	1.0		
Total		**300**	**100.0**		

Question 4 – What other branches of the Ottawa Public Library, if any, do you use? Please select as many as apply.
Frequencies

		Responses		Percent of Cases
		N	Percent	
$q4(a)	Alta Vista	27	6.0%	9.6%
	Beaverbrook	3	.7%	1.1%
	Blackburn Hamlet	4	.9%	1.4%
	Carlingwood	26	5.7%	9.2%
	Carp	1	.2%	.4%
	Centennial	2	.4%	.7%
	Cumberland	10	2.2%	3.5%
	Elmvale Acres	19	4.2%	6.7%
	Emerald Plaza	11	2.4%	3.9%
	Greely	1	.2%	.4%
	Greenboro District Library	15	3.3%	5.3%
	Hazeldean	4	.9%	1.4%
	Manotick	3	.7%	1.1%
	Metcalfe	19	4.2%	6.7%
	Nepean Centrepointe	28	6.2%	9.9%
	North Gloucester	12	2.6%	4.3%
	North Gower	1	.2%	.4%

Random intercept survey of 300 visitors to the Ottawa Public Library's Main branch, aged 18 and over,
conducted between May 8th and 18th, 2012.
Accurate ± 5.7 percentage points, 19 times out of 20.
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Orléans	16	3.5%	5.7%
Osgoode	1	.2%	.4%
Richmond	2	.4%	.7%
Rideau	42	9.3%	14.9%
Rockcliffe Park	8	1.8%	2.8%
Rosemount	25	5.5%	8.9%
Ruth E. Dickinson	5	1.1%	1.8%
St–Laurent	17	3.8%	6.0%
Sunnyside	50	11.0%	17.7%
Vanier	14	3.1%	5.0%
None	87	19.2%	30.9%
Total	453	100.0%	160.6%

a Group

Random intercept survey of 300 visitors to the Ottawa Public Library's Main branch, aged 18 and over,
conducted between May 8th and 18th, 2012.
Accurate ± 5.7 percentage points, 19 times out of 20.
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Question 5 – What is the main purpose of your visit to the Ottawa Public Library's Main branch today?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To return/borrow/search for books	130	43.3	43.3	43.3
	To use the computers/Internet	64	21.3	21.3	64.7
	For research/studying	34	11.3	11.3	76.0
	To read	20	6.7	6.7	82.7
	To return/borrow/search for audiovisual materials (CDs, DVDs)	18	6.0	6.0	88.7
	No answer	15	5.0	5.0	93.7
	Other	12	4.0	4.0	97.7
	To meet someone	7	2.3	2.3	100.0
	Total	**300**	**100.0**	**100.0**	

Question 6 – Why do you visit the Main branch? Please select as many reasons as apply.
Frequencies

		Responses		Percent of Cases
		N	Percent	
$q6(a)	To borrow books, magazines or audio-visual material	245	38.3%	83.9%
	To work on school projects	44	6.9%	15.1%
	To do research	143	22.4%	49.0%
	To take my kids	12	1.9%	4.1%
	To socialize	35	5.5%	12.0%
	To attend a program	40	6.3%	13.7%
	To attend a meeting	21	3.3%	7.2%
	To rest	41	6.4%	14.0%
	Other	6	.9%	2.1%
	To read	7	1.1%	2.4%
	To use the Internet/computers	32	5.0%	11.0%
	To use the washroom	2	.3%	.7%
	To do work	10	1.6%	3.4%
Total		639	100.0%	218.8%

a Group

Random intercept survey of 300 visitors to the Ottawa Public Library's Main branch, aged 18 and over,
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Accurate ± 5.7 percentage points, 19 times out of 20.

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Statistics

		Question 7 – On average, how often do you come to the Main branch each year?	Question 8 – How long is your average visit at the Main branch?
N	Valid	282	288
	Missing	18	12
Mean		92.6844	1.5303
Median		51.0000	1.0000

Question 7 – On average, how often do you come to the Main branch each year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	1	.3	.4	.4
	2.00	3	1.0	1.1	1.4
	3.00	5	1.7	1.8	3.2
	4.00	5	1.7	1.8	5.0
	5.00	7	2.3	2.5	7.4
	6.00	2	.7	.7	8.2
	7.00	2	.7	.7	8.9
	8.00	2	.7	.7	9.6
	10.00	13	4.3	4.6	14.2
	12.00	5	1.7	1.8	16.0
	15.00	5	1.7	1.8	17.7
	17.00	1	.3	.4	18.1
	18.00	1	.3	.4	18.4
	20.00	25	8.3	8.9	27.3
	24.00	5	1.7	1.8	29.1
	25.00	9	3.0	3.2	32.3

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26.00	2	.7	.7	33.0
30.00	10	3.3	3.5	36.5
36.00	1	.3	.4	36.9
40.00	12	4.0	4.3	41.1
45.00	4	1.3	1.4	42.6
48.00	2	.7	.7	43.3
50.00	19	6.3	6.7	50.0
52.00	18	6.0	6.4	56.4
54.00	1	.3	.4	56.7
55.00	1	.3	.4	57.1
56.00	1	.3	.4	57.4
60.00	8	2.7	2.8	60.3
62.00	1	.3	.4	60.6
65.00	1	.3	.4	61.0
70.00	1	.3	.4	61.3
75.00	1	.3	.4	61.7
78.00	1	.3	.4	62.1
80.00	3	1.0	1.1	63.1
85.00	2	.7	.7	63.8
90.00	1	.3	.4	64.2
100.00	33	11.0	11.7	75.9
101.00	1	.3	.4	76.2
104.00	6	2.0	2.1	78.4
108.00	1	.3	.4	78.7
125.00	1	.3	.4	79.1
140.00	1	.3	.4	79.4
144.00	1	.3	.4	79.8
150.00	7	2.3	2.5	82.3

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160.00	1	.3	.4	82.6
170.00	1	.3	.4	83.0
180.00	2	.7	.7	83.7
200.00	12	4.0	4.3	87.9
208.00	1	.3	.4	88.3
250.00	5	1.7	1.8	90.1
260.00	3	1.0	1.1	91.1
270.00	1	.3	.4	91.5
300.00	8	2.7	2.8	94.3
340.00	1	.3	.4	94.7
345.00	1	.3	.4	95.0
350.00	2	.7	.7	95.7
360.00	1	.3	.4	96.1
362.00	1	.3	.4	96.5
365.00	7	2.3	2.5	98.9
367.00	1	.3	.4	99.3
730.00	1	.3	.4	99.6
1000.00	1	.3	.4	100.0
Total	**282**	**94.0**	**100.0**	
Missing No answer	7	2.3		
Unsure	3	1.0		
System	8	2.7		
Total	**18**	**6.0**		
Total	**300**	**100.0**		

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Question 8 – How long is your average visit at the Main branch?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.01	1	.3	.3	.3
	.08	1	.3	.3	.7
	.10	2	.7	.7	1.4
	.13	1	.3	.3	1.7
	.15	2	.7	.7	2.4
	.20	4	1.3	1.4	3.8
	.25	15	5.0	5.2	9.0
	.30	1	.3	.3	9.4
	.33	5	1.7	1.7	11.1
	.35	1	.3	.3	11.5
	.40	1	.3	.3	11.8
	.45	2	.7	.7	12.5
	.50	51	17.0	17.7	30.2
	.66	2	.7	.7	30.9
	.75	7	2.3	2.4	33.3
	1.00	68	22.7	23.6	56.9
	1.50	19	6.3	6.6	63.5
	1.75	1	.3	.3	63.9
	2.00	51	17.0	17.7	81.6
	2.50	6	2.0	2.1	83.7
	3.00	23	7.7	8.0	91.7
	3.50	1	.3	.3	92.0
	3.56	1	.3	.3	92.4
	4.00	12	4.0	4.2	96.5
	5.00	3	1.0	1.0	97.6

5.50	1	.3	.3	97.9
6.00	4	1.3	1.4	99.3
8.00	2	.7	.7	100.0
Total	**288**	**96.0**	**100.0**	
Missing	No answer	7	2.3	
	System	5	1.7	
	Total	**12**	**4.0**	
Total		**300**	**100.0**	

Question 9 – How did you primarily get here today?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	On foot	154	51.3	53.3	53.3
	Public transit	106	35.3	36.7	90.0
	By bicycle	18	6.0	6.2	96.2
	By car	10	3.3	3.5	99.7
	By wheelchair	1	.3	.3	100.0
	Total	**289**	**96.3**	**100.0**	
Missing	System	11	3.7		
Total		**300**	**100.0**		

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Question 10 – Did you come from...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Home	193	64.3	66.3	66.3
	Work	69	23.0	23.7	90.0
	School	15	5.0	5.2	95.2
	Other	5	1.7	1.7	96.9
	Shopping/errands	3	1.0	1.0	97.9
	Shelter	3	1.0	1.0	99.0
	Appointment	2	.7	.7	99.7
	Restaurant	1	.3	.3	100.0
	Total	**291**	**97.0**	**100.0**	
Missing	System	9	3.0		
Total		**300**	**100.0**		

Statistics

Question 11 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 is very satisfied, please rate your overall satisfaction with the Ottawa Public Library's Main branch.

N	Valid	250
	Missing	50
Mean		8.5500
Median		9.0000

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Question 11 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 is very satisfied, please rate your overall satisfaction with the Ottawa Public Library's Main branch.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	1	.3	.4	.4
	3	1	.3	.4	.8
	4	1	.3	.4	1.2
	5	6	2.0	2.4	3.6
	6	4	1.3	1.6	5.2
	7	30	10.0	12.0	17.2
	8	76	25.3	30.4	47.6
	8.50	1	.3	.4	48.0
	9	51	17.0	20.4	68.4
	Very satisfied (10)	79	26.3	31.6	100.0
	Total	**250**	**83.3**	**100.0**	
Missing	.00	6	2.0		
	Unsure	5	1.7		
	System	39	13.0		
	Total	**50**	**16.7**		
Total		**300**	**100.0**		

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conducted between May 8th and 18th, 2012.
Accurate ± 5.7 percentage points, 19 times out of 20.
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About how many times per year do you use the following services offered at the Main branch of the Ottawa Public Library? For the services that you use, please rate your satisfaction with them on a scale of 1 to 10, where 1 is not at all satisfied and 10 is very satisfied.

Statistics

		Question 12a – Digital content (e.g. e-books, audiobooks)	Question 12b – Digital content (e.g. e-books, audiobooks)
N	Valid	290	111
	Missing	10	189
Mean		7.1552	7.5586
Median		.0000	8.0000

Question 12a – Digital content (e.g. e-books, audiobooks)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not used	186	62.0	64.1	64.1
	1.00	21	7.0	7.2	71.4
	2.00	15	5.0	5.2	76.6
	3.00	11	3.7	3.8	80.3
	4.00	4	1.3	1.4	81.7
	5.00	7	2.3	2.4	84.1
	6.00	3	1.0	1.0	85.2
	8.00	1	.3	.3	85.5
	9.00	1	.3	.3	85.9
	10.00	11	3.7	3.8	89.7
	12.00	2	.7	.7	90.3
	15.00	3	1.0	1.0	91.4
	20.00	5	1.7	1.7	93.1
	24.00	2	.7	.7	93.8

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26.00	1	.3	.3	94.1
30.00	2	.7	.7	94.8
34.00	1	.3	.3	95.2
36.00	1	.3	.3	95.5
40.00	3	1.0	1.0	96.6
50.00	3	1.0	1.0	97.6
52.00	1	.3	.3	97.9
60.00	1	.3	.3	98.3
75.00	1	.3	.3	98.6
100.00	1	.3	.3	99.0
200.00	1	.3	.3	99.3
300.00	1	.3	.3	99.7
365.00	1	.3	.3	100.0
Total	**290**	**96.7**	**100.0**	
Missing Unsure/many times	10	3.3		
Total	**300**	**100.0**		

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Question 12b – Digital content (e.g. e-books, audiobooks)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	5	1.7	4.5	4.5
	3	4	1.3	3.6	8.1
	4	1	.3	.9	9.0
	5	9	3.0	8.1	17.1
	6	6	2.0	5.4	22.5
	7	19	6.3	17.1	39.6
	8	26	8.7	23.4	63.1
	9	14	4.7	12.6	75.7
	Very satisfied (10)	27	9.0	24.3	100.0
	Total	**111**	**37.0**	**100.0**	
Missing	Not used	186	62.0		
	Unsure	3	1.0		
	Total	**189**	**63.0**		
Total		**300**	**100.0**		

Statistics

		Question 13a – In branch use of physical content (e.g. books, magazines, newspapers)	Question 13b – In branch use of physical content (e.g. books, magazines, newspapers)
N	Valid	280	193
	Missing	20	107
Mean		27.1589	8.4326
Median		5.0000	9.0000

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Question 13a – In branch use of physical content (e.g. books, magazines, newspapers)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not used	99	33.0	35.4	35.4
	1.00	13	4.3	4.6	40.0
	2.00	13	4.3	4.6	44.6
	3.00	7	2.3	2.5	47.1
	4.00	4	1.3	1.4	48.6
	5.00	12	4.0	4.3	52.9
	6.00	6	2.0	2.1	55.0
	7.00	7	2.3	2.5	57.5
	8.00	3	1.0	1.1	58.6
	9.00	1	.3	.4	58.9
	10.00	19	6.3	6.8	65.7
	12.00	3	1.0	1.1	66.8
	15.00	5	1.7	1.8	68.6
	20.00	14	4.7	5.0	73.6
	24.00	1	.3	.4	73.9
	25.00	5	1.7	1.8	75.7
	30.00	6	2.0	2.1	77.9
	36.00	1	.3	.4	78.2
	36.50	1	.3	.4	78.6
	40.00	8	2.7	2.9	81.4
	50.00	9	3.0	3.2	84.6
	52.00	3	1.0	1.1	85.7
	54.00	1	.3	.4	86.1
	55.00	1	.3	.4	86.4
	60.00	1	.3	.4	86.8

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75.00	1	.3	.4	87.1
80.00	1	.3	.4	87.5
100.00	23	7.7	8.2	95.7
104.00	2	.7	.7	96.4
150.00	1	.3	.4	96.8
175.00	1	.3	.4	97.1
200.00	3	1.0	1.1	98.2
250.00	1	.3	.4	98.6
340.00	1	.3	.4	98.9
365.00	3	1.0	1.1	100.0
Total	**280**	**93.3**	**100.0**	
Missing Unsure/many times	20	6.7		
Total	**300**	**100.0**		

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Question 13b – In branch use of physical content (e.g. books, magazines, newspapers)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	1	.3	.5	.5
	2	1	.3	.5	1.0
	4	2	.7	1.0	2.1
	5	10	3.3	5.2	7.3
	6	8	2.7	4.1	11.4
	7	19	6.3	9.8	21.2
	8	51	17.0	26.4	47.7
	9	32	10.7	16.6	64.2
	9.50	1	.3	.5	64.8
	Very satisfied (10)	68	22.7	35.2	100.0
	Total	**193**	**64.3**	**100.0**	
Missing	Not used	100	33.3		
	Unsure	7	2.3		
	Total	**107**	**35.7**		
Total		**300**	**100.0**		

Statistics

		Question 14a – Checking out physical material (e.g. books, magazines, audio–visual material)	Question 14b – Checking out physical material (e.g. books, magazines, audio–visual material)
N	Valid	283	233
	Missing	17	67
Mean		40.7208	8.6717
Median		15.0000	9.0000

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Accurate ± 5.7 percentage points, 19 times out of 20.
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Question 14a – Checking out physical material (e.g. books, magazines, audio-visual material)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not used	60	20.0	21.2	21.2
	1.00	12	4.0	4.2	25.4
	2.00	8	2.7	2.8	28.3
	3.00	8	2.7	2.8	31.1
	4.00	3	1.0	1.1	32.2
	5.00	10	3.3	3.5	35.7
	6.00	5	1.7	1.8	37.5
	7.00	3	1.0	1.1	38.5
	8.00	4	1.3	1.4	39.9
	9.00	1	.3	.4	40.3
	10.00	14	4.7	4.9	45.2
	11.00	1	.3	.4	45.6
	12.00	6	2.0	2.1	47.7
	15.00	10	3.3	3.5	51.2
	17.00	1	.3	.4	51.6
	18.00	2	.7	.7	52.3
	20.00	17	5.7	6.0	58.3
	24.00	7	2.3	2.5	60.8
	25.00	9	3.0	3.2	64.0
	26.00	2	.7	.7	64.7
	30.00	17	5.7	6.0	70.7
	35.00	1	.3	.4	71.0
	36.00	1	.3	.4	71.4
	39.00	1	.3	.4	71.7
	40.00	9	3.0	3.2	74.9

45.00	1	.3	.4	75.3
50.00	13	4.3	4.6	79.9
52.00	7	2.3	2.5	82.3
54.00	1	.3	.4	82.7
60.00	4	1.3	1.4	84.1
65.00	1	.3	.4	84.5
80.00	2	.7	.7	85.2
90.00	1	.3	.4	85.5
100.00	20	6.7	7.1	92.6
104.00	1	.3	.4	92.9
116.00	1	.3	.4	93.3
144.00	1	.3	.4	93.6
150.00	1	.3	.4	94.0
180.00	1	.3	.4	94.3
200.00	4	1.3	1.4	95.8
250.00	3	1.0	1.1	96.8
260.00	1	.3	.4	97.2
300.00	2	.7	.7	97.9
360.00	1	.3	.4	98.2
365.00	3	1.0	1.1	99.3
400.00	1	.3	.4	99.6
500.00	1	.3	.4	100.0
Total	**283**	**94.3**	**100.0**	
Missing Unsure/many times	17	5.7		
Total	**300**	**100.0**		

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Question 14b – Checking out physical material (e.g. books, magazines, audio-visual material)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.3	.4	.4
	3	2	.7	.9	1.3
	5	10	3.3	4.3	5.6
	6	4	1.3	1.7	7.3
	7	21	7.0	9.0	16.3
	8	57	19.0	24.5	40.8
	9	44	14.7	18.9	59.7
	9.50	1	.3	.4	60.1
	Very satisfied (10)	93	31.0	39.9	100.0
	Total	**233**	**77.7**	**100.0**	
Missing	Not used	60	20.0		
	Unsure	7	2.3		
	Total	**67**	**22.3**		
Total		**300**	**100.0**		

Statistics

		Question 15a – Use of technology/computer equipment (e.g. public computers, wireless Internet, microfilm)	Question 15b – Use of technology/computer equipment (e.g. public computers, wireless Internet, microfilm)
N	Valid	290	162
	Missing	10	138
Mean		36.8562	8.1296
Median		1.0000	8.0000

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Question 15a – Use of technology/computer equipment (e.g. public computers, wireless Internet, microfilm)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not used	130	43.3	44.8	44.8
	1.00	19	6.3	6.6	51.4
	2.00	7	2.3	2.4	53.8
	3.00	4	1.3	1.4	55.2
	4.00	4	1.3	1.4	56.6
	5.00	11	3.7	3.8	60.3
	6.00	3	1.0	1.0	61.4
	7.00	2	.7	.7	62.1
	8.00	2	.7	.7	62.8
	9.00	2	.7	.7	63.4
	10.00	18	6.0	6.2	69.7
	12.00	2	.7	.7	70.3
	15.00	1	.3	.3	70.7
	20.00	10	3.3	3.4	74.1
	25.00	7	2.3	2.4	76.6
	30.00	8	2.7	2.8	79.3
	35.00	1	.3	.3	79.7
	36.00	1	.3	.3	80.0
	36.30	1	.3	.3	80.3
	40.00	3	1.0	1.0	81.4
	46.00	1	.3	.3	81.7
	48.00	1	.3	.3	82.1
	50.00	11	3.7	3.8	85.9
	56.00	1	.3	.3	86.2
	60.00	3	1.0	1.0	87.2

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78.00	1	.3	.3	87.6
100.00	7	2.3	2.4	90.0
120.00	1	.3	.3	90.3
150.00	3	1.0	1.0	91.4
162.00	1	.3	.3	91.7
200.00	10	3.3	3.4	95.2
250.00	3	1.0	1.0	96.2
260.00	1	.3	.3	96.6
300.00	3	1.0	1.0	97.6
340.00	1	.3	.3	97.9
350.00	1	.3	.3	98.3
360.00	1	.3	.3	98.6
365.00	3	1.0	1.0	99.7
1000.00	1	.3	.3	100.0
Total	**290**	**96.7**	**100.0**	
Missing Unsure/many times	10	3.3		
Total	**300**	**100.0**		

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Question 15b – Use of technology/computer equipment (e.g. public computers, wireless Internet, microfilm)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	3	1.0	1.9	1.9
	4	1	.3	.6	2.5
	5	12	4.0	7.4	9.9
	6	8	2.7	4.9	14.8
	7	25	8.3	15.4	30.2
	8	37	12.3	22.8	53.1
	9	29	9.7	17.9	71.0
	Very satisfied (10)	47	15.7	29.0	100.0
	Total	**162**	**54.0**	**100.0**	
Missing	Not used	129	43.0		
	Unsure	9	3.0		
	Total	**138**	**46.0**		
Total		**300**	**100.0**		

Statistics

		Question 16a – Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)	Question 16b – Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)
N	Valid	289	166
	Missing	11	134
Mean		32.0311	8.3253
Median		2.0000	9.0000

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Question 16a – Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not used	127	42.3	43.9	43.9
	1.00	14	4.7	4.8	48.8
	2.00	8	2.7	2.8	51.6
	3.00	5	1.7	1.7	53.3
	4.00	1	.3	.3	53.6
	5.00	10	3.3	3.5	57.1
	6.00	3	1.0	1.0	58.1
	7.00	1	.3	.3	58.5
	8.00	2	.7	.7	59.2
	9.00	2	.7	.7	59.9
	10.00	20	6.7	6.9	66.8
	12.00	2	.7	.7	67.5
	15.00	1	.3	.3	67.8
	18.00	1	.3	.3	68.2
	20.00	18	6.0	6.2	74.4
	24.00	1	.3	.3	74.7
	25.00	9	3.0	3.1	77.9
	30.00	11	3.7	3.8	81.7
	40.00	6	2.0	2.1	83.7
	44.00	1	.3	.3	84.1
	50.00	12	4.0	4.2	88.2
	52.00	2	.7	.7	88.9
	60.00	1	.3	.3	89.3
	75.00	2	.7	.7	90.0
	80.00	1	.3	.3	90.3

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100.00	5	1.7	1.7	92.0
125.00	1	.3	.3	92.4
150.00	2	.7	.7	93.1
200.00	10	3.3	3.5	96.5
250.00	2	.7	.7	97.2
260.00	2	.7	.7	97.9
300.00	2	.7	.7	98.6
350.00	1	.3	.3	99.0
365.00	2	.7	.7	99.7
1000.00	1	.3	.3	100.0
Total	**289**	**96.3**	**100.0**	
Missing Unsure/many times	11	3.7		
Total	**300**	**100.0**		

Random intercept survey of 300 visitors to the Ottawa Public Library's Main branch, aged 18 and over,
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Accurate ± 5.7 percentage points, 19 times out of 20.
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Question 16b – Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	2	.7	1.2	1.2
	3	2	.7	1.2	2.4
	5	13	4.3	7.8	10.2
	6	5	1.7	3.0	13.3
	7	19	6.3	11.4	24.7
	8	38	12.7	22.9	47.6
	9	28	9.3	16.9	64.5
	Very satisfied (10)	59	19.7	35.5	100.0
	Total	**166**	**55.3**	**100.0**	
Missing	Not used	125	41.7		
	Unsure	9	3.0		
	Total	**134**	**44.7**		
Total		**300**	**100.0**		

Statistics

		Question 17a – Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)	Question 17b – Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)
N	Valid	284	198
	Missing	16	102
Mean		13.4049	9.0278
Median		3.0000	10.0000

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Question 17a – Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not used	95	31.7	33.5	33.5
	1.00	21	7.0	7.4	40.8
	2.00	19	6.3	6.7	47.5
	3.00	15	5.0	5.3	52.8
	4.00	11	3.7	3.9	56.7
	5.00	34	11.3	12.0	68.7
	6.00	6	2.0	2.1	70.8
	7.00	1	.3	.4	71.1
	8.00	2	.7	.7	71.8
	10.00	24	8.0	8.5	80.3
	11.00	1	.3	.4	80.6
	12.00	3	1.0	1.1	81.7
	15.00	5	1.7	1.8	83.5
	16.00	1	.3	.4	83.8
	20.00	12	4.0	4.2	88.0
	23.00	1	.3	.4	88.4
	25.00	6	2.0	2.1	90.5
	30.00	5	1.7	1.8	92.3
	35.00	1	.3	.4	92.6
	45.00	1	.3	.4	93.0
	50.00	9	3.0	3.2	96.1
	52.00	2	.7	.7	96.8
	70.00	2	.7	.7	97.5
	100.00	4	1.3	1.4	98.9
	350.00	1	.3	.4	99.3

365.00	1	.3	.4	99.6
600.00	1	.3	.4	100.0
Total	**284**	**94.7**	**100.0**	
Missing	Unsure/many times	16	5.3	
Total		**300**	**100.0**	

Question 17b – Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	1	.3	.5	.5
	3	1	.3	.5	1.0
	4	2	.7	1.0	2.0
	5	4	1.3	2.0	4.0
	6	4	1.3	2.0	6.1
	7	11	3.7	5.6	11.6
	8	29	9.7	14.6	26.3
	8.50	1	.3	.5	26.8
	9	36	12.0	18.2	44.9
	Very satisfied (10)	109	36.3	55.1	100.0
	Total	**198**	**66.0**	**100.0**	
Missing	Not used	95	31.7		
	Unsure	7	2.3		
	Total	**102**	**34.0**		
Total		**300**	**100.0**		

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Statistics

		Question 18a – Services for children (e.g. programs group visits, Summer Reading Club)	Question 18b – Services for children (e.g. programs group visits, Summer Reading Club)
N	Valid	294	27
	Missing	6	273
Mean		.7041	7.1111
Median		.0000	8.0000

Question 18a – Services for children (e.g. programs group visits, Summer Reading Club)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not used	273	91.0	92.9	92.9
	1.00	12	4.0	4.1	96.9
	2.00	3	1.0	1.0	98.0
	3.00	1	.3	.3	98.3
	6.00	1	.3	.3	98.6
	10.00	1	.3	.3	99.0
	30.00	1	.3	.3	99.3
	40.00	1	.3	.3	99.7
	100.00	1	.3	.3	100.0
	Total	**294**	**98.0**	**100.0**	
Missing	Unsure/many times	6	2.0		
Total		**300**	**100.0**		

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Question 18b – Services for children (e.g. programs group visits, Summer Reading Club)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	1	.3	3.7	3.7
	2	1	.3	3.7	7.4
	5	7	2.3	25.9	33.3
	6	1	.3	3.7	37.0
	7	2	.7	7.4	44.4
	8	6	2.0	22.2	66.7
	9	4	1.3	14.8	81.5
	Very satisfied (10)	5	1.7	18.5	100.0
	Total	**27**	**9.0**	**100.0**	
Missing	Not used	273	91.0		
Total		**300**	**100.0**		

Statistics

		Question 19a – Services for teens (e.g. programs, group visits, Summer Reading Clubs)	Question 19b – Services for teens (e.g. programs, group visits, Summer Reading Clubs)
N	Valid	295	21
	Missing	5	279
Mean		.6814	6.0000
Median		.0000	7.0000

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Question 19a – Services for teens (e.g. programs, group visits, Summer Reading Clubs)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not used	260	86.7	88.1	88.1
	1.00	18	6.0	6.1	94.2
	2.00	6	2.0	2.0	96.3
	3.00	1	.3	.3	96.6
	4.00	1	.3	.3	96.9
	5.00	2	.7	.7	97.6
	6.00	1	.3	.3	98.0
	8.00	1	.3	.3	98.3
	10.00	4	1.3	1.4	99.7
	100.00	1	.3	.3	100.0
	Total	**295**	**98.3**	**100.0**	
Missing	Unsure/many times	5	1.7		
Total		**300**	**100.0**		

Question 19b – Services for teens (e.g. programs, group visits, Summer Reading Clubs)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	3	1.0	14.3	14.3
	3	1	.3	4.8	19.0
	5	3	1.0	14.3	33.3
	6	3	1.0	14.3	47.6
	7	4	1.3	19.0	66.7
	8	5	1.7	23.8	90.5
	9	1	.3	4.8	95.2
	Very satisfied (10)	1	.3	4.8	100.0
	Total	**21**	**7.0**	**100.0**	
Missing	Not used	260	86.7		
	Unsure	19	6.3		
	Total	**279**	**93.0**		
Total		**300**	**100.0**		

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Statistics

		Question 20a – Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)	Question 20b – Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)
N	Valid	289	64
	Missing	11	236
Mean		4.5536	8.1094
Median		.0000	8.0000

Question 20a – Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not used	228	76.0	78.9	78.9
	1.00	16	5.3	5.5	84.4
	2.00	8	2.7	2.8	87.2
	3.00	9	3.0	3.1	90.3
	4.00	2	.7	.7	91.0
	5.00	2	.7	.7	91.7
	6.00	1	.3	.3	92.0
	8.00	3	1.0	1.0	93.1
	9.00	1	.3	.3	93.4
	10.00	6	2.0	2.1	95.5
	15.00	1	.3	.3	95.8
	20.00	2	.7	.7	96.5
	25.00	1	.3	.3	96.9
	28.00	1	.3	.3	97.2
	30.00	2	.7	.7	97.9
	40.00	1	.3	.3	98.3
	50.00	1	.3	.3	98.6
	52.00	1	.3	.3	99.0
	100.00	1	.3	.3	99.3
	365.00	2	.7	.7	100.0
	Total	**289**	**96.3**	**100.0**	
Missing	Unsure/many times	11	3.7		
Total		**300**	**100.0**		

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Question 20b – Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	2	.7	3.1	3.1
	3	2	.7	3.1	6.3
	4	1	.3	1.6	7.8
	5	1	.3	1.6	9.4
	6	3	1.0	4.7	14.1
	7	10	3.3	15.6	29.7
	8	15	5.0	23.4	53.1
	9	6	2.0	9.4	62.5
	Very satisfied (10)	24	8.0	37.5	100.0
	Total	**64**	**21.3**	**100.0**	
Missing	Not used	228	76.0		
	Unsure	8	2.7		
	Total	**236**	**78.7**		
Total		**300**	**100.0**		

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Question 21 – When you step inside the Main branch building, what is the first word that comes to mind in terms of how you feel about the building?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Comfortable/familiar	44	14.7	14.7	14.7
	Nice/good	42	14.0	14.0	28.7
	Old/outdated	41	13.7	13.7	42.3
	Other	34	11.3	11.3	53.7
	Relaxing/peaceful	33	11.0	11.0	64.7
	No answer	27	9.0	9.0	73.7
	Busy/crowded	22	7.3	7.3	81.0
	Big/open	13	4.3	4.3	85.3
	Dark	10	3.3	3.3	88.7
	Clean/organized	9	3.0	3.0	91.7
	Books/knowledge	8	2.7	2.7	94.3
	Dirty/dingy	7	2.3	2.3	96.7
	Cold	4	1.3	1.3	98.0
	Nothing	3	1.0	1.0	99.0
	Other	3	1.0	1.0	100.0
	Total	**300**	**100.0**	**100.0**	

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On a scale of 1 to 10, where 1 is very poor and 10 is excellent, how would you rate the Main branch building in terms of the following:

Statistics

		Question 22 – Convenience in terms of location	Question 23 – Providing a welcoming atmosphere	Question 24 – Being easy to find things	Question 25 – On a scale of 1 to 10, where 1 is very poor and 10 is excellent, how would you rate the Main branch building in terms of being a place you feel safe
N	Valid	293	292	291	291
	Missing	7	8	9	9
Mean		9.2782	8.1199	8.1804	8.6426
Median		10.0000	8.0000	8.0000	9.0000

Question 22 – Convenience in terms of location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor (1)	1	.3	.3	.3
	2	1	.3	.3	.7
	4	2	.7	.7	1.4
	5	4	1.3	1.4	2.7
	6	6	2.0	2.0	4.8
	7	11	3.7	3.8	8.5
	8	34	11.3	11.6	20.1
	9	39	13.0	13.3	33.4
	9.50	1	.3	.3	33.8
	Excellent (10)	192	64.0	65.5	99.3
	Unsure	2	.7	.7	100.0
	Total	**293**	**97.7**	**100.0**	
Missing	No answer	7	2.3		
Total		**300**	**100.0**		

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Question 23 – Providing a welcoming atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor (1)	5	1.7	1.7	1.7
	2	1	.3	.3	2.1
	3	5	1.7	1.7	3.8
	4	4	1.3	1.4	5.1
	5	16	5.3	5.5	10.6
	6	25	8.3	8.6	19.2
	7	26	8.7	8.9	28.1
	8	66	22.0	22.6	50.7
	9	48	16.0	16.4	67.1
	Excellent (10)	95	31.7	32.5	99.7
	Unsure	1	.3	.3	100.0
	Total	**292**	**97.3**	**100.0**	
Missing	No answer	8	2.7		
Total		**300**	**100.0**		

Question 24 – Being easy to find things

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	.3	.3	.3
	3	1	.3	.3	.7
	4	4	1.3	1.4	2.1
	5	16	5.3	5.5	7.6
	6	15	5.0	5.2	12.7
	7	50	16.7	17.2	29.9
	8	79	26.3	27.1	57.0
	8.50	1	.3	.3	57.4
	9	45	15.0	15.5	72.9
	Excellent (10)	75	25.0	25.8	98.6
	Unsure	4	1.3	1.4	100.0
	Total	**291**	**97.0**	**100.0**	
Missing	No answer	9	3.0		
Total		**300**	**100.0**		

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Question 25 – On a scale of 1 to 10, where 1 is very poor and 10 is excellent, how would you rate the Main branch building in terms of being a place you feel safe?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor (1)	3	1.0	1.0	1.0
	2	3	1.0	1.0	2.1
	3	1	.3	.3	2.4
	4	1	.3	.3	2.7
	5	8	2.7	2.7	5.5
	6	6	2.0	2.1	7.6
	7	36	12.0	12.4	19.9
	8	54	18.0	18.6	38.5
	9	52	17.3	17.9	56.4
	Excellent (10)	126	42.0	43.3	99.7
	Unsure	1	.3	.3	100.0
	Total	**291**	**97.0**	**100.0**	
Missing	No answer	9	3.0		
Total		**300**	**100.0**		

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Question 26 – Why did you give the Main branch building that particular score in terms of being a place that you feel safe?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	The library feels safe to me	130	43.3	43.3	43.3
	The security presence makes me feel safe	57	19.0	19.0	62.3
	Because homeless people/drug users people frequent the Libra	31	10.3	10.3	72.7
	Number of people around makes me feel safe	20	6.7	6.7	79.3
	Other	19	6.3	6.3	85.7
	No answer	19	6.3	6.3	92.0
	Aggressive/disruptive people	15	5.0	5.0	97.0
	Central downtown location	7	2.3	2.3	99.3
	Unsure	2	.7	.7	100.0
	Total	**300**	**100.0**	**100.0**	

Our next few questions are about areas of the Main branch that you might typically visit.

Entrance [Picture]

Question 27 – Have you ever used this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used	266	88.7	91.7	91.7
	Not used	24	8.0	8.3	100.0
	Total	**290**	**96.7**	**100.0**	
Missing	No answer	10	3.3		
Total		**300**	**100.0**		

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Statistics

Question 28 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

N	Valid	258
	Missing	42
Mean		8.2171
Median		8.0000

Question 28 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	2	.7	.8	.8
	2	1	.3	.4	1.2
	3	2	.7	.8	1.9
	4	3	1.0	1.2	3.1
	5	15	5.0	5.8	8.9
	6	23	7.7	8.9	17.8
	7	30	10.0	11.6	29.5
	8	55	18.3	21.3	50.8
	9	35	11.7	13.6	64.3
	Very satisfied (10)	92	30.7	35.7	100.0
	Total	**258**	**86.0**	**100.0**	
Missing	No answer	34	11.3		
	Unsure	8	2.7		
	Total	**42**	**14.0**		
Total		**300**	**100.0**		

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Question 29 – What, if anything, would improve your experience using this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure	122	40.7	45.9	45.9
	Nothing	50	16.7	18.8	64.7
	Other	27	9.0	10.2	74.8
	More visually appealing design	21	7.0	7.9	82.7
	More spacious/easy to access	17	5.7	6.4	89.1
	Lighter/open doors to keep traffic moving	10	3.3	3.8	92.9
	More light	9	3.0	3.4	96.2
	More security features	5	1.7	1.9	98.1
	More seating	5	1.7	1.9	100.0
	Total	**266**	**88.7**	**100.0**	
Missing	No answer	34	11.3		
Total		**300**	**100.0**		

Grab and Go Area [Picture]

Question 30 – Have you ever used this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used	160	53.3	54.8	54.8
	Not used	132	44.0	45.2	100.0
	Total	**292**	**97.3**	**100.0**	
Missing	No answer	8	2.7		
Total		**300**	**100.0**		

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Statistics

Question 31 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

N	Valid	156
	Missing	144
Mean		8.2115
Median		8.5000

Question 31 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	2	.7	1.3	1.3
	2	1	.3	.6	1.9
	3	1	.3	.6	2.6
	4	3	1.0	1.9	4.5
	5	8	2.7	5.1	9.6
	6	10	3.3	6.4	16.0
	7	18	6.0	11.5	27.6
	8	35	11.7	22.4	50.0
	9	24	8.0	15.4	65.4
	Very satisfied (10)	54	18.0	34.6	100.0
	Total	**156**	**52.0**	**100.0**	
Missing	No answer	140	46.7		
	Unsure	4	1.3		
	Total	**144**	**48.0**		
Total		**300**	**100.0**		

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Question 32 – What, if anything, would improve your experience using this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure	62	20.7	38.8	38.8
	Nothing	26	8.7	16.3	55.0
	More/better use of space	15	5.0	9.4	64.4
	Wider selection of materials	14	4.7	8.8	73.1
	Other	14	4.7	8.8	81.9
	More/better seating	12	4.0	7.5	89.4
	Move away from entrance	9	3.0	5.6	95.0
	Better organization to ensure titles are visible	8	2.7	5.0	100.0
	Total	**160**	**53.3**	**100.0**	
Missing	No answer	140	46.7		
Total		**300**	**100.0**		

Computers on 2nd or 3rd floors [Picture]

Question 33 – Have you ever used this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used	161	53.7	54.9	54.9
	Not used	132	44.0	45.1	100.0
	Total	**293**	**97.7**	**100.0**	
Missing	No answer	7	2.3		
Total		**300**	**100.0**		

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Statistics

Question 34 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

N	Valid	157
	Missing	143
Mean		7.7643
Median		8.0000

Question 34 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	4	1.3	2.5	2.5
	3	1	.3	.6	3.2
	4	1	.3	.6	3.8
	5	14	4.7	8.9	12.7
	6	10	3.3	6.4	19.1
	7	28	9.3	17.8	36.9
	8	44	14.7	28.0	65.0
	9	20	6.7	12.7	77.7
	Very satisfied (10)	35	11.7	22.3	100.0
	Total	**157**	**52.3**	**100.0**	
Missing	No answer	139	46.3		
	Unsure	4	1.3		
	Total	**143**	**47.7**		
Total		**300**	**100.0**		

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Question 35 – What, if anything, would improve your experience using this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure	52	17.3	32.3	32.3
	More and better computers	25	8.3	15.5	47.8
	Nothing	19	6.3	11.8	59.6
	Improve Internet speed/access	18	6.0	11.2	70.8
	More space between computers for privacy	15	5.0	9.3	80.1
	Other	13	4.3	8.1	88.2
	Increase time allotted for computer use	6	2.0	3.7	91.9
	More and better chairs	5	1.7	3.1	95.0
	Improve cleanliness	4	1.3	2.5	97.5
	Fewer homeless people	4	1.3	2.5	100.0
	Total	**161**	**53.7**	**100.0**	
Missing	No answer	139	46.3		
Total		**300**	**100.0**		

Fiction and Non-Fiction Areas [Picture]

Question 36 – Have you ever used this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used	216	72.0	73.7	73.7
	Not used	77	25.7	26.3	100.0
	Total	**293**	**97.7**	**100.0**	
Missing	No answer	7	2.3		
Total		**300**	**100.0**		

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Accurate ± 5.7 percentage points, 19 times out of 20.
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Statistics

Question 37 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

N	Valid	213
	Missing	87
Mean		8.4718
Median		8.0000

Question 37 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	1	.3	.5	.5
	3	1	.3	.5	.9
	4	1	.3	.5	1.4
	5	5	1.7	2.3	3.8
	6	9	3.0	4.2	8.0
	7	29	9.7	13.6	21.6
	8	62	20.7	29.1	50.7
	9	31	10.3	14.6	65.3
	9.50	1	.3	.5	65.7
	Very satisfied (10)	73	24.3	34.3	100.0
	Total	**213**	**71.0**	**100.0**	
Missing	No answer	84	28.0		
	Unsure	3	1.0		
	Total	**87**	**29.0**		
Total		**300**	**100.0**		

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conducted between May 8th and 18th, 2012.
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Question 38 – What, if anything, would improve your experience using this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure	101	33.7	46.8	46.8
	Nothing	41	13.7	19.0	65.7
	Wider selection of books	26	8.7	12.0	77.8
	Better signage	13	4.3	6.0	83.8
	Keep bookshelves organized/tidy	8	2.7	3.7	87.5
	More space/better design	8	2.7	3.7	91.2
	Other	7	2.3	3.2	94.4
	More seating	6	2.0	2.8	97.2
	Stop getting rid of older books	3	1.0	1.4	98.6
	More copies of popular/newer books	3	1.0	1.4	100.0
	Total	**216**	**72.0**	**100.0**	
Missing	No answer	84	28.0		
Total		**300**	**100.0**		

Children's Department [Picture]

Question 39 – Have you ever used this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used	67	22.3	22.9	22.9
	Not used	225	75.0	77.1	100.0
	Total	**292**	**97.3**	**100.0**	
Missing	No answer	8	2.7		
Total		**300**	**100.0**		

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Statistics

Question 40 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

N	Valid	63
	Missing	237
Mean		8.9365
Median		10.0000

Question 40 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	1	.3	1.6	1.6
	5	1	.3	1.6	3.2
	7	4	1.3	6.3	9.5
	8	17	5.7	27.0	36.5
	9	7	2.3	11.1	47.6
	Very satisfied (10)	33	11.0	52.4	100.0
	Total	**63**	**21.0**	**100.0**	
Missing	No answer	233	77.7		
	Unsure	4	1.3		
	Total	**237**	**79.0**		
Total		**300**	**100.0**		

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Question 41 – What, if anything, would improve your experience using this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure	42	14.0	62.7	62.7
	Other	10	3.3	14.9	77.6
	More welcoming design	6	2.0	9.0	86.6
	Group books by theme and/or reader level	3	1.0	4.5	91.0
	Nothing	4	1.4	6.0	97.0
	More books in different languages	2	.7	3.0	100.0
	Total	**67**	**22.3**	**100.0**	
Missing	No answer	233	77.7		
Total		**300**	**100.0**		

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Question 42 – Thinking about the future, if the Ottawa Public Library's Main branch had to make one change to improve its products and services, what should it be?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nothing	74	24.7	24.7	24.7
	Wider selection of resources	39	13.0	13.0	37.7
	Other	31	10.3	10.3	48.0
	Modernize/Renovate Library	26	8.7	8.7	56.7
	More/better computers and internet access	23	7.7	7.7	64.3
	Better/clearer organization of resources.	16	5.3	5.3	69.7
	Unsure	13	4.3	4.3	74.0
	More security/Less loitering	12	4.0	4.0	78.0
	More e-books	11	3.7	3.7	81.7
	New/better building	10	3.3	3.3	85.0
	Longer hours of operation	10	3.3	3.3	88.3
	More staff/volunteers	9	3.0	3.0	91.3
	Improve website/online search function	8	2.7	2.7	94.0
	More Library programs	7	2.3	2.3	96.3
	Parking	5	1.7	1.7	98.0
	More copies of newer items	3	1.0	1.0	99.0
	More seating	3	1.0	1.0	100.0
	Total	**300**	**100.0**	**100.0**	

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Question 43 – Thinking about the future, what one change would you make in terms of the physical space at the Library's Main branch?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nothing/No suggestion	123	41.0	41.0	41.0
	Expand the Library	38	12.7	12.7	53.7
	Modernize/renovate space	30	10.0	10.0	63.7
	Other	28	9.3	9.3	73.0
	More seating and work areas	25	8.3	8.3	81.3
	Better/more lighting	10	3.3	3.3	84.7
	More computers and computer space	8	2.7	2.7	87.3
	Bigger/more welcoming entrance	8	2.7	2.7	90.0
	Unsure	8	2.7	2.7	92.7
	Escalators going down	7	2.3	2.3	95.0
	New building	6	2.0	2.0	97.0
	Cleaner Library	5	1.7	1.7	98.7
	Cleaner/more washrooms	4	1.3	1.3	100.0
	Total	**300**	**100.0**	**100.0**	

Statistics

Question 44 – Our last questions are to help us group responses. How many times per year would you say you visit the Ottawa Public Library website?

N	Valid	278
	Missing	22
Mean		79.9856
Median		25.0000

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Question 44 – Our last questions are to help us group responses. How many times per year would you say you visit the Ottawa Public Library website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	43	14.3	15.5	15.5
	1.00	1	.3	.4	15.8
	2.00	7	2.3	2.5	18.3
	3.00	6	2.0	2.2	20.5
	4.00	9	3.0	3.2	23.7
	5.00	11	3.7	4.0	27.7
	6.00	3	1.0	1.1	28.8
	7.00	1	.3	.4	29.1
	8.00	1	.3	.4	29.5
	10.00	15	5.0	5.4	34.9
	12.00	10	3.3	3.6	38.5
	15.00	7	2.3	2.5	41.0
	20.00	17	5.7	6.1	47.1
	24.00	2	.7	.7	47.8
	25.00	9	3.0	3.2	51.1
	30.00	9	3.0	3.2	54.3
	34.00	1	.3	.4	54.7
	35.00	1	.3	.4	55.0
	40.00	12	4.0	4.3	59.4
	45.00	2	.7	.7	60.1
	50.00	21	7.0	7.6	67.6
	52.00	4	1.3	1.4	69.1
	56.00	1	.3	.4	69.4
	58.00	1	.3	.4	69.8
	60.00	4	1.3	1.4	71.2

70.00	2	.7	.7	71.9
75.00	2	.7	.7	72.7
100.00	19	6.3	6.8	79.5
101.00	1	.3	.4	79.9
104.00	4	1.3	1.4	81.3
120.00	1	.3	.4	81.7
140.00	1	.3	.4	82.0
150.00	10	3.3	3.6	85.6
200.00	14	4.7	5.0	90.6
208.00	1	.3	.4	91.0
240.00	1	.3	.4	91.4
250.00	5	1.7	1.8	93.2
260.00	2	.7	.7	93.9
300.00	8	2.7	2.9	96.8
340.00	1	.3	.4	97.1
350.00	1	.3	.4	97.5
365.00	3	1.0	1.1	98.6
900.00	1	.3	.4	98.9
1000.00	2	.7	.7	99.6
2000.00	1	.3	.4	100.0
Total	**278**	**92.7**	**100.0**	
Missing Unsure	5	1.7		
No answer	17	5.7		
Total	**22**	**7.3**		
Total	**300**	**100.0**		

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Question 1 – Which of the following statements best describes you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I am an Ottawa Public Library card holder	298	59.6	59.6	59.6
	I am not a cardholder and I do not use Ottawa Public Library services	134	26.8	26.8	86.4
	Someone in my household is an Ottawa Public Library card holder and I use their card to access Ottawa Public Library services	43	8.7	8.7	95.0
	I am not an Ottawa Public Library cardholder but I use Ottawa Public Library services	25	5.0	5.0	100.0
	Total	**500**	**100.0**	**100.0**	

Statistics
Question 2 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 is very satisfied, please rate your overall satisfaction with the Ottawa Public Library's Main branch.

N	Valid	287
	Missing	213
Mean		7.63
Median		8.00

Question 2 – On a scale of 1 to 10, where 1 is not at all satisfied and 10 is very satisfied, please rate your overall satisfaction with the Ottawa Public Library's Main branch.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	3	.5	.9	.9
	2	4	.8	1.4	2.3
	3	4	.8	1.4	3.7
	4	7	1.5	2.6	6.3
	5	21	4.1	7.2	13.5
	6	26	5.3	9.2	22.7
	7	47	9.4	16.5	39.2
	8	74	14.8	25.8	65.0
	9	53	10.6	18.6	83.6
	Very satisfied (10)	47	9.4	16.4	100.0
	Total	**287**	**57.3**	**100.0**	
Missing	Unsure	79	15.9		
	No answer	134	26.8		
	Total	**213**	**42.7**		
Total		**500**	**100.0**		

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Question 3 – What advantages, if any, would you say the Main branch of the Ottawa Public Library (located in downtown Ottawa at the corner of Metcalfe and Laurier) has compared to other Ottawa Public Library branches?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Convenient location	104	20.7	28.3	28.3
	Wide selection of resources	88	17.7	24.1	52.5
	Unsure	50	10.0	13.6	66.1
	No advantages	43	8.7	11.8	77.9
	Biggest facility	32	6.5	8.8	86.7
	Other	23	4.7	6.4	93.1
	I don't use the Main branch	23	4.7	6.4	99.5
	Availability of Internet and computer access	2	.3	.5	100.0
	Total	**366**	**73.2**	**100.0**	
Missing	No answer	134	26.8		
Total		**500**	**100.0**		

Question 4 – Is the Main branch the primary Ottawa Public Library branch that you use most?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	100	19.9	27.2	27.2
	No	266	53.3	72.8	100.0
	Total	**366**	**73.2**	**100.0**	
Missing	No answer	134	26.8		
Total		**500**	**100.0**		

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Question 5 – What other branches of the Ottawa Public Library, if any, do you use? Please select as many as apply.
Frequencies

		Responses		Percent of Cases
		N	Percent	
$q5(a)	Alta Vista	40	6.7%	10.9%
	Beaverbrook	24	3.9%	6.5%
	Blackburn Hamlet	14	2.3%	3.8%
	Carlingwood	35	5.9%	9.6%
	Carp	2	.3%	.5%
	Centennial	8	1.3%	2.1%
	Constance Bay	1	.1%	.2%
	Cumberland	16	2.6%	4.3%
	Elmvale Acres	18	3.0%	4.9%
	Emerald Plaza	15	2.5%	4.1%
	Fitzroy Harbour	1	.1%	.2%
	Greely	7	1.1%	1.8%
	Greenboro District Library	28	4.6%	7.6%
	Hazeldean	30	5.0%	8.3%
	Manotick	16	2.7%	4.5%
	Metcalfe	9	1.5%	2.5%
	Munster	1	.2%	.4%
	Nepean Centrepointe	69	11.5%	18.9%
	North Gloucester	23	3.8%	6.3%
	North Gower	4	.7%	1.2%
	Orléans	49	8.2%	13.5%
	Osgoode	7	1.2%	1.9%
	Richmond	2	.4%	.6%
	Rideau	29	4.8%	7.9%

Rockcliffe Park	2	.3%	.5%
Rosemount	17	2.8%	4.6%
Ruth E. Dickinson	20	3.4%	5.5%
St-Laurent	28	4.7%	7.7%
Stittsville	15	2.4%	4.0%
Sunnyside	18	3.0%	4.9%
Vanier	13	2.2%	3.6%
Vernon	4	.6%	1.0%
None	36	5.9%	9.8%
Total	600	100.0%	164.0%

a Group

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Question 6 - What is the main reason why you visit the Ottawa Public Library's Main branch?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Proximity to work and/or home	48	9.7	47.6	47.6
	Wide selection of resources available	17	3.4	16.8	64.4
	To return or borrow material	11	2.2	11.0	75.4
	Other	6	1.2	6.1	81.6
	Unsure	6	1.1	5.6	87.2
	To do research	5	1.1	5.2	92.5
	To use the computers/Internet	5	.9	4.6	97.1
	To use materials in the branch	3	.6	2.9	100.0
	Total	**101**	**20.3**	**100.0**	
Missing	No answer	399	79.7		
Total		**500**	**100.0**		

Question 7 - Why do you visit the Main branch? Please select as many reasons as apply.

Frequencies

		Responses		Percent of Cases
		N	Percent	
$q7(a)	To borrow books, magazines or audio-visual material	80	37.5%	80.4%
	To work on school projects	18	8.2%	17.6%
	To do research	61	28.5%	61.2%
	To take my kids	14	6.7%	14.3%
	To socialize	9	4.1%	8.8%
	To attend a program	13	5.9%	12.6%
	To attend a meeting	5	2.1%	4.5%
	To rest	12	5.8%	12.4%
	Other	3	1.2%	2.7%
Total		214	100.0%	214.4%

a Group

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Statistics

		Question 8 – On average, how often do you come to the Main branch each year?	Question 9 – How long is your average visit at the Main branch?
N	Valid	100	97
	Missing	400	403
Mean		28.8279	2.1549
Median		15.0000	1.5000

Question 8 – On average, how often do you come to the Main branch each year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	4	.7	3.6	3.6
	2.00	6	1.1	5.7	9.2
	3.00	9	1.8	9.2	18.5
	4.00	1	.2	.9	19.3
	5.00	6	1.2	5.9	25.2
	6.00	7	1.3	6.6	31.8
	8.00	1	.2	.8	32.6
	10.00	10	1.9	9.6	42.2
	12.00	7	1.4	7.1	49.3
	15.00	6	1.1	5.6	54.9
	18.00	1	.2	1.2	56.1
	20.00	11	2.2	11.0	67.1
	22.00	1	.2	.9	68.0
	24.00	1	.2	1.0	69.0
	25.00	6	1.2	6.2	75.2
	30.00	7	1.4	7.0	82.2
	34.00	2	.4	2.1	84.3
	35.00	3	.5	2.6	86.8
	50.00	2	.4	2.2	89.1
	55.00	2	.4	2.1	91.2
	60.00	1	.2	1.0	92.2
	84.00	1	.2	1.0	93.2
	100.00	2	.4	2.1	95.3

	150.00	2	.4	2.1	97.3
	250.00	1	.2	.9	98.2
	300.00	1	.2	1.0	99.2
	350.00	1	.2	.8	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

Question 9 – How long is your average visit at the Main branch?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.25	2	.4	2.1	2.1
	.30	3	.5	2.7	4.9
	.50	12	2.5	12.9	17.8
	.60	1	.2	1.1	18.9
	1.00	25	4.9	25.6	44.4
	1.20	2	.3	1.7	46.2
	1.50	8	1.6	8.2	54.4
	2.00	13	2.6	13.7	68.1
	2.30	1	.2	1.2	69.3
	2.50	4	.8	4.4	73.6
	3.00	16	3.1	16.3	89.9
	3.50	3	.6	2.9	92.9
	4.00	2	.3	1.8	94.7
	5.50	2	.4	2.2	96.8
	15.00	3	.6	3.2	100.0
	Total	**97**	**19.3**	**100.0**	
Missing	Unsure	3	.6		
	No answer	400	80.1		
	Total	**403**	**80.7**		
Total		**500**	**100.0**		

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About how many times per year do you use the following services offered at the Main branch of the Ottawa Public Library? For the services that you use, please rate your satisfaction with them on a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied.

Statistics

		Question 10a – Digital content (e.g. e-books, audiobooks)	Question 10b – Digital content (e.g. e-books, audiobooks)
N	Valid	100	64
	Missing	400	436
Mean		2.6947	7.1647
Median		1.0000	8.0000

Question 10a – Digital content (e.g. e-books, audiobooks)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	35	7.0	34.9	34.9
	1.00	19	3.9	19.5	54.4
	2.00	16	3.2	16.2	70.6
	3.00	5	1.0	5.1	75.7
	4.00	2	.4	2.2	77.9
	5.00	10	2.0	10.0	87.9
	6.00	2	.4	1.8	89.7
	9.00	1	.2	1.1	90.8
	10.00	6	1.3	6.4	97.2
	12.00	2	.4	2.1	99.3
	50.00	1	.1	.7	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

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Question 10b – Digital content (e.g. e-books, audiobooks)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	2	.4	3.2	3.2
	2	4	.8	6.5	9.7
	3	1	.2	1.6	11.3
	4	2	.5	3.7	15.0
	5	6	1.2	9.7	24.7
	6	4	.8	6.1	30.8
	7	9	1.9	14.4	45.2
	8	12	2.4	18.5	63.7
	9	10	2.1	16.2	79.9
	Very satisfied (10)	13	2.6	20.1	100.0
	Total	**64**	**12.8**	**100.0**	
Missing	Not used	35	7.0		
	Unsure	1	.1		
	No answer	400	80.1		
	Total	**436**	**87.2**		
Total		**500**	**100.0**		

Statistics

		Question 11a – In branch use of physical content (e.g. books, magazines, newspapers)	Question 11b – In branch use of physical content (e.g. books, magazines, newspapers)
N	Valid	100	81
	Missing	400	419
Mean		14.4692	7.5505
Median		5.0000	8.0000

Question 11a – In branch use of physical content (e.g. books, magazines, newspapers)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	18	3.6	17.8	17.8
	1.00	7	1.3	6.7	24.5
	2.00	17	3.4	17.1	41.7
	3.00	3	.5	2.7	44.4
	4.00	4	.8	3.8	48.2
	5.00	13	2.5	12.6	60.8
	6.00	3	.6	3.0	63.8
	8.00	3	.5	2.8	66.6
	10.00	8	1.6	8.2	74.8
	12.00	1	.2	1.2	76.0
	15.00	2	.3	1.7	77.7
	18.00	1	.2	1.2	78.9
	20.00	4	.9	4.4	83.2
	22.00	1	.2	.9	84.1
	24.00	2	.4	2.2	86.3
	25.00	1	.2	1.0	87.3
	30.00	2	.3	1.7	89.0
	35.00	1	.2	.9	89.9
	40.00	1	.2	1.2	91.1
	50.00	2	.3	1.7	92.7
	56.00	2	.4	2.1	94.8
	100.00	3	.6	3.1	97.9
	150.00	2	.4	2.1	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

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Question 11b – In branch use of physical content (e.g. books, magazines, newspapers)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	1.0	5.9	5.9
	4	3	.7	4.1	10.1
	5	7	1.5	9.0	19.0
	6	6	1.1	7.0	26.0
	7	16	3.2	19.8	45.8
	8	15	3.1	18.8	64.7
	9	7	1.4	8.7	73.4
	Very satisfied (10)	22	4.3	26.6	100.0
	Total	**81**	**16.3**	**100.0**	
Missing	Not used	18	3.6		
	Unsure	1	.1		
	No answer	400	80.1		
	Total	**419**	**83.7**		
Total		**500**	**100.0**		

Statistics

		Question 12a – Checking out physical material (e.g. books, magazines, audio–visual material)	Question 12b – Checking out physical material (e.g. books, magazines, audio–visual material)
N	Valid	100	84
	Missing	400	416
Mean		19.7673	7.9818
Median		5.0000	8.0000

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Question 12a – Checking out physical material (e.g. books, magazines, audio-visual material)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	14	2.7	13.7	13.7
	1.00	12	2.4	11.9	25.6
	2.00	7	1.3	6.7	32.2
	3.00	9	1.8	9.0	41.3
	4.00	1	.2	1.2	42.5
	5.00	11	2.1	10.7	53.1
	6.00	3	.6	3.0	56.2
	8.00	6	1.2	6.2	62.4
	10.00	7	1.4	7.2	69.6
	12.00	4	.9	4.4	74.0
	15.00	3	.6	2.9	76.9
	18.00	2	.4	2.2	79.1
	20.00	1	.2	.9	80.0
	22.00	3	.6	3.0	83.0
	24.00	1	.2	1.2	84.1
	25.00	2	.5	2.4	86.5
	30.00	1	.2	1.0	87.5
	35.00	1	.2	.9	88.4
	50.00	3	.5	2.7	91.1
	75.00	2	.4	2.1	93.2
	78.00	2	.4	2.1	95.3
	100.00	1	.2	1.0	96.3
	150.00	2	.4	2.1	98.3
	250.00	1	.2	.9	99.2
	350.00	1	.2	.8	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

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Question 12b – Checking out physical material (e.g. books, magazines, audio-visual material)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	.1	.8	.8
	4	6	1.2	7.4	8.2
	5	2	.4	2.6	10.8
	6	4	.8	4.7	15.6
	7	11	2.1	12.6	28.2
	8	25	5.0	29.4	57.6
	9	19	3.9	23.0	80.6
	Very satisfied (10)	16	3.3	19.4	100.0
	Total	**84**	**16.8**	**100.0**	
Missing	Not used	14	2.7		
	Unsure	2	.4		
	No answer	400	80.1		
	Total	**416**	**83.2**		
Total		**500**	**100.0**		

Statistics

		Question 13a – Use of technology/computer equipment (e.g. public computers, wireless Internet, microfilm)	Question 13b – Use of technology/computer equipment (e.g. public computers, wireless Internet, microfilm)
N	Valid	100	71
	Missing	400	429
Mean		9.0141	7.6282
Median		2.0000	8.0000

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Question 13a – Use of technology/computer equipment (e.g. public computers, wireless Internet, microfilm)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	28	5.5	27.7	27.7
	1.00	15	3.0	15.0	42.6
	2.00	11	2.2	11.1	53.7
	3.00	4	.9	4.3	58.0
	4.00	3	.5	2.5	60.5
	5.00	9	1.8	9.0	69.5
	6.00	5	.9	4.5	74.1
	7.00	2	.4	2.1	76.2
	8.00	2	.3	1.7	77.9
	9.00	1	.1	.7	78.5
	10.00	6	1.2	6.0	84.6
	12.00	1	.2	.9	85.5
	14.00	1	.1	.7	86.1
	15.00	2	.3	1.7	87.8
	20.00	2	.3	1.7	89.5
	25.00	3	.5	2.8	92.2
	30.00	3	.5	2.6	94.8
	34.00	2	.4	2.1	96.9
	65.00	1	.2	1.0	97.9
	150.00	2	.4	2.1	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

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Question 13b – Use of technology/computer equipment (e.g. public computers, wireless Internet, microfilm)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	1	.2	1.5	1.5
	2	1	.2	1.7	3.2
	3	1	.1	.9	4.1
	5	11	2.1	15.0	19.2
	6	6	1.2	8.4	27.6
	7	6	1.2	8.3	35.9
	8	16	3.2	22.3	58.2
	9	18	3.6	25.3	83.4
	Very satisfied (10)	12	2.3	16.6	100.0
	Total	**71**	**14.2**	**100.0**	
Missing	Not used	28	5.5		
	Unsure	1	.3		
	No answer	400	80.1		
	Total	**429**	**85.8**		
Total		**500**	**100.0**		

Statistics

		Question 14a – Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)	Question 14b – Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)
N	Valid	100	64
	Missing	400	436
Mean		13.1536	7.3291
Median		2.0000	8.0000

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Question 14a – Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	34	6.7	33.8	33.8
	1.00	11	2.2	11.3	45.0
	2.00	9	1.8	9.0	54.0
	3.00	4	.8	3.8	57.8
	4.00	5	1.0	4.8	62.6
	5.00	13	2.5	12.6	75.2
	6.00	2	.5	2.3	77.5
	8.00	3	.6	2.9	80.3
	10.00	3	.6	2.9	83.2
	12.00	4	.8	3.8	86.9
	20.00	3	.5	2.8	89.7
	22.00	1	.2	.9	90.6
	24.00	1	.2	.8	91.4
	30.00	2	.3	1.7	93.0
	34.00	2	.4	2.1	95.1
	35.00	1	.2	.9	96.0
	150.00	2	.4	2.1	98.1
	250.00	1	.2	.9	99.0
	300.00	1	.2	1.0	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

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Question 14b – Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	.6	4.9	4.9
	4	4	.9	6.9	11.8
	5	5	1.1	8.5	20.4
	6	5	1.1	8.3	28.7
	7	12	2.4	19.1	47.8
	8	12	2.4	18.5	66.3
	9	10	2.1	16.1	82.3
	Very satisfied (10)	11	2.3	17.7	100.0
	Total	**64**	**12.8**	**100.0**	
Missing	Not used	34	6.7		
	Unsure	2	.4		
	No answer	400	80.1		
	Total	**436**	**87.2**		
Total		**500**	**100.0**		

Statistics

		Question 15a – Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)	Question 15b – Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)
N	Valid	100	65
	Missing	400	435
Mean		3.0670	7.7306
Median		1.0000	8.0000

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Question 15a – Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	33	6.5	32.7	32.7
	1.00	20	3.9	19.7	52.4
	2.00	8	1.5	7.6	60.0
	3.00	8	1.5	7.5	67.6
	4.00	7	1.5	7.3	74.9
	5.00	5	1.0	4.8	79.7
	6.00	4	.8	4.1	83.8
	7.00	5	1.0	4.8	88.6
	10.00	6	1.2	6.2	94.7
	12.00	2	.4	1.8	96.5
	15.00	3	.5	2.6	99.1
	18.00	1	.2	.9	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

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Question 15b – Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	2	.4	3.2	3.2
	3	3	.5	4.2	7.4
	4	1	.2	1.8	9.2
	5	5	1.0	8.0	17.2
	6	5	1.0	8.0	25.2
	7	8	1.5	11.8	37.1
	8	11	2.2	16.8	53.8
	9	11	2.2	16.8	70.6
	Very satisfied (10)	19	3.8	29.4	100.0
	Total	**65**	**13.0**	**100.0**	
Missing	Not used	33	6.5		
	Unsure	2	.4		
	No answer	400	80.1		
	Total	**435**	**87.0**		
Total		**500**	**100.0**		

Statistics

		Question 16a – Services for children (e.g. programs, group visits, Summer Reading Club)	Question 16b – Services for children (e.g. programs, group visits, Summer Reading Club)
N	Valid	100	36
	Missing	400	464
Mean		1.9876	6.7118
Median		.0000	7.0000

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Question 16a – Services for children (e.g. programs, group visits, Summer Reading Club)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	63	12.5	62.9	62.9
	1.00	13	2.6	13.0	75.9
	2.00	4	.8	4.2	80.0
	3.00	2	.3	1.7	81.7
	4.00	4	.8	3.8	85.5
	5.00	4	.8	4.2	89.7
	6.00	2	.4	1.9	91.6
	7.00	2	.4	2.1	93.6
	8.00	1	.2	1.1	94.7
	12.00	2	.3	1.7	96.4
	15.00	2	.3	1.7	98.1
	25.00	1	.2	1.0	99.1
	35.00	1	.2	.9	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

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Question 16b – Services for children (e.g. programs, group visits, Summer Reading Club)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	2	.4	5.7	5.7
	2	2	.4	5.7	11.5
	3	2	.4	5.7	17.2
	4	1	.2	3.3	20.5
	5	2	.4	5.7	26.2
	6	3	.7	9.0	35.2
	7	7	1.4	18.9	54.0
	8	7	1.4	18.7	72.7
	9	5	1.0	13.1	85.9
	Very satisfied (10)	5	1.0	14.1	100.0
	Total	**36**	**7.3**	**100.0**	
Missing	Not used	63	12.5		
	Unsure	1	.1		
	No answer	400	80.1		
	Total	**464**	**92.7**		
Total		**500**	**100.0**		

Statistics

		Question 17a – Services for teens (e.g. programs, group visits, teen summer reading clubs)	Question 17b – Services for teens (e.g. programs, group visits, teen summer reading clubs)
N	Valid	100	33
	Missing	400	467
Mean		.8824	6.6641
Median		.0000	6.3340

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Question 17a – Services for teens (e.g. programs, group visits, teen summer reading clubs)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	66	13.3	66.5	66.5
	1.00	18	3.6	18.1	84.6
	2.00	9	1.8	8.8	93.5
	3.00	1	.1	.7	94.1
	4.00	2	.4	2.1	96.2
	8.00	2	.4	2.1	98.3
	15.00	2	.3	1.7	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

Question 17b – Services for teens (e.g. programs, group visits, teen summer reading clubs)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	2	.4	6.4	6.4
	4	2	.3	5.2	11.5
	5	4	.8	12.7	24.2
	6	9	1.7	26.3	50.5
	7	2	.3	5.2	55.7
	8	7	1.4	21.7	77.4
	9	6	1.2	17.9	95.3
	Very satisfied (10)	2	.3	4.7	100.0
	Total	**33**	**6.5**	**100.0**	
Missing	Not used	66	13.3		
	Unsure	1	.1		
	No answer	400	80.1		
	Total	**467**	**93.5**		
Total		**500**	**100.0**		

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Statistics

		Question 18a – Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)	Question 18b – Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)
N	Valid	100	46
	Missing	400	454
Mean		2.4225	6.5045
Median		.0000	7.0000

Question 18a – Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	53	10.6	53.4	53.4
	1.00	14	2.8	13.9	67.3
	2.00	10	2.0	10.2	77.5
	3.00	1	.2	.8	78.2
	4.00	4	.8	3.9	82.1
	5.00	2	.3	1.7	83.8
	6.00	3	.6	3.0	86.8
	9.00	3	.5	2.8	89.6
	10.00	4	.8	4.1	93.7
	12.00	2	.4	1.9	95.6
	15.00	3	.5	2.8	98.3
	20.00	2	.3	1.7	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

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Question 18b – Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	2	.4	4.5	4.5
	2	2	.4	4.5	9.1
	3	2	.4	4.5	13.6
	5	5	1.1	11.9	25.5
	6	8	1.5	16.8	42.3
	7	12	2.5	26.8	69.2
	8	7	1.4	14.9	84.0
	9	2	.3	3.7	87.7
	Very satisfied (10)	6	1.1	12.3	100.0
	Total	**46**	**9.2**	**100.0**	
Missing	Not used	53	10.6		
	Unsure	1	.1		
	No answer	400	80.1		
	Total	**454**	**90.8**		
Total		**500**	**100.0**		

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Question 19 – When you step inside the Main branch building, what is the first word that comes to mind in terms of how you feel about the building?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	22	4.3	21.3	21.3
	Old/Outdated	18	3.6	17.9	39.2
	Relaxing	15	2.9	14.5	53.6
	Clean and Organized	11	2.3	11.1	64.8
	Big	11	2.1	10.6	75.3
	Unsure	7	1.4	6.7	82.1
	Nice	6	1.3	6.2	88.3
	Ugly	3	.6	2.9	91.2
	Dirty/Dingy	3	.5	2.6	93.8
	Cluttered/crowded	3	.5	2.6	96.4
	Dark	3	.5	2.5	99.0
	Nothing	1	.2	1.0	100.0
	Total	**101**	**20.3**	**100.0**	
Missing	No answer	399	79.7		
Total		**500**	**100.0**		

On a scale of 1 to 10, where 1 is very poor and 10 is excellent, how would you rate the Main branch building in terms of the following:

Statistics

		Question 20 – Convenience in terms of location	Score	Question 21 – Providing a welcoming atmosphere	Score	Question 22 – Being easy to find things	Score	Question 23 – Being a place you feel safe
N	Valid	100	100	100	100
	Missing	400	400	400	400
Mean		8.1813	6.7911	7.1676	7.8326
Median		9.0000	7.0000	7.0000	8.0000

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Question 20 – Convenience in terms of location | Score

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor (1)	1	.2	1.2	1.2
	3	2	.4	1.9	3.0
	4	1	.2	1.2	4.2
	5	9	1.8	9.2	13.5
	6	8	1.6	8.1	21.6
	7	13	2.7	13.3	34.9
	8	7	1.5	7.4	42.3
	9	18	3.5	17.7	60.0
	Excellent (10)	40	8.0	40.0	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

Question 21 – Providing a welcoming atmosphere | Score

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor (1)	7	1.4	6.8	6.8
	2	1	.3	1.3	8.2
	3	4	.9	4.5	12.6
	4	2	.4	1.8	14.5
	5	12	2.4	12.0	26.4
	6	16	3.2	15.9	42.3
	7	12	2.4	12.3	54.6
	8	17	3.3	16.7	71.3
	9	13	2.6	13.0	84.3
	Excellent (10)	16	3.1	15.7	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

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Question 22 – Being easy to find things | Score

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor (1)	4	.8	3.9	3.9
	3	3	.5	2.7	6.6
	4	1	.2	1.0	7.6
	5	8	1.5	7.8	15.4
	6	19	3.8	18.9	34.3
	7	19	3.9	19.5	53.9
	8	20	4.1	20.4	74.3
	9	9	1.8	9.0	83.2
	Excellent (10)	17	3.3	16.8	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

Question 23 – Being a place you feel safe | Score

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor (1)	4	.8	3.8	3.8
	2	1	.2	1.2	5.0
	4	4	.8	4.0	9.0
	5	5	1.1	5.5	14.5
	6	7	1.5	7.3	21.8
	7	14	2.7	13.6	35.4
	8	17	3.4	16.9	52.2
	9	18	3.6	17.9	70.1
	Excellent (10)	30	6.0	29.9	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

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Question 24 – Why did you give the Main branch building that particular score in terms of being a place that you feel safe?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Security personnel make me feel safe	25	4.9	24.3	24.3
	I have never felt unsafe at the Library	22	4.5	22.0	46.3
	Because of the homeless	12	2.4	11.8	58.1
	Number of people around makes me feel safe	12	2.3	11.4	69.5
	Other	10	2.1	10.1	79.6
	Friendly and welcoming atmosphere	9	1.8	8.9	88.5
	Unsure	9	1.8	8.7	97.2
	I don't feel safe anywhere downtown	3	.6	2.8	100.0
	Total	**101**	**20.3**	**100.0**	
Missing	No answer	399	79.7		
Total		**500**	**100.0**		

Our next few questions are about areas of the Main branch that you might typically visit.

Entrance [Picture]

Question 25 – Have you ever used this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used	84	16.9	84.7	84.7
	Not used	15	3.0	15.3	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

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Statistics

Question 26 (used only) – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

N	Valid	82
	Missing	418
Mean		7.6983
Median		8.0000

Question 26 (used only) – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	1	.1	.8	.8
	2	1	.2	1.4	2.2
	3	1	.2	1.4	3.7
	4	2	.4	2.2	5.9
	5	4	.9	5.4	11.3
	6	8	1.7	10.1	21.4
	7	14	2.8	16.9	38.3
	8	20	4.0	24.4	62.7
	9	18	3.5	21.2	83.9
	Very satisfied (10)	13	2.7	16.1	100.0
	Total	**82**	**16.5**	**100.0**	
Missing	Not used	15	3.0		
	Unsure	2	.4		
	No answer	400	80.1		
	Total	**418**	**83.5**		
Total		**500**	**100.0**		

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Question 27 (used only) – What, if anything, would improve your experience using this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure	43	8.6	42.2	42.2
	Nothing	26	5.3	25.9	68.1
	Other	13	2.6	12.9	81.1
	More spacious/easy to access	13	2.5	12.4	93.4
	More visually appealing design	5	.9	4.6	98.0
	More security features	2	.4	2.0	100.0
	Total	**101**	**20.3**	**100.0**	
Missing	No answer	399	79.7		
Total		**500**	**100.0**		

Grab and Go Area [Picture]

Question 28 – Have you ever used this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used	67	13.3	66.8	66.8
	Not used	33	6.6	33.2	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

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Statistics

Question 29 (used only) – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

N	Valid	67
	Missing	433
Mean		7.8659
Median		8.0000

Question 29 (used only) – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	2	.3	2.6	2.6
	6	13	2.6	19.6	22.2
	7	15	3.0	22.7	45.0
	8	11	2.2	16.7	61.6
	9	14	2.7	20.3	82.0
	Very satisfied (10)	12	2.4	18.0	100.0
	Total	**67**	**13.3**	**100.0**	
Missing	Not used	33	6.6		
	No answer	400	80.1		
	Total	**433**	**86.7**		
Total		**500**	**100.0**		

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Question 30 (used only) – What, if anything, would improve your experience using this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure	49	9.9	48.8	48.8
	Nothing	21	4.1	20.2	69.0
	More/better seating	17	3.4	16.9	85.9
	Wider selection of materials	8	1.6	7.9	93.8
	More/better use of space	5	.9	4.5	98.3
	Other	2	.3	1.7	100.0
	Total	**101**	**20.3**	**100.0**	
Missing	No answer	399	79.7		
Total		**500**	**100.0**		

Computers on 2nd or 3rd floors [Picture]

Question 31 – Have you ever used this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used	65	13.1	65.6	65.6
	Not used	34	6.9	34.4	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

NANOS

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Statistics

Question 32 (used only) – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

N	Valid	65
	Missing	435
Mean		7.6309
Median		8.0000

Question 32 (used only) – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	2	.3	2.6	2.6
	5	1	.2	1.4	3.9
	6	5	1.1	8.3	12.3
	7	23	4.5	34.5	46.8
	8	18	3.6	27.3	74.1
	9	10	2.0	15.4	89.5
	Very satisfied (10)	7	1.4	10.5	100.0
	Total	**65**	**13.1**	**100.0**	
Missing	Not used	34	6.9		
	No answer	400	80.1		
	Total	**435**	**86.9**		
Total		**500**	**100.0**		

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Question 33 (used only) – What, if anything, would improve your experience using this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure	45	9.0	44.3	44.3
	More and better computers	19	3.8	18.6	62.9
	Nothing	17	3.3	16.3	79.2
	More and better chairs	10	1.9	9.5	88.7
	Other	7	1.4	6.7	95.4
	More space between computers for privacy	5	.9	4.6	100.0
	Total	**101**	**20.3**	**100.0**	
Missing	No answer	399	79.7		
Total		**500**	**100.0**		

Fiction and non-fiction areas [Picture]

Question 34 – Have you ever used this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used	69	13.7	68.8	68.8
	Not used	31	6.2	31.2	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

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Question 35 (used only) – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

N	Valid	68
	Missing	432
Mean		7.7322
Median		8.0000

Question 35 (used only) – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	1	.1	1.0	1.0
	5	5	1.1	7.9	8.9
	6	11	2.3	16.7	25.5
	7	15	2.9	21.6	47.1
	8	10	2.0	14.8	61.9
	9	12	2.4	17.5	79.4
	Very satisfied (10)	14	2.8	20.6	100.0
	Total	**68**	**13.6**	**100.0**	
Missing	Not used	31	6.2		
	Unsure	1	.2		
	No answer	400	80.1		
	Total	**432**	**86.4**		
Total		**500**	**100.0**		

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Question 36 (used only) – What, if anything, would improve your experience using this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure	51	10.2	50.4	50.4
	Wider selection of books	16	3.2	15.7	66.1
	Nothing	16	3.1	15.4	81.5
	More space/better design	6	1.2	5.8	87.2
	Keep bookshelves organized/tidy	6	1.1	5.4	92.6
	Other	5	.9	4.4	97.1
	Better signage	3	.6	2.9	100.0
	Total	**101**	**20.3**	**100.0**	
Missing	No answer	399	79.7		
Total		**500**	**100.0**		

Children's Department [Picture]

Question 37 – Have you ever used this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used	32	6.3	31.7	31.7
	Not used	68	13.6	68.3	100.0
	Total	**100**	**19.9**	**100.0**	
Missing	No answer	400	80.1		
Total		**500**	**100.0**		

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Question 38 (used only) – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

N	Valid	32
	Missing	468
Mean		7.6694
Median		8.0000

Question 38 (used only) – On a scale of 1 to 10, where 1 is not at all satisfied and 10 very satisfied, please rate your satisfaction with this area of the Library.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all satisfied (1)	2	.4	6.6	6.6
	5	4	.8	11.9	18.5
	6	2	.4	6.6	25.1
	7	3	.5	8.7	33.8
	8	8	1.6	24.7	58.5
	9	4	.8	12.3	70.8
	Very satisfied (10)	9	1.8	29.2	100.0
	Total	**32**	**6.3**	**100.0**	
Missing	Not used	68	13.6		
	No answer	400	80.1		
	Total	**468**	**93.7**		
Total		**500**	**100.0**		

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Question 39 (used only) – What, if anything, would improve your experience using this area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure	71	14.2	69.9	69.9
	More and better quality of resources	10	2.1	10.1	80.0
	Nothing	8	1.7	8.2	88.2
	Other	6	1.2	6.0	94.2
	More welcoming design	6	1.2	5.8	100.0
	Total	**101**	**20.3**	**100.0**	
Missing	No answer	399	79.7		
Total		**500**	**100.0**		

Question 40 – Thinking about the Library's Main branch, what would be your top reason for not using this location?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Too far away	268	53.6	53.6	53.6
	Parking cost/availability	46	9.2	9.2	62.7
	No reason	39	7.7	7.7	70.5
	Don't need its services	37	7.5	7.5	77.9
	Other	30	6.0	6.0	83.9
	Branch is crowded/dirty/unsafe	24	4.7	4.7	88.6
	Prefer to use Internet/electronic devices	23	4.5	4.5	93.1
	Don't have time	14	2.9	2.9	96.0
	Unsure	13	2.5	2.5	98.5
	Don't know where it is	7	1.5	1.5	100.0
	Total	**500**	**100.0**	**100.0**	

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Please select your level of interest in using the following services offered at the Main branch of the Ottawa Public Library:

Question 41 – Digital content (e.g. e-books, audiobooks)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Interested	126	25.2	25.2	25.2
	Somewhat interested	125	24.9	24.9	50.2
	Somewhat uninterested	65	13.1	13.1	63.2
	Uninterested	151	30.2	30.2	93.5
	Unsure	33	6.5	6.5	100.0
	Total	**500**	**100.0**	**100.0**	

Question 42 – In-branch use of physical content (e.g. books, magazines, newspapers)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Interested	151	30.3	30.3	30.3
	Somewhat interested	129	25.8	25.8	56.1
	Somewhat uninterested	67	13.3	13.3	69.4
	Uninterested	126	25.1	25.1	94.5
	Unsure	27	5.5	5.5	100.0
	Total	**500**	**100.0**	**100.0**	

Question 43 – Checking out physical material (e.g. books, magazines, audio-visual material)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Interested	177	35.5	35.5	35.5
	Somewhat interested	115	23.0	23.0	58.5
	Somewhat uninterested	60	12.0	12.0	70.4
	Uninterested	118	23.5	23.5	94.0
	Unsure	30	6.0	6.0	100.0
	Total	**500**	**100.0**	**100.0**	

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Question 44 – Use of technology/computer equipment (e.g. public computers, wireless internet, microfilm)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Interested	125	25.0	25.0	25.0
	Somewhat interested	118	23.6	23.6	48.6
	Somewhat uninterested	67	13.3	13.3	61.9
	Uninterested	159	31.9	31.9	93.8
	Unsure	31	6.2	6.2	100.0
	Total	**500**	**100.0**	**100.0**	

Question 45 – Use of online search and discovery tools (e.g. library catalogue, mobile apps, kids' website)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Interested	118	23.6	23.6	23.6
	Somewhat interested	140	27.9	27.9	51.5
	Somewhat uninterested	59	11.7	11.7	63.2
	Uninterested	150	30.0	30.0	93.2
	Unsure	34	6.8	6.8	100.0
	Total	**500**	**100.0**	**100.0**	

Question 46 – Services for children (e.g. programs, group visits, Summer Reading Club)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Interested	64	12.7	12.7	12.7
	Somewhat interested	61	12.3	12.3	25.0
	Somewhat uninterested	64	12.9	12.9	37.9
	Uninterested	275	55.1	55.1	93.0
	Unsure	35	7.0	7.0	100.0
	Total	**500**	**100.0**	**100.0**	

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Question 47 – Services for teens (e.g. programs, teen summer reading clubs)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Interested	38	7.6	7.6	7.6
	Somewhat interested	60	11.9	11.9	19.5
	Somewhat uninterested	68	13.6	13.6	33.1
	Uninterested	297	59.4	59.4	92.4
	Unsure	38	7.6	7.6	100.0
	Total	**500**	**100.0**	**100.0**	

Question 48 – Services for adults (e.g. programs, business/career services, genealogy, services for new Canadians)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Interested	93	18.6	18.6	18.6
	Somewhat interested	125	25.1	25.1	43.7
	Somewhat uninterested	82	16.4	16.4	60.1
	Uninterested	167	33.4	33.4	93.6
	Unsure	32	6.4	6.4	100.0
	Total	**500**	**100.0**	**100.0**	

Question 49 – Assistance from Library employees (e.g. answering questions, providing assistance with technology devices)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Interested	97	19.4	19.4	19.4
	Somewhat interested	153	30.6	30.6	50.0
	Somewhat uninterested	74	14.7	14.7	64.8
	Uninterested	145	28.9	28.9	93.7
	Unsure	32	6.3	6.3	100.0
	Total	**500**	**100.0**	**100.0**	

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Question 50 – Thinking about the future, if the Ottawa Public Library's Main branch had to make one change to improve its products and services, what should it be?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure	105	21.0	21.0	21.0
	Nothing	68	13.5	13.5	34.5
	Better selection of electronic/online resources	67	13.5	13.5	48.0
	Other	58	11.5	11.5	59.6
	I do not use the Main branch	50	9.9	9.9	69.5
	Wider selection of book and movies	45	9.1	9.1	78.5
	New location	23	4.6	4.6	83.1
	New/better building	21	4.2	4.2	87.3
	More and cheaper parking	20	4.0	4.0	91.2
	Longer hours of operation	15	3.1	3.1	94.3
	Better accessibility	13	2.6	2.6	96.9
	Improve design/layout	9	1.8	1.8	98.6
	Improve advertising for library services	7	1.4	1.4	100.0
	Total	**500**	**100.0**	**100.0**	

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Question 51 – Thinking about the future, what one change would you make in terms of the physical space at the Library's Main branch?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure	135	27.0	27.0	27.0
	Nothing	92	18.5	18.5	45.5
	More space/expansion	59	11.8	11.8	57.3
	I don't frequent the Main branch	56	11.1	11.1	68.4
	Other	41	8.2	8.2	76.6
	Update interior space	33	6.6	6.6	83.2
	Relocate	21	4.3	4.3	87.5
	More comfortable/bigger seating areas	21	4.2	4.2	91.7
	More and cheaper parking	14	2.8	2.8	94.5
	More computers and computer space	8	1.7	1.7	96.2
	More natural light	7	1.5	1.5	97.7
	Reduce its size	7	1.4	1.4	99.0
	Expand Children's Department	5	1.0	1.0	100.0
	Total	**500**	**100.0**	**100.0**	

Statistics

Question 52 – Our last questions are to help us group responses.

How many times per year would you say you visit the Ottawa Public Library website?

N	Valid	366
	Missing	134
Mean		19.8620
Median		5.0000

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Question 52 – Our last questions are to help us group responses. How many times per year would you say you visit the Ottawa Public Library website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	68	13.6	18.6	18.6
	1.00	32	6.3	8.7	27.3
	2.00	37	7.4	10.1	37.4
	3.00	19	3.7	5.1	42.5
	4.00	12	2.4	3.2	45.8
	5.00	22	4.4	6.0	51.7
	6.00	11	2.2	3.1	54.8
	7.00	1	.2	.3	55.1
	8.00	6	1.2	1.6	56.7
	9.00	1	.1	.2	56.9
	10.00	28	5.6	7.7	64.6
	11.00	1	.1	.2	64.8
	12.00	14	2.9	3.9	68.7
	13.00	3	.6	.9	69.5
	14.00	1	.2	.3	69.8
	15.00	13	2.6	3.5	73.3
	17.00	1	.2	.3	73.6
	18.00	1	.2	.2	73.8
	20.00	14	2.7	3.8	77.6
	24.00	2	.4	.5	78.1
	25.00	10	2.0	2.8	80.8
	30.00	12	2.4	3.3	84.2
	31.00	2	.4	.6	84.7
	35.00	4	.8	1.1	85.8
	36.00	3	.6	.9	86.6
	40.00	5	1.0	1.3	88.0

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45.00	3	.5	.7	88.7
48.00	1	.2	.3	89.0
50.00	10	2.1	2.8	91.8
52.00	5	1.1	1.5	93.3
60.00	4	.7	1.0	94.2
76.00	1	.2	.2	94.5
100.00	11	2.2	3.0	97.5
125.00	1	.1	.2	97.7
200.00	3	.5	.7	98.4
210.00	1	.2	.2	98.6
300.00	5	1.0	1.4	100.0
Total	**366**	**73.2**	**100.0**	
Missing Do not use library services at all	134	26.8		
Total	**500**	**100.0**		