



## Library Consultation on the 2012 Budget | Have Your Say

### Context:

As directed by the Library Board, Toronto Public Library conducted a survey online and in library from October 27 to November 27, 2011. The purpose of the survey was to understand the impacts on residents and communities of potential reductions to collections and library open hours being considered as part of the 2012 operating budget.

Potential reductions include:

- Fewer new titles and copies of books, audio books, DVDs and magazines available in library branches; and
- Reduced open hours in branches across the city.

### Results:

- 9,316 surveys were analysed as of November 30, 2011.
- Total Completed Survey: 8,463 (90.8%)

### Note:

Not all respondents answered the survey questions completely; therefore, the total number for each question does not equal the number of surveys submitted.

**Q1. If there are fewer new items including books, audiobooks and DVDs available for browsing, research, borrowing and filling holds, tell us how you think this would affect your use of the library.**

Answer Options	Response Percent	Response Count
I would use the library less	45.5%	3,922
I would use the library much less	27.3%	2,345
My use of the library would not change	27.2%	2,346
answered question		8,613
skipped question		703

**Q2. If the library had fewer new items, I would be affected by the following changes:  
(Check all that apply)**

Answer Options	Response Percent	Response Count
Longer wait times for holds	89.8%	7,627
Fewer new popular books on the shelves	77.7%	6,600
Fewer materials for information, study and lifelong learning	70.9%	6,023
Fewer new audiobooks and DVDs available to borrow	61.4%	5,213
Fewer new materials in other languages	34.4%	2,919
Fewer books for children and youth	48.5%	4,124
Fewer ebooks for downloading	37.9%	3,216
Fewer new research materials	52.7%	4,473
Comments		912
answered question		8,495
skipped question		821

**Q3. Please tell us any other ways you, your family or your community may be affected by reductions in library collections.**

Answer Options	Response Count
See Summary Below	
answered question	5,180
skipped question	4,136
Comment Themes:	
Negatively affect learning/reading	41%
Cause financial hardship for residents	9%
Longer wait time for holds	3%
Visit library less often	3%
Vital to community/city/society	10%
Suggestions	3%
Other	24%

\*Comments were not related to collections

## Subtotal: 59 Branches with Reductions in Hours

### Q4. Which library branch do you use most?

Agincourt	Locke
Albert Campbell	Main Street
Albion	Malvern
Annette Street	Maria A. Shchuka
Barbara Frum	McGregor Park
Beaches	Morningside
Bloor/Gladstone	Mount Dennis
Brentwood	New Toronto
Bridlewood	North York Central Library
Cedarbrae	Northern District
College/Shaw	Oakwood Village Library
Danforth/Coxwell	Palmerston
Deer Park	Pape/Danforth
Don Mills	Parkdale
Downsview	Parliament Street
Dufferin/St. Clair	Richview
Eatonville	Riverdale
Eglinton Square	Runnymede
Evelyn Gregory	S. Walter Stewart
Fairview	Sanderson
Flemingdon Park	St. Lawrence
Forest Hill	Steeles
Gerrard/Ashdale	Thorncliffe
Goldhawk Park	Toronto Reference Library
High Park	Weston
Jane/Dundas	Woodside Square
Jane/Sheppard	Wychwood
Jones	York Woods
Leaside	Yorkville
Lillian H. Smith	

**Q5. How would the proposed changes to your branch's schedule affect your library use? \***

Answer Options	Response Percent	Response Count
I would visit the library less	43.9%	2,805
I would visit the library much less often	24.8%	1,587
My use of the library would not change	31.3%	1,997
<b>answered question</b>		<b>6,389</b>

**\*Results reflect 59 branches with reduced hours only**

**Q6. If library hours were reduced, I would not use the library as much to: (Check all that apply)**

Answer Options	Response Percent*	Response Count
browse, borrow or use library books, magazines and DVDs	18.8%	4,492
study or complete homework	9.2%	2,199
read or work in the library	14.8%	3,539
use computers and the internet	11.0%	2,621
use wireless service	7.7%	1,842
attend programs	10.5%	2,512
bring children to the library	9.3%	2,212
bring children to library programs	7.7%	1,829
get assistance from staff in finding information	10.9%	2,600
<b>Comments</b>	<b>N/A</b>	<b>499</b>

**Q7. Please tell us how else you, your family or your community may be affected by a reduction in library open hours across the city.**

Answer Options	Response Count
answered question	4,818
skipped question	4,498
<b>Comment Themes:</b>	
Find Alternative Sources for Material/Service	2.5%
Rather Cut Hours than Collections	1.3%
Potential Reduced Hours Missed	17.8%
Libraries are Vital Spaces	25.4%
Concerns on Impact of Quality of Service	37.1%
Other	15.9%