

Highlights from the March 1, 2012 Mini-Survey

On March 1, 2012, Burnaby Public Library celebrated World Book Day with special activities at each of the branches. It seemed an opportune time to conduct a mini-survey of library patrons using a library branch on that day – to learn more about what brought them to the Library, what they like best about the Library, and what they'd like to see the Library do differently. It was also an opportunity to hear from patrons regarding why the Library matters to them.

Foot count for March 1 was nearly 6,000 – 2,101 at Bob Prittie Metrotown, 912 at Cameron, 1,421 at McGill and 1,422 at Tommy Douglas Library. We received 436 completed surveys - 198 at Bob Prittie Metrotown, 97 at Cameron, 71 at McGill and 70 at Tommy Douglas – an overall participation rate of 7.45%.

1. WHY I CAME TO THE LIBRARY TODAY:

Top 3 for Bob PrittieMetrotown

- To borrow print materials/renew books/pick up holds (95)
- To returned borrowed materials (50)
- To borrow audio-visual materials (36)

Top 3 for Cameron

- To borrow print materials/renew books/pick up holds (61)
- To borrow audio-visual materials (24)
- To returned borrowed materials (19)

Top 3 for McGill

- To borrow print materials/renew books/pick up holds (27)
- To read, research or study in the library (12)
- To return borrowed materials (12)
- To attend a storytime or program (12)
- To use public computers/wifi (9)

Top 3 for Tommy Douglas

- To borrow print materials/renew books/ pick up holds (26)
- To read, research or study in the library (14)
- To use public computers/wifi (10)

2. WHAT DO YOU LIKE BEST ABOUT THE LIBRARY?

Top 3 for Bob Prittie Metrotown

- Collections/New Books/Selection/Interbranch Borrowing (100)
- Environment/Atmosphere/Safe/Clean (59)
- Friendly/Helpful/Knowledgeable Staff/Great Service (48)

Top 3 for Cameron

- Collections/New Books/Selection/Interbranch Borrowing (44)
- Friendly/Helpful/Knowledgeable Staff (24)
- Environment/Atmosphere/Safe/Clean (17)

Top 3 for McGill

- Collections/New Books/Selection/Interbranch Borrowing (26)
- Environment/Atmosphere/Safe/Clean (21)
- Friendly/Helpful/Knowledgeable Staff (19)

Top 3 for Tommy Douglas

- Collections/New Books/Selection/Interbranch Borrowing (29)
- Environment/Atmosphere/Safe/Clean (24)
- Children's Area/Kid Friendly/Programs/Activities (13)

3. WHAT WOULD YOU LIKE TO SEE THE LIBRARY DO DIFFERENTLY?

Top 3 for Bob Prittie Metrotown

- Nothing/we are happy with the ways things are/doing a good job (31)
- Adult collections – More new books/display, better organization (27)
- More Seating and Study Space/Better Lighting/Better Layout (21)

Top 3 for Cameron

- Nothing/we are happy with the ways things are/doing a good job (26)
- Adult collections – More new books/display, better organization (9)
- Library Expansion/Parking/Bookmobile (6)
- Open Hours (6)

Top 3 for McGill

- Nothing/we are happy with the ways things are/doing a good job (16)
- More Children's programs (6)
- Adult collections – More new books/display, better organization (5)

Top 3 for Tommy Douglas

- Nothing/we are happy with the ways things are/doing a good job (12)
- More Children's programs (7)
- Adult collections – More new books/display, better organization (6)
- More Adult programs (6)

4. WHY THE LIBRARY MATTERS TO ME

Top 3 for Bob Prittie Metrotown

- It's an information centre, a place to do research, it supports my educational needs (55)
- I love books and reading, it promotes literacy (50)
- It's free, there are a lot of resources, its available for everyone (45)

Top 3 for Cameron

- It's an information centre, a place to do research, it supports my educational needs (44)
- I love books and reading, it promotes literacy (25)
- It's a cultural asset, an important part the community and public space (16)

Top 3 for McGill

- It's an information centre, a place to do research, it supports my educational needs (21)
- It's free, there are a lot of resources, its available for everyone (16)
- I love books and reading, it promotes literacy (15)

Top 3 for Tommy Douglas

- It's an information centre, a place to do research, it supports my educational needs (23)
- I love books and reading, it promotes literacy (13)
- It's free, there are a lot of resources, its available for everyone (12)

SELECTED COMMENTS:

Bob Prittie Metrotown

- We think it's a great resource! The books, the DVDs, the internet – It's all so amazing. Thank you!!! Oh yes! And your online system is AH-MAY-ZING – the email reminders, booking online....love, love, love!
- It is the heart and centre of the community along with the community centre. It is for everyone and promotes growth and education. Thanks to, and for all, the library staff does to help and encourage all who come in search of something for the mind and soul.
- It's an awesome place for teens where you don't have to pay to get in.
- If there were no libraries – the thought is frightening.
- Gives you sense of belonging to a community.
- It provides an invaluable public service.
- Can't afford to buy all the books I want to read.
- Libraries represent a place that everyone can use for any number of needs. They offer services to everyone at every economic level in our country. They are indispensable to a democratic way of life.
- Great community asset.
- It always has mattered. As an immigrant to Canada (as a child) the library introduced me to this culture and has taken me around the world in books and in reality it has saved me!
- It is the absolute best resource for low income folks like me.
- Free internet and lending books and other media is a big plus for someone who's on a small income.
- It's my learning center.
- It is good for people from toddlers to seniors. I can use the library at any stage of my life.
- It's a taxpayer/govt. sponsored resource for the rich, poor, tourist, homeless. Can access the library for free!!!
- Reading and books are important – period. Books are expensive; libraries provide a free and important resource of books for poor kids and adults. Libraries did that for me starting at the age of 6 – I am now 52 and probably use the library more now than ever. Public libraries are probably society's greatest resource.
- It's a civic institution. Libraries are important for society.
- It's a great service to the community.
- Our future depends on how well our kids (and adults) are informed/educated. The library is a tremendous public service.
- It's the test of our society and culture.
- It is the most important connection to my neighborhood (after the grocery store – hey, I can't eat books).
- It has been my comfort and solace when I was unemployed, my job search tool, my hope when I was sad and depressed. It's indispensable to me.
- It is a democratizing force. Provides knowledge free of charge. A great asset.
- It's not just about books; it's all the other resources for the community to use.

Cameron

- It's a great community hub. In the face of changing technology, I like coming here and getting real books.
- I am always welcome there.
- We take out loads of kids books for my 3 yr old who loves to read and it's nice to have the selection and be able to switch up the stories and try books we've never heard of. Especially since buying books is so expensive.
- Valuable community resource.
- Access to books is important. Books fast reading, creativity and most importantly – imagination. Yay books. Yay Cameron.
- I don't think I could live without it.
- I value it as a community resource.
- Books are sacred. The library is the savior of the written word. Library is absolutely crucial for low income people and seniors!!
- With all the online material available today, it is still important to have a physical library available to foster a sense of community and humanity. Google is not the solution to all problems.
- A place of refuge. A place of opening the mind.
- I read a lot and love to come and browse. I love to choose books without having to buy them!
- An awesome community hub that brings all walks together. Libraries are free and an essential resource in our communities. Free knowledge for all!
- Reading is important and books should be available to everyone no matter their income.
- Excellent resource. Nice place to go. Very important to have public institutions that the public can actually use.
- Very important part of our community and our week especially our kids.
- Nearby, nice little community social interaction. Environment invites reading pleasure to my community.
- It provides a dynamic force to promote learning environment.
- It is free.

MCGILL

- Provides an essential public service, vital for students.
- The Library matters to me because it provides access to books and other informative materials that I can't get from internet.
- It's a democratic public space where I can engage in books. Storytelling with my son and it's free plus we love all the different folks we meet. Great place to connect.
- It's a wonderful place (the building). It provides a venue for both knowledge and entertainment.
- It's a place to spend time with my grandson – especially introducing him to the books.
- The library is a publicly funded, publicly accessible source of information. It is important to preserve this resource.

- Kids learn to spend time reading, enjoying books. Adults can find a quiet corner. It's a great "destination" for a walk in the neighborhood.
- Great place for educating myself.
- Hugely important for everybody as a depository of knowledge!!!
- Because you have a great resources of books which is beneficial to all the citizens of Burnaby.
- Access to affordable books so important. I would be lost without books from the library in my life daily.
- Source of information, have a great variety of new books. Promotes community living. It is a great place to hang out!
- It is what grounds the community, an essential resource and place of refuge for all.
- Literacy matters. Reading matters. It is integral to our community and our children's future!
- Lets me afford my "reading habit". Introduces children to the joy of reading and now provides a welcoming place for teens. I sometimes use the on-line databases from home. It's wonderful to have authoritative information available anytime.
- Literacy rates are poor in our country. Libraries make information accessible to everyone. Literature is important to me and to the culture.

TOMMY DOUGLAS

- Because I and my children love reading books. My first choice is to live near my children's school and the second is to live near the library.
- I love to read – never had the opportunity to go to library when I was young. My hometown had only 1 library. We are so lucky in this country.
- Introduces me to other cultures. Educates me. Books promote discussion. Enriches my life.
- A great community resource.
- It's been a good source and venue for learning and growth. I am a new immigrant and if there is anything that I love most here in Canada, it is the amount of time and money invested to public libraries for people to use and take advantage of. The library encourages people to learn. It is a priceless benefit.
- I am able to use the computers, obtain great movies and attend the free computer courses.
- For my kids.
- It would be a sad world without books.
- It enhances the quality of life, enriches my mind and also helps my children develop good reading habits.
- The library helps me and my daughter to explore a variety of books with different subjects. I am Chinese Canadian. The library also allows me to borrow Chinese books such that I can enjoy reading in my own language.
- It is a very integral part of my Burnaby community as it provides us with literacy resources to make us better people.
- It is a cultural, learning and social center for the community.
- It is the center of how I think about our community.
- It is the foundation of a civil society.