

## **RESULTS FROM THE MINI-SURVEY HELD MARCH 1, 2012 (WORLD BOOK DAY AT BPL)**

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. 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%.

## WHY I CAME TO THE LIBRARY TODAY...

	<b>Metrotown</b>	<b>McGill</b>	<b>Cameron</b>	<b>Tommy Douglas</b>
To borrow print materials/renew books/pick up holds	95	27	61	26
To borrow a/v materials	36	3	19	9
To read/research or study	23	12	2	14
To use the computers/internet/wifi	11	9	6	10
To return materials	50	12	24	9
To attend a program	-	-	-	1
Because it's a quiet/comfortable/enjoyable place	3	1	2	2
For World Book Day	1	4	-	1
To read newspapers or magazines	7	7	2	4
Use the photocopier or printer	-	2	-	-
Pick up the Georgia Straight/free newspapers	1	2	1	-
Story time/programs	-	12	16	9
Come in out of the cold/use restroom/hang out	-	2	2	3
Somewhere to bring the kids	2	1	1	2
Browse	4	2	2	2
Because I am a regular user/love the library/love to read	8	5	5	1
Because I felt like it/close to home/in the neighbourhood	2	1	-	-
Get a library card	1	-	-	-
Home Library Service	1	-	-	-
To browse the used book bin	1	-	1	-

## WHAT I LIKE BEST ABOUT THE LIBRARY...

	<b>Metrotown</b>	<b>McGill</b>	<b>Cameron</b>	<b>Tommy Douglas</b>
Collection/new books/it's free!/selection/paperbacks/inter-branch borrowing/ILLs	100	26	44	29
DVDs/CDs	28	3	13	10
Magazines	11	3	4	2
Newspapers/free publications/bus schedules	5	3	4	1
Variety of resources available	21	5	2	3
Computers/internet/wifi/printers/photocopier	11	7	5	9
Friendly/helpful/efficient/knowledgeable staff/great service	48	19	24	10
Good study environment	19	4	1	1
Children's area/books/storytime/kid friendly/programs/activities/events	9	12	15	13
Accessible/convenient/close to home/open hours/parking	28	9	11	12
Library website/Bibliocommons/online catalogue/request system	10	2	5	3
Used book table	1	-	1	1
I like everything/my favourite place/love the library	4	3	1	1
Environment/atmosphere/friendly/quiet/comfortable/safe/clean/furniture/view/organized	59	21	17	24
I can return material at other libraries	1	-	-	-
Self CKO	-	-	-	1

**WHAT I WOULD LIKE TO SEE THE LIBRARY DO DIFFERENTLY...**

	<b>Metrotown</b>	<b>McGill</b>	<b>Cameron</b>	<b>Tommy Douglas</b>
More children's storytimes & programs/contests/furnishings	1	6	5	7
Expanded open hours	5	5	6	3
More newspapers/magazines/magazines in catalogue by title	1	1	1	1
More children's books/kit collections/better organization	2	1	3	2
More adult book collections/more new books/displays/organization is confusing/more weeding of collection	27	5	9	6
Somewhere to eat/snack bar	4	2	-	-
More Chinese language materials	5	-	-	1
More materials in other languages	6	1	2	1
Library expansion/floor map/parking/bookmobile/home delivery	7	1	6	1
Paperbacks in catalogue by title	-	1	1	-
More self check out/difficulties with card on smartphone	3	1	-	1
More seating/study space/don't like the layout/more comfortable chairs/better lighting/clock behind info	21	1	3	5
Larger community access bulletin board	-	1	-	-
E-books/audiobooks/music for downloading/instruction	5	1	1	1
Mp3 player	-	1	1	-
Bibliocommons change/online catalogue and website difficulties/put this survey online	7	1	1	-
More spoken word CDs	2	-	-	-
More music CDs/better organize them	2	-	1	-
More than 30 free reserves per year	1	-	-	-
Control the noise/cellphone use	14	3	2	3
More adult programming/book clubs	7	1	1	6
Korean speaking staff on information desks/friendlier staff	2	-	1	-
No smelly/dirty books	-	-	1	-
Cleaner bathrooms with paper towels	1	1	-	-
Placing InterLINK requests (Direct Patron Requests)	1	-	-	-
More teen programs/material/area	3	-	-	1
More public computers & internet service/stop inappropriate use/more computer classes/more time	4	3	4	1
Wireless internet service/more plug-ins	2	-	-	-
Hold period too long	1	-	-	-
Bookdrop check-in	1	1	-	-
Lower fines/lower fees for lost items	4	1	2	-
Water fountain	1	-	-	-
Sale table items	1	-	-	-
Security	1	-	-	-
More DVDs/better selection/longer loan periods/order new ones/better organization	9	4	6	1
Nothing/we are happy with the way things are/doing a good job	31	16	26	12

## WHY THE LIBRARY MATTERS TO ME...

	Metrotown	McGill	Cameron	Tommy Douglas
To check out books/love reading/promotes literacy	50	21	44	23
It's free!/lots of resources/available to all	45	15	25	12
DVDs/other media	3	4	6	4
Computers/wifi	2	3	2	1
Educational purposes/research/info centre	55	16	15	13
Important part of community/cultural asset/public space	21	12	16	8
Entertainment	5	2	2	6
Quiet place to study/relax/read	19	9	1	10
Good places for teens	1	1	-	-
Good place for children/to instill a love of reading	10	9	10	8
Good place to hang out/convenient to come to/safe place	10	7	6	2
Books can't replace computers/worried that books will become obsolete	1	1	5	-
Friendly staff	-	2	-	-
Invaluable public service	4	1	-	1
We need to preserve for our future	1	2	-	-

## SPECIFIC COMMENTS...

### Bob Prittie Metrotown

- I love books.
- Helps make a wide variety of reading materials available to all citizens in Burnaby, regardless of their level of income.
- 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 provides updated info, the internet. It's an important place for learning new things. It's a lovely place. I always enjoy my visits here. Thank you.
- It is the heart and centre of the community, along with the community centre. It is for everyone and promotes growth and education. Thanks for all the library staff does to help and encourage all who come in search of something for the mind and soul.
- The library is a place for me to study; it provides the perfect working environment. I could never afford all the books I read.
- It matters a great deal, as I'm still old-fashioned enough to want to hold a book when reading. Plus, the availability of reading material. I read 3-6 books a month and couldn't possibly afford to buy the books.
- Variety of books/resources/visuals, available at price we can afford!
- I use the library for almost all of my reading needs – and I read a lot. I am finding that I read more articles over the past couple of years, though. I haven't tried e-books yet, as I like to be able to hold a book.
- Most reference books can be found in the library, and we can bring them home too (excellent)!
- Reading is an integral part of life.
- It is a fantastic resource. I love the range of books available. It is a great place!
- Ability to keep up and expand personal perspectives.
- It's an awesome place for teens, where you don't have to pay to get in. Also, it's open until 9pm.
- What if there were no libraries? The thought is frightening.
- Gives you a sense of belonging to a community. A great place to explore things. Materials are great.

- Helps me improve my ability to learn.
- A place to escape for a few minutes. Very important to keep books in people's lives. A pleasant change from computer monitors.
- Somewhere for students to study and gather.
- Provides lots of information to the public.
- A place to study, a place with great books.
- It provides an invaluable public service.
- Opportunity to borrow books, DVDs, CDs, etc. Access to computers and internet for free (if you don't have a PC at home or an iPhone). A free place to relax, sit and read in quiet. Access to community notices, papers, etc.
- Because the library provides a study place.
- It matters by providing access to information.
- I like this library very much. I can read books in an affordable way. My child can build a habit of reading. It's an information centre.
- Can't afford to buy all the books I want to read.
- Maintain literacy and the love of reading.
- I like reading.
- 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.
- The collection is great.
- Convenience/supply of up-to-date books and DVDs – great service.
- It's so convenient. The atmosphere in the library is comfortable.
- Free books! I read much more via libraries than if I had to buy everything.
- I love to read.
- Because it provides materials I couldn't afford and allows me to discover new things.
- Source of interesting books and movies. Close to my home.
- To be able to read different types of books. A place where my baby loves to go.
- I can borrow materials to learn something or for enjoyment.
- Source of knowledge.
- Better selection of books and materials to read.
- I can't live without books, and the library is helping me.
- It's my gateway to the world of knowledge.
- Great community asset.
- To provide an area and service for residents, to get more knowledge and to have free books to read.
- My family gains a lot of knowledge from library books.
- It has always mattered. As an immigrant to Canada (as a child), the library introduced me to this culture and has taken me around the world through books. It has really saved me!
- It means lots to me.
- Best place for information, and lots of books and videos.
- Good resources for free.
- There are lots of books that I like in the library.
- It is a good neighbourhood institution.
- The greatest source for knowledge and exchanging of ideas.
- Brings the community together. A place to relax and read books. A good place for kids to come!
- I love to read. It provides a great place to study and meet other bookworms.
- For entertainment!
- It matters because I use it on many different levels.
- Free books and information.

- I value the resources that are still available when more and more cultural and recreational activities grow more expensive.
- For study.
- It provides a study space away from all the distraction.
- Gives us so much knowledge and fun. Precious time.
- Free access to the world of reading.
- Excellent source of information.
- Reading books is fulfilling to me.
- It is the absolute best resource for low-income folks like me.
- Because it is a space where I can enjoy knowledge in different ways and be surrounded by disappearing books, the library matters to me.
- It opens the world to me.
- I come here to study and borrow books.
- I love to read.
- I love to read books and watch DVDs.
- Information – knowledge – meeting of the minds – resource center.
- It matters because I love to read!
- I can get the materials I need here.
- Quiet, comfortable.
- Free internet, lending books and other media is a big plus for someone who's on a small income.
- Can give me a place to relax.
- I can learn some new things.
- The most important place where I can get different kinds of books.
- Source of information, and a great help for my family.
- I love to read, and it allows me to have access to books I would never be able to afford or even know about.
- Because I spend a lot of time in the library.
- It's my learning centre.
- It's a public space for knowledge and information.
- Source of information and knowledge.
- It's an important part of the community, where people can come together over books. Books are an important part of any person's life.
- Everyone can learn.
- Not far from my house.
- It helps me all the time.
- It has resources that I can use. Often I don't want to buy books or CDs – it adds more to the clutter in my house. I often go to the “recommended” section – I want a good book but don't have time to go through all the shelves.
- Open access to art and knowledge.
- I love the ability to pick and choose any book and/or DVD.
- A big part of “keeping to routine” (for older readers – keeps mind active).
- Wonderful world of reading for my kids, great info, resources.
- It is the source to get all the knowledge that people need.
- I would look up sources I'm interested in.
- It's a free source of endless information.
- It's convenient.
- A great place to relax.
- More choice than buying materials. I like browsing, not necessarily to borrow. Friendly atmosphere.
- Books and knowledge for me.

- Because it's where all my knowledge comes from.
- Means a lot.
- I have a slight disability and like to read a lot.
- I love to read books – not on e-readers. I love to hold actual books in my hands.
- We get a lot of information from the library. We learn a lot from the library.
- A safe place where the community can learn. It teaches kids about sharing and learning. Accessible to all people.
- Very, very important. It's a pity I live far away in Vancouver. I have to take the bus here.
- Important references. Pleasure reading. Community activity builds a better city to live in.
- I love books. Reading is one of my four hobbies.
- Excellent source of knowledge.
- Free books. My child loves the library. It encourages her to read more.
- I love learning, and I love reading.
- Have been using it since childhood. Just a nice place to go.
- Have always been a reader, and it's so available.
- It is good for people from toddlers to seniors. I can use the library at any stage of my life.
- Because it's a good place for my kid to learn something she's interested in.
- Where else can you procure free reading material?
- Because it is available to everyone.
- Free resource of valuable info. Place to learn and exchange ideas.
- It's a taxpayer/government-sponsored resource for the rich, poor, tourist, homeless. All can access the library for free!!!
- Reading for education and entertainment is a big part of our lives.
- Educational.
- I love to read/keep up with the latest books.
- I love reading. It's an amazing option for fanatic readers who don't have the means to purchase every book/novel they would like to explore.
- Helps increase my knowledge.
- It is there when I need something! Great source of information.
- Good places to read and learn. Free. 😊
- We come to the library often.
- Access to books/computers.
- Reading and books are important – period. It allows the populace to raise their collective intelligence and prevents people from becoming stupid. 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.
- I like the environment. I like the resources. The library is the best place to go whenever I can.
- Because I can find information about everything in here. Great place to study.
- Great alternative to the internet. Slows down the pace of life/information-gathering.
- It's a civic institution. Libraries are important for society.
- It's a great service to the community.
- Because everyone has the ability to read and access as much as they want.
- I enjoy reading books and coming to our library!
- I love to read, and the library makes it possible to have a good selection on many different topics.
- Proper/quality English language education is very important. My Hungarian, good literature-loving background is coming out of me. All the same, I love coming to this branch.
- Our future depends on how well our kids (and adults) are informed/educated. The library is a tremendous public service.
- It is the test of our society and culture.

- I like to spend weekends here.
- I like to read.
- Education, entertainment.
- It is the centre of knowledge, a way to be part of the community and relax after a hard day.
- It is the most important connection to my neighborhood (after the grocery store – hey, I can't eat books).
- Helps me find a place to study. DVDs are practically free if I want to watch something. Enhances my knowledge from reading books and surfing the internet.
- The library provides lots of entertainment (books, DVDs, etc.) for people like my family with a low income. It is wonderful that libraries exist! 😊
- The library matters because it's a quiet place that anyone can come into, read and relax.
- A place to liberate/expand the mind and spirit.
- "You can never read enough!" said a former teacher of mine. A library is a priceless resource of information for all of life's topics.
- I need a place without any gaming devices, somewhere that is quiet, and the library is the perfect place. Atmosphere is important.
- A good place to study. A quiet area away from home.
- 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.
- Because many books have given me joy.
- It is an important part of the community.
- It is a democratizing force. It provides knowledge free-of-charge. A great asset.
- Still the best form of acquiring knowledge.
- Good for kids.
- Reading. Visual arts. Not everything is nice to look at online.
- I come here more often than I go anywhere else. I'm retired, and this is my source of all sorts of things. Thank You!
- The free access to knowledge.
- Leisure time. Research centre.
- Makes our life busy and knowledgeable.
- As a student, it is a good place to study, and I can read books easily.
- It is a wealth of information.
- It means I don't have to buy books!
- It's not just about books, it's all the other resources for the community to use.
- Great resources for me. Thank You!
- Free information and knowledge. A good quiet place to read and study anything. It means a lot to me and my family.
- A good place to read, and an inexpensive way to get new information.
- The library matters to me a lot because I can learn more things, like how to draw lots of interesting pictures! Robert Munsch's books are very funny 😊
- I grew up here with all the books 😊
- Quiet. Comfortable. Soft light. Magic.
- It helps to encourage kids to read at a young age.
- We are lucky to have them. Their open hours are realistic. Thanks.

### Cameron

- I love to browse books on many subjects. The library provides a great service for free, and is a quiet place to relax.
- 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.
- Because it makes it possible for everyone to learn new things so that we can all be better people.
- Because it helps me read more books and learn more things.
- I like to read books and watch movies.
- It has books, and books are fun
- We take out loads of kids books for my 3-year-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.
- One of the few refuges from commercial motives. Open and inclusive to the needs of all users.
- Access to books is important. Books, reading, creativity and – most importantly – imagination. Yay books. Yay Cameron.
- Good resource.
- I love books and all they contain therein.
- Still the most reliable source of information.
- Resources for the kids and myself. Free children's activities. Social aspect.
- Great resource for books.
- It is the most relaxing, most interesting place to go to, and of course to get more reading material. It is my favorite place to go.
- I don't think I could live without it.
- Because of the knowledge it holds in the books that are loaned.
- Because we love to read.
- Main source of my family's movies and books for entertainment purposes. Very helpful materials to supplement high school homework requirements in English, Physics, Geology, Math etc.
- Love to read!
- Convenience/materials.
- Good source for books and magazines.
- Because I borrow books here that I read through the week. It keeps my busy!
- I love books and am encouraging the same in my daughter.
- I value it as a community resource.
- I have been a library user for 60 years. Books are better than TV, videos, and internet entertainment!
- A great source of books and tapes that I can't afford to buy.
- Books are sacred. The library is the savior of the written word. The library is absolutely crucial for low-income people and seniors!
- I want my children to read books as much as possible.
- I love reading, and it's a place to get information besides from the internet.
- I can get different books all the time.
- It is a very important source for my curriculum, as I work at a preschool and daycare.
- Keeps the kids coming back to pick up books for free.
- Gives me access to materials for learning or pleasure that I may not have access to normally.
- I'm retired and greatly enjoy reading, watching DVDs and listening to CDs.
- 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.
- Reading books is essential for my family.
- Provides resources for my family.
- A place of refuge. A place of opening the mind.
- Easy access to information.
- Close by to our home – nice to walk to the programs!
- I love to read!

- I especially enjoy watching documentary films. Thank you for circulating such items.
- Books, storytime.
- Books, books and more books!
- It is a very important tool for expanding knowledge, and it allows people to socialize.
- It is a resourceful and safe place to be.
- It's really important for me to read to my daughter. She loves coming to the library to borrow books and share time with other kids.
- Source of free books, DVDs, Internet access.
- I can use the computer.
- I like to read but do not wish to buy every book I want, as I do not have the room to store them. I know that digital readers are becoming popular, but I prefer an actual book.
- A destination.
- I like to read, and it is the best place to get books.
- It's a gym for the brain.
- Good information.
- Access to books, news and topics of interest.
- Reading is important.
- I read a lot and love to come and browse. I love to choose books without having to buy them!
- It gives me many hours of pleasant reading.
- Very much...the source of many pleasurable and informational reading times.
- Gives me free books, CDs and DVDs that I could not otherwise read or watch.
- I can always find the books I want and need.
- Because it lets me borrow books instead of buying them.
- Excellent source for reference.
- My whole family enjoys reading.
- At this age of illogically-advancing technology, the library has great merits, and I hope it doesn't fall between the cracks.
- I've been going since I was a child.
- An awesome community hub that brings all walks-of-life together. Libraries are free and an essential resource in our communities. Free knowledge for all!
- Various books available.
- Reading is important, and books should be available to everyone, no matter their income.
- Excellent resource. Nice place to go. It's very important to have public institutions that the public can actually use.
- Because my husband and I read a great deal, we could not afford to buy all the books we read – especially travel and cook books.
- Not enough seats!
- It provides a good community service (eg. storytimes for parents and kids).
- Very important for our community, especially our kids.
- Love to read – something stayed with me from 4 years at UBC. I learn something on each visit.
- As I read at least two books a week, I am a frequent user. There is great variety. If I had to purchase every book I wanted to read, I'd be in the poor house. Keep up the good work.
- It gives me access to books of all types, saves money, saves the planet – less cutting of trees.
- It matters due to the reading materials.
- It's my daughters' favorite place. We have been coming every week since they were babies.
- My kids love the library.
- It is very important for the literacy of both children and adults.
- Great source of knowledge!
- I come every day. I love reading and borrowing books for myself and my baby.

- Availability of books, DVDs, CDs.
- It's nearby, a nice opportunity for social interaction within the community. It invites the community to read for pleasure.
- Because it gives one the opportunity to interact with other bibliophiles and to receive advice and suggestions from staff on almost any topic. Rumours abound that libraries and books will become obsolete due to development of electronic books ("Kindle" etc.). As an old Luddite, I dread the day and hope I'm not around to see it!
- It provides a dynamic force to promote a learning environment.
- It is free.

## **McGill**

- Provides an essential public service. Vital for students.
- For information-gathering without the need for a computer.
- It's a constant source of pleasure!
- Good for information.
- The Library matters to me because it provides access to books and other informative materials that I can't get from the internet.
- Very good place to come to.
- It's a democratic public space where I can engage in books and 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 great place for resources.
- It's a place to spend time with my grandson – especially introducing him to books.
- The library is a publicly-funded, publicly-accessible source of information. It is important to preserve this resource.
- A place for peace, relaxation and learning.
- My house is close to here – it boosts my investment.
- I can't afford to buy my own books. I enjoy reading and come here often.
- Valuable resource for the family.
- Essential. Better to borrow books than to buy them.
- Helps the kids. Books are a useful resource/tool for learning.
- Good resource centre/something to do.
- Most important source of information.
- Kids learn to spend time reading and enjoying books. Adults can find a quiet corner. It's a great "destination" for a walk in the neighborhood.
- Great place for educating myself.
- Important for the community. Best place to study.
- I hope that nothing happens to me because I come to read magazines and use computer only. I don't mind if your staff mention to me what did they want or heard, but please, be nice and polite to me or everyone.
- Hugely-important for everybody as a depository of knowledge!!!
- I can come and enjoy getting great books and spending time reading in the library!!!
- The books – no way could I buy what I read.
- A lot. Good rate of DVD acquisitions.
- To learn to read and enjoy.
- Sharing a variety of books.
- Because you have great resources of books that are beneficial to all the citizens of Burnaby.
- We learn a lot from all the books we can read and from the resources we can access through the library.

- Access to affordable books is so important. I would be lost in my daily life without books from the library.
- It's a great place to borrow books, meet new people, relax and read.
- Source of information, a great variety of new books, promotes community living. It is a great place to hang out!
- It has mattered since I was 9-years-old, and I'm lucky to live near a beautiful branch. I can read about anything that interests me.
- It gives me a place to do my homework, and it also provides me with free wifi.
- Has everything/all the information I need.
- It matters to me because it allows for education and imagination.
- Because we don't have to buy the books we want.
- Good place to get knowledge.
- Good source of information.
- It is what grounds the community. It's 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 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 our culture.
- It is very important for society to increase the knowledge of people in different areas and provide useful sources of information.
- I have always been a reader, and my husband and children are also readers. I love audiobooks for easing my commute. The staff are very helpful and pleasant.
- Important. Nice place to be in.
- Good place to spend free time.
- For knowledge.
- Great selections, new ideas.
- It's a place to study and do homework.
- Without books and DVDs for my kids, we would be very sad. Coming to the library is a regular activity my entire family enjoys.
- A place where I can find interesting books and magazines.
- Access to literacy, community.
- Good for the community.
- It's educational for the young and old.
- I'm worried books will become obsolete.
- I just love it.
- Excellent source of information.
- The books and selection.
- Because I love to read and watch movies.
- Catch up on information.
- Very important to encourage children to read.
- Good for the kids.

### **Tommy Douglas**

- Because my children and I love reading books. When choosing where to live, my first choice was to be near my children's school, and the second was to be near the library.
- Because I'm a visitor here, I can't buy all the books I need. Instead, I can borrow books for my study.
- To have books for reading.

- A place of contemplation.
- It has a lot of resources.
- It helps me to learn new things.
- It's important because we need to study.
- I love to read – never had the opportunity to go to a library when I was young. My hometown had only 1 library. We are so lucky in this country.
- It's up-to-date. One can get books easily when ordered, and it has a good selection of my favourite authors.
- The person announcing that the library is closing usually speaks loudly and scares us while we are studying. Please speak more slowly when announcing that the library will be closing in some minutes.
- These two magazines aren't in this library: "Chengming" and "Open". I hope these two magazines are here to see soon.
- Good place to read.
- Great for our children to enjoy reading. Keeps me reading due to the great selection of books. One of the only visual signs that we live in a society rather than in a corporate world.
- Introduces me to other cultures. Educates me. Books promote discussion. Enriches my life.
- Shared information.
- I've been going to libraries for as long as I can remember. Quiet and peaceful.
- Everyone needs to read.
- A great community resource.
- A great alternative to owning tons of books. Cost-effective, and provides a bigger selection than is possible to own.
- Provides us with many happy times.
- Learning many things. Reading for research.
- Close to where I live, and great for picking up books.
- It's a nice safe place to enjoy all that the library has to offer. It's an important part of the community.
- I can get information for free, conveniently at one place.
- Keeps the mind busy, plus you can meet nice people here.
- 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 in 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.
- Love to read, listen to CDs and watch movies.
- For my kids.
- Increase knowledge and have fun.
- I love to read, but I don't want to buy everything I read.
- Access to hard copy books, videos, magazines and newspapers. I could not possibly buy all of them for my reading enjoyment.
- It would be a sad world without books.
- I always like to get knowledge from books.
- I love books!
- It matters to me because it helps me and my daughter have quiet times to read.
- It's important for my daughter to have a love of books.
- Community feeling. I read a lot, and I can't afford to buy all I read.
- Extremely important reading source for my family.
- Suggest a slow, soft speaking voice to let people know when the library will be closing.
- It enhances my quality of life, enriches my mind and helps my children develop good reading habits.
- I can't live without books, and they're too heavy to carry with me when I move around. It's just nice to have a place that provides a great variety of books.

- Fun for the whole family. Provides me with a place to study and work when I can't do it at home.
- Because it's fun.
- I learn from books
- So we can read books and learn a lot.
- The library helps me and my daughter explore a variety of books on different subjects. I am Chinese-Canadian. The library also allows me to borrow Chinese books that I can enjoy reading in my own language. Last, but not least, thank you so much for "free" book borrowing and allowing us to borrow over 10 books each.
- Nice to borrow DVDs.
- It is a very integral part of the Burnaby community, as it provides us with literacy resources to make us better people.
- It is a place to go and get books and DVDs.
- Very important. Please do not go on strike.
- Enjoy books/having a quiet place to read.
- I can learn more English here. The library is one of the best places for my daughter to play and learn.
- It is a cultural, learning and social centre for the community.
- Books, books, books.
- It matters because it is good, and it has a lot of books that can be read.
- Because I like to read and promote a good habit of reading to my kids.
- Very convenient. We could stop by and stay in the library. Very safe too!
- Fabulous access to almost anything I want to read or see!
- It provides an affordable opportunity to read a variety and number of books.
- Reading is important – gain knowledge, be entertained. Without books...my brain would die!!!!
- I like books.
- Quick access to books.
- Because the library has a lot of books, and I can acquire more knowledge.
- Because the library is a good place to study.
- Great place to encourage early learning.
- No need to purchase books. Interesting selection of free entertainment.
- Silent place to study.
- It is the centre of how I think about our community.
- It is the foundation of a civil society.