

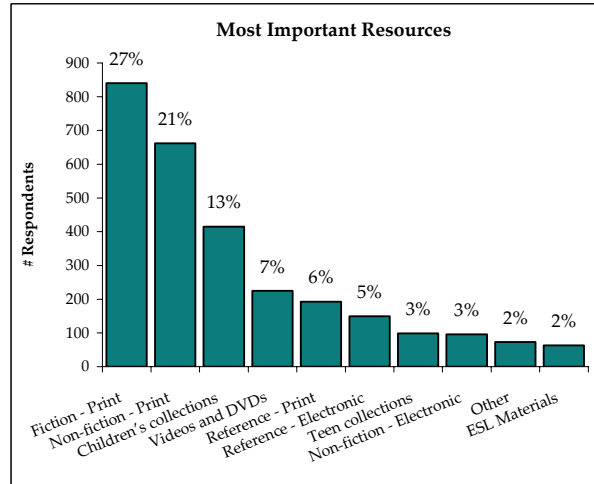
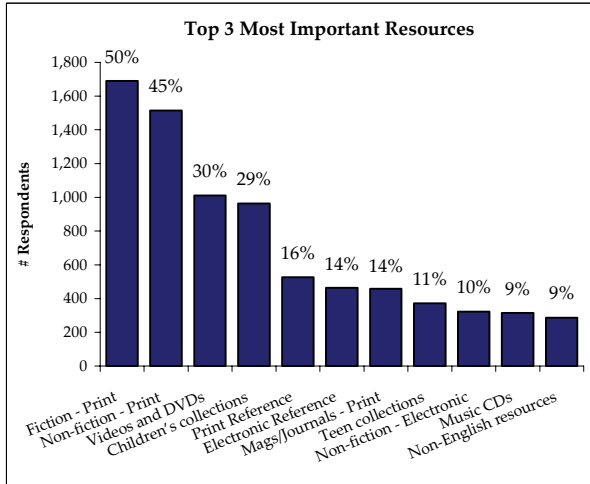
We asked... and you told us!

Results from the Library User Survey

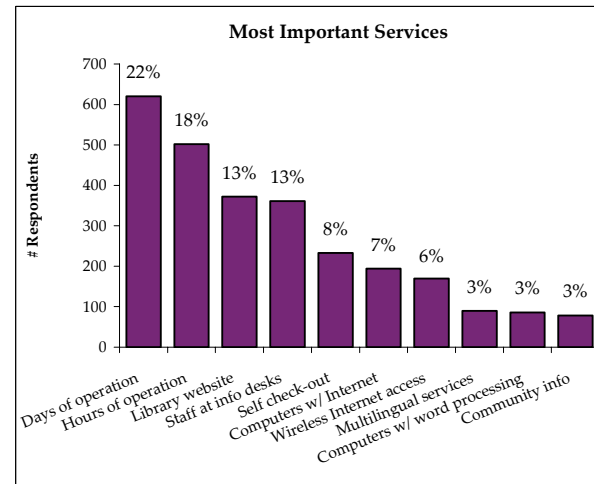
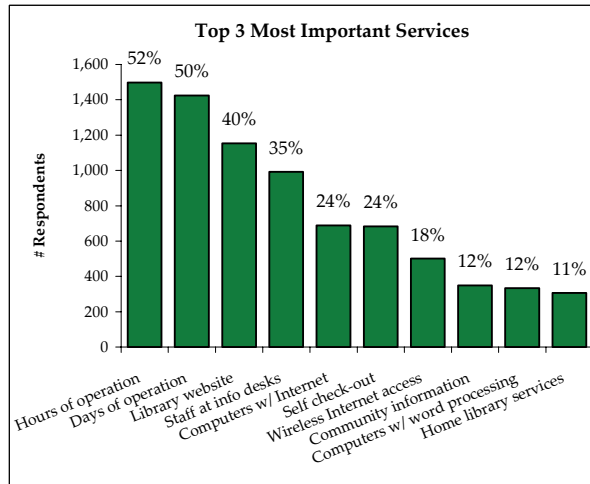
As part of the Community Needs Assessment, Burnaby Public Library conducted a library user survey to assess satisfaction levels and gain a broad sense of priorities for the library system today and in the future.

In the survey, we asked you to choose the *top three* resources, services, programs and physical characteristics of the library that you think BPL should offer – today and in the future. Of these choices, we then asked you to tell us which *one* you thought was *most important* in each area. **Here's what you told us...**

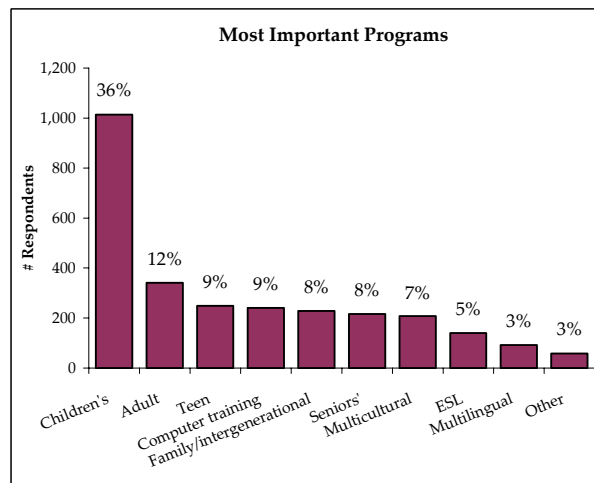
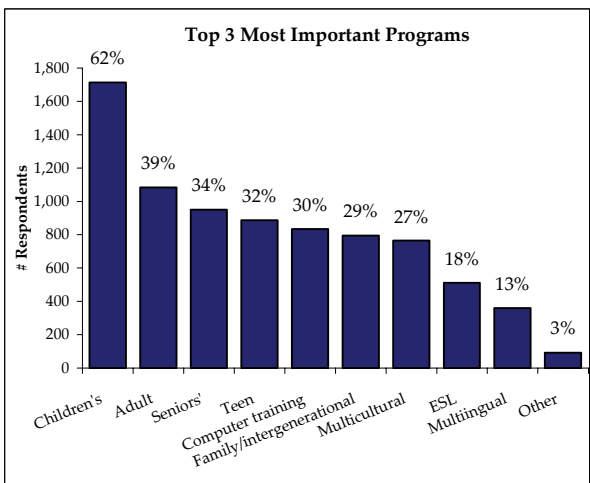
Resources



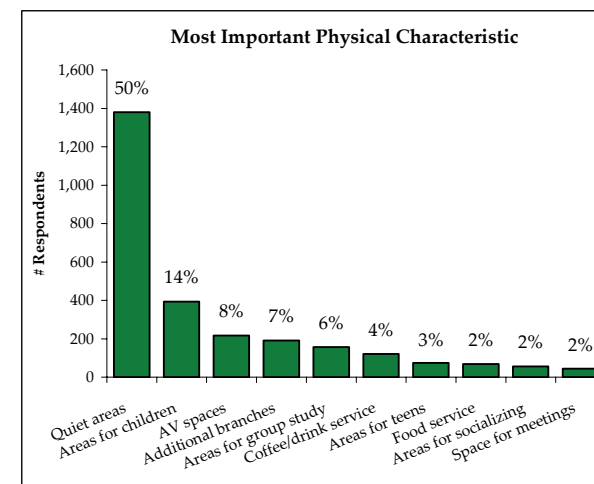
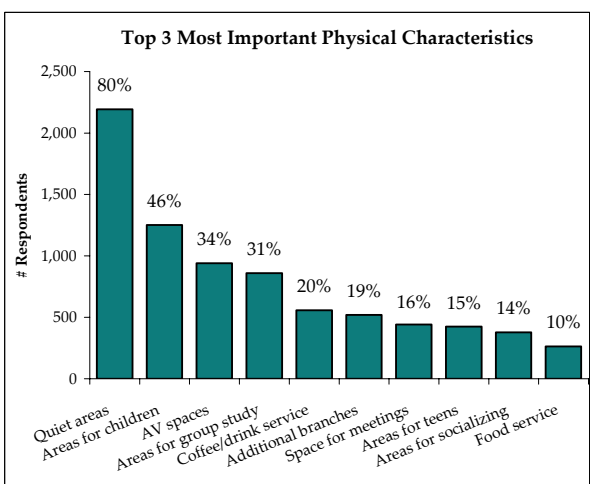
Services



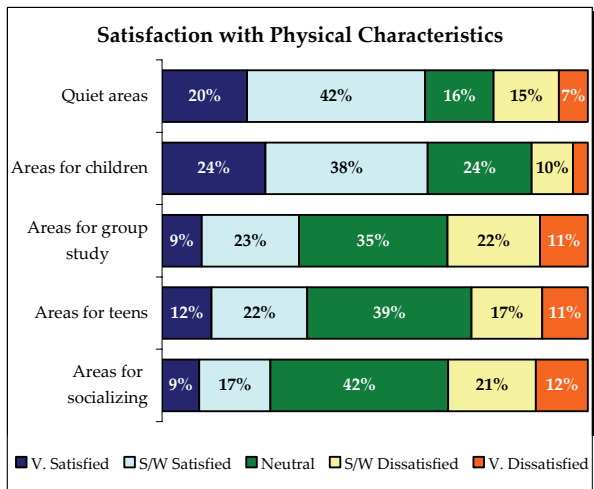
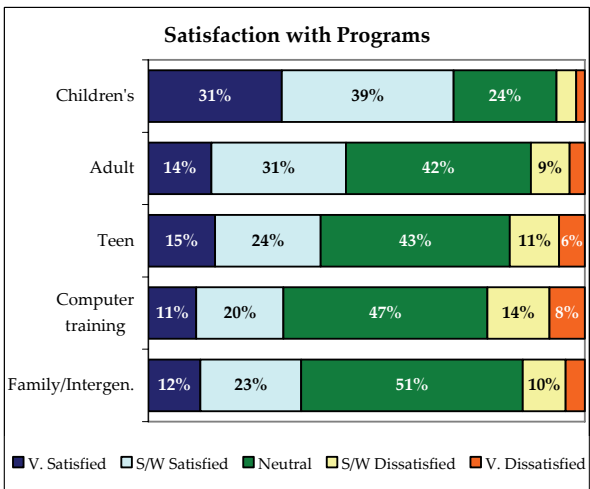
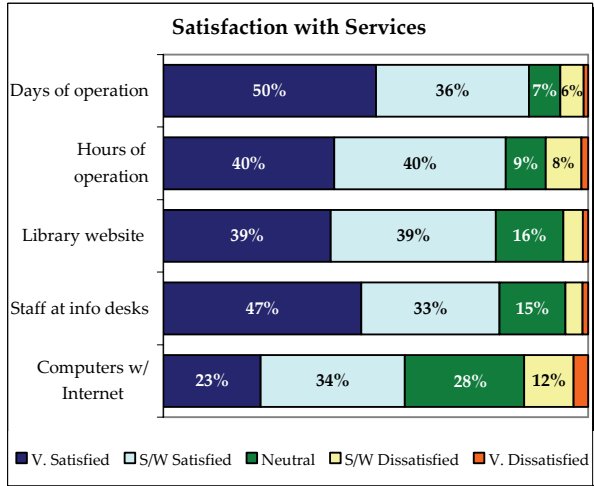
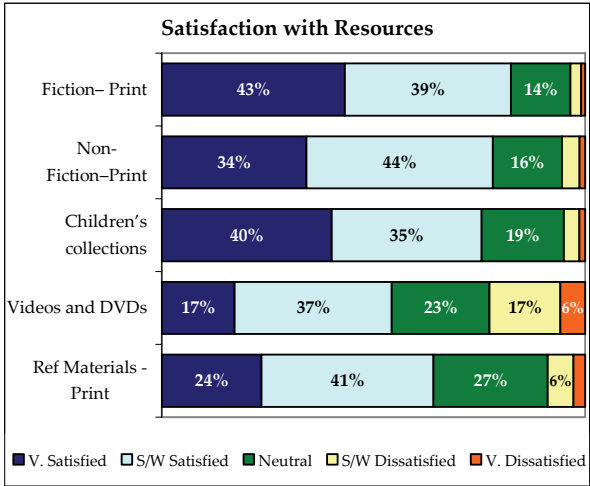
Programs



Physical Characteristics

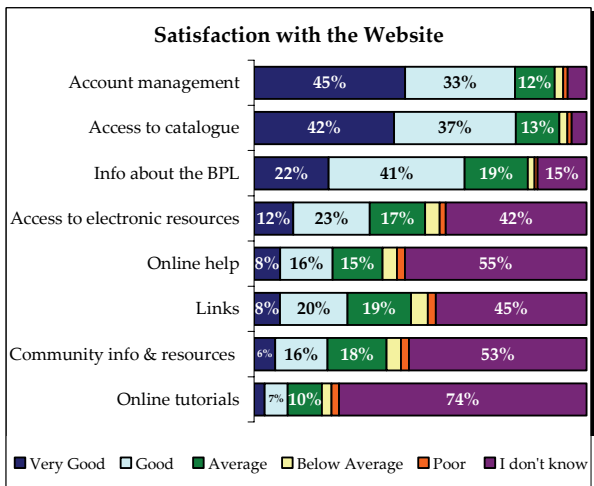
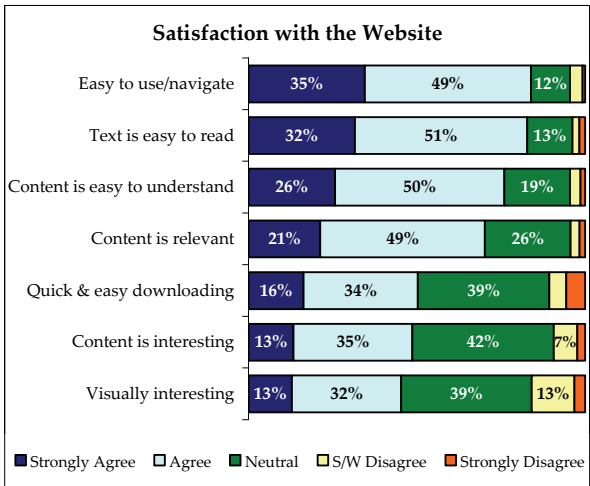


In the survey, we also asked you to indicate your *satisfaction levels* in each area. **Here's what you told us...**



The Library's Website

To gauge user *satisfaction* with BPL's online presence, we asked you some questions about the library's website. **Here's what you told us...**



The Burnaby Public Library Board and staff want to thank you for participating in the in-house survey. Combined with the information we've gathered through the telephone survey, focus groups sessions, stakeholder interviews and the community profile, the Board is in a much better position to develop a long term strategic plan for Burnaby Public Library!

We promise to keep you posted about our progress...