

New Westminster Public Library  
User Survey 2005 Report



## Table of Contents

A.	Introduction.....	1
B.	Survey Form.....	3
C.	Notice Posted in the Library.....	5
D.	Preliminary Statistics of the 2005 Survey.....	6
E.	Summary of Survey Results.....	7
1.a.	Reasons users visited the Library.....	7
1.b.	Success Rate.....	8
2.	Use of Library Services.....	8
3.	Gender.....	9
4.	First Language.....	10
5.	Personal Ownership of Equipment.....	12
6.	Cities in which people live.....	12
7.	Number of visits to the Library.....	13
8.	Other Lower Mainland libraries visited by library users.....	13
9.	Age and education levels.....	14
10.	Rating our service.....	15
11.	Suggestions on how the Library can better meet user's needs.....	17
F.	Tabulation of Survey Results: Questions 1 – 11.....	18

## **A. Introduction**

The Library's sixth biennial survey once again provided interesting and useful information.

The New Westminster Public Library has changed dramatically in the last decade since the first user survey was held. One major factor has been the introduction of the Internet. There was no mention of the Internet in the first user survey of 1995. There are now in-house computers for the public to use. There are also more resources, such as on-line databases, to consult and more types of items, such as DVDs, to borrow. The Library now has a web page. Although users continue to come into the Library there is now use of the Library from homes and offices.

Each time a survey is conducted, users comment on the growing space shortage in the Library. To alleviate some of the crowding, in 2005, the Reference Department will expand by taking over most of the space currently occupied by the Art Gallery, allowing more computer and study space by Library users.

Despite these changes, the purpose of the surveys has remained constant over the years: to discover why people use the Library, what they think of the available services and resources and what they would like to see in the future.

The survey was once again held on a Tuesday and a Saturday– this year April 5<sup>th</sup> and April 9<sup>th</sup>. Most of the questions remained the same as the last survey in 2003, but a few changes were made to reflect changes in services.

Staff members were stationed at the front door to hand out surveys to each person who entered the Library. Tables were set up near the front door so that users could conveniently fill out the surveys and deposit them before they left.

The percentage of surveys completed was less than 100%, as some were returned blank, and some people visiting the library were not interested in participating.

Where possible, we have included statistics from 2001 and 2003 surveys to make comparisons easier for the reader.

**Dates of the surveys were:**

Tuesday      April 5<sup>th</sup>                      9:30 a.m. – 9:00 p.m.  
Saturday      April 9<sup>th</sup>                              9:30 a.m. – 5:30 p.m.

***Surveys Distributed***

<b>Date</b>	<b>Number distributed</b>	<b>Number completed</b>	<b>% completed</b>
<b>April 5, 2005</b>	729	515	70.6%
<b>April 9, 2005</b>	661	454	68.7%
<b>Total of both days</b>	<b>1390</b>	<b>969</b>	<b>69.7%</b>

## B. Survey Form

### NEW WESTMINSTER PUBLIC LIBRARY 2005 LIBRARY USER SURVEY

Help us to better serve you. Please take a few minutes to complete this survey and deposit it in the survey box at the front door. Thank-you.

1. Why did you come to the library today?

(Check all boxes that apply)

- to borrow books or magazines
- to borrow audio items (CDs, CD-ROMs, cassettes, records, cassette books, CD books)
- to borrow videos
- to borrow DVD's
- to return or renew library items
- to ask a reference question
- to do research
- to use library books in the Library
- to use on-line magazine databases
- to use magazines and/or newspapers in the Library
- to use the Internet
- to use word processing or other software
- to come with, or bring, a person to the Library
- to attend a meeting or program
- to study
- to pick up bus schedules or brochures, etc.
- for any other reason (please specify) \_\_\_\_\_

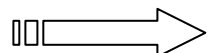
2. Did you find what you were looking for?

- Yes                                       No                                       Not Applicable

3. Have you ever used the following services in the library?  
(Please check all boxes that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Internet stations                         | <input type="checkbox"/> Interlibrary loans                               |
| <input type="checkbox"/> Word processing/other software            | <input type="checkbox"/> Holds (reserves) placed without staff assistance |
| <input type="checkbox"/> Computer catalog in the library           | <input type="checkbox"/> Bestseller Express                               |
| <input type="checkbox"/> Library's web catalog from home           | <input type="checkbox"/> Large print books                                |
| <input type="checkbox"/> Library's website                         | <input type="checkbox"/> ESL materials                                    |
| <input type="checkbox"/> On-line magazine databases                | <input type="checkbox"/> Materials in languages other than English        |
| <input type="checkbox"/> Heritage website                          | <input type="checkbox"/> Library handouts (booklists, brochures etc.)     |
| <input type="checkbox"/> Reference/information services            | <input type="checkbox"/> Adult programs                                   |
| <input type="checkbox"/> Home Library Service (for self or others) | <input type="checkbox"/> Children's programs                              |
| <input type="checkbox"/> Children's computer games station         | <input type="checkbox"/> Self check-out                                   |

PLEASE TURN OVER



4. Gender

- Female
- Male

5. First Language

- English
- Other (please specify) \_\_\_\_\_

6. Do you own the following equipment?

- CD player
- DVD player
- Home computer
- Internet connection
- MP3 Player

7. Which city do you live in? \_\_\_\_\_

8. How often do you usually visit the Library?

- more than once a week
- once a week
- two or three times a month
- about once a month
- several times a year
- once or twice a year
- this is a first visit

9. Which other libraries have you used in the Lower Mainland in the past year?

- Burnaby
- Coquitlam
- Douglas College
- Maple Ridge
- North Shore
- Vancouver
- Terry Fox (Port Coquitlam)
- Port Moody
- Richmond
- SFU/UBC
- Surrey
- Other \_\_\_\_\_

10. What group do you fit in?  
(Check more than one if applicable)

- Up to grade 7
- Grades 8 - 12
- College or University
- Adult (18-64)
- Senior (65 and over)

11. How do you rate our service? Please circle a number.

- |      |         |      |           |           |
|------|---------|------|-----------|-----------|
| 1    | 2       | 3    | 4         | 5         |
| Poor | Average | Good | Very Good | Excellent |

Please comment.

12. How can the library better meet your needs?



## C. Notice Posted in the Library

### **Tell us how we can serve you better**

Every couple of years we like to ask you how we are doing and how we can serve you better

On **Tuesday April 5<sup>th</sup> and Saturday April 9<sup>th</sup>** 2005, we will be asking you to fill in a brief survey about library service. **Your opinion is important to us!**

#### **We listen to your comments**

As a result of the last survey in April of 2003, here are some of the following improvements that were planned and implemented

- The Library's web site was redesigned
- The Library's Heritage web site was expanded and redesigned
- More quick reference Internet stations were added in the Reference Dept
- Internet connections for mobile computers (laptops and notebooks) were also added
- Plans were made for a major renovation in the Reference Dept that will add much needed study space. The renovation will take place this year.
- The Library introduced **Horizon**, a new Windows-based computer system that is much more efficient and user-friendly than the old text-based system
- More advanced Internet instructional sessions were introduced for users who wanted more than the basic sessions
- The legal reference collection was increased due to the cut-back in free legal advice from government sources
- Users can now suggest items for the Library to order on line as well as in person.
- Library borrowers who use other libraries in the Lower Mainland, can now have their New Westminster card registered at these libraries, so that they only need to own one card
- The Children's Department, as well as its traditional programmes, offered three programmes for middle-schoolers during the summer
- For borrowers who asked for more author visits, eight were arranged this year, including a visit from CBC's Bill Richardson

Please complete a survey and  
deposit it in the Survey Box  
near the Front Door on the main floor

## D. Preliminary Statistics of the 2005 Survey

### Tuesday, April 8

Number of Surveys Distributed	729
Number of Completed Surveys Returned	515
Percentage of Completed/Distributed Surveys	71.0%

Daily Statistics	Total
Gate Count of people entering the library	
Circulation	
Ask Me Desk (Circulation Department) questions	79
Reference Department questions:	77
Children's Department questions	

### Saturday, April 12

Number of Surveys Distributed	662
Number of Completed Surveys Returned	454
Percentage of Completed/Distributed Surveys	68.6%

Daily Statistics	Total
Gate Count of people entering the library	1757
Circulation	
Ask Me Desk (Circulation Department) questions	65
Reference Department questions:	59
Children's Department questions	

### Comparison of 2005, 2003, 2001

	2005	2003	2001
Total number of surveys distributed	1391	1489	1306
Total number of completed surveys	969	1101	1014
Percentage	70%	74%	78%

## E. Summary of Survey Results

The following summary tables include figures for both survey days taken together. Separate figures for each day are included in the tabulation of results located after the summary.

### 1.a. Reasons users visited the Library

This year we omitted a question asking users if they came to the Library to visit the Art Gallery, as the Art Gallery will be replaced by an expansion of the Reference Department in the summer of 2005. Otherwise the options users could choose were the same as the survey of 2003.

- It is interesting to note that borrowing books and magazines continues to be the main reason for visits to the Library, and that this reason has remained consistent over the 10 years we have surveyed library users.
- Although we thought as a result of the 2003 survey that Internet use was leveling off, this survey showed that it has increased, as almost a quarter of the people visiting the Library came to use the Internet.
- It is not surprising that the number of people coming to the Library to borrow DVDs increased dramatically to 22% (from 8% in 2003). The DVD collection was new and very small in 2003.
- The number of people who came to borrow audio items (mainly CDs) also increased.
- Otherwise, the percentages of the reasons people come to the Library remained consistent with the results of the 2003 survey.

**Note:** Since users gave multiple responses to this question, the totals for all categories add up to more than 100%.

Reason	% Of Completed Surveys, Both Days		
	2005	2003	2001
To borrow books or magazines	59.4	59.1	51.6
To return or renew Library items	38.6	30.3	41.3
To use the Internet	24.3	18.2	17.6
To borrow audio items	23.7	19.4	20.0
To borrow DVDs*	22.0	7.6	n/a
To borrow videos	20.6	20.3	19.2
To do research*	18.8	16.3	n/a
To use library books in the Library	17.6	14.5	21.8
To use magazines and/or newspapers in the Library	12.5	12.5	15.6
To pick up bus schedules, brochures, etc.	11.7	12.2	12.8
To study	10.5	10.6	9.8
To come with or bring a person to the Library	9.6	8.7	10.0
For miscellaneous reasons	9.3	5.4	8.6
To ask a reference question	7.1	7.4	9.8
To attend a meeting or programme	3.6	7.3	3.8
To use word processing or other software	3.0	3.6	2.6
To use on-line magazine databases	2.3	1.7	2.4
To visit the Art Gallery**	n/a	7.4	11.1

\* Added in the 2003 survey \*\* Deleted in the 2005 survey

### **1.b. Success Rate**

In response to the question "Did you find what you were looking for?"

- 820 answered yes
- 39 answered no
- 85 replied not applicable

Again the percentage of people who answered the question on the two days of the survey, was very high at 95.4%

### **2. Use of Library Services**

This question was updated very slightly from the survey of 2003 with the deletion of services that are no longer relevant (eg dial-in/modern access).

Please note that this question did not include traditional services such as borrowing library items, which was covered in question number 1.

It was interesting to note that use of the Library's technical services increased dramatically over the 2003 survey.

Some interesting results were as follows:

- For the first time, use of the Internet stations was the most used service at 50%, and the increase was 21% higher than the use indicated in the 2003 survey.
- Using the computer database in the Library, which has been the most used service, was second this time and was 12% higher than in 2003
- It was gratifying to see that the use of the Library's website increased 52% over its use in 2003
- The number of users who place their own holds is now up to 44%, again an increase over the results of 2003

<b>Services Used</b>	<b>% Of Completed Surveys, Both Days</b>		
	<b>2005</b>	<b>2003</b>	<b>2001</b>
Internet Stations	50.2	41.8	37.5
Computer Catalog in library	48.2	42.9	46.1
Placed holds directly without staff assistance	44.4	35.6	38.5
Library's website	38.6	25.4	18.4
Reference services	34.5	29.6	32.1
Library's web catalog from home	28.9	18	16.5
Library hand-outs	27.6	21.3	28.8
Interlibrary Loans	25.1	24.3	25.7
Self check-out*	22.9	13.8	n/a
Bestseller Express	16.3	12.8	12.5
Large Print	14.0	10.4	12.9
Word Processing/other software in library	12.6	9.7	7.6
Collections in other languages	11.7	10.4	11.4
Attended children's program	11.6	10.1	12.8
Children's computer games station*	10.2	8.4	n/a
On-line magazine databases	7.4	4.6	3.9
ESL / Materials for learning English	7.2	6.2	6.9

Attended adult program	7.0	8.2	9.2
Heritage website*	5.5	4.3	2.5
Home Library Service	4.4	2.7	4.2

\* Added in the 2003 survey

### **3. Gender**

The ratio of women to men using the library remained consistent with the results of the 2003 survey. Again, slightly more women than men come into the library.

Gender	% Of Completed Surveys, Both Days		
	2005	2003	2001
Female	53	53	52.2
Male	47	47	47.8

#### 4. First Language

The most common first language spoken by survey respondents remains English and in the last three surveys has remained in the 78-80% range. The next most common language was Chinese including Mandarin and Cantonese, and this year the percentage decreased slightly to 4.5%. There were 38 other languages represented on the survey, but less than 1 or 2% for each one. There is at present an active but small Romanian group in New Westminster and that is reflected in the figures, as Romanian was not mentioned in the previous surveys.

**Note:**

The percent is based on the number of people who responded to the question, not the total number of returned surveys.

Language	2005	% of people*	2003	% of people*	2001	% of people*
<b>Total</b>	<b>909</b>	<b>100</b>	<b>1072</b>	<b>100</b>	<b>1041</b>	<b>100</b>
English	709	78	846	78.9	836	80.3
Aboriginal	0		0		0	
Albanian	0	*	0		2	*
Amharic	0		1	*	0	
Arabic	7	*	4	*	2	*
ASL	0		0		1	*
Bosnia	0		0		0	
Cambodian	0		0		1	*
Chinese	41	4.5	67	6.3	42	4
Cree	0		0		0	
Croatian	2	*	10	*	4	*
Czech	0		4	*	7	*
Dagalow	0		0		1	*
Danish	1	*	2	*	1	*
Dari	0		0		1	*
Dutch	2	*	2	*	5	*
Fijian	0		0		1	*
Finnish	1	*	2	*	1	*
Frafra	0		0		1	*
French	11	1.2	10	*	21	2
Gaelic	0		0		1	*
German	12	1.3	3	*	17	1.6
Greek	1	*	0		1	*
Gutrati (Gujerati)	0		0		2	*
Hindi	1	*	3	*	4	*
Hungarian	1	*	4	*	3	*
Indonesian	1	*	0		1	*
Iranian	0		0		1	*
Italian	0		3	*	2	*
Japanese	3	*	6	*	6	*
Korean	15	1.7	6	*	5	*
Lithuanian	0		0		1	*

Longo	0		0		0	
Malay	1	*	0		1	*
Norwegian	0		0		0	
Other	22		21	2	10	*
Persian (Farsi)	5	*	12	1.1	7	*
Polish	4	*	6	*	1	*
Portuguese	3	*	0		1	*
Punjabi	3	*	8	*	8	*
Romanian	14	1.5	5	*	8	*
Russian	9	1	12	1.1	14	1.3
Serbian	3	*	0		2	*
Serbo-Croatian	3	*	0		0	
Simhala	0		0		0	
Somali	0		0		1	*
South Africa	0		0		0	
Spanish	18	2	14	1.3	19	1.8
Swedish	1	*	1	*	0	
Tagalog (Filipino)	12	*	18	1.7	10	*
Taiwanese	0		0		1	*
Tamil	1	*	0		0	
Thai	1	*	0		2	*
Tigrigna	0		0		0	
Turkish	1	*	0		2	*
Ukrainian	0		1	*	1	*
Unknown	0		0		0	
Urdu	2	*	0		1	*
Vietnamese	0		1	*	1	*
Yugoslavia	0		0		2	*

\* Less than 1% of respondents.

## 5. *Personal Ownership of Equipment*

This year we included another piece of equipment in this question, asking library users if they owned an MP3 player. It was interesting to note that 20% did.

It was not surprising to note that almost 66% of respondents now own a DVD player. This is a dramatic increase from 2001 when only 14% of library users owned the players. The number of people owning computers and/or CD players increased slightly, but these numbers seem to have leveled off. There are still some people who own a computer but don't have Internet access.

Equipment	% Of Completed Surveys, Both Days		
	2005	2003	2001
CD Player	81.6	78.2	78.7
Home Computer	69.8	66.6	59.4
Internet Connection	58.9	53.4	46.7
DVD player	65.6	39	14.3
MP3 Player*	20.5	n/a	n/a

\* added in 2005 survey

## 6. *Cities in which people live*

Use of the library by New Westminster residents has remained consistent over the years as 78% of the people coming into the Library on survey days indicate that they live in the City.

The number of residents from Burnaby, Surrey, Coquitlam and Vancouver were close to the figures of the last survey.

City	% Of Completed Surveys, Both Days		
	2005	2003	2001
New Westminster	78.4	78.7	82.2
Burnaby	11.1	12.5	9.1
Surrey	2.7	1.8	1.3
Coquitlam	1.5	1.7	1.6
Vancouver	2.3	1.6	2.6
Port Coquitlam	0.2	0.7	0
Richmond	0.8	0.6	0.4
North Vancouver*	0.2	0.6	0.2
Maple Ridge	0.7	0.5	0
Port Moody	0.4	0.4	0.3
Langley	0.1	0.2	0.4
Delta	0.2	0	1.1
Pitt Meadows	0	0	0.1
Other	1.1	0.8	0.4

\* both City and District

## **7. Number of visits to the Library**

It was interesting to note that the number of people visiting the Library more than once a week dropped from 46% to 37%, which was the level of the 2001 and 1999 surveys. On the Tuesday of this year's survey, though, 45% of these people came in more than once a week. It's probable that people coming into the Library to use the Internet, influences this figure. The results again show that most people use the Library on a regular basis, not just occasionally.

<b>Number of Visits</b>	<b>% Of Completed Surveys, Both Days</b>		
	<b>2005</b>	<b>2003</b>	<b>2001</b>
More than once a week	37.0	46.8	31.5
Once a week	23.2	24.7	25.4
Two or three times a month	24.0	21.7	36.3
About once a month	8.4	9.5	10.8
Several times a year	4.2	4.5	3.6
Once or twice a year	1.3	1.4	1.8
This is a first visit	0.5	1.4	1.3

## **8. Other Lower Mainland libraries visited by library users**

The use of other libraries in the area has remained quite consistent over the years of the surveys, except for slight increases in the use of some libraries.

<b>Library</b>	<b>% Of Completed Surveys, Both Days</b>		
	<b>2005</b>	<b>2003</b>	<b>2001</b>
Burnaby	43.4	40.9	40.6
Vancouver	35.8	35.3	37.8
Surrey	10.1	7.9	7.8
Coquitlam	8.3	8.3	7.2
SFU/UBC	7.9	8.2	7.6
Douglas College	4.9	6	7.3
North Shore	4.4	2.5	2.4
Richmond	4.3	4.6	3
Maple Ridge	2.4	2.1	1.4
Port Moody	2.2	1.5	1.7
Terry Fox (Port Coquitlam)	1.8	2.2	1.6

## **9. Age and education levels**

These levels have not changed significantly during the years of the surveys, although this year there was a small increase in the percent of adults aged 18-64 using the library and a decrease in the number of seniors. As noted in previous surveys, probably more children use the library than are indicated by the figures, but many children do not fill in the surveys.

<b>Educational and/or Age Levels</b>	<b>% Of Completed Surveys, Both Days</b>		
	<b>2005</b>	<b>2003</b>	<b>2001</b>
Adult (18-64)	67.6	63.9	67.9
College or University	23.6	23.6	24.6
Senior (65 and over)	12.9	17.3	14.5
Grades 8-12	7.6	7.4	8.9
Up to Grade 7	4.3	3.5	3

## 10. *Rating our service*

Most respondents answered this question (99%) and answered very positively. The percentages were calculated on the total number of completed surveys, not the total number of people who answered the question.

Again 96% of the respondents rated the Library's service good to excellent. Library users were again very positive in their comments. They found that services were excellent and there many comments about the helpful and friendly staff. There were very few negative comments, most of which were concerned with "more of" suggestions.

Quality*	% Of Completed Surveys, Both Days		
	2005	2003	2001
Excellent	35.29	35.7	n/a
Very Good	42.41	43.7	n/a
Good	18.16	15.5	n/a
Average	2.79	2.8	n/a
Poor	0.21	0.5	n/a

\* new in the 2003 survey

The following list includes a sampling of comments, written exactly as they were written in the survey. A complete list of comments can be found at the end of this document.

- This is the best library I've ever found. Top notch in terms of user friendliness
- Good selection of fiction books for children
- I have been coming to this library since I was in grade school. It's comfortable the staff is friendly and it's easy to find what I am looking for
- I appreciate the display rack of interesting and eclectic books; would probably not reserve if had to go looking in the shelves.
- It's the best service the community has to offer and the most all – inclusive service. Great staff & always feels good to be here!
- Everyone is so helpful.
- Staff most helpful in finding material, assisting with computers.
- Excellent DVD selection Appreciate "No Charge" to reserve books Great selection of graphic novels.
- Well organized and clean
- Far & away my favourite library. I work in the same building as the VPL main branch and I still come here much, much more often. I find most books I look for. Waits for holds are short. Website is handy. Staff is excellent!
- Friendly helpful staff, and atmosphere. Also the "telephone renewal & "hold notification" system is excellent!
- I love this library – everyone is so helpful and interesting. Thank you
- This is the best library I've ever found! Top notch in terms of user friendliness.

- NEWWEST is top notch love the ambience, staffs professional just a great library! I know I've been to all of them
- You're awesome!!!
- The friendly staff are great, hours are fine & location centerally located for easy access.
- Good selection of Fiction
- Good music collection, keep it up!
- The baby storytimes & children's ? GREAT!
- I can always find what I want great Bestseller Shelf. Excellent selection in movies.
- I love coming to the Library. I am here every day. It's my second home!
- A lot of resources, I like being able to look for a hold book from my home.
- Very good for children
- You do a good job, should get more budget!
- One of the best libraries I have ever had the pleasure of being a member of. Thank you.
- I recently requested the library buy a book – and it is! I ask for help- and get it! I'm always online, checking my holds, adding books to "My List"
- Never have to wait long in checkout. Good selection of magazines.
- The facilities are neat and clean
- The staff are wonderful!
- I have often been favorably impressed by how good a selection yours is for its relatively small size.
- Beautiful place, nice people, convenient service, I can find that I want.
- Extremely good service – at Reference Desk on Main & in Ref area. & very pleasant staff at circulation desk.

## **11. *Suggestions on how the Library can better meet user's needs***

Many people expressed satisfaction with the present available services and felt the library met their needs. Many of those who did give suggestions wanted more of "things": new books, DVDs, open hours (including opening for 24 hours), contemporary music, librarians, computers, computer time, tables, space, ESL books, storytimes, etc.

The following list includes a sampling of suggestions from our users on the two days of the survey.

- Can we renew the items from website within, for example, 2 days, overdue?
- Improve the parking
- Have more librarians working at one time.
- Keepin a quiet environment for all!
- Have PHONE IN'S FOR BOOKING Internet time!
- MORE CONTEMPORARY MUSIC / CD'S AND DVD'S
- ESL classes
- Provide free local phone services in separate area
- Expanded facilities are apparent, but don't you dare move the location! Is it possible to build upper floors? The staff members are superb!
- The chairs and benches are too low. For the many seniors with hip and knee pain it is very difficult to sit on such low chairs.
- Single card for all libraries
- Perhaps a scanner and fax!
- Longer hours on Sunday
- I would join a Book Discussion Group if you had one.
- Ensure cell phones are off! Bigger signs ask people to leave when they disregard the rule.
- I cannot stress this enough! Please keep the reference section Quiet!
- By having msn messenger on the computers
- Email notices – for example SFU emails me a couple of days before due date
- More space for teens to hang out!! Yeah!
- Move to bigger building
- More adult programs presented at the library.
- Don't have kids playing on computers when adults need to use them for job search & other educational services. Get them their own computers in the C
- Sort new books on the Internet in categories (-r-e=>Mystery, SF, etc.)
- Better naming & classification of cd's on shelves.
- Continue to have video tapes available because I do not intend to buy a DVD player.
- The library is the most important city building I use. Every time I pay my taxes, the only amount that I don't think is too high is for the library services.

## F. Tabulation of Survey Results: Questions 1 – 11

### 1. Why did you come to the library today?

#### 1.1 To borrow books or magazines

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	283	515	55.0
April 9, 2005	293	454	64.5
<b>Total Both Days</b>	<b>576</b>	<b>969</b>	<b>59.4</b>

#### 1.2 To borrow audio items (CDs, CD-ROMs, cassettes, records, cassette bks, CD bks)

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	120	515	23.3
April 9, 2005	110	454	24.2
<b>Total Both Days</b>	<b>230</b>	<b>969</b>	<b>23.7</b>

#### 1.3 To borrow videos

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	110	515	21.4
April 9, 2005	90	454	19.8
<b>Total Both Days</b>	<b>200</b>	<b>969</b>	<b>20.6</b>

#### 1.4 To borrow DVDs

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	103	515	20.0
April 9, 2005	110	454	24.2
<b>Total Both Days</b>	<b>213</b>	<b>969</b>	<b>22.0</b>

#### 1.5 To return or renew library items

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	192	515	37.3
April 9, 2005	182	454	40.1
<b>Total Both Days</b>	<b>374</b>	<b>969</b>	<b>38.6</b>

### 1.6 To ask a reference question

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	40	515	7.8
April 9, 2005	29	454	6.4
<b>Total Both Days</b>	<b>69</b>	<b>969</b>	<b>7.1</b>

### 1.7 To do research

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	117	515	22.7
April 9, 2005	65	454	14.3
<b>Total Both Days</b>	<b>182</b>	<b>969</b>	<b>18.8</b>

### 1.8 To use library books in the library

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	109	515	21.2
April 9, 2005	62	454	13.7
<b>Total Both Days</b>	<b>171</b>	<b>969</b>	<b>17.6</b>

### 1.9 To use on-line magazine databases

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	15	515	2.9
April 9, 2005	7	454	1.5
<b>Total Both Days</b>	<b>22</b>	<b>969</b>	<b>2.3</b>

### 1.10 To use magazine and/or newspapers in the library

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	72	515	14.0
April 9, 2005	49	454	10.8
<b>Total Both Days</b>	<b>121</b>	<b>969</b>	<b>12.5</b>

### 1.11 To use the internet

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	146	515	28.3
April 9, 2005	89	454	19.6
<b>Total Both Days</b>	<b>235</b>	<b>969</b>	<b>24.3</b>

**1.12 To use word processing or other software**

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	16	515	3.1
April 9, 2005	13	454	2.9
<b>Total Both Days</b>	<b>29</b>	<b>969</b>	<b>3.0</b>

**1.13 To come with, or bring, another person to the library**

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	50	515	9.7
April 9, 2005	43	454	9.5
<b>Total Both Days</b>	<b>93</b>	<b>969</b>	<b>9.6</b>

**1.14 To attend a meeting or program**

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	15	515	2.9
April 9, 2005	20	454	4.4
<b>Total Both Days</b>	<b>35</b>	<b>969</b>	<b>3.6</b>

**1.15 To study**

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	61	515	11.8
April 9, 2005	41	454	9.0
<b>Total Both Days</b>	<b>102</b>	<b>969</b>	<b>10.5</b>

**1.16 To pick up bus schedules or brochures, etc.**

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	65	515	12.6
April 9, 2005	48	454	10.6
<b>Total Both Days</b>	<b>113</b>	<b>969</b>	<b>11.7</b>

**1.17 For any other reason**

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	56	515	10.9
April 9, 2005	34	454	7.5
<b>Total Both Days</b>	<b>90</b>	<b>969</b>	<b>9.3</b>

**2. Did you find what you were looking for?**

<b>Date</b>	<b>Yes</b>	<b>Percent (of total who said yes or no)</b>	<b>No</b>	<b>Percent (of total who said yes or no)</b>	<b>Total Yes or No</b>	<b>Not Applicable</b>	<b>Total Survey</b>
April 5, 2005	446	96.3	17	3.7	463	46	509
April 9, 2005	374	94.4	22	5.6	396	39	435
<b>Total both Days</b>	<b>820</b>	<b>95.4</b>	<b>39</b>	<b>4.6</b>	<b>859</b>	<b>85</b>	<b>944</b>

### 3. Have you ever used the following services?

#### 3.1 Internet Stations

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	270	515	52.4
April 9, 2005	216	454	47.6
<b>Total Both Days</b>	<b>486</b>	<b>969</b>	<b>50.2</b>

#### 3.2 Word processing/other software

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	68	515	13.2
April 9, 2005	54	454	11.9
<b>Total Both Days</b>	<b>122</b>	<b>969</b>	<b>12.6</b>

#### 3.3 Computer catalog in the library

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	245	515	47.6
April 9, 2005	222	454	48.9
<b>Total Both Days</b>	<b>467</b>	<b>969</b>	<b>48.2</b>

#### 3.4 Library's web catalog from home

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	142	515	27.6
April 9, 2005	138	454	30.4
<b>Total Both Days</b>	<b>280</b>	<b>969</b>	<b>28.9</b>

#### 3.5 Library's website

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	198	515	38.4
April 9, 2005	176	454	38.8
<b>Total Both Days</b>	<b>374</b>	<b>969</b>	<b>38.6</b>

### 3.6 On-line magazine database

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	47	515	9.1
April 9, 2005	25	454	5.5
<b>Total Both Days</b>	<b>72</b>	<b>969</b>	<b>7.4</b>

### 3.7 Heritage website

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	27	515	5.2
April 9, 2005	26	454	5.7
<b>Total Both Days</b>	<b>53</b>	<b>969</b>	<b>5.5</b>

### 3.8 Reference/information services

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	175	515	34.0
April 9, 2005	159	454	35.0
<b>Total Both Days</b>	<b>334</b>	<b>969</b>	<b>34.5</b>

### 3.9 Home library service (for self or others)

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	23	515	4.5
April 9, 2005	20	454	4.4
<b>Total Both Days</b>	<b>43</b>	<b>969</b>	<b>4.4</b>

### 3.10 Children's computer games station

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	50	515	9.7
April 9, 2005	49	454	10.8
<b>Total Both Days</b>	<b>99</b>	<b>969</b>	<b>10.2</b>

### 3.11 Interlibrary loans

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	130	515	25.2
April 9, 2005	113	454	24.9
<b>Total Both Days</b>	<b>243</b>	<b>969</b>	<b>25.1</b>

### 3.12 Holds (reserves) placed without staff assistance

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	216	515	41.9
April 9, 2005	214	454	47.1
<b>Total Both Days</b>	<b>430</b>	<b>969</b>	<b>44.4</b>

### 3.13 Bestseller express

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	89	515	17.3
April 9, 2005	69	454	15.2
<b>Total Both Days</b>	<b>158</b>	<b>969</b>	<b>16.3</b>

### 3.14 Large print books

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	61	515	11.8
April 9, 2005	75	454	16.5
<b>Total Both Days</b>	<b>136</b>	<b>969</b>	<b>14.0</b>

### 3.15 ESL materials

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	42	515	8.2
April 9, 2005	28	454	6.2
<b>Total Both Days</b>	<b>70</b>	<b>969</b>	<b>7.2</b>

### 3.16 Materials in languages other than English

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	54	515	10.5
April 9, 2005	59	454	13.0
<b>Total Both Days</b>	<b>113</b>	<b>969</b>	<b>11.7</b>

### 3.17 Library handouts (booklists, brochures, etc.)

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	143	515	27.8
April 9, 2005	124	454	27.3
<b>Total Both Days</b>	<b>267</b>	<b>969</b>	<b>27.6</b>

### 3.18 Adult programs

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	41	515	8.0
April 9, 2005	27	454	5.9
<b>Total Both Days</b>	<b>68</b>	<b>969</b>	<b>7.0</b>

### 3.19 Children's programs

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	58	515	11.3
April 9, 2005	54	454	11.9
<b>Total Both Days</b>	<b>112</b>	<b>969</b>	<b>11.6</b>

### 3.20 Self check-out

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	114	515	22.1
April 9, 2005	108	454	23.8
<b>Total Both Days</b>	<b>222</b>	<b>969</b>	<b>22.9</b>

#### 4. Gender

Gender	April 5, 2005		April 9, 2005		Total	
	Number	Percent	Number	Percent	Number	Percent
Female	251	49.0	255	57.6	506	53.0
Male	261	51.0	188	42.4	449	47.0
<b>Total</b>	<b>512</b>	<b>100.0</b>	<b>443</b>	<b>100.0</b>	<b>955</b>	<b>100.0</b>

## 5. First Language

	April 5, 2005	April 9, 2005	Total	Percent of people answering question
English	390	319	709	78.0
Albanian	0	1	1	*
Arabic	5	2	7	*
Bulgarian	4	0	4	*
Burmese	1	0	1	*
Chinese	21	20	41	4.5
Croatian	0	2	2	*
Damara	1	0	1	*
Danish	0	1	1	*
Dutch	1	1	2	*
Filipino	10	2	12	*
Finnish	0	1	1	*
French	6	5	11	1.2
German	5	7	12	1.3
Greek	1	0	1	*
Hindi	0	1	1	*
Hungarian	1	0	1	*
Icelandic	1	0	1	*
Indonesian	0	1	1	*
Japanese	0	3	3	*
Korean	5	10	15	1.7
Malyaslan	1	0	1	*
Pashto	1	0	1	*
Persian (Farsi)	4	1	5	*
Polish	2	2	4	*
Portuguese	2	1	3	*
Punjabi	1	2	3	*
Romanian	7	7	14	1.5
Russian	3	6	9	1.0
Serbian	3	0	3	*
Sinhalise	1	0	1	*
Slovak	1	1	2	*
Spanish	10	8	18	2.0
Swedish	0	1	1	*
Tamil	0	1	1	*
Taiwan	1	0	1	*
Temne	0	1	1	*
Turkish	0	1	1	*
Urdu	2	0	2	*
Visayan	0	1	1	*
Not clear	3	6	9	1.0
<b>Total</b>	<b>494</b>	<b>415</b>	<b>909</b>	<b>100.0</b>

\* Less than 1% of respondents

## 6. Do you own the following equipment?

### 6.1 CD Player

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	417	515	81.0
April 9, 2005	374	454	82.4
<b>Total Both Days</b>	<b>791</b>	<b>969</b>	<b>81.6</b>

### 6.2 DVD Player

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	332	515	64.5
April 9, 2005	304	454	67.0
<b>Total Both Days</b>	<b>636</b>	<b>969</b>	<b>65.6</b>

### 6.3 Home Computer

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	348	515	67.6
April 9, 2005	328	454	72.2
<b>Total Both Days</b>	<b>676</b>	<b>969</b>	<b>69.8</b>

### 6.4 Internet Connection

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	288	515	55.9
April 9, 2005	283	454	62.3
<b>Total Both Days</b>	<b>571</b>	<b>969</b>	<b>58.9</b>

### 6.5 MP3 Player

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	110	515	21.4
April 9, 2005	89	454	19.6
<b>Total Both Days</b>	<b>199</b>	<b>969</b>	<b>20.5</b>

**7. Which city do you live in?**

<b>City</b>	<b>April 5, 2005</b>	<b>April 9, 2005</b>	<b>Total Both Days</b>	<b>Percent of people who answered question both days</b>
New Westminster	380	337	717	78.4
Burnaby	51	51	102	11.1
Surrey	16	9	25	2.7
Vancouver	12	9	21	2.3
Coquitlam	11	3	14	1.5
Other	9	1	10	1.1
Richmond	4	3	7	0.8
Maple Ridge	5	1	6	0.7
Port Moody	1	3	4	0.4
Langley	0	3	3	0.3
Delta	1	1	2	0.2
North Vancouver City	2	0	2	0.2
Port Coquitlam	0	2	2	0.2
North Vancouver District	0	0	0	0.0
Pitt Meadows	0	0	0	0.0
<b>Total</b>	<b>492</b>	<b>423</b>	<b>915</b>	<b>100.0</b>

## 8. How often do you usually visit the library?

### 8.1 More than once a week

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	235	515	45.6
April 9, 2005	124	454	27.3
<b>Total Both Days</b>	<b>359</b>	<b>969</b>	<b>37.0</b>

### 8.2 Once a week

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	89	515	17.3
April 9, 2005	136	454	30.0
<b>Total Both Days</b>	<b>225</b>	<b>969</b>	<b>23.2</b>

### 8.3 Two or three times a month

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	123	515	23.9
April 9, 2005	110	454	24.2
<b>Total Both Days</b>	<b>233</b>	<b>969</b>	<b>24.0</b>

### 8.4 About once a month

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	35	515	6.8
April 9, 2005	46	454	10.1
<b>Total Both Days</b>	<b>81</b>	<b>969</b>	<b>8.4</b>

### 8.5 Several times a year

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	24	515	4.7
April 9, 2005	17	454	3.7
<b>Total Both Days</b>	<b>41</b>	<b>969</b>	<b>4.2</b>

**8.6 Once or twice a year**

<b>Date</b>	<b>Number of Responses</b>	<b>Number of Completed Surveys</b>	<b>% of Completed Surveys</b>
April 5, 2005	6	515	1.2
April 9, 2005	7	454	1.5
<b>Total Both Days</b>	<b>13</b>	<b>969</b>	<b>1.3</b>

**8.7 This is a first visit**

<b>Date</b>	<b>Number of Responses</b>	<b>Number of Completed Surveys</b>	<b>% of Completed Surveys</b>
April 5, 2005	1	515	0.2
April 9, 2005	4	454	0.9
<b>Total Both Days</b>	<b>5</b>	<b>969</b>	<b>0.5</b>

**9. Which other libraries have you used in the Lower Mainland in the past year?**

<b>Library</b>	<b>April 5, 2005</b>	<b>April 9, 2005</b>	<b>Total</b>	<b>Percent both days</b>
Burnaby	221	200	421	43.4
Coquitlam	44	36	80	8.3
Douglas College	22	25	47	4.9
Maple Ridge	15	8	23	2.4
North Shore	25	18	43	4.4
Terry Fox (Port Coquitlam)	11	6	17	1.8
Port Moody	12	9	21	2.2
Richmond	24	18	42	4.3
SFU/UBC	41	36	77	7.9
Surrey	65	33	98	10.1
Vancouver	194	153	347	35.8

## 10. What group do you fit in?

### 10.1 Up to grade 7

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	14	515	2.7
April 9, 2005	28	454	6.2
<b>Total Both Days</b>	<b>42</b>	<b>969</b>	<b>4.3</b>

### 10.2 Grades 8-12

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	37	515	7.2
April 9, 2005	37	454	8.1
<b>Total Both Days</b>	<b>74</b>	<b>969</b>	<b>7.6</b>

### 10.3 College or University

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	129	515	25.0
April 9, 2005	100	454	22.0
<b>Total Both Days</b>	<b>229</b>	<b>969</b>	<b>23.6</b>

### 10.4 Adult (18-64)

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	361	515	70.1
April 9, 2005	295	454	65.0
<b>Total Both Days</b>	<b>656</b>	<b>969</b>	<b>67.7</b>

### 10.5 Senior (65 and over)

Date	Number of Responses	Number of Completed Surveys	% of Completed Surveys
April 5, 2005	65	515	12.6
April 9, 2005	60	454	13.2
<b>Total Both Days</b>	<b>125</b>	<b>969</b>	<b>12.9</b>

**11. How do you rate our service? Please Circle a number.**

<b>Date</b>	<b>Number of Responses</b>	<b>Number of Completed Surveys</b>	<b>% of Completed Surveys</b>
<b>Excellent</b>			
April 5, 2005	198	515	38.45%
April 9, 2005	144	454	31.72%
<b>Total Both Days</b>	<b>342</b>	<b>969</b>	<b>35.29%</b>
<b>Very Good</b>			
April 5, 2005	207	515	40.19%
April 9, 2005	204	454	44.93%
<b>Total Both Days</b>	<b>411</b>	<b>969</b>	<b>42.41%</b>
<b>Good</b>			
April 5, 2005	91	515	17.67%
April 9, 2005	85	454	18.72%
<b>Total Both Days</b>	<b>176</b>	<b>969</b>	<b>18.16%</b>
<b>Average</b>			
April 5, 2005	11	515	2.14%
April 9, 2005	16	454	3.52%
<b>Total Both Days</b>	<b>27</b>	<b>969</b>	<b>2.79%</b>
<b>Poor</b>			
April 5, 2005	2	515	0.39%
April 9, 2005	0	454	0.00%
<b>Total Both Days</b>	<b>2</b>	<b>969</b>	<b>0.21%</b>

