



On April 1, 2016, we launched a five question web survey to collect member feedback on the changes implemented at the library in January and February 2016. The survey closed April 22. Here are the findings from the 3,043 responses collected from Richmond Public Library card holders:

In addition to asking participants to check all responses that applied to them, each of the five survey questions offered participants a field in which they could add free-form comments regarding the subject matter of each question. The comment responses were classified as neutral/positive, negative, or questions.

We heard you!

Based on the valuable feedback collected through the survey, we are making adjustments to our borrowing limits and Friday branch hours to better meet the needs of the community.

Specifically, the library will be implementing the following changes in July 2016:

1. Amending the reduced Friday hours at the Ironwood, Steveston and Cambie branches from 2:00 pm to 9:00 pm (morning closure) to 10:00 am to 5:00 pm (evening closure).
2. Increasing the borrowing limits for print books from 10 items to 20 items per category.
3. Increasing the overall borrowing limit per card from 25 items to 30 items.

View a full listing of the library's borrowing policies [here](#).

Survey results available to the public

The summary of the survey results as well as a full list of all verbatim comments are included in this report. We are committed to open communication with our members and are pleased to share the results of our member feedback survey with the community.

1. Shorter Loan Periods – reduced loan periods for books from 28 days to 21 days. (check all that apply to you)

| Question | Count | % of Respondents |
|---|--------------|------------------|
| Items I have placed on hold are available more quickly | 453 | 15% |
| I am now coming to the library more frequently to return material and to select | 615 | 20% |
| I am borrowing less per visit as a result of the shortened loan period | 1,042 | 34% |
| I do not have enough time to finish reading the materials I have borrowed | 1,628 | 53% |
| My borrowing habits have not changed | 926 | 30% |
| | | 153%* |
| Respondents | 3,043 | |

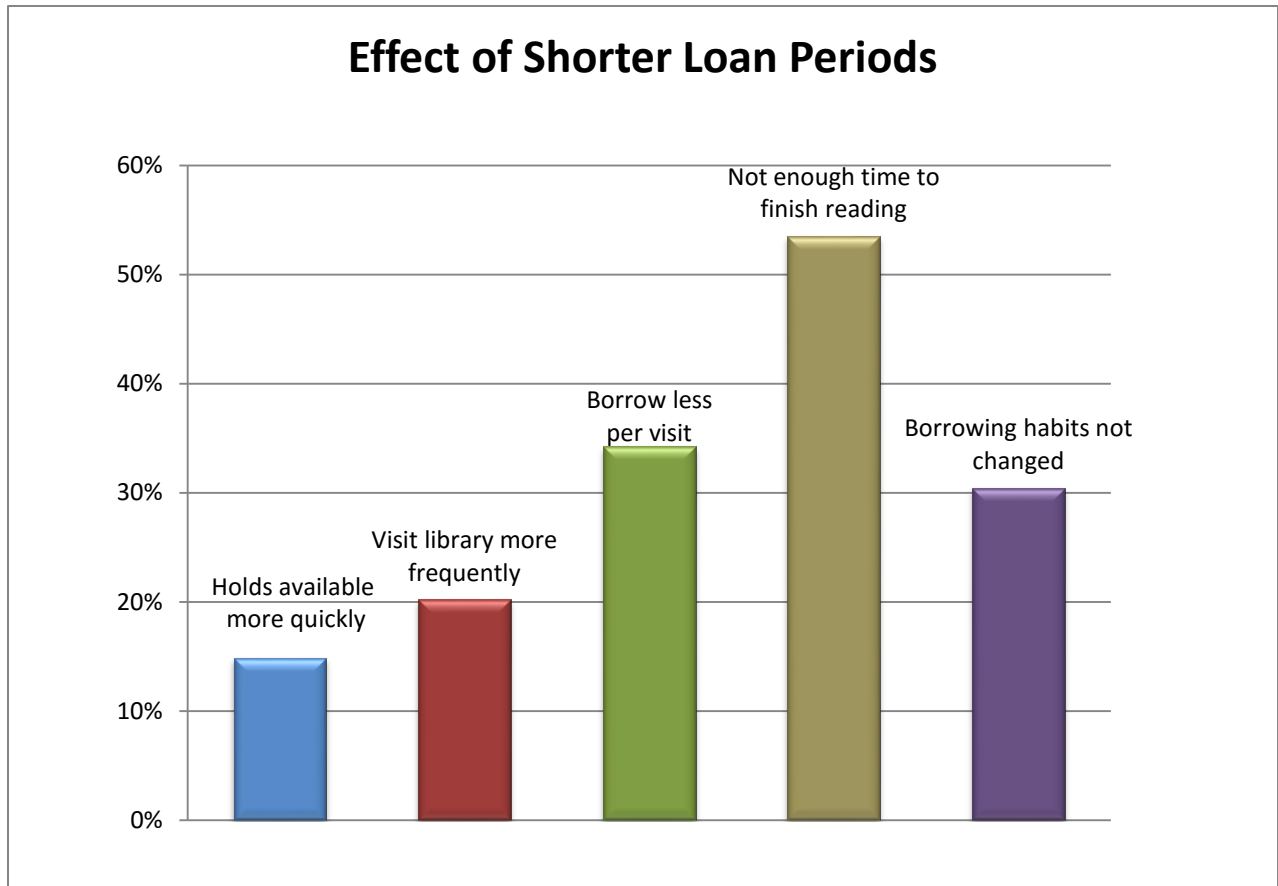
* NB: Multiple responses are permitted, so responses exceed respondents and total % of respondents can exceed 100%

Notable Findings:

30% of survey respondents indicated that their borrowing habits have not changed, while 53% of survey respondents indicated that they do not have enough time to finish reading the materials they have borrowed.

15% of respondents indicate that held items are becoming available more quickly. While this is a small proportion, it indicates some success in achieving the results intended by reduced loan/renewals periods, better serving members with a limited collection budget.

| Comments summary | |
|-------------------------|------------|
| Neutral & Positive | 38 |
| Negative | 134 |
| Questions | 1 |
| Total comments | 173 |



| 1. Shorter Loan Periods – reduced loan periods for books from 28 days to 21 days. (check all that apply to you) | |
|--|---|
| | Neutral & Positive Comments |
| 1. | I mainly get ebooks |
| 2. | borrow dvd for my kid |
| 3. | I belong to two book clubs and obtain my books that way. |
| 4. | I mostly borrow ebooks |
| 5. | I am having to adjust I ha |
| 6. | I only borrow books when I visit the ice arena next door which isn't very often.I am not affected by these changes |
| 7. | i have had to monitor my renewals of material more carefully |
| 8. | Ereader |
| 9. | Online reading now |
| 10. | It's fine |
| 11. | I have had to count books to be able to borrow a full 20 to read to my grandchildren, but it is working OK except that I find the books are not being rehelved as fast as they come in and they show in the computer they are in but can't be found on the shelf. |
| 12. | As a person who only uses ebooks I have not noticed any problem |
| 13. | I use ebooks almost exclusively |
| 14. | Not aware of the change |
| 15. | hard to dealeat audio books after i have finished listening to them. |
| 16. | I usually only borrow through overdrive |
| 17. | This brings the practices in the Richmond library system in line with those of the Vancouver Public Library system (and presumably those of the other Lower Mainland libraries.) This ensures some consistency throughout the greater Vancouver area |
| 18. | Mostly borrowing on line |
| 19. | No change since I borrow mainly ebooks |
| 20. | I use ebooks |
| 21. | No comment |
| 22. | I think borrowing peruod should be different by the length of the books. |
| 23. | I borrow online now |
| 24. | See #2 |
| 25. | I read faster |
| 26. | I actually hadn't realized that changed until I got the courtesy notice and it seemed earlier than it used to be. Oops. |
| 27. | n/a |
| 28. | I use eBooks mostly |
| 29. | I use the library app on my ipad |
| 30. | i extend loans as needed and visit the same amount |
| 31. | I am renewing more often |
| 32. | I'm OK with the change |
| 33. | I am hoping we can have an Almost Expired email to me, one day before Returning book |
| 34. | I only borrow e-books |
| 35. | No problem |
| 36. | I don't know the reason, but my holds are becoming available more quickly. Please revert to the 10-holds policy. |
| 37. | borrowing epub books |
| 38. | i only borrow for kobo and tablet now so no changes |
| | Negative Comments |
| 39. | I have greatly reduced my usage of the library and as a result am reading fewer books from RPL. |
| 40. | Not a fan of the shorter loan or the 1 week renewal |

| 1. Shorter Loan Periods – reduced loan periods for books from 28 days to 21 days. (check all that apply to you) | |
|--|---|
| 41. | I disagree with cutting back on books and opening times. |
| 42. | it is frustrating to keep returning to the library to hand a book in, wait a day and retake it out! |
| 43. | I havent finished the last 4 books which is frustrating. slow readers are being punished |
| 44. | it is difficult to have to come more often |
| 45. | Using the library less often because of this |
| 46. | Its terrible |
| 47. | I had no idea this had changed. Didn't see any notices in the library. Should have emailed us. |
| 48. | the loan period is TOO short!!! |
| 49. | it's difficult when borrowing for more then one kid |
| 50. | I am borrowing more often from VPL |
| 51. | my hold items take longer to get here |
| 52. | I do not use Richmond library now |
| 53. | I take out ebooks and they return themselves after two weeks with no option to renew. Very hard for me to complete a book when I work full time. |
| 54. | More late fine. |
| 55. | Should never have been changed. |
| 56. | I put books on hold rather than coming to the library to choose them because I can never find the book I'm looking for on the shelves. |
| 57. | My Ill loan could not be renewed and the staff member didnt reorder it for me after He had said he would. It has now been almost a month I am still waiting for this book. |
| 58. | Bring back the 28-day loan! That was one of the best features that RPL had over other public librasries. |
| 59. | e-book loans are even shorter - not quite enough time! |
| 60. | I do not like to come more frequently because parking is terrible !! |
| 61. | I use the library less. |
| 62. | I am no longer borrowing materials for my classroom. It is sad to no longer be able to support class topics using the public library. |
| 63. | I used only ebooks from the library. With the reduced number of books I often find a favorite book after my limit has been reached and I find it difficult to delete a book I order to borrow another book. |
| 64. | I liked the 28 days so if I am travelling and do not have internet access to renew the 21 days is just a little too short. |
| 65. | This is very inconvenient. I like to read but do not have much time to go back and forth to the library. It is also easier to keep track of 8 days than 21 days. And yes I receive the alerts |
| 66. | The help desk should be allowed to renew if there is another copy in library! |
| 67. | I find that the 21 loan period is too short. Please return to 28 days. |
| 68. | he shorter loan period does not work for someone who is away for more than 3 weeks vacation. |
| 69. | Did not know about changes, will renew if not enough time to finish |
| 70. | I want the period time longer is better about a month |
| 71. | Definitely not enough time to read a book! If you've got other things going on 3 weeks is not long enough! I have not noticed things come in earlier either |
| 72. | I need to keep track of returning kids books more often |
| 73. | I stopped coming to the library because of this. Don't have time to read the material and the fines are higher. No thank you |
| 74. | I purchase more or my own books. |
| 75. | I do not like the shorter loan period |
| 76. | not using books too much ! |
| 77. | This is deterring me from borrowing materials. I had to pay \$7.50 just to use my card again and times are way too short. |
| 78. | I hadnot went to Richmond Library for long time |

| 1. Shorter Loan Periods – reduced loan periods for books from 28 days to 21 days. (check all that apply to you) | |
|--|--|
| 79. | I am using the library less as a result of this change, combined with the lower number of books that can be borrowed at one time. |
| 80. | Having a feeling of pressure |
| 81. | I feel a little stressed to read the material in the shortened period |
| 82. | It is difficult at times to finish in the shorter time |
| 83. | the change is too extreme, 1st renew is 21 days & then 7 days |
| 84. | The renew period is shorter, I borrow less item and change to go to Vancouver |
| 85. | I didn't realize and incurred charges |
| 86. | It is hard to remember the return date. |
| 87. | I am pausing more books online |
| 88. | Not borrowing from this branch any more. |
| 89. | I do not like shorter loan periods. |
| 90. | waste time to go to library |
| 91. | I have not been to the library after the change |
| 92. | i hate it |
| 93. | If several of my books on hold become available, i do not have time to finish reading them |
| 94. | using Burnaby or Vancouver for longer loan periods |
| 95. | dont like the shorter period |
| 96. | It is onlyt partially correct that be available sooner.m Now I would have to renew a book afetr only 3 weeks when I would have completed reading in one month. This means holdin on to the item longer. I suggest stickign to one month the first time, and the renewal period be reduced to say, 2 weeks. It works better and faster. |
| 97. | My borrowing habits have changed because I have to go more often.n. |
| 98. | I take out fewer items because I know I can't get them finished with the shorter borrowing time. |
| 99. | Bad changes, creating so much hassle to borrowers, who came up with this inconsiderate decision? |
| 100. | I will likely pay more overdue fines |
| 101. | My children love reading but now they are always in a rush to finish the books. This is not helpful and very disturbing change |
| 102. | loan time too short |
| 103. | I start to read less |
| 104. | I DONT LIKE THERE IS A LIMIT ON CERTAIN KIND OF BOOKS PER CARD. MY KID IS ONLY 9,he can only read kids book, so his card limit is reduced to kid book limit. |
| 105. | in only put books on my ipad and 21 days is not long enough |
| 106. | I do not like the shorter periods. Don't have time to try as many recipes as I want in borrowed cookbooks for example. |
| 107. | my borrowing habits have changed |
| 108. | The 21 day limit makes it difficult to brorrow books online for vacation spots with no internet |
| 109. | We (I have 4 children) now borrow less, because we do not have time to complete the books, and we are constantly running to the library to return books. It sucks and we will not use the library as much as we use to because of the shorter borrowing days. |
| 110. | I have to return and hold unfinished materials and wait to repick them up when they're ready. It's inconvenient. Learning and absorbing takes time. |
| 111. | I wasn't even aware of the change |
| 112. | spending more time driving back and forth to the libraries |
| 113. | Feel more pressure to finish off books, instead of enjoying reading them |
| 114. | Has discouraged me from borrowing books at all |
| 115. | sometimes, I do not have enough time to finish reading materials I have borrowed. |
| 116. | I cant get the books in on time so i have too many fines and i dont go to the library anymore |
| 117. | I did not have time to adjust to the shorter period and incurred penalties for recent loans, which is |

| 1. Shorter Loan Periods – reduced loan periods for books from 28 days to 21 days. (check all that apply to you) | |
|--|--|
| | unfortunate. |
| 118. | I feel rushed and it seems like my books are due very soon after I borrow them. |
| 119. | I am dropping off books more regularly, but not going in to borrow more. I will no longer order holds. |
| 120. | I will probably borrow fewer books. As a classroom teacher, I need time to plan and use the books and three weeks often is not enough time. |
| 121. | When I renew a long book, I don't have time to finish it. |
| 122. | More often is very inconvenient for older folks trying to drive less. |
| 123. | Changing from 28 days to 21 days is reasonable. However, changing from 28 days to 7 days is ridiculous. It forced me to stop borrowing books. It was ridiculous to change from 28 days of renewal to 7 days. |
| 124. | I am glad that you did away with the earlier policy of 3-1-1 week renewals. Also even if no one else is waiting for the book I have to return it, then come back 2 days later to take it out. I find this annoying. |
| 125. | This is not enough time to read all the books we want to read to our child as well. |
| 126. | I don't mind wait a little longer for the items. I have other items on hand anyway. There are "rapid read" items which promises faster return. The urgent need items can be put into that category. The one-week renewal is ridiculous. The only way it helps is to pay less fine. Busy in working, I don't have time to go to the library twice a day. It creates more inconvenience than help. |
| 127. | The borrowing time is not sufficient for books that I borrow for preschool, the children just get use to them when I need to return them or renew them with the few that have to be returned. I find a lot more time wasted on borrowing or checking online for renewal |
| 128. | Gives me less time to find time to return the books I borrowed. |
| 129. | going to other locations for books |
| 130. | In my view the old system worked better, we should be encouraging the use of the library and developing a love/appreciation of books. It is unlikely that there is such a dire need for a book (if there was surely the library would have one or more copies available) to impose such a arbitrary time restriction. |
| 131. | I don't like the changes. My kids cant finish reading the books |
| 132. | I have a disabling illness and it is now even harder to ensure I get my loans back on time |
| 133. | e-mail reminders were sent too close so could get confused |
| 134. | especially frustrating when trying to learn from a self help book and it has to be returned before the time required to complete the course |
| 135. | The whole thing is too hurried. Every 4 weeks was easy to remember. 'Third Tuesday of the month'. Three weeks takes too much concentration and it's inconvenient. |
| 136. | After trying several times to log in, with no luck, I gave up and was not able to check anything out. |
| 137. | I stopped using the library because the new loan times are too short |
| 138. | Using other libraries (VPL, eg) more. |
| 139. | Loan period shorten without me knowing until I need to pay the fine! |
| 140. | I am now incurring more late fines |
| 141. | this shorter loan period is very inconvenient for my use and i consider not using the library at all!!! |
| 142. | 21 days are often not enough |
| 143. | Not happy with this. Creates a hardship for seniors and mobility challenged. |
| 144. | often my borrowed books are overdue |
| 145. | Really disappointed in the reduced loan period!! |
| 146. | Library makes more money on late return from many poeple. |
| 147. | I GREATLY prefer the former 4-week loan period. Please reinstate it ASAP. |
| 148. | Prefer 28 days |
| 149. | too short loan period please increase |
| 150. | in line with other libraries but not as agreeable overall |

| 1. Shorter Loan Periods – reduced loan periods for books from 28 days to 21 days. (check all that apply to you) | |
|--|--|
| 151. | would love to see extensions available for e books maybe with a fee attached |
| 152. | Would prefer to be able to return books at other locations outside of Richmond |
| 153. | please return back to 28 days |
| 154. | I hope you can roll back 28 days |
| 155. | Have to renew more often |
| 156. | needed to renew online earlier as I may not be available to bring both of my young children to library |
| 157. | Suggest initial loan period return to 4 wks renewal period remains at 21 days |
| 158. | Loan period should be changed back to 28 days. |
| 159. | A little stressful to remember, but I will adjust. |
| 160. | Maintain loan periods to 28-days. |
| 161. | Shorter renewal caught me by surprise. |
| 162. | I deal on line for ebooks which already have 21 days |
| 163. | I prefer 28 days |
| 164. | I want a long time (4 weeks) for thicker books to read. |
| 165. | Often times u need more than 21 days depending on the material |
| 166. | I prefer the 28 days |
| 167. | Prefer longer loan periods |
| 168. | I have to renew more often |
| 169. | It's not convenience than before |
| 170. | I have to renew my books more frequently so I can finish them |
| 171. | Some books take longer to finish than others. "Long" books could use a longer loan period. Maybe put books into "long" and "short" categories? |
| 172. | need to give 2 renewals |
| | Questions |
| 173. | When are we getting a bigger liobrary? |

2. Being able to borrow fewer items – limits on how many of each type of material may be borrowed

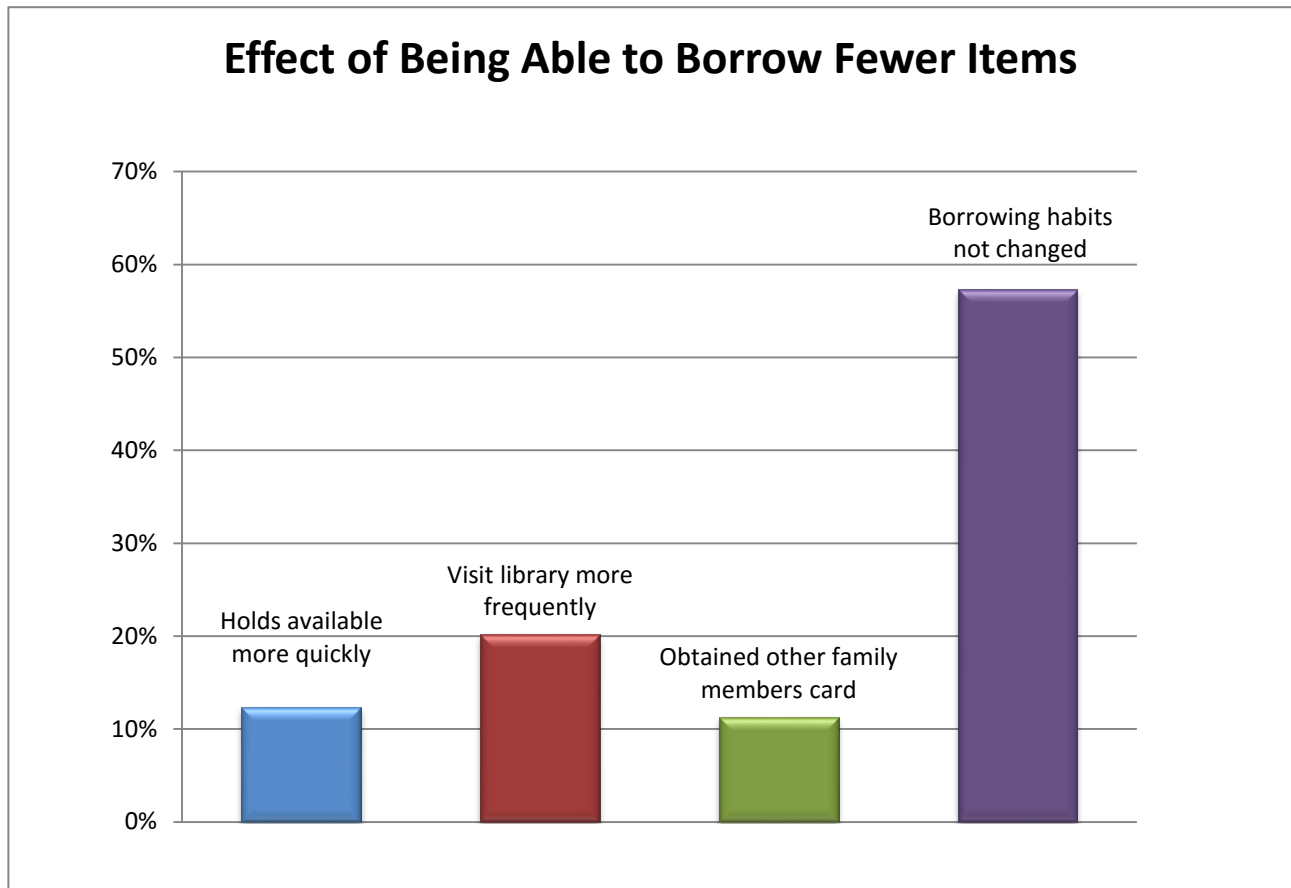
| Question | Count | % of Respondents |
|---|--------------|-------------------------|
| Items I have placed on hold are available more quickly | 375 | 12% |
| I am now coming to the library more frequently to return material and to select | 614 | 20% |
| I do not have enough time to finish reading the materials I have borrowed | 343 | 11% |
| My borrowing habits have not changed | 1,743 | 57% |
| | | 101%* |
| Respondents | 3,043 | |

* NB: Multiple responses are permitted, so responses exceed respondents and total % of respondents can exceed 100%

Notable Findings:

While the majority of respondents (57%) indicate that their habits have not changed since borrowing limit changes were introduced, and the remainder indicate adaptive responses to the change, this question drew the highest number of complaints in the comment option of any of the survey questions.

| Comments summary | |
|-------------------------|------------|
| Neutral & Positive | 57 |
| Negative | 232 |
| Questions | 2 |
| Total comments | 291 |



| 2. Being able to borrow fewer items – limits on how many of each type of material may be borrowed. | |
|---|--|
| Neutral & Positive Comments | |
| 1. | less late fees |
| 2. | Unsure |
| 3. | I mainly get ebooks |
| 4. | only change as noted in 1 above |
| 5. | This is good as my reading is now more focused and less going from book to book before finishing one. |
| 6. | not affected |
| 7. | I am not mobile (no car) so enjoy the book club sets. |
| 8. | I mostly borrow ebooks |
| 9. | Ok to reduce items |
| 10. | I only borrow one book at a time because I can only read one book at time. I read for pleasure. |
| 11. | not a problem |
| 12. | I come to the library more frequently to return material but not to select new material. See above. |
| 13. | Not applicable |
| 14. | I like the 28-day loan. I have not noticed any advantage since it became 21-day loan |
| 15. | I am more selective in what I borrow now |
| 16. | I borrow more books online |
| 17. | Did not know |
| 18. | Reading online |
| 19. | I don't borrow too much items each time so that this change doesn't affect me much |
| 20. | If each person can borrow 8 items each time, still ok. |
| 21. | See comment above |
| 22. | Same as above |
| 23. | Borrowing fewer items is a change that has not affected me because I never borrowed to the maximum allowed |
| 24. | I ask the librarian to check out more books. I don't self serve sometimes. |
| 25. | Not aware of the change |
| 26. | This has not affected me |
| 27. | Good idea |
| 28. | I usually borrow through overdrive |
| 29. | Borrowing on line more often |
| 30. | I |
| 31. | hope unlimit items. |
| 32. | does not affect me |
| 33. | More use of e-books |
| 34. | No comment |
| 35. | You can borrow so much as you can handle. No difference. |
| 36. | If the maximum items borrowed is 10 (books, DVDs or whichever format), then it's fine with me. |
| 37. | the items I have requested are popular so haven't been able to know if they come in quicker or not...no experience yet |
| 38. | this make sense for borrowers who are hoarding the books and realistically unable to read so many borrowed books at a certain period of time |
| 39. | not applicable |
| 40. | I am trying to borrow online books |
| 41. | n/a |
| 42. | I don't reach the limit, so this did not affect me |
| 43. | Most everything I borrow are eBooks or audiobooks |
| 44. | No change |
| 45. | not interested |

| 2. Being able to borrow fewer items – limits on how many of each type of material may be borrowed. | |
|---|--|
| 46. | I have to download books more often |
| 47. | We need to apply for another library card for other family members. |
| 48. | Family members already have library cards so we've been able to divide borrowing items amongst us without being inconvenienced |
| 49. | I don't borrow enough to reach the limit. |
| 50. | No problem |
| 51. | Look at question no. 1 |
| 52. | I don't know the reason, but my holds are becoming available more quickly. Please revert to the 10-holds policy. |
| 53. | x |
| 54. | borrowing only epub books |
| 55. | This actually becomes a good discipline for myself. |
| 56. | Just ok |
| 57. | This has not affected me yet. |
| | Negative Comments |
| 58. | I fill up a card more quickly and have to use other family member's cards, instead of being able to keep all items on one card. |
| 59. | I want to take more stuff but I can't. I don't understand why you would restrict people's ability to READ MORE!!! |
| 60. | it's more difficult to borrow |
| 61. | Not practical, especially if you don't have kids or teens in the family |
| 62. | Routinely run into limit compared to before. |
| 63. | It's an immense inconvenience to have more than one library card for other family members because I need to borrow more materials. I cannot keep track of overdue books because I have multiple accounts. I would prefer to see that the limit be increase to each category. |
| 64. | borrow more frequently, because get less |
| 65. | I do NOT like this change, it's much less convenient for me. |
| 66. | I reduced my visits - almost nit worth going. |
| 67. | Disgusting |
| 68. | I do not like the limits placed on the type of material to be borrowed |
| 69. | I would like to go back to 10 checkouts for eBooks - 5 is not sufficient |
| 70. | I borrow fewer items |
| 71. | I borrow less |
| 72. | Please fire the chief and deputy chief librarian. How does an annual 8 million dollar budget for 4 old branches not be enough. |
| 73. | Big impact for borrowing kids books, they like to get lots at once |
| 74. | It is frustrating having to remember how many items of each type are on each card. It was much more simple when we just had to remember how many items total - not how many dvds/picture books/chapter books! |
| 75. | I now borrow fewer items |
| 76. | Should have been notified either in library at check out or email or library postings. |
| 77. | Able to check out less - come less often |
| 78. | We don't borrow DVD or CD. I don't think it is fair for people mainly borrow books only. |
| 79. | I borrow fewer items than I used to. |
| 80. | Due to limits on types of materials, I have borrowed less overall. Sometimes I have had to put back 4 or more items because I have too many picture books. |
| 81. | it's extremely inconvenient because we usually need a lot of books but rarely borrowed DVD/CDs and when my children work on projects, they need at least a few books on the topic. Since we can't necessarily come to the library frequently, the new rules really limit their choice of books |
| 82. | I am borrowing more often from VPL |

| 2. Being able to borrow fewer items – limits on how many of each type of material may be borrowed. | |
|---|--|
| 83. | I borrow fewer items |
| 84. | Less books being read |
| 85. | borrowing less items too much hassle to go to front desk everytime |
| 86. | Re eBooks. I read quickly, return ebooks within 24-72 hours. 5 holds and 5 checkouts simply are not sufficient. Please return to the 10 holds and 10 checkouts for us speedy readers. |
| 87. | This rule effectively reduces kid's card to kid's book limit. I don't understand the rationale behind this rule! Don't want kids to read more? Force the whole family to share cards in order to make life more difficult for everybody? Please! |
| 88. | Not helpful as busy family |
| 89. | My habits have changed |
| 90. | I don't take as much |
| 91. | really annoying as I'm still waiting on a hold from last year!! but anything new I get out has to be returned before I can finish it! frustrating! |
| 92. | It is getting annoying, the limit is too small and I have to wait for the reception to return the books before I get the chance to borrow books |
| 93. | I find that 5 items are not enough as I borrow on my Kobo for travelling. |
| 94. | I am paying more in fines now due to closures with no information on the website . |
| 95. | I avoid going to the library now |
| 96. | have to pay more fines |
| 97. | The shorter loan periods have made me come to the library less frequently. |
| 98. | I come to the library less |
| 99. | borrow less now |
| 100. | as above |
| 101. | I do NOT like to have to come more often because the parking is very bad , I am a senior and do NOT enjoy having to do the trip more often ! |
| 102. | Don't like shortened loan period, perhaps more copies of popular books, upon research period |
| 103. | As above -- I make less use of the library |
| 104. | I am no longer borrowing readers for my class. The readers are not tracked by title, only the number. Again, it is a real loss for school classrooms. |
| 105. | I have been unable to take out certain items due to the new policy |
| 106. | I go to another library |
| 107. | It's not feasible to use the library to borrow books now |
| 108. | I don't like the change |
| 109. | I can't share materials with my elderly parents as the loan limit is too restrictive now |
| 110. | We are borrowing less now. |
| 111. | Borrowing less because holds don't come fast enough |
| 112. | I can't stand this. It's incredibly inconvenient to take out books for my kids. Using multiple cards is such a pain. Horrible idea. |
| 113. | I am not able to borrow what I want when I want to. |
| 114. | I'm downloading instead of going to the Library because I went to the Library only to discover you would not be open until the afternoon. |
| 115. | I definitely do not have time to read the books I take out and return them before I am finished reading them and do not have time to come in to look for more in the shortened period of rental time |
| 116. | Items I have placed on hold are not available more quickly |
| 117. | I come to the library less and borrow less |
| 118. | less urge to go to the library - I understand why but |
| 119. | I have to come to the library more often and that's taking me so much more time. I ended up borrowing less books and reading less. |
| 120. | Stop from borrowing further |

| 2. Being able to borrow fewer items – limits on how many of each type of material may be borrowed. | |
|---|--|
| 121. | not returning |
| 122. | Hate the new system. |
| 123. | Hate the new system. |
| 124. | I use on-line. Dislike having to go online more frequently to borrow. When going on holiday 5 is not enough. Much preferred the 10. No other family members I can have take out for me. |
| 125. | Coming less |
| 126. | Make it hard for teachers to borrow books for the classroom |
| 127. | Dislike the limitation on kids books & kids DVD |
| 128. | I do not like the limit as often we have books out for projects and then we like to take books out to read as well |
| 129. | This has been very frustrating for us because we read 30plus books per week. When returning books it takes 2 days to go through the system and we cannot borrow more books on the same card. |
| 130. | Don't come anymore to the library |
| 131. | I purchase more of my own books. |
| 132. | Limits on items are annoying but I can live with these restrictions. |
| 133. | I borrow fewer and read them before the expiry date. |
| 134. | Don't like new time rules |
| 135. | See above. |
| 136. | I borrow much less now |
| 137. | I end up borrowing from other libraries if the book is available there |
| 138. | I had not went there for long time, incovenient. |
| 139. | I did not know there was a limit now |
| 140. | We are borrowing fewer books. I find the limit on picture books is too low. |
| 141. | Don't feel good |
| 142. | Inconvenient especially for research |
| 143. | We take out less books, kids are too young to get more cards |
| 144. | since I do not live in Richmond, I go less than before, I think RMD library not welcome us. |
| 145. | spending more time going to library, trying to reduce visits |
| 146. | I come less to the library, I'm afraid I can't finish a book in the shorter period |
| 147. | Not happy as this will impact my vacations. I want to be able to borrow 10 ebooks or be able to return and borrow from wherever I am. |
| 148. | I am not borrowing as much or as frequently |
| 149. | do like the longer borrow time |
| 150. | I put holds on pause as I feel pressured rather than relaxed and so I often end up with no reads available to me. |
| 151. | Stopped coming to library |
| 152. | Limitation cause confusion & misunderstand discrimination |
| 153. | I am pausing more books online |
| 154. | Has discouraged me from borrowing from the library |
| 155. | I have not been able to borrow as many books as I would like. Now my kids have to use their own cards and it's been very hard to keep track of the books. Having kids only take 10 books (they take 5 minutes to read) is a waste of time. |
| 156. | I am now reading less. |
| 157. | Not borrowing |
| 158. | Don't like the change at all |
| 159. | i hate it |
| 160. | I need to use other family members' cards, which results in more confusion for renewals and such. |
| 161. | i don't like to have to come back to exchange and get the other mats i need |
| 162. | using other library systems in order to get more materials in one trip thereby reducing the number |

| 2. Being able to borrow fewer items – limits on how many of each type of material may be borrowed. | |
|---|---|
| | of trips that I have to take |
| 163. | My borrowing habits have changed to fewer. |
| 164. | My borrowing habits have changed and I don't appreciate making more trips to the library. |
| 165. | I understand the reason for the change but it does impact me as I can't remember how many of what type of item I can borrow until I go to the check-out kiosk |
| 166. | Just cannot finish reading all my books...dislike it! |
| 167. | It's a complete hassle to citizens, what's the purpose of a library? |
| 168. | Very disturbing change |
| 169. | I am borrowing less and I found less choices |
| 170. | I borrow less or don't borrow at all |
| 171. | see the above comment. kid card limit is reduced to kids book limit. |
| 172. | we are now using VPL |
| 173. | online, lost hold due to only 5 books allowed at a time, do not know when holds will be available |
| 174. | This is quite a nuisance as it means that I now have to make more trips to the library. |
| 175. | I don't go to the library as often |
| 176. | I try to fulfill my library need by other resource |
| 177. | I am borrowing fewer items than I might have otherwise |
| 178. | Now I am reading less |
| 179. | Big problem for me as I am a voracious reader, definitely looking elsewhere to support my habit! |
| 180. | This is very limiting for families. Those with small children regularly borrow 25 picture books but do not need other materials. |
| 181. | Fewer DVDs allowed means I will no longer come to the Richmond library. Though you have a good selection, my time is precious and I don't appreciate you creating a situation where I have to come frequently to get DVDs that I go through very quickly, it's too much imposition on my time. I'll go to Vancouver libraries, where the DVD item limit is 15 at a time and the renewal periods are longer. |
| 182. | This is less convenient to borrow for vacations |
| 183. | Not really convenience |
| 184. | Didn't know they had changed??? |
| 185. | wasn't aware |
| 186. | i am borrowing less, choosing to go to VPL instead. |
| 187. | This has affected my special needs child, who used to have no limit. She borrows daily, but now she must return books and videos to the circulation desk if she wants to get more items. The librarians suggested the lack of limit, but now they have no power to make that kind of suggestion. |
| 188. | don't borrow anymore |
| 189. | I am unable to take a large number of books out for research |
| 190. | I totally don't like that! |
| 191. | limits my research |
| 192. | this is very inconvenient to people with jobs!!!! |
| 193. | I'm just more annoyed than anything to be honest! Going to bookstores now instead of our local library. |
| 194. | not enough allowances |
| 195. | I worry about when I'm on holidays and run out |
| 196. | I am no longer coming to the library |
| 197. | It's a pain in the butt. |
| 198. | Have not used Richmond Library much as the shortened hrs is bit limiting to me as caregiver |
| 199. | I am disappointed that my borrowing has been cut by half, I borrow e books and often travel, often internet access problematic. |
| 200. | not enough borrowing items for my kids |
| 201. | Not good |

| 2. Being able to borrow fewer items – limits on how many of each type of material may be borrowed. | |
|---|--|
| 202. | limits library usage |
| 203. | I cannot borrow as much variety of formats of materials |
| 204. | paying more fines :(|
| 205. | The limit on ebooks is troublesome for vacation reading |
| 206. | I was unable to take out all the books I wanted |
| 207. | My borrowing habits have changed. It caused me pay more fine and makes me don't come to library anymore. |
| 208. | Not taking out as many books for my family |
| 209. | On hold items are not any quicker coming in |
| 210. | It has deterred my interests to visit the library. |
| 211. | I find that I do not borrow as many books |
| 212. | i am able to borrow less dvds |
| 213. | I am using the library less |
| 214. | A limit of 15 to 20 should be fine. Whereas, Not able to go to the library each week, I'd rather get more books I may read during the weekend |
| 215. | i hate it. |
| 216. | Borrowing fewer items and more frequent visits does not work for me. Parking is also an issue, why the need for more frequent visits? |
| 217. | For the kids materials,21 days are seem to be enough. But for some adults readings, 21 days are simply not enough. Can we have a flexible retuning period, like if I borrow only one book, I can have 28 days. If I borrow 10, I should return them in 21 days? |
| 218. | I am borrowing less often |
| 219. | Do not prefer this |
| 220. | restricts me from borrowing the books I want to read |
| 221. | Really? Is this meant to be more efficient -how is this expected to improve borrowing and access to materials. |
| 222. | Before children used to learn reading. Now they cant completely read the books |
| 223. | I don't like the limit |
| 224. | Being disallowed to borrow more items really suck. |
| 225. | I am borrowing less per visit |
| 226. | I don't visit the library very often so I would like to be able to borrow more books at once |
| 227. | I wait the same amount of time, I just have fewer books come available so I get to take out fewer books |
| 228. | I find it annoying because I don't get to take out how much I'd like to. |
| 229. | very inconvenient. I used to check out books for my family on my card. |
| 230. | As a mom of two different aged children whom I always bring with me to the library I find t very difficult to be at the checkout and find out we cannot take all the books they have chosen because the book we returned at the start of our visit have not been checked by the library staff This has happened every single time we have used the library since the changes. Something needs to change on the return end so that you can actually have the number of books you are allotted |
| 231. | It is super Inconvenient and annoying |
| 232. | I don't like the smaller max. |
| 233. | tough for kids, specially with little books |
| 234. | My kids read 30+ books per week and we are finding that we are unable to borrow more as the books we return take a while to be listed as returned. This limit has been frustrating. |
| 235. | I borrow less items |
| 236. | Borrowing fewer |
| 237. | We haven't been to the library for many months now as a result of that. We used to borrow many books, but that resulted in inconvenience and a lot of fines. We live far away, so it's very |

| 2. Being able to borrow fewer items – limits on how many of each type of material may be borrowed. | |
|---|--|
| | inconvenient for us to have to finish reading all the materials and return in a week. |
| 238. | Borrow less |
| 239. | this is not enough for vacation |
| 240. | I can only come occasionally I like to load up. |
| 241. | Not coming as often due to my busy schedule and inability to borrow many books |
| 242. | I may not be able to borrow all I need |
| 243. | I am unable to borrow the amount of material I require |
| 244. | Stopped using the library |
| 245. | Coming to library less. |
| 246. | borrow less |
| 247. | very inconvenient |
| 248. | I don't come in as much |
| 249. | I do not appreciate this change. |
| 250. | The cut in hours means I now have to make extra journeys as I cannot retrieve books on Friday mornings after my yoga class. |
| 251. | Feeling clumsy to have to go to front desk to check in returned materials, in order to loan out new materials of the same type within limit. |
| 252. | Turn off, I'm now visiting the library less frequently |
| 253. | Turn off, I'm now visiting the library less frequently |
| 254. | Turn off, I'm now visiting the library less frequently |
| 255. | Not happy with this. Creates a hardship for seniors and mobility challenged. |
| 256. | restricts reading |
| 257. | I cannot read as many books |
| 258. | I am considering not using this library any longer |
| 259. | borrowing less items |
| 260. | I would like to have some more time to finish the book and not place it again on hold. |
| 261. | sometimes you need more materials |
| 262. | It was wonderful to be able to take a load of varied reading home and not worry about short time limit to peruse them |
| 263. | I would like to be able to borrow more childrens books |
| 264. | I liked the old limits. |
| 265. | Prefer 10 items not 5 esp. on vacation |
| 266. | longer getting books |
| 267. | It is not easy to access information in the library-you will be going online more often. |
| 268. | I miss being able to take out books on many subjects. |
| 269. | As above when camping or boating I do not have access to the Internet so more digital items would be appreciated |
| 270. | Make allowance for special cases. |
| 271. | Books and knowledge need more options , please do not place limits on. |
| 272. | no no if anything I would like 20 holds |
| 273. | You can only read so many books in a given time, but magazines can be read quicker. So don't reduce the number of magazines that can be borrowed. |
| 274. | Greater limit of children's material for my adult card. I rarely have their cards with me as they are kept with their mom. Which means my card gets to the borrowing limits very quickly . |
| 275. | online- have lost book on hold because of 5 books already checked out and do not know when holds will come available, bringe back 10 book limit for online books! |
| 276. | Decrease the limit on borrowing. |
| 277. | I have to renew to finish reading |
| 278. | My kids (6 and 8) are voracious readers. I can understand limiting the number of adult materials but it would be nice to allow kids to borrow more. |

| 2. Being able to borrow fewer items – limits on how many of each type of material may be borrowed. | |
|---|---|
| 279. | I'd suggest a longer loaning period but fewer items per account |
| 280. | I would like the monthly limit on hoopla increased to more than 8 items |
| 281. | I would like to be able to borrow more ebooks especially for when i travel. |
| 282. | I want to borrow more library items at once , it's save my time |
| 283. | 28 days |
| 284. | I resort to doing my research at the library so I dont' have to take it out |
| 285. | I like the higher number of items |
| 286. | The limits are too low. |
| 287. | If I drop off 8 m'zines, then I can't take any out as they will not have been checked in. Something needs to be done to allow for acknowledgment that the m'zines have been returned. |
| 288. | why would u do that. we are so used to the 28 days and it worked well for me so why change |
| 289. | I am borrowing another person card to have access to more books at the time as I read fast |
| | Questions |
| 290. | how many can we borrow? |
| 291. | purpose? |

3. Shorter renewal periods – one renewal period for 21 days for books.

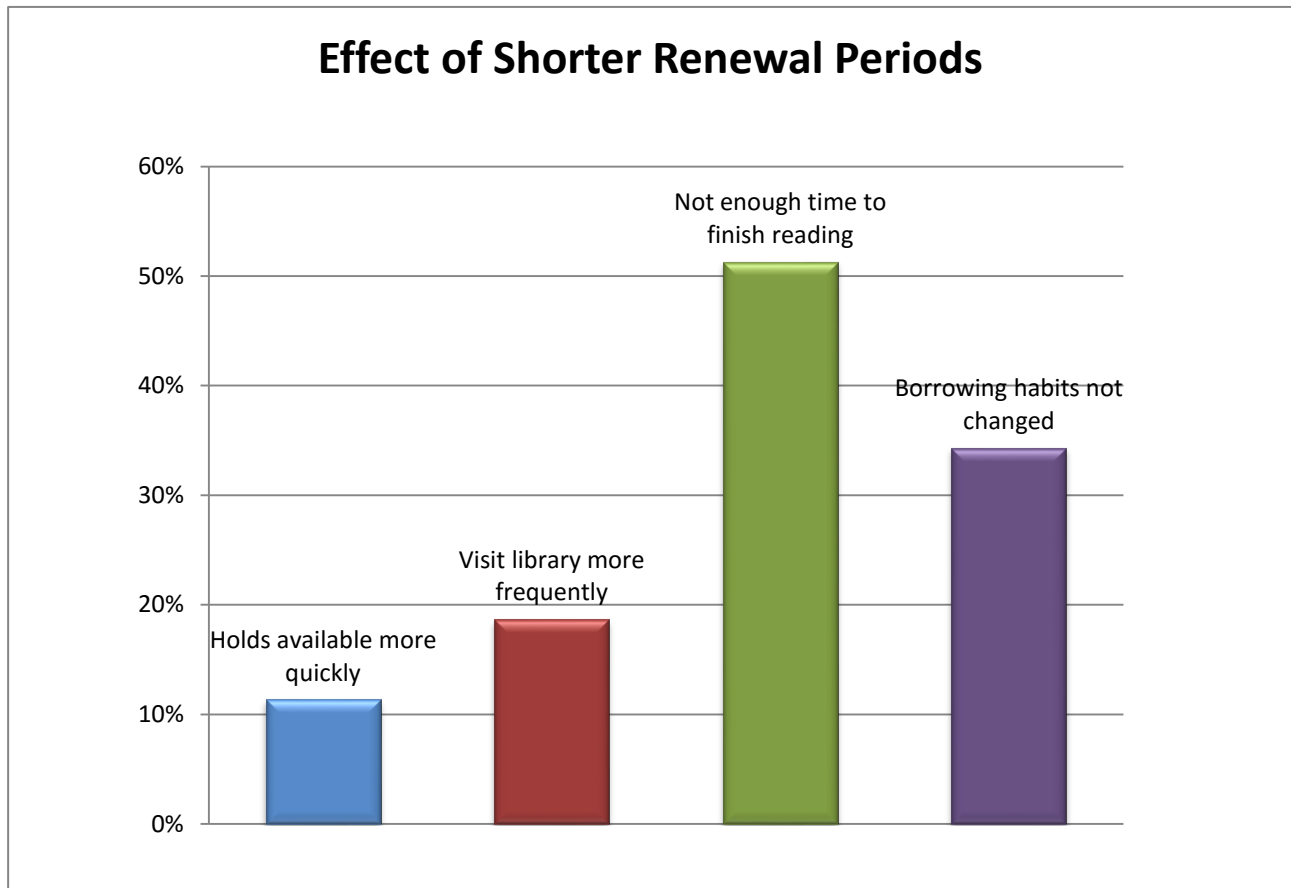
| Question | Count | % of Respondents |
|---|--------------|------------------|
| Items I have placed on hold are available more quickly | 345 | 11% |
| I am now coming to the library more frequently to return material and to select | 568 | 19% |
| I do not have enough time to finish reading the materials I have borrowed | 1,561 | 51% |
| My borrowing habits have not changed | 1,044 | 34% |
| Respondents | | 116%* |
| | 3,043 | |

* NB: Multiple responses are permitted, so responses exceed respondents and total % of respondents can exceed 100%

Notable Findings

Responses to this question and the accompanying comments are very consistent with the first question about loan periods. Comments are substantially the same as those for shorter loan periods, i.e. insufficient time to finish reading their books. Some state that further renewals should be allowed if holds are not outstanding.

| Comments summary | |
|-------------------------|------------|
| Neutral & Positive | 44 |
| Negative | 151 |
| Questions | 2 |
| Total comments | 197 |



3. Shorter renewal periods – one renewal period for 21 days for books.

| Neutral & Positive Comments | |
|-----------------------------|---|
| 1. | I mainly get ebooks |
| 2. | only change as noted in 1above |
| 3. | I try to finish the book ASAP, in 21 days period. |
| 4. | My borrowing has changed |
| 5. | Unaware that I can renew ebooks. |
| 6. | Same as above |
| 7. | 21 days renewal is better it was just 7 days for the first renewal and that seriously impacted my borrowing habits. |
| 8. | the renewal period is for 7 days only |
| 9. | Same reason as above |
| 10. | I am borrowing electronically much more now |
| 11. | This is much better than previous 7 days renewal period. |
| 12. | ereader |
| 13. | Answered in question 1. |
| 14. | Too soon to tell about habits for us |
| 15. | Renewal time longer is better than 21 days about a month |
| 16. | OnLine reading |
| 17. | Not aware of the change |
| 18. | I am more conscious of time to complete books borrowed. |
| 19. | restore original borrowing periods |
| 20. | 42 days should be sufficient for active readers |

| 3. Shorter renewal periods – one renewal period for 21 days for books. | |
|---|---|
| 21. | I liked being able to renew for the full borrowing period, not just one extra week. |
| 22. | The revised renewal regime (one 21-day renewal is adequate and reasonable). The initial scheme (two one-week renewals permitted) was not very practical or reasonable. |
| 23. | Borrowing on line more often |
| 24. | It would have received notification so I would try to read quicker |
| 25. | n/a for ebooks |
| 26. | It's fine |
| 27. | I finish reading the items I have borrowed first before I place on hold on other items. |
| 28. | No Comment |
| 29. | I never have to renew books |
| 30. | when I renewed it was only for 7 days. this was not enough. 21 days should be ok. |
| 31. | I am now coming to the library more frequently to return material |
| 32. | I renewal for 21 is enough |
| 33. | I am now coming to the library more frequently to return material and to select same material |
| 34. | n/a |
| 35. | eBooks and audiobooks are deleted automatically |
| 36. | Please see above re. renewed books |
| 37. | This change is reasonable. |
| 38. | I'm OK with the change |
| 39. | doesn't affect me as I use eBooks |
| 40. | No problem |
| 41. | I find I have to renew more material to finish prior to returning |
| 42. | Look at question no. 1 |
| 43. | One time renewal online is good. |
| 44. | it prompts me to focus on one book and finish it as soon as possible. |
| | Negative Comments |
| 45. | this means I come to the Library WAY LESS |
| 46. | Not a fan of this change. |
| 47. | The renewal time is too short. |
| 48. | I really dislike this, especially when borrowing a children's novel that is old and rarely used |
| 49. | I haven't really noticed a change in terms of the holding period being shorter. I also dislike the new renewal period of 21 days because it is a hassle for people who don't read as much or read slower. I am not sure if there is a new policy surrounding how many times you can renew a book if a it isn't on hold, but if it is still 3 times like before, the library can consider increasing it 4-5 times. |
| 50. | When I renewed my books they only renewed for one week. That was not enough time for me. |
| 51. | Using the library less often because of this |
| 52. | I borrow fewer items |
| 53. | Terrible |
| 54. | That make me got some overdue. |
| 55. | Also greatly impacting our borrowing habits with relation to kids books |
| 56. | I incurred fines |
| 57. | TOO short!! Crazy policy |
| 58. | I need to have almost 3 months to finish one English book. |
| 59. | I am borrowing more often from VPL |
| 60. | ebooks need more time and can't be renewed, some books need more renewal than just once only |
| 61. | I would like possibility of two renewals if there are no holds to give my husband and me more time to finish book. |
| 62. | At the beginning only 7 days renewal. Makes no sense. Only add admin costs. Should allow 2 renwals of 21 days like VPLif no holds. If holds, no renewal. |

| 3. Shorter renewal periods – one renewal period for 21 days for books. | |
|---|---|
| 63. | Borrow less per visit, |
| 64. | I don't find that my holds are available more quickly but the opposite |
| 65. | I have a reading club so this is a challenge. |
| 66. | This a very irritating questionnaire |
| 67. | This is difficult when students have inquiry projects that require reference material over a longer period of time. |
| 68. | Need more time with items |
| 69. | Again, hardly anyone puts holds on kids books, and books in general. If the titles are popular, that limit borrowing periods for those books. NOT ALL BOOKS. |
| 70. | I don't feel free to take out 2 or 3 novels as I know I won't get to read them. |
| 71. | This is very inconvenient. I do not have time to finish my books |
| 72. | I don't like to limitation on renewal, especially when there is no request. |
| 73. | I do not borrow often |
| 74. | one renewal is not enough. two was good. why make us return so soon if no hold on it |
| 75. | my borrowing habits have changed!!! |
| 76. | Force me to stop borrowing |
| 77. | Inconvenient |
| 78. | Same as above |
| 79. | It was very frustrating when books were only allowed to be renewed once for a 7-day period. I think I'm okay with the 21-day renewal period |
| 80. | Increase my overdue charges |
| 81. | not convenient as I need to return just that book. again I am a busy mom |
| 82. | Don't come to the library anymore |
| 83. | I purchase more of my own books |
| 84. | I borrow fewer to read and do not bother to renew them. |
| 85. | Need at least two renewal periods. One renewal period is not enough. |
| 86. | , I just go to the other library or online. |
| 87. | I am visiting the library less frequently and borrowing fewer books. |
| 88. | No good |
| 89. | I feel stressed |
| 90. | very nevous to keep track the checkout items |
| 91. | more pressure to finish books, less enjoyable |
| 92. | I incur fines more easily. Therefore, I'm trying to borrow less and come to the library less. |
| 93. | I am pausing more online |
| 94. | Have not received notification for item on hold, even available in library. |
| 95. | I did not realize the dates had changed and now I've paid more that \$20 in overdue fines. There was not grace period for this new change. |
| 96. | I am trying to read books in English which is my second langauge. I fell a little stressful to finish a novel in 21 days. |
| 97. | i hate it |
| 98. | Shorter loan periods plus shorter renewal periods are creating frustration |
| 99. | using Burnaby or Vancouver to get additional loan periods and more renewals. |
| 100. | 1 week renewal is too short. Should be changed back to another 28 days. |
| 101. | I find it difficult to finish my books in the shorter renewal time. Not very happy about that. |
| 102. | Items I placed on hold take a long time |
| 103. | I don't bother to borrow from the library anymore, your changes aren't encouraging reading habit, let's play more computer games |
| 104. | My children like to read books again and again but the policies are hindering their reading. I think libraries are supposed to encourage reading not change rules to make it difficult |
| 105. | do not like the renewal for one period if there is no hold on the item why can't it be renewed again especially for DVD. Do not understand why a Tv series Dvd with 6 disc is for 7 days and only |

| 3. Shorter renewal periods – one renewal period for 21 days for books. | |
|---|---|
| | renews once. TV series DVD with multiple DVD should be for 21 days. |
| 106. | I borrow fewer books at one time to ensure I can read them all |
| 107. | I do not like that I can only renew once. If no-one else have placed a hold on the book, it makes no sense. |
| 108. | I am reading less books |
| 109. | did not like the renewal process of unable to renew earlier because this would cause a chance of overdue for failure to renew or last minute renewal |
| 110. | 1 extra week for renewal sometimes is not enough especially when I borrow a very thick book |
| 111. | See #2 |
| 112. | My daughter takes online English and her book studies run 10 weeks, with the new ridiculous borrowing and renewal times we will not be able to use the library, but instead will have to purchase books. It costs us more money and we are not able to use what use to be a great resource! |
| 113. | I find this inability to renew again a a difficult change to manage. |
| 114. | Please see previous comments |
| 115. | I am borrowing less |
| 116. | More and more interested in audible online nooks. |
| 117. | I don't like this change |
| 118. | mor fines |
| 119. | If material is not completed being read, heard, or watched, I am forced to return the item before I'm able to finish it |
| 120. | I have to go to the library website more frequently to place a hold on the same book after I returned it without being able to finish reading the book, due to the reduced load time. |
| 121. | too much hassle to borrow books now |
| 122. | as above |
| 123. | I return more unfinished material |
| 124. | Its reduced my interst in borrowing |
| 125. | Too many fines too short of a period! |
| 126. | I am finding it an adjustment and have racked up a lot of fines |
| 127. | Cause me pay more fine and I don't want to borrow books because of shorter renewal time |
| 128. | I wasn't aware of the change and I was late returning my books |
| 129. | i am unable to renew a book if someone has placed a hold on it. this means i don't have enough time to read/use the book |
| 130. | Very poor communication with patrons about these changes |
| 131. | Hate this!!! Really turned off by this new change. Returning materials unread or partially read only |
| 132. | I incur more fines |
| 133. | i do not visit like I used to, bec of the changes. I borrow less and sometimes I even return before due date just bec I try to avoid fines, although not finished. I try not to renew if it's only one week. |
| 134. | Renewal period is only one week and that is sometimes too short |
| 135. | I am borrowing less often |
| 136. | less time to read some books twice |
| 137. | I have a disabling illness and it is now even harder to ensure I get my loans back on time |
| 138. | I am borrowing less per visit |
| 139. | You have effectively reduced the borrowing period from 12 weeks max to 6 weeks max. This is very inconvenient! |
| 140. | I don't like the shorter renewal period |
| 141. | Our family stopped using the library |
| 142. | too short, especially if you want to take some reading material on a trip |
| 143. | borrow less |
| 144. | x |

3. Shorter renewal periods – one renewal period for 21 days for books.

| | |
|------|--|
| 145. | I primarily check out e books and find 21 days is nto quite long enough for soem books and then am frustrated when the book expires and then have to go and place a hold in order to finish the last few chapters |
| 146. | very inconvenient |
| 147. | I'm borrowing ebooks and using VPL more |
| 148. | I keep forgetting that they are due earlier, and I am now incurring more late fines |
| 149. | so very terribly inconvenient and disruptive to our use purposes of teaching usint the materials. |
| 150. | Same as above |
| 151. | Same as above |
| 152. | Same as above |
| 153. | Not happy with this. Creates a hardship for seniors and mobility challenged. |
| 154. | I don't have a credit card - I am not old enough so I cannot renew my books when my fines are \$5 so more fines are charged until my mom can take me to the library. It's not fair!!! Don't you want kids to read? |
| 155. | I am considering not using this library any longer. |
| 156. | When there is no holds on the book, there really is no reason to only allow one renewal. |
| 157. | The not being able to finish material is an occassional thing and not a major issue - but - does happen |
| 158. | I am renewing books more often because of the shorter renewal time frames. |
| 159. | one renewal does not seem enough .If books are popular then put them on a fast read cycle |
| 160. | should be able to renew more than once if no one is waiting for the item. |
| 161. | The renewal is only 7 days and if you renew when the notice is emailed it is down to 4 days |
| 162. | this is crap! |
| 163. | I may need to renew my books sometimes for not finish books |
| 164. | one renewal for 28 days are better |
| 165. | Other library policies are not as restrictive as Richmond. Check Surrey for examples of fair and progressive borrowing times and policies. DVDs are 3 weeks if older than 1 year and 2 weeks if new. Can hold 30 items per card and take out 10 items at a time. |
| 166. | Would like to go back to 2 renewals per item |
| 167. | Get check-in/out from front desk more often. |
| 168. | Please roll back the old rules |
| 169. | cannot renew if there is a hold |
| 170. | The number of times an item can be renewed should be extended (not limited to just once) like other municipality libraries if there are no holds requested for the specific item. |
| 171. | i would like to still be able to renew more |
| 172. | No need to shorten the renewal period providing the book is not wanted by someone else. |
| 173. | Some books esp non-fiction take a lot longer to read. You need to "digest" the material slowly...I read the book at discrete intervals. |
| 174. | Borrowing period should be differ by books. |
| 175. | DVDs should have shorter loan periods, from 7 to 3 days. |
| 176. | I have to renew my books more and that increases the chance of the book having a hold |
| 177. | Not every item borrowed is waitlisted by others. Maybe a "hot list" of popular items can be created for no renewals. |
| 178. | With the shorter lending period I am having to renew items more often |
| 179. | Keep as before ie, 28-days |
| 180. | Like the option of more than one renewal, sometimes doing research/travel makes sense for a longer access time to book |
| 181. | Suggest initial loan of 4 weeks, 1st renewal of 2 weeks, and final renewal of 1 week. |
| 182. | 40 days is not long enough |
| 183. | I wait until the last day to renew in order to get a few more days. It would be nice to be able to renew and start the renewal period from the expiry date. |

| 3. Shorter renewal periods – one renewal period for 21 days for books. | |
|---|---|
| 184. | I generally use the online catalogue, rather than books on the shelf to decide what to borrow, so this is not any more convenient for me. I prefer longer loans for everyone including those ahead of me. |
| 185. | 21 Day renewal period is too long. |
| 186. | I liked the two times borrowing since for some books it used to work better. |
| 187. | A month to read a book and one renewal period of three weeks would be better. |
| 188. | Pls start the renewal period from the end of the first loan period rather than on the date of the renewal. |
| 189. | I prefer the old system 2 renewals |
| 190. | Silly - very silly. |
| 191. | 30 day limits were better |
| 192. | wish the longer period still existed |
| 193. | Make the borrowing process longer, as family cards are getting swapped. |
| 194. | It's not convenience than before |
| 195. | "Long" books could use a longer renewal period. |
| | Questions |
| 196. | If there is no hold, why can I not renew it repetitively? |
| 197. | Does the shorter renewal periods really increase the circulation of the books? The library should have the statistics to the reality. |

4. Increased fines and changes to late charge policies – fines increased on some materials and the threshold for late charges lowered to \$5. Fines on kids' materials did not change.

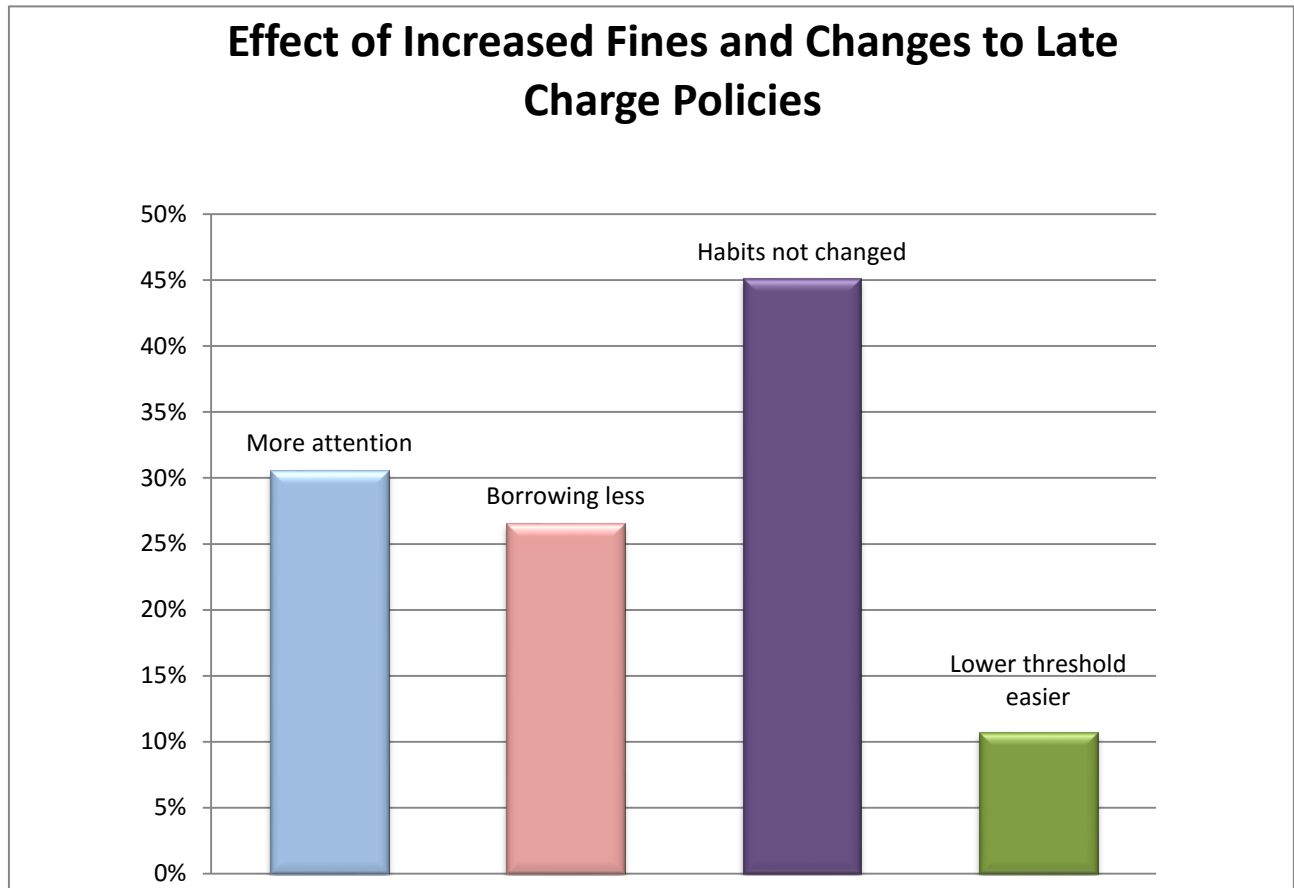
| Question | Count | % of Respondents |
|---|--------------|------------------|
| Items I have placed on hold are available more quickly | 930 | 31% |
| I am now coming to the library more frequently to return material and to select | 808 | 27% |
| I do not have enough time to finish reading the materials I have borrowed | 1,372 | 45% |
| My borrowing habits have not changed | 327 | 11% |
| | | 113%* |
| Respondents | 3,043 | |

* NB: Multiple responses are permitted, so responses exceed respondents and total % of respondents can exceed 100%

Notable Findings

The largest proportion of members indicated that they would not change their borrowing habits due to these changes. Recurring themes in the comments are “cash grab” and that the \$5.00 suspension threshold is too low, sometimes blocking online renewals.

| Comments summary | |
|-------------------------|------------|
| Neutral & Positive | 87 |
| Negative | 117 |
| Questions | 5 |
| Total comments | 209 |



| 4. Increased fines and changes to late charge policies – fines increased on some materials and the threshold for late charges lowered to \$5. Fines on kids' materials did not change. | |
|---|--|
| Neutral & Positive Comments | |
| 1. | i'm reading out of my IPad so I do not get fines. |
| 2. | not applicable |
| 3. | I don't have fines because I return things well before their due dates. |
| 4. | Unsure |
| 5. | I mainly get ebooks |
| 6. | Not an issue |
| 7. | only change as noted in 1 above |
| 8. | No diff |
| 9. | my habits changed |
| 10. | never late |
| 11. | wasn't aware of this change |
| 12. | not applicable |
| 13. | I mainly borrow on line |
| 14. | N/A |
| 15. | I appreciate the notice when my books are due ensuring I am not late in returning my books |
| 16. | I read quickly so even if I borrow books seldom does this affect me |
| 17. | n/a |
| 18. | I think it is fair that people who are misusing the system be penalized. |
| 19. | This does not really affect me |
| 20. | Did not know about these changes |
| 21. | People that hit \$5 should be suspended from borrowing for 2 weeks regardless if they pay it off. |
| 22. | My books were never overdue |
| 23. | I am a responsible person. I always return on time. |
| 24. | No difference |
| 25. | Never had to pay a few |
| 26. | I use electronic borrowing almost exclusively now |
| 27. | I borrow only ebooks so that I have no fines. |
| 28. | I always watch renewal dates to avoid fines even before the change |
| 29. | I always return my books on time, so this makes no difference. |
| 30. | I would prefer to focus on Reminders by email re overlooked borrowings |
| 31. | I feel you should charge a small download fee for digital items (maybe 10-25 cents) this would help to maintain your coffers and after all we are lucky to have the service. |
| 32. | Love the emailed reminders - thank you ! |
| 33. | I generally do not incur late fines |
| 34. | I don't mind increased fines |
| 35. | I think it's a great idea -- it forces people to be more responsible |
| 36. | I never keep books long enough to accrue fines. |
| 37. | I have signed up online so will receive return reminder to avoid late charges, I count on this service. |
| 38. | holiday book stickers r not obvious enough |
| 39. | Knowing that the Library rely's on fees from patrons as a revenue stream has ensured that I never have an overdue fees. |
| 40. | Error |
| 41. | see above |
| 42. | not relevant |
| 43. | Reminder of books due via internet very important |
| 44. | That is a good idea to make people returning materials on time. |
| 45. | Agree |
| 46. | I don't mind the fines |

| 4. Increased fines and changes to late charge policies – fines increased on some materials and the threshold for late charges lowered to \$5. Fines on kids' materials did not change. | |
|---|--|
| 47. | I support the change in fines. |
| 48. | Borrowing on line so n/a |
| 49. | n/a for ebooks |
| 50. | No late fees for ebooks - so doesn't affect me. |
| 51. | I have always been aware of the charges and manage my borrowing accordingly i.e. renew online, pause, etc. |
| 52. | I have never been in a situation where I have had to pay a fine |
| 53. | Fine increase is good |
| 54. | No Comment |
| 55. | Have not been affected by changes to fines. |
| 56. | I make sure I don't fault on dates. Yes, go ahead and increase the fine to get people into line. |
| 57. | I LOVE online borrowing as returning is auto without fines |
| 58. | Fully support this |
| 59. | not only money, use some different way |
| 60. | Have always felt that your fines were too small so I approve of the increase |
| 61. | Does not apply as I borrow e books |
| 62. | A very good idea |
| 63. | See #2 |
| 64. | I am not sure what the threshold means. |
| 65. | I have no problem with increased fines, however, during the transition period I was stuck with more than \$20 of fines when it would have been much less on the old system. I'm much more careful now. |
| 66. | I prefer the old fines |
| 67. | n/a |
| 68. | No effect |
| 69. | As before I do my very best not to get to the point of being fined |
| 70. | I mainly borrow ebooks which expire automatically |
| 71. | No increase fine |
| 72. | I borrow electronically so fines don't accrue |
| 73. | Good policy in order for reader to return books on time. |
| 74. | I rarely have overdue books. |
| 75. | I'm glad that the fines on kids' materials did not increase. |
| 76. | I appreciate the email reminder for upcoming due items |
| 77. | \$5 or \$10 doesn't make that much of a difference. Either case, I tried to return books before it's due. The reminder to the emails really helps. |
| 78. | A good financial decision |
| 79. | I only borrow e-books |
| 80. | I only borrow books through overdrive so they are returned automatically...no more late fees!! |
| 81. | I only borrow books through overdrive so they are returned automatically...no more late fees!! |
| 82. | My fines help pay for library materials so it's OK, it's not because many people want to borrow all items |
| 83. | not applicable |
| 84. | I am always alert to deadline so this does not affect me. |
| 85. | haven't noticed this |
| 86. | EMAIL REMINDER IS GOOD |
| 87. | This urges the borrowers to clear the fine balance more frequently. |
| Negative Comments | |
| 88. | The \$5 threshold makes it harder to use the online catalogue. I can't even renew if I realize that I have overdues, since your fines have increased. It doesn't make sense when some libraries like VPL don't even charge fines for children's materials. |

| 4. Increased fines and changes to late charge policies – fines increased on some materials and the threshold for late charges lowered to \$5. Fines on kids' materials did not change. | |
|---|--|
| 89. | Your fines a higher than anyone else |
| 90. | I do not like this change |
| 91. | it seems to discourage people from borrowing after having a large fine assessed |
| 92. | Not fair to families with children and on lower income |
| 93. | Prefer the \$10 min for late charges before having to pay |
| 94. | Why does the fine structure vary? This is worse than video stores and they are out of business. Go figure! |
| 95. | I feel robbed |
| 96. | Late charges previous to increase should not apply. This increase is not fair! |
| 97. | I had no idea this had changed until I was charged a late fee. There were no notices posted. Should have emailed us. Not sure what it was before, but should have been notified. . |
| 98. | Fines add up too fast and I can't renew online, at home. |
| 99. | This is preventing my children to be able to read more because we are borrowing less. Very sad. Vancouver/Fraser Valley public libraries are not like this. |
| 100. | I am borrowing more often from VPL |
| 101. | I am buying more books |
| 102. | Excessive |
| 103. | Very expensive so use library less |
| 104. | I avoid borrowing |
| 105. | I was told after I brought the ILL book in on a tues when it was due on a sun that I would be charged for 2 late days when it should have been one. Staff memeber was not helpful. |
| 106. | got charged when i didn't have any books out |
| 107. | Don't take more money out of patrons pockets when |
| 108. | I have observed several times at different branches, that staff do not collect on fines, often waiving old fines to library users. What is the point of having a fine system, if it is not enforced. No deterrent at all if late books are not collected on. Please tell staff to enforce fines, so users do no take advantage of a policy not enforced. |
| 109. | I am reading less |
| 110. | I am no longer borrowing items. |
| 111. | My borrowing habits have been hindered by the lower threshold |
| 112. | I have stopped using the library |
| 113. | I have never had a problem paying if I was late. The fees are not realistic in todays world. Should make them far far greater to offset the operating costs. You dont pay if you return on time. |
| 114. | It's been very unhappy experience for my kids. The fines to them are too harsh. |
| 115. | Am not at all happy with the reduced borrowing time. |
| 116. | Using more gas to return books on time instead of paying late fine next time I am in the neighbourhood. |
| 117. | i was not given warning of changes to the fines, i was a new client as of Jan 2016 i ended up paying \$15 in fines. i was upset and staff were not accommodating. not planning to return anytime soon. |
| 118. | No use. It only makes me have an impression that you want to make money. It is very negative. |
| 119. | Same as above |
| 120. | do not agree to the reduction on fee. |
| 121. | I'm paying more in fines due to shortened borrowing time. Really upset about this and the increase in fines. |
| 122. | Don't come anymore to the library |
| 123. | I am feeling more stressed about borrowing materials |
| 124. | More fines b/c I'm keeping books longer to finish them. |
| 125. | Higher fine with lower threshold makes it more difficult. |
| 126. | If I can't make it to the library to return, I can't renew them all online because I reach the \$5 |

| 4. Increased fines and changes to late charge policies – fines increased on some materials and the threshold for late charges lowered to \$5. Fines on kids' materials did not change. | |
|---|--|
| | threshold too quickly |
| 127. | I didn't realize what was going on, and ended up incurring charges because I thought I could renew once more. |
| 128. | I am just confused! |
| 129. | Now every time I want to renew books, I have to pay the fine first. I am now borrowing less. |
| 130. | i hate it |
| 131. | I don't have issue with paying fines, but have bumped into the lower threshold when doing things like trying to renew from home. A day late with some videos can take one to the limit instantly. |
| 132. | I have had to pay a lot and I was always responsible about returning and paying. I don't like that the account freezes at \$5, this makes it difficult for my son. I don't like the new fines. |
| 133. | would've been nice to have been told before locking my card. |
| 134. | My borrowing habits have changed much to my dislike. |
| 135. | The increased fines for adult books and materials are ridiculous. 5 dollar limit should be increased to \$10 dollars. |
| 136. | I see not enough manpower at the library & more people lined up to pay fine. Totally bad move. |
| 137. | I notice that you have not included a feedback section on your survey. Significant changes have been made which I feel has resulted in longer line-ups at Brighthouse, I have been charged for books that I have already returned & I have not been informed of books that I had on hold when they arrived at the library but I was charged the new \$2.00 fee when I didn't pick up the books. I do not find that the lower threshold is at easier to manage as I am quite capable of managing a \$10.00 threshold. I have been a member of the Richmond library for many years and overall I find the changes frustrating. |
| 138. | I have to pay fines now because my kids like to read the books again and again. |
| 139. | With the heightened fees and the lowered threshold, I spend more time waiting in line to pay fines. |
| 140. | I was unaware of the changes. I will likely use the library less. The reason I use the library is it is economical I support the fines for best sellers and heavily used books but it doesn't seem to make sense for the general collection |
| 141. | my borrowing habits have changed |
| 142. | Had to pay late fees last 2 books and that is new for me. |
| 143. | We are constantly having to run to the library or get late fees on books we haven't finished reading. It is not worth me borrowing books for my young family any more! It is cheaper for me just to buy them books, but then we don't have the same exposure to so many great books! |
| 144. | My special needs daughter used to be forgiven small fines and charges, but now she is charged. |
| 145. | I dislike that a lot!! |
| 146. | my late fees have increased due to shorter borrowing times |
| 147. | \$5 is inconvenient |
| 148. | I was not aware of the increases before fines were charged to my account. |
| 149. | I'm just annoyed. All you've done is create more work for your staff. |
| 150. | Also discouraged me from borrowing at all. |
| 151. | The fines for late magazine returns are unnecessarily high. |
| 152. | borrowing less |
| 153. | It's Too much as library is a public service |
| 154. | I was upset to bring 1 book in late and be suspended |
| 155. | Too much!!! |
| 156. | I am irritated by the changes. I am an avid reader and like to have several books on the go (mysteries, recipe books, non-fiction, etc) |
| 157. | I will not borrow due to concern of frequent fines. |
| 158. | I had to pay my child's fines before renewal |
| 159. | The purpose of fine for library is to let borrowers to remember return books it is not for collecting money especially for library. |

| 4. Increased fines and changes to late charge policies – fines increased on some materials and the threshold for late charges lowered to \$5. Fines on kids' materials did not change. | |
|---|--|
| 160. | The \$5.00 locks the system preventing me from borrowing so not as convenient. |
| 161. | increasing fines is harsh and does not change habits |
| 162. | A lower threshold is not fair as it penalizes those who were within the threshold before but above \$5.. Not good customer service to cash grab. |
| 163. | Readers should be notified through the email of the change of threshold and raising of the fine amount. It has caused confusion and hassle for my account. |
| 164. | don't like that you can't renew online if you are over the \$5.00 |
| 165. | it is very frustrating that once you reach \$5 of fines, you cannot renew your book! |
| 166. | i hate it. |
| 167. | It's so expensive. |
| 168. | Generally go once a week, now it's every three to four weeks. |
| 169. | Very inconvenient - this is clearly a cash-grab and is punitive in nature. This is a small-minded, ham-fisted attempt at good management – clearly the people involved forget that the library assets and ongoing operations are tax funded to encourage broad use of this resource. This reduced level of service and hidden user fees should become a ballot issue come next election. |
| 170. | I am paying more fines. and the library has hurt my children's reading habits |
| 171. | I am borrowing less per visit |
| 172. | A lower threshold is very annoying. It is not difficult to pay, but it means a person can easily have their borrowing cut-off. |
| 173. | Relying on late charges as a source of income for the library is not a reasonable business plan. |
| 174. | I thin the fine amount was reasonable before \$5 is bit high |
| 175. | I strongly dislike the reduction to 5.00 and higher fines are very mean spirited |
| 176. | It's a terrible idea and money grab |
| 177. | to much! |
| 178. | I think this is too much. |
| 179. | Too much hassle at a threshold of \$5. Pennies. Feels silly. Especially because fines went up. Too finicky. |
| 180. | Look at question no. 1 |
| 181. | No longer using the library |
| 182. | Instead of improving services it feels like the library is going toward to be commercialized! |
| 183. | higher threshold is better for young readers. Not good for kids who borrow books without expecting to pay a fine at checkout |
| 184. | Too much. Needs to be lowered to 2 or 3 dollars |
| 185. | I am not happy with the change. |
| 186. | I don't like the new policy |
| 187. | Unfortunately I have just incurred more late fines. I need to pay better attention to the borrowing times |
| 188. | \$5 is Too expensive |
| 189. | i assume that i will most probably have to pay fines more often as the borrowing time is less as is renewal time ,again very inconvenient and annoying and frustrating, causing me to rethink even using library materials at all. |
| 190. | It is costing me more in fines because I can't renew them without paying. I don't have a credit card. |
| 191. | I think \$10 was more fair & I'm not happy with this change. |
| 192. | Library makes more money on late return from many poeple. |
| 193. | special lower penalties for under privileged children from lower income families |
| 194. | there should be no late for for kids card |
| 195. | Kids should not be charge of overdue fee |
| 196. | I hope the change in borrowing period length and renewals did not have anything to do with increased "revenue". That would not have been, in my opinion, how our library should run its |

4. Increased fines and changes to late charge policies – fines increased on some materials and the threshold for late charges lowered to \$5. Fines on kids' materials did not change.

| | |
|------|---|
| | affairs. |
| 197. | \$5 is just too low |
| 198. | more prohibitive than helpful |
| 199. | \$5 is too low |
| 200. | Threshold too LOW. Should be back to \$10. |
| 201. | Kids should not be charge |
| 202. | The fines on kid's materials should be lowered and limited. |
| 203. | \$10 threshold preferred, especially since not grand-fathered |
| 204. | Some DVDs borrowing periods are too short. |
| | Questions |
| 205. | I have always made a point of avoiding fines. Also, I have seen library staff forgive fines. Why? Shouldn't everyone follow the rules and be fined if they don't return material on time? |
| 206. | Who desgined this? |
| 207. | why do you charge late fees for kids cards. There should be more grace |
| 208. | What is this a "cash cow". Why increase fines and charges. |
| 209. | What is to like? |

5. Reduced hours at the Cambie, Ironwood and Steveston branches – 5 PM closing time on Mondays and 2 PM opening time on Fridays at smaller branches. Brighthouse hours have remained the same.

| Question | Count | % of Respondents |
|--|--------------|------------------|
| I have started coming to my local branch at a different time than I did before | 301 | 10% |
| I am now using the main Brighthouse branch more | 472 | 16% |
| I am using Richmond Public Library less | 752 | 25% |
| I am going to another municipality's library during the times when my local | 279 | 9% |
| My library use has not changed | 1,524 | 50% |
| | | 109%* |
| Respondents | 3,043 | |

* NB: Multiple responses are permitted, so responses exceed respondents and total % of respondents can exceed 100%

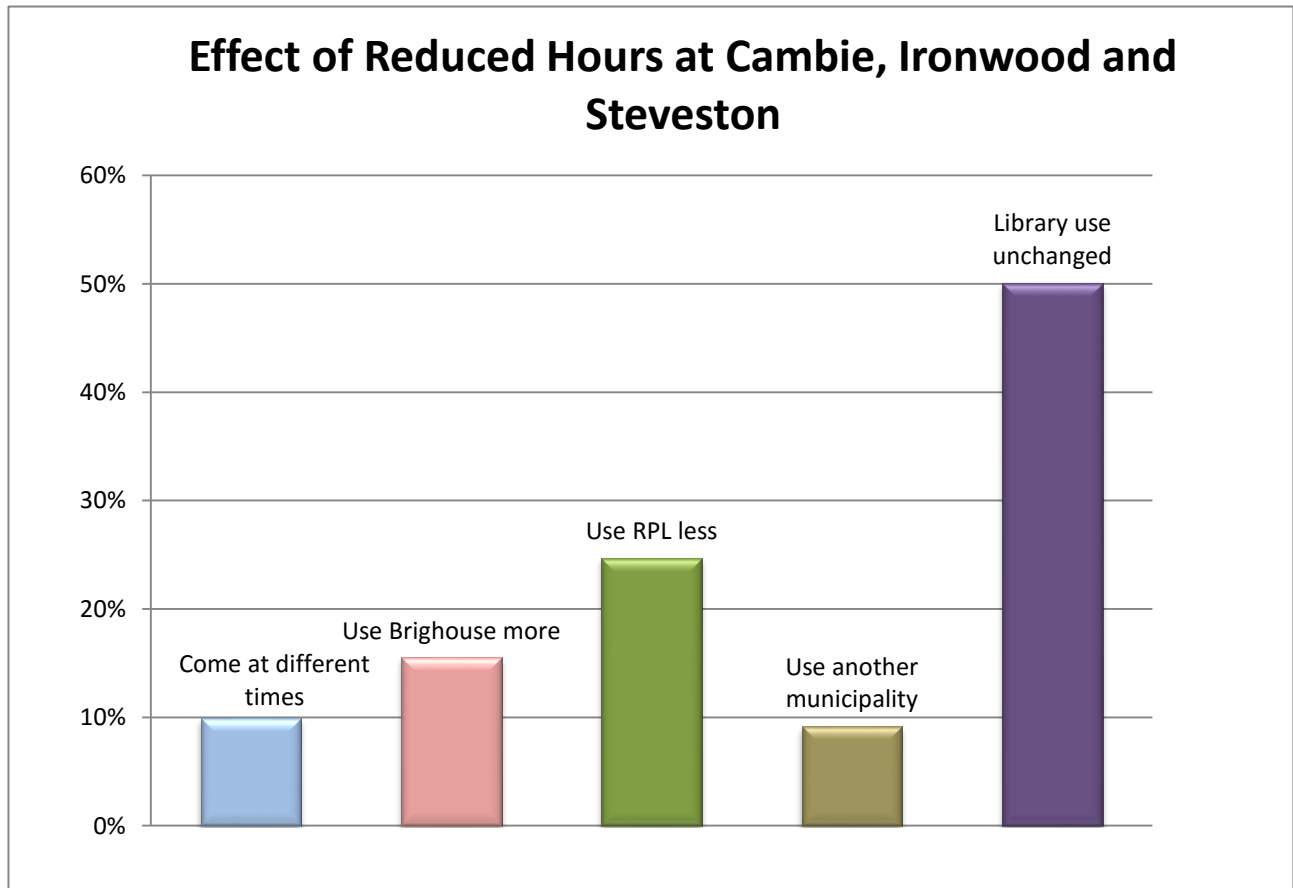
Notable Findings:

The majority of verbatim feedback received for the Public Survey question about changes to hours of operation was complaints: 203 complaints vs. 75 neutral/positive comments.

The highest number of complaints was in regards to the overall changes to hours of operation; however there were 58 complaints specifically about changes to Friday hours vs. only 21 complaints specifically about changes to Monday hours.

Survey respondents mentioned the Steveston branch most frequently when complaining about changes to hours of operation (in 36 separate complaints).

| Comments summary | |
|-------------------------|------------|
| Neutral & Positive | 75 |
| Negative | 203 |
| Questions | 8 |
| Total comments | 286 |



| 5. Reduced hours at the Cambie, Ironwood and Steveston branches – 5 PM closing time on | |
|---|---|
| Neutral & Positive Comments | |
| 1. | I always go to Brighthouse |
| 2. | I find it easier to go to Brighthouse than my local branch, Ironwood. |
| 3. | 2pm opening in Steveston not great but workable |
| 4. | I mainly get ebooks |
| 5. | I think this is a great change! I see lots of advantages in making this change. |
| 6. | I use Hamilton Sat location only |
| 7. | I use on-line access to get e-books more often |
| 8. | convenient for picking up books |
| 9. | Doesn't impact us eBook readers. |
| 10. | borrowing ebooks more |
| 11. | I am reading more eBooks now |
| 12. | ebooks. This question doesn't apply to me. |
| 13. | no problem with hours ..only use Brighthouse |
| 14. | I borrow ebooks MUCH more than physical hard copies |
| 15. | I am new to its library system. |
| 16. | I always go to the Main library. The staff are very very helpful and friendly. The atmosphere in the children's section is family oriented and warm. Please convey to the Board and staff much appreciation for their creativity and service. |
| 17. | I am borrowing e-books and audiobooks almost exclusively now. |
| 18. | My default library is Brighthouse and so no change for me. |
| 19. | Brighthouse is my main |
| 20. | I have always been using the main Brighthouse branch. |
| 21. | I wish Hamilton branch opens more days |
| 22. | I do not go to the other Libraries |
| 23. | I prefer electronic books |
| 24. | I borrow books exclusively so the changes have not affected me.. I love being able to borrow books. |
| 25. | Brighthouse is my branch so this does not directly affect me. |
| 26. | Because I only go to the Brighthouse branch |
| 27. | I forgot & went when it was closed. I just need to remember new times. Otherwise doesnot affect me |
| 28. | I only go to Brighthouse |
| 29. | Not a problem now that I am aware of the new open hours. |
| 30. | Need more books to read...a bigger library. |
| 31. | Early closing on Monday night won't affect anybody. |
| 32. | I use Brighthouse |
| 33. | My library use has changed due to changes in borrowing limits and loan periods. I use Brighthouse, so no change due to the change in hours at other branches. |
| 34. | For the budget consideration, it's OKed |
| 35. | No applicable. |
| 36. | I'm using e-books more |
| 37. | Borrowing on line |
| 38. | it's okay. |
| 39. | n/a for ebooks |
| 40. | I read ebooks |
| 41. | I am almost completely electronic now |
| 42. | this us a significant change, hasn't affected me yet but I'm sure sometime it will. i do use other municipalities ' lubraries but so far not for that reason |
| 43. | More use of e-books |

| 5. Reduced hours at the Cambie, Ironwood and Steveston branches – 5 PM closing time on | |
|---|--|
| 44. | No Comment |
| 45. | have not changed at other libraries |
| 46. | My use may not be typicalmostly do. Ebooks. |
| 47. | I continue to go to Brighthouse branch. |
| 48. | I download most of my books via overdrive on my kindle |
| 49. | Er |
| 50. | Hours haven't affected me |
| 51. | I primarily use digital services e.g. Zinio, One Click. |
| 52. | I love Richmond Library the most because of long hours |
| 53. | I Use the Hamilton library |
| 54. | I use Brighthouse branch |
| 55. | I borrow ebooks |
| 56. | I mainly borrow ebooks |
| 57. | I do most of my reading line. |
| 58. | I've always used Brighthouse. |
| 59. | not applic |
| 60. | so far this has not affected my use at these branches |
| 61. | I read e books |
| 62. | I only borrow e-books |
| 63. | n/a |
| 64. | I place hold online more often |
| 65. | I read e-books, so reduced hours has not affected my borrowing habits |
| 66. | One learns to adapt. |
| 67. | brighthouse is my branch |
| 68. | Look at question no. 1 |
| 69. | If all items signed out from smaller branch (e.g. blue box DVD) can be returned in the main branch, then no problem. |
| 70. | There is no change for me because I visit Brighthouse Library only. |
| 71. | borrowing online only |
| 72. | It is a bit inconvenient but it is also a matter of getting use to the change |
| 73. | Using mainly Brighthouse Branch. |
| 74. | I just have to pay attention to what day it is, so I don't accidentally come when its closed. |
| 75. | I only go to Brighthouse. |
| | Negative Comments |
| 76. | the brighthouse is getting to nosiy, and tomamy kitts not like before 10/15 yeaes ago |
| 77. | Make brighthouse super pack ALL the time |
| 78. | Parking at Brighous branc is a gong show. I avoid visitng that branch |
| 79. | I only go to Brighthouse branch so this change won't affect to me. |
| 80. | my library has changed as it is getting crowded on Brighthouse due to early closure of other branch |
| 81. | i wish brighthouse is open later on weekend that's the time best for us to go |
| 82. | Brighthouse branch is crowded all the time |
| 83. | My friends and us do not like reducing hours for cambie. |
| 84. | I came from East Richmond to the Cambie branch to find the library unexpectedly closed today. Disappointing, but now at least I know I need to check hours first. |
| 85. | Suggest opening the Cambie branch on Saturdays until 5:30pm or 6pm. I'm fine with later opening time on weekdays. |
| 86. | See #2 |
| 87. | It's very inconveninet that ironwood has shortened hours as i go there quite often |
| 88. | My children and I used to love visiting all branches of the Rmd public library. They always found different books from different branches. Now, we get very disappointed when we find (eg, Ironwood 2 weeks ago) branches closed when we go. |

| 5. Reduced hours at the Cambie, Ironwood and Steveston branches – 5 PM closing time on | |
|---|---|
| 89. | Ironwood is our home library, but we have been using Brighthouse because the kids are in an Art class there. However, when that is complete, I can see the shortened hours being a pain. Also if I want to go without the kids in the evening that won't be happening as I am not driving to the centre of Richmond when I live a 5 min drive from Ironwood. |
| 90. | Not crazy about the new Steveston hours. |
| 91. | Steveston is well used and should not have been cut back . |
| 92. | I don't like this change to Steveston |
| 93. | I now have to plan my visits to Steveston |
| 94. | Used to be able to add a visit to the steveston branch after the kids activities. Now we dont visot as much as they would like. |
| 95. | I now tend to mostly put books on hold and have go to the Steveston Branch, which is a convenient branch for me. Since I can only only get out so many books for a shorter time, I don't browse the library as much. |
| 96. | the steveston library is too small and limited hours doesnt help the situation |
| 97. | Very inconvenient my Steveston branch is closed sometimes when I get there. Funding should be kept for having all branches open.y Libraries are vital for healthy communities. Use funds from wasteful public art expenditures. |
| 98. | libraries should not reduce their hours particularly in a busy branch like Steveston |
| 99. | I am very disappointed with the Steveston branch. It has to be expanded to accommodate a wider selection of books. In case you had not noticed Steveston is a growing community yet services have not kept up with that growth. Many of my friends have stopped using the library and started to buy the bestsellers etc. as they don't become available in some cases for a year. your changes wont help in this regard. More money should be allocated to improving the availability of new books and not spending less. I wont hold my breath waiting for an expanded Steveston library. |
| 100. | Disappointing - this effectively creates second-class status for smaller communities within Richmond. I would prefer to walk to my local branch versus driving to the downtown branch. Again, really?? In a city the size of Richmond with the tax base - how much do we inted to save from reducing hours and access to the library. The library in Steveston is a central hub that is a gathering place - do our politicians want to turn the citizens away - perhaps they would like us to sit at coffee shops...?? Short-sighted, small-picture |
| 101. | I reside in Steveston such that the reduced hours are a big letdown, no doubt. |
| 102. | I do not like the Steveston branch new hours. |
| 103. | had to modify my usually visit time as Steveston is not open |
| 104. | Very disappointed that the library has cut back on the hours it is open in Steveston. |
| 105. | Not good for Steveston preschoolers who get off from class 1pm the latest... and they did not have a chance to go to the library after school. Also, many kids like to go to the library after dinner time it's family time. |
| 106. | I put books on hold so that they can be transported from Brighthouse to my Steveston branch since I never go to Brighthouse but now my holds never come 3 weeks, 4 weeks later, I still have the hold and the book is still available on the Brighthouse shelf. So not only have you cut back on branch hours of Steveston, you've also appeared to have cut off services to it as well, forcing us all to trundle to Brighthouse. Not very inclusive service, in my opinion. |
| 107. | Very frustrated/should not have to travel out of my community to come to Brighthouse. |
| 108. | terrible idea why are we paying taxes |
| 109. | The hour changes are simply not convenient for me. Find the funding for the old policies and hours. |
| 110. | My habits changed |
| 111. | Not an era where access to books and learning should be cutback |
| 112. | The City Council has put the library in a very difficult position here. The budget should have been raised. Shorting hours to fund the collection cut two of the library's core functions. |
| 113. | This has inconvenienced me quite a bit. |
| 114. | don't like the closing time, too early for those that work and open too late on fridays when I can |

| 5. Reduced hours at the Cambie, Ironwood and Steveston branches – 5 PM closing time on | |
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| | come in. Its really inconvenient. |
| 115. | because of reduced hours, hold items take longer to be processed due to shorter working hours |
| 116. | Inconvenient |
| 117. | There is less spontaneity of going to the library as I have to think about hrs |
| 118. | Disagree with cut hours |
| 119. | Don't like this reduced hrs. |
| 120. | Disagree with cut in hours. Public institute should be kept open for increased use. |
| 121. | It is getting inconvenient to come to the richmond libraries |
| 122. | The time change made us change our book club meeting times. |
| 123. | Brighthouse is my local library, so I have not been affected. Nevertheless, I know that these shortened hours have affected my friends. |
| 124. | I have not been coming to the library that regular because I mostly use ebooks. |
| 125. | This is unfair to the people that do not live in the city centre. Children who should have access to books are now limited, and that is so wrong. All libraries should have the same access hours. |
| 126. | We already pay taxes RPL is saying they don't have good budget |
| 127. | I go to another library |
| 128. | I have stopped using the library |
| 129. | Libraries are for public, NOT good & NOT convenient to reduce hours. It should be extended! |
| 130. | I am annoyed and inconvenienced by the changed hours. |
| 131. | I didn't know what your new hours were until I went to the library. I assume they were posted in the Richmond local paper but I missed your posting. |
| 132. | Alternate sources of attaining media, i.e. internet, used book stores etc |
| 133. | I did not know the change in hours so will have to act accordingly. |
| 134. | using it less because only 3 weeks to return it and only one week renewal not worth going to library!!!! |
| 135. | Libraries should be open longer not shorter hours |
| 136. | I get irritated because I don't remember which days the library opens late and I end up having to go back when it's open. |
| 137. | The altered library hours are frustrating. |
| 138. | I more frequently borrow from the Vancouver Public Library in Marpole |
| 139. | Don't come as often |
| 140. | difficult as we can't access the other branches as easily due to reduced hours |
| 141. | I am interested to know the overall response for this survey -- if the result can be posted at a later time. |
| 142. | Dislike the shortened hours although it hasn't greatly impacted myself, I believe libraries should increase accessibility, not put barriers in place. |
| 143. | Hours are confusing and inconvenient. |
| 144. | All you have done is make it less convenient. Saving money on library and education while spending big buck on tall ships etc. makes me angry |
| 145. | I do not agree with the reduced hours. |
| 146. | Inconvenient |
| 147. | I stopped going to other branches besides Brighthouse. |
| 148. | I am very disappointed in the new hours. |
| 149. | My daughter's interest in visiting the library has decreased. There's money for the Olympic Oval, but not the libraries. Seriously? Shame on City Council. |
| 150. | i hate it |
| 151. | waster of time and gas to visit other libraries that are open. |
| 152. | Not happy with the change |
| 153. | Reducing hours is selfish and counterproductive |
| 154. | While trying to get better habits, I am not happy with your various changes! They are making it less convenient all around. |

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| 155. | Vision issues have me seeking audio books. But I've had no success with downloading any. |
| 156. | Disappointed and inconvenienced by reduced hours - increase was needed |
| 157. | smaller branches are supposed to serve their respective neighborhoods. Limited hours create too much inconvenience for those working or going to school at hours such as 9:00-5:00. Limited local branch hours also make more people driving longer distance to the Main branch, and may cause insufficient parking in that area, since there are also other facilities in Brighthouse. |
| 158. | It is annoying... |
| 159. | I don't get to the library as often |
| 160. | It is always sad to see anywhere the opening hours being reduced. Branches are needed. People sometimes can only access a given Library at the end of thier day and the Main branch is most of the time a jurney that makes it unattainable. I am opposed to any |
| 161. | Again, very limiting for families. Morning closures are especially problematic as mornings are prime time for preschool aged |
| 162. | I don't like the new changes! I'm very unhappy! |
| 163. | I am forced to go to a noisy coffee place to study, since i cannot study at home with distractions! |
| 164. | Very disappointed, highly inconvenient |
| 165. | Prefer open longer |
| 166. | You have forgotten the teachers and students who use the library. You have forgotten those who access the web after work. You have forgotten THE PEOPLE in your insane scramble to save money on the backs of the people, even as the city collects ever higher taxes on our properties. Why are we running a public good (and RIGHT) out of such a sense of impoverishment! |
| 167. | I forget and arrived at the closed door disappointed. |
| 168. | We can't use the library when we want to, such as during after-work, after-school, pro-d days, and school breaks |
| 169. | I am no longer able to borrow books from other branches when I finish school after 5pm. If the Brighthouse branch is far from where I end work/school, I will have to bus a long way to get my book on time. |
| 170. | Another reason to not bother with borrowing from the library |
| 171. | I am upset about the hours reduction |
| 172. | I am disappointed to see library services reduced. |
| 173. | I don't use these branches. |
| 174. | I show up to a closed library since I prefer to pick up my books after work. |
| 175. | I think the public library is such an important part of our community. Fewer hours and reduced book purchases will not serve us |
| 176. | It is completely wrong to reduce hours-visiting/going to the library should have extended hours not shortly... It is an activity that should encouraged not shortened... |
| 177. | Used to always be open when I went so I never paid attention to times, now I have gone and find it closed:(|
| 178. | In a way, it is good as there is lower overhead but it poses inconvenience for other patrons. |
| 179. | This has had the most impact on my borrowing habits |
| 180. | I don't have enough time to pick up my holds due to the reduced hours. |
| 181. | Going less often as not open |
| 182. | This is not having an impact now, but will negatively affect my library use during the summer and during school holiday breaks. |
| 183. | Only a person who does not use the public library at all could have come up with the recent policy changes. They are very shortsighted and I find them annoying as a customer. |
| 184. | Another terrible decision, we should be increasing resources for the library |
| 185. | I am borrowing less |
| 186. | I do not like the new times. They are ridiculous. Christmas and Easter the library was closed for too long, I think that is unacceptable |
| 187. | i do not read e-books and so the reduced hours mean nothing but reduced service to me |

| 5. Reduced hours at the Cambie, Ironwood and Steveston branches – 5 PM closing time on | |
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| 188. | It is confusing to have different opening and closing hours on different days. |
| 189. | Overall my family has mostly gone to using a different municipality. Richmond is very inconvenient now and other cities are less picky. I'm disappointed in RPL. |
| 190. | Stopped using the library |
| 191. | this is a service that should not have been cut. there are tax dollars out there that are used for useless programs like Tall Ships when they should go to the library and learning resources. Outrageous. |
| 192. | I do not appreciate this change. |
| 193. | The reduction in hours means I have to use my car to make extra journeys. |
| 194. | It causes slight inconveniences, but it is not a big deal. |
| 195. | I have gone and realized it was closed and have had to come back another day |
| 196. | I have begun borrowing from Vancouver Public Library now. |
| 197. | Library makes more money on late return from many poeple. |
| 198. | All increased fines, reduced borrowing periods and hours are designed to discourage library use. |
| 199. | All increased fines, reduced borrowing periods and hours are designed to discourage library use. |
| Negative Comments Regarding Monday Hours | |
| 200. | the early closure of Ironwood has affected the book club meeting options |
| 201. | Ironwood Monday evening was a big convenience. |
| 202. | I usually go to Ironwood in the evenings, so 5pm is inconvenient for me |
| 203. | My mom can't take me to the library on Mondays at Steveston anymore. Its not fair. Can't you rotate the nights you are closed? |
| 204. | Closing at 5 pm made the library less accessible for all those who have to worki |
| 205. | 5 pm closing is a problem |
| 206. | I have less opportunity to visit the library. I normally visit on Monday evenings. |
| 207. | Can't pick up holds on Monday, but that's ok |
| 208. | 10am opening and 5pm closing is not ideal for working students who need to study |
| 209. | Closing earlier on Monday is NOT such a good idea : since a lot of stuff are borrowed over the weekends |
| 210. | I had to return a disc to the dispenser on a Monday evening and discovered the earlier closing time and was therefore unable to return the item. It is more difficult for people working day shifts to make it to the Library on Mondays before 5:00. Considering that Sunday the library also closes early it might be preferable to open noon to 7 pm or 2 to 9 pm on Mondays or have the 10:00 am to 5:00 pm on Tuesdays so that shorter hours are not offered on back to back days. |
| 211. | A liittle inconvenience at 5pm. I prefer little longer. |
| 212. | Very unfortunate, as it limits access to working people |
| 213. | I dont get time to take kids to library after work. |
| 214. | 5pm is just ridiculous , how do working people and students get to go ? |
| 215. | I like to go to the library in the evening...this has been inconvenient for me |
| 216. | 5:00 pm it's too early |
| 217. | We often visit library on Monday evenings, so now it is closed and we can't go on Mondays |
| 218. | I think the short day should not be on Mondays. I think more people like to borrow movies from the dispenser Friday evening. The due day will fall on the next Monday and with the 5pm closing time people can't make it to the library after work. |
| 219. | difficult to get to branch before 5 on due dates for DVDs. Irritating |
| 220. | closing at 5 is not a good idea, opening late might not be a problem. |
| Negative Comments Regarding Friday Hours | |
| 221. | Opening late on Friday is wired, I've seen many people were stuck at the door around noon in front of Cambie branch. |
| 222. | The late opening on Fridays exacerbates the parking problems at Cambie. There is already little, if any, parking available daily from 11:30am-2pm |
| 223. | The 2 PM Friday opening at Ironwood drives me nuts. |

| 5. Reduced hours at the Cambie, Ironwood and Steveston branches – 5 PM closing time on | |
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| 224. | Why would you open Ironwood branch at 2 in the afternoon on Friday?? The busiest intersection in Richmond on a Friday pm!! I live in the Neighborhood.. Never, ever go to Ironwood on a Friday afternoon. |
| 225. | i work in richmond and use the ironwood library, the friday 2 pm opening is when I start work, give me a 1 pm opening please. It is my usual day for picking up books. |
| 226. | The ironwood Friday 2 pm is challenging. Fridays are often Pro D days - change to Tues instead? Fri must be regular hours |
| 227. | I was surprised one Friday when I went to Ironwood just before 2 pm to see that it was closed. Many people were confused until I located a sign with the new hours on it. It is an adjustment that we are all learning to make. By the way, I love RPL and wish the hours had not changed, but I understand that it is a cost-saving measure which is involved. Thank you for all your collective efforts in delivering library service to our community. Libraries bring everyone together and we can all feel a sense of belonging and participate. |
| 228. | It would be nice if Ironwood opened earlier On Fridays. |
| 229. | 2:00 pm is too late to open on Friday at Ironwood. Once I went and did not know why it was not open and there was no hours on the door or notice. |
| 230. | Wish 9:30 opening was reinstated at ironwood |
| 231. | I work in the ironwood library I visit the library on Friday's to get material for the weekend. Now with 2 pm opening time I'm unable to get to the library at all. |
| 232. | Friday a.m. at Ironwood is one of the busiest days but you are closed. |
| 233. | I am so sorry the library had to change its hours. Richmond is growing, we need libraries open regular hours. The cut on Friday mornings from Steveston is just an insult to the community - especially to young families. I am so fortunate that my kids have grown - I feel for all the young families here. |
| 234. | The Friday opening hours greatly affect us, we often went to story time at 10:30 and got books and DVDs for the weekend after preschool at 11:30. Brig house is not an option as we walk to the Steveston branch as we are a one car family. Please change the Friday opening hours!!!! Especially affects families with young children, going to be especially hard this summer! |
| 235. | It's a pity that the story time for all ages on Friday morning is reduced and the kids can not enjoy it anymore at steveston . |
| 236. | Steveston needs to open on Friday mornings to service the community which is made up of a lot of young children. |
| 237. | The late opening at Steveston on Fridays is a real problem. Between 30-40 seniors show up at 10:00 for a 10:30 fitness class. Most would use the library but now they are all inconvenienced. An early closing would make more sense than a late opening. |
| 238. | I miss the Friday am opening in Steveston |
| 239. | Friday late opening at Steveston is very inconvenient. The Community Centre is busy on Friday mornings with many seniors and families with children using the facilities. I see people every Friday morning standing outside the doors unable to get in for their story time or weekend reading material. I suspect they don't come back later. |
| 240. | We can no longer go to the Friday story time at Steveston, very sad about this |
| 241. | 10 am to 5 pm on Fridays would work better at Steveston Branch. |
| 242. | If Steveston could open at 12 on Friday, that will help. |
| 243. | steveston library needs to be open we have tons of preschoolers and kids in this area and they need a local library. 2pm is ridiculous. we went there on a professional day as did other families and it was closed. |
| 244. | I like to go in the library after my exercise class in the morning and now I can't do that on Friday at the Steveston branch |
| 245. | The day I used to make it to storytime was Steveston Friday morning. We won't be coming as often now. Friday's I typically try to go to strong start as it is less busy that day. |
| 246. | There is a group of about 30 seniors, on a regular basis that go to the Steveston fitness classes at 10:30 am on FRIDAYS. We all are very upset that we can not get in to the library before our class. Please find a way to change the Friday start time to at least 10 am. Thank you! |

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| 247. | this is shocking. I work with people with disabilities and we have used the steveston library for over 10 years every Friday morning. How do you explain to a person with a disability that suddenly you have decided to close on Friday morning. WHY Friday. ProD days are on Fridays. Do you realise that it makes no sense with this closure. WHY NOT ON A MONDAY. SHOCKING DECISION. SHAME |
| 248. | I WOULD LOVE THAT THE STEVESTON LIBRARY EXTEND ITS HOURS...AND OPEN AT AN EARLIER TIME, AND NOT LATE MORNINGS/OR AFTERNOON. |
| 249. | As a parent who frequents the Steveston Library on Fridays, I am disappointed to see the reduced hours. Our two kids (and myself) are only able to attend the Friday storytime and now this is no longer an option for us. We really hope the reduced hours are reconsidered. |
| 250. | I was here on Friday at noon and I did not know about the hrs. changed. |
| 251. | Friday change is annoying. Libraries with opening hours on one day that are different from any other day are difficult to remember and I keep turning up on Friday morning and finding it not open. I randomly do errands in the mornings and this is harder to keep track of. Variable hours in the evenings isn't a big deal because all libraries and stores do this so one knows to check before one |
| 252. | the 2 pm opening on Friday is terrible as I am at the centre for other reasons in the morning and cannot access the library. It also prevents the children book time Friday am, the late opening is very inconvenient |
| 253. | Thank you for cutting my home branch. How did you come up with a 2PM open time. Ridiculous! |
| 254. | I need Friday morning for kids story time |
| 255. | Should be open Friday during the day. |
| 256. | Storytime for children is not available on Friday |
| 257. | I find that the new hours are not convenient for me, especially when the library is not open early in the day on certain days. Very inconvenient especially in the suburb branches! |
| 258. | Friday hours inconvenient |
| 259. | 2 pm opening time on Friday inconvenient |
| 260. | not happy with reduced hours on Friday. |
| 261. | The changes to the hours are quite acceptable to me, with one exception. The hours on Friday should be more in line with the hours for the other days of the week. You are trying to please the evening crowd at the expense of the daytime users of the branches affected. Please adjust. |
| 262. | I walked there twice on Friday before 2pm and was sad. Oddly I take for granted that they're open at 2pm, and tend to forget apparently. Other than that, think I'll remember now. And I was only sad for a few minutes. It's no big deal. |
| 263. | Friday should be open early |
| 264. | Friday late opening is inconvenient, by 2PM I'm needing to get ready to pick up the kids from school |
| 265. | The Friday reduced hours are the most inconvenient. |
| 266. | Fri morning closures are a bit petty I feel. What's four hours in the scheme of things really. |
| 267. | The Fri opening at 2pm is the most annoying thing about the changes at the library. This is when I would come it seems. The city could have cut other spending rather than forcing the library to shorten its hours. |
| 268. | I used to come Friday mornings with my grandson every week and now I can't incorporate the library with him. It leaves a hole in our activities. I miss it being open Friday morning. |
| 269. | I am finding it most inconvenient as I normally visit the library on Friday mornings since we have to sign in half an hour before the scheduled time for my exercise class otherwise the class will be full. Now I have nothing to do during the half hour opening which is most disappointing. |
| 270. | what is with Friday - open at 2?! what an odd hour. Noon would make way more sense. |
| 271. | Miss Friday 10am opening |
| 272. | Not good for others who find Friday a most suitable day. Maybe the shorter hours say on Monday and have more staff work the more popular hours. |
| 273. | The shortened hours are inconvenient. especially Friday. |

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| 274. | 2 pm on Fridays are too late, suggest open at 11 am on Fridays. |
| 275. | I miss being able to choose books on Fridays, and is inconvenient. |
| 276. | Late Friday opening inconvenience me. |
| 277. | Attended library only to find doors closed on a Friday. |
| 278. | I am totally annoyed. I rely on the library to be open on Friday mornings to work!!! |
| | Questions |
| 279. | Why the reduced hours? Are there budget cuts? |
| 280. | Unless you want to save money or your staff are lazy, why do you do this? |
| 281. | It seems the library is doing it's best to discourage reading all together,what's up with that |
| 282. | Where's taxpayers money gone? Reduced hours on Fridays, children have nowhere to go on PD days |
| 283. | What is the purpose in adding more resources to books when I cannot access them due to reduced hours? |
| 284. | Don't know why reduce library hours because of money short less? |
| 285. | I do NOT usually go to these branches. However, the question is the rationale of the shortened hours at those library branches. Is the board of directors trying to save money or trying to accommodate the readers' needs? |
| 286. | What is to like? |