

# Whistler Public Library Vision Survey

## What We Heard: Survey Summary



August 22<sup>nd</sup> /2017



# Table of contents

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How we got input .....	1
What we heard .....	1
Who Participated? .....	3
Most recent visit motivation and experience .....	4
Visitation Patterns and Rationale.....	5
Welcoming and Safe Atmosphere.....	6
Visit Activities.....	6
Desire for Quiet Areas .....	7
Space Improvement Ranking .....	8
Computer Lab and Wifi Usage.....	9
Technology Additions .....	10
Service Quality .....	11
Net Promoter Score.....	12
Appendices: .....	14



## How we got input

The purpose of the Whistler Library Vision Survey is to help the Whistler Public Library plan and evaluate library users' space and technology needs.

The attached questionnaire (Appendix A) was made available from June 21<sup>st</sup> to July 24<sup>th</sup> online on Survey Monkey and in a paper format at the Whistler Public Library.

The survey opportunity was promoted through Whistler Public Library and RMOW social media posts, newsletters and notifications on their respective websites. Signs and posters spread around the library also promoted the opportunity to library users.

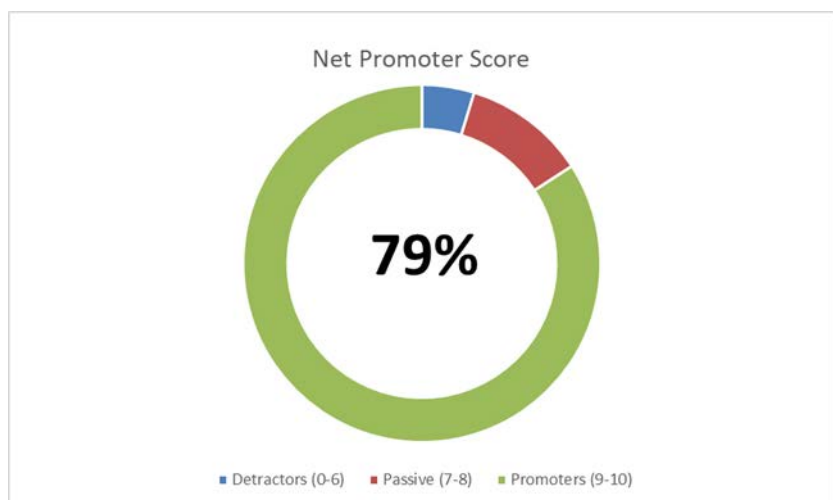


## What we heard

### OVERALL

The Whistler Public Library Survey engaged 485 people over the course of a few weeks in July 2017. Most of the participants were full-time Whistler residents, but visitors and people living up and down the Sea to Sky corridor participated as well. Most of the survey participants use the library every month or less, with just over a third visiting every week.

As expected, the most common use of the library is browsing, borrowing and returning books. Other activities sharing amongst them the same levels of popularity include renting DVDs/CDs, working/meetings, using computers, and attending events/classes. Most survey participants describe their experience at the library in a positive light, singling out staff as being welcoming, friendly



and helpful. This positive observation was a strong theme throughout the survey responses and was repeated again with virtually all participants noting that they feel 'safe' and 'welcome' at the library. Questions about service levels mirrored these initial feelings about the library, with 91% of participants indicating 'excellent' service quality. These strong feelings for the library resulted in a very high 'net promoter'<sup>1</sup> score of 79%.

Those who didn't feel they visited the library regularly suggested a broad array of reasons, though other sources for books and inconvenient hours were indicated most frequently. Busyness and other sources for books were also cited most frequently in the 'other' comments along with access to the Library.

While a few participants comments noted that 'noise' is an issue at the library, many (45%) are indifferent toward more quiet areas, with 22% indicating no need for more and 32% suggesting a need for additional areas. Comments reflected these trends, though there were also some suggestions on what could be done to manage noise in the library, such as moving collections around and enforcing phone etiquette.

The theme of 'noise' continued for a cohort of survey participants who helped push 'quiet study space' to the top of the first priority rankings for new spaces. Casting a larger net, 'more lounge space' made the top three priority positions, but was followed closely by 'quiet study space'. Quiet space comments were also popular in the general comments on design changes.

Moving from design to technology, many survey participants indicated not using the computer lab/or wifi (45%) and those that did use it on a frequent basis (every week) represented a small group (15%). The remaining 40% or so used the lab/wifi infrequently. That said, those using computers or wifi say it has helped them with important life events such as job searches, home searches, taxes and figuring our residency. Those indicating a need for additional technology most frequently suggested a desire for wireless printing capabilities.

In closing, it is clear that the Whistler Library has a large amount of 'Raving Fans' who use the facility for a variety of reasons but most prominently books. Looking forward, the organization may need to consider the desires of a specific but a sizable group of users looking for a quiet environment and additional technology access. Upcoming focus group sessions could explore this further. Future surveying might include more frequent net promoter questions sent out to users immediately after receiving services.

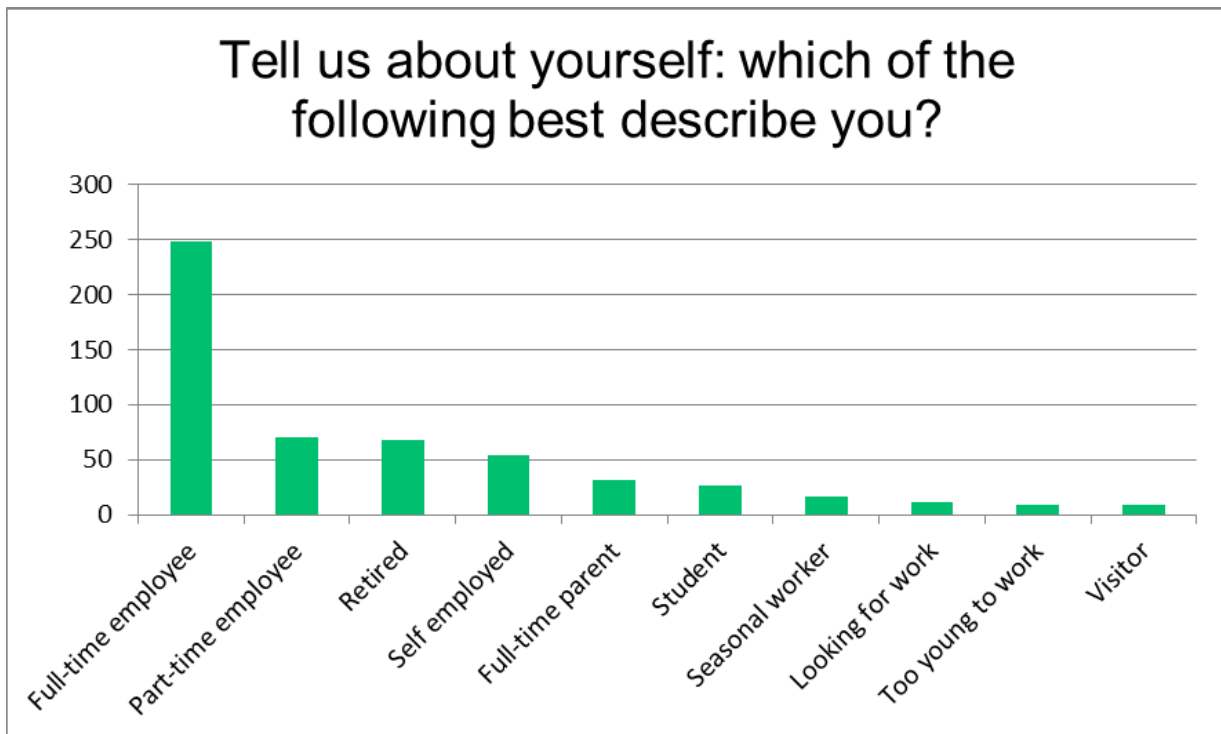
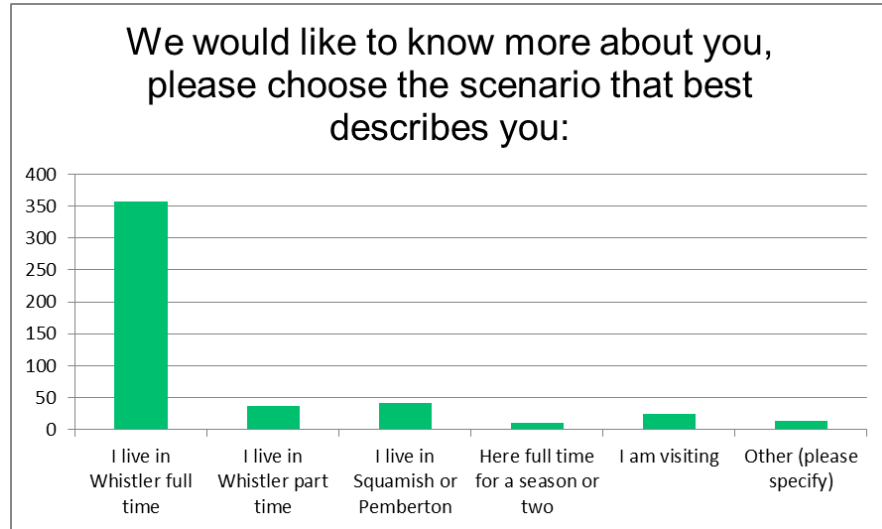
More details, charts and analysis are presented below.

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<sup>1</sup> Net Promoter Score is an index ranging from -100 to 100 that measures the willingness of customers to recommend an organization's products or services to others. Scored on a scale of 1 to 10, Customers that give you a 6 or below are Detractors, a score of 7 or 8 are called Passives, and a 9 or 10 are Promoters. To calculate your Net Promoter Score, detract the percentage of Detractors from the percentage of Promoters.

## WHO PARTICIPATED?

A total of 485 people participated in the Whistler Public Library Vision Survey either online or through paper surveys. Of the participants, 74% (or 357) identified with living in Whistler full-time. A total of 8% stated living in Squamish or Pemberton and 8% also indicated living in Whistler part-time. Of the participants, 65% identified with working full or part-time, with 14% indicating they were retired and 11% indicated they were self-employed.



## MOST RECENT VISIT MOTIVATION AND EXPERIENCE

The majority of survey participants indicated that their most recent visit had to do with browsing, borrowing, reading or returning books. The responses are summarized below.

- Books - browse, borrow, return, read x 227
- Kids books, programs and toys x 68
- DVDs & CDs x 39
- Work + meetings x 37
- Wifi / computer room x 25
- Events (art exhibit, movie nights, programming, etc.) x 24
- Study, classes etc. x 22
- Magazines and newspapers x 18
- Printer x 12

Other: community group, bathroom, socialize, warm-up in winter, teen lounge, volunteer, self-check-out, to get suggestions, sit outside, hang-out, get library card, get assistance, and to see the building.

In general, most survey participants described a positive experience. Suggestions were also provided by those feeling some improvements could be made. Responses are summarized below:

- Staff comments - good, welcoming, friendly, helpful x 100
- Great, good general x 77
- Not good – listed various reasons (too loud, too crowded, uncomfortable) x 52
- Loved it x 28
- Comfortable, clean, content, enjoyed, pleasant, organized, etc. x 20
- Relaxed x 18
- Happy x 18
- Easy, quick process x 15
- Used from home x 7
- Need: more desk space, more signage, and quiet zones
- Other: Focused, fun, inspired, good location, good space, proud

*"I was on my laptop in the fire lounge at the back of the library doing some work. Whilst a little noisier than I would like, I always love the atmosphere in the library, and it's a great place for me to zone out and knuckle down." Survey Participant*

*"I will use a real example of a friend that went out of her way to say how uber friendly and helpful the staff was and how much she enjoyed the reading recommendation. The service was prompt, professional, friendly and effective. Feeling great!" Survey Participant*



## VISITATION PATTERNS AND RATIONALE

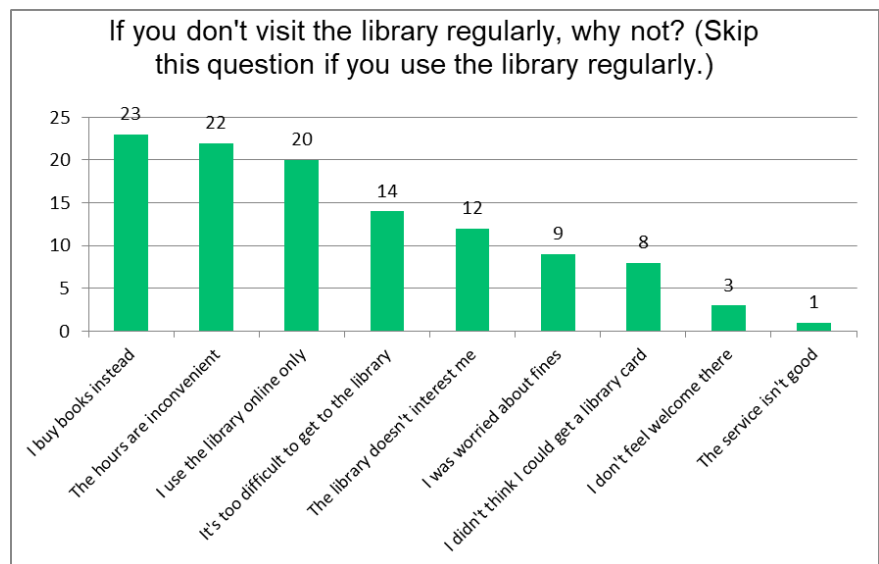
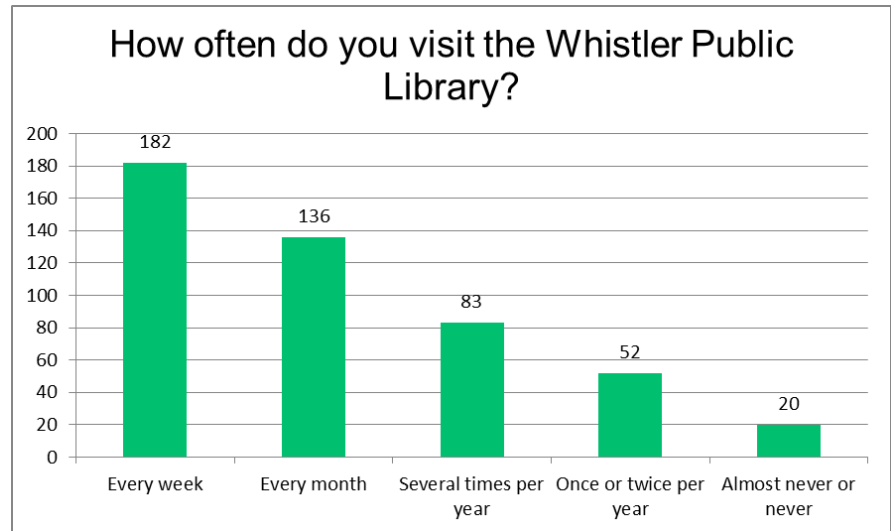
About 38% of participants are frequent library users, visiting the library 'every week', though the majority visit the library 'every month' or less.

Only 89 survey participants indicated that they didn't visit the library regularly. Respondents likely had different

perceptions of what 'regular' means however. The most common reasons stated for not visiting regularly include: buying books instead (26%), inconvenient hours (25%), and using the online library tools (23%). Additional reasons are included in the chart below.

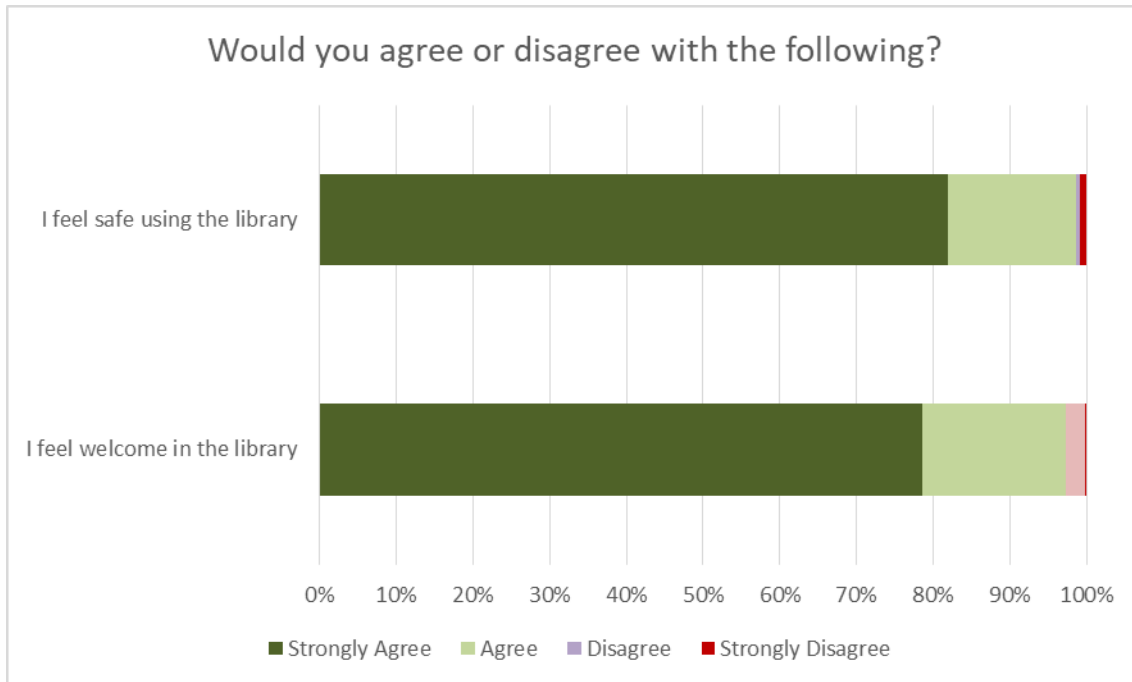
Other reasons stated include:

- Other sources for books - buy, borrow, kindle, 2nd hand, online, etc x 15
- I'm too busy x 15
- Access: parking (8), transportation, valley trail access, bad location, handicap x 14
- Forget that it's there and/or not sure how to get a card x 8
- Too loud and/or busy in the library x 4
- Not enough comfortable seating/space x 4
- Loan process too short to finish book x 3



## WELCOMING AND SAFE ATMOSPHERE

A large majority (99%) of those with an opinion feel 'safe' using the library and a large majority (97%) also feel welcome at the library. Most of those 'strongly agree' with the statement.



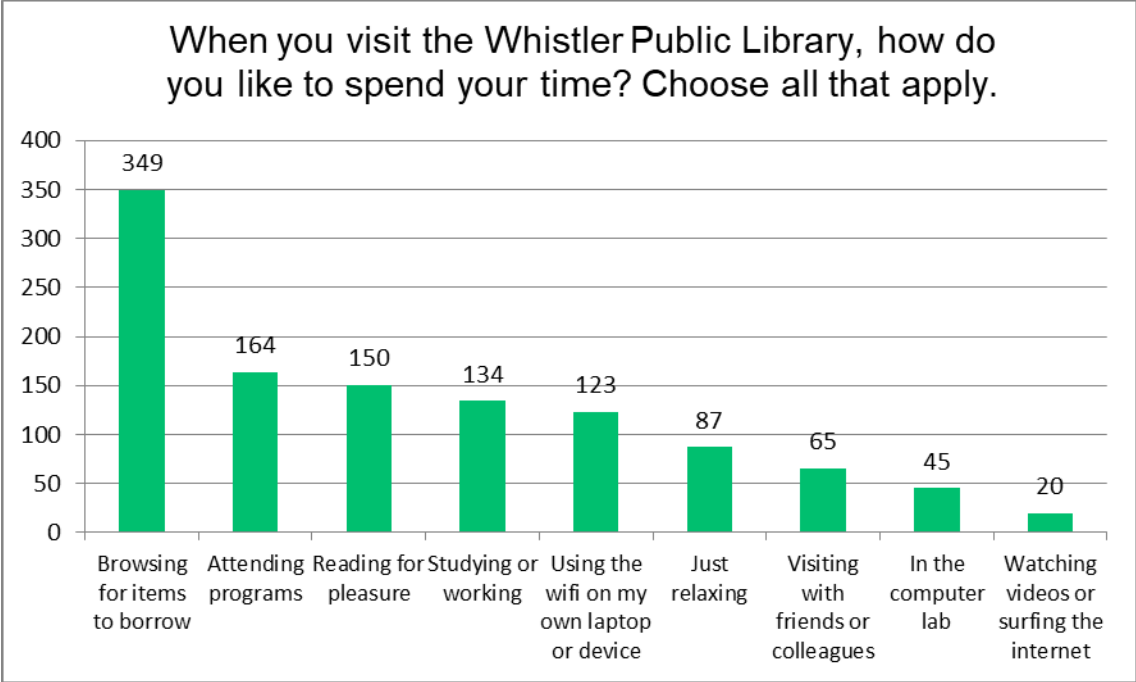
### Comments:

- Staff are welcoming, friendly and helpful x 48
- Agreement that it is welcoming x 45
- Space is designed to be bright and good for kids x 14
- No (too loud, too crowded, staff, etc) x 14
- Other: home away from home, homelessness there, hard to find things, good suggestions, place to relax, and unconventional

*"Not only do I feel safe and feel safe bringing my daughter and her friends there, but I think it provides a safe space for people new to Whistler, propel that might not have much of their own safe space and also space for anyone who needs it to read, study, tune out, relax etc." Survey Participant*

## VISIT ACTIVITIES

The most common activity by survey participants during their visit to the library is still 'browsing for items to borrow' (81%), and this activity is followed by 'attending programs' (38%), 'reading for pleasure' (35%), 'studying or working' (31%) and 'using wifi on personal devices' (29%).



Other activities included:

- Kids areas and programs x 19
- Books - reserving online / checking out x 7
- Meeting, events and to work x 7
- Other: CDs/DVDs, research, tutoring, work search, artwork, place to wait

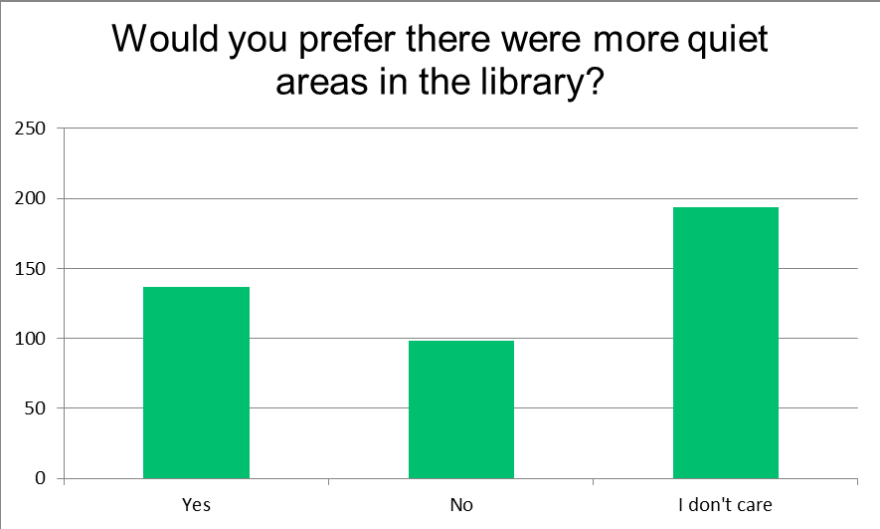
*"The relaxed atmosphere is perfect for me but I appreciate that there may be a need to provide for those that prefer a 'quiet space' for studying and reading." Survey Participant*

**DESIRE FOR QUIET AREAS**

Most survey participants had a preference about quiet areas, with 32% preferring more quiet areas and 23% indicating a preference for 'no' more quiet areas. A total of 45% of respondents were indifferent to the idea.

Comments included:

- It's good as it is, quiet enough x 54
- Kids are loud, move study area away from kids areas x 18



- Not applicable x 17
- It's too noisy general x 16
- I like the noise / that we can talk x 11
- To read and study / more study areas x 13
- Enforce quiet (phones) x 13
- Has kids, doesn't need quiet x 13
- Other: use noise cancelling headphones (x6), more comfy chairs, too crowded,

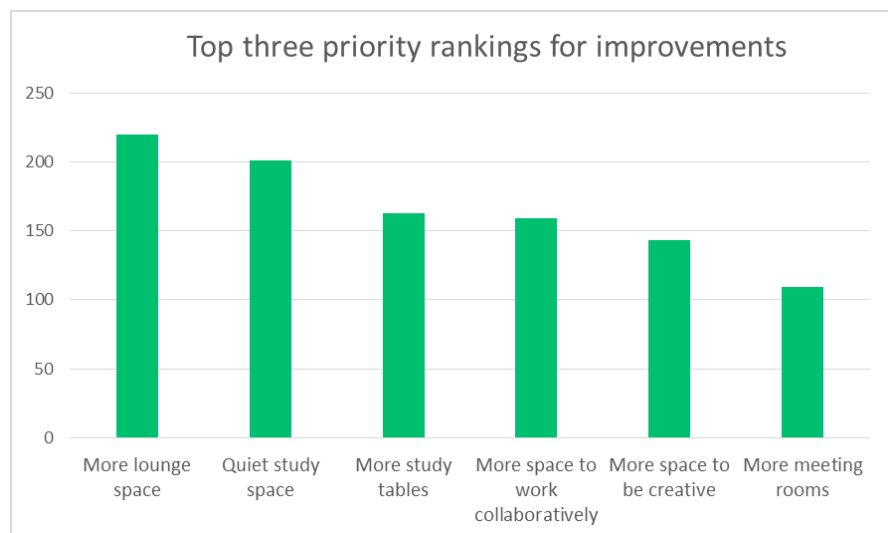
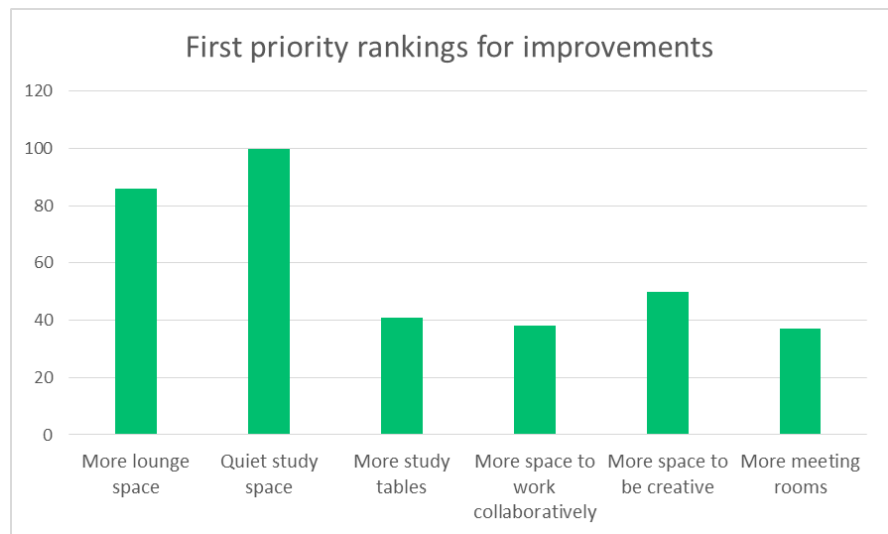
### SPACE IMPROVEMENT RANKING

When asked about specific improvements to library space, participants most frequently ranked 'quiet study space' as the number one improvement (100), followed by 'more lounge space' (86), and more space to be creative (50).

Preferences for the top three rankings revealed a different pattern of preference with 'more lounge space' (220), 'quiet study space' (201), and 'more study tables' (163) being the most popular additions.

Comments about design changes:

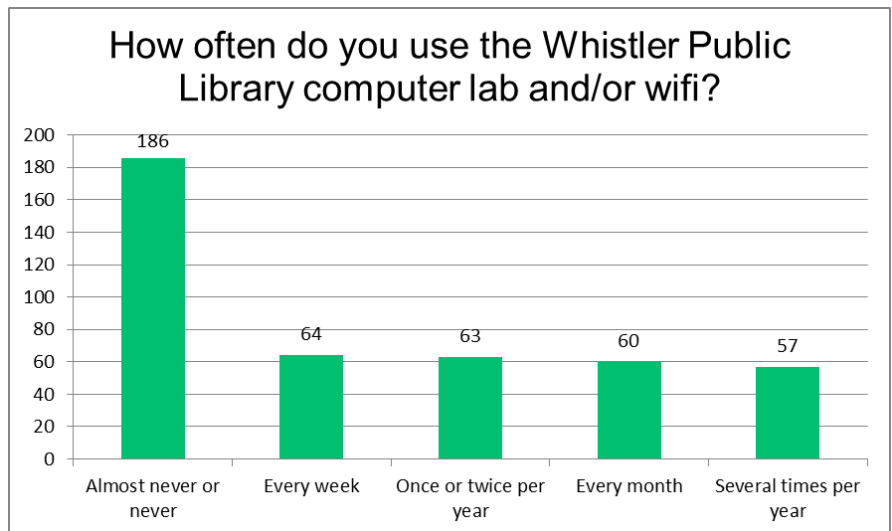
- No / nothing x 52
- Enclosed kids area x 19
- Limit noise / quiet areas x 18
- Divided study nooks x 12
- Seating - more / types x 11
- Kids area changes x 8



- Parking - more, 5 minute drop, accessible x 8
- Books - more / newer x 7
- Teen lounge - move closer to kids area x 7
- Meeting rooms - more / bigger x 6
- Merge / add museum / cultural elements x 5
- Workspaces - more for art etc x 5
- Expand library x 4

## COMPUTER LAB AND WIFI USAGE

Most survey participants indicated some use of the computer lab or wifi throughout the year, but those using it on a frequent basis ('every week' or 'every month') were the minority. In fact, 43% of participants indicated using the lab/wifi 'almost never or never'. That said, more than half the survey participants provided examples as to how wifi access, the computer lab and printing/scanning have helped them.

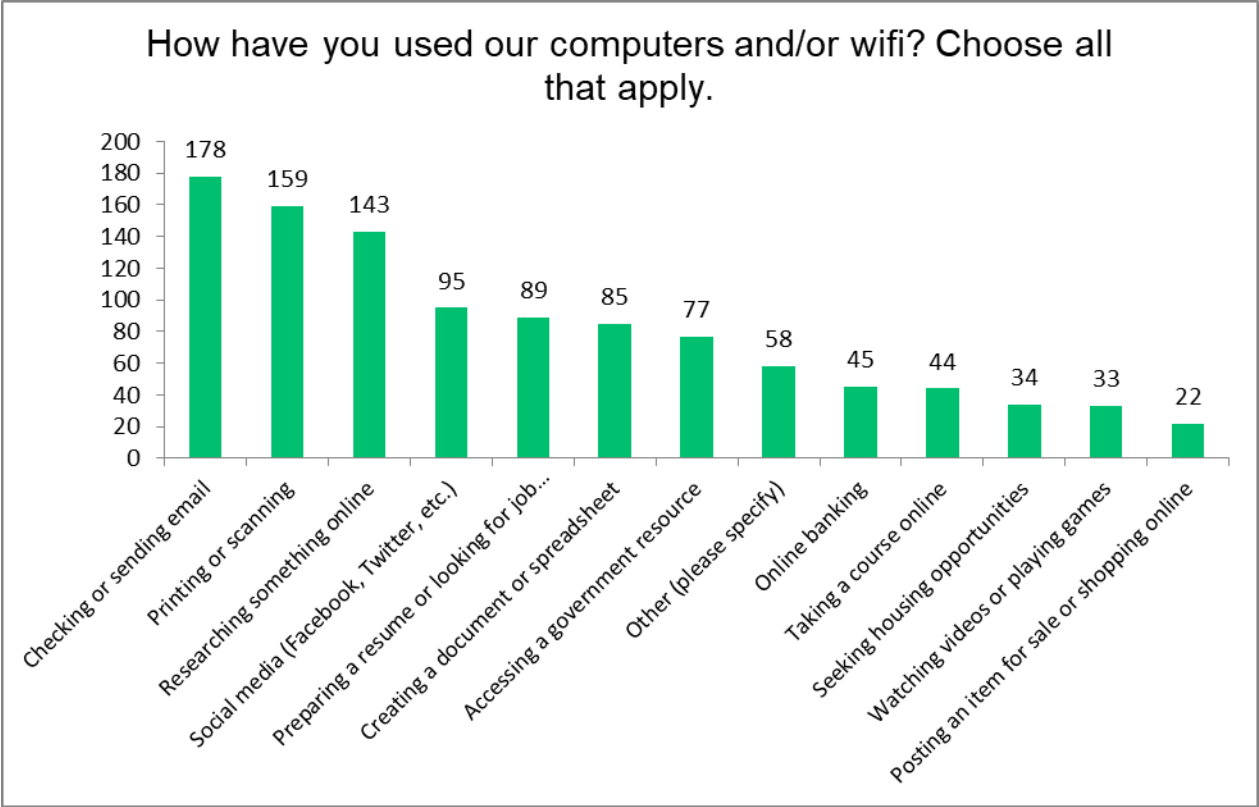


Comments on "How has access to wifi, computer lab, printing and ore scanning helped you?":

- Printer and scanner to help with job searches, home searches, residency, taxes and personal projects x 75
- Wifi for job search, home search, research, study, stay connected x 67
- Wifi is good - saves me money, faster than at home x 57
- Work x 27

*"It is common to have wifi in public library. It has helped me when I first arrived in Whistler years ago to print resume and cover letter for employment opportunities." Survey Participant*

Of those who've used computers/wifi, 66% said they used it for checking or sending email, 59% used it for printing or scanning and 53% used it for researching something online. Other uses are described in the chart and list below.

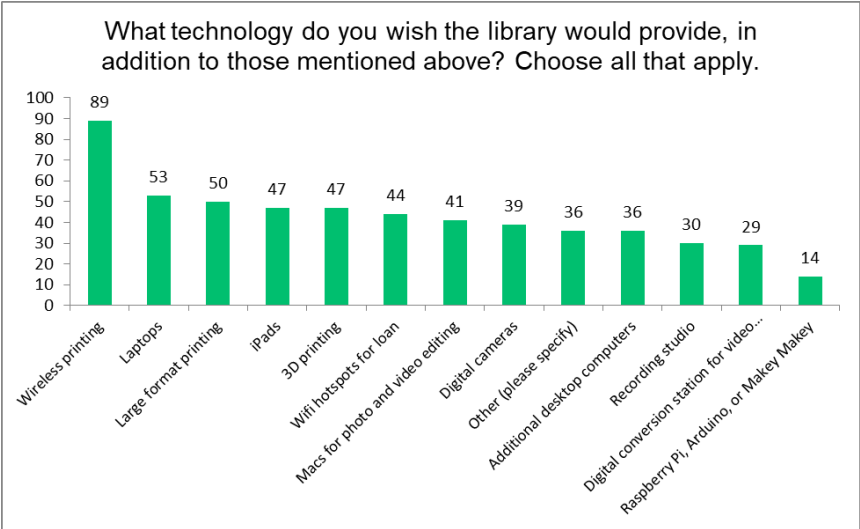


Other:

- Wifi use x 9
- Printing + faxing x 7
- Working remotely x 6
- Too busy and loud to work/study x 3
- Other: need kids computers, would like to learn

### TECHNOLOGY ADDITIONS

Respondents who indicated they had used the computer lab or wifi were also asked what type of technology they wish the library would provide. Of the 178 respondents, 50% indicated wireless printing, 30% indicated laptops and 28% indicated large format printing.



Feedback on the remaining technology addition suggestions is displayed in the chart and list below.

A total of 36 'other' suggestions included:

- None, n/a, (including 2 don't spend my tax \$\$) x 9
- Mac computers x 2
- Recording studio x 2
- Wireless printing x 2
- Other: exam room, DVDs, fax, ipads, Kindles, Adobe suite, photo printer, musical instruments, light table, sewing machine, free parking, seed library, video recorders, and exam rooms.

Comments on how the additional tools would help users:

- Macs + photo/video tools for photography x 10
- Creative personal projects x 9
- Wireless printing – convenient and accessible printing x 9
- Laptops / iPads - work, learning and assignments x 8
- More accessible / comfortable x 6
- Wifi x 6
- Other: 3D printing, audiobooks, convenient and accessible tools.

## SERVICE QUALITY

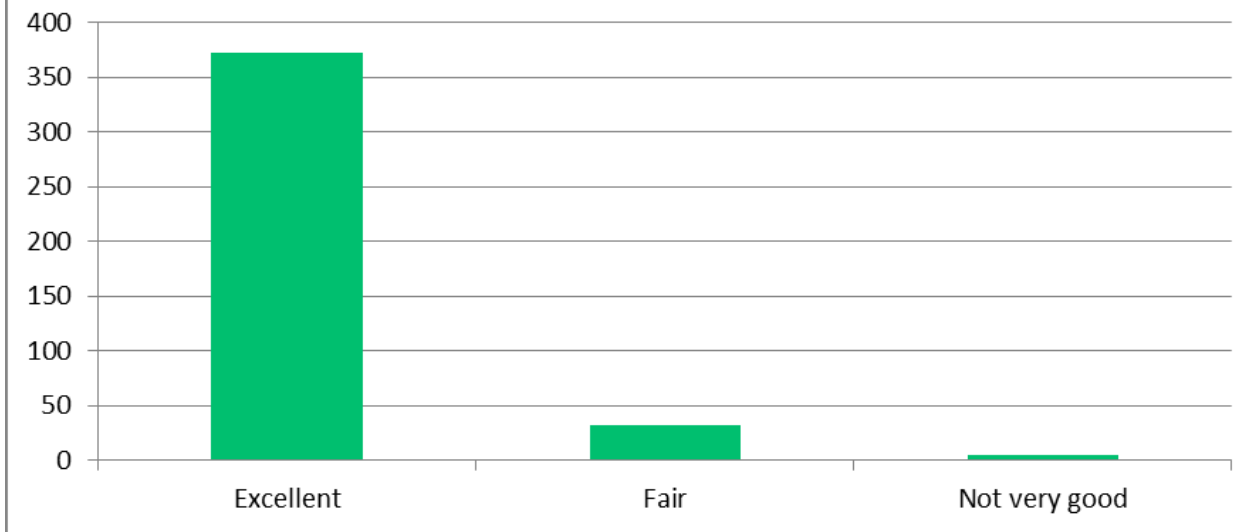
A total of 410 survey participants providing input on service quality w 91% indicating 'excellent' services, 8% indicating 'fair' service and only 1% indicating 'not very good' service. In addition to the ratings, 87 participants provided feedback comments as listed below.

Comments:

- Staff are welcoming, friendly, helping and nice x 68
- Staff not friendly, tech savvy or inconsistent service x 8
- Not enough staff x 4

*"The first time I came to the library, the staff were very helpful to get my card set up. And every time that I come to the library, they are always there to help with anything that I need." Survey Participant*

## How would you describe the service you receive during your visits to the Whistler Public Library?

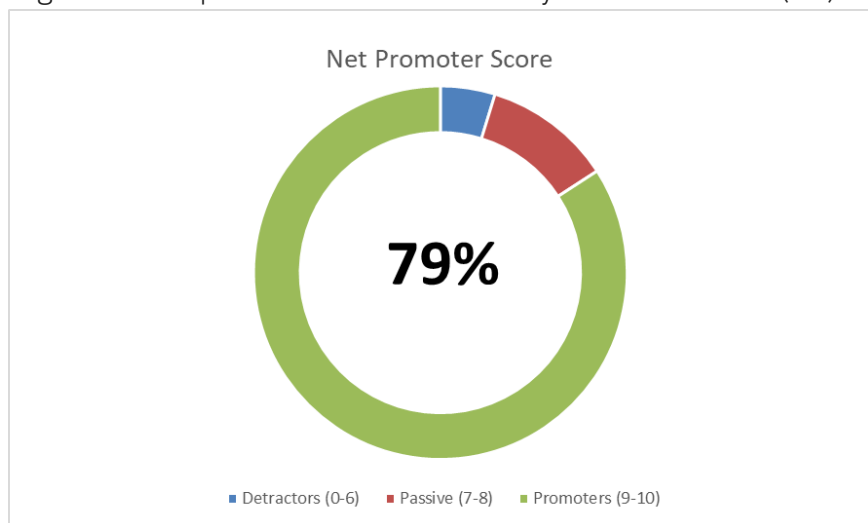


### NET PROMOTER SCORE

The 'net promoter score'<sup>2</sup> for the public library is quite high at 79%, with those very likely to promote the library representing 84% of respondents. There were very few 'detractors' (5%).

Many of those with an opinion on recommendations provided insight into their ratings, mostly positive.

- Excellent resource - community centre/hub of Whistler - meet like-minded ppl x 71



<sup>2</sup> Net Promoter Score is an index ranging from -100 to 100 that measures the willingness of customers to recommend an organization's products or services to others. Scored on a scale of 1 to 10, Customers that give you a 6 or below are Detractors, a score of 7 or 8 are called Passives, and a 9 or 10 are Promoters. To calculate your Net Promoter Score, deduct the percentage of Detractors from the percentage of Promoters.



- Staff - good, nice, friendly, helpful x 64
- Negative feedback (becoming an arcade, not interested in hobby space, not enough books, crowded, loud, handicap access, hours limited, parking needed for drop offs) etc. x 46
- Good collection of books + DVDs x 39
- Events and programing is good x 18
- Good atmosphere / welcoming space x 11
- Beautiful building / facility x 10
- Other: a/c, affordable, centre for learning, can eat and drink, clean, hangout space, community groups, bathrooms, and good location.

# Appendices:

A: SURVEY QUESTIONS

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## Whistler Public Library Vision Survey

By completing this Vision Survey, you are helping the Whistler Public Library plan and evaluate your space and technology needs, which is in accordance with section 26(e) of the Freedom of Information and Protection of Privacy Act. Whether or not you use the library, your voice is essential. Completing this survey will take five to 15 minutes and no personal information is necessary, however if you do provide any identifiable information you are also providing that information to a third party, Survey Monkey, which stores its data in the United States. If you have questions about this survey or your rights as a respondent, please contact our Library Director, Elizabeth Tracy, at [etracy@whistlerlibrary.ca](mailto:etracy@whistlerlibrary.ca). Thank you for your time!

### 1. We would like to know more about you, please choose the scenario that best describes you:

- I live in Whistler full time
- I live in Whistler part time
- I live in Squamish or Pemberton
- Here full time for a season or two
- I am visiting
- Other (please specify)

### 2. Tell us about yourself: which of the following best describe you? (Check all that apply)

- Full-time employee
- Part-time employee
- Full-time parent
- Retired
- Seasonal worker
- Self employed
- Looking for work
- Student
- Too young to work
- Visitor

### 3. Please tell us about your most recent visit to the library. What did you do there, and how did your experience make you feel?

## Whistler Public Library Vision Survey

### 4. How often do you visit the Whistler Public Library?

- Every week
- Every month
- Several times per year
- Once or twice per year
- Almost never or never

### 5. If you don't visit the library regularly, why not? (Skip this question if you use the library regularly.)

- I use the library online only
- I didn't think I could get a library card
- The hours are inconvenient
- I was worried about fines
- I buy books instead
- The service isn't good
- The library doesn't interest me
- It's too difficult to get to the library
- I don't feel welcome there

Other (please specify)

### 6. Would you agree or disagree with the following?

	Strongly Agree	Agree	I Don't Know	Disagree	Strongly Disagree
I feel welcome in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe using the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please tell us more:

**Whistler Public Library Vision Survey**

**7. When you visit the Whistler Public Library, how do you like to spend your time? Choose all that apply.**

- Studying or working
- Browsing for items to borrow
- Using the wifi on my own laptop or device
- In the computer lab
- Watching videos or surfing the internet
- Reading for pleasure
- Visiting with friends or colleagues
- Attending programs
- Just relaxing

Other (please specify)

**8. Would you prefer there were more quiet areas in the library?**

- Yes
- No
- I don't care

Why or why not?

**9. Please rank the following suggestions for improving our space from most to least important (1 being most important).**

⋮	<input type="text"/>	Quiet study space
⋮	<input type="text"/>	More study tables
⋮	<input type="text"/>	More meeting rooms
⋮	<input type="text"/>	More space to be creative
⋮	<input type="text"/>	More lounge space
⋮	<input type="text"/>	More space to work collaboratively

**10. Is there anything else you wish we could or would change about the library's design?**

## Whistler Public Library Vision Survey

### 11. How often do you use the Whistler Public Library computer lab and/or wifi?

- Every week
- Every month
- Several times per year
- Once or twice per year
- Almost never or never

### 12. How has access to our wifi, computer lab, printing and/or scanning helped you?

### 13. How have you used our computers and/or wifi? Choose all that apply.

- Preparing a resume or looking for job opportunities
- Creating a document or spreadsheet
- Printing or scanning
- Accessing a government resource
- Social media (Facebook, Twitter, etc.)
- Posting an item for sale or shopping online
- Checking or sending email
- Watching videos or playing games
- Researching something online
- Online banking
- Seeking housing opportunities
- Taking a course online

Other (please specify)

## Whistler Public Library Vision Survey

**14. What technology do you wish the library would provide, in addition to those mentioned above?  
Choose all that apply.**

- Laptops
- iPads
- Macs for photo and video editing
- Additional desktop computers
- Wireless printing
- 3D printing
- Large format printing
- Recording studio
- Digital conversion station for video and sound
- Digital cameras
- Raspberry Pi, Arduino, or Makey Makey
- Wifi hotspots for loan

Other (please specify)

**15. How would these additional tools help you?**

## Whistler Public Library Vision Survey

**16. How would you describe the service you receive during your visits to the Whistler Public Library?**

- Excellent
- Fair
- Not very good
- I haven't interacted with library staff

Comments:

**17. How likely is it that you would recommend the Whistler Public Library to a friend or colleague?**

Not at all likely

Extremely likely

0	1	2	3	4	5	6	7	8	9	10
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**18. Please tell us why you would or wouldn't recommend the Whistler Public Library to a friend or colleague.**

**19. Would you like to sign up for the Whistler Public Library email/newsletters so you may hear about programs/activities/events? If you consent to receiving weekly/monthly emails/newsletters from the library please provide your email in the space provided below. Your privacy is important to us, and your personal information will not be shared with outside parties. You can unsubscribe at any time.**





## Whistler Public Library Vision Survey

Thank you for completing the Whistler Public Library Vision Survey! We appreciate your time and comments. If you have questions or further comments, please visit our [website](#) or email our Library Director, Elizabeth Tracy, at [etracy@whistlerlibrary.ca](mailto:etracy@whistlerlibrary.ca).

## B: VERBATIM COMMENTS

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### Q3 Please tell us about your most recent visit to the library. What did you do there, and how did your experience make you feel?

Answered: 433 Skipped: 52

#	RESPONSES	DATE
1	I did work on my computer-my experience was good because it was nice and quiet and comfortable	7/24/2017 12:33 PM
2	Picked up some cookbooks for my job- I have gluten /lactose free clients.	7/24/2017 12:13 PM
3	Worked at the library, took out DVD, also used Wi-Fi. Comfortable.	7/24/2017 12:03 PM
4	I attended the job fair event as an employer representative. It has been a few months. I love the library.	7/24/2017 11:44 AM
5	Used bit of Wi-Fi while sipping on my morning coffee, then filled out this survey before work!. This is one of my favourite places in Whistler, so I love every minute I get to spend here!	7/24/2017 11:21 AM
6	Always love visiting this library :) Helpful kind staff	7/24/2017 11:12 AM
7	Borrowed book, read quietly.	7/24/2017 10:46 AM
8	My wife and I use the library every week to expose our child to many of the programs the library has to offer.	7/24/2017 8:24 AM
9	I went in last week looking for a specific book. I had never used the library before and had no idea where to star - you need signage! le signage for computers to do a search and then signage for different sections to find book and once I figured all of that out I had no idea where to check out-signs would have been helpful and user friendly	7/24/2017 6:36 AM
10	I browsed and borrowed books,cds and talking book	7/23/2017 9:09 PM
11	I picked a French book for my kid. He loves the library.	7/23/2017 8:08 PM
12	Most recently I browsed the new book section and the staff picks section (the best spots to find new books!) and finished off by reading a favorite magazine. Experience made me feel relaxed.	7/23/2017 7:43 PM
13	I used the space to work on my business website	7/23/2017 5:01 PM
14	I am studying online courses and often try to go to the library but it is so loud! Groups of people will have full on conversations as if they are at a cafe, I have actually seen full on lunch dates happen. Also, the noise floating from the kids area is always very distracting, especially at the study booths by the window! Last time I went there were no seats so I was sitting in the teen area, and had the pleasure of seeing a drunk man who had been yelling jibberish for the full 20 min since I got there be escorted out by police. I have not been back since :(	7/23/2017 3:55 PM
15	No signage of what books are where. One teen was on the floor and pointed to where I needed to go and wasn't that helpful. No one around to answer my questions or help check me out. If your process is going more automated, you need signs with instructions.	7/23/2017 3:43 PM
16	It was a pleasant experience as always. Read a bit in the lounge area before browsing the online catalogue for a particular book (that ended up being checked out).	7/23/2017 2:44 PM
17	I browsed for some books and took some out. I really enjoy how many books are on display, the organization and the cleanliness	7/23/2017 1:29 PM
18	I borrowed some books and a DVD, easy self serve process	7/23/2017 12:23 PM
19	I came to get a book. Easy check out, big library, friendly staff, good selection	7/23/2017 11:11 AM
20	I got books, they had the 2 I wanted, I was happy and in and out in less then 5.	7/23/2017 10:50 AM
21	Photocopies of car history. There was one gentleman in the library that was very angry because I was using the stapler and it was ~loud~	7/23/2017 10:46 AM
22	For choir and amazing	7/23/2017 10:41 AM

23	I volunteer with ESS and the Red Cross and we held the recovery meeting in the meeting room there following the Northstar Fire. It was a perfect location, easy for all to find, bright, washrooms, etc.	7/23/2017 8:18 AM
24	Returned books 2 days ago and perused new book section. Librarians always make me feel welcome and as always the visit was a positive experience.	7/22/2017 6:04 PM
25	..	7/22/2017 5:10 PM
26	I have not been to the library in years. I found the book selection very lacking.	7/22/2017 4:31 PM
27	Borrowing books and donating books. Felt like I was visiting an Internet cafe.	7/22/2017 1:41 PM
28	I got a book, it was good	7/22/2017 1:28 PM
29	I haven't visited Whistler Public Library, as I don't know where it is.	7/22/2017 1:25 PM
30	Want to use internet, I asked for ebook. Felt good; feels part of the community, good location.	7/22/2017 12:45 PM
31	Took out a book and used it as a study location.	7/22/2017 12:36 PM
32	I got a book, it was good	7/22/2017 12:23 PM
33	I borrowed a few audiobooks and a dvd for an upcoming trip. I love our library so I felt great about being able to find what I needed (for free!)	7/22/2017 8:40 AM
34	Borrow a book and make a suggestion for a purchase	7/22/2017 8:11 AM
35	I looked inside and thought the expensive building was overbuilt	7/22/2017 7:39 AM
36	I was killing time between jobs, I looked up a book by my favourite author, but couldn't actually find the section it was meant to be in, so ended up just reading articles on my phone. It was pleasant and peaceful.	7/21/2017 11:30 PM
37	Found a mystery to read! All good!	7/21/2017 1:09 PM
38	I sat in the desks towards the left-hand side when walking in. Had my headphones in while studying for my final exams in mid-June. This experience made me feel focussed.	7/21/2017 11:08 AM
39	Checked out books/returned books. Said hi to all the friendly staff and had a chat with friends I ran into there doing the same thing	7/21/2017 8:10 AM
40	I studied for my school course. It was good but I wish the computer area is larger on the desk surface area	7/21/2017 12:24 AM
41	Both my son and I came to take out books	7/21/2017 12:17 AM
42	Edited photos and flicked through a book on golf	7/20/2017 11:52 PM
43	I brought my daughter and a friend to return books, choose some new ones for her and look for the next 2 books in a series for myself. The library is always welcoming, the staff are warm and greet you kindly as you come in and gently offer to assist you if needed.	7/20/2017 8:07 PM
44	signed a book out for my child	7/20/2017 7:33 PM
45	My kids and I collected some books and read in the library.	7/20/2017 5:36 PM
46	read magazines by fireplace last weekend	7/20/2017 5:31 PM
47	I feel most of your programming is geared towards very young children.	7/20/2017 4:49 PM
48	Last week with the children to return books and read	7/20/2017 4:27 PM
49	Went to the movie. Enjoyed it.	7/20/2017 4:23 PM
50	Was looking for a DVD series. The service was excellent and I nowill have my account setup.	7/20/2017 4:06 PM
51	I returned a book	7/20/2017 3:57 PM
52	Astronomy club meeting	7/20/2017 3:51 PM
53	Always busy, nice to see children still enjoying borrowing books	7/20/2017 3:49 PM
54	Borrow, download	7/20/2017 3:22 PM

55	I took out some books to read. I needed a quiet place to complete some work and I used the computers. In general I really like the library and it is a positive space. However some people disrespect the fact that libraries are meant to be quiet. I understand that the library in Whistler is more of a community space and holds other events unrelated to reading or study. This is a huge strength to such a community organization. However when trying to complete some work there is no enforcement of trying to make people quiet when they are being extremely loud or distracting. Maybe quiet zones or advertised quiet times could be used?	7/20/2017 2:53 PM
56	Spend a lot of hours at the library when I lived in Whistler, so went back to have a look at the place. My favorite library.	7/20/2017 2:20 PM
57	First off I enjoyed the building, other patrons were making wifi calls, playing music and video in the study desk area. It was like being in an arcade. I used the wifi to research a supreme court report.	7/20/2017 1:52 PM
58	Lovely place. A little frustrating when people don't put phones on silent or vibrate... Hearing so many pings was unexpected	7/20/2017 1:01 PM
59	Came to kill some time before a meeting. Read a magazine, looked at some books. It was convenient.	7/20/2017 11:59 AM
60	Came to get some work done in a quiet environment. Needed to use earphones to do that, but the space is lovely.	7/20/2017 11:32 AM
61	To get a login so I could download a booked online. Staff were really helpful and I got a new library card	7/20/2017 10:59 AM
62	Yesterday. I love going to the library. Borrowed few books.	7/20/2017 10:58 AM
63	My son was at the 3/4 book club on Tuesday. Everyone was welcoming as always.	7/20/2017 7:36 AM
64	I borrowed books. Everything was fine. The staff is lovely.	7/20/2017 5:23 AM
65	Books for children, help from librarian, felt great.	7/20/2017 3:08 AM
66	Picked up books on hold. My experience is great - the staff is wonderful.	7/19/2017 9:19 PM
67	took a free book loaned one renewed it today	7/19/2017 5:37 PM
68	I go almost every day and it is always a great visit :)	7/19/2017 5:14 PM
69	Read magazines, took out books + DVDs. Great place.	7/19/2017 5:12 PM
70	Browsed + borrowed, scanning magazines	7/19/2017 5:09 PM
71	I checked out a book, and filled out this survey. I enjoyed the wide selection of books (reading makes me happy)	7/19/2017 4:57 PM
72	I checked out a book, the staff were extremely helpful & kind	7/19/2017 4:43 PM
73	I accessed wifi to renew my late library DVDs form the Pemberton library. :) I also got out of the sun, used clean bathrooms + read in library.	7/19/2017 4:40 PM
74	The staff was amazingly helpful + knowledgeable.	7/19/2017 4:36 PM
75	To return DVD's, pick out some move. Used the catalog to place holds, and renewed some items. always a good experience.	7/19/2017 4:29 PM
76	July 17, 2017 - took out books for child + toddler	7/19/2017 4:21 PM
77	Wonderful!	7/19/2017 4:16 PM
78	It was really nice, I read a book for a long time. It was nice to sit in comfy seats.	7/19/2017 4:06 PM
79	looked around at the books. took a book out.	7/19/2017 4:05 PM
80	I went to the library to pring some stuff off. Something went wrong by Suzanna (?) was really helpful and fixed it for me.	7/19/2017 4:01 PM
81	My family and I love going to the library. We use the children's section, adults section and many of the children's programs. It was fun to be part of the multicultural festival.	7/19/2017 3:56 PM
82	It was last year and it was very relaxing.	7/19/2017 3:51 PM
83	Wonderful - I usually get 3-5 books per visit and I was offered lots of suggestions which was great	7/19/2017 3:47 PM

84	Asked a librarian about movie night, was free and popcorn supplied. She was very informative and welcoming in her approach.	7/19/2017 3:39 PM
85	Two days ago, hired some books and movies, I love the variety.	7/19/2017 3:39 PM
86	I took out a movie to watch with my dad and sat in the YA section and read the final book in my favourite trilogy. It was lovely.	7/19/2017 3:35 PM
87	I had fun	7/19/2017 3:33 PM
88	Looked for and returned books.	7/19/2017 3:31 PM
89	DVD rental	7/19/2017 3:30 PM
90	Browsing for DVDs, summer books BW - 71	7/19/2017 3:18 PM
91	Got some books out on natural botany of region. Good experience.	7/19/2017 2:28 PM
92	Return books excellent experience	7/19/2017 2:26 PM
93	Took my nephews to the children section, toy section is great.	7/19/2017 2:21 PM
94	Multicultural festival. Great! Happy, warm and welcoming always.	7/19/2017 2:05 PM
95	A retired campus librarian , Victoria University Melbourne, Australia. I read 2 magazines in the lounge area near the teen lounge . Calm and relaxed and rested.	7/19/2017 1:45 PM
96	Last time I went in was to print some papers in needed. It was easy and didn't take long.	7/19/2017 10:20 AM
97	I placed a book on hold. A librarian helped and was great	7/19/2017 9:21 AM
98	Picked out a couple of movies and really felt the building is over the top ie. Too much money to spend for basic needs.....looks like a monument to previous councils and anything but sustainable.....north windows for 1 ....	7/19/2017 7:27 AM
99	In winter came in so the child i was babysitting could warm up	7/19/2017 1:41 AM
100	I study at the library most days. Its often difficult to find desk space if you show up past 11am. Also the kids running around can be somewhat annoying. If there was a way of keeping them in the children's area somehow that would be great!	7/18/2017 10:27 PM
101	Very friendly and knowledgeable staff. The computer room was too busy & full for me to quickly print off a document. Ended up going to the hi hostel for them to print me off 2 pages. They had no issue printing for me even though I've never stayed there.	7/18/2017 10:19 PM
102	Sat down to read periodicals and use my computer. Like many previous visits disturbed by snoring visitors, most often who seem to be either homeless or have no proper housing and rightfully use the library as a public space to keep warm. Disappointed, that's how I feel.	7/18/2017 9:48 PM
103	I went to sit in the teen lounge and read a book. It was a bit peaceful but also a bit awkward cuz there was a man much older than a teenager on the couch in there	7/18/2017 8:59 PM
104	I borrow books and leave	7/18/2017 6:55 PM
105	singed out some books my, visit was great!	7/18/2017 5:18 PM
106	July 18, 2017 Great experience	7/18/2017 4:14 PM
107	I signed my library card up for interlibrary loans. Woman there was very friendly and helpful	7/18/2017 4:09 PM
108	SUPER loud because of the kids but also because people dont talk in hushed voiced like most libraries. When people and librarians are looking for books or talking to each other, its in regular outside voices and is very distracting as the study desks are right beside the shelves of books/checkout areas.	7/18/2017 3:35 PM
109	Hosted a movie screening via Earthsave Whistler.	7/18/2017 3:30 PM
110	I return some children's books and a cookbook form myself. I searched for a book but it was not available. My son picked out for more books to read.	7/18/2017 3:13 PM
111	Marking schoolwork by the fireplace - I struggled to find an outlet and had to keep moving chairs until I found one! But I love the space.	7/18/2017 3:00 PM
112	Came in with a child i was babysitting on a really cold day to let him warm up. Ended up sitting in the corner and he fell asleep	7/18/2017 2:32 PM

113	Checked out a book for myself while my kids were in summer reading club. Had a seat on the patio. It was glorious	7/18/2017 1:54 PM
114	I sometimes come to the library to work on my laptop. I find the Library frustrating to sit down and work for two reasons. 1. There are always kids running round and shouting so it's hard to concentrate. Why isn't quietness enforced in a library? Libraries are meant to be quiet places to read/study/work. 2. The chairs in the desk area for laptops are on wheels so they hurt your back because you have to constantly apply muscles to stop the chair sliding out from under the desk that you're sitting at.	7/18/2017 1:35 PM
115	I checked out a book that I placed on hold. It was easy and the volunteer was nice and helpful, as it was my first time having placed a hold.	7/18/2017 1:01 PM
116	I went in to find some space to study for a financial planning exam but there were no proper study spaces available. There were a few lounge chairs but I need a private desk to set up a laptop and text books.	7/18/2017 12:54 PM
117	The last time I went to the library, I borrowed two books. The staff were very helpful and kind, they made my experience enjoyable.	7/18/2017 12:54 PM
118	A month ago, I love to look through the free books and the French section	7/18/2017 12:54 PM
119	Just went with the girlfriend to get our cards	7/18/2017 12:36 PM
120	looking through magazines	7/18/2017 12:33 PM
121	Today- to take out book that I had put on hold. I love this Library. The staff are always helpful and the programs are amazing.	7/18/2017 12:26 PM
122	I wanted to get a book that there was only one copy of so could not get. I love the library	7/18/2017 12:14 PM
123	I sat in the lounge and did some revision and study	7/18/2017 12:11 PM
124	The library is beautiful. But I do feel it does not encourage you to browse. I feel like you need to know what you want when going in. it does not have that welcoming feel. maybe its the layout.	7/18/2017 12:05 PM
125	Beautiful space. Great staff. Excellent selection of materials.	7/18/2017 11:58 AM
126	The library is really loud. It is hard to study sometimes	7/18/2017 11:53 AM
127	Sat in the sunshine working on my laptop	7/18/2017 11:41 AM
128	Excellent. Went to return a late book, but they couldn't access how much money I owed them and they were also unable to accept it due to something with the computers, and I was just about to leave to go backpacking so they just took away all charges. Time before that, I was unable to find the book I needed so they even offered to bring it in from another library.	7/18/2017 11:26 AM
129	My last time at the library was during a youth Spanish class. It was very enjoyable and I am planning to visit the library again today! :)	7/18/2017 10:51 AM
130	Book selection - chose a 'Staff Pick' and a book recommended by the librarian that was assisting me. Excited to read both.	7/17/2017 6:41 PM
131	returned a book. simple- always great service at wpl	7/17/2017 2:57 PM
132	i was trying to study but it impossible because of the noise and kids running around	7/16/2017 4:46 PM
133	Went to collect a book that was on hold. It was busy but check out was seem less.	7/16/2017 6:17 AM
134	Browsed movies	7/16/2017 12:26 AM
135	I got some french books. I was helped by a lovely employee. Love this place.	7/16/2017 12:12 AM
136	The experience always makes me feel good. I did my usual, find a few books. The answer to question #2, by the way is not working due to health issues.	7/15/2017 10:50 PM
137	good	7/15/2017 4:39 PM
138	Good	7/15/2017 4:38 PM
139	I visit the library frequently to pick up books that I've placed on Hold. It's a nice library, but always a bit too loud for me to stick around.	7/15/2017 3:09 PM
140	Rented the tv series Rome and tented a book for my son	7/15/2017 2:10 PM
141	Went to take out book. got a recommendation from the librarian. Was a good experience	7/15/2017 12:08 PM

142	My most recent visit to the library was to take part in a community naloxone training. I love that the library opens it's doors to so many different, often important community events. The staff, as usual, were welcoming and very helpful!	7/15/2017 11:36 AM
143	My most recent visit to the library was to take part in a community naloxone training. I love that the library opens it's doors to so many different, often important events. The staff, as usual, were fantastic.	7/15/2017 11:19 AM
144	Browsed books and movies easily.	7/15/2017 10:27 AM
145	I try to learn English.	7/15/2017 8:20 AM
146	I went to work on my computer. The young woman who greeted me was very friendly. I liked being there, it is a beautiful library.	7/14/2017 7:53 PM
147	I borrowed books, and wished the collection was larger.	7/14/2017 5:21 PM
148	Kid section. Great. friendly	7/14/2017 2:04 PM
149	Signed out books, and created an account. I felt happy and at-home :)	7/14/2017 1:34 PM
150	I used the computer room to print off paper work. It would be great if you brought back the Quick Print option at the front of the library.	7/14/2017 11:55 AM
151	Came to check out books with my children. Always made to feel welcome by the friendly staff	7/14/2017 9:23 AM
152	Satisfying	7/14/2017 5:59 AM
153	I came to use one of the benches to work from when I was in the village for an hour and needed to do some work. It is always a pleasant experience!	7/13/2017 9:11 PM
154	Reading activity w/ Ms. Cynthia. Checked out some books too. We really like coming to the library.	7/13/2017 6:46 PM
155	Kids crafts on thurs for 6+ yr olds - child worked - mom :)	7/13/2017 6:44 PM
156	The library is possibly the nicest I have yet visited its spaces are so well designed and so beautiful, affording a superb feeling of pleasure, relaxation and quiet tranquility enabling one to gather oneself & refresh. The opposite of this contrasts dramatically with my other 1st choice library which is completely "intellectual" Library of Alexandria Egypt	7/13/2017 6:35 PM
157	We checked out books (returned some), watched a video about human microbiomes, played in the kid's room, read, played minecraft, wrote (creative) and caught up on email.	7/13/2017 6:35 PM
158	Brought kids in to enjoy some books	7/13/2017 6:31 PM
159	Get free books. Pick up hold. Recommended books by Adrienne. I felt GREAT! I LOVE THE LIBRARY.	7/13/2017 6:24 PM
160	Got books, paid fines on previous books. I feel shame but then I paid my money and felt shame no longer. Then I bought ice cream and felt awesome.	7/13/2017 6:11 PM
161	The library is possibly the nicest I have yet visited its spaces are so well designed and so beautiful, affording a superb feeling of pleasure, relaxation and quiet tranquility enabling one to gather oneself & refresh. The opposite of this contrasts dramatically with my other 1st choice library which is completely "intellectual" Library of Alexandria Egypt.	7/13/2017 5:45 PM
162	The library is possibly the nicest I have yet visited its spaces are so well designed and so beautiful, affording a superb feeling of pleasure, relaxation and a quiet tranquility enabling one to gather oneself & refresh. The opposite of this contrasts dramatically with my other 1st choice library which is completely "intellectual", Library of Alexandria Egypt.	7/13/2017 5:41 PM
163	The library is possible the nicest I have yet visited its spaces are so well designed and so beautiful, affording a superb feeling of pleasure, relaxation and quiet tranquility enabling one to gather oneself & refresh. The opposite of this contrasts dramatically with my other 1st choice library which is completely "intellectual", Library of Alexandria Egypt.	7/13/2017 5:39 PM
164	We came to craft club	7/13/2017 5:26 PM
165	I studied	7/13/2017 5:21 PM
166	-kids looked at and picked books. played with toys. -I used computer to search for a book -checked out books. -we used the bathroom	7/13/2017 5:11 PM
167	Just to drop off books (return) + look for new one. Greeted beautifully + asked if I needed help.	7/13/2017 5:07 PM



168	I looked for a book, -- found it, easily checked out	7/13/2017 5:04 PM
169	I read an ebook and used the wifi to surf the net.	7/13/2017 4:56 PM
170	Education session on LGBTQIA + complimentary training. So helpful & informative. I believe the library cares about creating safe spaces.	7/13/2017 4:54 PM
171	Pick up holds and found new interesting	7/13/2017 4:52 PM
172	I came to return a video is very nice just I wish u have new series or more new movies	7/13/2017 4:44 PM
173	Education session on LGBTQIA + complimentary training. So helpful and informative. I believe the library cares about creating safe spaces.	7/13/2017 4:43 PM
174	Today. I shall look at staff recommendations and peruse periodicals.	7/13/2017 4:41 PM
175	Kids running around, super loud. But staff friendly, asked if I needed help.	7/13/2017 4:24 PM
176	It was nice. Got "The wardens daughter" and really enjoyed reading it.	7/13/2017 4:10 PM
177	Called in to pick up a hold. Always a great experience - staff are so helpful.	7/13/2017 3:59 PM
178	Went to the library to check out a book. In and out very quickly after using the computer to find the book that was recommended to me by a friend. Left with a good feeling.	7/13/2017 2:02 PM
179	Called in to pick up a "hold". Always a great experience - staff are so helpful.	7/13/2017 12:58 PM
180	Stopped in to return books, picked out some new ones and a DVD that was on hold. The library is like our home base in the village - a relaxing spot to sit and read, or wait for someone, or kill time before the next activity.	7/13/2017 12:53 PM
181	I'm a tour guide so it's a good spot during a two-hour break to read some books, magazines and have a nice quiet space to chill for a bit.	7/13/2017 12:50 PM
182	good and often	7/13/2017 12:49 PM
183	toddler group happy!	7/13/2017 12:47 PM
184	Great! Toddler story time Feel happy :)	7/13/2017 12:44 PM
185	Tot + toddler singing	7/13/2017 12:40 PM
186	Always happy to go to library, staff are friendly and helpful.	7/13/2017 12:38 PM
187	Pre-school rhyme and song, it's wonderful the parent child groups	7/13/2017 12:35 PM
188	Tuesday 11 am Tots reading +singing Lovely! Too short! :)	7/13/2017 12:31 PM
189	Borrowed kids books, experience was great!	7/13/2017 12:30 PM
190	Summer club! Great!	7/13/2017 12:28 PM
191	I borrowed cds, staff were friendly and helpful and I left feeling happy.	7/13/2017 12:28 PM
192	Signed up for summer reading club + took out books. I felt satisfied + happy.	7/13/2017 12:25 PM
193	I brought my daughter for a puppet show and it was great! My daughter enjoyed it a lot.	7/13/2017 12:22 PM
194	Dropped my child off at reading club. Inspired by the turn out and the enthusiasm of the children. These kids started with the moms + babies groups + today they are excited to be in their own club!	7/13/2017 12:20 PM
195	Tutoring session for my son. Need more open table space.	7/13/2017 12:17 PM
196	We came for Summer Reading Club. Our experience was fun.	7/13/2017 12:14 PM
197	Borrow kid's books, summer reading program for kid.	7/13/2017 12:11 PM
198	story + songs in the park :)	7/13/2017 12:09 PM
199	Selection of books suitable for my 12 yr. old Grandson. Also myself - reference-travel books.	7/13/2017 12:06 PM
200	My daughter is in the summer reading club. I arrived early to pick her up to pick some new cook book. I always feel so welcome and relaxed.	7/13/2017 12:02 PM
201	Took out a book. Staff were helpful.	7/13/2017 11:59 AM
202	Tots & tadpole kids class in Florence Peterson park. It was great!	7/13/2017 11:57 AM
203	Got some books + a library kids program. Felt good.	7/13/2017 11:51 AM

204	Came to take books out. I like coming to the library 'happy' space.	7/13/2017 11:48 AM
205	I borrowed a book last week. The experience was good.	7/13/2017 11:41 AM
206	I study there	7/13/2017 9:58 AM
207	I went to the library to borrow a couple books and read for an hour or two. I love the library- it's one of the most relaxing places in Whistler.	7/13/2017 6:29 AM
208	I'm not much of a reader (please don't hate me! haha) so I am usually there to borrow DVDs. It was a pretty brief experience of me just running in, grabbing the dvd(s) from the hold shelf and scanning them out.	7/12/2017 10:11 PM
209	Borrowed E books.	7/12/2017 9:51 PM
210	I like to get out of the house to read outdoors or in the library	7/12/2017 9:29 PM
211	Picked up a book, and a DVD.	7/12/2017 9:24 PM
212	I went to the library today. I hired some DVDs and a book and relaxed for a few hours. It made me feel good I love being surrounded by books and movies.	7/12/2017 8:53 PM
213	Sucked as usual!!! I couldn't park wheel chair van and no washroom is accessible to an adult with extra special needs!!!!	7/12/2017 7:23 PM
214	It's where I go when I'm in Whistler and have time to kill between activities. I'll usually go to browse the books or read a magazine.	7/12/2017 5:43 PM
215	Wonderful visit	7/12/2017 5:24 PM
216	After work, while waiting for my ride home to Pemberton. I use the reading corners for reading or doing work stuff on my laptop/iPad/iPhone while using library wifi.	7/12/2017 4:53 PM
217	was just browsing around and had the experience of watching one of the librarians entertain with songs and stories a group of about thirty up to 5 yr. old children. The mothers must have loved her for the job that she does. I hope that the library shows her some appreciation as well.	7/12/2017 10:37 AM
218	I borrowed a couple of books and a few DVD's. I had an issue with a book not being returned and staff very helpful in sorting out the problem. Staff always make me feel welcome.	7/12/2017 9:47 AM
219	Read magazines	7/12/2017 8:01 AM
220	I took out a book, chatted with Nadine, one of the workers, and used the bathroom. The library is like my living room in town. LOVE the library!	7/12/2017 7:40 AM
221	Got a book out on hold. Great.	7/11/2017 8:20 PM
222	Looked for a book. Could not find it.	7/11/2017 7:13 PM
223	I borrowed a book last week. The experience was good.	7/11/2017 6:33 PM
224	I borrowed a book last week. The experience was good.	7/11/2017 6:23 PM
225	I rented a book and movie. It made me feel like a kid again! I don't necessarily think that libraries should be quiet all the time. Maybe have quiet reading rooms? But the general space inside should be used for dialogue so guests aren't afraid to ask how to use the resources	7/11/2017 1:52 PM
226	I took some free books and returned some movies. It's always a great experience.	7/11/2017 1:24 PM
227	wonderful staff	7/10/2017 3:19 PM
228	Visited with a child I babysit for to utilise the children's area	7/10/2017 2:10 PM
229	Picked up books that I put on a hold. My experience is always great. Love the library	7/9/2017 7:52 PM
230	looked for a book but it was not available, very clean and friendly staff	7/9/2017 2:38 PM
231	I worked. It was a mostly pleasant work area despite it being quite crowded and noisy	7/6/2017 10:31 PM
232	Have not been inside yet.	7/6/2017 9:14 PM
233	Yesterday- picked up a hold. I had to wait a long time as I had a question and someone was on the phone and both employees ignored me. I used the self check out	7/6/2017 8:22 PM
234	used the help desk	7/5/2017 6:45 PM

235	Borrowed 3 books. A librarian recommended both a book and the book club to me. Another librarian showed me the self checkout - I really liked it as I've never seen one before!	7/5/2017 12:56 PM
236	could not get a computer because some people stay on for hours and hours and hours	7/5/2017 12:00 PM
237	Last week. I was in with grandchildren. I felt great. The staff were friendly, helpful, knowledgeable, and supportive.	7/5/2017 11:52 AM
238	Drop in on most every visit to Whistler to get reading material and videos.	7/5/2017 11:04 AM
239	With young ones. Such helpful staff. Kind with toddlers, preschoolers & parents	7/5/2017 11:01 AM
240	Took out books I had on hold.	7/4/2017 3:26 PM
241	dropped off a borrowed item.	7/4/2017 1:31 PM
242	I took out a book about Canadian history. The Librarian was extremely helpfully and I felt very at home when I was there.	7/3/2017 9:49 PM
243	I came to see the Little Chilils exhibit. It was great. I had the chance to chat about it with on of the employee, she was really nice.	7/3/2017 9:14 PM
244	Used the computer lab + looked at books related to the Outdoor for work and leasure purposes	7/3/2017 9:07 PM
245	Returned a magazine, looked at the upcoming events board and then I had to go to work.	7/3/2017 8:38 PM
246	Picked up an interlibrary loan; checked out the Mini Chilils art exhibit. Always enjoy the space and atmosphere	7/3/2017 7:25 PM
247	* Multicultural Festival * Governor General visit _ Proud of the facility and to be both a Canadian and a Whistler resident.	7/3/2017 11:21 AM
248	picked up my summer reading! Made me feel happy :)	7/3/2017 9:46 AM
249	Storytime w Adrienne - she & Libby are so gifted. They offer outstanding programs perfectly suited to the preschool set. I always feel both calmer and yet delighted when I take my kids to their programs.	7/3/2017 8:52 AM
250	Took out a few books from the library from the sustainability collection, browsed through magazines and relaxed in the living room area. Also printed a few things from the computer lab.	7/3/2017 8:12 AM
251	Returned some books, we love the library and all the people who work there.	7/3/2017 4:11 AM
252	I brought my laptop to catch up on emails, do a bit of work and research for work. While I found everything I needed, it was very noisy and many children running through the facility. It was tough to concentrate.	7/2/2017 1:56 PM
253	Picked up an on hold book. The staff is always very helpful. It is an excellent facility that really seems to serve the community well.	7/2/2017 11:04 AM
254	I used the computer room to print out some documents. Good experience as usual. Lovely environment and easy to use everything...and help is always available and given happily.	7/2/2017 9:37 AM
255	Borrowed two books and renewed library card. Excellent customer service.	7/2/2017 8:05 AM
256	Borrowed some books. I felt welcomed	7/1/2017 8:43 PM
257	i borrowed books, my partner read a book in the lounge and waited. going to the library made me happy!! we like to park the car and use the library, but we are frustrated that so many of the stalls are reserved, or used by parks, or car share...it was not like that when the library first opened. it limits the number of books to what i can carry.	7/1/2017 6:58 PM
258	I had put a book on hold and our Library went out and purchased it for me. I'm still reading and loving it. Thks and incredible , amazing, super good service :-). I was/am very HAPPY	7/1/2017 10:37 AM
259	Came to use WiFi, take out DVDs and a book; great environment with friendly and helpful staff	7/1/2017 8:56 AM
260	I went with my 2 year old to take out books and participate in the Summer kick off events. The programs and staff are fantastic!	7/1/2017 8:55 AM
261	Drop in words and song program for my toddler. And we read some books after of course. Always welcoming and a great experience!	7/1/2017 8:28 AM

262	Parent infant drop-in. I love this offering as it gets me out of the house with my little, I've met lots of moms with children the same age and I feel like I'm building community as well as gathering important information for life with my babe	6/30/2017 11:38 PM
263	Took a book our	6/30/2017 9:42 PM
264	Most recently it was just to return books/DVDs. Experience was faster than usual.	6/30/2017 8:40 PM
265	2 years ago? To get my account sorted to download books. Maybe a year ago to see a movie one night. Both trips were good, beautiful place, friendly staff.	6/30/2017 4:58 PM
266	Borrowing fiction books for reading	6/30/2017 8:59 AM
267	Visited the library for a reading with two authors	6/29/2017 5:50 PM
268	Went to visit the chilli thom lil chillies exhibition. Staff were very friendly and helpful	6/29/2017 4:54 PM
269	Used the desk area with my laptop for job related work. I always stop in between shifts or use it for things like scanning documents or printing since I don't have one at home. Free book shelf browsing, and feeding my book addiction in the library are my other uses	6/29/2017 11:49 AM
270	Took my children to the children department of the library.	6/29/2017 11:06 AM
271	Last week. Felt uncomfortable.	6/28/2017 8:37 PM
272	Returned a book and signed out a book for my child	6/28/2017 8:03 PM
273	I love the library..I live in Whistler from beginning of Jan to mid April..I visit the library often..The staff is great, so is the programing, selection, community involvement and the living room area where i have spent many an hour reading and drinking tea	6/28/2017 6:19 PM
274	Picked up a book on hold.checked out travel section. I felt comfortable supported by staff and would have liked to hang out for a longer time	6/28/2017 4:15 PM
275	Most recent visit was to pick up books on which I'd placed a hold online.	6/28/2017 3:13 PM
276	Had a meeting and visited children's section for craft books. I felt wonderfullybwelome and cared for by awesome staff!!	6/28/2017 9:03 AM
277	checked out the multicultural festival. Looked around and it was great!	6/27/2017 9:39 PM
278	Most recent visit was to pick up a reserved book. Positive experience. I was in and out very quickly.	6/27/2017 9:37 PM
279	I went looking for a new book to read. It was almost closing time but the employees were very helpulf	6/27/2017 5:32 PM
280	I went to get a book, and meet my teenager who chose to study there.	6/27/2017 5:32 PM
281	I visited the library recently as I work with them on a contract basis.	6/27/2017 2:57 PM
282	I took out two books and I felt absolutely elated by the experience.	6/27/2017 1:24 PM
283	took my hold and checked it out. Great place as usual	6/27/2017 9:50 AM
284	had arranged to meet someone there. Great public space.	6/27/2017 8:52 AM
285	returned 2 books and picked up 2 new ones	6/27/2017 6:05 AM
286	picked up book	6/27/2017 5:45 AM
287	I visited the library a year ago. The librarian was very helpful and friendly, I enjoyed the visit.	6/26/2017 10:46 PM
288	I volunteer there, once a week. The library always makes me feel calm and like I don't spend enough time there.	6/26/2017 9:33 PM
289	looked at newspapers and magazines, very comfortable atmosphere	6/26/2017 3:56 PM
290	Drop in session for new parents / newborns. Great information. Very valuable!	6/26/2017 2:15 PM
291	looked for a book, talked to a staff member. Friendly, comfortable. I love this place	6/26/2017 12:44 PM
292	picked up DVDs and a book always pleasant oasis when village busy staff always offer to help	6/26/2017 12:24 PM
293	Returned books for my grandkids	6/26/2017 11:30 AM

294	I an information session in the Community Room for work. Staff were helpful and welcoming. I always feel safe and welcome in the Library.	6/26/2017 9:27 AM
295	Love the library. Great suggestions on front shelves, great selection, friendly and helpfull staff	6/25/2017 5:20 PM
296	i'm a f/t secondary school teacher and have used the library for last 5 yrs because i am studying with UBC	6/25/2017 12:04 PM
297	Picked up available "on hold" resources from the reserved shelf on 19-Jun-2017 and everything is in order and easy to locate. Although its understandable that the area was a self serve, library staffs are still there to guide and assist all the time which makes the visitors very much welcome and at ease.	6/25/2017 10:56 AM
298	The library always feels so welcoming. Everyone is friendly and I leave feeling happier than I did when I first got there.	6/25/2017 8:22 AM
299	Took my brother in law to see the canoe	6/24/2017 9:54 PM
300	Used computer. Appreciated excellent personal service.	6/24/2017 7:53 PM
301	I borrowed a book, the staff was very friendly :)	6/24/2017 3:43 PM
302	I came in to request a book order and to take a few books - as always the staff were helpful and available and the WPL was a great experience - beautiful building too.	6/24/2017 9:35 AM
303	book club,spanish class nature 101	6/24/2017 8:43 AM
304	Picked up a book that was on hold and dropped two off that I had finished. I looked in the stacks and found what I wanted. I felt that I accomplished what I came for, easily.	6/23/2017 11:08 PM
305	I took my daughter to the kids area, she picked out new books to read at home and we read a couple of them on a nice comfy chair. I love the fact the library gives my daughter the inspiration to read books.	6/23/2017 9:29 PM
306	Can't even remember, it was so long ago....	6/23/2017 7:32 PM
307	Picked up a reserved book. Easy feeling experience!	6/23/2017 1:53 PM
308	I like to take out DVDs to watch at home.	6/23/2017 11:11 AM
309	I tool out DVDs	6/22/2017 8:38 PM
310	Met with staff member re proposed program. As someone who works closely with the library and staff, I find them always keen to find ways to work with partners to fulfill everyone's needs.	6/22/2017 7:09 PM
311	I printed material at the printer resources and visited to answer a scavenger hunt question. The experience as friendly and approachable	6/22/2017 4:34 PM
312	I went to pick up a hold on a DVD and my experience was good.	6/22/2017 3:40 PM
313	For an event. It was a lovely space!	6/22/2017 2:37 PM
314	I went in to the library to get assistance signing up for Overrive application and the Librarian was very thorough in showing me how the app worked and the features it has.	6/22/2017 10:16 AM
315	picked up a book on hold. Always a good visit to the library. Staff are super friendly.	6/22/2017 9:49 AM
316	I like coming to the Whistler library. It is a nice way to spend time for studying or just browsing.	6/22/2017 9:00 AM
317	I went for an election meeting. Great space.	6/22/2017 9:00 AM
318	Came by to do some work. There was a lot of other people there for the same purpose, but I got a seat no problem. I browsed the books on my way out but forgot my card so didn't pick any,	6/22/2017 6:58 AM
319	I delivered a family literacy program; the final session in a 24 week program. The staff were very supportive, and I was thankful for their support.	6/22/2017 6:42 AM
320	Took out a DVD and a book from staff recommendations - felt that I was easily able to find what I was looking for and get in and out quickly	6/22/2017 6:14 AM
321	Stressed! No handicapped parking for proper wheelchair van. No proper change room for handicapped person.	6/22/2017 12:50 AM
322	Our time spent in the library was used reading newspapers and magazines and reviewing available videos and books. I checked out a book I'm still reading. He staff was very helpful and the experience positive.	6/21/2017 9:59 PM

323	Went to browse and pick some DVDs. I love going to the library. It's a calming, relaxing space and I enjoy going to pick out books and DVDs.	6/21/2017 9:26 PM
324	I wanted to find a couple of books to read and found a few but read only one. I felt good about my experience since I found what I wanted and I knew that I could get good help if I asked.	6/21/2017 8:46 PM
325	I attended the Sovereign's Medal for Volunteers Ceremony. Proud to be a Canadian, a Whistler resident and that we have one of the finest library facilities in Canada.	6/21/2017 5:59 PM
326	Helped work recruit for new employees. The Library was well organized and clean.	6/21/2017 5:42 PM
327	The library is the friendliest most amazing place in Whistler and I wish i could live there.	6/21/2017 5:28 PM
328	I last went for a meeting with Elizabeth and ended up browsing the database for an upcoming book club and staff picks at the front.	6/21/2017 4:08 PM
329	I was sat on my laptop in the fire lounge at the back of the library doing some work. Whilst a little more noisy than i would like, I always love the atmosphere in the library, and it's a great place for me to zone out and knuckle down.	6/21/2017 4:01 PM
330	I went to the Multicultural Festival and also borrowed a book to read	6/21/2017 2:55 PM
331	Most recently attended an "author event" with Carmen Aguirre and Yasuko Than. I heard them read from their recent books and answer questions from the moderator and the audience. This made me feel happy and content!	6/21/2017 2:37 PM
332	Borrowed movies.	6/21/2017 2:31 PM
333	I went to a film about seeds. It was a fantastic learning experience.	6/21/2017 2:12 PM
334	I visited to view the Chili Thom Experience and take in Family Time with mini Chilis for the kids.	6/21/2017 1:52 PM
335	Always a good experience. Staff happy and helpful. My last visit was to pick up books on hold	6/21/2017 12:26 PM
336	regular user of library for books - always like going there, great building, very helpful and friendly staff	6/21/2017 11:39 AM
337	I go often to take out books, read magazines and relax with coffee.	6/21/2017 11:03 AM
338	Welcome, safe, relaxed, excited and a part of a community.	6/21/2017 10:55 AM
339	I volunteered: I love it.	6/21/2017 10:46 AM
340	Just came for a visit. Staff was really friendly. I wanted to know more about the facility and what services are offered.	6/21/2017 10:37 AM
341	I attended the multicultural festival. Really enjoy the programs!	6/21/2017 10:32 AM
342	I took out a book four weeks ago.	6/21/2017 10:31 AM
343	I visit WPL frequently, and have done so for many, many years. On my most recent visit, I returned some borrowed books and checked out some more. This is mainly what I do at WPL: Source physical copies of books to check out. This remains for me the invaluable, cherished, vital role of Whistler Public Library. This makes me feel incredibly grateful and happy and nourished in my intellect and curiosity. Sometimes I come to the library just to sit and and do some writing. This is another great role the library plays in my world (however it's got more difficult with so many people there just to use the internet who chat loudly, and also with the many children's programs which are lovely but also quite noisy.) I also sometimes attend and very much appreciate the Library's terrific adult events and programs.	6/21/2017 9:55 AM
344	I dropped off books, checked out the free book section, picked up a book on hold, quickly looked at the new books, and perused a few stacks for some authors that I know, looking at the books on display as I went. This was yesterday. It made me happy, as it always does.	6/21/2017 8:56 AM
345	Took books out. I love going to the library.	6/21/2017 2:40 AM
346	Took out books and attended an IT workshop.	6/21/2017 1:23 AM
347	The library feels like I'm coming home every time I enter it.	6/20/2017 9:34 PM
348	Took out several fiction books, it was fine	6/20/2017 8:48 PM
349	Used photocopier and took out books	6/20/2017 8:08 PM
350	I went to parent and infant group on Thursday. Relaxed and useful.	6/20/2017 7:50 PM



351	Took out books and booked an upcoming Astronomy course for 2 people with a helpful staff member. Felt great.	6/20/2017 6:50 PM
352	For studying and checked out books	6/20/2017 5:04 PM
353	Welcome. Took my kids there to read for an hour.	6/20/2017 5:01 PM
354	Browsed the books and media available to check out	6/20/2017 4:35 PM
355	Two weeks ago, meeting a friend. It was great.	6/20/2017 3:45 PM
356	I hit the recommended shelf and then the new shelves and made selections. I also visited the stacks and picked up a few books there as well. The library feels like home!	6/20/2017 2:49 PM
357	I borrowed three books - one I had on hold, and two I searched for. One of the books wouldn't go through the self-serve check-out, and a library assistant helped me.	6/20/2017 2:04 PM
358	Took out books, magazines, & cd's	6/20/2017 1:57 PM
359	looked for a particular book; the book was not in stock, so I felt a little disappointed	6/20/2017 1:54 PM
360	Happy and clam	6/20/2017 1:18 PM
361	check out children and adult books. Use the computer to find what I was looking for, found it and used self-checkout.	6/20/2017 1:07 PM
362	borrowed a book. great!	6/20/2017 1:07 PM
363	borrow books, great resource	6/20/2017 1:01 PM
364	I visited the library for a kids program for my four year old son.	6/20/2017 12:58 PM
365	picked up a book I had reserved online. Great experience, very convenient service.	6/5/2017 12:54 PM
366	I work there	6/5/2017 11:21 AM
367	I came by on a rainy day to read my book. It was a lovely atmosphere. All of the staff were welcoming.	6/4/2017 3:40 PM
368	checked a book out. good times!	6/3/2017 11:26 AM
369	picked up a book on hold good. it is a very nice and relaxing building	6/3/2017 8:03 AM
370	Grabbed children's books and audio books. Read with my kids.	6/2/2017 2:29 PM
371	Picked up my children who love going to the library!	6/2/2017 1:45 PM
372	I needed a suggestion for a good read and left with 2 books, authors I'd never read before as well as a list of further reading. The staff showed me the online data base for reading recommendations and made suggestions she had personally read and liked.	6/2/2017 10:48 AM
373	I used the printer to print a personal letter. The room is nice and often not too busy.	6/2/2017 10:47 AM
374	I love my library. I was last there for the pancake breakfast with my entire team of co-workers.	6/2/2017 9:17 AM
375	Great location, stumbled upon it on one of my early walks through the village; I didn't stay long so can't speak to how the ambiance is for hanging out; I really liked the free book section at the front entrance!	6/2/2017 9:09 AM
376	I like to go to the library to read on my lunch break	6/2/2017 9:05 AM
377	Borrowed a book on reserve. It was easy to check out. However, my feedback would be to improve the visibility of the search catalogue by adding a search field instead of a hyperlink. Vancouver Public Library has the search bar right on the homepage and it is very obvious.	6/2/2017 8:54 AM
378	I went to read a magazine at lunch. It seemed busy and was hard to find a place to sit and relax	6/2/2017 8:30 AM
379	My most recent visit was to attend an RMOW Cybersecurity group meeting in the meeting room. I like the meeting space, it feels open and welcoming.	6/2/2017 8:29 AM
380	I browsed a couple books. Just killing time. Felt relaxed and uncommitted to anything	6/2/2017 8:24 AM
381	attended an event	6/2/2017 7:46 AM
382	Checked out a book that was recommended by a colleague.	6/1/2017 5:37 PM
383	I did some printing and scanning. Darel and Shannon were super helpful.	6/1/2017 5:17 PM

384	Speak with staff - awesome !	6/1/2017 4:55 PM
385	Checked out a book, printed something...great!	6/1/2017 4:54 PM
386	Fixed computers. The staff is always so friendly. It's peaceful!	6/1/2017 4:49 PM
387	searched and checked out personal reading materials. experience was easy and positive	6/1/2017 4:49 PM
388	I checked out some books. It was a great experience and made me feel happy.	6/1/2017 4:47 PM
389	Took out a book that was on hold - loved it! Very happy with the service - always friendly.	5/31/2017 2:47 PM
390	borrowed books, good experience	5/31/2017 1:53 PM
391	Checked out audio cd's for my kids. It was a pleasant experience.	5/31/2017 9:37 AM
392	I attended amazing Spanish lessons. It was great!	5/30/2017 5:27 PM
393	The library is visually interesting and vibrant with lots of people using the various spaces.	5/30/2017 4:50 PM
394	used for my child, always feels good.	5/30/2017 11:13 AM
395	I borrowed some travel books, I love the library. It makes me happy just walking in there.	5/30/2017 10:06 AM
396	Attended a 4-hour meeting with colleagues. Felt very positive about the facility.	5/30/2017 9:34 AM
397	My last visit into the library was to use the computer lab to print out resources. It was simple and very user friendly.	5/29/2017 12:25 PM
398	visited with my son, and borrowed books for each of us.	5/29/2017 9:42 AM
399	Picked up adult books and kids books/DVDs. We are always offered a friendly greeting by the staff when we walk in and the Youth Services team knows us all by name. It is a wonderful group of people working at the Library who are always friendly.	5/29/2017 9:40 AM
400	I was looking for resource material.	5/29/2017 9:36 AM
401	yoga for RMOW employees	5/29/2017 8:31 AM
402	Took my child to play with the toys and books. Was a great experience.	5/29/2017 8:02 AM
403	I borrowed some books and worked on my laptop for a bit. Overall experience was great.	5/28/2017 11:44 AM
404	Kalley helped me to find a book, and then helped me check it out as I had forgotten my library card.	5/28/2017 8:59 AM
405	Browsed books and took out a couple. Really enjoy being in the library.	5/27/2017 7:56 AM
406	I went there to work as a casual employee.	5/26/2017 11:15 PM
407	Went in. Borrowed a novel. Used the self check out.	5/26/2017 7:55 PM
408	I picked up some videos and was helped by a librarian :)	5/26/2017 5:17 PM
409	Checked out book. Good experience	5/26/2017 3:38 PM
410	I love all the children's programs. I went to story and Rhymes on Tuesday morning at 11am. During that visit I took out books/cd's.	5/26/2017 2:54 PM
411	I take out books, sometimes movies and like to go to relax and read the magazines.	5/26/2017 2:50 PM
412	I met up with a friend to work on a project that we are doing together. We used the community room, and it was great. We had access to the internet, and a space to collaborate.	5/26/2017 2:24 PM
413	The last time I was there I was meeting someone and it was a very comfortable space to meet.	5/26/2017 1:44 PM
414	visited at lunch time, selected some books to take home; sat at the fireplace area to read a magazine	5/26/2017 1:21 PM
415	I picked up a book I reserved. It was a great experience. The staff are helpful, professional, and friendly.	5/26/2017 12:36 PM
416	I came to pick up a novel for my book club	5/26/2017 12:30 PM
417	signed up for audio books Yes staff was helpful!	5/26/2017 12:20 PM
418	Took out books	5/26/2017 12:20 PM
419	two days ago grabbed some books that had been withdrawn	5/26/2017 12:01 PM



420	Met with staff to discuss presentation ideas	5/26/2017 11:55 AM
421	It was very quick, popped in and used the machine to renew a book. Love that I could do that!	5/26/2017 11:55 AM
422	I love the library. I borrow books on a regular basis. I like to use the online services from home to look for books but I also like to come in to see the displays and books that the librarians have recommended.	5/26/2017 11:53 AM
423	Find books, attend sessions and use computers and study space. Every visit is nice and peaceful.	5/26/2017 11:53 AM
424	Attended a very great program	5/25/2017 9:37 AM
425	Came to choose some boards books for my grandson and found wonderful new items and very friendly, helpful staff	5/24/2017 3:22 PM
426	Picked up my holds and looked at the posters for upcoming events. The experience made me feel comfortable.	5/23/2017 2:16 PM
427	I will use a real example of a friend that went out of her way to say how uber friendly and helpful the staff was and how much she enjoyed the reading recommendation. The service was prompt, professional, friendly and effective. Feeling great!	5/21/2017 10:06 AM
428	did not like scavenger hunt going on	5/20/2017 2:44 PM
429	I came for the pancake breakfast yesterday, and it was awesome. I always feel like a part of the community when I'm at the library.	5/20/2017 1:40 PM
430	got books out. welcoming and friendly	5/20/2017 1:40 PM
431	I had my first visit to the library this year. Cool place.	5/20/2017 12:30 PM
432	Work. Noticed lots of confusion at the copier / scanner / printer. Some patrons were stressed about it, so it felt stressful.	5/20/2017 12:30 PM
433	We loved the trashasaurus and your friendly staff.	5/20/2017 12:28 PM

## Q10 Is there anything else you wish we could or would change about the library's design?

Answered: 189 Skipped: 296

#	RESPONSES	DATE
1	More workspaces	7/24/2017 12:37 PM
2	Larger	7/24/2017 12:08 PM
3	An "enclosed" Children's area might be a neat idea as sound can /does travel. Book shelves that slide /compact might be useful in creating more space for programs. A space for creativity (painting/art) would be a dream come true.	7/24/2017 11:31 AM
4	I am interested in community programs, guest speakers, events would like more	7/23/2017 9:13 PM
5	No. I love it.	7/23/2017 7:47 PM
6	If the kids area could be separate or have more distance between it and the study area that would be great! More study spots in a quiet area where rules are enforced would be amazing!!! :)	7/23/2017 3:59 PM
7	Better signs of sections in the library and what to do if you needs library card or don't visit often. It isn't set up intuitively.	7/23/2017 3:47 PM
8	More bike racks is summer. Make kids area in a room, rather than an open area beside study tables	7/23/2017 12:25 PM
9	No I love the lay out	7/23/2017 11:13 AM
10	..	7/22/2017 5:11 PM
11	Maybe incorporate the museum instead of enlarging internet space	7/22/2017 1:44 PM
12	Not really	7/22/2017 12:24 PM
13	Not really, I think it is beautifully designed although some days it can be quite busy.	7/22/2017 8:43 AM
14	No	7/21/2017 1:11 PM
15	Move the children's area away from the study desks and make a proper coffee shop attached.	7/21/2017 11:11 AM
16	I like it. I like that there are several different areas and I love the back patio	7/21/2017 8:12 AM
17	Make the desks in the computer room larger so you can fit papers on the table with the computers	7/21/2017 12:27 AM
18	A dark room with reading lights to help take away distractions. Perhaps more dividers to help section areas off a bit more, such as the study tables	7/20/2017 11:59 PM
19	nope	7/20/2017 11:37 PM
20	More comfortable space for big kids separate from adult seating where they are working.	7/20/2017 5:39 PM
21	expanded hours!!!!	7/20/2017 5:32 PM
22	I wish you could sit outside & read/use wifi (power points would be great)	7/20/2017 4:01 PM
23	No	7/20/2017 3:59 PM
24	Floors should be more firm.	7/20/2017 3:37 PM
25	The design is very well thought out as a library. Challenge is some are not using it as a library.	7/20/2017 1:54 PM
26	Not so much the design but can't help thinking the library shouldn't be the dumping ground for Whistler's homeless.	7/20/2017 12:02 PM
27	It's already quite lovely :)	7/19/2017 4:43 PM
28	No - doing well - I'm a happy camper!	7/19/2017 4:41 PM
29	No	7/19/2017 4:31 PM

30	No - so far so good!	7/19/2017 4:18 PM
31	No	7/19/2017 3:53 PM
32	No	7/19/2017 3:45 PM
33	Beanbags.	7/19/2017 3:45 PM
34	No I love it, maybe some bean bags	7/19/2017 3:41 PM
35	Nope it's perfect.	7/19/2017 3:37 PM
36	more 'nooks' for just 2 or 3 people	7/19/2017 3:36 PM
37	The "new" book display is too big as there is too much emptiness on shelves.	7/19/2017 3:31 PM
38	Interpretive displays	7/19/2017 3:31 PM
39	Media areas should be in one room. Often find people laughing/making noise when on the computer. Should be separated from from the study/working tables.	7/19/2017 3:22 PM
40	Looks good at this time	7/19/2017 2:23 PM
41	I like the chairs with wheels. I like the windows looking onto trees. Good that study carrels are buffered by stacks. Children's area at back is a little noisy. "Sorting" kickstools to sit on while browsing would be nice.	7/19/2017 1:52 PM
42	More parking	7/19/2017 10:29 AM
43	Nope	7/19/2017 9:22 AM
44	Kids area seperated from the desk area. More silent study areas.	7/18/2017 10:28 PM
45	The 'End of trip' facility could be refurbished for its original use	7/18/2017 9:51 PM
46	I would love if there were areas for arts both fine and performing	7/18/2017 9:02 PM
47	noooooo!!!!!!!!!!!! I love it here	7/18/2017 5:22 PM
48	it's quite small. Larger would be better. When I used to use the library for studying (a few years ago) I found it constantly busy. There were not enough study spaces	7/18/2017 4:12 PM
49	PLEASE move the kids area away from study area	7/18/2017 3:38 PM
50	More parking. More space for local community groups to use. For programming, I'd love to see more educational programs, particularly on weekend evenings. There are so few educational opportunities in Whistler.	7/18/2017 3:34 PM
51	Showers for those wishing to bike in before work.	7/18/2017 3:15 PM
52	More reading nooks	7/18/2017 3:02 PM
53	Just a few more comfy reading chairs would be nice	7/18/2017 1:56 PM
54	Put the loud playing kids area somewhere where it doesn't disturb the people trying to read/study/work	7/18/2017 1:38 PM
55	None.	7/18/2017 12:59 PM
56	it would be great if someone walked around reminding people to be quiet and respectful. This goes for young children being unsupervised	7/18/2017 12:36 PM
57	I think the there is a big waste of space in the front of the library. THere is so much room for the check-out desks and the book cases are so tight and do not encourage browsing.	7/18/2017 12:10 PM
58	As above Cheaper printing services would be amazing as there is very limited printing services in town	7/18/2017 11:49 AM
59	One of the only things I do not like about the library, is the lack of privacy while using your laptop. I really don't like having everyone see what I'm doing. I'll often go there to watch a movie on rainy days but I always have to consider everyone else in the area. (No, I'm not watching porn).	7/18/2017 11:33 AM
60	No	7/17/2017 6:49 PM
61	in my opinion kids should have one assiged room where they can play	7/16/2017 4:57 PM

62	Kids area is in a great location but could be smaller? The CDs and magazines also take up too much space and could be put up against a wall. There's a lot of wasted space and not enough private areas for reading and studying. Would be great to invest in some cubicles. Also the computers should be concentrated in one area and not next to the desks where people want to read and write. Quiet areas are key in a library!!	7/15/2017 3:17 PM
63	More newer books	7/15/2017 2:13 PM
64	I would like to see a gender-neutral washroom.	7/15/2017 11:37 AM
65	All good	7/15/2017 8:22 AM
66	Move the children's area further away or section it off. I like that the library is so open but I think this area would be better (for me at least) in a closed off space where they can scream, run and talk as loudly as they want without disturbing others. Sometimes it feels like a pre-school in there.	7/14/2017 7:56 PM
67	More Single chair lounge space for studying	7/14/2017 2:07 PM
68	No.	7/14/2017 11:58 AM
69	Love the new(ish) bins in the children's section	7/14/2017 9:26 AM
70	I'm ok.	7/13/2017 6:49 PM
71	Outside tables on the deck.	7/13/2017 6:44 PM
72	We like to use the tables with 4 chairs in the study /work area, but these are often occupied, so maybe more of these.	7/13/2017 6:41 PM
73	A water cooler near the children's area.	7/13/2017 6:29 PM
74	no.	7/13/2017 5:27 PM
75	Open 1 hour later during the week (Until 8) if possible.	7/13/2017 5:24 PM
76	nope.	7/13/2017 5:12 PM
77	I would like clarification on policy around eating in the library . I see people eating while reading the books or suing the technology. I know that other libraries have had problems with insect, vermin etc. as a result. Plus I don't like crumbs in my books	7/13/2017 5:07 PM
78	More books.	7/13/2017 4:53 PM
79	Make the computer laboratory witch more choices of stay one hour or more	7/13/2017 4:46 PM
80	N	7/13/2017 4:25 PM
81	I actually hope the library doesn't change any more things because I've come here ever since I was small and it's gotten kinda confusing to navigate the items.	7/13/2017 4:23 PM
82	No	7/13/2017 4:03 PM
83	I love the library as it is. But I also loved it as it was before the kids' area got opened up. And I also loved it when it was in a trailer...	7/13/2017 12:55 PM
84	*biger teen lounge	7/13/2017 12:51 PM
85	N/A	7/13/2017 12:41 PM
86	No	7/13/2017 12:39 PM
87	no.	7/13/2017 12:36 PM
88	An area that's for kids only (like now) but kids will stay in that area enclosed? gated?	7/13/2017 12:33 PM
89	no	7/13/2017 12:27 PM
90	More spots to sit with kids to read	7/13/2017 12:21 PM
91	No thank you!	7/13/2017 12:15 PM
92	A bigger room for evening talks/lectures/films. Present room not big enough for popular speakers.	7/13/2017 12:07 PM
93	I really like it as is.	7/13/2017 11:52 AM
94	Nope.	7/13/2017 11:49 AM

95	No, I think its terrific. However, a take over or merger with the museum would have huge flow on benefits for both institutions.	7/13/2017 11:43 AM
96	I like the design of the library but i think some bean bags would be lovely	7/12/2017 8:59 PM
97	Accessible parking for wheelchair vans and accessible bathroom with change table for adults. Same things I asked for before the library was built.	7/12/2017 7:32 PM
98	Great library	7/12/2017 5:26 PM
99	The design looks very open and welcoming. I enjoy the current one, but I'm open to changes that would allow more space for working collaboratively or for more creative work area.	7/12/2017 4:57 PM
100	Improved audio visual capacity in the Fireplace lounge for programming.	7/12/2017 9:50 AM
101	No, I think its terrific. However, a take over or merger with the Museum would have huge flow on benefits for both institutions.	7/11/2017 6:36 PM
102	No, I think it's terrific. However, a take over or merger with the Museum would have huge flow on benefits for both institutions.	7/11/2017 6:28 PM
103	See previous comments	7/11/2017 1:54 PM
104	Have the children's area and youth area in same part of library away from adult section. Youth are often intimidated by the use of their area by older patrons particularly using their computers or couch space. Parents often have younger children they need to monitor in the children's "J" area as well as pre-teens who may be literate enough to take out teen materials	7/10/2017 3:27 PM
105	Loudness of floors	7/6/2017 10:36 PM
106	Would be neat to do more non traditional programming - craft beer making courses etc to get young people to come in. Would love to see a kid play zone as I am a new mom while I read.	7/6/2017 9:18 PM
107	add soundproofing materials	7/5/2017 12:03 PM
108	No	7/5/2017 12:01 PM
109	Nothing, actually	7/5/2017 11:05 AM
110	No, you would have to ask a student to rate the above.	7/4/2017 1:34 PM
111	Not at the moment	7/3/2017 9:21 PM
112	What happened to the plan to have showers available? I would love to be able to bike to work but I don't want to be a sweaty mess.	7/3/2017 8:40 PM
113	5 minute parking for book drop off	7/3/2017 7:27 PM
114	more space for community displays. We do not have a recreation centre that creates a meeting place in the community and the library fulfills that role in the minds of most residents (not your intent or purpose, I know, but you truly are fulfilling that need for most people as best you can within your mandates). We have a sports arena, but that is not a community centre.	7/3/2017 9:50 AM
115	An entrance directly to the kids area.	7/3/2017 9:00 AM
116	Making wifi signal available on the new patio. Bring back free hot water at the coffee machine.	7/3/2017 8:19 AM
117	More roomy couches in the kids area. I preferred the larger check out desks than the little ones now. The location of the free public phone is a bit more awkward than it used to be...on such a low, small table.	7/3/2017 4:17 AM
118	Enclose the children's area to contain the noise.	7/2/2017 2:01 PM
119	None	7/2/2017 9:40 AM
120	-noise bylaw for loud children (ie. screaming toddlers whose parents threaten to take them home many times, but don't, and then the children finally lose and tantrum) --- maybe an enclosed noisy reading/running area -- I've seen too many toddlers running in the library	7/1/2017 7:09 PM
121	No, as I love everything about it. Particularly the patio overlooking the Florence Peterson park.	7/1/2017 8:57 AM
122	With having children, I worry about the noise affecting those trying to quiet study or read while we're in the library attending programs. Perhaps the adult tables and quiet space could be further distanced from the kids end somehow if that's been raised as an issue at all? Again, I have no issues at all with how things are now, I just wonder how it affects others using the library :)	7/1/2017 8:32 AM

123	Make a designated quiet space for all the grumpy people to go so us parents aren't getting bad looks even when our kids are being relatively quite.	6/30/2017 8:45 PM
124	Make the parking under the building be Muni parking, so my parking timer thing can be used down there, not just on streets... Make it clear about what is discussion area, so don't feel guilty about affecting people there. I've (and i'm sure others), always assumed whole library had to be quiet... PLEASE make more meeting rooms somehow, this town desperately needs them :-)	6/30/2017 5:04 PM
125	It would be nice to have the teen book section closer the the books for the small children as it is very difficult as a parent to help children in both areas at the same time.	6/29/2017 11:09 AM
126	Area at the front for people to Skype and hang out	6/28/2017 8:43 PM
127	more quiet space	6/28/2017 6:21 PM
128	More easily accessible learning opportunities- press reader, mango languages,etc	6/28/2017 4:18 PM
129	Parking, or a designated parking bay so that items on hold can be picked up or items can be returned quickly while en route to do other chores.	6/28/2017 3:16 PM
130	We really need more room for entrepreneurs to meet to do their work - just very little good working space in Whistler. We really need to meet this community need.	6/28/2017 9:06 AM
131	i just wish there were more books to choose from	6/27/2017 5:33 PM
132	Nope	6/27/2017 3:00 PM
133	Nope - love your space.	6/27/2017 1:42 PM
134	I would put 6 (least important) to all 6 items above. I'm pleased with what you have and what you offer. thanks!!	6/26/2017 12:47 PM
135	Nothing. It's a great place.	6/26/2017 11:33 AM
136	any tutoring / collaborative work should be done behind closed doors to eliminate noise	6/25/2017 12:07 PM
137	none	6/25/2017 12:05 PM
138	I would make the teen lounge a little roomier, and for teens only.	6/25/2017 8:25 AM
139	Better book selection.	6/24/2017 7:56 PM
140	happy	6/24/2017 8:45 AM
141	A draw in spot for cars, 5 minute stopping, to drop off or pick up items.	6/23/2017 11:11 PM
142	Open reception area and instructions on where to go, where to find books and more books and more places to relax, big couches, windows and outside areas/chairs for reading	6/22/2017 4:38 PM
143	I like it	6/22/2017 9:03 AM
144	Adult change table in washroom!!! Handicapped parking spots for wheelchairs vans!!!	6/22/2017 12:57 AM
145	We enjoy visiting the library very much and appreciate the evening events.	6/21/2017 10:02 PM
146	Tough to meet all needs when you cannot increase the building footprint.	6/21/2017 8:58 PM
147	I'm quite pleased with the current layout.	6/21/2017 4:10 PM
148	I do love the open concept, but I would really like little 'snugs'; areas of the library where you can just get away from everything and get on with work, reading etc.	6/21/2017 4:02 PM
149	more inventory!	6/21/2017 3:01 PM
150	No	6/21/2017 12:28 PM
151	I think the design is great. Perhaps some more private study desks with short walls. I recall these at university. I'd like more secure or covered bike parking downstairs.	6/21/2017 10:55 AM
152	Can't think of anything	6/21/2017 10:48 AM
153	More seating!	6/21/2017 10:35 AM
154	Maybe more seating outside the front (across from El Furny's)	6/21/2017 10:33 AM
155	More non-fiction books! More physical copies of books and periodicals in general! More desks/tables. More chairs. More quiet zones.	6/21/2017 10:04 AM

156	Bigger coffee area...	6/21/2017 1:26 AM
157	No, I think its a nice space - feels open, but there are also areas that can be private	6/20/2017 2:08 PM
158	I think I would come there more if there could be little cubicles or something where I could talk on the phone and browse through books, etc. but in a quiet way so as not to disturb others.	6/20/2017 1:18 PM
159	Make it more interactive with new innovative and collaborative programming including new resources such as museum artifacts, history of whistler, history of sports in whistler/Canada, show off historical paraphernalia/memorabilia throughout the museum instead of art on walls....	6/20/2017 1:03 PM
160	no	6/3/2017 8:04 AM
161	Discourage loitering	6/2/2017 11:25 AM
162	It's a beautiful building. Hard to improve. Study carrels away from children's area. Swap with teen area?	6/2/2017 10:54 AM
163	I would like seating / reading space at windows and electronic use not spilling over into that space so much?	6/2/2017 9:21 AM
164	a read and eat space :)	6/2/2017 8:45 AM
165	No, I think its excellent.	6/2/2017 8:36 AM
166	more natural light?	6/2/2017 7:49 AM
167	I like it	6/1/2017 4:57 PM
168	it is fine the way it is	6/1/2017 4:52 PM
169	I like it the way it is.	6/1/2017 4:50 PM
170	I'm not passionate about any of the items listed in #9. I think the current space works well.	5/30/2017 4:59 PM
171	Pretty happy with it. It's not always quiet, might be nice to have a dedicated not talking, no noise space.	5/30/2017 10:08 AM
172	Eliminate noise coming from the washrooms; especially the hand dryer.	5/30/2017 9:39 AM
173	Having a patio area for the summer months, unless you do and I just haven't been there recently!!	5/29/2017 12:28 PM
174	Have you considered adding in some Whistler cultural elements - such that when visitors or community members visit the library, they can learn more about Whistler, its history, our community, and our culture...?	5/29/2017 9:44 AM
175	Perhaps a division between the Children's section and the rest of the library so we don't disturb people reading or studying.	5/29/2017 9:42 AM
176	Work towards facilitating Massive Online Open Learning (MOOCs) from edx.org, coursera.org or khanacademy.org at the library and make resources available to promote this new style of learning and research.	5/29/2017 9:41 AM
177	The library has a distinct smell that is sometimes overpowering.	5/29/2017 8:04 AM
178	It would be nice if the use of the children's lounge space could be used by everybody when it's not being used by children.	5/28/2017 11:46 AM
179	If cost weren't an issue, expand the youth department to extend to over the museum, and build a mezzanine with more computers. Realistic improvements would be to improve the lighting in the holds area.	5/26/2017 11:26 PM
180	Love the toddler programs, morning works best but there are no toddler programs that run in the afternoon. Would be great to offer story time between 2 and 4.	5/26/2017 3:04 PM
181	It's always busy when I go, so I wish it was a little bigger with more seating!	5/26/2017 12:37 PM
182	More space overall.	5/26/2017 12:23 PM
183	Nothing - it is a great facility	5/26/2017 11:56 AM
184	Patrons often ask for a very small quiet meeting room if one needs to make a conference call or have an interview. Or staff need to discuss with a colleague but not be a disturbance to other staff in the open plan.	5/24/2017 3:31 PM
185	Move the teen lounge and shelves closer to the youth area :)	5/21/2017 10:06 AM

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186	move the coffee machine to the lobby; expand the lobby into the big empty space out front - use it to create a space appropriate for conversation Skype / Snapchat / lounge / eating / posting community information	5/20/2017 2:46 PM
187	Better use of the teen lounge. Move it down to the kids area and make the adult/magazine seating bigger.	5/20/2017 1:41 PM
188	No more couches. People just sprawl, take their shoes off, nap. There isn't enough place for everyone to sit, and having people take up 2 spots doesn't help, and doesn't feel comfortable either.	5/20/2017 12:36 PM
189	Coffee machine is noisy.	5/20/2017 12:34 PM

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## Q12 How has access to our wifi, computer lab, printing and/or scanning helped you?

Answered: 267 Skipped: 218

#	RESPONSES	DATE
1	It helped me complete my work.	7/24/2017 12:38 PM
2	stay connected, conduct research	7/24/2017 12:08 PM
3	To play games	7/24/2017 12:00 PM
4	I've pretty much used the computers for everything! But use of your Wi-Fi has helped me keep in touch with friends and family when I couldn't afford internet @ home. Computer and printer access has helped me get jobs too!	7/24/2017 11:34 AM
5	Wifi is good	7/24/2017 8:44 AM
6	To look up info on books and items of interest eg on my book club page	7/23/2017 9:14 PM
7	I don't own a printer or scanner and do all of my printing/scanning at the library. Quick, easy and I use it all the time.	7/23/2017 7:48 PM
8	It's been great - used the lab to print documents and resumes	7/23/2017 5:03 PM
9	N/a	7/23/2017 4:00 PM
10	I often pop in to the library when I don't have the time nor inclination to run home to do work on my laptop. The study area is typically a nice, quiet space where I can be productive and use the Wi-Fi as needed.	7/23/2017 2:49 PM
11	Apart from WiFi, I dont have of the other services at home. Scanning and printing has assisted with my residency, hub applications and personal projects	7/23/2017 12:27 PM
12	It's been easy to print important documents quick and cheap	7/23/2017 11:14 AM
13	Printing is very helpful	7/23/2017 10:51 AM
14	Limited resources in Whistler, helped me get a copy of all the records for my car's history from the owner so we could both have copies (taxes & new owner)	7/23/2017 10:49 AM
15	Printing and scanning to expensive	7/23/2017 9:52 AM
16	Don't use them '	7/22/2017 6:09 PM
17	It hasn't because I live here and have these amenities at home as do most residents. I see it as a convenience for transients, not residents, at taxpayers' expense.	7/22/2017 1:47 PM
18	The wifi has helped	7/22/2017 1:30 PM
19	Wifi for school projects	7/22/2017 12:43 PM
20	When I first moved to Whistler (7 years ago), it was pivotal to finding a home, getting my resumes printed, etc.	7/22/2017 8:44 AM
21	Usually when I want to print/scan something as I don't have a printer at home	7/22/2017 8:16 AM
22	I have used the scanning and emailing facility to be able to vote in the uk elections as i was able to print off a form there, fill it in, scan it and email it home all in one session.	7/21/2017 11:35 PM
23	No issues. Need to print at times!	7/21/2017 1:12 PM
24	To study while attending university	7/21/2017 11:12 AM
25	Printing is helpful since I don't have a printer at home but I rarely need to use it. I'm glad that it's there for others to use though. And I'm glad it's free for them too.	7/21/2017 8:14 AM
26	It has helped tremendously!!!! Best thing	7/21/2017 12:27 AM
27	Stay in touch with online resources whilst reading about similar material	7/21/2017 12:00 AM

28	N/A	7/20/2017 11:37 PM
29	I've used all of these services as it's nice to be able to do it all in one space and it's not expensive.	7/20/2017 8:40 PM
30	No. But I travel other places where j don't have it at home and very much appreciate when libraries have these services available.	7/20/2017 5:40 PM
31	yes!	7/20/2017 5:33 PM
32	Been fine	7/20/2017 4:29 PM
33	Great for access to printing in tax season wifi is always fast/reliable. nice place to job/house hunt	7/20/2017 4:02 PM
34	Data is costly. Thank you for having good wifi and ammenidies	7/20/2017 3:38 PM
35	my laptop is currently broken and it is an important space for me to do work or access online content as part of my day to day life.	7/20/2017 2:55 PM
36	Electronic access is the new normal for libraries to leverage their collections as well as offer centralized databases such as Library of Congress, supreme court etc.	7/20/2017 1:58 PM
37	Free Internet , printing and scanning are amazing and essential access requirements	7/20/2017 12:04 PM
38	N/A	7/20/2017 12:02 PM
39	Allows me to remain connected and productive when away from home.	7/20/2017 11:36 AM
40	Very much. I always go there to print something important- resume etc.	7/20/2017 11:01 AM
41	When we first moved here whilst waiting for our internet to be installed at home the wifi was extremely useful.	7/20/2017 7:41 AM
42	We have limited resources at home so it is nice to know the library can fill in the gaps.	7/20/2017 5:27 AM
43	Feee office space ;)	7/20/2017 3:11 AM
44	Great to have wifi allowing me to work at the library; I've also used printing services	7/19/2017 9:26 PM
45	Very much!	7/19/2017 5:21 PM
46	It WILL help me next year for homework research.	7/19/2017 5:10 PM
47	It's easy to get on wifi without having to buy something or leave after 30 min (like @ a cafe)	7/19/2017 4:44 PM
48	More "rank" beginner courses please	7/19/2017 4:42 PM
49	It allows me scan, print and send out my monthly reports.	7/19/2017 4:34 PM
50	Great thanks	7/19/2017 4:23 PM
51	free access in the village is very useful in many ways.	7/19/2017 4:07 PM
52	A lot especially for printing, copying, scanning	7/19/2017 4:03 PM
53	-researching -printing documents	7/19/2017 3:59 PM
54	I've never connected	7/19/2017 3:53 PM
55	Quiet space to work	7/19/2017 3:48 PM
56	Tremendously - cheapest calendar I've bought and seen whilst in Whistler also online banking was much easier due to access.	7/19/2017 3:46 PM
57	I've been able to get important things done like my tax	7/19/2017 3:42 PM
58	n/a	7/19/2017 3:36 PM
59	Free wifi is always good. But need assistance with using the technology (ie downloading audiobooks).	7/19/2017 3:24 PM
60	I've used printers and scanners because we don't have them at home	7/19/2017 2:11 PM
61	Did not use wifi	7/19/2017 2:04 PM
62	It has been great. Easy and fast to use.	7/19/2017 10:31 AM
63	Printing and scanning is great because out work doesn't have a3 paper	7/19/2017 9:23 AM
64	I use the wifi to study	7/18/2017 10:28 PM

65	It is helpful if I run out of printer ink at home	7/18/2017 9:02 PM
66	Yes definitely	7/18/2017 6:58 PM
67	helped my while studying. I took online classes.	7/18/2017 4:13 PM
68	ease of use	7/18/2017 3:38 PM
69	N/a	7/18/2017 3:34 PM
70	I printed something when I ran out of ink at home.	7/18/2017 3:17 PM
71	N/a	7/18/2017 3:03 PM
72	It's great because I don't have a printer at home	7/18/2017 1:57 PM
73	Very useful. As is the offsite print queue.	7/18/2017 1:38 PM
74	I needed it to access a document to print off one day.	7/18/2017 1:05 PM
75	The wifi is high speed, which is great for doing work.	7/18/2017 1:01 PM
76	It's great when I want a break from home for study. I spend a lot of time in the library on the wifi.	7/18/2017 12:13 PM
77	with work or last minute printing	7/18/2017 12:10 PM
78	Its my only acces to a printer	7/18/2017 11:57 AM
79	There is almlst nowhere else in town to print so the library's printing has saved me on many occasions	7/18/2017 11:51 AM
80	Planning trips, watching movies, learning Spanish, keeping me entertained on rainy days.	7/18/2017 11:35 AM
81	printing/scanning definitely useful as I don't have these at home and need them for various work/life documents	7/18/2017 11:33 AM
82	I do a lot of online classes so the wifi has helped me connect on my own computer and work.	7/18/2017 10:56 AM
83	Enables me to access a site I can't receive on my iPad. Regular user of the copier.	7/17/2017 6:52 PM
84	i am not using it	7/16/2017 5:12 PM
85	N/A	7/16/2017 6:22 AM
86	A lot. From quick check on e-mail/news, to chat with family oversees, even paying bills for a sudden recall, or renewing borrowed items. Really good up.	7/16/2017 12:41 AM
87	I feel more efficient than at home or in a café. I am focus and do a lot of paperwork in a short time.	7/16/2017 12:19 AM
88	Every now and than, I don't have internet, and my neighbor that I usually can check my email on has a broken computer, or something. At that time, being able to check my email and whatever else I need to do on the computer is very, very excellent.	7/15/2017 10:56 PM
89	It is not applicable as I have wifi and a printer at home. Im sure printers are very beneficial for most people visiting the library though!	7/15/2017 3:19 PM
90	With not owning a printer, it's useful to be able to easily print at the library.	7/15/2017 11:37 AM
91	Convenient location.	7/15/2017 10:35 AM
92	I like the option of the WIFI if I need a break from my home office. I don't have a printer as I need to minimal printing but when I do need it, it is great to have easy access. I like that I can send the docs from my home computer and pick them up easily.	7/14/2017 7:58 PM
93	N/a	7/14/2017 5:23 PM
94	Online courses	7/14/2017 2:08 PM
95	It would be better if there was a quick print area at the front of the library	7/14/2017 11:59 AM
96	Can do important emails while the children are busy	7/14/2017 9:27 AM
97	Helped me to work from the library. I need wifi for this.	7/13/2017 9:14 PM
98	able to work while my child attends programs	7/13/2017 6:45 PM

99	I have been able to access Kahn Academy and other online university courses that are relevant to my studies when the internet at my home had not been fast enough to watch these videos. My daughter enjoys Minecraft and is able to keep in touch with her friends around the world.	7/13/2017 6:43 PM
100	Not yet used it but I will	7/13/2017 6:40 PM
101	Really useful for government forms	7/13/2017 6:30 PM
102	it has not, but Wi-Fi is nice to have.	7/13/2017 6:19 PM
103	No.	7/13/2017 5:28 PM
104	When I first moved to Whistler 2 years ago, I used it for my resume. I see a lot of people using it for this.	7/13/2017 5:25 PM
105	I will be taking an online course in the fall and plan to use the library to study/work.	7/13/2017 5:13 PM
106	Made it easy, cheaper to use the internet.	7/13/2017 5:10 PM
107	Very much.	7/13/2017 5:08 PM
108	N/A	7/13/2017 4:53 PM
109	make my printing more cheap and flexible and also make everything more easy	7/13/2017 4:46 PM
110	Yes	7/13/2017 4:43 PM
111	It helps pass the time	7/13/2017 4:37 PM
112	easy, quick, cheap	7/13/2017 4:33 PM
113	Don't use it	7/13/2017 2:06 PM
114	I have been able to complete projects for school in the past	7/13/2017 12:53 PM
115	to play games	7/13/2017 12:51 PM
116	N/A	7/13/2017 12:42 PM
117	When we first moved here it was helpful.	7/13/2017 12:36 PM
118	Printing has been helpful when doing work or taxes	7/13/2017 12:29 PM
119	n/a	7/13/2017 12:27 PM
120	Very helpful	7/13/2017 12:24 PM
121	N/A	7/13/2017 12:21 PM
122	I can multitask while my kids play and read.	7/13/2017 12:16 PM
123	Good	7/13/2017 12:12 PM
124	The wifi is always handy. The printing is so useful.	7/13/2017 12:04 PM
125	Printing is helpful.	7/13/2017 12:00 PM
126	Is handy occasionally.	7/13/2017 11:53 AM
127	N/A	7/13/2017 11:43 AM
128	I research and work	7/13/2017 10:01 AM
129	While working, often for printing.	7/13/2017 6:38 AM
130	I actually didn't know about the wifi but not sure I've really investigated it either. I used to use the computer lab regularly when i first moved here and didn't have a laptop so it was very convenient and useful (especially if you got the 60min computer).	7/12/2017 10:19 PM
131	I use the wifi when in town as I don't use data on my phone.	7/12/2017 9:25 PM
132	It has helped me greatly because I often need and like to print off documents or anything that I would like a hard copy of.	7/12/2017 9:02 PM
133	Wifi great	7/12/2017 5:27 PM
134	I've never had any problems while working inside. Maybe better access to wifi for working outside on the deck or just by the entrance would be great!	7/12/2017 4:58 PM

135	I don't access it.	7/12/2017 9:51 AM
136	When I first came to Whistler - to email, download or print material while living in staff housing.	7/11/2017 7:16 PM
137	N/A	7/11/2017 6:57 PM
138	N/A	7/11/2017 6:29 PM
139	I don't own a printer at home so it helped when I needed to print my resume but didn't have money to pay for photocopies	7/11/2017 1:55 PM
140	It's nice to know it's there	7/11/2017 1:28 PM
141	I dont have a Printer /scanner so i utilise this regularly	7/10/2017 2:12 PM
142	I've sent several out of town people over to use the Wi-Fi etc.	7/10/2017 1:41 PM
143	Not at all	7/9/2017 8:05 PM
144	Very helpful. Wifi and printing especially.	7/6/2017 10:40 PM
145	hmm well it helps, but its pretty hard to get a computer when you need it, and printing is insanely complicated	7/5/2017 12:06 PM
146	I have booked bus tickets from the library which requires wifi and the printer. I have made copies from sections of books using the printer.	7/5/2017 12:03 PM
147	Many times in the past when I was job hunting or doing research for university. Also, when I was younger & traveling.	7/5/2017 11:14 AM
148	Sometimes computer lab is fully occupied.	7/5/2017 11:09 AM
149	I do not offer wifi to my house guests - of which I have many. Sometimes for several months as it is so hard to find housing in Whistler. Having Wi-Fi at the library makes this and okay thing for me to do.	7/4/2017 1:36 PM
150	When I first moved to Whistler I did not own a printer and it helped me to print my resume and get a job.	7/3/2017 9:53 PM
151	It helped me for my job search and print my application for interviews. I also spent time in the lab/wifi to look at my emails and browse the web during free time.	7/3/2017 9:24 PM
152	Helped print out some needed document while in the village, helped work and study	7/3/2017 9:12 PM
153	I use the wifi all the time when I' min the village, it means I can save money on my data plan. Occasionally I need to print something but that's only a couple times a year.	7/3/2017 8:42 PM
154	I don't use it	7/3/2017 7:28 PM
155	access to wifi has helped during meeting times in the meeting room.	7/3/2017 9:51 AM
156	N\la	7/3/2017 9:01 AM
157	It has helped me a lot! I have the computer lab to print necessary documents for work, applying for new jobs etc.	7/3/2017 8:20 AM
158	It has helped on occasion when I don't have my phone and need access to something online.	7/3/2017 4:18 AM
159	Able to study, work and research there	7/2/2017 2:03 PM
160	Printer is better quality than home printer.	7/2/2017 9:42 AM
161	Fantastic Community Service. Keep up the good work	7/1/2017 10:42 AM
162	Don't have access at home to helpful for work and to catch up with emails, etc.	7/1/2017 9:00 AM
163	Just having access to a printer when necessary is great!	7/1/2017 8:33 AM
164	Allows me to do my bookkeeping online.	6/30/2017 11:43 PM
165	Not necessary	6/30/2017 9:46 PM
166	Not since I purchased a home. Prior to that I used it every 1-2 weeks.	6/30/2017 8:47 PM
167	The wifi has been great when I needed it for a web conference one time, and was having black out at home. Thanks!	6/30/2017 5:06 PM
168	Printing service useful The	6/30/2017 9:01 AM

169	Printing seemed difficult	6/29/2017 4:56 PM
170	A lot. Live in Pemberton, but working in Squamish & Whistler - sometimes mobile. Used often because of the quiet workspace, reliable Internet and things like printing. Used for job applications, and also used as a base for exams when taking online courses when a proctor is needed	6/29/2017 11:55 AM
171	Not much	6/28/2017 8:44 PM
172	yes i do not have access to a printer so i use the library's	6/28/2017 6:22 PM
173	Just haven't had an opportunity yet- great to have at your fingertips	6/28/2017 4:20 PM
174	Wifi for access to docs for meetings is critical - computer labs not so much	6/28/2017 9:07 AM
175	Gave me internet access when it was not available at home.	6/27/2017 9:42 PM
176	When I moved to Whistler it was really helpful to have wifi so I could look for work and accommodation	6/27/2017 5:37 PM
177	It is not something I use	6/27/2017 3:01 PM
178	n/a	6/27/2017 1:42 PM
179	Computer lab and printer helped with my resume and job application process	6/27/2017 11:07 AM
180	very much, only place in town	6/27/2017 9:54 AM
181	enabled my volunteer work	6/27/2017 8:57 AM
182	haven't used it, but good to know it's available	6/27/2017 6:18 AM
183	n/a	6/26/2017 3:57 PM
184	get work done efficiently	6/26/2017 2:17 PM
185	wifi access at meetings means I don't have to print documents to have the information available for discussion	6/26/2017 12:29 PM
186	Not Applicable	6/26/2017 11:34 AM
187	allowed me to work from the library	6/26/2017 11:06 AM
188	Accessiblity to print documents - it means we don't need to have a printer at home. Internet access means people can connect to information and people easily. It is crucial!	6/26/2017 9:30 AM
189	n/a	6/25/2017 12:08 PM
190	wifi helped a lot in performing tasks that are related to my job such as gathering resources online and accessing emails.	6/25/2017 12:07 PM
191	It helps me keep my parents and friends updated on where I am, and it helps me with studying.	6/25/2017 8:26 AM
192	Allowed me to complete projects.	6/24/2017 7:57 PM
193	I personally don't use those services but I have many friends who do. They appreciate knowing they can print off important documents greatly	6/24/2017 3:46 PM
194	I live here and these things available to me at home so do not use the WPL for this function but in my work I send people to the WPL all the time for these services - they are a great addition to the community.	6/24/2017 9:40 AM
195	convenient	6/24/2017 8:45 AM
196	Never used it.	6/23/2017 11:12 PM
197	N/A	6/23/2017 11:14 AM
198	Able to work while not at my desk. Gives me a work space in the Village.	6/22/2017 7:12 PM
199	printed reference and resume for computer lab	6/22/2017 4:42 PM
200	It is handy as we do not have wifi at home.	6/22/2017 3:44 PM
201	I use the wifi when I visit	6/22/2017 10:27 AM
202	I mainly use the printing service. No where else in town that you can print documents at.	6/22/2017 9:51 AM

203	I like using the internet, because I often have to look up stuff for working my shifts as a massage therapist.	6/22/2017 9:04 AM
204	n/a	6/22/2017 9:04 AM
205	Emailing and documentation for work. Also, working involves a lot of online services.	6/22/2017 7:03 AM
206	Not	6/22/2017 1:01 AM
207	Haven't used it yet although may if I needed to print any documents.	6/21/2017 10:03 PM
208	I've printed a few things but not very often. Easy to use. Rarely use the wifi cos I don't like being on my phone in the library. I'm usually in there to browse rather than work.	6/21/2017 9:29 PM
209	N/A	6/21/2017 8:59 PM
210	Last time I used it is probably 8+ years ago.	6/21/2017 4:11 PM
211	The wifi is dependable and fast. I used to use the computers but tend to bring my own laptop now. The printing is good where I do use it, but I find it can get expensive if there is a lot to print.	6/21/2017 4:03 PM
212	access to wifi for searching info	6/21/2017 3:02 PM
213	Being able to work remotely, work between appointments.	6/21/2017 1:54 PM
214	I sometimes need to print	6/21/2017 12:29 PM
215	Very helpful	6/21/2017 10:49 AM
216	Helped me look up things about whistler	6/21/2017 10:36 AM
217	I have my own Internet at home.	6/21/2017 10:33 AM
218	I only have used the Wi-Fi. I need a change of pace and I want to come to the library to get some work done, it really helps me to be able to access the Wi-Fi in the process of doing work on my own computer. Super helpful resource.	6/21/2017 10:06 AM
219	During workshops not always good...	6/21/2017 1:27 AM
220	It has helped me in both my personal and professional life as it is easy to use and the library is a convenient location to get things done	6/20/2017 9:38 PM
221	Easy access on line	6/20/2017 8:12 PM
222	I don't use it.	6/20/2017 7:53 PM
223	Not used by our family	6/20/2017 6:54 PM
224	I do not know how to use computer lab, print out, and scanning so I have never used them.	6/20/2017 5:10 PM
225	wifi for working/studying	6/20/2017 1:57 PM
226	access to wifi has allowed me to do research that I can't do at work and am too tired at the end of the day to do at home	6/20/2017 1:19 PM
227	NA	6/20/2017 1:04 PM
228	ability to use free wifi outside of my home was great.	6/4/2017 3:49 PM
229	n/a	6/3/2017 8:05 AM
230	Studying	6/2/2017 1:53 PM
231	When the printer at home breaks down.	6/2/2017 10:55 AM
232	It is common to have wifi in public library. It has helped me when I first arrived in Whistler years ago to print resume and cover letter for employment opportunities.	6/2/2017 8:59 AM
233	It provides a safe, clean, welcoming space to do internet-related stuff, including studying or browsing.	6/2/2017 8:38 AM
234	I have used none of these!	6/2/2017 8:29 AM
235	was not aware (scanning, printing) was available	6/2/2017 7:50 AM
236	My printer dies sometimes and it is very helpful to have a backup!	6/1/2017 5:19 PM
237	Yes	6/1/2017 4:57 PM



238	n/a	6/1/2017 4:53 PM
239	n/a	6/1/2017 4:53 PM
240	I'm usually there when something is wrong. So I'm the one usually helping the lab, not the other way around.	6/1/2017 4:52 PM
241	when I first arrived in town the library was a great resource to help me become connected to the community	5/31/2017 2:50 PM
242	It's a good place to catch up on email and other work when I'm in the Village.	5/31/2017 9:39 AM
243	I do that stuff at home.	5/30/2017 5:01 PM
244	N/A	5/30/2017 9:40 AM
245	For someone without printer access, it is a convenient and cheap alternative.	5/29/2017 12:29 PM
246	na	5/29/2017 9:45 AM
247	My phone jumps onto the wifi automatically which is nice but I have lots of data on my phone. I think the wifi is a great asset for seasonal people who may not have extensive phone plans.	5/29/2017 9:45 AM
248	It helps for learning, research or printing resumes.	5/29/2017 9:42 AM
249	I have not used these services.	5/29/2017 8:05 AM
250	Yes	5/28/2017 11:47 AM
251	Not only is it convenient and and affordable, but it is one of the only options in town for printing and photocopying in town.	5/26/2017 11:28 PM
252	it's a great place for free wifi, safe and somewhat quiet and i usually end reading some magazines as well	5/26/2017 5:22 PM
253	I use wifi generally. I don't need the computers.	5/26/2017 3:04 PM
254	no need to use	5/26/2017 2:52 PM
255	I have been able to work on projects, do research which have been very helpful.	5/26/2017 2:27 PM
256	I enjoy the free wifi to peruse the internet on my lunch hour	5/26/2017 1:25 PM
257	I access wifi to cruise the Internet during my lunch break. But I also did much of the writing of my master's thesis in the library a few years ago.	5/26/2017 12:38 PM
258	Download an audiobook	5/26/2017 12:32 PM
259	Before I had my laptop it was invaluable. I think many new people to Whistler without laptops benefit from the computer lab.	5/26/2017 11:58 AM
260	I was able to use the wifi to process paperwork for a permanent resident application	5/26/2017 11:58 AM
261	I don't use it	5/26/2017 11:56 AM
262	Free Wifi when travelling is such an a huge benefit and help in every way and to be able to print and scan takes the stress out of life when away from home. Also having these services available gives every one equal opportunities no matter their circumstances.	5/24/2017 3:38 PM
263	Bus/airline tickets, resume printing,	5/21/2017 10:06 AM
264	It's great to have a central spot in the village with reliable wifi so I don't have to use up my data!	5/20/2017 1:42 PM
265	I use the printer for printing but up until recently I have found the wifi to be very slow.	5/20/2017 1:42 PM
266	Although I'm a new user, my experience at being able to print our my resume and scan my medial bills was very helpful.	5/20/2017 12:38 PM
267	It helps with the budget.	5/20/2017 12:37 PM



## Q15 How would these additional tools help you?

Answered: 114 Skipped: 371

#	RESPONSES	DATE
1	They wouldn't make a difference	7/24/2017 12:39 PM
2	To play games :)	7/24/2017 12:00 PM
3	In a fast paced place like Whistler, access to high- end technology is important to stay current and relevant, but considering the current cost of living it doesn't always happen. So access to things like Macs and editing programs helps us common folk at least get a "foot in the door".	7/24/2017 11:40 AM
4	We are a "Apple" family	7/24/2017 8:46 AM
5	It would allow me to learn how to use technologies that I wouldn't be able to afford otherwise and potentially take on creative projects that I couldn't previously.	7/23/2017 2:51 PM
6	Would help creatively with personal projects	7/23/2017 12:28 PM
7	I don't have a mobile data package so rely on wifi everywhere I go	7/23/2017 11:15 AM
8	Make me more comfortable in the library	7/22/2017 1:31 PM
9	Projects, link with others, gain relevant skills with modern tools	7/22/2017 1:24 PM
10	More portable to study on, more comfortable	7/22/2017 12:44 PM
11	Be a better space to get work done	7/22/2017 12:25 PM
12	I don't know, but they seem like amazing options to have at a library!	7/22/2017 8:45 AM
13	Available and convenient	7/21/2017 1:13 PM
14	Faster results	7/21/2017 11:13 AM
15	On the rare occasion I need to print something it would be great to send it directly from my phone rather than having to take up a computer that could be left for someone else.	7/21/2017 8:15 AM
16	I could study more and sometimes the computers are full. The laptop would help me to go a large desk and study	7/21/2017 12:28 AM
17	They would create opportunities for me to focus on what I enjoy that bit more	7/21/2017 12:03 AM
18	Seemless process	7/20/2017 4:30 PM
19	photo/video edit gotta get those Instagram likes!! :)	7/20/2017 4:03 PM
20	Not sure	7/20/2017 3:38 PM
21	How is a recording studio a library tool? get real.	7/20/2017 2:00 PM
22	I have to pay just to return a book.	7/20/2017 7:42 AM
23	For me not sure but other people I'm sure they would. Please keep up on vido (DVD) series (season 1 get #2-3 etc.)	7/19/2017 5:23 PM
24	To feel more comfortable and welcome so that I will come more often.	7/19/2017 5:11 PM
25	I would use them if I had homework and did not have these appliences at home	7/19/2017 4:48 PM
26	N/A - no need -	7/19/2017 4:45 PM
27	Some times the computer room is full, and I don't always have my tablet or laptop with me	7/19/2017 4:34 PM
28	I'm thinking of these things for my kids futures they would be great learning tools and useful for school projects. My kids are in primary grades.	7/19/2017 4:04 PM
29	I love being creative. I sing and love to take pictures. Recently I took a photo class and loved it.	7/19/2017 3:54 PM
30	Capture beautiful spots around Whistler.	7/19/2017 3:47 PM

31	To be able to access the audiobooks etc.	7/19/2017 3:43 PM
32	I have a strong interest in photography but I can't afford a camera.	7/19/2017 3:36 PM
33	I would like more access to online articles, books, etc. Something I can download, borrow, and read at home. I do not feel comfortable reading at the library.	7/19/2017 3:26 PM
34	Hotspot would be good if wanting to work in park or further away	7/19/2017 2:34 PM
35	So that I don't need to read off my small device	7/19/2017 2:24 PM
36	Not me , but your wider community	7/19/2017 2:17 PM
37	I think it would be great to have all those. I would definetly use the library more often.	7/19/2017 10:32 AM
38	Printing documents, of the othe transient patrons this would be valuable also.	7/18/2017 9:53 PM
39	I love singing and would love a place to record my music in	7/18/2017 9:03 PM
40	Often very busy	7/18/2017 6:59 PM
41	As above	7/18/2017 1:58 PM
42	Laptops and iPads would help me to do my work and assignments.	7/18/2017 1:01 PM
43	I would love to learn how to use editing software. Lynda.com already provides me the course but I don't have access to the software required.	7/18/2017 12:13 PM
44	it would be nice to print off your own laptop and not have to sign into a computer in the lab	7/18/2017 12:11 PM
45	Wireless printing would save hassle for printing from my laptop	7/18/2017 11:52 AM
46	At time my home printer doesn't work very well and wireless printing is an easy way to print other than having to connect via cords.	7/18/2017 10:57 AM
47	I believe many of these tools would be utilized by the Library's users as well as facilitate more expanded programming options that are proving to be very popular with the Whistler Community. It's important that the WPL has the resources to remain relevant in 2017 and the future.	7/17/2017 7:04 PM
48	Having wireless printing makes it unnecessary to borrow a computer (time saver) and is much quicker.	7/16/2017 12:44 AM
49	I think most people who visit the library here in Whistler have cameras and iPhones - not needed. It would be nice to have Macs and iPads. There are a lot of artists out here who would love to use photo editing software!! Having expensive printers that can magnify images in colour and print in high quality would be beneficial. I would definitely come to the library to print my photos! Also a light table would be a great investment for tracing, animating, designing, etc.	7/15/2017 3:26 PM
50	A more seamless library experience, and the ability to be more creative!	7/15/2017 11:39 AM
51	Convenience.	7/15/2017 10:38 AM
52	This would help me for projects I am working on. I don't want to invest in some of these items as I do not always need them and the cash outlay would not justify the amount that I would use them. The WIFI would be helpful for when I travel, depending on how long the loan period would be.	7/14/2017 8:00 PM
53	I could then bring in my own computer instead of downloading files onto a usb stick	7/14/2017 12:01 PM
54	Opportunity to try 3D printing without huge cost outlay Children can practise technique. I would be happy to be charged for the output (at ~ cost)	7/14/2017 9:29 AM
55	I don't want more technology. More technology will just bring in more people hanging around all day. I do, however, wish the library had more books, especially on history, investing and corporate finance. Serious, professional books. The collection now is really basic and targeted for novices.	7/13/2017 6:53 PM
56	Most of these are tools that would help my daughter with her interest in storytelling, film editing and creation of visual stories.	7/13/2017 6:44 PM
57	more learning opportunities for kids (ipad)	7/13/2017 6:34 PM
58	Maybe iPad's (and help) for people that want to Facetime their families. eg mature people.	7/13/2017 6:31 PM
59	My life would be funner. ( I know that isn't the real world)	7/13/2017 6:20 PM
60	sometimes de computers are full and in the village is not many places for printing or they are more expensives	7/13/2017 4:50 PM

61	Work Printing recipes	7/13/2017 4:43 PM
62	I would really like to try out photography with a real camera but I don't want to spend a bunch of money on one and find out that I don't like it.	7/13/2017 4:39 PM
63	People spend lots of time at computers, if I really need to print one thing, angry to wait when full -- maybe 15 max minute computer?	7/13/2017 4:35 PM
64	creative outlet	7/13/2017 1:15 PM
65	I haven't needed these things yet but they are a good idea	7/13/2017 12:54 PM
66	Wifi for when family is visiting & to work outside in the park	7/13/2017 12:46 PM
67	N/A	7/13/2017 12:42 PM
68	We don't have a printer.	7/13/2017 12:37 PM
69	Help me more with my interests	7/13/2017 12:24 PM
70	Convenience, won't have to wait for turn.	7/13/2017 12:13 PM
71	Then we could come to the library and use and enjoy it.	7/12/2017 7:36 PM
72	Sit outside and do email	7/12/2017 5:28 PM
73	I can work with kids/students in the library to work on projects.	7/12/2017 5:00 PM
74	Greater access to internet.	7/5/2017 11:10 AM
75	Less technology would let me study and write more papers at the library.	7/3/2017 9:55 PM
76	Having more computers or laptops to borrow could avoid some wait time to access. Having a laptop to borrow in the library for a longer time (only 1h in lab) could help some working on a longer project without stressing about the time.	7/3/2017 9:27 PM
77	Being able to print from my MacBook rather than having to convert a file would be so much easier. I would also love to host a podcast.	7/3/2017 8:44 PM
78	Learning tools.	7/3/2017 11:30 AM
79	Mac technology is a huge part of where employers are headed these days and to have access to using these products would help to stay current on how to use them and develop further skills	7/3/2017 8:24 AM
80	Could be more accesible	7/2/2017 2:04 PM
81	Work related tasks	7/1/2017 9:02 AM
82	Going in the library just to print would be even simpler if you could send the print directly from a mobile device instead of needing to log in to a desktop computer first	7/1/2017 8:34 AM
83	Wireless printing - easier, more efficient Would love access to Arduino for prototyping. WiFi hotspot for loans would be great to get outside or mobile when in less reliable areas.	6/29/2017 11:59 AM
84	Would augment meetings I would have in Library and save hauling my computer everywhere.	6/28/2017 9:08 AM
85	Greater internet access.	6/27/2017 9:43 PM
86	I have wifi and printer at home so the 3D printer and large format printing would complement what I already have. I think the 3D printing would be great to entice children into programming, designing and might help some of the designers/entrepreneurs around Whistler	6/26/2017 12:31 PM
87	access to more books	6/26/2017 11:07 AM
88	They would help a lot with school projects	6/25/2017 8:26 AM
89	Easier access	6/24/2017 7:58 PM
90	It would provide an opportunity to print created items that otherwise I'd have to go to the city to do	6/22/2017 10:32 AM
91	The computer labs are often busy, and there can be a wait. iPads or laptops would allow for more people to access the internet at once, and allow them to spread out through the library.	6/21/2017 4:04 PM
92	I would be able to produce items that are either difficult or expensive to access in Whistler.	6/21/2017 1:55 PM
93	Would encourage me to hike more	6/21/2017 10:37 AM

94	I could see myself using wireless printing to print out a hard copy of a project I'm writing in draft form to work on it by hand, or to print out some reference material I have found via the Internet or the databases that the library has to offer. Digital conversion would be incredibly handy for a variety of uses... there really is nothing like that in the corridor. I have a recording studio already but it would be great to have one where more than one person could work for production of interview-based podcasts, or to work on a recording over a two way ISDN feed with a remote source. Key would be to have the option to save in a standard digital audio format that is universally adaptable to people's home digital audio work stations.	6/21/2017 10:12 AM
95	With work generally	6/21/2017 1:28 AM
96	The lab can be quite busy sometimes	6/20/2017 9:39 PM
97	they would make my life more integrated and connected and easier. they would allow for more creativity and learning.	6/20/2017 1:20 PM
98	Family movie time	6/2/2017 1:55 PM
99	more availability	6/2/2017 11:58 AM
100	Save time at the library when printing, no need to photocopy multiple copies.	6/2/2017 11:01 AM
101	Educate people how to use the online resource better. Be cutting edge on the education with technology.	6/2/2017 9:02 AM
102	I don't know if I need them personally. I think it would be great if libraries continue to offer more digital services and support for a range of digital, creative activities. Publishing, recording and video software is very expensive and is a barrier for people wanting to take up creative work. I think libraries are key in transitioning society into digital life and should offer a full-range of services to support that.	6/2/2017 8:50 AM
103	More access to learning and growing a small business	5/31/2017 9:40 AM
104	Having laptops or ipads available would be convenient alternative to people who do not have access to these items to use for work or play scenarios.	5/29/2017 12:31 PM
105	These would help complete online courses	5/29/2017 9:44 AM
106	None of the above, I think people need to use their own.	5/28/2017 11:49 AM
107	They would help the majority of patrons who come in with visa and residency issues.	5/26/2017 11:30 PM
108	provide a creative "Maker space"	5/25/2017 9:46 AM
109	It would be fun to teach my 86 yr mother- in-law and so open the world to her while being homebound and so convince her this technology is easier than a computer.	5/24/2017 3:42 PM
110	professional development	5/21/2017 10:06 AM
111	could make / repair clothing to save money	5/20/2017 2:49 PM
112	Not in any particular way, personally! I just picked a few that I thought the community would enjoy. :)	5/20/2017 1:44 PM
113	I am trying to build a career as a sports photographer but can't afford all the equipment as yet. Catch 22, need the equipment to put together a portfolio.	5/20/2017 12:41 PM
114	content development	5/20/2017 12:41 PM

## Q18 Please tell us why you would or wouldn't recommend the Whistler Public Library to a friend or colleague.

Answered: 271 Skipped: 214

#	RESPONSES	DATE
1	It's a nice library- there isn't anything in particular. BW-100	7/24/2017 12:41 PM
2	Great community amenity and space. BW-99	7/24/2017 12:26 PM
3	BW-98	7/24/2017 12:09 PM
4	BW-97	7/24/2017 12:01 PM
5	Best staff. Air-conditioning is wonderful. Quiet. Excellent collection of books. movies. So clean. Terrific community resource. Useful programs. Fun programs too! Movie nights in the summer-outside. BW- 96	7/24/2017 11:50 AM
6	I still have concerns about some people who regularly attend the library. I know it is extremely hard, but we need to ensure everyone feels welcome at the library. The code of conduct must be top of mind. No sleeping and no one under the influence should be allowed entrance to the library.	7/24/2017 11:48 AM
7	BW-95	7/24/2017 11:15 AM
8	Nice atmosphere, food variety of books. BW-94	7/24/2017 11:10 AM
9	Great atmosphere and service. The only downside to visiting the library is there is no free parking. It's sad when a family has to pay to park when exposing their children to reading.	7/24/2017 8:50 AM
10	Great space with friendly helpful staff. Love the staff picks	7/23/2017 9:16 PM
11	From my experience, the space is quiet, bright and thoroughly enjoyable to do work in. I do wish to know whether I can bring food and drink in or not.	7/23/2017 5:05 PM
12	Recommend but with warning it is not quiet	7/23/2017 4:00 PM
13	No one there to assist people and small selection of books. Anything worth renting is always out	7/23/2017 3:48 PM
14	I think it's a very unique resource for a town of this size, whether you're looking for a good book, film or interesting event to attend. It's also a great place just to hang out and read or work, and I would recommend it to anyone over a coffee shop, for instance.	7/23/2017 2:53 PM
15	Friendly, easy, modern, spacious, good printing and big range. Good events!	7/23/2017 11:16 AM
16	It's a library I recommend it for books or if people need to print.	7/23/2017 10:52 AM
17	New books are quite readily available and it is easy to find things.	7/22/2017 6:11 PM
18	No amenities of interest to full time residents, unless there is a function/meeting	7/22/2017 1:49 PM
19	I found the library very useful BW-93	7/22/2017 1:31 PM
20	BW-92	7/22/2017 1:27 PM
21	Lifelong center for learning, need to keep using whole life BW-91	7/22/2017 1:24 PM
22	BW-89	7/22/2017 12:44 PM
23	BW-90	7/22/2017 12:25 PM
24	Everyone I have dealt with is very helpful and friendly.	7/22/2017 8:45 AM
25	I think it's a great place to hang out if you need to kill some time, the computer facilities are good enough to get any basic paperwork done and the staff are really helpful.	7/21/2017 11:40 PM
26	Good feeling from associates	7/21/2017 1:13 PM
27	It is the only library and provides an area to study	7/21/2017 11:14 AM

28	It's a library. Of course I recommend it!! Also side note: the bathroom is great. As a traveller and lover of libraries I've had to use many a nasty public facility over the years. Keep up the great work!! Oh the only thing I don't like is that there's nowhere to park for 5 min to quickly drop off books. I use the loading area but the truckies don't like it!	7/21/2017 8:17 AM
29	Free Wi-Fi, nice building, clean and I like the views to the trees	7/21/2017 12:29 AM
30	I always tell people the WPL has the best children's librarians! I go to many other libraries in the Lower Mainland but WPL is the most welcoming, friendly and helpful. Love to go there!	7/21/2017 12:24 AM
31	My friends are already aware.	7/20/2017 11:38 PM
32	I recommend the library to everyone. Families, people new to town. People that are cold looking for somewhere warm in winter or hot looking for somewhere quiet and cool in summer. I recommend people use the computer lab for a short time rather than be on their phones looking for wifi around town and using more of their time, I recommend books for children, teens and adults. I recommend all of the children's programs.	7/20/2017 8:43 PM
33	I love libraries but I find the staff at this library a bit standoffish. I always interpret it as the staff thinking we aren't local (we are) but not sure why there is an unfriendly tone.	7/20/2017 5:42 PM
34	limited hours	7/20/2017 5:33 PM
35	Good resources & programs BW-88	7/20/2017 4:30 PM
36	BW-87	7/20/2017 4:24 PM
37	BW-86	7/20/2017 4:03 PM
38	BW-84	7/20/2017 3:47 PM
39	14 million for a building is a good attraction. But better yet, good constructive place to come too. Great service, and comfortable. Good supply of everything. BW-85	7/20/2017 3:39 PM
40	It's a great space with great (varied) resources. Not just books but cultural activities, films and practical resources.	7/20/2017 2:57 PM
41	Yes because it is a good resource. No, because it is becoming an arcade. This is a turning point for me. If it becomes a hobby space I will cease being a supporter and will become a critic. BW-83	7/20/2017 2:03 PM
42	It's the library!	7/20/2017 12:03 PM
43	The library is perhaps the last free, democratic, non-commidified public space in Whistler. Fight to keep it that way.	7/20/2017 11:38 AM
44	Whistler library has the most welcoming staff of any library I have ever visited (incl many libraries around the world)	7/20/2017 7:44 AM
45	The library is a warm, welcoming place that is functioning a bit like a community centre. It is particularly nice when the fire is lit in the winter.	7/20/2017 5:28 AM
46	I would recommend the library as I think they have done a great job over the last 3 or so years. One huge problem is parking. It would be great to have 15 minute parking for quick drop offs. We have lost parking spots to more municipal vehicles over the years and it's quite annoying. I also need to understand better why RMOW employees have set up shop underneath the library - wasn't it supposed to be a public area? It's frustrating to get to a venue built and designed for the public and see it being used more and more as a municipal building.	7/19/2017 9:32 PM
47	BW - 82	7/19/2017 5:39 PM
48	its a beautiful place BW-81	7/19/2017 5:23 PM
49	We love coming here + make it part of everytime we are in town. BW-80	7/19/2017 5:14 PM
50	Because most people I would tell already know but if I have people visiting for awhile I do take them here. BW - 77	7/19/2017 5:13 PM
51	excellent fiction collection for pleasure reading BW-79	7/19/2017 5:12 PM
52	It is an amazing place, and has something for all ages. BW-76	7/19/2017 4:49 PM
53	It's a great place to spend time if you are in Whistler for a few hours. BW - 74	7/19/2017 4:45 PM
54	This is well run friendly library + the staff couldn't be more helpful BW-75	7/19/2017 4:43 PM



55	BW - 73	7/19/2017 4:39 PM
56	I would recommend because its a great place to be. There lots of items, great staff. Lots of resources. BW-72	7/19/2017 4:35 PM
57	BW - 70	7/19/2017 4:28 PM
58	BW-68	7/19/2017 4:28 PM
59	Excellent library BW - 69	7/19/2017 4:20 PM
60	BW - 64	7/19/2017 4:14 PM
61	As mentioned before, very friendly staff and a variety of useful programs. BW-62	7/19/2017 4:05 PM
62	BW - 63	7/19/2017 4:04 PM
63	I don't think my friends would come up from Van. BW-61	7/19/2017 3:55 PM
64	I find it can be a little unfriendly at first. BW-60	7/19/2017 3:48 PM
65	Home away from home is why I would :) BW - 56	7/19/2017 3:47 PM
66	BW-59	7/19/2017 3:46 PM
67	Because the service provided is excellent BW-58	7/19/2017 3:44 PM
68	It is the most beautiful place and I love to read. BW - 55	7/19/2017 3:38 PM
69	Who the fuck recommends libraries BW-57	7/19/2017 3:38 PM
70	Try it out you will like it. BW-54	7/19/2017 3:34 PM
71	Definitely need more current additions from best seller list. BW-53	7/19/2017 3:32 PM
72	Good resource place Good hours BW - 52	7/19/2017 3:32 PM
73	It's great because I can borrow the latest books and dvds. That's why I come here on a regular basis. Bus as a long-time local, the free wifi, technology aspect is not applicable to me. I have my own camera, printer, computers, etc. I wish there were more private areas if I wanted to study. As long as the books and DVDs are updated, it is a great place.	7/19/2017 3:29 PM
74	BW-50	7/19/2017 2:34 PM
75	BW-51	7/19/2017 2:27 PM
76	A great place to spend time with family. Kids that enjoy reading BW-49	7/19/2017 2:26 PM
77	It is centre of town. Resources are free. Reasonable fiction collection- I see Ian Rankin and Ann Cleares. No craft- what do people do on long winter evenings apart from work in hotels etc. BW-32	7/19/2017 2:24 PM
78	BW-33	7/19/2017 2:13 PM
79	There is only one library in town so why would I not recommend it when there is no other option? And it is a decent library anyway.	7/19/2017 10:34 AM
80	Slightly too noisy to study sometimes	7/18/2017 10:29 PM
81	Crowded, noisy, lack of space	7/18/2017 9:54 PM
82	I would recommend it because it has so many resources and things to do!	7/18/2017 9:05 PM
83	I don't feel like the space is organized in a way that is welcoming	7/18/2017 7:02 PM
84	it is busy	7/18/2017 4:13 PM
85	Because its so loud. Kids literally run down the isles. I've seen parents playing hide and seek with their kids in the kids area...	7/18/2017 3:39 PM
86	Would love to see a 15 minute free parking stall for dropping off materials	7/18/2017 3:03 PM
87	I wouldn't recommend it as a place to study/work/read because it's too noisy with kids running around and playing loudly.	7/18/2017 1:40 PM
88	There is a wide variety of books, music, and dvds for them to enjoy. It is quiet and good for doing work, and it has lots of helpful tools such as wifi, printing, and computers.	7/18/2017 1:05 PM

89	great library with lots of fantastic books	7/18/2017 12:37 PM
90	The variety of services offered and the books and DVDs to borrow more than meet my needs. BW-31	7/18/2017 12:35 PM
91	Hard to focus to study when loud. Lots of parents are letting their kids scream in the library and no one tells them not to. The floor make a lot of noise when someone walks fast on them. Just a general loud atmosphere.	7/18/2017 11:59 AM
92	Lovely space, helpful staff	7/18/2017 11:53 AM
93	its a beautiful library with lots of excellent resources	7/18/2017 11:35 AM
94	I think it's a great place for students my age.	7/18/2017 10:58 AM
95	Fabulous staff, a beautiful and comfortable facility, a wide selection of books and resources and excellent programs for children, teens and adults.	7/17/2017 7:12 PM
96	really interesting design to see but not friendly atmosphere to work or study	7/16/2017 5:13 PM
97	Great staff & easy location to get to	7/16/2017 6:23 AM
98	I would recommend this place for a good, current read. I like that the books stand out and have a 'staff picks' tag. The selection of DVDs are great although the wait list is usually quite looong. The problem with the library is that it is too small for actually reading or studying. It is also too loud and that the reading/writing tables need to be separate from the kids & media area. I do not want to stay at the library because it's hard to concentrate when everything is so confined. The technology aspect is not applicable to me. I just want a good book or dvd to borrow. I would like to enjoy the library more, but it does not offer a quiet space.	7/15/2017 3:40 PM
99	Lack of quiet space	7/15/2017 12:11 PM
100	Again, the overall experience of the library is really highlighted by the amazing staff. I often encourage people to feel safe in accessing the library for a number of reasons, as I know they'll be welcomed with warmth.	7/15/2017 11:40 AM
101	User friendly, helpful staff, updated materials.	7/15/2017 10:41 AM
102	The possibilities are great.	7/15/2017 8:24 AM
103	It is a beautiful space. It is welcoming and inclusive. It is a great place.	7/14/2017 8:06 PM
104	I would recommend, because borrowing is more affordable than buying.	7/14/2017 5:24 PM
105	Friendly staff. Can eat/drink.	7/14/2017 2:09 PM
106	Its central location is great there is always helpful librarians.	7/14/2017 12:03 PM
107	Always extremely friendly, welcoming, helpful, knowledgeable staff.	7/13/2017 9:15 PM
108	The library is a really good resource to have in Whistler and is in a really nice facility. BW-48	7/13/2017 6:54 PM
109	I tell everyone I know in Whistler or coming to Whistler how much we love the library here. The Librarians are so helpful, there is always something interesting to read , the children's area is full of things for my kids to do and learn from, the Wifi is great and it is central!! BW-30	7/13/2017 6:47 PM
110	Amazing children programs. Comfortable environment with friendly staff. I don't feel like I am going to be yelled at like most libraries in the US. We can have drinks, kids can be kids, it's very family friendly. BW-47	7/13/2017 6:46 PM
111	BW-46	7/13/2017 6:43 PM
112	I think libraries can be the backbone of a community and ought to be a living part of the whole community's needs BW-44	7/13/2017 6:41 PM
113	BW-45	7/13/2017 6:34 PM
114	Thank you. You are amazing! BW-29	7/13/2017 6:33 PM
115	BW-28	7/13/2017 6:22 PM
116	BW-43	7/13/2017 5:28 PM
117	-above reason about staff - lots of great books, dvds that are well organized -able to get books in if not available BW-42	7/13/2017 5:14 PM



118	It's a beautiful space with attentive helpful staff. If a book is not available, the staff may order it in. BW-27	7/13/2017 5:12 PM
119	BW-41	7/13/2017 5:10 PM
120	I would recommend the library. It's very inviting +comfortable. IF you need any help they are there for you. BW-40	7/13/2017 5:09 PM
121	BW-39	7/13/2017 5:05 PM
122	It is a beautiful space that had a wonderful collection.	7/13/2017 5:02 PM
123	Love the programs BW-38	7/13/2017 4:54 PM
124	I recommend because it has everything for all the ages BW-37	7/13/2017 4:51 PM
125	FANTASTIC in all respects. BW-36	7/13/2017 4:43 PM
126	BW -26	7/13/2017 4:39 PM
127	BW-35	7/13/2017 4:35 PM
128	BW-34	7/13/2017 4:23 PM
129	Amazing resources all under one roof. BW-25	7/13/2017 4:05 PM
130	BW-24	7/13/2017 12:56 PM
131	I have recommended the library. On any weekend you just might have a gaggle of tour guides in the library and you wouldn't know it!	7/13/2017 12:55 PM
132	BW-23	7/13/2017 12:51 PM
133	the opening times -- earlier please! BW-22	7/13/2017 12:48 PM
134	Very friendly & welcoming BW-21	7/13/2017 12:46 PM
135	The programs are great BW-20	7/13/2017 12:42 PM
136	BW-19	7/13/2017 12:39 PM
137	It's a fantastic resource for families. BW-18	7/13/2017 12:37 PM
138	BW-17	7/13/2017 12:34 PM
139	BW-16	7/13/2017 12:30 PM
140	BW-15	7/13/2017 12:29 PM
141	BW-14	7/13/2017 12:28 PM
142	BW-13	7/13/2017 12:24 PM
143	BW-12	7/13/2017 12:22 PM
144	BW-11	7/13/2017 12:19 PM
145	Best common space in Whistler. BW-10	7/13/2017 12:16 PM
146	BW-9	7/13/2017 12:13 PM
147	BW-8	7/13/2017 12:10 PM
148	Always friendly + welcoming. BW-7	7/13/2017 12:08 PM
149	I would recommend the kids programs to everyone especially new parents to Whistler as it's a great place to connect with other parents. BW-6	7/13/2017 12:05 PM
150	Not a huge selection of books. BW-5	7/13/2017 12:01 PM
151	BW-4	7/13/2017 11:58 AM
152	What's not to love!!	7/13/2017 11:53 AM
153	Because it's a library experience you will not find anywhere else.	7/13/2017 11:46 AM
154	I would warn about the noise though	7/13/2017 10:02 AM

155	The library is a great place to get work done, relax, and find some great books. I always find new and interesting books as they are easily displayed on shelves when you walk in. There's also tons of programs and events. Great for learning, entertainments or meetings new people.	7/13/2017 6:44 AM
156	As a movie lover I really appreciate that the movie titles are updated a lot more regularly in recent years. It is great being able to go online and put holds on new releases and pick them up when ready. As a property tax payer I have to get some money's worth :) I'm quite often telling people about the awesome selection. I have also enjoyed games night, movie night, astronomy sessions, bear talks with Michael, photography club and also David McColm presentations. Are you having an outdoor movie again this year? I know sometimes they get a little rained out!	7/12/2017 10:23 PM
157	The library is a great place and one to further learning and creativity.	7/12/2017 9:26 PM
158	Not accessible to locals so when our handicapped friends come to town I know it won't work for them either.	7/12/2017 7:44 PM
159	It's a great resource and it's affordable - no barriers	7/12/2017 5:45 PM
160	The library has a good collection, great staff and great building.	7/12/2017 9:52 AM
161	It's a lovely building, is peaceful and welcoming and there is a great lounge with good coffee available.	7/12/2017 7:45 AM
162	so helpful and kind!	7/11/2017 8:22 PM
163	I would recommend it to newcomers to Whistler but advise them to be patient as there is often a gathering around a staff person as people are worried to ask questions but want to hear the answers they give others	7/11/2017 1:56 PM
164	It's a great place to get books and movies	7/11/2017 1:29 PM
165	neat place for kids or to borrow books	7/10/2017 2:14 PM
166	Looks like a nice facility.	7/6/2017 9:19 PM
167	I would recommend it although there are a limited number of books available.	7/5/2017 1:01 PM
168	Great resource. Great staff. Great place to chill out. Great kids' space/parent space	7/5/2017 11:15 AM
169	It's a fantastic resource	7/4/2017 3:31 PM
170	I have lived in other small towns in BC and Ontario for several weeks, to a months at a time, no small town, or even large towns non-main library, can compare to the quality and quantity and relevancy of what is offered at the Whistler library.	7/4/2017 1:39 PM
171	Excellent staff and a very good place to study.	7/3/2017 9:55 PM
172	The library is a great resource of information and always innovate. The staff is very helpful. The only two downside for me is the noise sometimes when I come to work and the lack of books in the art/design/graphic design section.	7/3/2017 9:30 PM
173	It can be quite noisy because people (including staff !) Do not whisper but talk out loud	7/3/2017 9:14 PM
174	The library is usually a daily stop for me. I usually update my friends on something coming up that I think is neat.	7/3/2017 8:46 PM
175	It is the community centre of Whistler; a place to meet people; great collections of books, DVDs CDs, online resources, magazines, programs	7/3/2017 7:29 PM
176	it is the hub of Whistler. Community information available. Great selection of books and videos.	7/3/2017 9:52 AM
177	Wonderful place to connectw other like minded members of the community.	7/3/2017 9:08 AM
178	I would recommend but caution about the noise levels	7/2/2017 2:05 PM
179	Beautiful facilities, great inventory and staff	7/2/2017 9:44 AM
180	It's a great place to meet and relax- a kind of sanctuary. It's one of my favourite places in Whistler.	7/1/2017 8:58 AM
181	The library is such a great space and has so mang valuable programs for children. It is the most common place in whistler used to meet other moms with babies and young children in those rough early days as people come together for singing and other programming. Invaluable!	7/1/2017 8:36 AM
182	Because they are a quiet, grumpy person and I don't want them ruining the vibe in the library.	6/30/2017 8:48 PM

183	As you have awesome stuff, eg online books. It would be great if you had access to the audiobooks app, (in addition to current ones), so I don't have to pay \$15 per month.... I know this annoys a few people :-)	6/30/2017 5:08 PM
184	Resources	6/30/2017 9:02 AM
185	Hours aren't always compatible with my availability ; Would love more daytime accessible talks or programs since most are at night when I work	6/29/2017 12:00 PM
186	Best service and very helpful staff as well as up to date technology & resources It's important to keep up with/anticipate tech needs for users	6/28/2017 4:21 PM
187	It is such a comfortable space and your staff are so very accommodating and knowledgeable.	6/28/2017 9:09 AM
188	You guys understand the concept of multi choice right?	6/27/2017 9:42 PM
189	The staff is amazing, the facilities are top and the catalog is awesome	6/27/2017 5:38 PM
190	it's a beautiful building with friendly people. It's a place I walk to when I just want to get out of the house.	6/27/2017 5:34 PM
191	Your staff are absolutely the best: they are knowledgeable, friendly, approachable, and also know when to leave a guest rather than hover unnecessarily.	6/27/2017 1:43 PM
192	there is nothing negative about it	6/27/2017 9:56 AM
193	we are lucky to have such a good library and staff	6/27/2017 6:19 AM
194	When you go to the library, you will likely find it closed as the opening hours are absurdly narrow.	6/27/2017 6:14 AM
195	It's a fantastic space with a great range of books, audio and visual. The natural light and high ceilings make the building light and not at all stuffy. It is a great place to be.	6/26/2017 9:38 PM
196	staff very knowledgeable and helpful	6/26/2017 3:58 PM
197	comfortable setting, innovative sustainable building, great collection and staff	6/26/2017 12:49 PM
198	Staff are so helpful and there is such a friendly ambience that I look forward to going and recommend it without hesitation to neighbours. Please note that we also use your online services probably as much or more than we visit the actual space.	6/26/2017 12:33 PM
199	My experiences at the library have always been very positive.	6/26/2017 11:35 AM
200	It is the hub of the community and provides a beautiful (It really is!) and safe space to connect with the community here or reach out to others away from Whistler. I've made some of my best friends and support network in the youth library services programs for babies, and it is one of the most integral programs for new moms and families. The impact it can have on a mom experiencing post-partum depression or recovering from birth and caring for a newborn is immeasurable. In a community where so many share housing for affordability reasons, the library gives people a space to escape to that isn't adventure or party-based.	6/26/2017 9:35 AM
201	Great atmosphere,	6/25/2017 5:23 PM
202	The Public Library is one of the best place and location which provides mostly of information resources in town.It's also a good place for other community related groups to conduct their drop in services which is very helpful in disseminating information and awareness.	6/25/2017 12:12 PM
203	i might say something like- not the quietest place to concentrate / study - but apart from that all good	6/25/2017 12:10 PM
204	It is one of my favourite places to go, and I've been coming here since the Library was where the museum is now.	6/25/2017 8:27 AM
205	Can pick up from any library in province and drop of here or vice versa	6/24/2017 9:58 PM
206	it's quite small, but that wouldn't really discourage me	6/24/2017 3:47 PM
207	It is a wonderful safe space with all the tech amenities that you need as well as books, magazines and a place to sit and unwind - the programs offered are outstanding	6/24/2017 9:41 AM
208	community	6/24/2017 8:46 AM
209	Good selection of books for a small library, access to on line books works well, staff are helpful. Just great, all in all.	6/23/2017 11:13 PM

210	It is a great library for a town of our size. I would totally recommend to friend or colleague.	6/23/2017 9:35 PM
211	Great Whistler amenity	6/23/2017 1:55 PM
212	It is free and convenient	6/23/2017 11:17 AM
213	I would because it's the only library, accepts guest borrowers so good for visitors	6/22/2017 8:42 PM
214	GOod place for resource	6/22/2017 4:51 PM
215	The library offers an abundance of resources. Allows poor and wealthy to access resources without discrimination. The last bastion of equality left.Would be great to have a meeting room for people to have Skype meetings in.	6/22/2017 9:53 AM
216	good atmosphere	6/22/2017 9:42 AM
217	I wish there were more French books.	6/22/2017 7:05 AM
218	WPL is a community hub and vital resource used by locals and tourists alike. It is a beautiful facility with fantastic staff.	6/22/2017 6:46 AM
219	Not accessible to people with special needs!!!	6/22/2017 1:04 AM
220	Everything about it is wonderful. I love that the DVDs are free to check out. There's a good selection for both adults and children. Fab selection of books. Staff are great, very friendly and willing to offer assistance. Thank you for making the library a lovely place to be.	6/21/2017 9:32 PM
221	Because a library is a fundamental component of a vibrant community.	6/21/2017 9:01 PM
222	It's nice and bright and relaxing. It has a wide array of books and the staff can help getting the ones that aren't currently in the library.	6/21/2017 4:12 PM
223	I'm always met with friendly faces and staff are quick to help me when I need it. They know their stuff and I never feel silly asking a question.	6/21/2017 4:05 PM
224	It is a great way to read books for free.	6/21/2017 3:03 PM
225	I would recommend because of the superb staff and the many programs offered!	6/21/2017 2:49 PM
226	Lots of help available. Every body pleasant	6/21/2017 12:30 PM
227	It is a beautiful community resource.	6/21/2017 10:50 AM
228	It's the best library I've ever been to	6/21/2017 10:38 AM
229	Whistler public library is a singularly great institution... best library north of central VPL!!!!	6/21/2017 10:14 AM
230	We feel on the whole it is a very good service..	6/21/2017 1:29 AM
231	It's a central hub in whistler, easy to find and the staff are so welcoming and knowledgeable.	6/20/2017 9:40 PM
232	I love the adult and parent programs.	6/20/2017 7:55 PM
233	N/A	6/20/2017 5:11 PM
234	Large range of books, friendly staff	6/20/2017 2:09 PM
235	Limited seating	6/20/2017 1:59 PM
236	super friendly staff that help you get what you need.	6/20/2017 1:21 PM
237	friendly and knowledgeable staff; its a pretty and open/airy building; great collection	6/20/2017 1:10 PM
238	Its a great library	6/5/2017 12:56 PM
239	It's a great space but I can never find the book that I go there to look for.	6/5/2017 8:24 AM
240	it's a wonderful space. friendly staff. great natural light.	6/4/2017 3:50 PM
241	Amazing community resource. Excellent programs, great selection of in house as well as downloadable options. Helpful staff, inviting environment. Beautiful building. An escape from Whistler craziness.	6/2/2017 2:35 PM
242	Always friendly and helpful	6/2/2017 1:56 PM
243	staff are incredible and the facility is outstanding	6/2/2017 11:58 AM

244	I would recommend highly - staff is knowledgeable, services are top notch, collection is great, online resources too. Free! Hot spot in the village after hours.	6/2/2017 11:05 AM
245	Due to the hours the library is not open.	6/2/2017 10:52 AM
246	I think it is an amazing resource in our community and should be used as much as possible.	6/2/2017 9:23 AM
247	Busy	6/2/2017 8:46 AM
248	its a nice place to set up if youre killing time for a bit and youre in the village	6/2/2017 8:30 AM
249	material is out of date (i.e. books containing scientific research are old). I end up purchasing the book from Amazon. Also, library loans are slow and books need be ret'd too quickly. Hard to study material in the short time available.	6/2/2017 7:53 AM
250	Great space, helpful staff, useful resources	6/1/2017 5:40 PM
251	The collection is amazing.	6/1/2017 5:20 PM
252	great place. clam and quiet to escape busy village. Super helpful and respectful staff.	6/1/2017 4:54 PM
253	really worth while free service	5/31/2017 1:59 PM
254	Amazing staff, programs and resources. I love recommendations of staff for myself and my kdis.	5/31/2017 9:41 AM
255	My rating is conservative only because my use has been limited to date.	5/30/2017 5:04 PM
256	Because I value the services provided, and I think they are often under appreciated.	5/30/2017 10:11 AM
257	Building design, ambience.	5/30/2017 9:42 AM
258	No reason.	5/29/2017 12:32 PM
259	It is a great space.	5/29/2017 8:05 AM
260	I think the Library is a great resource for anyone and a different place to meet with people or find a quiet space to read during the day.	5/27/2017 8:01 AM
261	Friendly staff who are there to help in any way that they can.	5/26/2017 11:33 PM
262	Clean environment. Friendly and helpful staff when they are not too busy helping guests.	5/26/2017 7:59 PM
263	you have a great selection, I have taken some of the free computer classes in the past	5/26/2017 5:25 PM
264	Its a great place that is quiet and relaxing with lovely and knowledgeable people. One of my favourite places in Whistler!	5/26/2017 2:53 PM
265	This library feels like a second home. It has all that one needs when it comes to accessing various materials.	5/26/2017 1:26 PM
266	The staff are welcoming and the space is warm with comfy chairs.	5/26/2017 12:33 PM
267	Excellent staff and building	5/26/2017 11:58 AM
268	Awesome collection with lots of the latest and greatest to choose from (a collection to be very proud of), awesome space and great enthusiastic, helpful staff.	5/24/2017 3:47 PM
269	Great resources, friendly staff, beautiful building with a variety of leisure space and fantastic windows!	5/21/2017 10:06 AM
270	The staff are the best around!	5/20/2017 1:44 PM
271	Positive attitude of staff who really cared about helping me.	5/20/2017 12:43 PM