

INFORMATION SEEKING BEHAVIOUR IN BURNABY – SURVEY

Introduction and Instructions

This survey is part of a project being run by the Burnaby Public library, examining information seeking behaviours of immigrants in the city of Burnaby. Only persons over the age of eighteen years of age can participate in the survey completion process. A statement regarding **protection of privacy** for the information you provide us can be found at the bottom of the back page

Please place an “X” in a box to indicate your choice.

Section A – Participant Background

1/ Gender:

Male Female Other _____

2/ Age:

18–25 46–55 76-over
 26–35 56–65
 36–45 66-75

3/ Country of Origin:

China Hong Kong SAR
 Philippines Taiwan
 Republic of Korea Italy
 India
 Other (please state) _____

4/ What language do you speak at home?

Mandarin English
 Cantonese Tagalog
 Korean Farsi/Persian
 Italian
 Other (please state) _____

5/ How much education have you had?

No schooling Kindergarten level
 Elementary School level High School level
 University level
 Other (please state) _____

6/ How do you feel about your ability to speak and understand the English language?

It is Excellent It is Very Good
 It is Good It is Average
 It is Poor It is Very Poor

7/ When did you arrive to Canada?

Less than one year ago 1 – 5 years ago
 More than five years ago

Section B – Information Seeking

Please mark which of the following statements you agree/disagree with.

8/ I can usually find the information I need

I strongly agree I agree
 I disagree I strongly disagree

9/ I experience frustration when trying to find information

I strongly agree I agree
 I disagree I strongly disagree

10/ I can usually understand the information that I receive

I strongly agree I agree
 I disagree I strongly disagree

11/ I generally find that the information I receive from services in Burnaby is useful to me

I strongly agree I agree
 I disagree I strongly disagree

12/ The Library is an important source of information for me

I strongly agree I agree
 I disagree I strongly disagree

13/ Settlement Agencies are an important source of information for me

I strongly agree I agree
 I disagree I strongly disagree

14/ Friends and Peers are an important source of information for me

I strongly agree I agree
 I disagree I strongly disagree

15/ My Family is an important source of information for me.

I strongly agree I agree
 I disagree I strongly disagree

16/ Social Media (Facebook etc.) is an important source of information for me

I strongly agree I agree
 I disagree I strongly disagree

17/ Ethnic (in your own language) Newspapers, TV and/or Radio are an important source of information for me

I strongly agree I agree
 I disagree I strongly disagree

18/ Mainstream (in the English language) Newspapers, TV and/or Radio are an important source of information for me

I strongly agree I agree
 I disagree I strongly disagree

Section C - Conclusion

19/ Which of the following types of information were the most important for you to discover when you arrived in Canada? Mark your top THREE choices.

Registration of credentials Housing
 Canadian Financial System Employment
 English Language Classes Religious
 Healthcare/health matters Job skills training
 Registering children for school Driver's license
 Technology skills training
 Other (please state) _____

20/ How do you feel about the amount of information that is available for immigrants in the city of Burnaby?

It is Excellent It is Very Good
 It is Good It is Average
 It is Poor It is Very Poor

If you have any comments or observations that you would like to share please write them in the space provided on the back side of this survey page

Please feel free to share comments and observations below:

Privacy Statement:

When you participate in this research project, you can be assured that the privacy and confidentiality of the information that you provide us is of the utmost importance in regards to our project goals.

Once you have completed the survey, and returned it for analysis, each survey form will first be sealed in an envelope, thereby guaranteeing that your anonymity is protected (the completed forms can in no way be traced back to the person that completed it). The project leader will then collect these envelopes and examine the contents in a private and controlled environment. Trends and results gathered from the overall survey analysis may be shared in the future with interested third parties within the Burnaby area, but the information contained on original individual survey forms will not be shared outside of the Burnaby Public Library project team. These original forms will be stored by the project team for a period of five years before being destroyed in a confidential and controlled manner.

The data gathered from the survey form will be used towards informing future information provision improvements for services dedicated to providing support to immigrant individuals, families, and communities in the Burnaby area.

Thank you so much for taking the time to complete our survey. If you have any queries please feel free to contact the project co-lead David McAtackney at mcatackneyd@yahoo.com