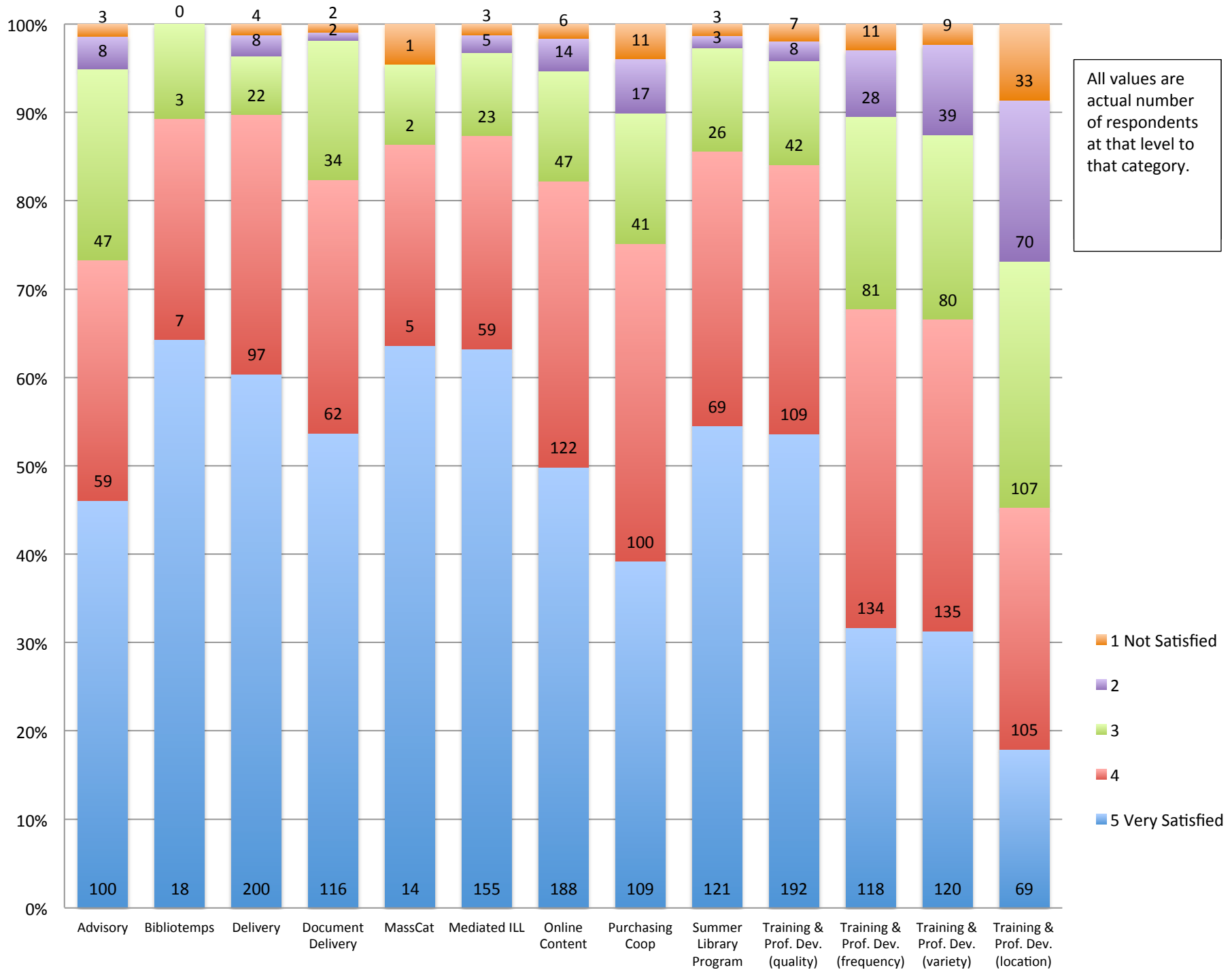
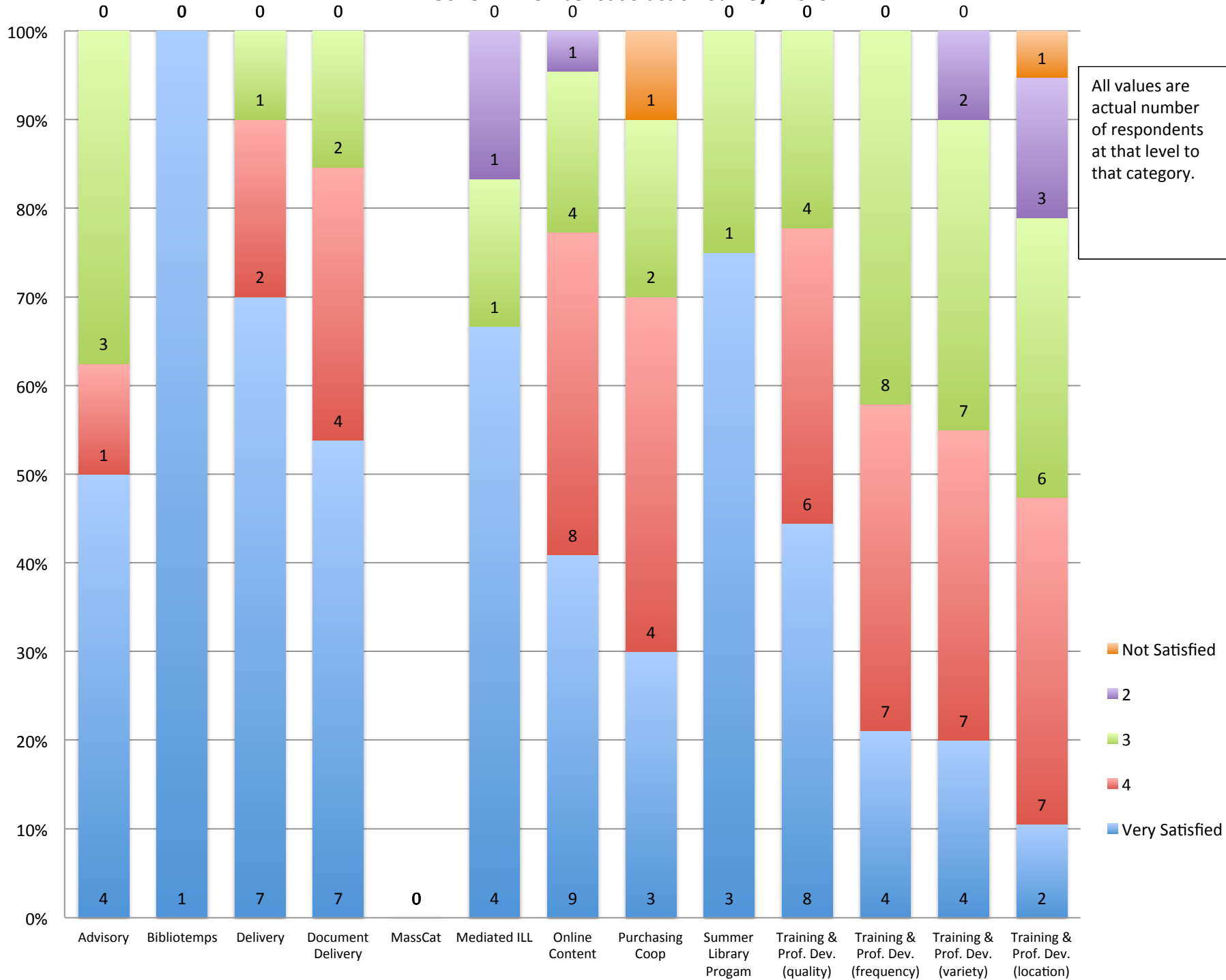


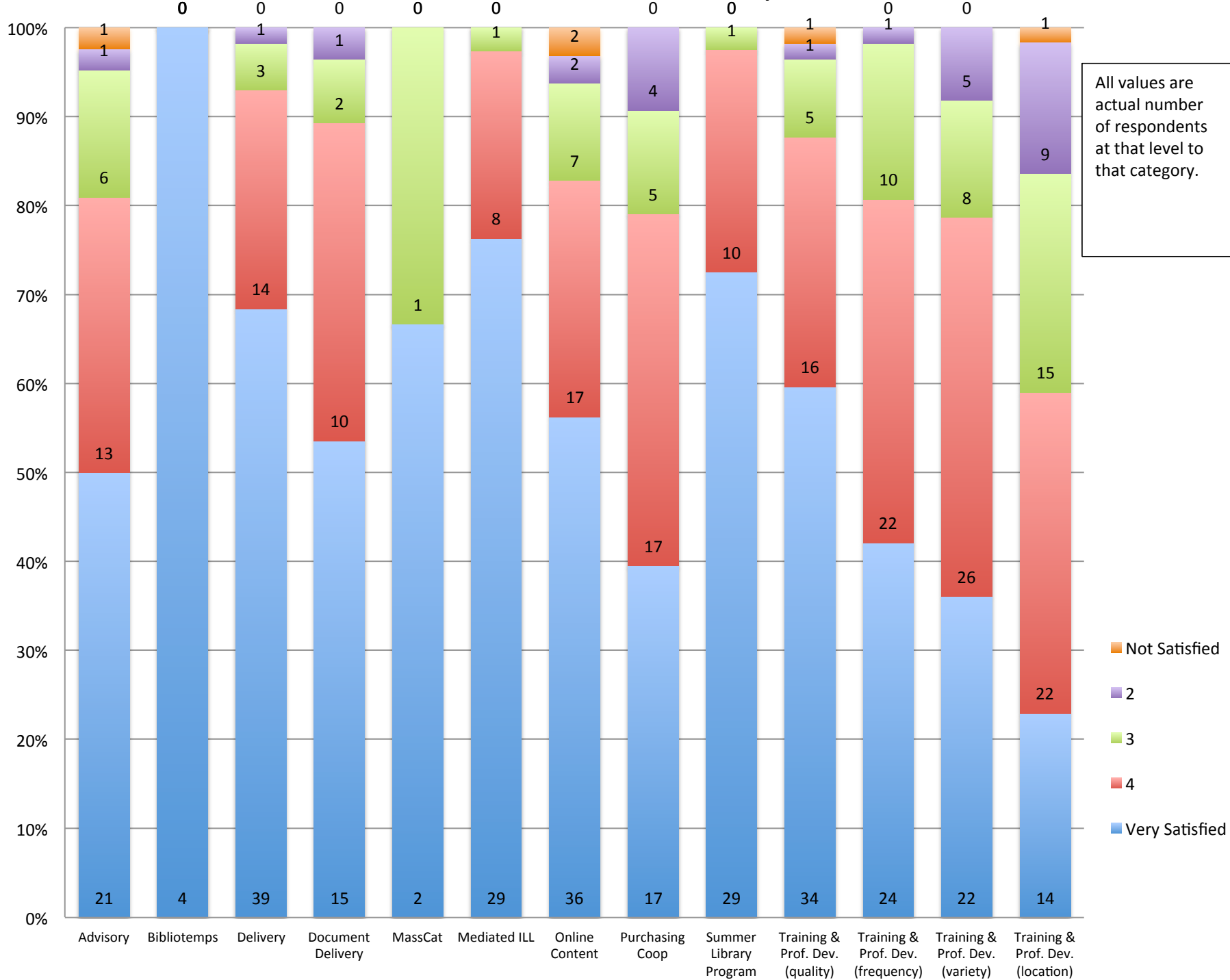
### Member Satisfaction Survey - 2013



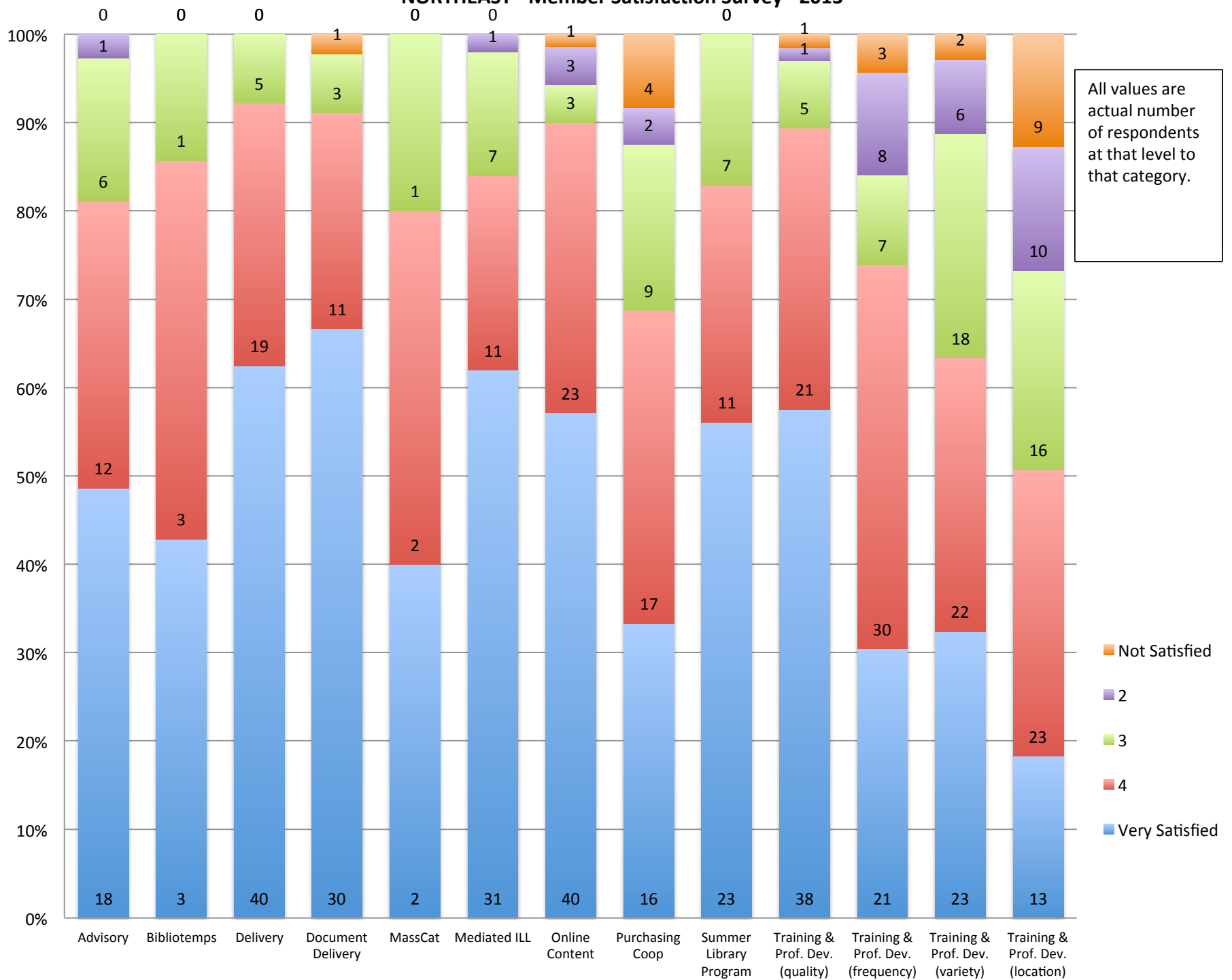
### BOSTON - Member Satisfaction Survey - 2013



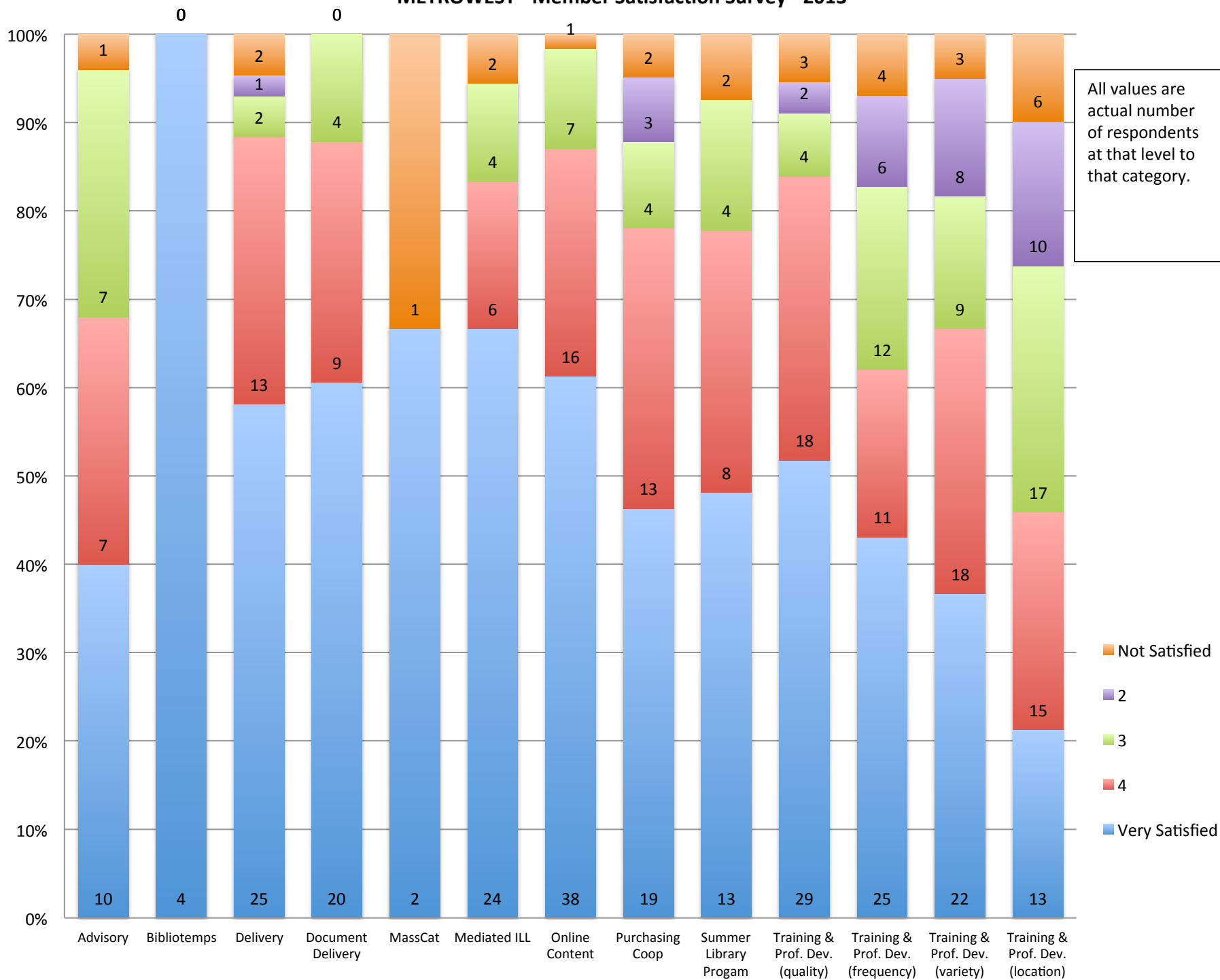
### CENTRAL - Member Satisfaction Survey - 2013



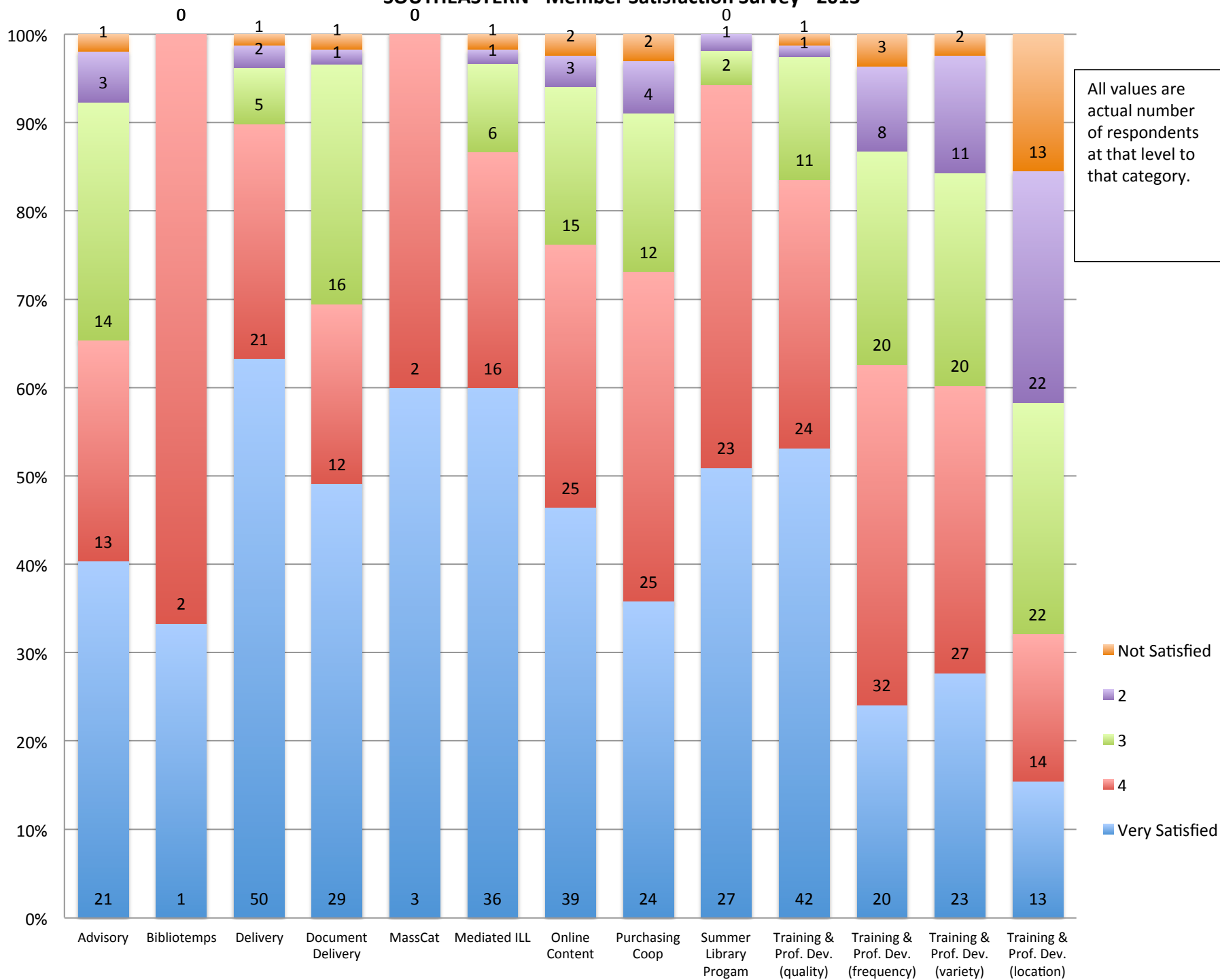
### NORTHEAST - Member Satisfaction Survey - 2013



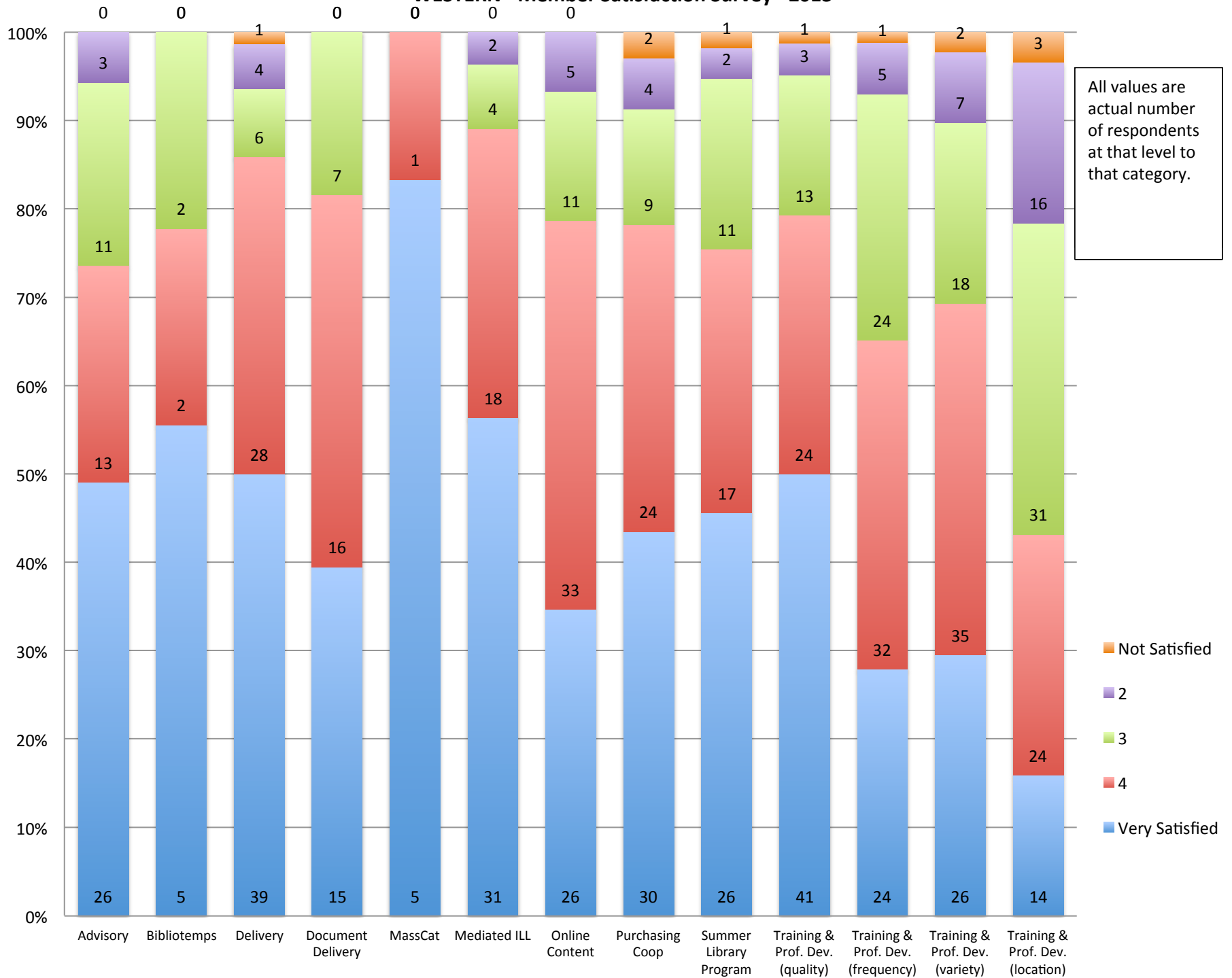
### METROWEST - Member Satisfaction Survey - 2013



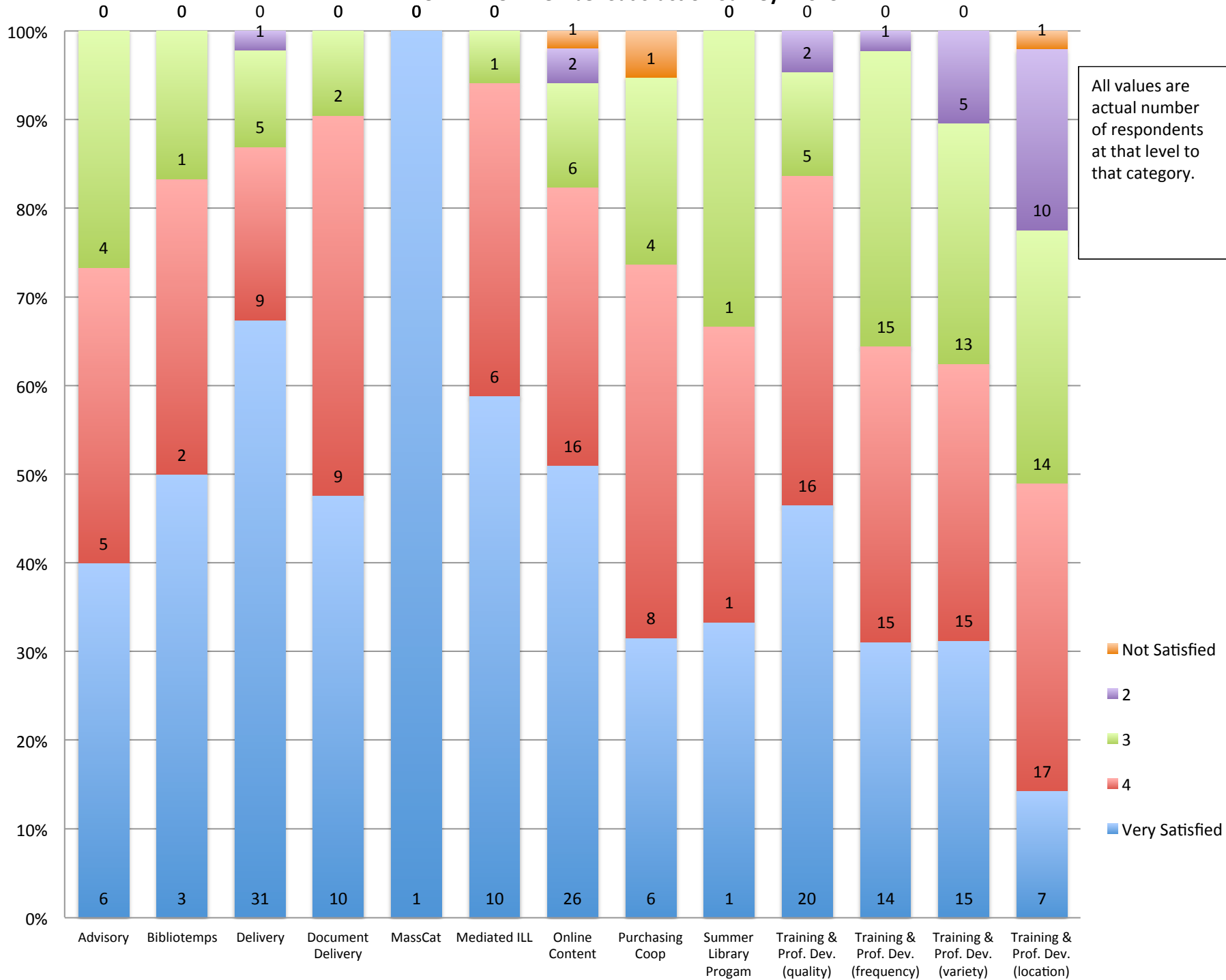
### SOUTHEASTERN - Member Satisfaction Survey - 2013



### WESTERN - Member Satisfaction Survey - 2013

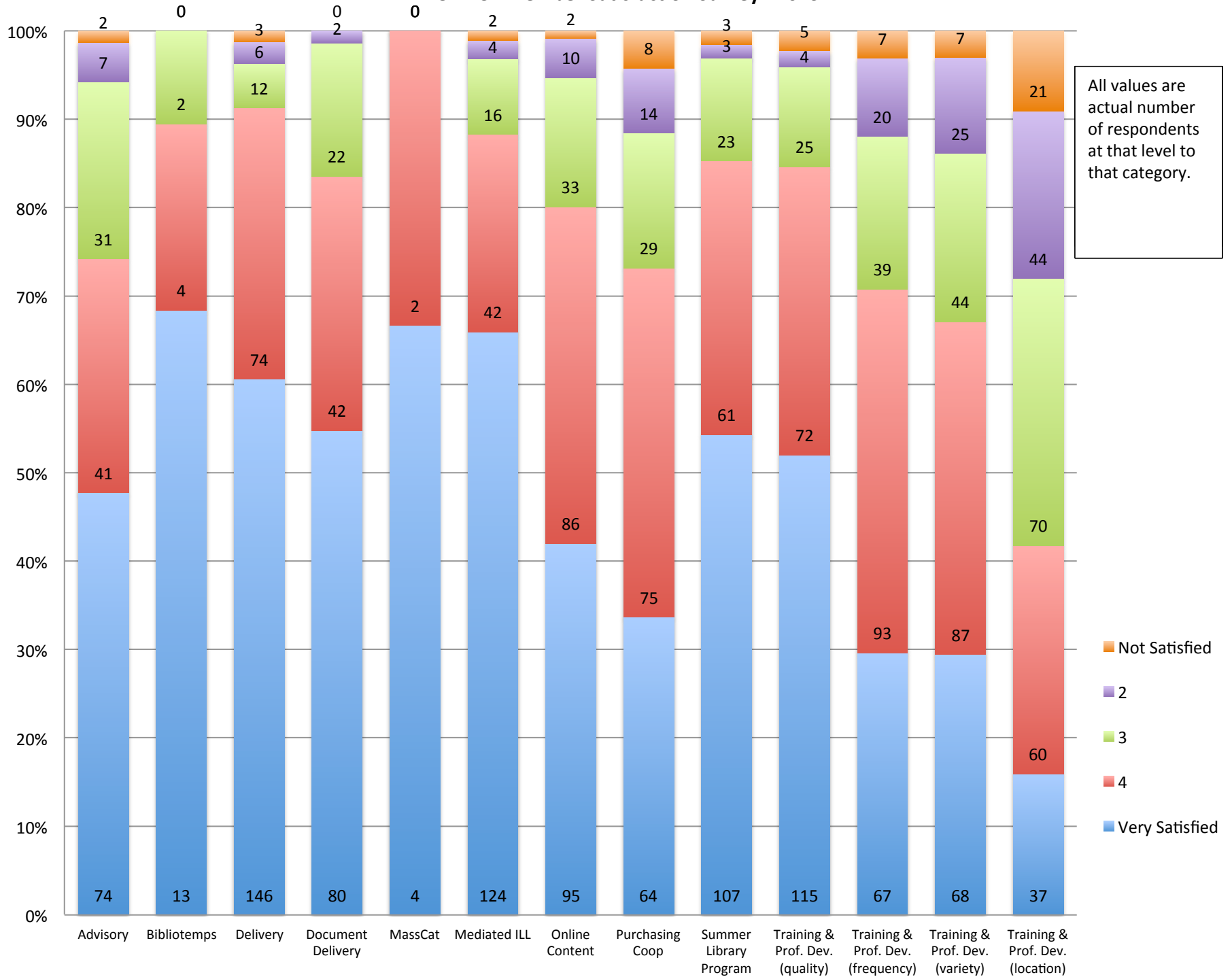


### ACADEMIC - Member Satisfaction Survey - 2013

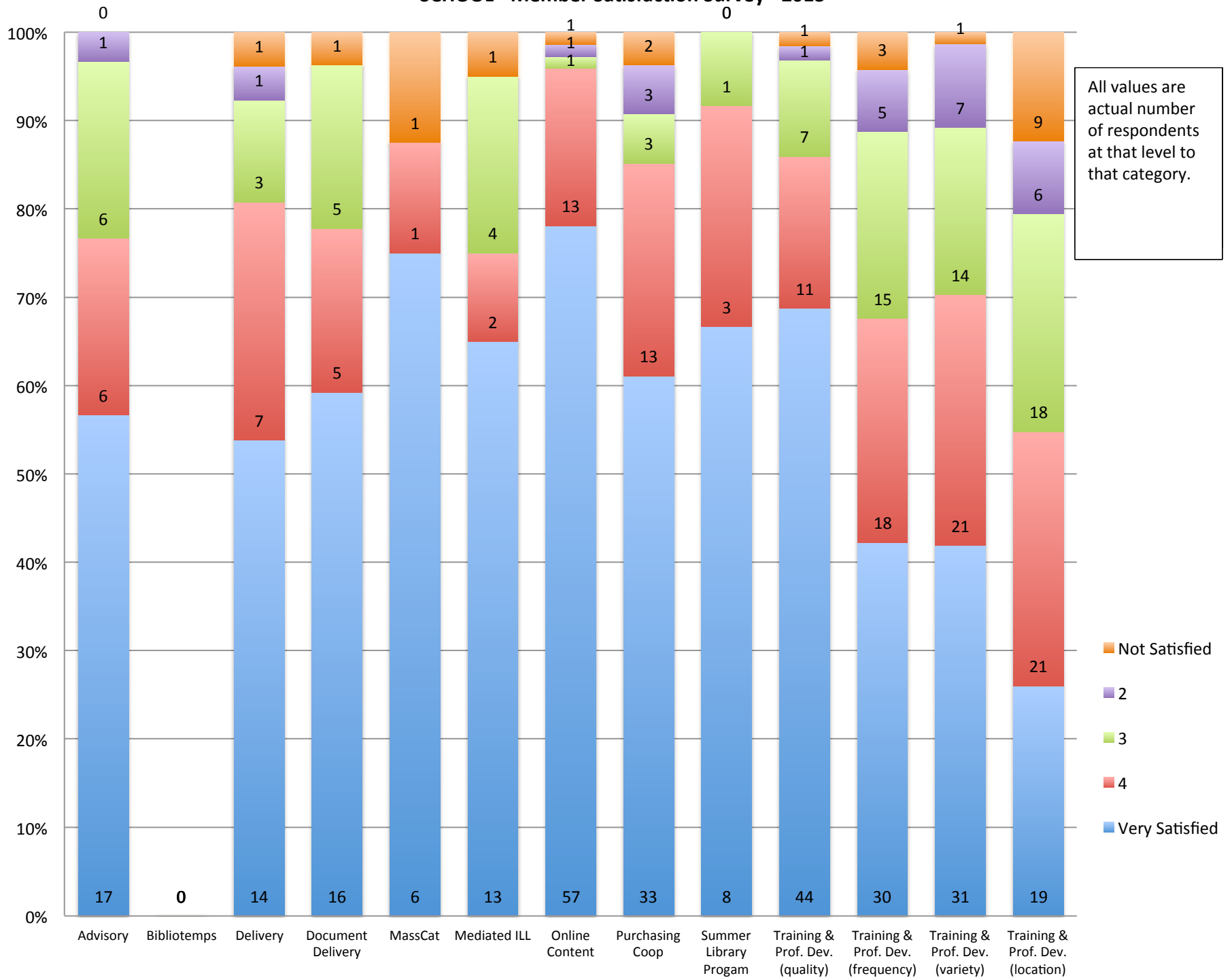




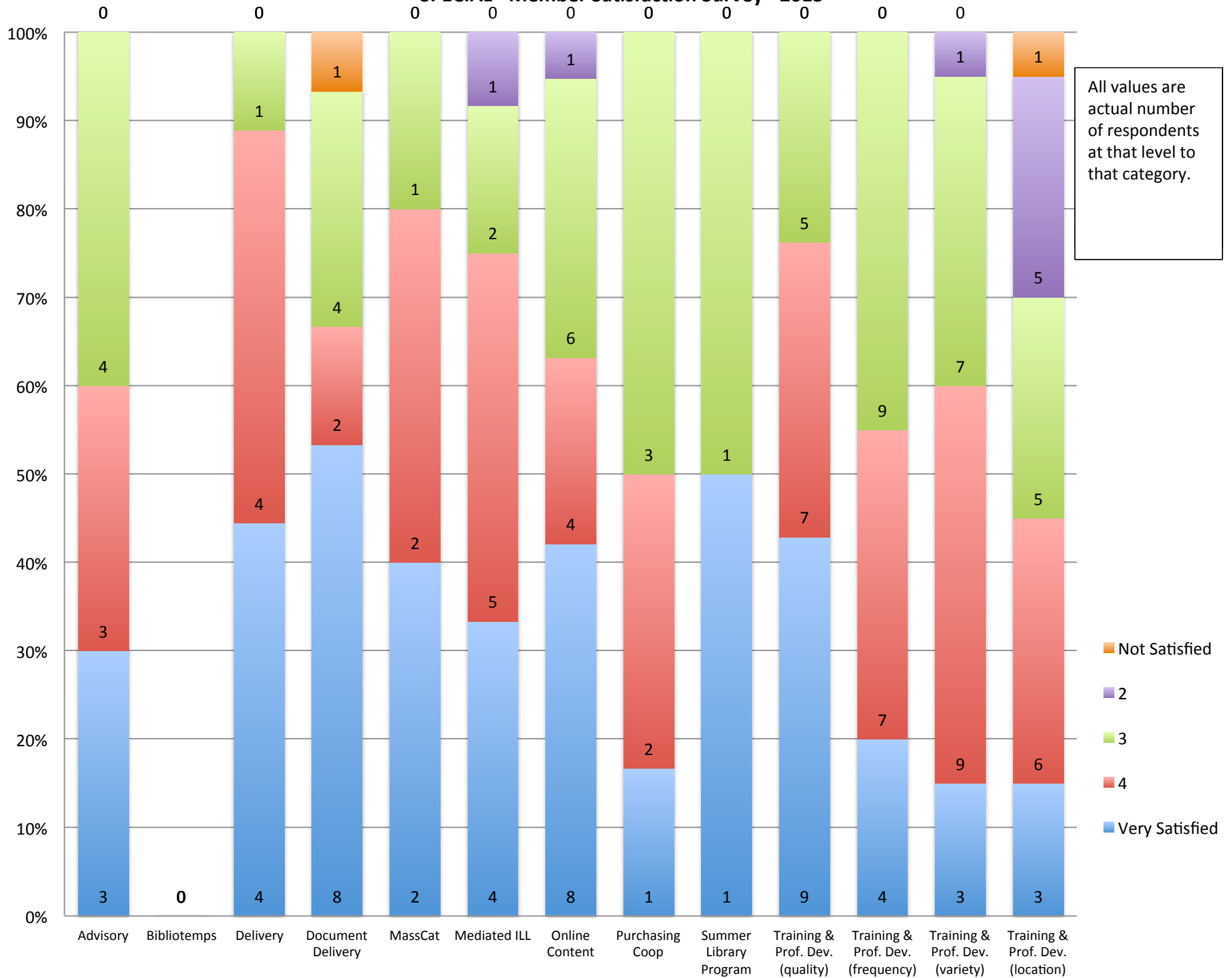
### PUBLIC - Member Satisfaction Survey - 2013



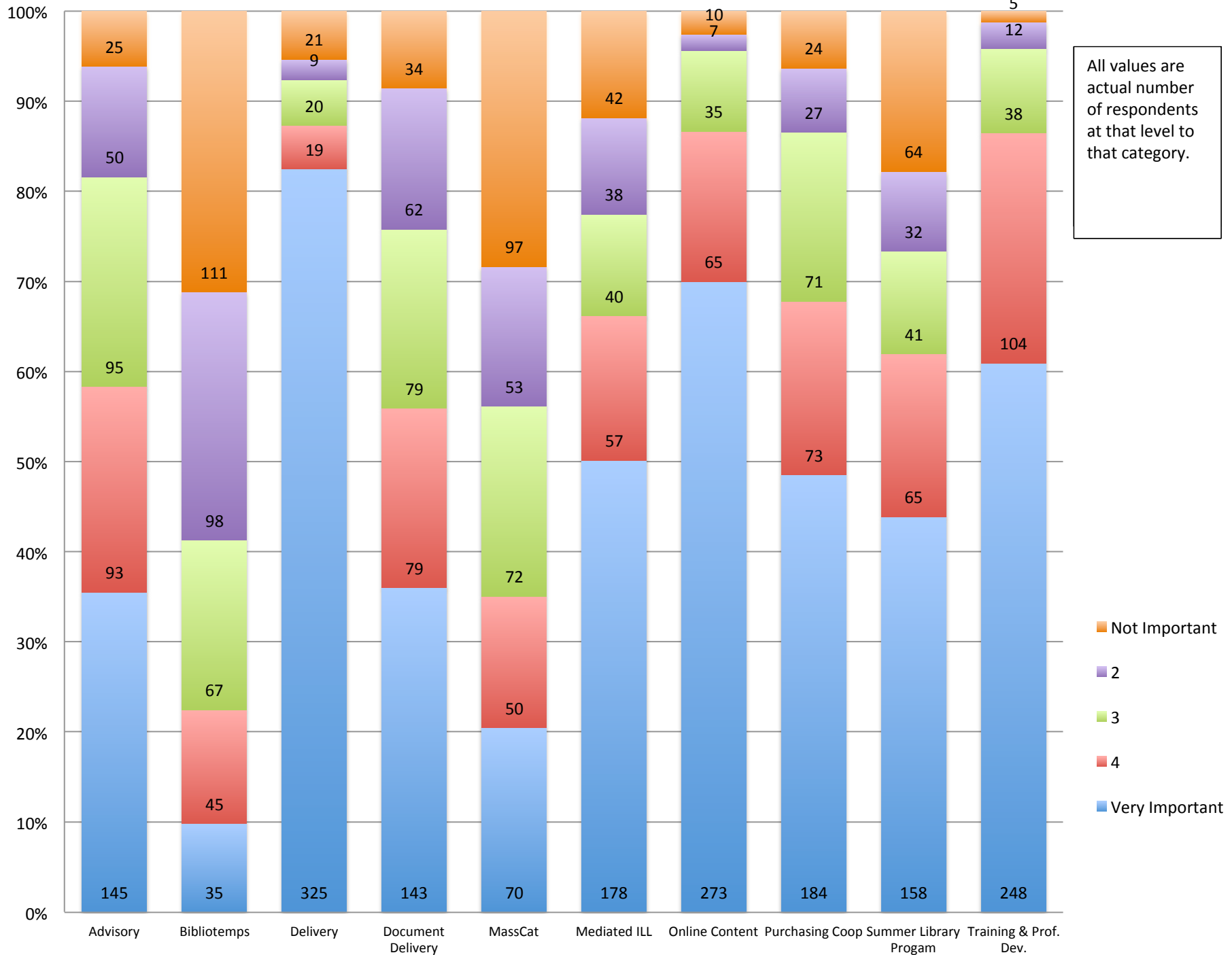
### SCHOOL - Member Satisfaction Survey - 2013



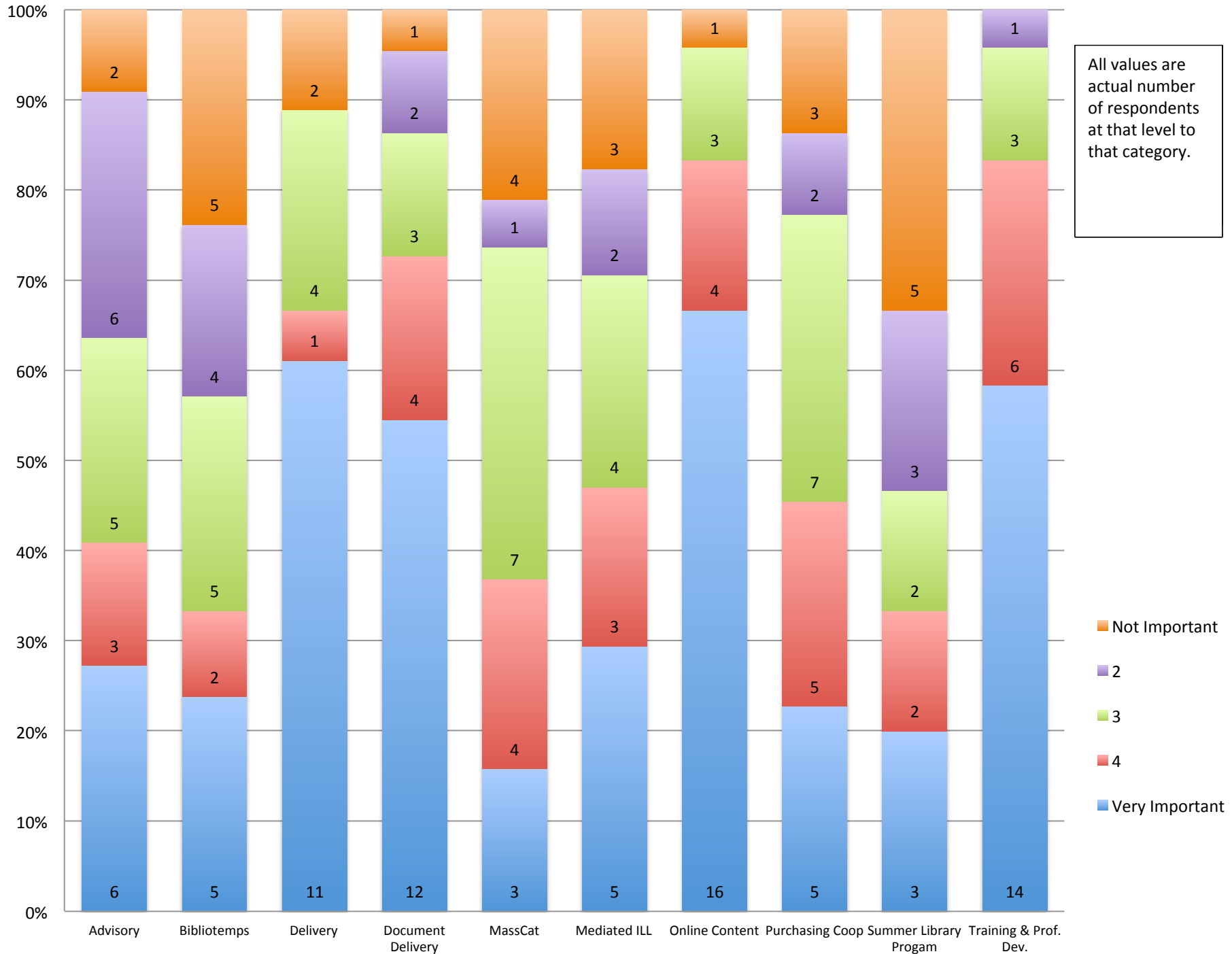
### SPECIAL - Member Satisfaction Survey - 2013



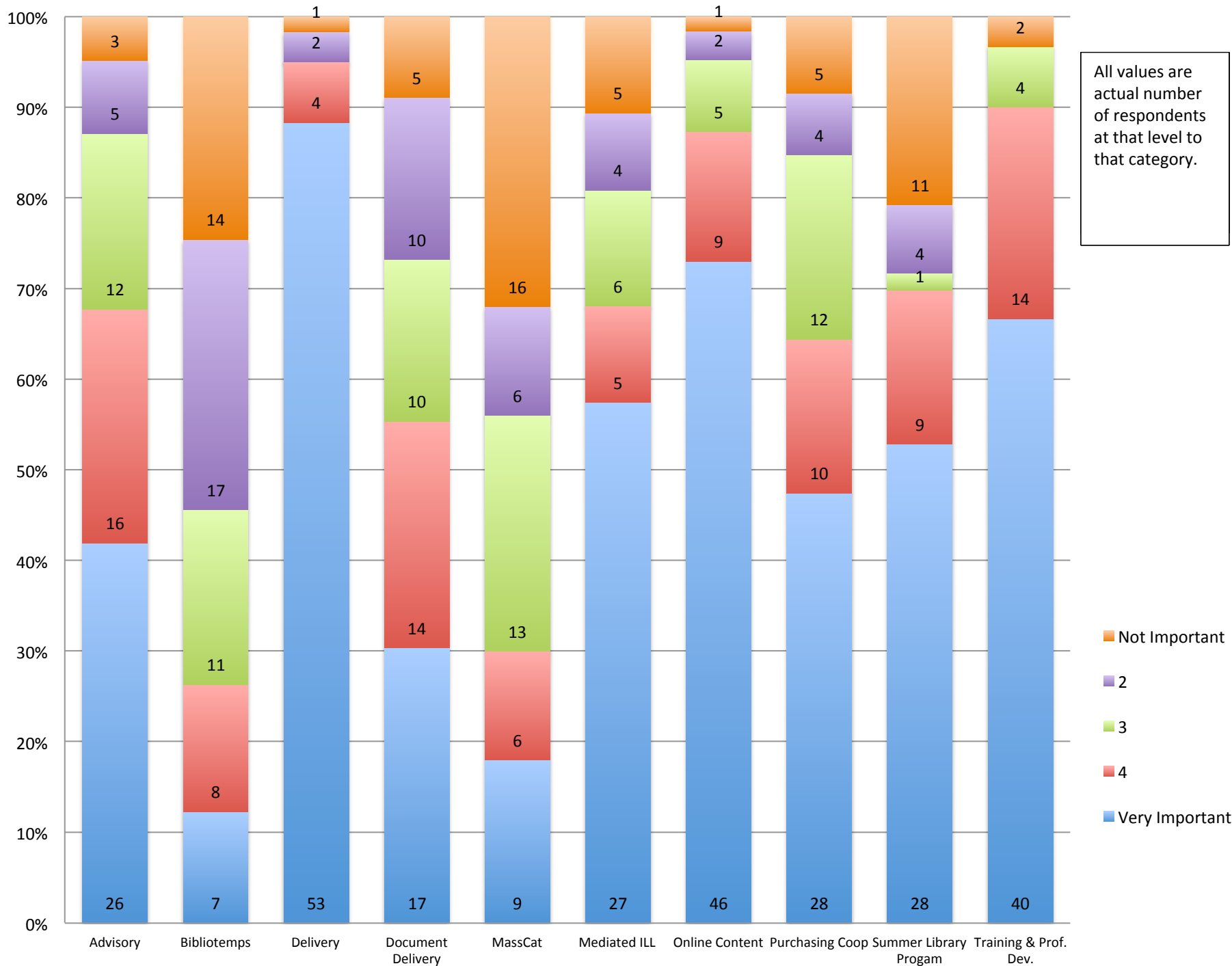
### Member Importance Survey - 2013



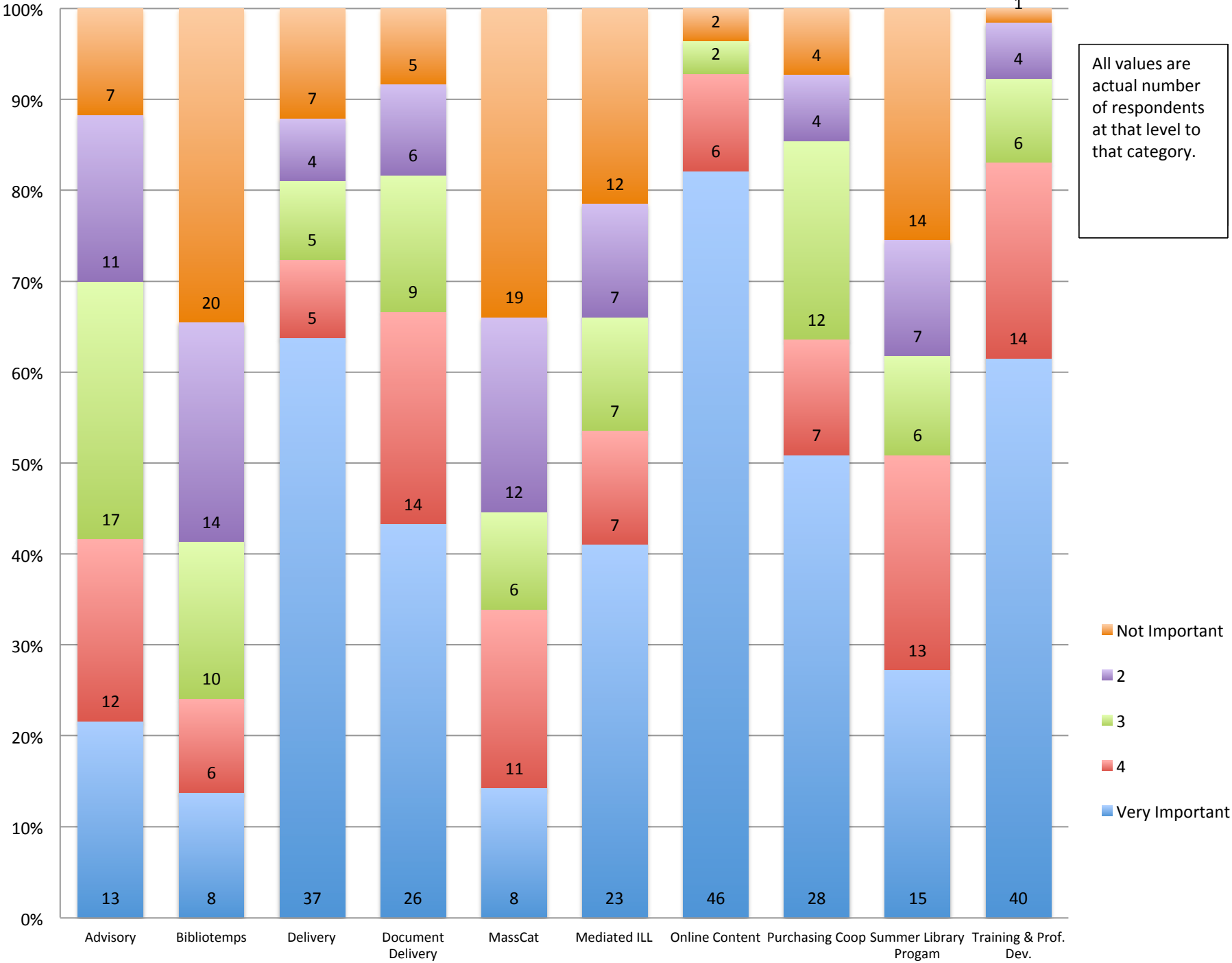
### BOSTON - Member Importance Survey - 2013



### CENTRAL - Member Importance Survey - 2013



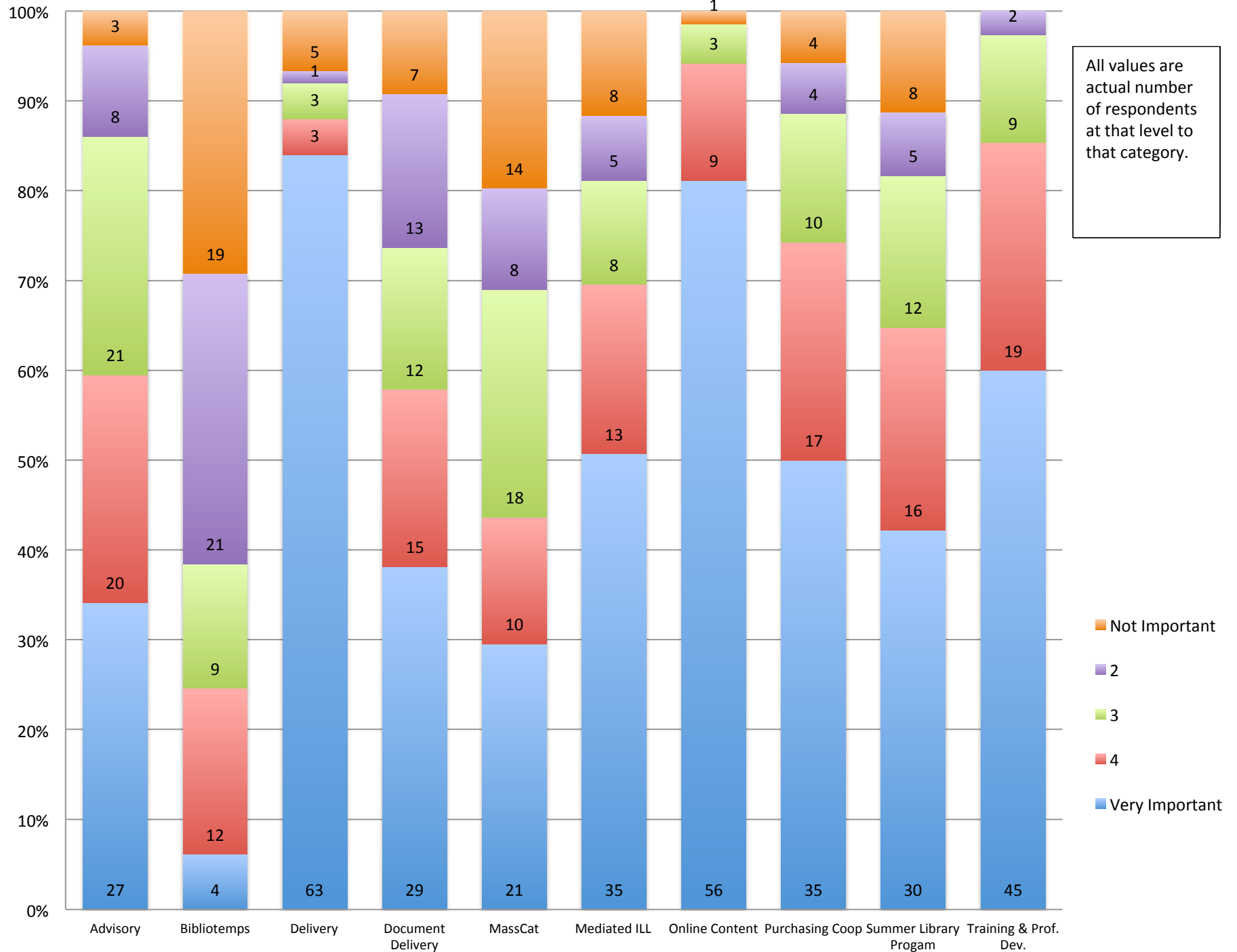
### METROWEST - Member Importance Survey - 2013



All values are actual number of respondents at that level to that category.

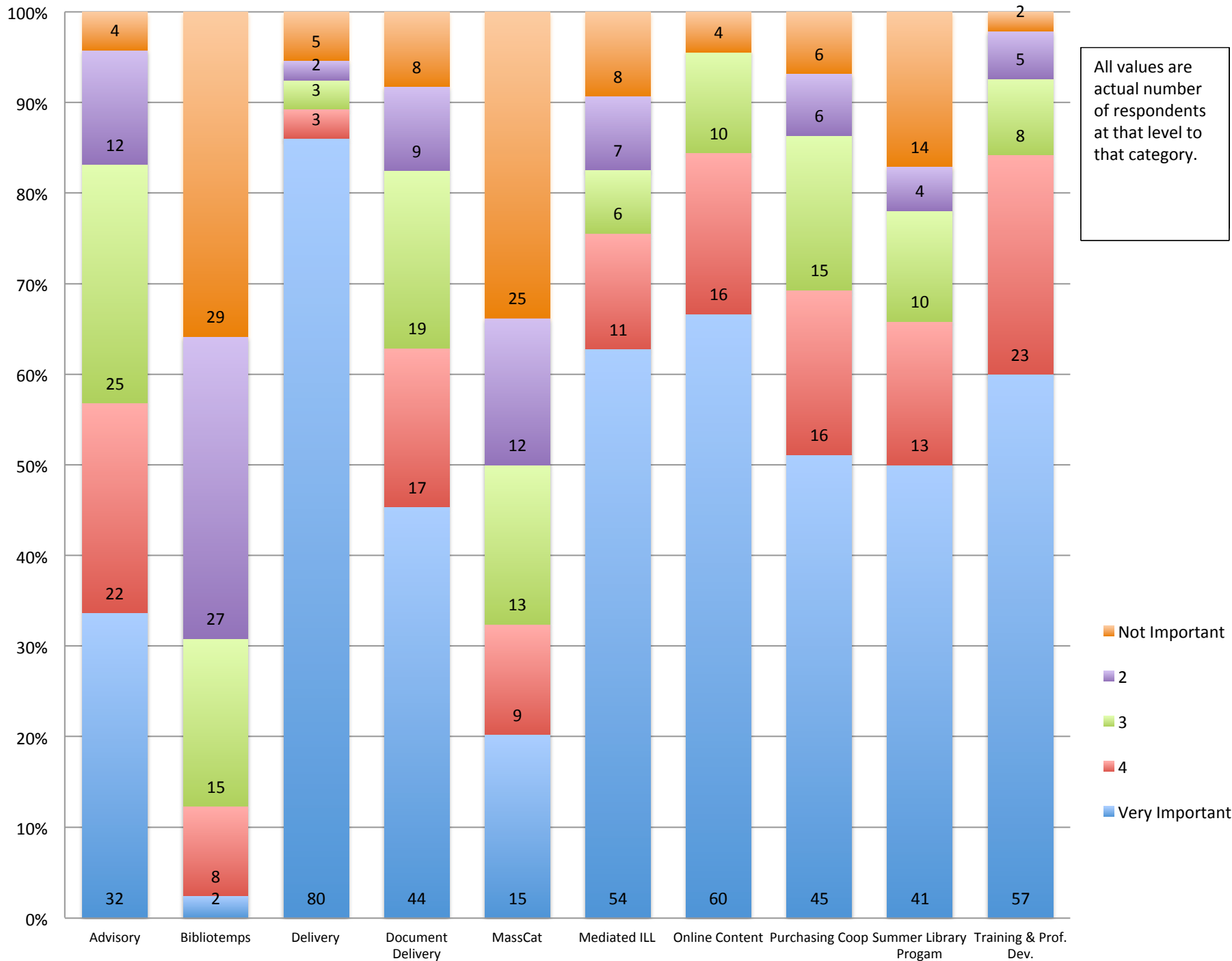
- Not Important
- 2
- 3
- 4
- Very Important

### NORTHEASTERN - Member Importance Survey - 2013

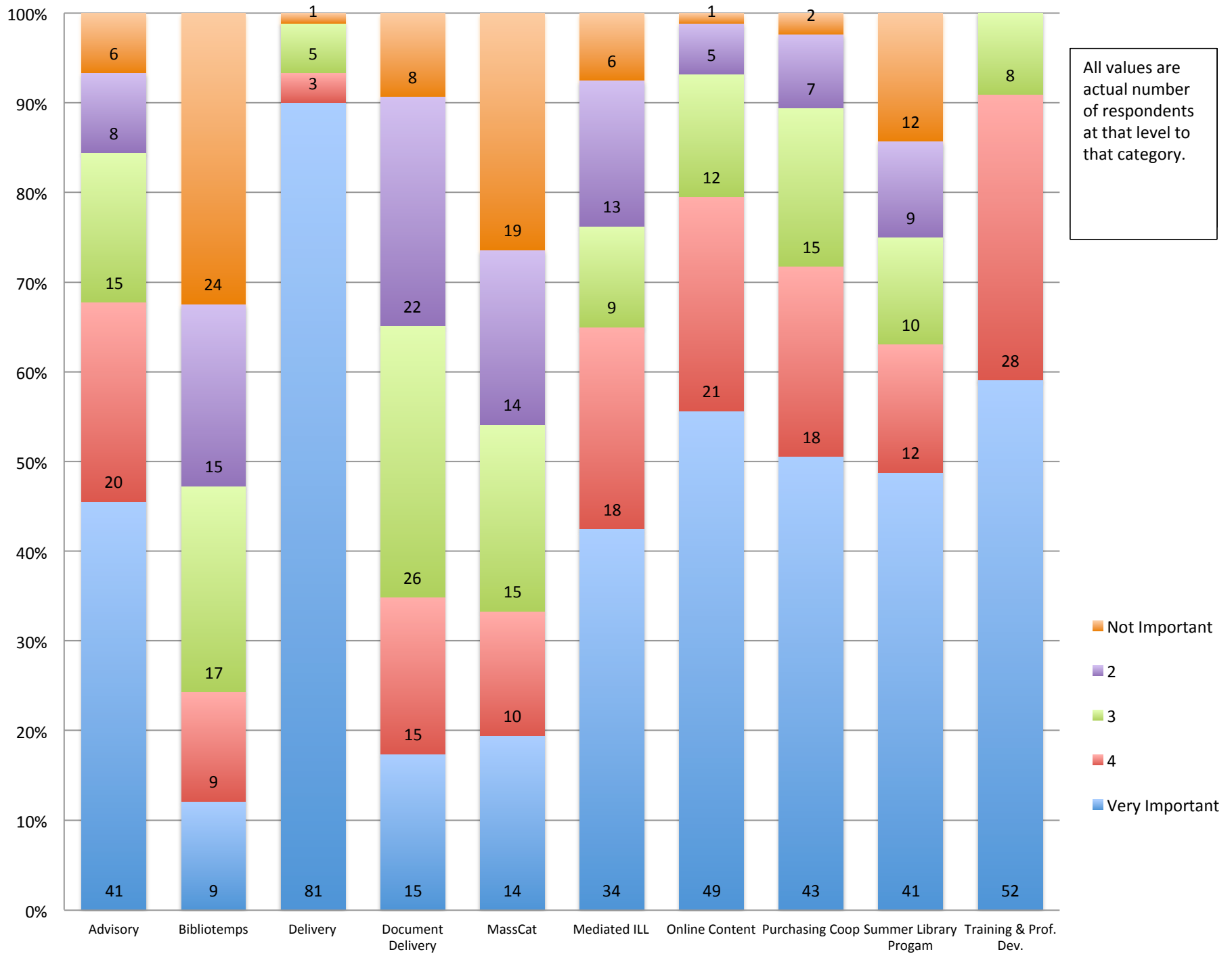




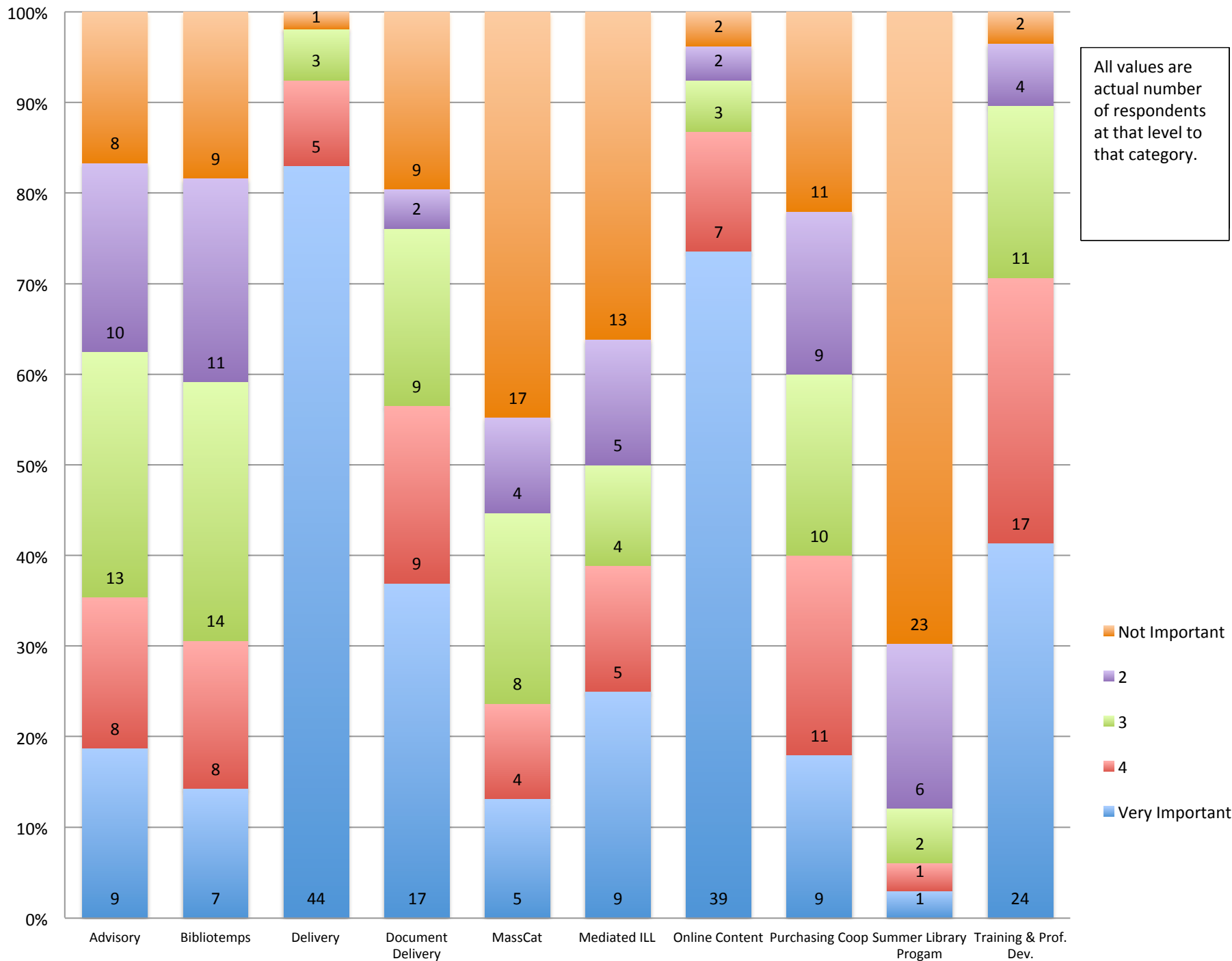
### SOUTHEASTERN - Member Importance Survey - 2013



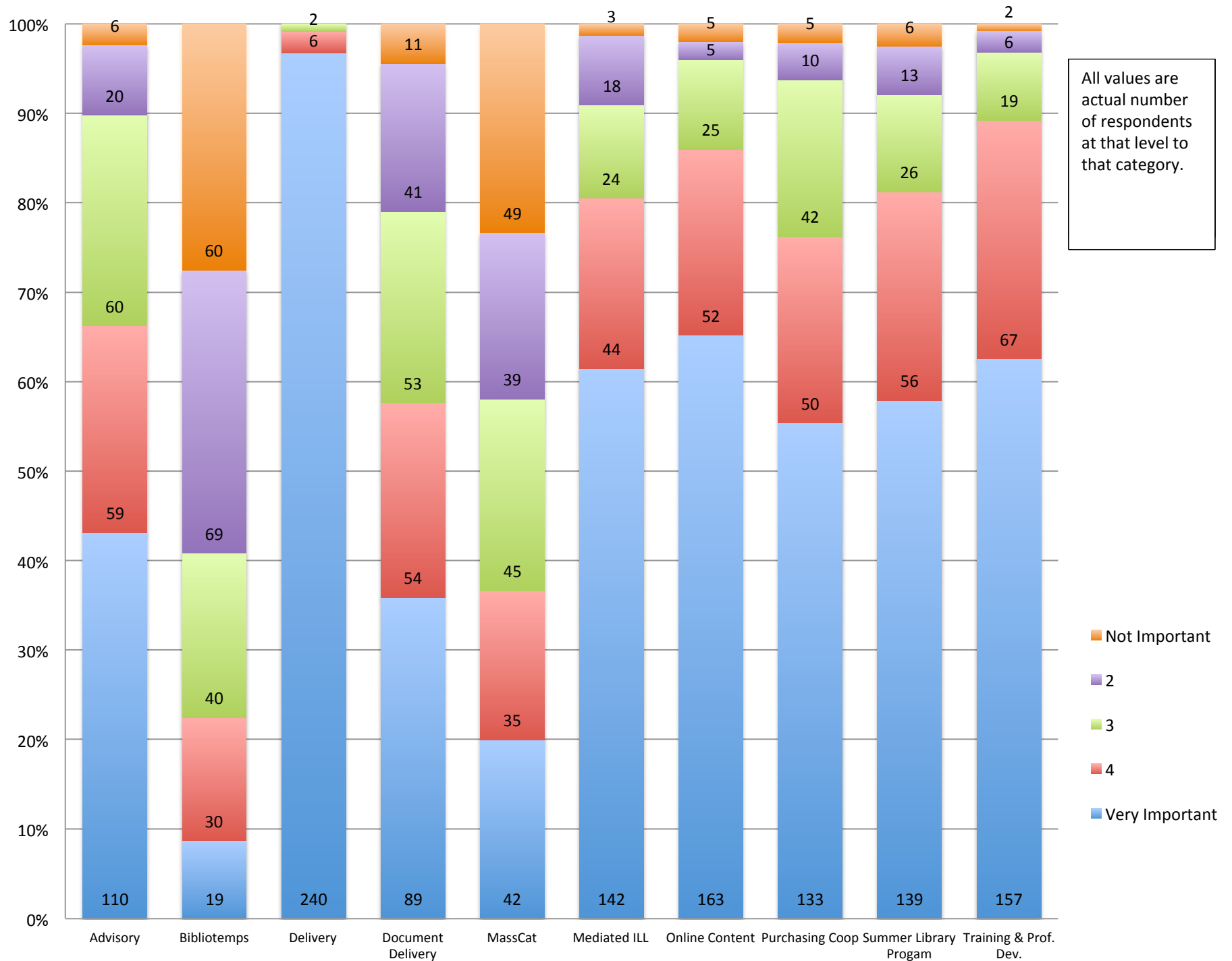
### WESTERN - Member Importance Survey - 2013



### ACADEMIC - Member Importance Survey - 2013



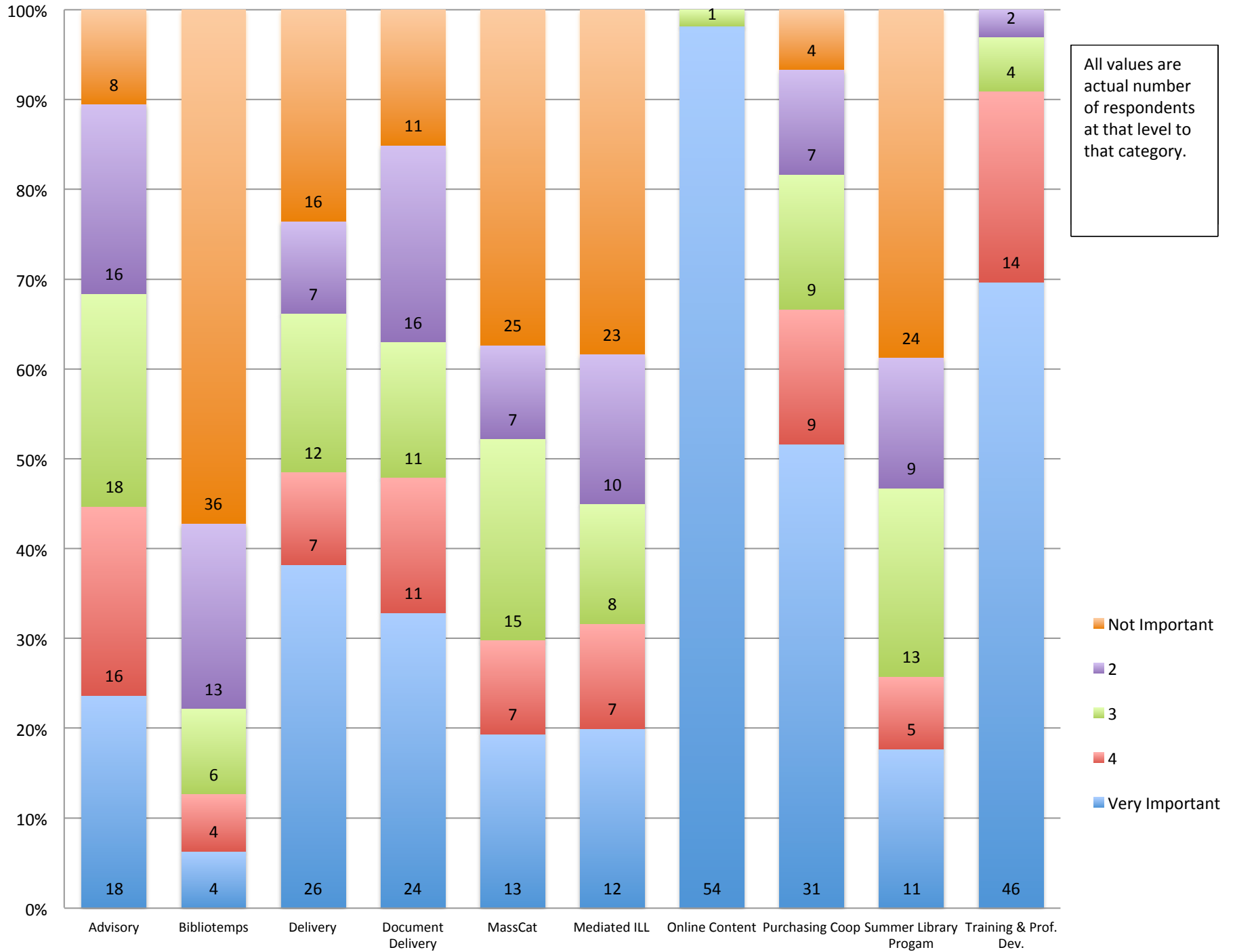
### PUBLIC - Member Importance Survey - 2013



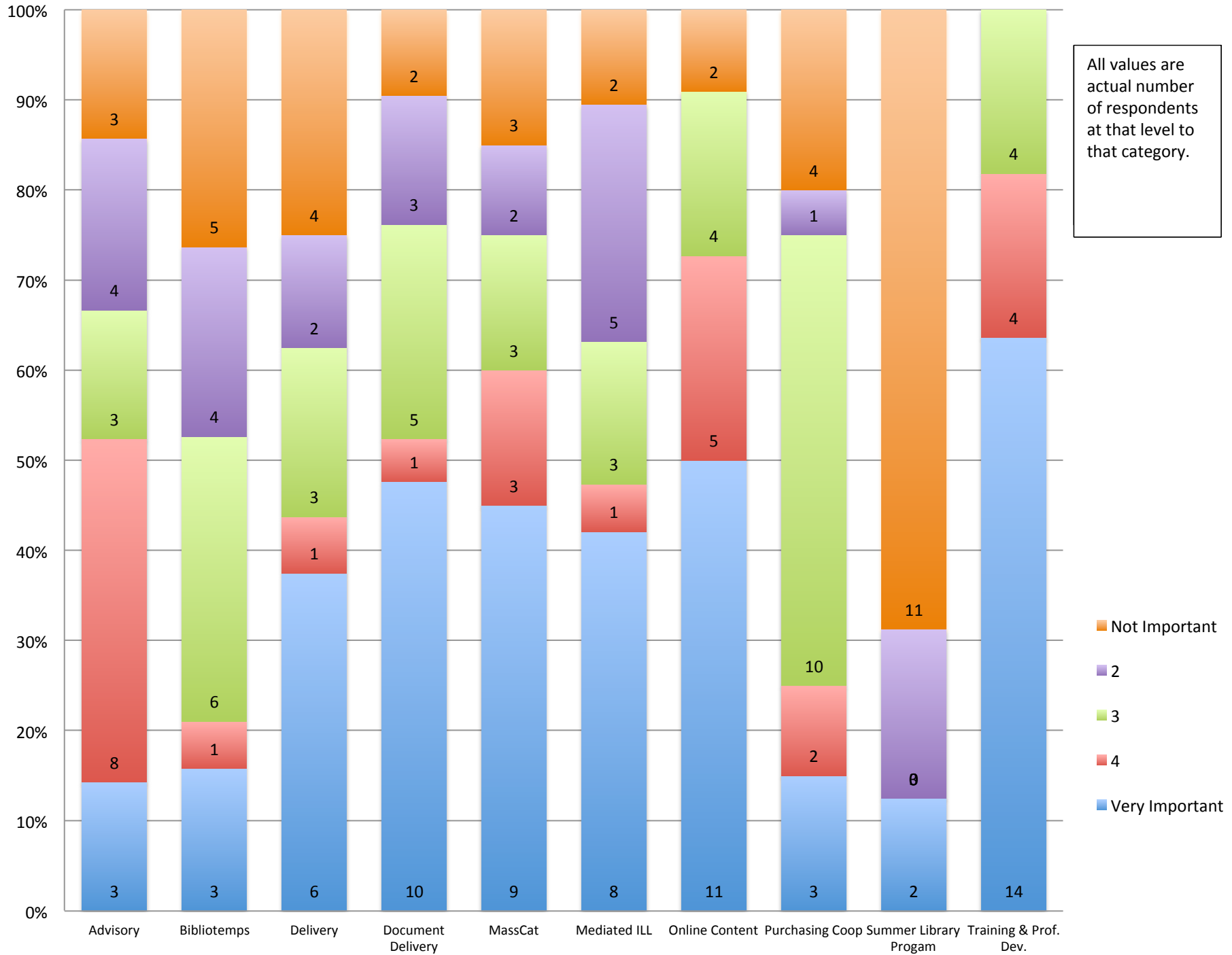
All values are actual number of respondents at that level to that category.

- Not Important
- 2
- 3
- 4
- Very Important

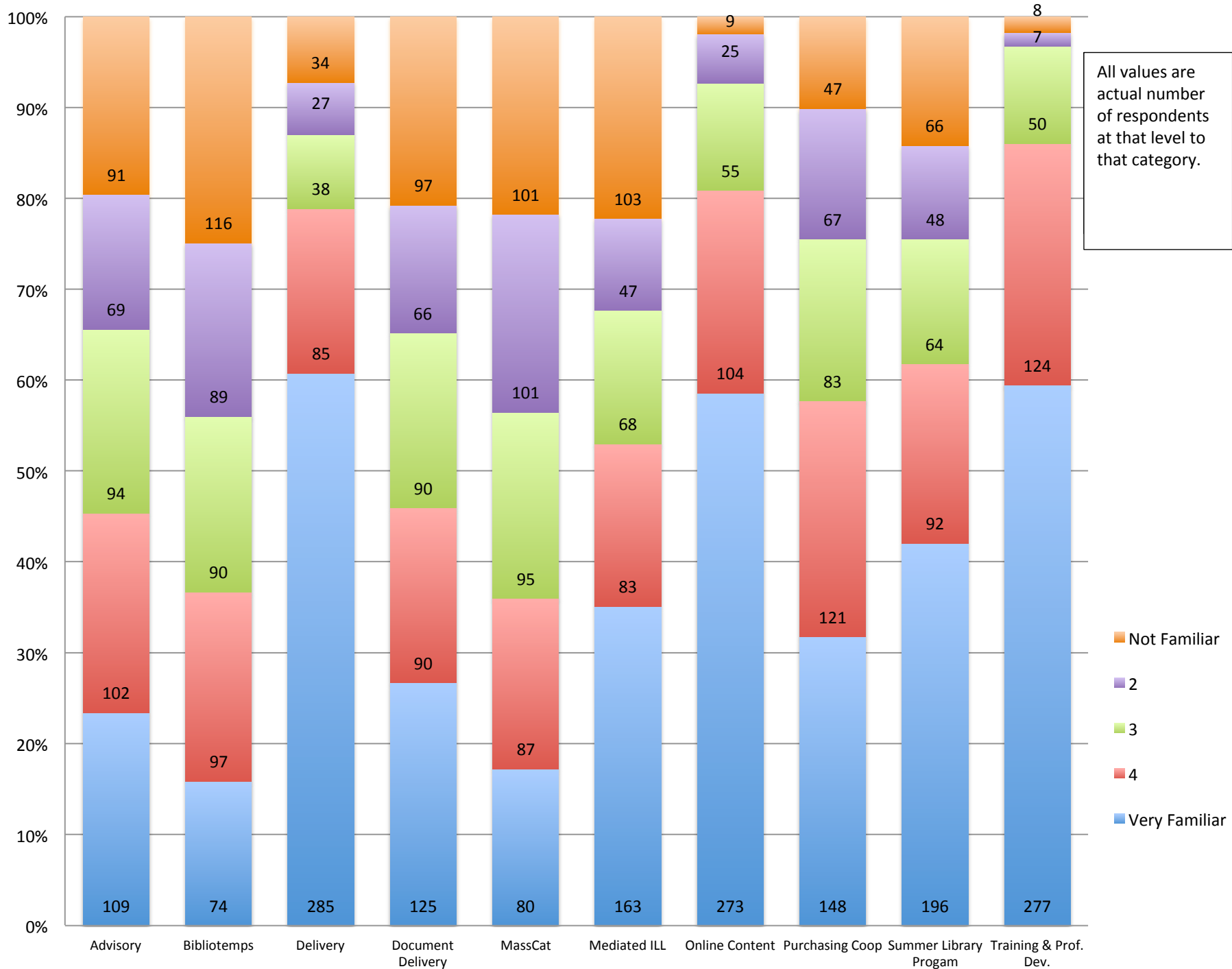
### SCHOOL - Member Importance Survey - 2013



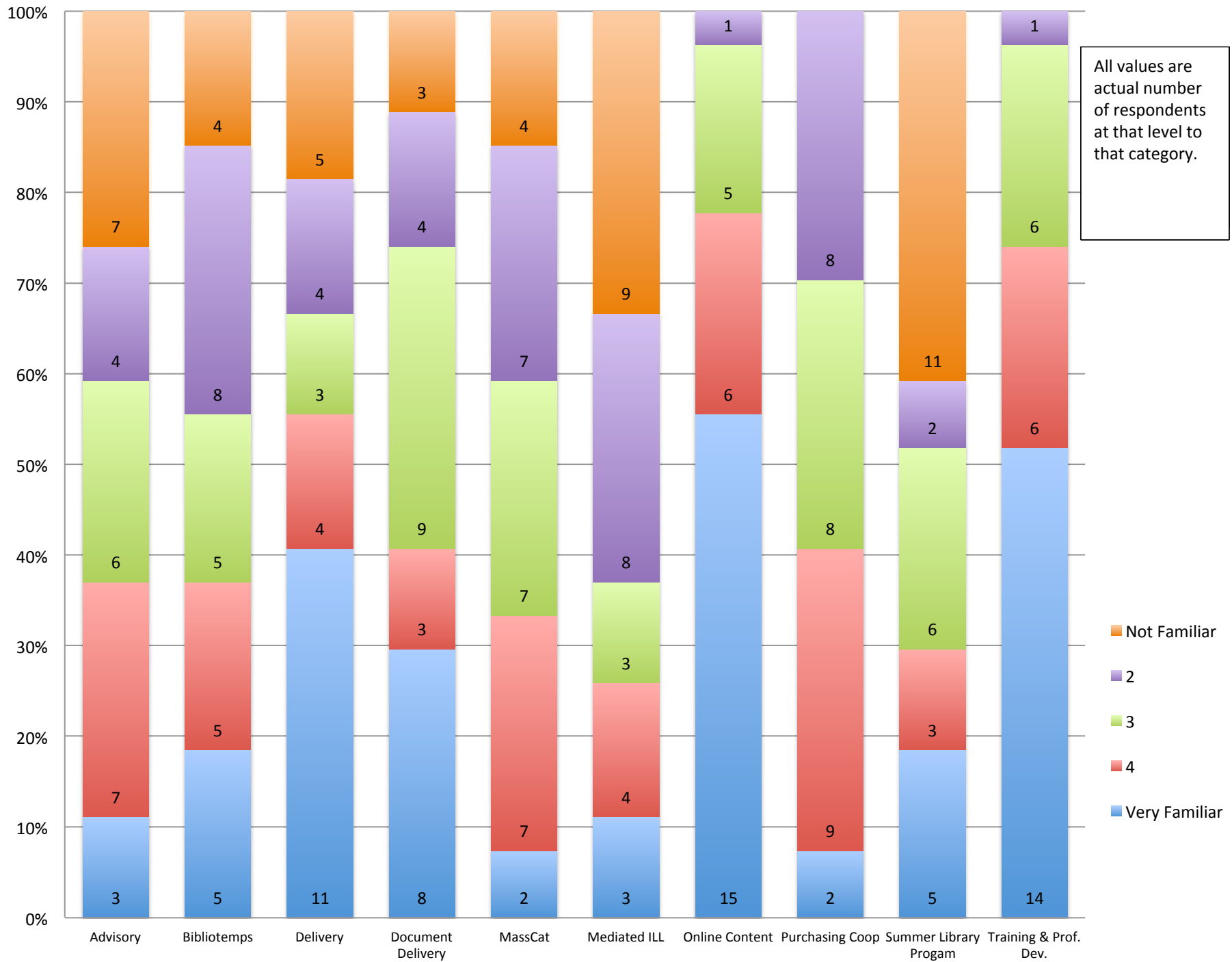
### SPECIAL - Member Importance Survey - 2013



### Member Familiarity with Services - 2013

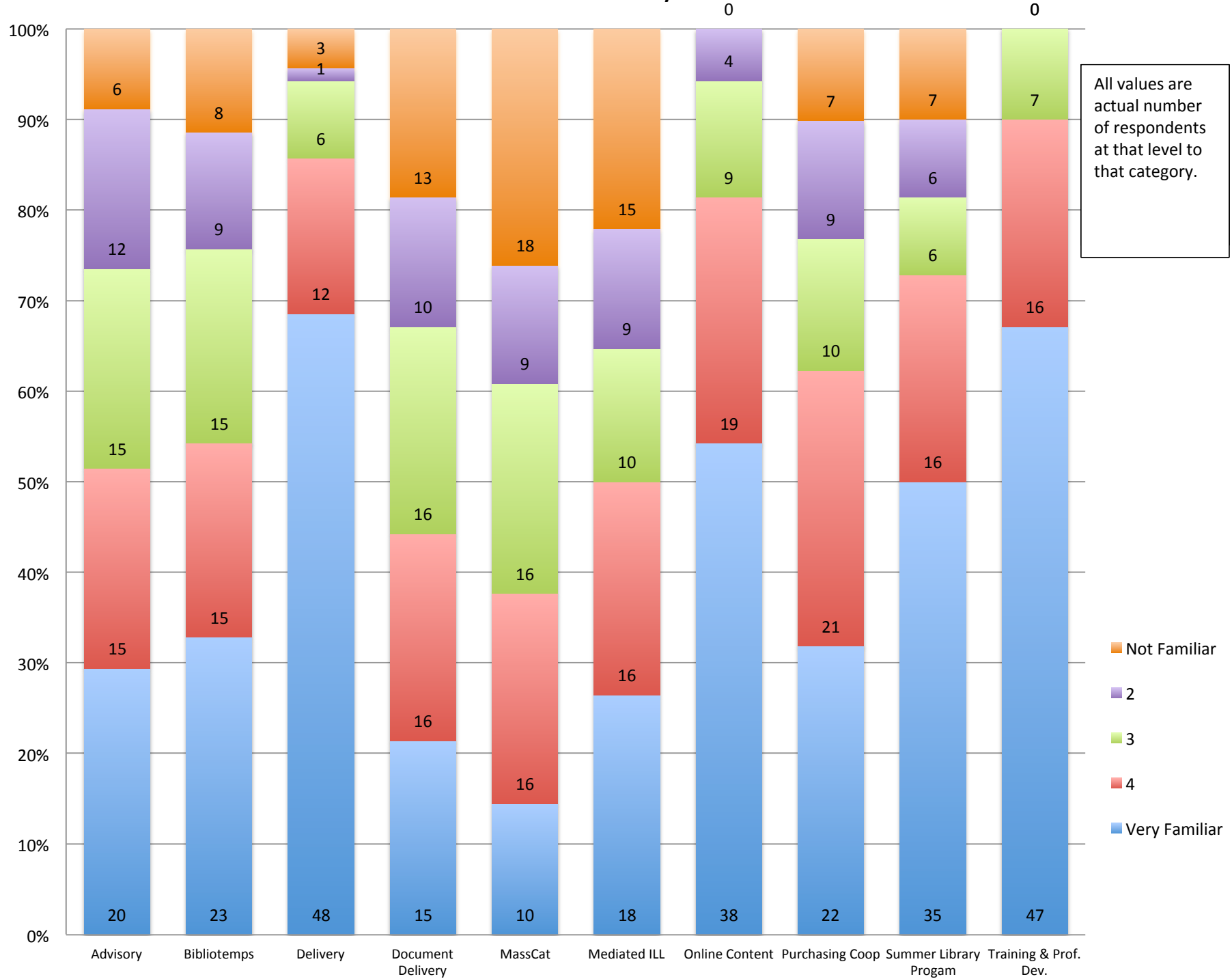


### BOSTON - Member Familiarity with Services - 2013

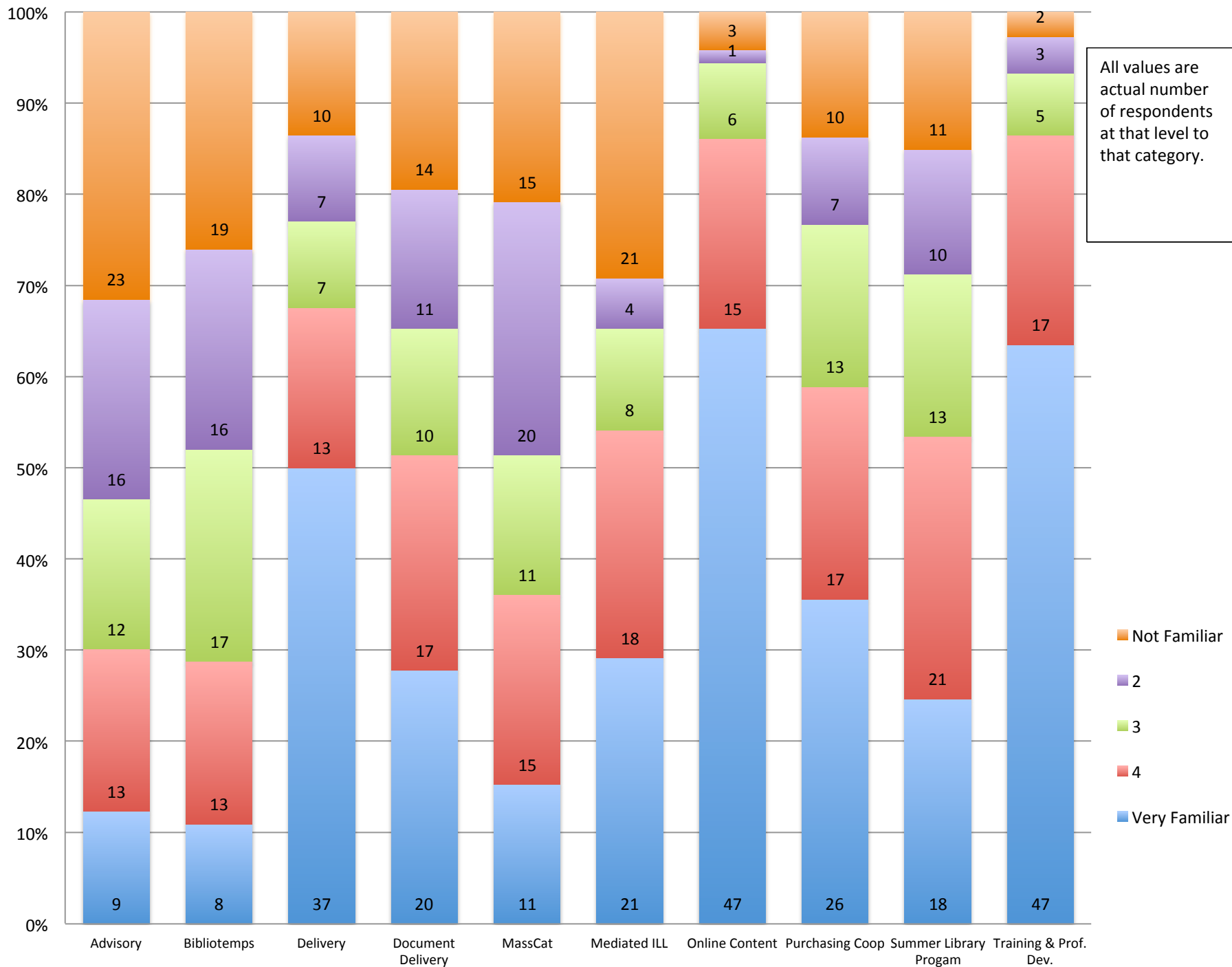




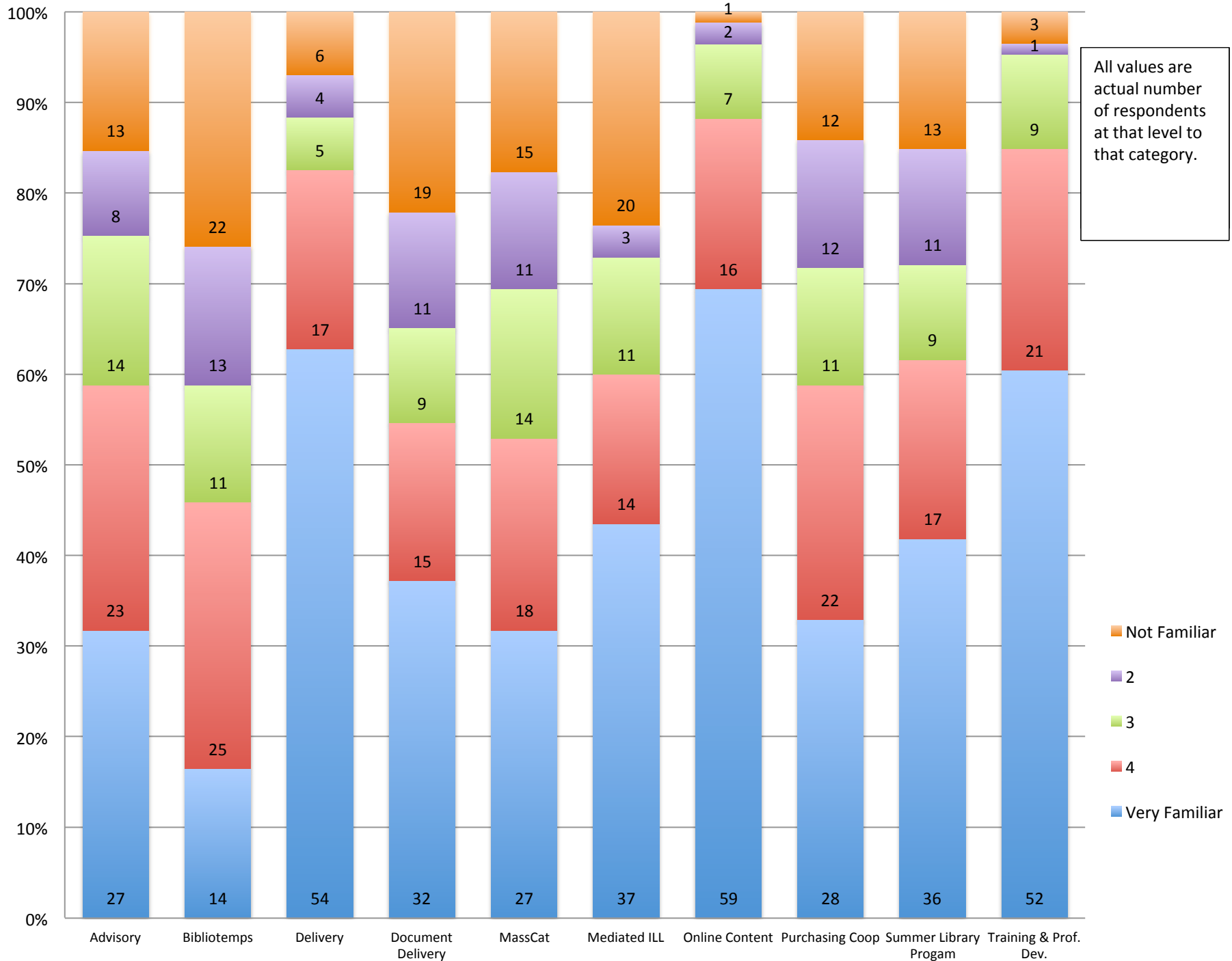
### CENTRAL - Member Familiarity with Services - 2013



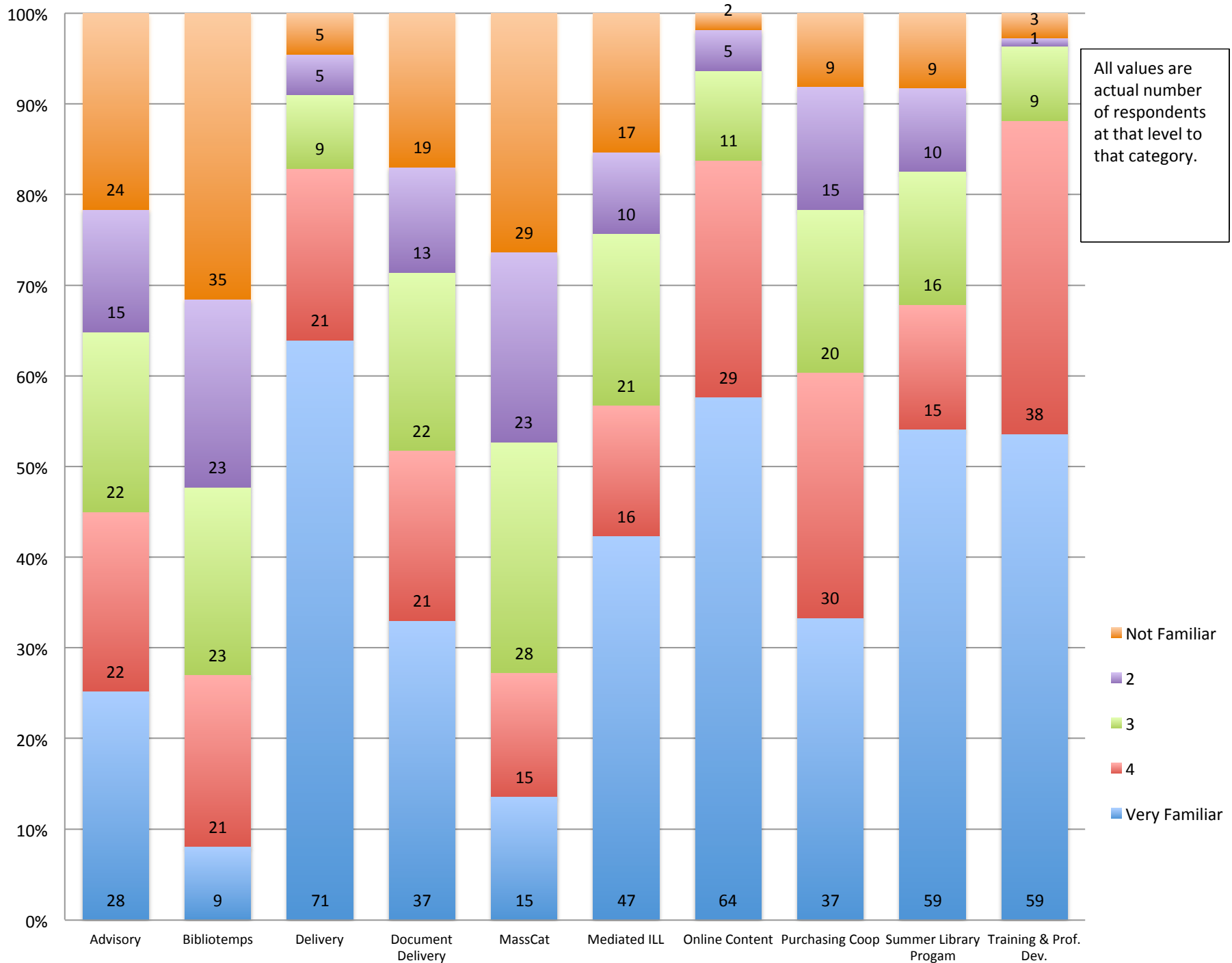
### METROWEST - Member Familiarity with Services - 2013



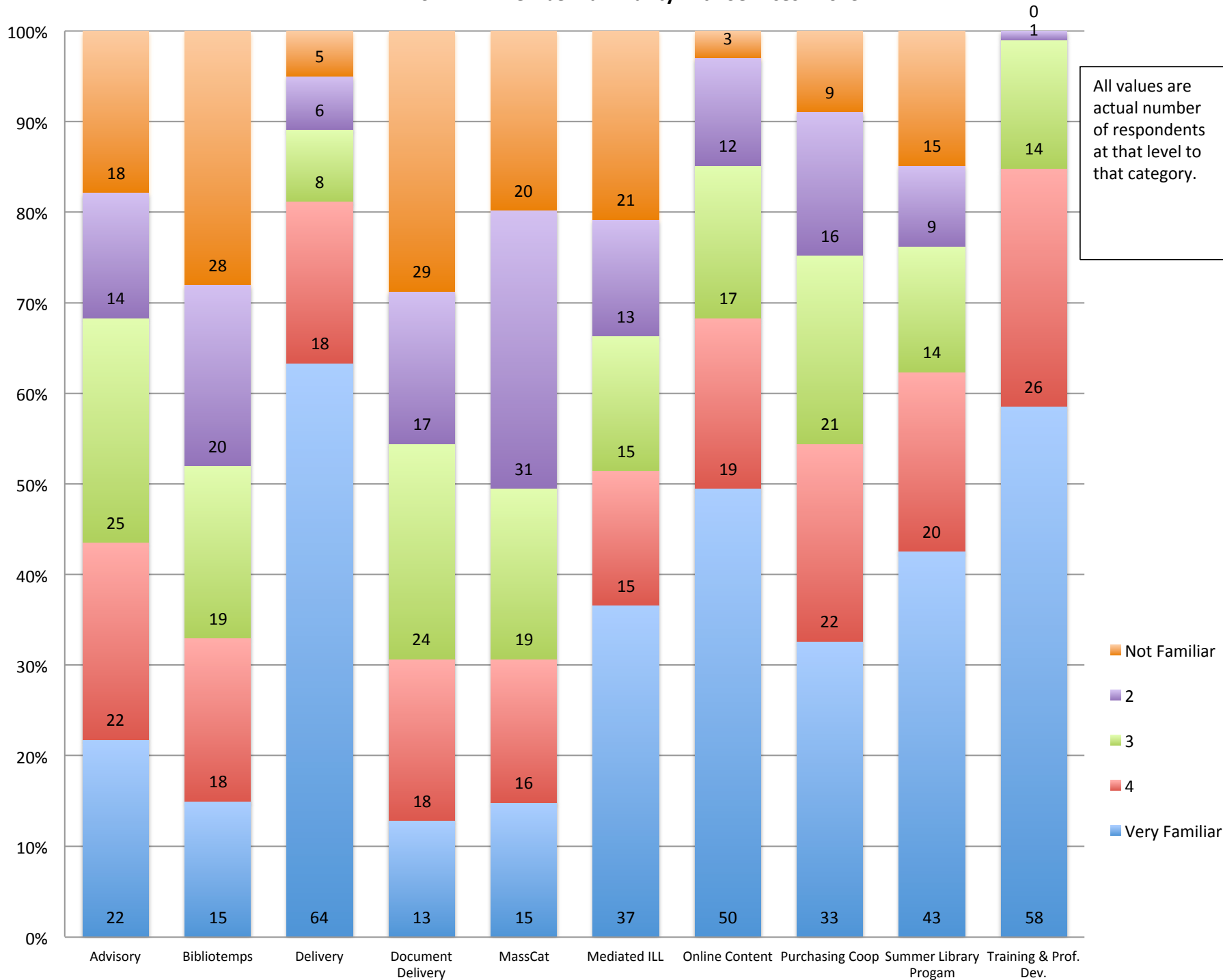
### NORTHEASTERN - Member Familiarity with Services - 2013



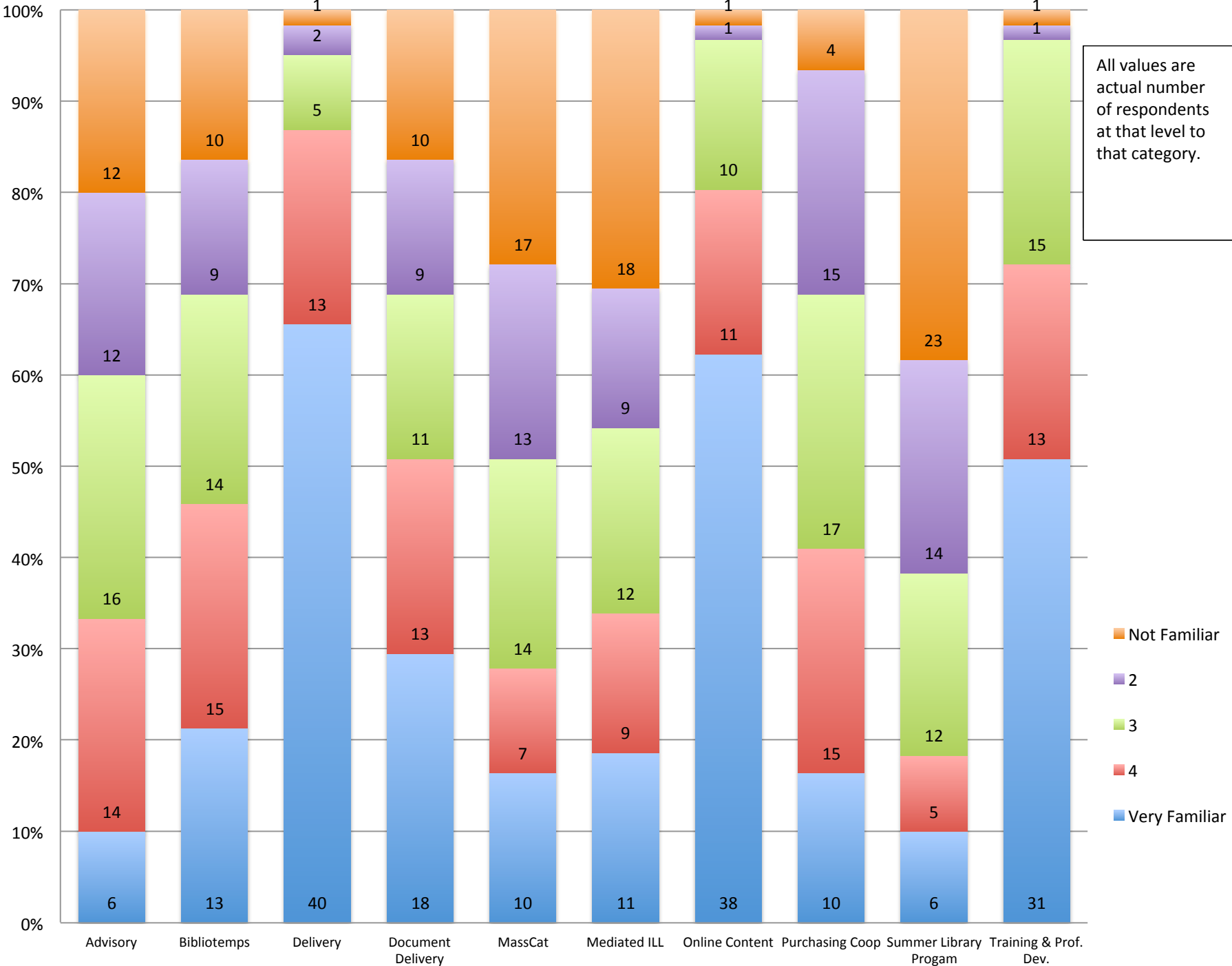
### SOUTHEASTERN - Member Familiarity with Services - 2013



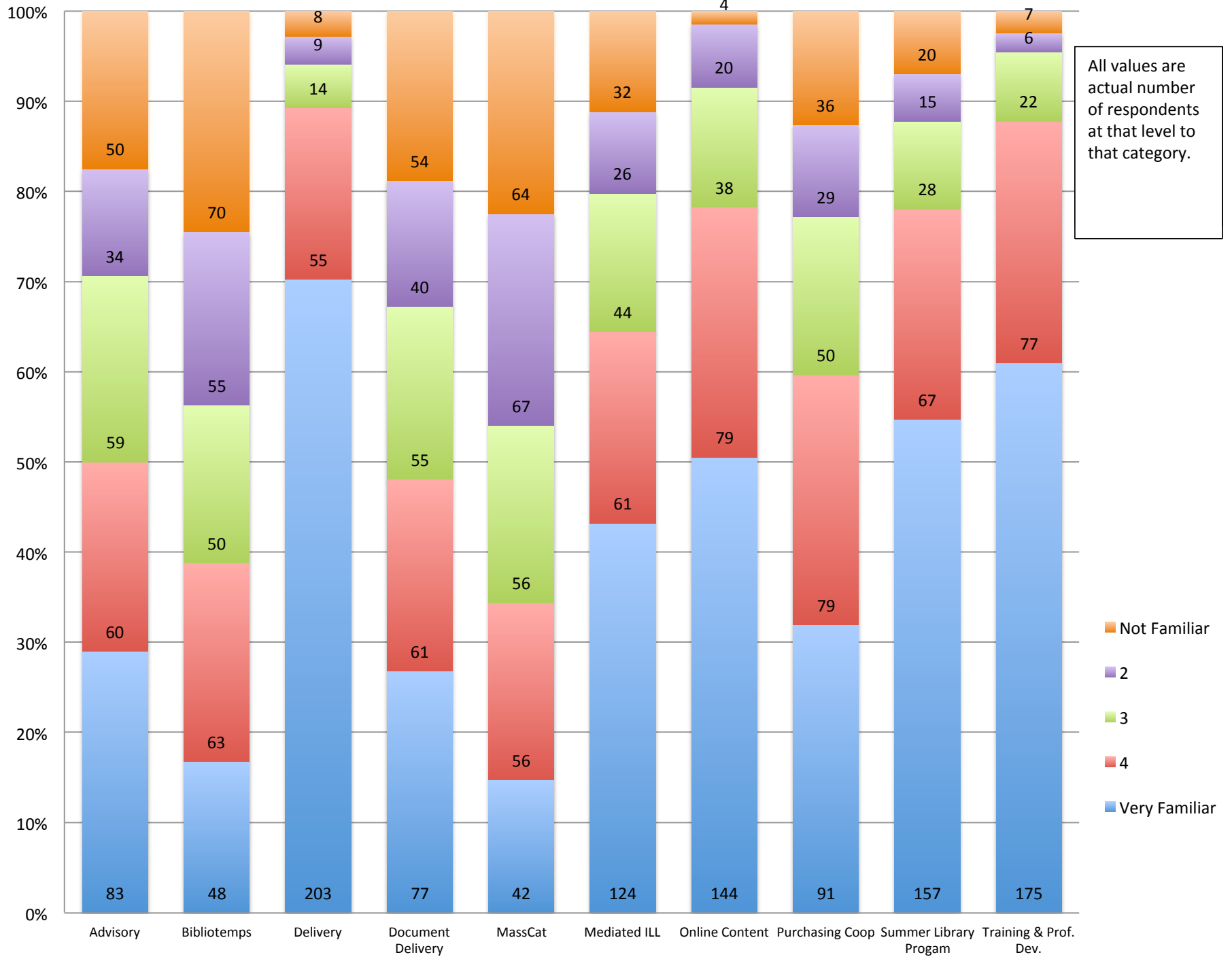
### WESTERN - Member Familiarity with Services - 2013



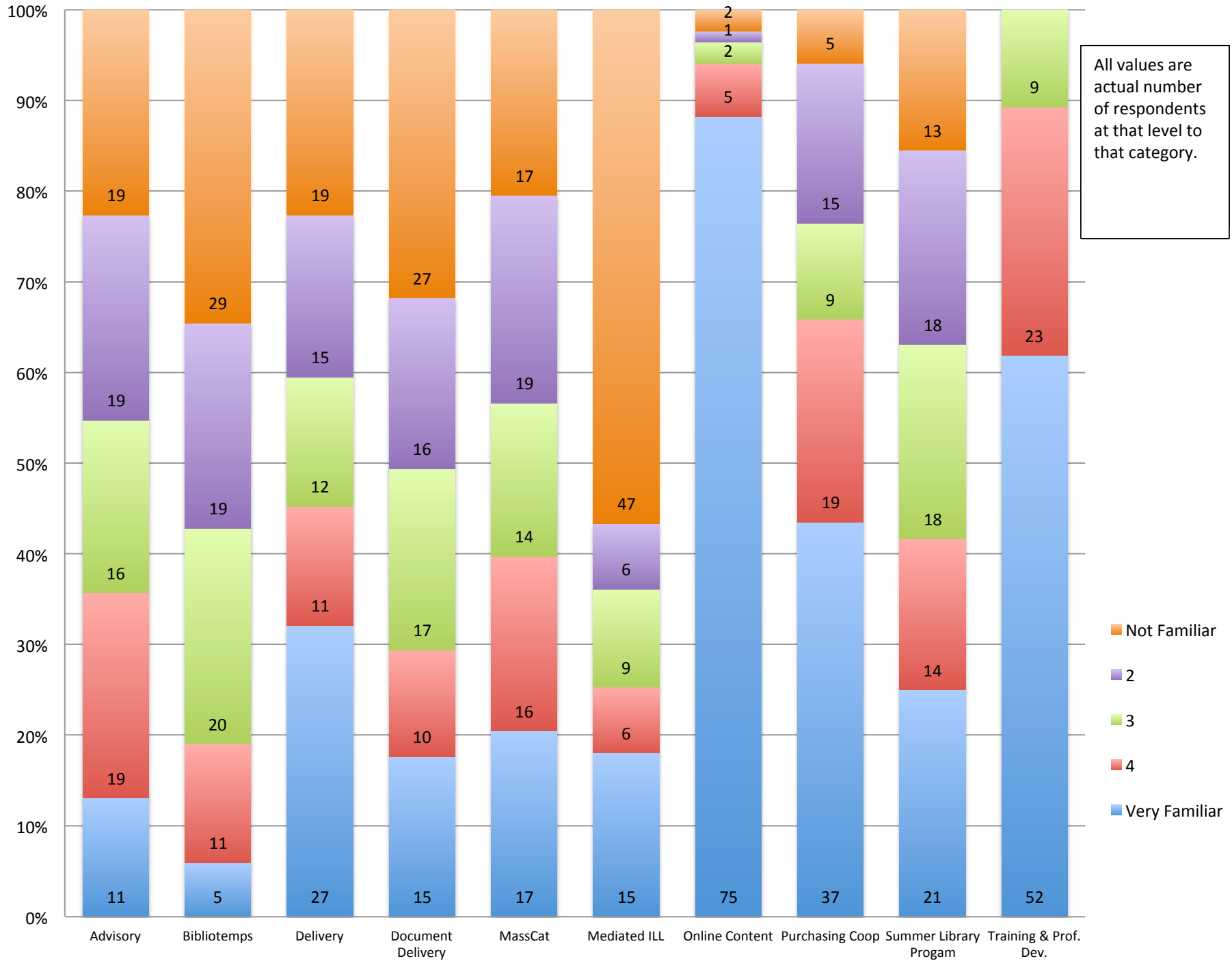
### ACADEMIC - Member Familiarity with Services - 2013



### PUBLIC - Member Familiarity with Services - 2013



### SCHOOL - Member Familiarity with Services - 2013





### SPECIAL - Member Familiarity with Services - 2013

