

ARE YOU SATISFIED?

_____ Public Library wants to give you, the customer, the best possible library service. We are conducting a customer satisfaction survey to find out what you think. It will take about 2 minutes to fill out.

HOW SATISFIED ARE YOU WITH... (5 = completely satisfied, 4=very satisfied, 3=moderately satisfied, 2=very little satisfied, 1 = not at all satisfied)
Please CIRCLE your answer

1. Library staff (knowledge, helpfulness, etc.)?

5---4---3---2---1

2. The collection of library materials (books, magazines, CD's, videos, etc.)?

5---4---3---2---1

3. Information services where staff answer your questions or help you find books, etc.?

5---4---3---2---1

4. The Library's facilities (e.g., convenience, cleanliness, location)?

5---4---3---2---1

5. The Library's electronic resources (e.g., Library Website, In-library access to the Internet, magazines on-line, etc.)?

5---4---3---2---1

6. The Library's hours of opening?

5---4---3---2---1

7. Overall, how satisfied are you with _____ Public Library?

5---4---3---2---1

8. Did you find what you were looking for today?

Yes No Partly

Comments or Suggestions for Improvement: (use back of sheet for more space)

(Please fold in half and place in envelope or box at the desk)

THANK YOU FOR YOUR HELP

PLEASE RETURN BY JANUARY 31, 2017 To the Library