



166-405590



FORMRETURN REGIONAL LIBRARY

THANKYOU FOR TAKING PART IN

OUR

CUSTOMER SATISFACTION SURVEY

IMPORTANT INFORMATION:
Please scribble in the
bubble applicable, trying to
keep within the lines.

1. Approximately how often do you visit the Library?
- A. Often
 B. Sometimes
 C. Rarely
 D. Never
2. What type of materials do you mainly obtain when you visit the library?
- A. Fiction
 B. Reference
 C. CD'S/DVD'S
 D. Magazines
3. How often do you request assistance from the reference librarian?
- A. Often
 B. Sometimes
 C. Rarely
 D. Never
4. How often is the reference librarian able to fully answer your questions?
- A. Often
 B. Sometimes
 C. Rarely
 D. Never
5. How satisfied are you with the services provided by the reference librarian?
- A. Satisfied
 B. Undecided
 C. Dissatisfied
 D. Very
6. How often do you use the library computer system to locate books or other materials?
- A. Often
 B. Sometimes
 C. Rarely
 D. Never
7. Using the library computer, can you always locate books or other library materials that are listed as being
- A. Often
 B. Sometimes
 C. Rarely
 D. Never
8. Using the library's computer catalogue, how easy are you able to find library resources?
- A. Very Easy
 B. Somewhat Easy
 C. Somewhat Difficult
 D. Very Difficult
9. How often do you request books and library materials from other branches in the library system?
- A. Often
 B. Sometimes
 C. Rarely
 D. Never
10. How satisfied are you with the length of time it takes to receive requested materials
- A. Satisfied
 B. Undecided
 C. Dissatisfied
 D. Very satisfied
11. How satisfied are you with the availability of computers for use to access the internet?
- A. Satisfied
 B. Undecided
 C. Dissatisfied
 D. Very satisfied
12. How often do you visit the children's section of the library?
- A. Often
 B. Sometimes
 C. Rarely
 D. Never
13. How satisfied are you with the selection of audio, video, and book resources provided in the
- A. Satisfied
 B. Undecided
 C. Dissatisfied
 D. Very satisfied
14. How satisfied are you with the reading programs provided for children by the local public library?
- A. Satisfied
 B. Undecided
 C. Dissatisfied
 D. Very satisfied
15. Are you Male or Female?
- A. M
 B. F
16. What is your age?
- A. 18 - 25
 B. 26 - 39
 C. 40 - 59
 D. 60 or over

