



195-30795

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. Very Satisfied
B. Satisfied
C. Undecided
D. Dissatisfied

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 available?

- 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. Easy
C. 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 from other branches?

- A. Very Satisfied
B. Satisfied
C. Undecided
D. Dissatisfied

11. How satisfied are you with the availability of computers for use to access the internet?

- A. Very Satisfied
B. Satisfied
C. Undecided
D. Dissatisfied

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 children's section of the library?

- A. Very Satisfied
B. Satisfied
C. Undecided
D. Dissatisfied

14. How satisfied are you with the reading programs provided for children by the local public library?

- A. Very Satisfied
B. Satisfied
C. Undecided
D. Dissatisfied

15. Are you Male or Female?

- A. Male
B. Female

16. What is your age?

- A. 18 - 25
B. 26 - 39
C. 40 - 59
D. 60 or over

