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bubble sheet questionnaires using your
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IMPORTANT INFORMATION: Please shade in the
bubble applicable for each question, trying to keep
within the lines.

THANKYOU FOR TAKING PART IN OUR
CUSTOMER SATISFACTION SURVEY

Approximately how often
do you visit the Library?

- A. Often
- B. Sometimes
- C. Rarely
- D. Never

How often do you request
books and library
materials from other
branches in the library
system?

- A. Often
- B. Sometimes
- C. Rarely
- D. Never

What type of materials do
you mainly obtain when you
visit the library?

- A. Fiction
- B. Reference
- C. CD'S/DVD'S
- D. Magazines

How satisfied are you
with the length of time it
takes to receive
requested materials
from other branches?

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

How often do you request
assistance from the
reference librarian?

- A. Often
- B. Sometimes
- C. Rarely
- D. Never

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

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

How often is the reference
librarian able to fully
answer your questions?

- A. Often
- B. Sometimes
- C. Rarely
- D. Never

How often do you visit
the children's section of
the library?

- A. Often
- B. Sometimes
- C. Rarely
- D. Never

How satisfied are you with
the services provided by
the reference librarian?

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

How satisfied are you
with the selection of
audio, video, and book
resources provided in the
children's section of the
library?

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

How often do you use the
library computer system to
locate books or other
materials?

- A. Often
- B. Sometimes
- C. Rarely
- D. Never

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

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

Are you Male or Female?

- A. M
- B. F

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

What age group are
you in?

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

