

Customer Satisfaction Survey

Welcome,

Thank you for participating in our customer satisfaction survey. Your feedback is very important to us. It will help us identify areas where we can improve services and better understand the needs in our community. All information is treated as confidential.

Sincerely,

Neel Parikh, Executive Director
Pierce County Library System

Please select the Library location that you use most often:

Bonney Lake	Gig Harbor	Orting	Sumner
Buckley	Graham	Parkland/Spanaway	Tillicum
DuPont	Key Center	South Hill	University Place
Eatonville	Lakewood	Steilacoom	
Fife	Milton/Edgewood	Summit	

Customer Satisfaction Survey

Please circle the answer (number) that best reflects your opinion.

Overall, how important is this Library to you?

< not important very important >
1 2 3 4 5 6 7 8 9 10

Overall, how satisfied are you with the services of this Library?

< not satisfied very satisfied >
1 2 3 4 5 6 7 8 9 10

How well do these services compare to your expectations?

< fall short exceed >
1 2 3 4 5 6 7 8 9 10

Overall, how do you rate the quality of services?

< low quality high quality >
1 2 3 4 5 6 7 8 9 10

Would you recommend the services of this Library to others?

< unlikely very likely >
1 2 3 4 5 6 7 8 9 10

How likely are you to reuse the services of this Library?

< unlikely very likely >
1 2 3 4 5 6 7 8 9 10

Materials describing available services are excellent.

< disagree agree >
1 2 3 4 5 6 7 8 9 10

It is easy to submit suggestions and comments.

< disagree agree >
1 2 3 4 5 6 7 8 9 10

Please circle how long have you been using the services of this Library.

less than 1 year 1 - 5 years 6 - 10 years 10+ years

Please circle how often you have used the services of this Library in the past year.

(circle the best fit)

first time 2-5 times 6-9 times 10-20 times 20+ times 50+ times

Please circle how often you expect to use the services of this Library in the future.

less often about the same more often

Please indicate your overall satisfaction with this Library compared with the following information sources:

Bookstore

< much less much more >
1 2 3 4 5 6 7 8 9 10

Information available across the Internet (not from the Library)

< much less much more >
1 2 3 4 5 6 7 8 9 10

A person (other than a Librarian)

< much less much more >
1 2 3 4 5 6 7 8 9 10

Media (Television, Radio, Newspapers, etc.)

< much less much more >
1 2 3 4 5 6 7 8 9 10

Other Libraries

< much less much more >
1 2 3 4 5 6 7 8 9 10

Other sources (not listed above)

< much less much more >
1 2 3 4 5 6 7 8 9 10

You use the services provided by this Library for ... (check all that apply)

- | | | |
|--|---|---|
| <input type="checkbox"/> education related | <input type="checkbox"/> self-improvement | <input type="checkbox"/> leisure activities |
| <input type="checkbox"/> work related | <input type="checkbox"/> other reasons | |

To find information in this Library, in the past year you have ...

(check all that apply)

- Located information on my own, without assistance.
- Received help from a Library staff member.
- Found information using a Library workstation (computer, Internet, CD-ROM, public access terminal).
- Found information using the Library's posted signs and browsing the Library's collections.
- Found information by accessing one of the Library's online information systems from a location other than the Library.
- Found information from other sources.

You are ... (circle the best fit)

- | | |
|--------------------------------------|---|
| <input type="checkbox"/> a student | <input type="checkbox"/> in the workforce (not an educator) |
| <input type="checkbox"/> a homemaker | <input type="checkbox"/> an educator |
| <input type="checkbox"/> retired | <input type="checkbox"/> other |

The primary reason for using the services of this Library relates to ...

(circle the best fit)

- | | | |
|------------------------------------|---|----------------------------------|
| <input type="checkbox"/> education | <input type="checkbox"/> self-improvement | <input type="checkbox"/> leisure |
| <input type="checkbox"/> work | <input type="checkbox"/> other | |

Please indicate all of the services of this Library, used in the past year...

(check all that apply)

- Borrowed items (e.g., books and/or other materials)
- Used materials while in the Library (e.g., read, view, listen to, browse)
- Used the Library's equipment (e.g., computers, workstations, audio/video equipment, printers, copiers)
- Attended events, programs or meetings
- Used the Library's facilities (e.g., chairs, tables, rooms, washrooms, parking lot)
- Accessed Library services from a location other than the Library (e.g., online or over-the-phone)
- Accessed the Internet while at the Library
- Accessed an online database at the Library

With respect to this Library, in the past year... *(circle the best fit).*

Locating information is simple and easy.

< totally disagree totally agree >
1 2 3 4 5 6 7 8 9 10

You often have success finding the information that you are seeking.

< totally disagree totally agree >
1 2 3 4 5 6 7 8 9 10

When looking for information, indicate the method you prefer ...

(circle the best fit)

- On my own, without assistance
- Request assistance from a Library staff member
- Use a Library workstation (e.g., computer)
- Follow the signs and browse the collections
- Access Library services from elsewhere
- Use other sources

Do you work primarily from ...

(Only answer if you are in the workforce and not an educator.)

- Home
- Another location (not from home)

We appreciate your feedback, please write any additional comments and suggestions in the box below.

You have a current Library membership card for ...

This Library?	Yes	No
Another Library (other libraries)?	Yes	No

For the following Library services, please indicate:

- a) your satisfaction with;
- b) the importance to you; and,
- c) the likelihood of recommending the Library service to others.
(on a scale from 1 to 10, where 10 is the highest rating level)

	<i>Importance</i>	<i>Satisfaction</i>	<i>Recommendation</i>
Example: Borrowing items (e.g., books and/or other materials)	8	9	9
	Importance	Satisfaction	Recommendation
Borrowing items (e.g., books and/or other materials)			
Using materials while in the Library (e.g., read, view, listen to, browse)			
Using the Library's equipment (e.g., computers, workstations, audio/video equipment, printers, copiers)			
Attending events, programs or meetings			
Using the Library's facilities (e.g., chairs, tables, rooms, washrooms, parking)			
Accessing Library services from a location other than the Library (e.g., online or over-the-phone)			
Accessing the Internet while at the Library			
Accessing an online database at the Library			

The following information is strictly optional.

This information will help us identify response coverage throughout our community.

ZIP/Postal Code:

Do you wish to receive an email reminder for an annual survey follow-up?

Email Address:

Thank you for taking the time to participate in our customer satisfaction survey. Your information will be combined with the results from other survey respondents. We appreciate your feedback.

Should you have any additional questions or comments regarding this survey, please contact:

Petra McBride at 253-548-3420, or pmcbride@piercescountylibrary.org.

During the completion of the survey, you may provide your email address. If you choose to provide your email address, we will use this information strictly for the purpose of sending annual email reminders regarding updating your survey responses.

Please give completed surveys to any Pierce County Library staff person or mail to Pierce County Library System, attention Marketing & Community Relations Department, 3005 112th St. E., Tacoma WA 98446. Thanks.