Hamilton Public Library Customer Satisfaction Survey

Welcome.

****	561116,							
	Your feedback is important to us. It will help us identify areas where we can improve services and better understand the needs in our community.							
Plea	Please note that you can skip any questions that do not apply to you.							
like l	Your survey response is confidential, however you may provide your information if you would like Library staff to contact you to discuss your survey answers. Data collected from this survey is used in our ongoing efforts to enhance customer satisfaction.							
Thar	nk you for your tir	ne.						
Sinc	erely,							
	Paul Takala, Chief Librarian HAMILTON PUBLIC LIBRARY							
Plea	se select the Libr	ary lo	ocation that you	use	most often below:			
	Ancaster		Concession		Lynden		Stoney Creek	
	Barton		Dundas		Millgrove		Terryberry	
	Binbrook		Freelton		Mount Hope		Turner Park	
	Bookmobile		Greensville		Red Hill		Valley Park	
	Carlisle		Kenilworth		Saltfleet		Waterdown	
	Central		Locke		Sherwood		Westdale	
then BEGIN THE SURVEY (starting on Page 2).								
	After you have finished, please return the completed survey to a staff member. Thank you for your time.							

Note:

Our Privacy Policy Statement follows at the end of this survey document.

Customer Satisfaction Survey

Pieas	se circie	trie ar	iswer (i	numbe	r) triat i	jest rei	nects y	our opi	nion.
	all, how import	•	rtant is	s this L	ibrary	•		portan	nt >
1	2	3	4	5	6	7	8	9	10
	all, how		fied ar	e you v	with th			this Latisfied	ibrary? d >
1	2	3	4	5	6	7	8	9	10
	well do short	these	servio	es cor	mpare	to you	-	ctation exceed	
1	2	3	4	5	6	7	8	9	10
	all, how quality	-	ou rate	the qu	uality o	f servi		quality	/>
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Woul < unl	d you r ikely	recomr	mend t	he ser	vices	of this		y to otl y likely	
1	2	3	4	5	6	7	8	9	10
How < unl	likely a ikely	re you	to reu	se the	servio	es of t		brary? y likely	/>
1	2	3	4	5	6	7	8	9	10
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Vall		Drofor	· Thia I	ibroni		Other	Librari	es Mor	e Often
You .	••		This L No Str	library ong Pre	eferenc	æ			
				e Othe					

When dealing with our Library staff ... (circle the best fit)

Overall, you are satisfied with your experiences. < disagree

agree >

Considering the services used, you are supportive of Library staff.

< disagree agree >

When called upon, staff provide useful assistance.

< disagree agree >

When dealing with our Library staff ...

Staff respond in a professional manner.

< disagree agree >

Your inquiries are routed to the appropriate person.

agree > < disagree

Your inquiries are answered in a timely manner.

< disagree agree >

The overall quality of service, provided by staff, is excellent.

< disagree agree >

Materials describing available services are excellent.

< disagree agree >

It is easy to submit suggestions and comments.

< disagree agree > 6 7

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

1 - 5 years 6 - 10 years less than 1 year 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 > Information available across the Internet (not from the Library) much more > < much less

A person (other than a Librarian) < much less much more >

Media (Television, Radio, Newspapers, etc.)

< much less much more >

Other Libraries < much less

much more >

Other sources (not listed above)

< much less much more >

	use the services provided by this Library for
	education related
	self-improvement
	leisure activities
	work related
	other reasons
	nd information in this Library, in the past year you have
	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 a	are (circle the best fit)
	a student
	in the workforce (not an educator)
	a homemaker
	an educator
	retired
	other

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	educa	ation								
	self-improvement									
	leisur	e								
	work									
	other									
		ate all at apply		servi	ces of	this Li	brary,	used i	n the past year	
	Borro	wed it	ems (e	e.g., bo	oks a	nd/or o	ther n	nateria	ıls)	
	Used	materi	ials wh	nile in	the Lib	orary (e	e.g., re	ad, vie	ew, listen to, browse)	
	Used the Library's equipment (e.g., computers, workstations, audio/video equipment, printers, copiers)									
	Attended events, programs or meetings									
	Used	the Lil	brary's	facili	ties (e.	g., cha	irs, ta	bles, r	ooms, 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									
	Acces	ssed a	n onlir	ne data	abase a	at the L	_ibrary	,		
With :	respec	t to thi	is Libr	ary, in	the pa	ıst yea	r (ci	rcle the	e best fit).	
	ing inf Ily dis		ion is	simple	and e	asy.	totall	y agre	ee >	
1	2	3	4	5	6	7	8	9	10	
	ften h		ccess	findin	g the i	nforma		hat you y agre	u are seeking. ee >	
1	2	3	4	5	6	7	8	9	10	

When looking for information, indicate the n (circle the best fit)	nethod you բ	prefer								
On my own, without assistance										
Request assistance from a Library st	aff member									
Use a Library workstation (e.g., comp	Use a Library workstation (e.g., computer)									
Follow the signs and browse the coll	Follow the signs and browse the collections									
Access Library services from elsewh	Access Library services from elsewhere									
Use other sources										
Do you work primarily from (Only answer if you are in the workforce and no	ot an educato	r.)								
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 care	d for									
This Library?	Yes	No								
Another Library (other libraries)?	Yes	No								

For the following Library services, please indicate:

- a) the importance to you;
- b) your satisfaction with; 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)

	Importance	Satisfaction	Recommendation
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 info	ormation is strictly op	tional.				
This information will help us identify response coverage throughout our community.						
Postal Code:						
Do you wish to re	eceive an Email remin	der for an annual surve	y 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: **Kimberly Silk at ksilk@hpl.ca**

Hamilton Public Library Customer Satisfaction Survey Privacy Statement

Hamilton Public Library is committed to respecting your privacy and protecting your personal information.

All information is treated as confidential. There are no mandatory questions. You may choose to opt-out of some (or all) of the survey questions if you are not comfortable with providing a response.

The combined responses of all survey respondents will be used by Library staff to determine customer satisfaction opportunities and trends.

Summary results, consisting of overall response data, may be published from time-to-time. At no time will we publish information that would reveal the identity of individual respondents or their responses.

During the completion of the survey, you may optionally 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. Other personal information, if provided, is used strictly to track trends in customer satisfaction by comparing current and previous responses.

Certain socio-demographic data is used for purposes of validating the survey sample and for determining the statistical significance of survey results.

For information regarding this policy or your privacy, please contact:

Paul Takala, Chief Librarian Hamilton Public Library