## Iowa DOT - Library User Survey

### 1. INTRODUCTION

This survey is being used to collect information on the services provided by the library at the Iowa Department of Transportation. The information will be used to improve the services and materials provided by the library.

Please take a few moments to complete this survey.

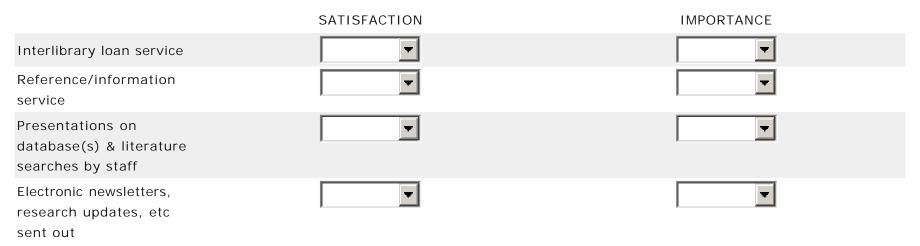
THANK YOU!

## 2. SERVICES AVAILABLE

This section of the survey asks about some of the services available at the library.

Please indicate how satisfied you are with each service AND how important you believe it is to have this service available.

1. For each service below, rate both your satisfaction with the service and the importance of having it available.



2. COMMENTS (On existing or desired services)



## 3. VISITS TO THE LIBRARY

This section of the surveys asks about how often you frequent the library and the things you do while there.

3. How often do you come to the library? (check one)

jη	More	than	once	а	week
jη	Week	.ly			
ļ'n	Month	٦ly			
ļ'n	Less	often			

# 4. Which of the following have you done on your visits to the library in the last year? (check all that apply) Asked staff for assistance Looked for books, journals, etc. Borrowed or returned material Made photocopies Attended instruction/training/consultation session Studied/worked individually Studied/worked in a group Used library's computer Used my own computer/laptop Used for a meeting Other (please specify)

# 4. ACCESSIBILITY

This section of the survey asks about accessibility to information, staff and the library itself.

Please indicate how satisfied you are with the accessibility of each item AND how important you believe it is to have access to the item.

5. For each of the items below, rate both your satisfaction with it and the importance of having it available.

	SATISFACTION	IMPORTANCE
Access to computers	•	▼
Assistance from staff	▼	▼
Access to library web page (intra- & internet)	•	▼
Access to on-line library catalog	•	▼
Access to on-line collections	_	•
Access to other on-line resources		V
Ability to photocopy materials	_	▼
Ability to print out materials		V
Place to work individually	_	•
Place to work in groups	<b>V</b>	▼

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	6. COMMENTS												
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5. OVERALL													
This section of the survey asks you to provide an overall opinion of the library.													
7. Overall, rate the library on each of the following:													
		1 - Poor	2	3	4	5 - Excellent	Not Applicable						
	Quality of on-site collections	ja	ja	jα	ja	<b>j</b> o	jα						
	Quality of electronically accessible collections	jn	<b>j</b> n	<b>j</b> m	jn	<b>j</b> n	<b>j</b> n						
	Quality of distributed electronic information	jn	jn	jα	ja	jn	jα						
	Quality of customer service	j'n	j'n	j'n	j'n	j'n	j'n						
	Inviting environment	jn	<b>j</b> o	jn	jn	ja	jm						
	Hours library is staffed	<b>j</b> n	<b>j</b> n	<b>j</b> n	jn	jn	<b>j</b> n						
8. What suggestions would you have for improving the services and resources provided through the library?													
6.	CONCLUSION												
Congratulations! You have come to the end of the survey.													
Thank you for taking the time to complete this survey. Your feedback will provide essential information to assist in the improvement of the library.													
Please complete your survey by clicking "SUBMIT THIS SURVEY." If a box opens asking if you wish to close the window, respond 'yes.' Thanks again!													