

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.

	SATISFACTION	IMPORTANCE
Interlibrary loan service	<input type="text"/>	<input type="text"/>
Reference/information service	<input type="text"/>	<input type="text"/>
Presentations on database(s) & literature searches by staff	<input type="text"/>	<input type="text"/>
Electronic newsletters, research updates, etc sent out	<input type="text"/>	<input type="text"/>

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)

- More than once a week
- Weekly
- Monthly
- 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	<input type="text"/>	<input type="text"/>
Assistance from staff	<input type="text"/>	<input type="text"/>
Access to library web page (intra- & internet)	<input type="text"/>	<input type="text"/>
Access to on-line library catalog	<input type="text"/>	<input type="text"/>
Access to on-line collections	<input type="text"/>	<input type="text"/>
Access to other on-line resources	<input type="text"/>	<input type="text"/>
Ability to photocopy materials	<input type="text"/>	<input type="text"/>
Ability to print out materials	<input type="text"/>	<input type="text"/>
Place to work individually	<input type="text"/>	<input type="text"/>
Place to work in groups	<input type="text"/>	<input type="text"/>

6. COMMENTS

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	jn	jn	jn	jn	jn	jn
Quality of electronically accessible collections	jn	jn	jn	jn	jn	jn
Quality of distributed electronic information	jn	jn	jn	jn	jn	jn
Quality of customer service	jn	jn	jn	jn	jn	jn
Inviting environment	jn	jn	jn	jn	jn	jn
Hours library is staffed	jn	jn	jn	jn	jn	jn

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!