

Library Satisfaction Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Please think about your most recent visit to the branch named above. Every question is optional. Do not include your library-card number or other personal details.

1. What was the main purpose of your visit?

- ☐ Borrow or return materials
- ☐ Use a computer or internet connection
- ☐ Find information
- ☐ Use a quiet space
- ☐ Attend an activity
- ☐ Help someone else use the library
- ☐ Another purpose

2. Were you able to do what you came to do?

- ☐ Yes
- ☐ Partly
- ☐ No
- ☐ My visit had no specific task

3. How easy was it to find the service or area you needed?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither easy nor difficult
- ☐ Somewhat easy
- ☐ Very easy
- ☐ Not applicable

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4. When you asked staff for help, did you get what you needed?

- ☐ Yes
- ☐ Partly
- ☐ No
- ☐ I did not ask for help

5. How well do this branch's opening times fit when you can visit?

- ☐ Not at all well
- ☐ Slightly well
- ☐ Moderately well
- ☐ Very well
- ☐ Extremely well
- ☐ Not sure

6. What service or resource did you need but could not use?

7. What one change would make this branch more useful to you?
