

Donnellson Public Library



Service and Operations Survey

Please take a moment to answer this anonymous survey about the library. All questions are optional. Want to answer digitally? Use the following link to the digital

version: <https://forms.gle/WDeW2RQuzRe448Q29> or scan the QR code

How would you rate the library's service regarding the following areas:

Customer Service:

Excellent Good Fair Poor Don't know/Not applicable

Collection (books, DVDs, music, newspapers, etc):

Excellent Good Fair Poor Don't know/Not applicable

Programs (classes, storytime, etc):

Excellent Good Fair Poor Don't know/Not applicable

Online Services (website, catalog, research databases, etc):

Excellent Good Fair Poor Don't know/Not applicable

ILL (inner-library loan):

Excellent Good Fair Poor Don't know/Not applicable

Library Policies:

Excellent Good Fair Poor Don't know/Not applicable

Computers and Printers:

Excellent Good Fair Poor Don't know/Not applicable

Internet Access:

Excellent Good Fair Poor Don't know/Not applicable

Facilities:

Excellent Good Fair Poor Don't know/Not applicable

Hours of Operation:

Excellent Good Fair Poor Don't know/Not applicable

Are the hours convenient? We are open Mon-Fri 11:30 -7:30, Sat 10-3:30.

Yes or No

How often do you visit the library?

Daily 1-2 x per week 1-2 x per month 1-2 x per year Never

What brings you to the library? I use the library for: _____

Why don't you use or like to use our library? _____

Over all, how would you rate the library in Donnellson?

Excellent Good Fair Poor Don't know/Not applicable

Are there materials, services, or programming not provided through the library that you would like to see provided? _____

What do you value most about our library? _____

How could the library or its services be improved? _____

What kind of programming would you be interested in? Do you have any interests or talents you would like to present for a program? _____

Are there any other items you would like to bring to our attention?

Please return to the library. Thank you for your help by participating in our survey!!!