

**1. Please select the category that best describes your role at the Library. (Select all that apply)**

- Library volunteer
- Member
- Community member but not a Library member
- Visitor to the region

**2. How often do you visit the Library?**

- Weekly
- Fortnightly
- Occasionally (once every two/three months)
- Seldom (4 or less times a YEAR)
- Never

**3. What was the reason for your visit to the library? (Select all that apply)**

- Find a book or magazine
- Find an audio book, DVD
- For a workshop
- For story time
- For a social chat with friends
- JP service
- For study
- Looking for community information
- Use the computers
- Use the printer | photocopier | laminator
- View the art/craft displays
- Volunteer work

**4. Please indicate your level of satisfaction concerning CUSTOMER SERVICE by circling your choices.**

4.1 Library volunteers treat me fairly and without discrimination.	strongly agree   agree   disagree   strongly disagree
4.2 Library volunteers are professional in their dealings with me.	strongly agree   agree   disagree   strongly disagree
4.3 Library volunteers are friendly.	strongly agree   agree   disagree   strongly disagree
4.4 Library volunteers are interested in me and my needs.	strongly agree   agree   disagree   strongly disagree
4.5 Library volunteers are knowledgeable.	strongly agree   agree   disagree   strongly disagree

**5. Please indicate your level of satisfaction concerning the FACILITIES and RESOURCES by completing the following statements:**

5.1 Computers and electronic equipment are accessible in the library.	strongly agree   agree   disagree   strongly disagree
5.2 Printing services are adequate.	strongly agree   agree   disagree   strongly disagree
5.3 The library's collection meets my personal and research needs.	strongly agree   agree   disagree   strongly disagree
5.4 Library volunteers keep me informed about new services and collections.	strongly agree   agree   disagree   strongly disagree
5.5 Library space is adequate.	strongly agree   agree   disagree   strongly disagree
5.6 Opening hours are adequate.	strongly agree   agree   disagree   strongly disagree

What do you think is the best thing about the Library?

If you prefer different hours, please list your preferred times: .....

If you rated any of the above items as Disagree or Strongly Disagree, please provide details.