

SATISFACTION:

A Pool of Questions for constructing a local survey

Service Encounter Satisfaction

1. Overall, how satisfied are you with today's library visit?
(Highly dissatisfied/Highly satisfied)
2. [Name specific services, facilities, and staff (by service points or location).] Ask respondents about which ones they used and how satisfied they are with the service provided.
(Highly dissatisfied/Highly satisfied)
3. "How would you rate the value of your visit?"
(Poor/Outstanding)
4. Did you find what you were looking for? Yes__ No__.

If not, why?

If "yes", how satisfied were you with what you found?
(four-point scale: very satisfied, satisfied, unsatisfied, very dissatisfied)

6. Did you experience any problems in the use of the library? Yes__ No__.

If "yes", what was the problem or problems? How did the staff deal with the problem? Please assess the course of action they took to resolve the problem. Will you use the library again?

Overall Service Satisfaction

1. Based on all of your experiences in using the library, what are we doing that you particularly like?
2. Based on all of your experiences in using the library, what are we doing that you really don't like?
3. Based on all of your experiences in using the library, what are we doing that you really don't care about?
4. Based on all of your experiences in using the library, what aren't we doing that you would like us to do?
5. Based on all of your experiences in using the library, how and where could we most improve to provide high-quality service and guarantee 100 percent satisfaction?
6. Based on all of your experiences in using the library, what do you like best about us?
7. Based on all of your experiences in using the library, what do you like least about us?
8. If we could do ONE thing to improve, what should it be?