

Instrument 1
Public Services user satisfaction survey

Take a Survey, Get a Treat! Your opinion is important to us!
Please help us improve University Libraries services
by taking a few moments to answer the following questions.

Is this your first time visiting the University Libraries? YES NO

It was easy to find the desk, office, or item(s) (Circulation, Reference, Reserves, Billing, Information Delivery Services) that I needed.

STRONGLY AGREE * AGREE * NEUTRAL * DISAGREE * STRONGLY DISAGREE

The person I spoke with had a friendly and professional attitude.

STRONGLY AGREE * AGREE * NEUTRAL * DISAGREE * STRONGLY DISAGREE

The person who assisted me was helpful, knowledgeable and understood what I needed.

STRONGLY AGREE * AGREE * NEUTRAL * DISAGREE * STRONGLY DISAGREE

I was satisfied with the level of service I received at the library today.

STRONGLY AGREE * AGREE * NEUTRAL * DISAGREE * STRONGLY DISAGREE

I am

FACULTY * STAFF * GRADUATE STUDENT * UNDERGRADUATE * COMMUNITY MEMBER

I interacted with library staff in these areas today:

CIRCULATION * REFERENCE * RESERVES * BILLING * INFORMATION DELIVERY SERVICES

Comments:

Source: Northern Illinois University Libraries, Assessment Group (2015-16).
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