

Library Patron Survey

The purpose of this instrument is to provide an opportunity for you to express your opinions on various aspects of the operation of the Bethel College library. The administration is interested in your input which will assist us in our attempt to make the library an exceptional resource for faculty and students.

| | | | | | |
|--|---|---|---|--------|--------------|
| 1. When you visit the library are you able to find what you are looking for? (Library Services – 2d1) | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Never | | | | Always | No Knowledge |
| Comments: | | | | | |

| | | | | | |
|--|---|---|---|-----------|--------------|
| 2. How satisfied are you with the overall services of the library? (Library Services – 2d1) | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Not at all | | | | Extremely | No Knowledge |
| Comments: | | | | | |

| | | | | | |
|---|---|---|---|-----------|--------------|
| 3. How helpful is our staff? (Library Services – 2a) | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Not at all | | | | Extremely | No Knowledge |
| Comments: | | | | | |

| | | | | | |
|---|---|---|---|--------------------------|--------------|
| 4. The information provided was free of errors to the best of my knowledge. (Library Services – 2c2) | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Information was incorrect | | | | Information was accurate | No Knowledge |
| Comments: | | | | | |

| 5. Please rate your satisfaction with each of the following services: (Library Services – 2a and institutional goals expressed as institutional objectives - 5a/5b) | | | | | | |
|--|---------------------|----------------|-------------|--------------------|------------------|----------------|
| Service | 1-Very Dissatisfied | 2-Dissatisfied | 3-Satisfied | 4-Mildly Satisfied | 5-Very Satisfied | 6-No Knowledge |
| Collection (books, magazines, audios, DVD's, etc. | | | | | | |
| Reference Service | | | | | | |
| Hours Open | | | | | | |
| Interlibrary Loan | | | | | | |
| Public Access Computer | | | | | | |
| Electronic Resources (database) | | | | | | |

5. Are there any other comments you would like to provide concerning the library, its staff, services and/or programs?

Please return to the circulation desk.
 Thanks for completing this library survey!

Library Patron Survey
please take one