

Road and Bridge by Date Range

<i>Date Rcvd</i>	<i>Request Date</i>	<i>Location</i>	<i>Initial Contact</i>	<i>Service</i>	<i>Response</i>	<i>QualityWork</i>	<i>R/B Comments:</i>
5/4/2012		CR 551					April (Brush Crew) - never saw them. WO412-09

Total Surveys 1

Average Initial Contact

Average Customer Service

Average Response Times

Average Quality of Work

5=Excellent

4=Good

3=Expected

2=Fair

1=Poor

Jackson, Jackey

From: Cottrell, Scott
Sent: Monday, June 18, 2012 5:21 PM
To: Jackson, Jackey (Jackey.Jackson@sumtercountyfl.gov); Wilson, Mark
Cc: Bradley.Arnold@sumtercountyfl.gov
Subject: FW: RE: May Customer Surveys for June 26, 2012 Agenda
Attachments: Road and Bridge Customer Surveys 2012.pdf

Jackey and Mark,

See attached. What happened? Why did a resident on CR551 complain on 4 May that he never saw the brush crew? Did we promise them we would check?

I need a response by COB Tuesday, 19 June.

Scott

Scott B. Cottrell, PE
Director, Public Works
Sumter County
352-569-6700

From: Collins, Sandra
Sent: Monday, June 18, 2012 10:11 AM
To: Cottrell, Scott; Jackson, Jackey
Subject: RE: May Customer Surveys for June 26, 2012 Agenda

Please see attached.

Thank You,

Sandra Collins
Staff Assistant III
Sumter County Board of County Commissioners
7375 Powell Road, Suite 200
Wildwood, FL 34785
sandra.collins@sumtercountyfl.gov
(352) 689-4400
(352) 689-4401 (Fax)

Wilson, Mark

From: Franklin, Alison
Sent: Tuesday, June 19, 2012 7:53 AM
To: Wilson, Mark
Subject: survey card

Mark,
Here is the information you asked about this morning.

Shield, George 5803 CR 551 Bushnell FL 33513 W0412-09

This person was picked because brush work was done on CR 551 in the month of April. I search the brush crew work orders and see what roads were worked on in the month. Then I go to the property appraisers office and randomly check for citizen's names that live on those roads. That is how the WO surveys are selected.

Alison

Date Printed: 6/19/12
Time Printed: 8:10 AM

SERVICE REQUEST

Request Number: 7309

Associated WO Number:

Complaint

Code: ROW

Description: Right-of-Way

Problem Address:

CR 551, BUSHNELL

Details: CR 551 tree down totally blocking road tree is about 12 inches in diameter and about 20 ft long

Date/Time Reported: 4/2/2012 1:33:20 PM

Service Priority:

3

Submitted To: WILSON, ALVIN M

Initiated By: ALISON, FRANKLIN

Project:

Caller Information

Call	Name	Home Address	Home Phone	Work Phone	Other Phone
7291	JOYCE MASK		3523035048		

Call

Questions

Answers

Resolution

Closed Out By: _____ Date/Time Resolved: _____

Held Over for Day Shift Referred To Municipality Date / Time Reported: _____

Reported to Municipality: _____ Name of Contact: _____

Employee	Start Date	Start Time	Finish Date	Finish Time	Hours	Rate Type	Valid Rate Types
							A = Hourly
							B = Overtime
							C = Holiday/Emerg.
							D = Fixed

Comments:

By WILSON, ALVIN M: 4/5/2012 8:21:42 AM

Leroy removed from road way and Brush crew clean on 4/3/2012

Parks and Recreation by Date Range

<i>Date Rcvd</i>	<i>Facility</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Scheduling</i>	<i>Setup/Cleanliness</i>	<i>P R Comments:</i>
5/7/2012	Lake Pan Recreation	5	5	5	5	The key wouldn't work at first I was upset, but it was taken care of quickly and it was the right key - just bent so it would not work. No one's fault! :) Thanks, Carla MO4-6
5/7/2012		4	4		5	Great new course, always glad to see nice parks adding a great sport. Thanks 5-12 #10
5/9/2012	Royal	5	5	5	5	MO4-2 Thanks, Carla
5/17/2012	Lake Pan Community	5	5	5	5	Everything was super. No concerns at all. Very efficient services. Well receptive. Good job, keep up the good work. Glorida @ Headstart MO4-3 Thanks, Carla
5/21/2012	Lake Pan Recreation	5	5	5	5	MO4-7
5/23/2012	Lake Miona	5			1	the ant situation there is terrible, hugh ant piles next to the walk ways and near the covered tables next to play area

Total Surveys 6

Average Initial Contact	4.8	5=Excellent 4=Good 3=Expected 2=Fair 1=Poor
Average Customer Service	4.8	
Average Scheduling	5	
Average Setup/Cleanliness	4.3	

Mosquito Control by Date Range

<i>Date Rcvd</i>	<i>Location</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Response Time</i>	<i>Effectiveness of Service</i>	<i>MC Comments:</i>
5/29/2012	Wildwood	5	5	5	5	3793 PepperTree Lane, Wildwood, FL 34785 E-5/12 2
5/24/2012		5	5	5	5	Everyone is highly regarded with integrity, respect, honesty, reliable, knowledgeable and kind. Like the Bible King said of Jesus - I find no fault in them. E-5/12 1
5/24/2012	8608 CR 221, Wildwood	5	5	5	5	Much needed and appreciated!! Thank you!! E-5/12 4

Total Surveys 3

Average Initial Contact	5	5=Excellent 4=Good 3=Expected 2=Fair 1=Poor
Average Customer Service	5	
Average Response Time	5	
Average Effectiveness of Service	5	

Solid Waste by Date Range

Date Received Day Visited Initial Contact Customer Service Site Appearance Recycling Options Solid Waste Comments:

5/3/2012	4/27/2012	5	5	5	5	Excellent CDA 5-2-12
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Total Surveys 1

Average Initial Contact	5	5=Excellent
Average Customer Service	5	4=Good
Average Site Appearance	5	3=Expected
Average Recycling Options	5	2=Fair
		1=Poor

Animal Control Adoption

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	#12	Adopt Dog	Explain	Adopt Cat	Explain	Adoption Comment
5/10/2012	5	5	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	Saw all the dogs and wanted the one I saw.	<input type="checkbox"/>		
5/3/2012	4	4	4	4	4	4	4	4	4	4	4	5	<input checked="" type="checkbox"/>		<input type="checkbox"/>		

Total Surveys 2

Average Question 1	4.5
Average Question 2	4.5
Average Question 3	4.5
Average Question 4	4.5
Average Question 5	4.5
Average Question 6	4.5
Average Question 7	4.5
Average Question 8	4.5
Average Question 9	4.5
Average Question 10	4.5
Average Question 11	4.5
Average Question 12	5

Rating

- 5=Outstanding
- 4=Good
- 3=Satisfactory
- 2=Improvement Needed
- 1=Unsatisfactory

Questions

1. Animal Control (AC) staff treated me with respect and courtesy.
2. AC staff thoroughly explained the adoption process.
3. The adoption process was easy and affordable.
4. I was asked appropriate questions to aid in securing an adoption.
5. I did not wait long to adopt a pet from the shelter.
6. I received the known history of the animal I adopted.
7. AC staff responded promptly to my questions, phone calls and other contacts.
8. Oral instructions from AC staff were clear and easily understood.
9. Written materials provided by AC staff were clear and easily understood.
10. I will likely return to adopt another animal.
11. I will likely recommend the AC shelter to friends/relatives as a good place to adopt a pet.
12. Rate your overall satisfaction with AC Services.

Did you adopt a dog? (Check indicates Yes)

Total Adopt a Dog 2
 % Total Dog Adoptions 100%

Did you adopt a cat? (Check indicates Yes)

Total Adopt a Cat 0
 % Total Cat Adoptions 0%

Animal Control Officer

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	Visit Notice	Explain	Citation	Explain	Comments
5/4/2012	5	5	5	5	5	5	5	5	<input type="checkbox"/>		<input type="checkbox"/>		
5/4/2012	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		<input type="checkbox"/>		
5/4/2012	4	4	4	3	4	4	3	4	<input type="checkbox"/>		<input checked="" type="checkbox"/>		
5/4/2012	5	5	5	5	5	5	5	5	<input type="checkbox"/>		<input type="checkbox"/>		
5/4/2012	5	5	5	5	5	5	5	5	<input type="checkbox"/>		<input type="checkbox"/>		
5/4/2012	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		<input type="checkbox"/>		Very polite gentleman.
5/14/2012	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	The City of Wildwood really needs to address all the wild cats in our area!	<input type="checkbox"/>		The 2 officers (Jared and Anthony) were very informative and sympathetic to my problem with major wild cats in the city of Wildwood. Thank you so much. Susan Aldrich
5/15/2012	5	5	5	5	5	5	5	5	<input type="checkbox"/>		<input type="checkbox"/>		
5/21/2012	5	5	5	5	5	5	5	5	<input type="checkbox"/>		<input type="checkbox"/>		Officer treated both myself and animal with respect. Very good job
5/29/2012	5	5	5	5	5	5	4	5	<input type="checkbox"/>		<input type="checkbox"/>		Gentleman was very polite and helpful.
5/24/2012	5	5	5	5	5	5	5	5	<input type="checkbox"/>		<input type="checkbox"/>		
5/29/2012	5	5	5	5	5	5	5	5	<input type="checkbox"/>		<input type="checkbox"/>		
5/23/2012									<input type="checkbox"/>		<input type="checkbox"/>		
5/31/2012	5	5	5	5	5	5	5	5	<input type="checkbox"/>		<input type="checkbox"/>		Everyone associated with Lake Sumter Animal Control were extremely nice. Thank you, Patsy W. Hansen
5/30/2012	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		<input type="checkbox"/>		
5/30/2012	5	5	5	5	5	5	5	5	<input type="checkbox"/>		<input type="checkbox"/>		The new staff has been extremely caring and courteous.
5/30/2012	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	problem with neighbor's dogs	<input type="checkbox"/>		Thank you for responding so quickly to my problem
5/30/2012	5	4	5	5	5	5	5	5	<input checked="" type="checkbox"/>		<input type="checkbox"/>		
5/2/2012	1	1	1		1	1	1	1	<input checked="" type="checkbox"/>	had a rat that was sick and could have rabies and was told it was my problem and would not come out to check	<input type="checkbox"/>		the health dep. would nothing an animal control would do nothing, so much for county offices

Total Surveys 19

Rating

- 5=Outstanding
- 4=Good
- 3=Satisfactory
- 2=Improvement Needed
- 1=Unsatisfactory

Average Question 1 4.7
 Average Question 2 4.7
 Average Question 3 4.7
 Average Question 4 4.9
 Average Question 5 4.7
 Average Question 6 4.7
 Average Question 7 4.6
 Average Question 8 4.7

Questions

1. The Animal Control Officer (ACO) treated me with respect and courtesy.
2. The ACO made clear to me how I can comply with animal control laws.
3. My interaction with the ACO was informative.
4. The ACO provided individual attention to my issues.
5. The ACO answered my questions both clearly and professionally.
6. The ACO (and office staff if applicable) responded promptly to my questions, phone calls and other contacts.
7. The ACO promptly responded to my request for assistance with an animal at my home or in the community.
8. Rate your overall satisfaction with your experience with Animal Control Services.

Did you receive a completed Notice of Visit at your residence? (Check indicates yes)

Total Notice of Visit 7
 % Total Notice of Visit 37%

Did you receive a citation? (Check indicates Yes)

Total Receive Citation 1
 % Total Receive Citation 5%

Bushnell Public Library 1-5

Date Rcvd	1-3/week	1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	Use Computer	Teen Program	Child Progra	Adult Progra	Study/Work	Socialize	None of These	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
5/1/2012	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3						
5/11/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		1	not a very big selection	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		0	Mark Chessor is the very best employee. I get help from him frequently. He is very cordial.
5/5/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		0	
5/5/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	I enjoy taking my children by the library each week	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	
5/15/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		0		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		3	

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	Use Computer	ChildProgram	TeenProgram	AdultProgram	Study/Work	Socialize	Noneofthese	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Look	# 4 No	# 4 Comment	# 5	# 5 Comment
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Total Surveys 5

1. How often do you visit the library?

Total One to three times	3	<i>Percent Total Surveys</i>	60%
Total At least once	2	<i>Percent Total Surveys</i>	40%
Total Less than once	0	<i>Percent Total Surveys</i>	0%
Total Not on regular basis	0	<i>Percent Total Surveys</i>	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	3	<i>Percent Total Surveys</i>	60%
Total Audio Books	2	<i>Percent Total Surveys</i>	40%
Total Music CDs	2	<i>Percent Total Surveys</i>	40%
Total DVDs	3	<i>Percent Total Surveys</i>	60%
Total Newspapers	0	<i>Percent Total Surveys</i>	0%
Total Magazines	0	<i>Percent Total Surveys</i>	0%
Total Use Computer	2	<i>Percent Total Surveys</i>	40%
Total Attend Child Programs	2	<i>Percent Total Surveys</i>	40%
Total Attend Teen Programs	1	<i>Percent Total Surveys</i>	20%
Total Attend Adult Programs	0	<i>Percent Total Surveys</i>	0%
Total Study or Work Space	1	<i>Percent Total Surveys</i>	20%
Total Socialize	1	<i>Percent Total Surveys</i>	20%
Total None of these	0	<i>Percent Total Surveys</i>	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 1.2 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	3	<i>Percent Total Surveys</i>	60%
Total Question 4 No	0	<i>Percent Total Surveys</i>	0%
Total Question 4 Not Look Today	1	<i>Percent Total Surveys</i>	20%

5. The library staff was responsive to my needs.

Average # 5 1.6 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Bushnell Public Library 6-10

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
5/1/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	3	3	1		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5/11/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		1	3	2	1		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	When Tina was library director, she had pet therapy and pets with assisted reading classes. It is very small-minded to not allow that to be continued.					
5/5/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							<input type="checkbox"/>							
5/5/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	2	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The staff is usually pretty friendly and helpful at Bushnell, with the exception of the young black lady who works there. She is not friendly and at times seems rude to not only me and my children, but her own staff. She should really work on her "people skills"
5/15/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	3	3	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wanted to compliment the staff at the Bushnell library. They are always very helpful, pleasant and courteous to myself and other patrons - appreciate them.				

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
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Total Surveys 5

**6. Please indicate which programs you have participated in during the past 12 months.
(Please check all that apply.)**

Total #6 Children Programs Events	2	<i>Percent Total Surveys</i>	40%
Total #6 Summer Reading Program	0	<i>Percent Total Surveys</i>	0%
Total #6 Teen Programs Events	1	<i>Percent Total Surveys</i>	20%
Total #6 Computer Classes/Workshops	0	<i>Percent Total Surveys</i>	0%
Total #6 Adult Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #6 None of These Programs	2	<i>Percent Total Surveys</i>	40%

**7. Please check any areas below where you would like to see more programs offered at the library.
(Please check all that apply.)**

Total #7 Children Programs Events	2	<i>Percent Total Surveys</i>	40%
Total #7 Teen Programs Events	2	<i>Percent Total Surveys</i>	40%
Total #7 Adult Programs Events	1	<i>Percent Total Surveys</i>	20%
Total #7 Computer Classes/Workshops	1	<i>Percent Total Surveys</i>	20%
Total #7 Other	1	<i>Percent Total Surveys</i>	20%

8. Please rate your satisfaction with the physical facility of this library:

<i>Average Size</i>	2	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
<i>Average Cleanliness</i>	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
<i>Average Furniture/Furnishings</i>	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
<i>Average Number of Computers</i>	1.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you: Total Male	1	<i>Percent Total Surveys</i>	20%
Total Female	2	<i>Percent Total Surveys</i>	40%

How old are you?

Total Under 18	0	<i>Percent Total Surveys</i>	0%
Total 18-24	1	<i>Percent Total Surveys</i>	20%
Total 25-39	1	<i>Percent Total Surveys</i>	20%
Total 40-55	1	<i>Percent Total Surveys</i>	20%
Total 56+	1	<i>Percent Total Surveys</i>	20%

E C Rowell Library 1-5

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	Use Computer	ChildProgram	TeenProgram	AdultProgra	Study/Work	Socialize	NoneofThese	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Look	# 4 No	# 4 Comment	# 5	# 5 Comment
	<input type="checkbox"/>				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																			

Total Surveys 0

1. How often do you visit the library?

Total One to three times	0	<i>Percent Total Surveys</i>	#Num!
Total At least once	0	<i>Percent Total Surveys</i>	#Num!
Total Less than once	0	<i>Percent Total Surveys</i>	#Num!
Total Not on regular basis	0	<i>Percent Total Surveys</i>	#Num!

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	0	<i>Percent Total Surveys</i>	#Num!
Total Audio Books	0	<i>Percent Total Surveys</i>	#Num!
Total Music CDs	0	<i>Percent Total Surveys</i>	#Num!
Total DVDs	0	<i>Percent Total Surveys</i>	#Num!
Total Newspapers	0	<i>Percent Total Surveys</i>	#Num!
Total Magazines	0	<i>Percent Total Surveys</i>	#Num!
Total Use Computer	0	<i>Percent Total Surveys</i>	#Num!
Total Attend Child Programs	0	<i>Percent Total Surveys</i>	#Num!
Total Attend Teen Programs	0	<i>Percent Total Surveys</i>	#Num!
Total Attend Adult Programs	0	<i>Percent Total Surveys</i>	#Num!
Total Study or Work Space	0	<i>Percent Total Surveys</i>	#Num!
Total Socialize	0	<i>Percent Total Surveys</i>	#Num!
Total None of these	0	<i>Percent Total Surveys</i>	#Num!

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	0	<i>Percent Total Surveys</i>	#Num!
Total Question 4 No	0	<i>Percent Total Surveys</i>	#Num!
Total Question 4 Not Look Today	0	<i>Percent Total Surveys</i>	#Num!

5. The library staff was responsive to my needs.

Average # 5 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

E C Rowell Library 6-10

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
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Total Surveys 0

**6. Please indicate which programs you have participated in during the past 12 months.
(Please check all that apply.)**

Total #6 Children Programs Events	0	Percent Total Surveys	#Num!
Total #6 Summer Reading Program	0	Percent Total Surveys	#Num!
Total #6 Teen Programs Events	0	Percent Total Surveys	#Num!
Total #6 Computer Classes/Workshops	0	Percent Total Surveys	#Num!
Total #6 Adult Programs Events	0	Percent Total Surveys	#Num!
Total #6 None of These Programs	0	Percent Total Surveys	#Num!

**7. Please check any areas below where you would like to see more programs offered at the library.
(Please check all that apply.)**

Total #7 Children Programs Events	0	Percent Total Surveys	#Num!
Total #7 Teen Programs Events	0	Percent Total Surveys	#Num!
Total #7 Adult Programs Events	0	Percent Total Surveys	#Num!
Total #7 Computer Classes/Workshops	0	Percent Total Surveys	#Num!
Total #7 Other	0	Percent Total Surveys	#Num!

8. Please rate your satisfaction with the physical facility of this library:

Average Size	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you: Total Male	0	Percent Total Surveys	#Num!
Total Female	0	Percent Total Surveys	#Num!

How old are you?

Total Under 18	0	Percent Total Surveys	#Num!
Total 18-24	0	Percent Total Surveys	#Num!
Total 25-39	0	Percent Total Surveys	#Num!
Total 40-55	0	Percent Total Surveys	#Num!
Total 56+	0	Percent Total Surveys	#Num!

Library on Wheels 1-5

Date Rcvd	1-3/week	1/week	<1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseComputer	ChildProgra	TeenProgra	AdultProgra	Study/Work	Socialize	NoneofThese	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
5/3/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Bookmobile and the booksale room	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3														

Total Surveys 1

1. How often do you visit the library?

Total One to three times	0	<i>Percent Total Surveys</i>	0%
Total At least once	0	<i>Percent Total Surveys</i>	0%
Total Less than once	0	<i>Percent Total Surveys</i>	0%
Total Not on regular basis	1	<i>Percent Total Surveys</i>	100%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	0	<i>Percent Total Surveys</i>	0%
Total Audio Books	1	<i>Percent Total Surveys</i>	100%
Total Music CDs	0	<i>Percent Total Surveys</i>	0%
Total DVDs	0	<i>Percent Total Surveys</i>	0%
Total Newspapers	0	<i>Percent Total Surveys</i>	0%
Total Magazines	0	<i>Percent Total Surveys</i>	0%
Total Use Computer	0	<i>Percent Total Surveys</i>	0%
Total Attend Child Programs	0	<i>Percent Total Surveys</i>	0%
Total Attend Teen Programs	0	<i>Percent Total Surveys</i>	0%
Total Attend Adult Programs	0	<i>Percent Total Surveys</i>	0%
Total Study or Work Space	0	<i>Percent Total Surveys</i>	0%
Total Socialize	0	<i>Percent Total Surveys</i>	0%
Total None of these	1	<i>Percent Total Surveys</i>	100%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	1	<i>Percent Total Surveys</i>	100%
Total Question 4 No	0	<i>Percent Total Surveys</i>	0%
Total Question 4 Not Look Today	0	<i>Percent Total Surveys</i>	0%

5. The library staff was responsive to my needs.

Average # 5 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Library On Wheels 6-10

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
-----------	--------	---------	-------	----------	--------	-------	--------	-------	--------	----------	--------	----------------	------	-------------	-----------	-----------	----------	------	--------	----------	-------	-------	-------	-----	--------------------

5/3/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	2		More light is needed when reading or studying, particularly if vision is poor.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	I use the bookmobile at Freedom Pointe. Linda, Chris and Eddie are very helpful. We have 20+ individuals visiting the bookmobile every other week.													
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Total Surveys 1

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	0	Percent Total Surveys	0%
Total #6 Summer Reading Program	0	Percent Total Surveys	0%
Total #6 Teen Programs Events	0	Percent Total Surveys	0%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys	0%
Total #6 Adult Programs Events	0	Percent Total Surveys	0%
Total #6 None of These Programs	1	Percent Total Surveys	100%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	0	Percent Total Surveys	0%
Total #7 Teen Programs Events	0	Percent Total Surveys	0%
Total #7 Adult Programs Events	0	Percent Total Surveys	0%
Total #7 Computer Classes/Workshops	0	Percent Total Surveys	0%
Total #7 Other	0	Percent Total Surveys	0%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you: Total Male	1	Percent Total Surveys	100%
Total Female	0	Percent Total Surveys	0%

How old are you?

Total Under 18	0	Percent Total Surveys	0%
Total 18-24	0	Percent Total Surveys	0%
Total 25-39	0	Percent Total Surveys	0%
Total 40-55	0	Percent Total Surveys	0%
Total 56+	1	Percent Total Surveys	100%

Panasoffkee Library 1-5

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseComputer	ChildProgra	TeenProgram	AdultProgra	Socialize	Study/Work	NoneofThese	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Look	# 4 Comment	# 5	# 5 Comment

Total Surveys 0

1. How often do you visit the library?

Total One to three times	0	Percent Total Surveys	#Num!
Total At least once	0	Percent Total Surveys	#Num!
Total Less than once	0	Percent Total Surveys	#Num!
Total Not on regular basis	0	Percent Total Surveys	#Num!

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	0	Percent Total Surveys	#Num!
Total Audio Books	0	Percent Total Surveys	#Num!
Total Music CDs	0	Percent Total Surveys	#Num!
Total DVDs	0	Percent Total Surveys	#Num!
Total Newspapers	0	Percent Total Surveys	#Num!
Total Magazines	0	Percent Total Surveys	#Num!
Total Use Computer	0	Percent Total Surveys	#Num!
Total Attend Child Programs	0	Percent Total Surveys	#Num!
Total Attend Teen Programs	0	Percent Total Surveys	#Num!
Total Attend Adult Programs	0	Percent Total Surveys	#Num!
Total Study or Work Space	0	Percent Total Surveys	#Num!
Total Socialize	0	Percent Total Surveys	#Num!
Total None of these	0	Percent Total Surveys	#Num!

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	0	Percent Total Surveys	#Num!
Total Question 4 No	0	Percent Total Surveys	#Num!
Total Question 4 Not Look Today	0	Percent Total Surveys	#Num!

5. The library staff was responsive to my needs.

Average # 5 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Panasoffkee Library 6-10

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
	<input type="checkbox"/>			<input type="checkbox"/>																	

Total Surveys 0

**6. Please indicate which programs you have participated in during the past 12 months.
(Please check all that apply.)**

Total #6 Children Programs Events	0	Percent Total Surveys #Num!
Total #6 Summer Reading Program	0	Percent Total Surveys #Num!
Total #6 Teen Programs Events	0	Percent Total Surveys #Num!
Total #6 Computer Classes/Workshops	0	Percent Total Surveys #Num!
Total #6 Adult Programs Events	0	Percent Total Surveys #Num!
Total #6 None of These Programs	0	Percent Total Surveys #Num!

**7. Please check any areas below where you would like to see more programs offered at the library.
(Please check all that apply.)**

Total #7 Children Programs Events	0	Percent Total Surveys #Num!
Total #7 Teen Programs Events	0	Percent Total Surveys #Num!
Total #7 Adult Programs Events	0	Percent Total Surveys #Num!
Total #7 Computer Classes/Workshops	0	Percent Total Surveys #Num!
Total #7 Other	0	Percent Total Surveys #Num!

8. Please rate your satisfaction with the physical facility of this library:

Average Size	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you: Total Male	0	Percent Total Surveys #Num!
Total Female	0	Percent Total Surveys #Num!

How old are you?

Total Under 18	0	Percent Total Surveys #Num!
Total 18-24	0	Percent Total Surveys #Num!
Total 25-39	0	Percent Total Surveys #Num!
Total 40-55	0	Percent Total Surveys #Num!
Total 56+	0	Percent Total Surveys #Num!

Library at Pinellas Plaza 1-5

Date Rec'd	1-3/week	1/week	<1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseComputer	ChildProgra	TeenProgram	AdultProgra	Study/Work	Socialize	NoneofThese	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
5/2/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
5/2/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
5/2/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
5/2/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
5/2/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
5/2/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	3		
5/2/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
5/8/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		1	Missing - new titles are needed by major authors - fiction	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0		
5/7/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3						
5/18/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	Every person I've met on staff have been "great", a smile goes a long way!							
5/23/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	Very nice	
5/8/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		0		

Date Recvd	1-3/week	1/week	<1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseComputer	ChildProgram	TeenProgram	AdultProgram	Study/Work	Socialize	NoneofThese	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Look	# 4 No	# 4 Comment	# 5	# 5 Comment
------------	----------	--------	----------	-------------	-------	------------	----------	------	------------	-----------	-------------	--------------	-------------	--------------	------------	-----------	-------------	---------	-----	-------------	---------	--------------	--------	-------------	-----	-------------

Total Surveys 12

1. How often do you visit the library?

Total One to three times	3	<i>Percent Total Surveys</i>	25%
Total At least once	7	<i>Percent Total Surveys</i>	58%
Total Less than once	2	<i>Percent Total Surveys</i>	17%
Total Not on regular basis	0	<i>Percent Total Surveys</i>	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	11	<i>Percent Total Surveys</i>	92%
Total Audio Books	1	<i>Percent Total Surveys</i>	8%
Total Music CDs	3	<i>Percent Total Surveys</i>	25%
Total DVDs	2	<i>Percent Total Surveys</i>	17%
Total Newspapers	4	<i>Percent Total Surveys</i>	33%
Total Magazines	3	<i>Percent Total Surveys</i>	25%
Total Use Computer	4	<i>Percent Total Surveys</i>	33%
Total Attend Child Programs	0	<i>Percent Total Surveys</i>	0%
Total Attend Teen Programs	0	<i>Percent Total Surveys</i>	0%
Total Attend Adult Programs	1	<i>Percent Total Surveys</i>	8%
Total Study or Work Space	1	<i>Percent Total Surveys</i>	8%
Total Socialize	1	<i>Percent Total Surveys</i>	8%
Total None of these	0	<i>Percent Total Surveys</i>	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 2.75 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	11	<i>Percent Total Surveys</i>	92%
Total Question 4 No	0	<i>Percent Total Surveys</i>	0%
Total Question 4 Not Look Today	1	<i>Percent Total Surveys</i>	8%

5. The library staff was responsive to my needs.

Average # 5 2.5 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Library at Pinellas Plaza 6-10

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
5/2/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5/2/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5/2/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		2	3	3			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Also liked book sale area. I buy for charity donations childhood books.	
5/2/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3					<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Totally computer illiterate	
5/2/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Everything is perfect	3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This is one of the best, well run libraries I've been to. It's a great oasis to talk into and the staff are exceptional.	
5/2/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	You have changed the format online - no longer Bistro. Please change your new format to follow the Bistro one - meaning that on one page one can find one's holds, checkouts and available for pickup!!! Also, the authors are listed! Please consider the above - it is more "people friendly"! Thank you, M. Broxson.	
5/2/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	E-books downloading	3	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I just downloaded my first E-Book to a Kindle Torch. It was a good experience. The library card number is very long. Would it be possible to have an alternative log-in? VERY HAPPY	
5/8/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			3				<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The library is missing major fiction writers. There are many authors that are not needed fiction.	
5/7/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	More movies	3	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Other	7Other Comment	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
-----------	--------	---------	-------	----------	--------	-------	--------	-------	--------	--------	----------------	------	-------------	-----------	-----------	----------	------	--------	----------	-------	-------	-------	-----	--------------------

5/18/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	2	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		The other day, I filled one out offering to build and donate a CD tower (as many as needed). My reasons for this is it's very difficult to read the CDs because of how they are displayed. You must tilt your head to read them. I will do as many as needed for free. I have a lot of oak and can stain them to match existing shelves. I would consider it an honor and a way to give something back to the library and my community. If possible, as an anonymous donation. Plan can be changed from single towers to 3-4 bays type with locking casters. I hope you and the board will accept my offer and I look forward to your reply. Darrell Ford, 300 N. Old Wire, Wildwood, FL 352-217-7354.				
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5/23/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		3	3	3	3	What a wonderful place to be - hats off to Sumter County.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Love the library - a great place to just relax and what a great place for children and books - There is nothing better than holding a book in your hands vs. a Kindle or Nook!							
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5/8/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							<input type="checkbox"/>	<input checked="" type="checkbox"/>									
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Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
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Total Surveys 12

**6. Please indicate which programs you have participated in during the past 12 months.
(Please check all that apply.)**

Total #6 Children Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #6 Summer Reading Program	1	<i>Percent Total Surveys</i>	8%
Total #6 Teen Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #6 Computer Classes/Workshops	3	<i>Percent Total Surveys</i>	25%
Total #6 Adult Programs Events	4	<i>Percent Total Surveys</i>	33%
Total #6 None of These Programs	3	<i>Percent Total Surveys</i>	25%

**7. Please check any areas below where you would like to see more programs offered at the library.
(Please check all that apply.)**

Total #7 Children Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #7 Teen Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #7 Adult Programs Events	2	<i>Percent Total Surveys</i>	17%
Total #7 Computer Classes/Workshops	3	<i>Percent Total Surveys</i>	25%
Total #7 Other	0	<i>Percent Total Surveys</i>	0%

8. Please rate your satisfaction with the physical facility of this library:

<i>Average Size</i>	2.88	<i>3 Very Satisfied</i>	<i>2 Satisfied</i>	<i>1 Not Very Satisfied</i>
<i>Average Cleanliness</i>	3	<i>3 Very Satisfied</i>	<i>2 Satisfied</i>	<i>1 Not Very Satisfied</i>
<i>Average Furniture/Furnishings</i>	2.86	<i>3 Very Satisfied</i>	<i>2 Satisfied</i>	<i>1 Not Very Satisfied</i>
<i>Average Number of Computers</i>	3	<i>3 Very Satisfied</i>	<i>2 Satisfied</i>	<i>1 Not Very Satisfied</i>

Please tell us about yourself.

Are you: Total Male	4	<i>Percent Total Surveys</i>	33%
Total Female	5	<i>Percent Total Surveys</i>	42%

How old are you?

Total Under 18	0	<i>Percent Total Surveys</i>	0%
Total 18-24	0	<i>Percent Total Surveys</i>	0%
Total 25-39	0	<i>Percent Total Surveys</i>	0%
Total 40-55	1	<i>Percent Total Surveys</i>	8%
Total 56+	9	<i>Percent Total Surveys</i>	75%

Veterans Benefits by Date Range

<i>Date Rcvd</i>	<i>#1</i>	<i>#2</i>	<i>#3</i>	<i>#4</i>	<i>#5</i>	<i>#6</i>	<i>#7</i>	<i>#8</i>	<i>#9</i>	<i>VSO Comments:</i>
5/9/2012	4	2	5	5	5	5	5	5	4	I have visited the office several times. Debbie Smith is wonderful. A joy to work with. On the other hand, the gentleman in charge of the office needs to go to charm school. I have said hello to him many times, yet he barely makes eye contact. He NEVER smiles. Thank yu for asking for my opinion.

Total Surveys 1

Rating

Average Question 1 4

5=Outstanding

Average Question 2 2

4=Good

Average Question 3 5

3=Satisfactory

Average Question 4 5

2=Improvement Needed

Average Question 5 5

1=Unsatisfactory

Average Question 6 5

Questions

Average Question 7 5

1. Veterans Service Office (VSO) was responsive to my needs.

Average Question 8 5

2. VSO staff treated me with respect and courtesy.

Average Question 9 4

3. The VS Officer provided individual attention to my issues.

4. I was asked appropriate questions to aid in obtaining my earned benefits.

5. VSO staff has a good understanding of the details involved in obtaining veterans benefits.

6. VSO staff responded promptly to my question, phone inquiries, and other contacts.

7. My VS Officer answered my questions both clearly and professionally.

8. The VS Office spent sufficient time with me to fully understand my needs.

9. Rate your overall satisfaction with your experience.

Facilities Maintenance Helpdesk Survey Report

May 2012

Work Order #	Date	Requester	Technician	Response Time	Quality of Work	Proper Cleanup	Professionalism	Courtesy	Comments
WRQ-06710	5/1/2012	Annette Fitzpatrick	Robert Tharney	Excellent	Excellent	Excellent	Excellent	Excellent	This task was handled quickly, efficiently and with superb professionalism. Another job well executed by Facilities Maintenance. Thank you Robert!
WRQ-06801	5/14/2012	Annette Fitzpatrick	Lamar Sowell	Excellent	Excellent	Excellent	Excellent	Excellent	Requested task was completed quickly and efficiently as always. Thank you.
WRQ-06731	5/14/2012	Annette Fitzpatrick	Lamar Sowell	Excellent	Excellent	Excellent	Excellent	Excellent	The highest quality of customer service and task completion was received as always. Thank you.