Solid Waste by Date Range

Date Received	*Day Visited*	*Initial Contact*	*Customer Service*	*Site Appearance*	*Recycling Options*	*Solid Waste Comments:*
11/17/2009	11/13/2009	5	5	4	2	When you receycle glass and phone books, it will be excellent. Also needed, proper disposal of hazardous and/or dangerous medication, thermometer, small batteries, etc.
11/16/2009	11/13/2009	5	5	5	5	Very well run
11/16/2009	11/13/2009	5	5	5	5	John at the the window is cute- Is he married? Ha! Vern and Tim are always most helpful to this country gal dumping her junk!!!
11/16/2009	11/9/2009	5	5	5	5	No complaints what-so-ever!
11/16/2009	11/10/2009	5	5	5	5	Would like to see glass recycling. Personnel are always courteous and helpful.
11/13/2009	11/9/2009	5	5	5	5	As Senior Citizen, this facility is very convienent and always helpful. Thank you.
11/13/2009	11/10/2009	5	5	4	4	
11/18/2009		5	5	5	5	Its so very clean & efficient and I also very much appreciate the help taking out the bags. Anyway in recycling the mail? Thank you Marie Huntley
11/18/2009	11/13/2009	5	5	4	5	

Total Surveys 9

Average Initial Contact	5
Average Customer Service	5
Average Site Appearance	4.7
Average Recycling	4.6

5=Excellent
4=Good
3=Expected
2=Fair
1=Poor

Veterans Benefits by Date Range

Date Rcvd	*#1*	*#2*	*#3*	*#4*	*#5*	*#6*	*#7*	*#8*	*#9*	*VSO Comments:*
11/4/2009	4	4	4	4	4	4	4	4	4	
11/20/2009	4	4	4	4	5	5	5	5	5	I truly appreciate the service, cooperation and professionalism shown by Ms. Carolyn Alfrey and the entire staff. I was able to overcome many bottlenecks and obstacles in processing of claims and obtaing information. A much needed service was provided. I am very grateful for and to the this staff.

Total Surveys	2
Average Question 1	4
Average Question 2	4
Average Question 3	4
Average Question 4	4
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

Rating

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

Questions

1. Veterans Service Office (VSO) was responsive to my needs.
2. VSO staff treated me with respect and courtesy.
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.

Transit

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Freq Pass Times/mo	Trav Dr How often	On time?	Why not?	Transit Comments
11/4/2009	3	3	3	3	5	5	3	3	3	20				
11/4/2009	5	5	5	5	5	5	5	5	5	4				Can not improve on passenger services. Since I don't drive, SCT is the only way to get around especially grocery, shopping and the pharmacy in Wildwood.
11/4/2009	5	5	5	5	5	5	5	5	5	0				
11/4/2009	4	4	4	4	4	4	4	4	4	30				
11/4/2009	5	5	5	5	5	5	5	5	5	0				Remain as is.
11/4/2009	4	5	4	5	5	5			5	0				No
11/4/2009	3	4	4	4	5	4	4	4	5	12				
11/4/2009	5	5	5	5	5	5	4	4	5	20				If it is possibe, I could use transit service on Sunday to get to Bushnell.
11/4/2009									4	0				Our Transit Library System for Wildwood Public Library has been efficient, courteous and very professional; no complaints.
11/4/2009	5	5			5		5		5	30				
11/4/2009									4	0				
11/4/2009	4	4	4	4	5	5	5	5	5	6	6			
11/4/2009	5	3	5	5	5	5	5	5	5	4				Drivers are great-will start to use for Doctor's appointments.
11/4/2009	2	4	2	2	3	2	2	3	2	10	varies		You need more help	Set aside certain drivers for medical only- others for the shoppers and other destinations. Doesn't it make sense to pay some of the drivers overtime, then to hire separate entitites? Especially since they are not getting a cost of living increase?

Date Rcvd #1 #2 #3 #4 #5 #6 #7 #8 #9 Freq Pass Times/mo Trav Dr How often On time? Why not? Transit Comments

Total Surveys	14
Average Question 1	4.2
Average Question 2	4.3
Average Question 3	4.2
Average Question 4	4.3
Average Question 5	4.8
Average Question 6	4.5
Average Question 7	4.3
Average Question 8	4.3
Average Question 9	4.4

Rating

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

Questions

1. Recent scheduling of trips has been smooth and easy.
2. My reservationist was polite and helpful.
3. SCT vehicles are confortable.
4. SCT vehicles are clean.
5. My driver was helpful and courteous.
6. My driver was careful and safe.
7. I get picked up for my appointment on time.
8. I am delivered at my appointment on time.
9. Rate your overall satisfaction with the SCT services you receive.

I am a frequent passenger with SCT (Check mark indicates Yes)

Frequent Passenger	12
% of passengers	86%
Total Times Per Month	136
Average Times per Month	11.3

I travel on SCT vehicles to doctors' appointments outside of Sumter County (Check mark indicates Yes)

Total who travel to Dr. outside county	3
% of passengers to Dr. outside county	21%

When I travel to doctors' appointments outside of the
When I travel to doctors' appointments outside of the
County, I get there on time (Check mark indicates Yes)

Total who travel to Dr. outside County, on time	2
% of passengers to Dr., on time	67%
% of passengers to Dr., on time

Probation

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	#12	Probation Comments
11/30/2009	5	4	5	5	5	5	5	4	5	5	5	5	Miss Thorpe took much care with helping me get drivers license back - couldn't have done it without her extra push. Thanks Miss Thorpe. Tom Belly
11/30/2009	5	5	5	5	5	5	5	5	5	5	4	5	

Total Surveys 2

Average Question 1 5

Average Question 2 4.5

Average Question 3 5

Average Question 4 5

Average Question 5 5

Average Question 6 5

Average Question 7 5

Average Question 8 4.5

Average Question 9 5

Average Question 10 5

Average Question 11 4.5

Average Question 12 5

Rating

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

Questions

1. Probation staff treated me with respect and courtesy.
2. The orientation session helped me to better understand what to expect of probation.
3. My Probation Officer provided individual attention to my issues.
4. Staff had a detailed understanding of the probation system.
5. My first appointment was scheduled in a timely manner.
6. Probation staff responded promptly to my questions, phone calls and other contacts.
7. My Probation Officer answered my questions both clearly and professionally.
8. Clear documentation was provided to me regarding the conditions of my probation.
9. The life skills I learned were helpful to me to avoid future offenses.
10. My Probation Officer spent sufficient time with me.
11. The probation office is conveniently located.
12. Rate your overall satisfaction with your experience regarding your probation.

Housing Applicant

Date Rcvd	*#1*	*#2*	*#3*	*#4*	*#5*	*#6*	*#7*	*#8*	*#9*	*Staff Help You**	*Explain:*	*If Not***	*If Not Explain:*	*Comments*
11/4/2009	5	5	5	5	5	5	5	5	5					Thank God! Finally a program that helps people. This was a wonderful experience.

Total Surveys 1

Average Question 1 5
Average Question 2 5
Average Question 3 5
Average Question 4 5
Average Question 5 5
Average Question 6 5
Average Question 7 5
Average Question 8 5
Average Question 9 5

Was Housing staff able to help you? (Check indicates Yes)

Total Yes 1

% Yes Staff Help You 100%

Rating

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

Questions

1. Housing staff treated me with respect and courtesy.
2. The application process was easy and understandable.
3. Housing staff provided individual attention to my issues.
4. Housing staff responded promptly to my questions, phone calls and other contacts.
5. Housing staff answered my questions both clearly and professionally.
6. Housing staff thoroughly explained the paperwork I signed (if applicable).
7. Clear documentation was provided to me regarding the conditions of the agreement (if applicable).
8. The Housing office is conveniently located.
9. Rate your overall satisfaction with your experience with Housing Department.

If Housing staff could not help you, did staff provide information on other types of assistance that might be available in the area? (Check indicates Yes)

Yes, provided other assistance 1

Animal Control Officer

Date Rcvd	*#1*	*#2*	*#3*	*#4*	*#5*	*#6*	*#7*	*#8*	*Visit Notice*	*Explain*	*Citation*	*Explain*	*Comments*
11/2/2009	5	5	5	5	5	4	5						When contacting ACS for a problem would like a more feedback response of the action that was taken to re-check that site to see if they are still in compliance.

Total Surveys 1

Average Question 1	5
Average Question 2	5
Average Question 3	5
Average Question 4	5
Average Question 5	5
Average Question 6	4
Average Question 7	5
Average Question 8	

Rating

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

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

Total Notice of Visit	0
% Total Notice of Visit	0%

Did you receive a citation? (Check indicates Yes)

Total Receive Citation	0
% Total Receive Citation	0%

Mosquito Control by Date Range

Date Rcvd	*Location*	*Initial Contact*	*Customer Service*	*Response Time*	*Effectiveness of Service*	*MC Comments:*
11/16/2009	Lake Panasoffkee	5	5	5	5	
11/12/2009	Croom	5	5	5	4	Helped a lot. Thanks Carla for passing the info.
11/12/2009	The Villages	5	5	5	4	Spraying helped a lot. Thanks
11/12/2009	Lake Panasoffkee	5	5	5	4	Thanks for coming to spray!
11/12/2009	Linden	5	5	4	4	Thanks

Total Surveys 5

Average Initial Contact	5	**5=Excellent**
		4=Good
Average Customer	5	**3=Expected**
		2=Fair
Average Response Time	4.8	**1=Poor**
Average Effectiveness of Service	4.2	

Planning/Zoning/Development Review

Date Rcvd	Project Number	Customer Service	Zoning/Planning	Development Review	P/Z/D Comments:
11/30/2009	S2009-0015	5	5	5	Very cooperative - Thanks, Reggie Caruthers
11/30/2009		5	5	5	Give this young lady a raise. Please she is good.
11/30/2009		5	5	5	Sara and Brad were very helpfule. Thank you
11/30/2009		5			Kathy Steele waited on me and gave me excellent service and was very knowledgeable. Give her a raise! Larry King
11/30/2009	PS20090217 PS20090218	5	5	5	Kathy Steele and Martha were great.

Total Permits 5

Average Customer Service 5
Average Zoning/Planning Review 5
Average Development Review 5

5=Excellent
4=Good
3=Expected
2=Fair
1=Poor

Building Services General

Date Rcvd	Permit Number	Counter Service	Bldg Plan Review	Permitting Process	Building Services General
11/16/2009	ME2009-0976	5	5	5	
11/30/2009		5			Sandy saved my day and helped me beyond her normal obligation.
11/30/2009	PS2009 0216	5	5	5	
11/30/2009		5			Young women went out of her way to help - wonderful experience!!! I will definitely come again! Sandy was Great!
11/30/2009		5			Very speedy service
11/30/2009		5		5	Expanded Lanai and addition
11/30/2009		5			Sandy was very helpful! Very knowledgeable
11/30/2009	ME09.0932	5		5	Thanks for your great service. I felt very welcom and not just another #. Thanks Steve
11/30/2009	BD2009-3567	5	5		Excellent Service every time! Thanks to all
11/30/2009	MISC09-1659	5	5	5	Very fast Service!!!

Total Permits 5

Average Counter Service 5
Average Bldg Plan Review 5
Average Permitting Process 5

5=Excellent
4=Good
3=Expected
2=Fair
1=Poor

Inspections 2 Survey Results By Date Range

Date Rcvd	Permit Number	Mechanical	Electrical	Plumbing	Building	General	Comments
11/12/2009	Code Case						Thank you for your efforts to resolving the situation on the property on CR 445 in Lake Panasoffkee. Your department was courteous and respectful. You also kept me informed of the progress of your efforts in this matter. I cannot say enough good things about your staff. Again, thank you for getting results to resolving this matter. Sincerely, Louise Kassey- 2305 CR 445
11/12/2009	E2009-0798	5	5	5	5	5	
11/16/2009	ME2009-0976	5					
11/30/2009	BD2008-1617	5	5	5	5	5	This was a complex project and our inspectors especially EDD Kaman took the time and effort and patience to see it through. Thanks to all. Thank you for th cexcellent service. We appreciate the courteouse service and helpful attitudes. Dorothy Ramsey
11/30/2009	EL2009-1015		5				Great Service!
11/30/2009	BD2008-1207	5	5	5	5	5	Martha Oliver

Total Permits 6

Average 5

Average Electrical 5

Average Plumbing 5

Average Building 5

Average 5

5=Excellent
4=Good
3=Expected
2=Fair
1=Poor

E C Rowell Library 1-5

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseCompute	ChildProgra	TeenProgra	AdultProgra	Study/Work	Socialize	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Loo	# 4 Comment	# 5	# 5 Comment
11/30/200	✔											✔	✔			✔			3		✔				3	
11/30/200	✔				✔			✔			✔		✔	✔		✔	✔		3				✔		3	
11/30/200	✔				✔		✔	✔	✔	✔	✔	✔	✔		✔		✔		3		✔				2	
11/30/200	✔				✔				✔	✔					✔				3	Good Variety	✔				3	Excellent Staff

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseCompute	ChildProgra	TeenProgra	AdultProgra	Study/Work	Socialize	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Loo	# 4 Comment	# 5	# 5 Comment

Total Surveys 4

1. How often do you visit the library?

Total One to three times	4	*Percent Total Surveys*	100%
Total At least once	0	*Percent Total Surveys*	0%
Total Less than once	0	*Percent Total Surveys*	0%
Total Not on regular basis	0	*Percent Total Surveys*	0%

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

Total Books	3	*Percent Total Surveys*	75%
Total Audio Books	0	*Percent Total Surveys*	0%
Total Music CDs	1	*Percent Total Surveys*	25%
Total DVDs	2	*Percent Total Surveys*	50%
Total Newspapers	2	*Percent Total Surveys*	50%
Total Magazines	3	*Percent Total Surveys*	75%
Total Use Computer	2	*Percent Total Surveys*	50%
Total Attend Child Programs	3	*Percent Total Surveys*	75%
Total Attend Teen Programs	1	*Percent Total Surveys*	25%
Total Attend Adult Programs	2	*Percent Total Surveys*	50%
Total Study or Work Space	2	*Percent Total Surveys*	50%
Total Socialize	2	*Percent Total Surveys*	50%
Total None of these	0	*Percent Total Surveys*	0%

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	3	*Percent Total Surveys*	75%
Total Question 4 No	0	*Percent Total Surveys*	0%
Total Question 4 Not Look Today	1	*Percent Total Surveys*	25%

5. The library staff was responsive to my needs.

Average # 5 2.75 *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	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
11/30/200	✓						✓						2	3	2	2		✓			✓				Very Friendley librarians, very good to study and get work done. Thank you
11/30/200			✓		✓					✓		More Computers		2		1			✓	✓			✓		
11/30/200	✓				✓		✓		✓				2	3	2	1			✓	✓	✓				
11/30/200					✓								2	3	3	3			✓	✓			✓		

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

Total Surveys 4

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	***Percent Total Surveys***	50%
Total #6 Summer Reading Program	0	***Percent Total Surveys***	0%
Total #6 Teen Programs Events	1	***Percent Total Surveys***	25%
Total #6 Computer Classes/Workshops	0	***Percent Total Surveys***	0%
Total #6 Adult Programs Events	3	***Percent Total Surveys***	75%
Total #6 None of These Programs	0	***Percent Total Surveys***	0%

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	***Percent Total Surveys***	50%
Total #7 Teen Programs Events	0	***Percent Total Surveys***	0%
Total #7 Adult Programs Events	1	***Percent Total Surveys***	25%
Total #7 Computer Classes/Workshops	1	***Percent Total Surveys***	25%
Total #7 Other	0	***Percent Total Surveys***	0%

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

Average Size	2	***3 Very Satisfied 2 Satisfied 1 Not Very Satisfied***
Average Cleanliness	2.75	***3 Very Satisfied 2 Satisfied 1 Not Very Satisfied***
Average Furniture/Furnishings	2.33	***3 Very Satisfied 2 Satisfied 1 Not Very Satisfied***
Average Number of Computers	1.75	***3 Very Satisfied 2 Satisfied 1 Not Very Satisfied***

Please tell us about yourself.

Are you:

Total Male	1	***Percent Total Surveys***	25%
Total Female	3	***Percent Total Surveys***	75%

How old are you?

Total Under 18	0	***Percent Total Surveys***	0%
Total 18-24	2	***Percent Total Surveys***	50%
Total 25-39	0	***Percent Total Surveys***	0%
Total 40-55	2	***Percent Total Surveys***	50%
Total 56+	0	***Percent Total Surveys***	0%

Library on Wheels 1-5

Date Rcvd	1-3/week	1/week	<1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseCompute	ChildProgra	TeenProgra	AdultProgra	Study/Work	Socialize	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Loo	# 4 Comment	# 5	# 5 Comment
11/3/2009		✓			✓			✓											3		✓				3	
11/3/2009		✓			✓							✓							3		✓				3	
11/3/2009	✓				✓			✓											3	Very thankful Library is here	✓				3	They put things on hold for me.
11/3/2009	✓				✓			✓											3		✓				3	
11/3/2009		✓			✓			✓											2		✓				3	
11/3/2009	✓							✓				✓							2		✓				2	
11/3/2009		✓			✓			✓											3		✓				3	
11/3/2009		✓			✓			✓				✓						No programs	3		✓				3	
11/3/2009	✓				✓	✓		✓		✓	✓								2			✓			2	
11/3/2009	✓				✓		✓	✓		✓	✓			✓			✓		3		✓				3	
11/3/2009	✓				✓			✓				✓	✓						2		✓				2	
11/3/2009	✓				✓			✓				✓	✓						2		✓				2	
11/3/2009	✓				✓	✓	✓	✓	✓	✓	✓		✓						2		✓				2	
11/3/2009	✓				✓			✓				✓	✓						2		✓				2	
11/3/2009		✓			✓	✓		✓				✓							3		✓				3	
11/3/2009	✓				✓	✓	✓	✓		✓	✓	✓	✓			✓	✓		3		✓				3	
11/3/2009	✓				✓	✓	✓	✓		✓	✓	✓	✓			✓	✓		3		✓				3	
11/3/2009	✓				✓	✓	✓	✓		✓	✓	✓	✓			✓	✓		3		✓				3	
11/3/2009	✓				✓	✓	✓	✓		✓	✓	✓	✓			✓	✓		3		✓				3	
11/3/2009	✓				✓	✓	✓	✓		✓	✓	✓	✓			✓	✓		3		✓				3	
11/3/2009	✓				✓	✓	✓	✓		✓	✓	✓				✓	✓		3		✓				3	
11/3/2009	✓				✓	✓	✓	✓		✓	✓	✓	✓			✓	✓		3		✓				3	
11/3/2009	✓				✓	✓	✓	✓		✓	✓	✓	✓			✓	✓		3		✓				3	

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseComputer	ChildProgra	TeenProgra	AdultProgra	Study/Work	Socialize	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Loo	# 4 Comment	# 5	# 5 Comment
11/3/2009	✓				✓	✓	✓	✓		✓	✓	✓	✓		✓	✓			3		✓				3	
11/3/2009	✓				✓		✓	✓			✓	✓	✓	✓					2		✓				3	
11/3/2009	✓				✓			✓			✓	✓	✓						2		✓				2	
11/3/2009	✓				✓			✓			✓								3		✓				3	
11/3/2009	✓				✓			✓											2		✓				2	
11/3/2009		✓						✓											3		✓				3	
11/3/2009		✓			✓			✓			✓								2		✓			I would like to see more DVDS	3	
11/3/2009	✓				✓			✓		✓	✓					✓			3		✓				3	
11/3/2009	✓				✓	✓	✓	✓	✓	✓	✓		✓						2		✓				2	
11/30/200	✓										✓								3		✓				3	
11/30/200		✓			✓			✓			✓								2		✓				3	
11/30/200	✓				✓			✓			✓								2		✓				2	
11/30/200		✓			✓			✓			✓								1		✓				2	
11/30/200	✓				✓	✓	✓	✓		✓	✓								3		✓				2	
11/30/200	✓							✓											3	more DVDs	✓				3	
11/30/200	✓				✓														3		✓				3	
11/30/200	✓				✓	✓	✓	✓	✓	✓	✓		✓		✓	✓	✓		2		✓				3	
11/30/200		✓			✓			✓			✓								2		✓				0	
11/30/200	✓																		2		✓				3	
11/30/200		✓			✓			✓			✓								3			✓			2	
11/30/200	✓				✓			✓											3		✓				3	
11/30/200	✓							✓					✓						3		✓				3	
11/30/200		✓						✓											3		✓				3	
11/30/200	✓							✓			✓								2		✓				2	
11/30/200	✓				✓	✓	✓	✓		✓	✓	✓	✓						3		✓				2	

Date Rcvd	1-3/week	1/week	<1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseCompute	ChildProgra	TeenProgra	AdultProgra	Study/Work	Socialize	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Loo	# 4 Comment	# 5	# 5 Comment
11/30/200	✓				✓			✓			✓	✓							2		✓				2	
11/30/200	✓										✓		✓						3		✓				3	
11/30/200	✓				✓			✓			✓								3				✓		3	
11/30/200	✓				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		Hearing songs	3		✓				3	

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseCompute	ChildProgra	TeenProgra	AdultProgra	Study/Work	Socialize	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Loo	# 4 Comment	# 5	# 5 Comment

Total Surveys 52

1. How often do you visit the library?

Total One to three times	39	*Percent Total Surveys*	75%
Total At least once	13	*Percent Total Surveys*	25%
Total Less than once	0	*Percent Total Surveys*	0%
Total Not on regular basis	0	*Percent Total Surveys*	0%

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

Total Books	43	*Percent Total Surveys*	83%
Total Audio Books	17	*Percent Total Surveys*	33%
Total Music CDs	17	*Percent Total Surveys*	33%
Total DVDs	47	*Percent Total Surveys*	90%
Total Newspapers	4	*Percent Total Surveys*	8%
Total Magazines	18	*Percent Total Surveys*	35%
Total Use Computer	39	*Percent Total Surveys*	75%
Total Attend Child Programs	18	*Percent Total Surveys*	35%
Total Attend Teen Programs	16	*Percent Total Surveys*	31%
Total Attend Adult Programs	3	*Percent Total Surveys*	6%
Total Study or Work Space	12	*Percent Total Surveys*	23%
Total Socialize	12	*Percent Total Surveys*	23%
Total None of these	0	*Percent Total Surveys*	0%

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

Average # 3 2.6 *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	49	*Percent Total Surveys*	94%
Total Question 4 No	2	*Percent Total Surveys*	4%
Total Question 4 Not Look Today	1	*Percent Total Surveys*	2%

5. The library staff was responsive to my needs.

Average # 5 2.63 *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	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
11/3/2009		✓											3	3	3				✓	✓		✓			Very dissatisfied with the time changes. My oldest daughter who uses the library the most does not get out of school activites until 5 pm. The library is gone by the time we get home.
11/3/2009			✓					✓					3	3	3	2			✓	✓					
11/3/2009						✓	✓	✓	✓	✓	✓		3	3	3	1			✓	✓		✓			I did not like the change in times I did not know about it. The girls usually let me know before hand.
11/3/2009	✓	✓					✓						3	3	3	3	I love the people of the library system, very polite and helpful.	✓				✓			Keep up the great work!
11/3/2009						✓			✓				2	2	2	1			✓	✓		✓			Nice staff.
11/3/2009	✓						✓	✓	✓				3	3	3	2		✓							
11/3/2009						✓							3	3	3	3		✓			✓				Longer hours on Mondays and Fridays. I do not get home until 4 pm.
11/3/2009						✓	✓	✓	✓	✓			3	3	3	1		✓				✓			
11/3/2009			✓					✓					2	2	2	1	There is a lot of people to use the computers and so it takes forever until I am able to get on.		✓	✓					I don't like the amount of computers I wish their were more so we wouldn't have to wait so long. I think the librarians are ok. I love Amy, shes the best, but Chris is a little mean/rude. Roxel is to a little bit.
11/3/2009	✓	✓	✓		✓		✓	✓	✓				3	3	2	1			✓	✓	✓				The Library of Wheels should be here more they are the only thing that help with school. They need to have more computers, they are always busy here with kids.
11/3/2009	✓						✓						2	2	2	1			✓	✓					
11/3/2009	✓						✓						2	2	2	1			✓	✓					

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
11/3/2009			✓					✓					2	2	2	1	I do not like waiting to use a computer it would be better if we had more computers.		✓	✓					I love our librarians especially Roxel and Amy. But computers are used the most and there is only 2. I think it would be an improvement for the library on wheels if we had more computers.
11/3/2009	✓						✓						2	2	2	1			✓	✓					
11/3/2009						✓	✓	✓	✓				3	3	3	1		✓				✓			
11/3/2009	✓	✓	✓	✓			✓	✓		✓			2	3	3	1	Need more computers		✓	✓	✓				
11/3/2009	✓	✓	✓	✓			✓	✓		✓			2	3	3	1	Need more computers		✓	✓	✓				
11/3/2009	✓	✓	✓	✓			✓	✓		✓			2	3	3	1	Need more computers		✓	✓	✓				
11/3/2009	✓	✓	✓	✓			✓	✓		✓			2	3	3	1	Need more computers		✓	✓	✓				
11/3/2009	✓	✓	✓	✓			✓	✓		✓			2	3	3	1	Need more computers		✓	✓	✓				
11/3/2009	✓	✓	✓	✓			✓	✓		✓			2	3	3	1	Need more computers		✓	✓	✓				
11/3/2009	✓	✓	✓	✓			✓	✓					2	3	3	1			✓	✓	✓				
11/3/2009	✓	✓	✓	✓			✓	✓		✓			2	3	3	1	Need more computers.		✓	✓	✓				
11/3/2009	✓			✓																					
11/3/2009	✓						✓						2	2	2	1			✓	✓					
11/3/2009						✓							3	3	3	3		✓			✓				They are very nice people!!! Thank you.
11/3/2009						✓							3	3				✓							It is very good library.
11/3/2009	✓						✓						3	3	2	2		✓				✓			It is hard to get items returned because the library on weheels is not always here. Shouldn't be able to charge late fees for that.
11/3/2009						✓			✓	✓			3	3	3	1		✓				✓			
11/3/2009						✓			✓	✓			3	3	3	3	Library on wheels is awesome.		✓	✓			✓		Thank you for providing library on wheels to come in or town (Royal). The staff are very good in helping. Meet the needs.

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
11/3/2009			✓					✓					2	2	2	1	I don't like waiting for the computers that's why I would like move computers.		✓	✓					I love our librarians especially Roxel and Amy. I don't like that they will start to rotate because I already got comfortable with these librarians, you might end up being kids with new librarians.
11/30/200			✓					✓					2	3	3	1	Need more computers	✓							more computers
11/30/200						✓					✓		1	1	1	1	need bigger library	✓							need more computers and DVDs
11/30/200						✓		✓					1	2	2	1			✓	✓					Need more computers
11/30/200						✓					✓		1	1	2	1		✓							Need more computers & DVDs
11/30/200	✓	✓	✓		✓		✓	✓	✓				2	2	2	1	more computers		✓	✓	✓				It should have more computers it is crazy that it doesn't
11/30/200		✓					✓						3	3	3	3			✓	✓		✓			
11/30/200						✓							3	3	3	3			✓	✓				✓	Really appreciate the library and the helpers are just great. Glad to sign my name ! Mary Heim
11/30/200	✓	✓	✓		✓		✓	✓	✓				2	2	2	1	Not enough computers to use for the time the library is here.		✓	✓	✓				Need more computers and new variety of stuff to read. New Book magazine.
11/30/200						✓					✓						Need Bigger Library	✓							Needs more computer and DVDs
11/30/200			✓					✓					2	3	3	1	more laptops	✓							We need more laptops
11/30/200						✓		✓					2	2	2	1	Need more computers	✓							We need more computers and DVDs
11/30/200	✓						✓						3	3	3	3		✓							
11/30/200	✓									✓			2	2	2	3			✓	✓		✓			
11/30/200								✓					3	3	3	3		✓							
11/30/200																		✓							
11/30/200	✓	✓	✓	✓						✓			2	2	2	1	Need more computers in Library on Wheels		✓	✓					We need more computers and also more books to chose from.
11/30/200	✓						✓						2	2	2	2			✓	✓					
11/30/200				✓			✓									2		✓							

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
11/30/200	☐	✓	☐	☐	☐	☐	✓	✓	✓	☐	☐		3	2	3	3		✓	☐	☐	☐	☐	☐	☐	
11/30/200	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	☐					1		✓	☐	☐	☐	☐	☐	☐	

Total Surveys 52

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

Total #6 Children Programs Events	25	*Percent Total Surveys*	48%
Total #6 Summer Reading Program	18	*Percent Total Surveys*	35%
Total #6 Teen Programs Events	20	*Percent Total Surveys*	38%
Total #6 Computer Classes/Workshops	13	*Percent Total Surveys*	25%
Total #6 Adult Programs Events	4	*Percent Total Surveys*	8%
Total #6 None of These Programs	16	*Percent Total Surveys*	31%

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	28	*Percent Total Surveys*	54%
Total #7 Teen Programs Events	27	*Percent Total Surveys*	52%
Total #7 Adult Programs Events	12	*Percent Total Surveys*	23%
Total #7 Computer Classes/Workshops	15	*Percent Total Surveys*	29%
Total #7 Other	4	*Percent Total Surveys*	8%

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

Average Size	2.34	*3 Very Satisfied 2 Satisfied 1 Not Very Satisfied*
Average Cleanliness	2.57	*3 Very Satisfied 2 Satisfied 1 Not Very Satisfied*
Average Furniture/Furnishings	2.57	*3 Very Satisfied 2 Satisfied 1 Not Very Satisfied*
Average Number of Computers	1.53	*3 Very Satisfied 2 Satisfied 1 Not Very Satisfied*

Please tell us about yourself.

Are you:	Total Male	21	*Percent Total Surveys*	40%
	Total Female	30	*Percent Total Surveys*	58%

How old are you?

Total Under 18	25	*Percent Total Surveys*	48%
Total 18-24	14	*Percent Total Surveys*	27%
Total 25-39	10	*Percent Total Surveys*	19%
Total 40-55	1	*Percent Total Surveys*	2%
Total 56+	1	*Percent Total Surveys*	2%

Panasoffkee Library 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	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Loo	# 4 Comment	# 5	# 5 Comment
11/8/2009	✓				✓			✓	✓	✓									3		✓				3	
11/3/2009	✓								✓		✓	✓							3		✓				3	
11/3/2009		✓			✓														3	Fantastic	✓			Fantastic	3	Fantastic. They were great help
11/3/2009	✓											✓							3	The Staff in Lake Panasoffkee is Fantastic and always friendly an dextremely helpful. Great Assests					3	
11/3/2009		✓				✓						✓							1	very little theology	✓				3	
11/3/2009	✓				✓					✓	✓								3		✓				3	
11/6/2009	✓				✓			✓	✓		✓				✓				3		✓			My mom plays on the computer and I read	3	Kim and Joann are always very helpful
11/30/200			✓		✓														3		✓				3	
11/30/200	✓										✓								3		✓				3	
11/30/200		✓			✓														3		✓				3	
11/30/200				✓	✓				✓	✓	✓				✓	✓	✓		3	I enjoy getting out and this is a means of recreation for me	✓			for a library this size they have a good variety	3	They are always very helpful

Date Rcvd	1-3/week	1/week	<1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseCompute	ChildProgra	TeenProgra	AdultProgra	Study/Work	Socialize	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Loo	# 4 Comment	# 5	# 5 Comment

Total Surveys 11

1. How often do you visit the library?

Total One to three times	6	*Percent Total Surveys*	55%
Total At least once	3	*Percent Total Surveys*	27%
Total Less than once	1	*Percent Total Surveys*	9%
Total Not on regular basis	1	*Percent Total Surveys*	9%

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

Total Books	7	*Percent Total Surveys*	64%
Total Audio Books	1	*Percent Total Surveys*	9%
Total Music CDs	0	*Percent Total Surveys*	0%
Total DVDs	2	*Percent Total Surveys*	18%
Total Newspapers	4	*Percent Total Surveys*	36%
Total Magazines	3	*Percent Total Surveys*	27%
Total Use Computer	7	*Percent Total Surveys*	64%
Total Attend Child Programs	1	*Percent Total Surveys*	9%
Total Attend Teen Programs	0	*Percent Total Surveys*	0%
Total Attend Adult Programs	1	*Percent Total Surveys*	9%
Total Study or Work Space	2	*Percent Total Surveys*	18%
Total Socialize	1	*Percent Total Surveys*	9%
Total None of these	0	*Percent Total Surveys*	0%

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

Average # 3 2.82 *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	10	*Percent Total Surveys*	91%
Total Question 4 No	0	*Percent Total Surveys*	0%
Total Question 4 Not Look Today	0	*Percent Total Surveys*	0%

5. The library staff was responsive to my needs.

Average # 5 3 *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	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
11/8/2009						✓	✓	✓	✓				3	3	3	3		✓						✓	
11/3/2009	✓												3	3	3	3		✓					✓		
11/3/2009													3	3	3	3	Great							✓	
11/3/2009	✓			✓			✓	✓		✓			2	3	3	2	Need to be able to go on computers more than 1 hour for a whole day.Too restricted.		✓	✓			✓		If I come in for 1 hr. in the a.m. I should be able to return again in the afternoon or p.m. or Both. Your staffing is wonderful.
11/3/2009						✓				✓			2	3	2	2	Please I pay twice as much for color computer copies	✓					✓		liked the old system of computer sign in use better. Thank you.
11/3/2009						✓								2	3	2	Still need storage space and quiet areas plus office for Librarian!!!		✓	✓				✓	Impressed with knowledge and friendly assistance of LP Staff currently in Library.
11/6/2009			✓					✓					1	3	2	3			✓	✓					
11/30/200						✓							3					✓						✓	There is still empty space on book shelves that could hold more books.
11/30/200						✓					✓		3	3	3	3		✓					✓		I think each library should be able to get time at each individual library to use the computer.
11/30/200						✓							3	3	3		A great library and a wonderful addition to the community.		✓	✓				✓	I would hope every community of this size would be fortunate enough to have such a libreary like this.
11/30/200				✓	✓					✓		Energize programs and sign language classes		3	2	2	This is a bid improvement from what we had before.		✓	✓				✓	I would frequent the library more oftem if they would not charge bus to go there.. I am on a limited income. The library gives me a change to socialize, learn and it is entertainment for me.

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

Total Surveys 11

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	*Percent Total Surveys*	18%
Total #6 Summer Reading Program	0	*Percent Total Surveys*	0%
Total #6 Teen Programs Events	1	*Percent Total Surveys*	9%
Total #6 Computer Classes/Workshops	2	*Percent Total Surveys*	18%
Total #6 Adult Programs Events	1	*Percent Total Surveys*	9%
Total #6 None of These Programs	6	*Percent Total Surveys*	55%

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	*Percent Total Surveys*	18%
Total #7 Teen Programs Events	3	*Percent Total Surveys*	27%
Total #7 Adult Programs Events	1	*Percent Total Surveys*	9%
Total #7 Computer Classes/Workshops	3	*Percent Total Surveys*	27%
Total #7 Other	1	*Percent Total Surveys*	9%

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

Average Size	2.56	*3 Very Satisfied 2 Satisfied 1 Not Very Satisfied*
Average Cleanliness	2.9	*3 Very Satisfied 2 Satisfied 1 Not Very Satisfied*
Average Furniture/Furnishings	2.7	*3 Very Satisfied 2 Satisfied 1 Not Very Satisfied*
Average Number of Computers	2.56	*3 Very Satisfied 2 Satisfied 1 Not Very Satisfied*

Please tell us about yourself.

Are you:

Total Male	5	*Percent Total Surveys*	45%
Total Female	5	*Percent Total Surveys*	45%

How old are you?

Total Under 18	1	*Percent Total Surveys*	9%
Total 18-24	0	*Percent Total Surveys*	0%
Total 25-39	0	*Percent Total Surveys*	0%
Total 40-55	4	*Percent Total Surveys*	36%
Total 56+	6	*Percent Total Surveys*	55%

Villages Library 1-5

Date Rcvd	1-3/week	1/week	<1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseCompute	ChildProgra	TeenProgra	AdultProgra	Study/Work	Socialize	None of The	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Loo	# 4 Comment	# 5	# 5 Comment
11/6/2009		✓			✓	✓			✓					✓					1	Cold and unwelcome & staff has no clue whats on their shelves	✓			I think I know more about your books than the staff	1	Strangers and idiots - I miss the other staff
11/9/2009		✓			✓					✓									2	Long wait for new materials	✓				3	
11/19/200	✓				✓				✓		✓								2				✓		2	

Date Rcvd	1-3/week	1/week	<1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseCompute	ChildProgra	TeenProgra	AdultProgra	Study/Work	Socialize	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Loo	# 4 Comment	# 5	# 5 Comment

Total Surveys 3

1. How often do you visit the library?

Total One to three times	1	*Percent Total Surveys*	33%
Total At least once	2	*Percent Total Surveys*	67%
Total Less than once	0	*Percent Total Surveys*	0%
Total Not on regular basis	0	*Percent Total Surveys*	0%

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

Total Books	3	*Percent Total Surveys*	100%
Total Audio Books	1	*Percent Total Surveys*	33%
Total Music CDs	0	*Percent Total Surveys*	0%
Total DVDs	0	*Percent Total Surveys*	0%
Total Newspapers	2	*Percent Total Surveys*	67%
Total Magazines	1	*Percent Total Surveys*	33%
Total Use Computer	1	*Percent Total Surveys*	33%
Total Attend Child Programs	0	*Percent Total Surveys*	0%
Total Attend Teen Programs	0	*Percent Total Surveys*	0%
Total Attend Adult Programs	1	*Percent Total Surveys*	33%
Total Study or Work Space	0	*Percent Total Surveys*	0%
Total Socialize	0	*Percent Total Surveys*	0%
Total None of these	0	*Percent Total Surveys*	0%

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

Average # 3 1.67 *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	2	*Percent Total Surveys*	67%
Total Question 4 No	0	*Percent Total Surveys*	0%
Total Question 4 Not Look Today	1	*Percent Total Surveys*	33%

5. The library staff was responsive to my needs.

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

Villages Library 6-10

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
11/6/2009	☐	☐	☐	☐	☑	☐	☐	☐	☑	☐	☐		2	1	2	0	You can have the nicest of buildings and still have a terrible library. It is about the patrons, programs and people.	☐	☑	☑	☐	☐	☑	☐	At this point, the friendly welcoming place this library has been, now is a cold and uninviting book shelf. I get more warm and fuzzy feelings at the Barnes & Nobles.
11/9/2009	☐	☐	☐	☐	☐	☑	☐	☐	☐	☐	☐		3	3	3	2		☐	☑	☑	☐	☐	☐	☑	Please consider providing "downloadable books". I use these frequently - a good alternative to books on cd.
11/19/200	☐	☐	☐	☐	☐	☑	☑	☐	☐	☑	☐		1	2	2	2		☐	☑	☑	☐	☐	☐	☑	

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

Total Surveys 3

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	1	*Percent Total Surveys*	33%
Total #6 None of These Programs	2	*Percent Total Surveys*	67%

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	1	*Percent Total Surveys*	33%
Total #7 Teen Programs Events	0	*Percent Total Surveys*	0%
Total #7 Adult Programs Events	1	*Percent Total Surveys*	33%
Total #7 Computer Classes/Workshops	1	*Percent Total Surveys*	33%
Total #7 Other	0	*Percent Total Surveys*	0%

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

Average Size	2	*3 Very Satisfied 2 Satisfied 1 Not Very Satisfied*
Average Cleanliness	2	*3 Very Satisfied 2 Satisfied 1 Not Very Satisfied*
Average Furniture/Furnishings	2.33	*3 Very Satisfied 2 Satisfied 1 Not Very Satisfied*
Average Number of Computers	1.33	*3 Very Satisfied 2 Satisfied 1 Not Very Satisfied*

Please tell us about yourself.

Are you:

Total Male	0	*Percent Total Surveys*	0%
Total Female	3	*Percent Total Surveys*	100%

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	1	*Percent Total Surveys*	33%
Total 56+	2	*Percent Total Surveys*	67%

Wildwood Public Library 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	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Loo	# 4 Comment	# 5	# 5 Comment
11/9/2009	✔				✔														3		✔				3	

Total Surveys 1

1. How often do you visit the library?

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

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

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

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	*Percent Total Surveys*	100%
Total Question 4 No	0	*Percent Total Surveys*	0%
Total Question 4 Not Look Today	0	*Percent Total Surveys*	0%

5. The library staff was responsive to my needs.

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

Wildwood Public Library 6-10

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
11/9/2009						✓	✓						3	3	3	3			✓	✓			✓		

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	1	*Percent Total Surveys*	100%
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	3	*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	0	*Percent Total Surveys*	0%
Total Female	1	*Percent Total Surveys*	100%

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	1	*Percent Total Surveys*	100%
Total 56+	0	*Percent Total Surveys*	0%

Facilities Maintenance Helpdesk Survey Report

November of 2009

Requestor	Work Order #	Additional Comments	Response Time	Quality of Work	Proper Cleanup after completion of work	Professionalism	Courtesy	Date	Technician (if known)
Wise, Jimmy	WRQ-01828		Good	Excellent	Excellent	Excellent	Excellent	11/30/2009	Robert Tharney
Hall, Mary Ann	WRQ-01858		Good	Excellent	Excellent	Excellent	Excellent	11/18/2009	Lamar Sowell
Fitzpatrick, Annette	WRQ-01838	I made the request to drop off items at the dump trailer, instead Richard offered the dump trailer for the day, delivered at my backdoor and picked up. Response was above and beyond my request. Excellent customer service! Freddie delivered promptly as scheduled. Outstanding! Many thanks!	Excellent	Excellent	Excellent	Excellent	Excellent	11/17/2009	Freddie Fudge and Richard Cobb
Neumann, Selena	01831	Thanks to Richard and all of the Maintenance staff in regards to helping with the Christmas Tree.	Excellent	Excellent	Excellent	Excellent	Excellent	11/10/2009	Richard Cobb
Neumann, Selena	01779	Thanks so much. The Maintenance staff is always very professional and nice when we need their help at Library Admin.	Excellent	Excellent	Excellent	Excellent	Excellent	11/10/2009	Freddie and Lamar
Morrison, Chris	WRQ-01781		Excellent	Excellent	Not Applicable	Excellent	Excellent	11/4/2009	David Wilkes