

# Building Services General

Date Rcvd	Permit Number	Counter Service	Bldg Plan Review	Permitting Process	Building Services General Comments:
11/6/2010		5	5	5	Too hot in building
11/6/2010		5	5	5	Awsome as always Jo-Randa Svcs
11/6/2010	BD2010-6800	5	5	5	

Total Permits 1

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:
11/6/2010	031024	5	5	5	5	5	
11/6/2010	BD2010-1909	5			5		
11/12/2010		5				5	I can't say enough for the great help and service from Sandy, Rhonda and Tom. They were great in all aspects - Info, etc. Excellent Service!! Val & Jim Jackson

**Total Permits 2**

**Average Mechanical 5**

**Average Electrical 5**

**Average Plumbing 5**

**Average Building 5**

**Average General 5**

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

# Planning/Zoning/Development Review

Date Rcvd	Project Number	Customer Service	Zoning/Planning Review	Development Review	P/Z/D Comments:
11/19/2010	DP2010-0065	5	5	5	
11/6/2010	Sandy & Tom	5	5	5	Very friendly and helpful - Thank you, bob Thomas
11/6/2010	2010-5615	5	5	5	Everyone is supper nice - Roch Bouchard

Total Permits 3

Average Customer Service	5	5=Excellent
Average Zoning/Planning Review	5	4=Good
Average Development Review	5	3=Expected
		2=Fair
		1=Poor

## Facilities Maintenance Helpdesk Survey Report

November 2010

<u>Requestor</u>	<u>Work Order #</u>	<u>Additional Comments</u>	<u>Response Time</u>	<u>Quality of Work</u>	<u>Proper Cleanup after completion of work</u>	<u>Professionalism</u>	<u>Courtesy</u>	<u>Date</u>	<u>Technician (if known)</u>
Morrison, Chris	3754	Robert and Lamar was very quick to respond, work well together, very courteous, and did an outstanding job with putting the podium together.	Excellent	Excellent	Excellent	Excellent	Excellent	11/29/2010	Robert & Lamar
Webb, Aimee	WRQ-03784	Thank you both.	Excellent	Excellent	Not Applicable	Excellent	Excellent	11/24/2010	Richard Cobb
Slocomb, Kim	WRQ-03778	The response time to this request was outstanding! There was no lost production time on my side because the issue was handled so quickly by our Maintenance team. Kudos and thank you.	Excellent	Excellent	Excellent	Excellent	Excellent	11/23/2010	Freddie Fudge
Fitzpatrick, Annette	WRQ03775	Thank you.	Excellent	Excellent	Excellent	Excellent	Excellent	11/22/2010	Robert Tharney
Purvis, Sandra	WRQ-03750		Excellent	Excellent	Not Applicable	Excellent	Excellent	11/17/2010	David Wilkes
Levesque, David	WRQ-03545	Thanks so much for putting up our shelving. I know you all are very busy, but always "Johnny on the spot" to take on a new task:)	Excellent	Excellent	Excellent	Excellent	Excellent	11/5/2010	Robert Rushing
Neumann, Selena	03638		Excellent	Excellent	Excellent	Excellent	Excellent	11/2/2010	Robert and Lamar

# *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>
11/1/2010	Sumterville Comm Bldg	5	5	5	5	Ben does a great job.
11/10/2010	Lake Okahumpka	5	4		5	We like the park very much. It is a very nice place to walk our dog. God Bless You, Guy and Jane

**Total Surveys 2**

<b>Average Initial Contact</b>	5	<b>5=Excellent</b> <b>4=Good</b> <b>3=Expected</b> <b>2=Fair</b> <b>1=Poor</b>
<b>Average Customer Service</b>	4.5	
<b>Average Scheduling</b>	5	
<b>Average Setup/Cleanliness</b>	5	

# 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>
11/1/2010		1285 CR 650, Bushnell	3	4	5	5	I reported a hanging falling moss covered limb over the road one day. The next day I was called and they agreed it should come down. The next day men were there and got it down!  SR10-06
11/4/2010			5	5	5	5	FC 10-17
11/22/2010			4	4	3	5	FC11-15
11/22/2010		8155 C476B	5	5	5	5	We had question about repaving 476b and stripping in front of our property. SR11-03
11/24/2010		Webster, 747 & 722	4	3	4	3	No response to possible danger at intersection 747 & 722. Deep hole very close to the road. Major school bus route. FC11-16
11/24/2010							Have never made a request, but our road is fairly well maintained and mowed. FC11-13
11/24/2010							

Total Surveys 7

Average Initial Contact 4.2  
 Average Customer Service 4.2  
 Average Response Times 4.4  
 Average Quality of Work 4.6

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

# Solid Waste by Date Range

<i>Date Received</i>	<i>Day Visited</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Site Appearance</i>	<i>Recycling Options</i>	<i>Solid Waste Comments:</i>
11/12/2010		5	5	5	4	Do not like new system. Prefer the old system - Thank you, CDA 11-13
11/13/2010		5	5	5	5	All personnel I have encountered since 2001 have been excellent and were positive about their work and their positions. R Dillinham CPA 11-31
11/12/2010		5	5	5	5	CPA 11-11
11/13/2010		1	4	2	4	Tried to bring in yard clipping - WOW the price!! Not happy that things changed and there doesn't seem to be recycling. What happens to the scale's now! CDA 11-32
11/17/2010		5	5	5	5	Visited Tuesday CDA 11-48
11/17/2010		5	5	5	5	We need a place to dump our garbage (large quantity) we can't and fuel is too high - Steve K Luis CDA 11-6
11/18/2010	11/15/2010	5	5	5	4	CDA 11-41
11/18/2010	11/12/2010	1	1	1	1	What a screwed up mess you have created at the dump. What are you trying to prove or what are you doing? R J Levernte CDA11-26
11/19/2010	11/10/2010	4	4	4	4	CDA 11-16
11/19/2010	11/15/2010	4	4	3	4	Why did we change? CDA 11-39
11/19/2010	11/13/2010	3	4	1		As a resident of Sumter Co. we have put millions of dollars in recycling just to see it closed, so the Commissioners can get bigger salary. I will remember this at the voting polls - John Howard, 984 Cr 482C, Lake Pan, Fl 33538 CDA 11-2
11/19/2010	11/8/2010	4		3	2	I think a little more public input would have ehped make it better CDA 11-12
11/22/2010	11/20/2010	3	3	3	4	Recycle glass? CDA 11-35
11/24/2010	11/19/2010	4	5	1	4	Price sign should be on the right of trailer - why the changes? Liked it better the other way, Move cnvenient CDA 11-44

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

<i>Date Received</i>	<i>Day Visited</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Site Appearance</i>	<i>Recycling Options</i>	<i>Solid Waste Comments:</i>
11/24/2010	11/18/2010	5	5	4	4	CDA 11-47
11/1/2010	10/11/2010	5	5	5	4	What about glass recycle? 10-2

Total Surveys 16

Average Initial Contact	4	5=Excellent
Average Customer Service	4.3	4=Good
Average Site Appearance	3.6	3=Expected
Average Recycling Options	3.9	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 Comments
11/15/2010													<input type="checkbox"/>		<input type="checkbox"/>		
11/15/2010	1	1	1	1	2	1	3	1	2	2	1	1	<input type="checkbox"/>		<input type="checkbox"/>		

Total Surveys 2

### Rating

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

Average Question 1 1

Average Question 2 1

Average Question 3 1

Average Question 4 1

Average Question 5 2

Average Question 6 1

Average Question 7 3

Average Question 8 1

Average Question 9 2

Average Question 10 2

Average Question 11 1

Average Question 12 1

### 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 0

% Total Dog Adoptions 0%

### Did you adopt a cat? (Check indicates Yes)

Total Adopt a Cat 0

% Total Cat Adoptions 0%

# Animal Control Officer

Date Recvd	#1	#2	#3	#4	#5	#6	#7	#8	Visit Notice	Explain	Citation	Explain	Comments
11/1/2010									<input type="checkbox"/>		<input type="checkbox"/>		
11/14/2010	1	1	1	1	1	1	1	1	<input type="checkbox"/>		<input type="checkbox"/>		

Total Surveys 2

### Rating

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

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

### 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 0  
 % Total Notice of Visit 0%

### Did you receive a citation? (Check indicates Yes)

Total Receive Citation 0  
 % Total Receive Citation 0%

# Housing Applicant

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Staff Help You*	Explain:	If Not**	If Not Explain:	Comments
11/1/2010	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		<input type="checkbox"/>		Kathy Young is the greatest!!! She addressed all of my concerns and put my worries to rest.

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 0



Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	Books	Audio Books	Music CDs	DVDs	Newspapers	Magazines	Use Computer	Child Programs	Teen Programs	Adult Programs	Study/Work	Socialize	None of These	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
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**Total Surveys 1**

**1. How often do you visit the library?**

Total One to three times	0	Percent Total Surveys	0%
Total At least once	1	Percent Total Surveys	100%
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	1	Percent Total Surveys	100%
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 2      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	8Comment	Computers	Furniture	Cleanlines	Size	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
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11/12/201

2 3 3 3

Someone is not always readily available to turn on the computer for me to check a book's AR level. I wish the public library worked more closely with the school for children's books.

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 comments
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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	1	Percent Total Surveys	100%
Total #6 Summer Reading Program	1	Percent Total Surveys	100%
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	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	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	2	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.**

<b>Are you:</b> 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%

# E C Rowell Library 1-5

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	Books	Audio Books	Music CDs	DVDs	Newspapers	Magazines	Use Computer	Child Progra	Teen 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
11/3/2010	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>			3											
11/30/201	<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 checked="" type="checkbox"/>	<input type="checkbox"/>		3		<input type="checkbox"/>	<input type="checkbox"/>	I did not look for materials today		3						

Date Rcvd	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
1-3/week	None of These							
1/week	Socialize							
< 1/month	Study/Work							
Not Regular	Adult Programs							
	Teen Programs							
	Child Programs							
	Use Computer							
	Magazines							
	Newspapers							
	DVDs							
	Music CDs							
	Audio Books							
	Books							

**Total Surveys 2**

**1. How often do you visit the library?**

Total One to three times	1	Percent Total Surveys	50%
Total At least once	0	Percent Total Surveys	0%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	1	Percent Total Surveys	50%

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

Total Books	2	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	2	Percent Total Surveys	100%
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	50%
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

# 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 comments
11/3/2010	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	2	1	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>									
11/30/201	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I miss the old, more friendly library. It has become too sterile. I feel less "at home"								

Total Surveys 2

**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	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	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	2	Percent Total Surveys	100%
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	2.5	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	2.5	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	50%

**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+	2	Percent Total Surveys	100%

# Library on Wheels 1-5

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	Books	Audio Books	Music CDs	DVDs	Newspapers	Magazines	Use Computer	Child Proera	Teen Proera	Adult Proera	Study/Work	Socialize	None of These	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Too	# 4 Comment	# 5	# 5 Comment
11/30/201	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3											
11/30/201	<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"/>	<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	the staff is always very helpful and friendly	
11/30/201	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
11/30/201	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
11/30/201	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3											
11/30/201	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3											
11/30/201	<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"/>	<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		
11/30/201	<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"/>	<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		
11/30/201	<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"/>	<input type="checkbox"/>		0		<input type="checkbox"/>	<input type="checkbox"/>		3		
11/30/201	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3											
11/30/201	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	Checking out books	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
11/30/201	<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 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		
11/30/201	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	Great people, great service										
11/30/201	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		<input type="checkbox"/>	<input type="checkbox"/>		3											
11/30/201	<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"/>	<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		
11/30/201	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input type="checkbox"/>	<input type="checkbox"/>		3	Great staff - alwas helpful and friendly.	

Date Rcvd	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
1-3/week	None/Thas							
1-3/week	Socialize							
1-3/week	Study/Work							
1-3/week	AdultProgram							
1-3/week	TeenProgram							
1-3/week	ChildProgram							
1-3/week	UseComputer							
1-3/week	Magazines							
1-3/week	Newspapers							
1-3/week	DVDs							
1-3/week	MusicCDs							
1-3/week	AudioBooks							
1-3/week	Books							
1-3/week	Not Regular							
1-3/week	< 1/month							
1-3/week	1/week							

**Total Surveys** 18

**1. How often do you visit the library?**

Total One to three times	4	<i>Percent Total Surveys</i>	22%
Total At least once	12	<i>Percent Total Surveys</i>	67%
Total Less than once	0	<i>Percent Total Surveys</i>	0%
Total Not on regular basis	2	<i>Percent Total Surveys</i>	11%

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

Total Books	14	<i>Percent Total Surveys</i>	78%
Total Audio Books	5	<i>Percent Total Surveys</i>	28%
Total Music CDs	0	<i>Percent Total Surveys</i>	0%
Total DVDs	6	<i>Percent Total Surveys</i>	33%
Total Newspapers	4	<i>Percent Total Surveys</i>	22%
Total Magazines	2	<i>Percent Total Surveys</i>	11%
Total Use Computer	2	<i>Percent Total Surveys</i>	11%
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>	6%
Total Study or Work Space	0	<i>Percent Total Surveys</i>	0%
Total Socialize	1	<i>Percent Total Surveys</i>	6%
Total None of these	1	<i>Percent Total Surveys</i>	6%

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

Average # 3 2.78      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	15	<i>Percent Total Surveys</i>	83%
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	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
11/30/201	<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 checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	
11/30/201	<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"/>		2	2	2			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I am so glad that the Library on Wheels comes to our community, Continental Country Club. The staff is always very helpful and friendly; and they have always provided the books I have requested. I am very happy with this program!
11/30/201	<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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Did not know they had adult programs.	3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
11/30/201	<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	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
11/30/201	<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 checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
11/30/201	<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"/>						I almost always use The Library on Wheels. If what I want is not there, it's ordered - works great!	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
11/30/201	<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	Mobile Unit - so size & computers are, of course, limited	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Staff friendly and helpful. Mobile unit is a very valuable asset to our senior community!!! Thank you for providing this wonderful service to Continental Country Club!!
11/30/201	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I do enjoy the large print	3		3			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I am very happy with the library. I am 87 years old and don't get around as I used to. However, I do enjoy reading. Please stay here. God bless you, Frieda Cordes
11/30/201	<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		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I really appreciate the helpfulness and the bookmobile coming once a week to our community.
11/30/201	<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	2	2	1		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Enjoy Library on wheels - staff very friendly - like selection DVD-movies

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 comments
11/30/201	<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		Don't use computers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I now live in Florilow Oaks full time. For years I frequently used Bushnell Library - a regular life style & lifeline. For the last couple of years I have used Florilow library for all my reading needs. We have a very good library here with capable volunteers. We are a campground with a fluid winter population. Campers apparently read a lot. when they're out and about. When they have read a book they have no further use nor space in their campers. Therefore we have scads of paper backs and a good many hard books. (Thanks for the mobile library - I hope you will continue it)				
11/30/201	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						I use the Mobile Liabrary	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>					
11/30/201	<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	It's mobile, so it's adequate	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I appreciate the convenience of the mobile library. Staff is especially helpful and friendly.				
11/30/201	<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 type="checkbox"/>	<input checked="" type="checkbox"/>	Love the Library on Wheels!				
11/30/201	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3				<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"/>	This is the greatest service you could offer! We really enjoy the mobil library!				
11/30/201	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I am grateful for the library resources and personnel supplied by Library on Wheels. They are a real benefit to our community.
11/30/201	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Writer's meetings	2	2	2	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I've had a library card since I was 11 years old and use it every place I've lived. Adult program are a bit boring that I've seen.				
11/30/201	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Unaware of programs/workshops - Ned information	3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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	7Compute	7Other	7Other Comment	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
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**Total Surveys 18**

**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	1	Percent Total Surveys	6%
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	2	Percent Total Surveys	11%
Total #6 None of These Programs	13	Percent Total Surveys	72%

**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	5	Percent Total Surveys	28%
Total #7 Computer Classes/Workshops	6	Percent Total Surveys	33%
Total #7 Other	3	Percent Total Surveys	17%

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

Average Size	2.69	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.8	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.79	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.45	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

**Please tell us about yourself.**

<b>Are you:</b> Total Male	2	Percent Total Surveys	11%
Total Female	17	Percent Total Surveys	94%

**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	6%
Total 56+	17	Percent Total Surveys	94%

# Panasoffkee Library 1-5

Date Rcvd	1-3/week	1/month	Not Regular	Books	Audio Books	Music CDs	DVDs	Newspapers	Magazines	Use Computer	Child Progra	Teen Progra	Adult Progra	Study/Work	Socialize	None of These	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Loo	# 4 Comment	# 5	# 5 Comment
11/30/201	<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"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
11/30/201	<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"/>		3	I am passing thru and used your library - great service and wonderful people here	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
11/30/201	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	Boule - ver satisfied

Date Rcvd	1-3/week	< 1/month	1/week	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseComputer	ChildPrograms	TeenPrograms	AdultPrograms	Study/Work	Socialize	NoneOfThese	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
-----------	----------	-----------	--------	-------------	-------	------------	----------	------	------------	-----------	-------------	---------------	--------------	---------------	------------	-----------	-------------	---------	-----	-------------	---------	--------	--------------	-------------	-----	-------------

**Total Surveys 3**

**1. How often do you visit the library?**

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

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

Total Books	2	Percent Total Surveys	67%
Total Audio Books	2	Percent Total Surveys	67%
Total Music CDs	1	Percent Total Surveys	33%
Total DVDs	3	Percent Total Surveys	100%
Total Newspapers	2	Percent Total Surveys	67%
Total Magazines	1	Percent Total Surveys	33%
Total Use Computer	2	Percent Total Surveys	67%
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	1	Percent Total Surveys	33%
Total Socialize	1	Percent Total Surveys	33%
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 2.67      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	3	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

# Panasoffkee Library 6-10

Date Recd	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 comments
11/30/201	<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	2	2	2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
11/30/201	<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	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
11/30/201	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3					<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	I really enjoy using the books, computers, etc. here and making friends.

**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	1	Percent Total Surveys	33%
Total #6 Adult Programs Events	1	Percent Total Surveys	33%
Total #6 None of These Programs	1	Percent Total Surveys	33%

**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	1	Percent Total Surveys	33%
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	2.67	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

**Please tell us about yourself.**

<b>Are you:</b> Total Male	2	Percent Total Surveys	67%
Total Female	1	Percent Total Surveys	33%

**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+	2	Percent Total Surveys	67%



# Villages 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 comments
-----------	--------	---------	-------	----------	--------	-------	--------	-------	--------	----------	--------	----------------	----------	------	--------	----------	-------	-------	-------	-----	---------------------

11/29/201

1 3 3 1

I am a retired library director from Virginia. I feel that The Villages library is very inadequate for the needs of residents of The Villages. Space seems to be a consideration. If there was more shelving, then a larger selection of books could be carried. I find the backlist of earlier books of an author to be woefully inadequate. You find a book by an author you enjoy, and want to read some of the earlier works, and they are not available. This library should cater to the needs of Village residents. It is too bad that the library is used as a dumping ground for after school students. I feel that there does not need to be an emphasis on children's reading programs. There should be adult programming such as reading groups and book clubs. Local county residents will be able to use the new library in Wildwood, and the programming should be there. The library seems to have a policy of not accepted used books as donations. Accepting clean used goods in good condition would expand the collection at no cost to the county. Many Village residents buy best-sellers, read them once, and would be glad to donate them to the library.

<i>Date Rcvd</i>	<i>6Child</i>	<i>6Summer</i>	<i>6Teen</i>	<i>6Compute</i>	<i>6Adult</i>	<i>6None</i>	<i>7Child</i>	<i>7Teen</i>	<i>7Adult</i>	<i>7Compute</i>	<i>7Other</i>	<i>7Other Comment</i>	<i>8Comment</i>	<i>Computers</i>	<i>Furniture</i>	<i>Cleanlines</i>	<i>Size</i>	<i>Additional comments</i>
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I am also a member of the Genealogy society. We wanted to give new books, donated to us by our speakers, to the library, but the library, but the library has apparently refused to accept them. I feel that this is a "best-sellers" library, inadequate in the number of books it has, and not responsive to the needs of the servious Village reader.

Date Recd	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 comments
-----------	--------	---------	-------	----------	--------	-------	--------	-------	--------	----------	--------	----------------	----------	------	--------	----------	-------	-------	-------	-----	---------------------

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



# Wildwood Public 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 comments
-----------	--------	---------	-------	----------	--------	-------	--------	-------	--------	----------	--------	----------------	----------	------	--------	----------	-------	-------	-------	-----	---------------------

11/12/2010

3 3 3 3

I love the Wildwood library! Everyone is so helpful and kind, the entire staff is great. Thank you,

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	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	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	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.**

<b>Are you:</b> 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%

# Probation

<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>#10</i>	<i>#11</i>	<i>#12</i>	<i>Probation Comments</i>	
11/30/2010	5	5	5	5	5	5	5	5	5	5	5	5	10 - The staff was great to me.	
11/30/2010	5	5	5	5	5	5	5	5	5	5	5	5		
11/30/2010	4	5	5	5	5	5	4	4	4	4	4	5	Chris McClark	
11/30/2010	5	5	5	5	5	5	5	5	5	5	5	5		
11/30/2010	5	5	5	5	5	5	5	5	5	5	5	5		
11/30/2010	5	5	5	5	5	5	5	5	5	5	5	3	5	Greatly appreciate the understanding of my probation officer
11/30/2010	5	4	5	4	5	4	5	5	3	5	4	5		I am glad that I went through the program and my Probation Officer were quite supportive - D Nandlall
11/30/2010	5	5	5	5	5	5	5	5	5	5	5	5		
11/30/2010	5	5	5	5	5	5	5	5	5	5	5	5		
11/30/2010	5	5	5	5	5	5	5	4	3	4	4	4		Hope to not see you again!

Total Surveys 10

### Rating

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

Average Question 1 4.9

Average Question 2 4.9

Average Question 3 5

Average Question 4 4.9

Average Question 5 5

Average Question 6 4.9

Average Question 7 4.9

Average Question 8 4.8

Average Question 9 4.5

Average Question 10 4.8

Average Question 11 4.5

Average Question 12 4.9

### 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.

# Transit

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Freq Pass	Times/m	Trav Dr	How often	On time?	Why not?	Transit Comments
11/2/2010	3	3	3	5	5	5	4	4	4	<input checked="" type="checkbox"/>	0	<input type="checkbox"/>		<input type="checkbox"/>		
11/2/2010	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	6	<input checked="" type="checkbox"/>	Some months 4 some, none	<input checked="" type="checkbox"/>		
11/2/2010	2	2	4	5	5	1	5	4		<input checked="" type="checkbox"/>	4	<input checked="" type="checkbox"/>	At least once a week	<input checked="" type="checkbox"/>		I am very pleased to discover this service! I wish I had known of it sooner. Left message on phone to schedule doctor appointment. Called to verify I was scheduled and was not - Chistina then scheduled me, but somehow I never got on the schedule! Had to scramble to get a ride from others to make it on time. However, every driver has been outstanding in all ways! Excellent about sharing information - most courteous and helpful! I am legally blind and this service gives me back a little of my independence. Thank you so very much!! Maxine Cotton
11/2/2010	5	5	4	4	5	5	4	5	5	<input checked="" type="checkbox"/>	12	<input checked="" type="checkbox"/>	2-3 times per week	<input checked="" type="checkbox"/>		I need my power chair to get around. The lifts on the buses are valuable. All staff has been friendly and most accommodating. Trips are from/to my Sumter County home and Lake County Wellness Center (now MVP)
11/2/2010	4	5	4	4	5	4	4	4	4	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		Try to pick us up w/in reason not in one or two hours. Our time is important too. Thank you,
11/2/2010	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	20	<input type="checkbox"/>		<input type="checkbox"/>		Having the same driver on the route (shuttle) is better than random drivers on different days. Tanya is a very considerate driver. We miss her when she is off.
11/2/2010	5	5	5	5	5	5	4	4	5	<input checked="" type="checkbox"/>	12	<input type="checkbox"/>		<input type="checkbox"/>		Tonya is great!
11/2/2010	5	5	4	4	5	5	5	5	5	<input checked="" type="checkbox"/>	10	<input checked="" type="checkbox"/>	8	<input type="checkbox"/>		I am very grateful to have this transportation service
11/20/2010	5	4	5	5	5	5	4	5	5	<input type="checkbox"/>	0	<input checked="" type="checkbox"/>	Twice a month	<input checked="" type="checkbox"/>		

Total Surveys	9
Average Question 1	4.3
Average Question 2	4.3
Average Question 3	4.3
Average Question 4	4.6
Average Question 5	5
Average Question 6	4.9
Average Question 7	4
Average Question 8	4.7
Average Question 9	4.7

<i>I am a frequent passenger with SCT (Check mark indicates Yes)</i>	
Frequent Passenger	8
% of passengers frequent	89%
Total Times Per Month	64
Average Times per Month	8

<i>I travel on SCT vehicles to doctors' appointments outside of Sumter County (Check mark indicates Yes)</i>	
Total who travel to Dr. outside county	6
% of passengers to Dr. outside county	67%

**Rating**

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

<i>When I travel to doctors' appointments outside of the County, I get there on time (Check mark indicates Yes)</i>	
Total who travel to Dr. outside County, on time	5
% of passengers to Dr., on time	83%

**Questions**

1. Recent scheduling of trips has been smooth and easy.
2. My reservationist was polite and helpful.
3. SCT vehicles are comfortable.
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.

# 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>
11/4/2010	5	5	5	5	5	5	5	5	5	Donna C. Eckdahl, 33620 Picciola Drive, Fruiland Park, FL 34731
11/24/2010	5	5	5	5	5	5	5	5	5	Fred Harrop has been extremely helpful. Fred is a very friendly professional person and I would recommend him to anyone who needs help. Thank you, ann Merritt 352 787-2062

Total Surveys 2

### *Rating*

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

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.