

### September 2011 Helpdesk Survey Report For Facilities Maintenance

| <u>Requestor</u> | <u>Work Order Number</u> | <u>Additional Comments</u>  | <u>Response Time</u> | <u>Quality of Work</u> | <u>Proper Cleanup after Completion</u> | <u>Professionalism</u> | <u>Courtesy</u> | <u>Date</u> | <u>Technician (i</u> |
|------------------|--------------------------|---|----------------------|------------------------|--|------------------------|-----------------|-------------|----------------------|
| Leeland Greek    | WRQ-05445                | Great Job as Always. Thanks<br>Mr. Cobb is the best coordinator I know. We had an emergency and he took care of it. He called to offer next day or same day services and it was 4:00 PM on a Friday. He had someone out to us within 1 hour to fix our issue. Thanks for doing a great job! | Excellent            | Excellent              | Good                                   | Excellent              | Excellent       | 9/29/2011   | Robert Rushing       |
| Debbie Nelson    | WRQ-05526                |   | Excellent            | Excellent              | Excellent                              | Excellent              | Excellent       | 9/19/2011   | Freddie Fudge        |
| Debbie Nelson    | WRQ-05465                |   | Excellent            | Excellent              | Excellent                              | Excellent              | Excellent       | 9/16/2011   | Robert Rushing & L   |
| Debbie Nelson    | WRQ-05449                | He was great as usual.  | Excellent            | Excellent              | Excellent                              | Excellent              | Excellent       | 9/7/2011    | Robert Rushing       |

# Building Services General

| Date Rcvd | Permit Number   | Counter Service | Bldg Plan Review | Permitting Process | Building Services General Comments:  |
|-----------|-----------------|-----------------|------------------|--------------------|--|
| 9/26/2011 |                 | 5               | 5                | 5                  | The service here is the best!!   |
| 9/26/2011 |                 | 5               |                  |                    | Sandy was very helpful.  |
| 9/26/2011 | ME2011-09360938 | 5               | 5                | 5                  | Martha was very professional and helpful.  |
| 9/26/2011 |                 | 5               |                  | 5                  | Very helpful lady at 4:30 on 9/8/11  |
| 9/26/2011 | BD2011-4772     | 5               | 5                | 5                  | Thank you-P Johnson  |
| 9/26/2011 | BR549           | 5               |                  | 5                  | Sandy Cassels  |
| 9/26/2011 | BD2011-5299     | 5               | 5                | 5                  | Great job (as always) Thanks Steve, Sandy and Guylaine, you are the best.  |
| 9/26/2011 |                 | 5               | 5                | 5                  | Keep up the good work. Barry BGM Constr Inc.   |
| 9/26/2011 |                 |                 |                  |                    |  |
| 9/26/2011 | BDF2009-0004    |                 |                  |                    | I would like to state that anytime I call with any kind of problem or question, Sandy Cassels resolves my problem, answers my questions and is extremely helpful. It isn't often that someone is found that is so knowledgeable and helpful. |

**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:                  |
|-----------|---------------|------------|------------|----------|----------|---------|----------------------------|
| 9/26/2011 |               |            |            |          | 5        |         | Very nice people           |
| 9/26/2011 | EL2011-0998   |            | 5          |          |          |         | Service was quick and easy |
| 9/26/2011 | FR2011-0058   |            | 5          |          |          |         | Always a pleasure!         |

**Total Permits** 2

**Average Mechanical**

**Average Electrical** 5

**Average Plumbing**

**Average Building** 5

**Average General**

**5=Excellent**

**4=Good**

**3=Expected**

**2=Fair**

**1=Poor**

# Planning/Zoning/Development Review

| <b>Date Rcvd</b> | <b>Project Number</b> | <b>Customer Service</b> | <b>Zoning/Planning Review</b> | <b>Development Review</b> | <b>P/Z/D Comments:</b>      |
|------------------|-----------------------|-------------------------|-------------------------------|---------------------------|-----------------------------|
| 9/26/2011        | 0026                  | 5                       | 5                             | 5                         | Sandy was great!            |
| 9/26/2011        | BD2011-4995 and 4996  | 5                       | 5                             | 5                         | Fantastic services rendered |

**Total Permits 2**

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

**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>   |
|----------------------|--------------------|------------------------|-------------------------|------------------------|--------------------------|--|
| 9/19/2011            | 9/13/2011          | 5                      | 5                       | 5                      | 5                        | Great works enjoy them all.<br>CDA 3-41                              |
| 9/26/2011            | 9/19/2011          | 4                      | 4                       | 4                      | 4                        | No problems - M L Richardson 904 CR<br>464 Lake Pan<br>CDA 5-39      |
| 9/29/2011            | 9/24/2011          | 5                      | 5                       | 5                      | 5                        | Personnel is excellent, helpful and<br>respectful to me!<br>CDA 5-35 |

**Total Surveys** 3

|                                  |     |                    |
|----------------------------------|-----|--------------------|
| <b>Average Initial Contact</b>   | 4.7 | <b>5=Excellent</b> |
| <b>Average Customer Service</b>  | 4.7 | <b>4=Good</b>      |
| <b>Average Site Appearance</b>   | 4.7 | <b>3=Expected</b>  |
| <b>Average Recycling Options</b> | 4.7 | <b>2=Fair</b>      |
|                                  |     | <b>1=Poor</b>      |

# Bushnell Public Library 1-5

| Date Rcvd | 1-3/week                            | < 1/month                | Not Regular              | Audio Books                         | Music CDs                | DVDs                     | Newspapers               | Magazines                | ISEL/Community           | 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 |
|-----------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------|-----|-------------|-------------------------------------|--------------------------|-------------|-----|-------------|
| 9/27/2011 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |         | 2   |             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |             |     | 2           |

**Total Surveys 1**

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

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

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

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

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

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

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

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

## 5. The library staff was responsive to my needs.

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

# Bushnell Public Library 6-10

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

9/27/2011            I have no interest in these 2 2 2 I do not use computers.       Please tell me how to renew on line. My books are due back today and I can't find a site to do this.

**Total Surveys 1**

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

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

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

|                                     |   |                       |      |
|-------------------------------------|---|-----------------------|------|
| Total #7 Children Programs Events   | 0 | Percent Total Surveys | 0%   |
| Total #7 Teen Programs Events       | 0 | Percent Total Surveys | 0%   |
| Total #7 Adult Programs Events      | 0 | Percent Total Surveys | 0%   |
| Total #7 Computer Classes/Workshops | 0 | Percent Total Surveys | 0%   |
| Total #7 Other                      | 1 | Percent Total Surveys | 100% |

**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/Furnishing | 2 | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |
| Average Number of Computers  |   | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |

**Please tell us about yourself.**

|                            |   |                       |    |
|----------------------------|---|-----------------------|----|
| <b>Are you:</b> Total Male | 0 | Percent Total Surveys | 0% |
| Total Female               | 0 | Percent Total Surveys | 0% |

**How old are you?**

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

# E C Rowell Library 1-5

| Date Rcvd | 1-3/week                            | 1/month                  | Not Regular              | Books                    | Audio Books              | Music CDs                | DVDs                     | Newspapers               | Magazines                | Travel/Community         | 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 |
|-----------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------|-----|-------------|-------------------------------------|--------------------------|-------------|-----|-------------|
| 9/12/2011 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |         | 2   |             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |             | 3   |             |

**Total Surveys 1**

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

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

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

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

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

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

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

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

## 5. The library staff was responsive to my needs.

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

# E C Rowell Library 6-10

| Date Recv | 6Child | 6Summer | 6Teen | 6Compute | 6Adult | 6None | 7Child | 7Teen | 7Adult | 7Compute | 7Other | 7Other Comment | 8Comment | Male | Female | Under 18 | 18-24 | 25-39 | 40-55 | 56+ | Additional comment |
|-----------|--------|---------|-------|----------|--------|-------|--------|-------|--------|----------|--------|----------------|----------|------|--------|----------|-------|-------|-------|-----|--------------------|
|-----------|--------|---------|-------|----------|--------|-------|--------|-------|--------|----------|--------|----------------|----------|------|--------|----------|-------|-------|-------|-----|--------------------|

9/12/2011

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     | 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/Furnishing | 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 | 1 | Percent Total Surveys | 100% |
| Total Female               | 0 | Percent Total Surveys | 0%   |

**How old are you?**

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

# Library on Wheels 1-5

| Date Rcvd | 1-3/week | 1/week | < 1/month | Not Regular | Audio Books | Music CDs | DVDs | Newspapers | Magazines | Misc Computer | Child Programs | Teen Programs | Adult Programs | Study/Work | Socialize | None of These | Use For | # 3 | # 3 Comment | # 4 Yes | # 4 No | # 4 Not Look | # 4 Comment | # 5 | # 5 Comment |
|-----------|----------|--------|-----------|-------------|-------------|-----------|------|------------|-----------|---------------|----------------|---------------|----------------|------------|-----------|---------------|---------|-----|-------------|---------|--------|--------------|-------------|-----|-------------|
|-----------|----------|--------|-----------|-------------|-------------|-----------|------|------------|-----------|---------------|----------------|---------------|----------------|------------|-----------|---------------|---------|-----|-------------|---------|--------|--------------|-------------|-----|-------------|

9/8/2011                    3 Would be lost without.   Just what I wanted and current tool 3 Helpful, pleasant, knowledgeable

**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 1 *Percent Total Surveys* 100%  
 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

# Library On Wheels 6-10

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

9/8/2011                           I also love having the Mobile Library at Continental Country Club - Staff so helpful.

**Total Surveys 1**

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

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

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

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

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

|                              |   |                  |             |                      |
|------------------------------|---|------------------|-------------|----------------------|
| Average Size                 | 3 | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |
| Average Cleanliness          | 3 | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |
| Average Furniture/Furnishing | 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    | 0 | Percent Total Surveys | 0%   |
| Total 56+      | 1 | Percent Total Surveys | 100% |

# Villages Library 1-5

| Date Rcvd | 1-3/week                            | 1/week                              | < 1/month                           | Not Regular              | Books                               | Audio Books                         | Music CDs                           | DVDs                                | Newsletters                         | Magazines                | Self-Cannette            | Child Books              | Teen Books               | Adult Books              | Study Work               | Socialize                | None of These            | Use For | # 3 | # 3 Comment             | # 4 Yes                             | # 4 Not Too                         | # 4 Comment | # 5 | # 5 Comment |
|-----------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------|-----|-------------------------|-------------------------------------|-------------------------------------|-------------|-----|-------------|
| 9/30/2011 | <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"/> | <input type="checkbox"/> |         | 3   |                         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |             | 3   |             |
| 9/30/2011 | <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"/> | <input type="checkbox"/> |         | 3   |                         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |             | 3   |             |
| 9/30/2011 | <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 checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |         | 3   |                         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |             | 3   | Excellent   |
| 9/30/2011 | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <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   | Can you get newer DVD's | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |             | 3   |             |
| 9/30/2011 | <input checked="" 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"/> |         | 3   |                         | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |             | 3   |             |
| 9/30/2011 | <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"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |         | 0   |                         | <input type="checkbox"/>            | <input type="checkbox"/>            |             | 0   |             |
| 9/30/2011 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |         | 3   |                         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |             | 2   |             |
| 9/30/2011 | <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"/>            | <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   |             |
| 9/30/2011 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |         | 3   |                         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |             | 3   |             |
| 9/30/2011 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <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"/> |         | 2   |                         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |             | 3   |             |
| 9/30/2011 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |         | 3   |                         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |             | 3   |             |
| 9/30/2011 | <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   | I enjoy this library.   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |             | 3   |             |

| Date Rcvd             | Use For | # 3 | # 3 Comment | # 4 Yes | # 4 No | # 4 Not Look | # 4 Comment | # 5 | # 5 Comment |
|-----------------------|---------|-----|-------------|---------|--------|--------------|-------------|-----|-------------|
| 1-3/week              |         |     |             |         |        |              |             |     |             |
| 1/week                |         |     |             |         |        |              |             |     |             |
| < 1/month             |         |     |             |         |        |              |             |     |             |
| Not Regular           |         |     |             |         |        |              |             |     |             |
| Books                 |         |     |             |         |        |              |             |     |             |
| Audio Books           |         |     |             |         |        |              |             |     |             |
| Music CDs             |         |     |             |         |        |              |             |     |             |
| DVDs                  |         |     |             |         |        |              |             |     |             |
| Newspapers            |         |     |             |         |        |              |             |     |             |
| Magazines             |         |     |             |         |        |              |             |     |             |
| Use Computer          |         |     |             |         |        |              |             |     |             |
| Attend Child Programs |         |     |             |         |        |              |             |     |             |
| Attend Teen Programs  |         |     |             |         |        |              |             |     |             |
| Attend Adult Programs |         |     |             |         |        |              |             |     |             |
| Study or Work Space   |         |     |             |         |        |              |             |     |             |
| Socialize             |         |     |             |         |        |              |             |     |             |
| None of these         |         |     |             |         |        |              |             |     |             |

**Total Surveys** 13

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

|                            |   |                              |     |
|----------------------------|---|------------------------------|-----|
| Total One to three times   | 4 | <i>Percent Total Surveys</i> | 31% |
| Total At least once        | 4 | <i>Percent Total Surveys</i> | 31% |
| Total Less than once       | 2 | <i>Percent Total Surveys</i> | 15% |
| Total Not on regular basis | 2 | <i>Percent Total Surveys</i> | 15% |

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

|                             |    |                              |     |
|-----------------------------|----|------------------------------|-----|
| Total Books                 | 11 | <i>Percent Total Surveys</i> | 85% |
| Total Audio Books           | 1  | <i>Percent Total Surveys</i> | 8%  |
| Total Music CDs             | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total DVDs                  | 4  | <i>Percent Total Surveys</i> | 31% |
| Total Newspapers            | 2  | <i>Percent Total Surveys</i> | 15% |
| Total Magazines             | 2  | <i>Percent Total Surveys</i> | 15% |
| Total Use Computer          | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total Attend Child Programs | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total Attend Teen Programs  | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total Attend Adult Programs | 1  | <i>Percent Total Surveys</i> | 8%  |
| Total Study or Work Space   | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total Socialize             | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total None of these         | 1  | <i>Percent Total Surveys</i> | 8%  |

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

Average # 3 2.62      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 | <i>Percent Total Surveys</i> | 77% |
| Total Question 4 No             | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total Question 4 Not Look Today | 2  | <i>Percent Total Surveys</i> | 15% |

**5. The library staff was responsive to my needs.**

Average # 5 2.69      3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

# Villages Library 6-10

| Date Rcv  | 6Child                   | 6Summer                  | 6Teen                    | 6Compute                 | 6Adult                   | 6None                               | 7Child                   | 7Teen                    | 7Adult                              | 7Compute                 | 7Other                   | 7Other Comment | 8Size | 8Cleanlines | 8Furniture | 8Computer                       | 8Comment                            | Male                                | Female                              | Under 18                            | 18-24                    | 25-39                    | 40-55                               | 56+  | Additional comment   |
|-----------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|----------------|-------|-------------|------------|---------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|--|--|
| 9/30/2011 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |                | 2     | 3           | 2          | 0                               |                                     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/>  |  |
| 9/30/2011 | <input 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"/>  | Would like more than 2 weeks for books. Would like to see where I am in "Que" (What Number) when I reserve a book online. I want E-reader books! |
| 9/30/2011 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |                          | 2              | 3     | 3           | 0          | Would love computer classes     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | All personnel are extremely helpful and pleasant - always!   |  |
| 9/30/2011 | <input type="checkbox"/> | <input checked="" 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"/> | Would be nice to be able to search new DVD's in a section labeled New DVD's  |  |
| 9/30/2011 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |                          | 3              | 3     | 3           | 3          | Belvedere staff is just 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"/> | Thank you for re-instating the numbers system for online users - its makes sooo much sense - now I can regulate by books more accurately - Thank you, Jena Sabel, 1415 St. George Ave., Duval                                |  |
| 9/30/2011 | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |                          | 0              | 0     | 0           | 0          |                                 | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | Have just recently filled out this survey. Just wanted to thank you for returning the hold function to its original status!  |  |
| 9/30/2011 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |                          | 2              | 3     | 2           | 0          |                                 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | The librarian with the short brown hair (tall woman with large eyes, 50 years old) at the Belvedere Library is extremely rude to customers. She is condescending and raises her voice at customers. Never greets customers . |  |
| 9/30/2011 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |                          | 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"/> | 8/11/11 - I noted we no longer know what our position is for a hold book. This was important to me and can't imagine why it was removed. Updates are supposed to make things better NOT worse.                               |  |

| Date Rcv  | 6Child                   | 6Summer                  | 6Teen                    | 6Compute                 | 6Adult                              | 6None                               | 7Child                   | 7Teen                    | 7Adult                              | 7Compute                            | 7Other                              | 7Other Comment | Size | Cleanlines | Furniture | Computer | 8Comment | Male                                | Female                              | Under 18                            | 18-24                    | 25-39                    | 40-55                    | 56+                                 | Additional comment  |
|-----------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|----------------|------|------------|-----------|----------|----------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|---|
| 9/30/2011 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | N/A            | 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"/> | Would like digital (ebooks) available. You provide a super service. Thank you   |
| 9/30/2011 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |                | 2    | 3          | 0         | 0        |          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Would like to see more large print books  |
| 9/30/2011 | <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 checked="" type="checkbox"/> | <input type="checkbox"/>            |                | 1    | 2          | 2         | 1        |          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | We need a bigger library, and then meeting rooms, more large print books, more DVDs. A movie night. Maybe GED or ESL classes. |
| 9/30/2011 | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |                | 2    | 3          | 0         | 0        |          | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | The staff is very cordial and helpful.  |
| 9/30/2011 | <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         | 0        |          | <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 Rcv | 6Child | 6Summer | 6Teen | 6Compute | 6Adult | 6None | 7Child | 7Teen | 7Adult | 7Compute | 7Other | 7Other Comment | Size | Cleanlines | Furniture | Computer | 8Comment | Male | Female | Under 18 | 18-24 | 25-39 | 40-55 | 56+ | Additional comment |
|----------|--------|---------|-------|----------|--------|-------|--------|-------|--------|----------|--------|----------------|------|------------|-----------|----------|----------|------|--------|----------|-------|-------|-------|-----|--------------------|
|----------|--------|---------|-------|----------|--------|-------|--------|-------|--------|----------|--------|----------------|------|------------|-----------|----------|----------|------|--------|----------|-------|-------|-------|-----|--------------------|

**Total Surveys 13**

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

|                                     |    |                              |     |
|-------------------------------------|----|------------------------------|-----|
| Total #6 Children Programs Events   | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total #6 Summer Reading Program     | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total #6 Teen Programs Events       | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total #6 Computer Classes/Workshops | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total #6 Adult Programs Events      | 1  | <i>Percent Total Surveys</i> | 8%  |
| Total #6 Nonc of These Programs     | 10 | <i>Percent Total Surveys</i> | 77% |

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

|                                     |   |                              |     |
|-------------------------------------|---|------------------------------|-----|
| Total #7 Children Programs Events   | 0 | <i>Percent Total Surveys</i> | 0%  |
| Total #7 Teen Programs Events       | 0 | <i>Percent Total Surveys</i> | 0%  |
| Total #7 Adult Programs Events      | 0 | <i>Percent Total Surveys</i> | 0%  |
| Total #7 Computer Classes/Workshops | 3 | <i>Percent Total Surveys</i> | 23% |
| Total #7 Other                      | 1 | <i>Percent Total Surveys</i> | 8%  |

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

|                                      |      |                         |                    |                             |
|--------------------------------------|------|-------------------------|--------------------|-----------------------------|
| <i>Average Size</i>                  | 2.15 | <i>3 Very Satisfied</i> | <i>2 Satisfied</i> | <i>1 Not Very Satisfied</i> |
| <i>Average Cleanliness</i>           | 2.62 | <i>3 Very Satisfied</i> | <i>2 Satisfied</i> | <i>1 Not Very Satisfied</i> |
| <i>Average Furniture/Furnishings</i> | 2    | <i>3 Very Satisfied</i> | <i>2 Satisfied</i> | <i>1 Not Very Satisfied</i> |
| <i>Average Number of Computers</i>   | 1.15 | <i>3 Very Satisfied</i> | <i>2 Satisfied</i> | <i>1 Not Very Satisfied</i> |

**Please tell us about yourself.**

|                 |              |   |                              |     |
|-----------------|--------------|---|------------------------------|-----|
| <b>Are you:</b> | Total Male   | 3 | <i>Percent Total Surveys</i> | 23% |
|                 | Total Female | 9 | <i>Percent Total Surveys</i> | 69% |

**How old are you?**

|                |    |                              |     |
|----------------|----|------------------------------|-----|
| Total Under 18 | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total 18-24    | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total 25-39    | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total 40-55    | 1  | <i>Percent Total Surveys</i> | 8%  |
| Total 56+      | 10 | <i>Percent Total Surveys</i> | 77% |

# Library at Pinellas Plaza 1-5

| 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 No                              | # 4 Not Look             | # 4 Comment | # 5 | # 5 Comment |  |
|-----------|-------------------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----|-------------|---------|-------------------------------------|--------------------------|-------------|-----|-------------|--|
| 9/1/2011  | <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           |  |

**Total Surveys 1**

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

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

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

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

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

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

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

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

## 5. The library staff was responsive to my needs.

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

# Library at Pinellas Plaza 6-10

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

|          |                          |                          |                          |                          |                          |                                     |                          |                          |                          |                          |                          |  |   |   |   |   |  |                                     |                          |                          |                          |                          |                                     |  |   |
|----------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|---|---|---|---|--|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|--|---|
| 9/1/2011 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |  | 3 | 3 | 3 | 3 |  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |  | What's the story on e-books? Been told for a long time that "They're coming..." Yep, but when? Been told early 2011, now it's early 2012. |
|----------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|---|---|---|---|--|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|--|---|

**Total Surveys 1**

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

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

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

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

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

|                               |   |                  |             |                      |
|-------------------------------|---|------------------|-------------|----------------------|
| Average Size                  | 3 | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |
| Average Cleanliness           | 3 | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |
| Average Furniture/Furnishings | 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 | 1 | Percent Total Surveys | 100% |
| Total Female               | 0 | Percent Total Surveys | 0%   |

**How old are you?**

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

# 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 Comment</i> |
|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|--------------------------|
| 9/14/2011        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 4         | 5         | 5          | 5          | 5          | Mrs. Smith is great.     |
| 9/14/2011        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5          | 5          | 5          |                          |
| 9/14/2011        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5          | 5          | 5          |                          |

Total Surveys 3

### *Rating*

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

|                     |     |
|---------------------|-----|
| 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  | 4.7 |
| Average Question 9  | 5   |
| Average Question 10 | 5   |
| Average Question 11 | 5   |
| Average Question 12 | 5   |

### *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.

# 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>  |
|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|---|
| 9/15/2011        | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | 5         | Chief Dobson is outstanding!! Frederick Sadow, Capt USAF, Retired |

Total Surveys 1

### *Rating*

Average Question 1 5

5=Outstanding

Average Question 2 5

4=Good

Average Question 3 5

3=Satisfactory

Average Question 4 5

2=Improvement Needed

Average Question 5 5

1=Unsatisfactory

Average Question 6 5

### *Questions*

Average Question 7 5

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

Average Question 8 5

2. VSO staff treated me with respect and courtesy.

Average Question 9 5

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.