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Museum X Library User Satisfaction Survey

Demographics
Question 1: How would you describe yourself?
A. Museum X Staff Member
B. Teacher / Professor / Home-Schooler
C. Researcher
D. Combination Please list combination:
E. None of the above Please describe yourself:

Library Materials and Offerings
Question 2: How often do the books, magazines, journals, and other holdings in the library meet your needs?
1. Never
2. Some of the time
3. Most of the time
4. Always
5. I have not used library materials.

Question 3: How often are you able to use a computer to access a database after a reasonable wait time?
1. Never
2. Some of the time
3. Most of the time
4. Always
5. I have not used a library computer.

Library Staff
Question 4: How would you rate the performance of reference librarians in providing answers to questions and assistance in research?
1. Poor
2. Needs Improvement
3. Acceptable
4. Good
5. Excellent
6. I have not spoken to a librarian.

Overall
Question 6: How would you rate the environment at the Museum X Library?
1. Poor
2. Needs Improvement
3. Acceptable
4. Good
5. Excellent
6. I have not been to the Museum X Library.

Question 5: How would you rate your experience at the Museum X Library overall?
1. Poor
2. Needs Improvement
3. Acceptable
4. Good
5. Excellent
6. I have not been to the Museum X Library.

Comments
7. Please give any comments or other suggestions that you have related to the Museum X Library or this survey.

The intended participates in this survey are Museum X staff members and library users. I will be able to tell who they are by their self-identification in question one. This is a very general survey. More specific results would have to be obtained at a later date. The results of this survey could serve as a guide for later surveys or focus groups. The purpose of the questions is to find out if the library has the materials that users need and has a sufficient number of computers for the number of patrons. It also checks to make sure that the library environment is comfortable and that reference librarians are helping to meet patrons needs. Question number seven is open to allow patrons to voice concerns and ideas that library staff might not have considered.