

Sample Evaluation 1

Sample 1: Make copies to hand out. Many times a rating/score can be used. Typically half sheet with quick responses:

1. (The service) helped me to: Identify resources; evaluate information; retrieve information; learn how to (fill in the blank); other (fill in the blank)
2. The Librarian: was approachable; courteous; attentive; identified my needs; other (fill in the blank).
3. The service provided a comfortable environment: strongly agree; agree; disagree; strongly disagree; no opinion; other (fill in the blank).
4. The service is available at a convenient time: strongly agree; agree; disagree; strongly disagree; no opinion; other (fill in the blank).
5. Overall, I am satisfied with the service: strongly agree; agree; disagree; strongly disagree; no opinion; other (fill in the blank).
6. Suggestions to improve this service: (fill in the blank)

Sample Evaluation 2

Sample 2: *Written survey- more detailed and typically full page:*

Library:

Date:

Service used today:

How would you rate the service: Excellent Good Average Poor

What brought you to the library?

Would you return to use the service?

Please check all that apply:

Checked out books or other materials
Renewed materials
Requested materials
Used Internet
Used other electronic resources
Used Information Desk
Other:

Average visits to the library: _____ per _____.

Please feel free to comment on the back.