

Date Rcvd	1-2/week	1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseComputer	Child/Progra	TeenProgram	Adult/Progra	Study/Work	Socialize	Noneofthese	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Look	# 4 No	# 4 Comment	# 5	# 5 Comment
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Total Surveys 5

1. How often do you visit the library?

Total One to three times	4	<i>Percent Total Surveys</i>	80%
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	2	<i>Percent Total Surveys</i>	40%
Total Audio Books	2	<i>Percent Total Surveys</i>	40%
Total Music CDs	0	<i>Percent Total Surveys</i>	0%
Total DVDs	1	<i>Percent Total Surveys</i>	20%
Total Newspapers	0	<i>Percent Total Surveys</i>	0%
Total Magazines	0	<i>Percent Total Surveys</i>	0%
Total Use Computer	4	<i>Percent Total Surveys</i>	80%
Total Attend Child Programs	1	<i>Percent Total Surveys</i>	20%
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	1	<i>Percent Total Surveys</i>	20%
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 2.2 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>	20%
Total Question 4 No	1	<i>Percent Total Surveys</i>	20%
Total Question 4 Not Look Today	2	<i>Percent Total Surveys</i>	40%

5. The library staff was responsive to my needs.

Average # 5 2.4 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	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
10/3/2012	<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"/>		3	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10/3/2012	<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 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 type="checkbox"/>	Great work, Staff!
10/3/2012	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		1	3	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 would like to be able to remove a book from my Kindle before the 14 day requirement. I would like to remove it as soon as I have finished. Thank you.
10/3/2012	<input checked="" type="checkbox"/>	<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"/>		2	2	1	1	Need more public computers and comfortable seating for reading.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	*HATE* new circulation desk computers. Check out is slower. Doesn't print all books checked in/out. When printing receipts LONG delay in print time.
10/3/2012	<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"/>		

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 5

**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	<i>Percent Total Surveys</i>	20%
Total #6 Summer Reading Program	1	<i>Percent Total Surveys</i>	20%
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	0	<i>Percent Total Surveys</i>	0%
Total #6 None of These Programs	1	<i>Percent Total Surveys</i>	20%

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

Total #7 Children Programs Events	1	<i>Percent Total Surveys</i>	20%
Total #7 Teen Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #7 Adult Programs Events	2	<i>Percent Total Surveys</i>	40%
Total #7 Computer Classes/Workshops	0	<i>Percent Total Surveys</i>	0%
Total #7 Other	0	<i>Percent Total Surveys</i>	0%

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

<i>Average Size</i>	2.25	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
<i>Average Cleanliness</i>	2.75	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
<i>Average Furniture/Furnishings</i>	2.25	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
<i>Average Number of Computers</i>	2.25	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you: Total Male	2	<i>Percent Total Surveys</i>	40%
Total Female	2	<i>Percent Total Surveys</i>	40%

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	1	<i>Percent Total Surveys</i>	20%
Total 40-55	1	<i>Percent Total Surveys</i>	20%
Total 56+	1	<i>Percent Total Surveys</i>	20%

Villages Library 1-5

Date Rcvd	Use For											# 3	# 3 Comment	# 4 Yes	# 4 Not Look # 4 No	# 4 Comment	# 5	# 5 Comment						
	1-3/week	< 1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newsapers	Magazines	UseComputer	ChildProgra								TeenProgram	AdultProgra	Study/Work	Socialize	NoneofThese	
10/2/2012	<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"/>	<input type="checkbox"/>	2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	
10/2/2012	<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"/>	<input type="checkbox"/>	0		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	
10/2/2012	<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"/>	<input type="checkbox"/>	2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2	
10/2/2012	<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"/>	<input type="checkbox"/>	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	
10/2/2012	<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"/>	<input type="checkbox"/>	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	
10/2/2012	<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"/>	<input type="checkbox"/>	2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2	
10/2/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>	<input type="checkbox"/>	3									

Date Rcvd	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
1-3/week								

Total Surveys 7

1. How often do you visit the library?

Total One to three times	4	<i>Percent Total Surveys</i>	57%
Total At least once	3	<i>Percent Total Surveys</i>	43%
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	5	<i>Percent Total Surveys</i>	71%
Total Audio Books	1	<i>Percent Total Surveys</i>	14%
Total Music CDs	0	<i>Percent Total Surveys</i>	0%
Total DVDs	4	<i>Percent Total Surveys</i>	57%
Total Newspapers	1	<i>Percent Total Surveys</i>	14%
Total Magazines	1	<i>Percent Total Surveys</i>	14%
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 2.14 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	6	<i>Percent Total Surveys</i>	86%
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 2.29 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Villages Library 6-10

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
10/2/2012	<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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Something has changed - it is taking so long for new books to be available (to even reserve) and this never used to happen before. I am waiting for books by Tess Gerriston, Kathy Reichs and others to show up - and they were published in August. Why the delay?
10/2/2012	<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	0	0	0		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Why is it taking so long to get in the new releases?
10/2/2012	<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"/>		3	3	0	0		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Can we please get a "Coming Soon" list like at Lady Lake library?
10/2/2012	<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"/>		3	3	3	3	Excellent service and amount of resources. Very helpful staff.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
10/2/2012	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3	Fantastic. Staff was professional, helpful and kind.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The personnel at the Belvedere Library are to be commended for their attitude and personal approach to being helpful with a smile.
10/2/2012	<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	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"/>	Why does it take so long to get the new books? It used to be much better than it is now - wish I knew why!!
10/2/2012	<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"/>		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"/>	We are so impressed with the services you offer and find your employees so helpful. We use the Belvedere facility. Keep up the good work!

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
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Total Surveys 7

**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	1	<i>Percent Total Surveys</i>	14%
Total #6 Adult Programs Events	1	<i>Percent Total Surveys</i>	14%
Total #6 None of These Programs	3	<i>Percent Total Surveys</i>	43%

**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	1	<i>Percent Total Surveys</i>	14%
Total #7 Other	0	<i>Percent Total Surveys</i>	0%

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

<i>Average Size</i>	2.29	<i>3 Very Satisfied</i>	<i>2 Satisfied</i>	<i>1 Not Very Satisfied</i>
<i>Average Cleanliness</i>	2.29	<i>3 Very Satisfied</i>	<i>2 Satisfied</i>	<i>1 Not Very Satisfied</i>
<i>Average Furniture/Furnishings</i>	1.86	<i>3 Very Satisfied</i>	<i>2 Satisfied</i>	<i>1 Not Very Satisfied</i>
<i>Average Number of Computers</i>	1.57	<i>3 Very Satisfied</i>	<i>2 Satisfied</i>	<i>1 Not Very Satisfied</i>

Please tell us about yourself.

Are you:	Total Male	1	<i>Percent Total Surveys</i>	14%
	Total Female	5	<i>Percent Total Surveys</i>	71%

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	3	<i>Percent Total Surveys</i>	43%
Total 56+	3	<i>Percent Total Surveys</i>	43%

Library at Pinellas Plaza 1-5

Date Rcvd	1-3/week	1/week	<1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	Use Computer	ChildProgram	TeenProgram	AdultProgram	Study/Work	Socialize	NoneofThese	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Look # 4 No	# 4 Comment	# 5	# 5 Comment
10/10/2012	<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					
10/17/2012	<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 type="checkbox"/>	<input checked="" type="checkbox"/>		3	
10/17/2012	<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	very informative, Sharon
10/17/2012	<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"/>	<input type="checkbox"/>		3		<input type="checkbox"/>	<input checked="" type="checkbox"/>		3	
10/17/2012	<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 checked="" type="checkbox"/>		2		<input type="checkbox"/>	<input checked="" type="checkbox"/>		2	
10/17/2012	<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	
10/17/2012	<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 checked="" type="checkbox"/>	<input checked="" 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	
10/17/2012	<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	
10/17/2012	<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"/>		2		<input type="checkbox"/>	<input checked="" type="checkbox"/>		3	
10/17/2012	<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 checked="" type="checkbox"/>	I am a library helper in the book selling room.	2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		2					
10/17/2012	<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 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"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
10/17/2012	<input checked="" 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"/>	<input checked="" type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
10/17/2012	<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					
10/17/2012	<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"/>	<input type="checkbox"/>		3		<input type="checkbox"/>	<input checked="" type="checkbox"/>		3	
10/17/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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"/>	<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	
10/17/2012	<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"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
10/17/2012	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
10/17/2012	<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"/>	<input checked="" type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
10/17/2012	<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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		2	
10/17/2012	<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 checked="" 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	

Date Rcvd	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No/No Look	# 4 Comment	# 5	# 5 Comment
1-9/week	None of these							
1/week	Socialize							
< 1 month	Study/Work							
Not Regular	Adult Progra							
Books	Teen Progra							
Audio Books	Child Progra							
Music CDs	Use Computer							
DVDs	Magazines							
Newspapers								

Total Surveys 21

1. How often do you visit the library?

Total One to three times	2	<i>Percent Total Surveys</i>	10%
Total At least once	9	<i>Percent Total Surveys</i>	43%
Total Less than once	3	<i>Percent Total Surveys</i>	14%
Total Not on regular basis	4	<i>Percent Total Surveys</i>	19%

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

Total Books	14	<i>Percent Total Surveys</i>	67%
Total Audio Books	1	<i>Percent Total Surveys</i>	5%
Total Music CDs	0	<i>Percent Total Surveys</i>	0%
Total DVDs	0	<i>Percent Total Surveys</i>	0%
Total Newspapers	1	<i>Percent Total Surveys</i>	5%
Total Magazines	3	<i>Percent Total Surveys</i>	14%
Total Use Computer	5	<i>Percent Total Surveys</i>	24%
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	6	<i>Percent Total Surveys</i>	29%
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>	5%

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

Average # 3 2.29 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	12	<i>Percent Total Surveys</i>	57%
Total Question 4 No	0	<i>Percent Total Surveys</i>	0%
Total Question 4 Not Look Today	6	<i>Percent Total Surveys</i>	29%

5. The library staff was responsive to my needs.

Average # 5 2.57 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	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
10/10/2012	<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"/>		
10/17/2012	<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 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 checked="" type="checkbox"/>		Very good teacher - excellent.
10/17/2012	<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"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
10/17/2012	<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 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 checked="" type="checkbox"/>		Sharon did an excellent job teaching - I learned a lot.
10/17/2012	<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 checked="" type="checkbox"/>	<input type="checkbox"/>		2	3	2	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
10/17/2012	<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 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 checked="" type="checkbox"/>		I attended Internet basics and was pleased with the class.
10/17/2012	<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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	social	3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Sharon is very informed and conveys well!
10/17/2012	<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"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
10/17/2012	<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 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 checked="" type="checkbox"/>		Our instructor Ginny took her time and explained everything very well to each of us.
10/17/2012	<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"/>	<input type="checkbox"/>		
10/17/2012	<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 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 checked="" type="checkbox"/>		Jenny is a very good instructor in computers.
10/17/2012	<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 checked="" 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 checked="" type="checkbox"/>		
10/17/2012	<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 checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3		a great start	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
10/17/2012	<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"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		I drop off and pick up books for my wife here. Questions were answered for her.
10/17/2012	<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"/>	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	
10/17/2012	<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 checked="" 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 checked="" type="checkbox"/>		
10/17/2012	<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 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 checked="" type="checkbox"/>		Very pleased with the knowledge of the teacher.
10/17/2012	<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"/>	<input type="checkbox"/>		2	3	3	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
10/17/2012	<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"/>		
10/17/2012	<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"/>	<input type="checkbox"/>		2	3	2	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		

Date Rcvd	GChild	GSummer	GTeen	GCompute	GAdult	GNone	TChild	TTeen	TAdult	TCompute	TOther	7Other Comment	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
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10/17/2012

2 3 3 2

Jenny was a professional teacher - she explained everything in detail - also, she was very patient.

Total Surveys 21

**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	1	<i>Percent Total Surveys</i>	5%
Total #6 Teen Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #6 Computer Classes/Workshops	13	<i>Percent Total Surveys</i>	62%
Total #6 Adult Programs Events	2	<i>Percent Total Surveys</i>	10%
Total #6 None of These Programs	4	<i>Percent Total Surveys</i>	19%

**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	7	<i>Percent Total Surveys</i>	33%
Total #7 Computer Classes/Workshops	11	<i>Percent Total Surveys</i>	52%
Total #7 Other	1	<i>Percent Total Surveys</i>	5%

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

<i>Average Size</i>	2.72	<i>3 Very Satisfied 2 Satisfied 1 Not Very Satisfied</i>
<i>Average Cleanliness</i>	2.94	<i>3 Very Satisfied 2 Satisfied 1 Not Very Satisfied</i>
<i>Average Furniture/Furnishings</i>	2.83	<i>3 Very Satisfied 2 Satisfied 1 Not Very Satisfied</i>
<i>Average Number of Computers</i>	2.76	<i>3 Very Satisfied 2 Satisfied 1 Not Very Satisfied</i>

Please tell us about yourself.

Are you:	Total Male	1	<i>Percent Total Surveys</i>	5%
	Total Female	17	<i>Percent Total Surveys</i>	81%

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	2	<i>Percent Total Surveys</i>	10%
Total 56+	16	<i>Percent Total Surveys</i>	76%

Library on Wheels 1-5

Date Rcvd	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Look # 4 No	# 4 Comment	# 5	# 5 Comment
10/3/2012	<input checked="" type="checkbox"/> None of these <input type="checkbox"/> Socialize <input type="checkbox"/> Study/Work <input type="checkbox"/> Adult Program <input type="checkbox"/> Teen Program <input type="checkbox"/> Child Program <input type="checkbox"/> Use Computer <input type="checkbox"/> Magazines <input type="checkbox"/> Newspapers <input type="checkbox"/> DVDs <input type="checkbox"/> Music CDs <input type="checkbox"/> Audio Books <input type="checkbox"/> Books <input type="checkbox"/> Not Regular <input type="checkbox"/> < 1/month <input type="checkbox"/> 1/week <input type="checkbox"/> 1-3/week	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	They are super helpers in getting books for me. I can't thank them enough.

Date Rcvd	1-2/week	< 1/month	Not Regular	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseComputer	ChildProgra	TeenProgram	AdultProgra	Study/Work	Socialize	Noneofthese	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Look	# 4 No	# 4 Comment	# 5	# 5 Comment
-----------	----------	-----------	-------------	------------	----------	------	------------	-----------	-------------	-------------	-------------	-------------	------------	-----------	-------------	---------	-----	-------------	---------	--------------	--------	-------------	-----	-------------

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 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

Date Entered into System	What was your reason(s) for visiting the library today?	Location visited:	Selection of materials:	Friendliness/attentiveness of staff:	Quality of program:	Physical facility of library:	Ease of use of website or online catalog:	Computers:	Quality/amount of study/work space:	Library Hours:	Additional comments:	If you would like a response, please leave a phone number/e-mail address where you can be reached.
10/17/2012 12:27:31	Use a computer	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Great accomplishment. I've learned a great deal today. Explained easy and very direct instructions. I will definitely come back to next class.	
10/17/2012 12:28:28	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Not applicable	Good	Excellent	Excellent	Everything is great.	
10/17/2012 12:29:06	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Not applicable	Not applicable	Excellent	Excellent		
10/17/2012 12:29:40	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent		
10/17/2012 12:30:14	Use a computer	Villages Public Library at Pinellas Plaza	Good	Excellent	Good	Satisfactory	Satisfactory	Good				
10/17/2012 12:31:05	Use a computer	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Not applicable	Excellent	Excellent	Excellent	I learned a lot on my first try.	
10/17/2012 12:32:38	Materials	E.C. Rowell Public Library	Excellent	Excellent	Excellent	Excellent				Excellent		
10/17/2012 12:33:31	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent		Excellent	Excellent	Excellent	Fell I learned more about Internet class. Could last longer.	
10/17/2012 12:34:04	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent		
10/17/2012 12:35:08	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Not applicable	Excellent	Excellent	Excellent	Good environment - Ginny is a very knowledgeable instructor and very patient!! Many thanks.	
10/17/2012 12:37:35	Use a computer	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Good	Excellent	Excellent	Excellent	Charging for printed material in duplicate not necessary.	
10/17/2012 12:38:15	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Great instructor!	
10/17/2012 12:38:50	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent		
10/17/2012 12:39:28	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent		
10/17/2012 12:40:02	Attend a program	Villages Public Library at Pinellas Plaza	Not applicable	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent		
10/17/2012 12:41:15	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Enjoyed the classes immensely. Thank you! Ginny was extremely helpful.	
10/17/2012 12:41:50	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent		
10/17/2012 12:42:41	Attend a program	Villages Public Library at Pinellas Plaza	Good	Good	Good	Good	Good	Good	Good	Good	Enjoyed computer class - informative.	

10/17/2012 12:43:42	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Not applicable	Excellent	Excellent	Good	I really enjoyed the Internet Basics class. It was wonderful. Thank you.
10/17/2012 12:44:53	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	I have attended 3 classes so far. They are wonderful. I have learned something new each time. All staff is wonderful and helpful.
10/17/2012 12:45:50	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	This is an excellent class. Information provided will help me use my computer.
10/17/2012 12:46:28	Use a computer	Villages Public Library at Pinellas Plaza	Good	Good	Good	Good	Good	Good	Good	Excellent	
10/17/2012 12:48:26	fax new card	Villages Public Library at Pinellas Plaza	Not applicable	Excellent	Not applicable	Excellent	Not applicable	Not applicable	Excellent	Excellent	Very convenient.
10/17/2012 12:49:08	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	
10/17/2012 12:50:24	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Not applicable	Excellent	Excellent	Excellent	Virginia did a wonderful job teaching us Internet search tools. She is very patient, kind, gracious and knowledgeable. She opened a whole new world to us. Thank you.
10/17/2012 12:51:12	Materials	Villages Public Library at Pinellas Plaza	Good	Excellent	Good	Excellent	Good	Good	Excellent	Excellent	Everyone is very helpful. I enjoy the movie selection.
10/17/2012 12:52:02	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Not applicable	Excellent	Satisfactory	Not applicable	Excellent	Satisfactory	
10/17/2012 12:56:26	Materials	Villages Public Library at Pinellas Plaza	Good	Excellent	Not applicable	Good	Not applicable	Good	Not applicable	Good	
10/17/2012 12:57:22	Materials	Villages Public Library at Pinellas Plaza	Good	Excellent	Not applicable	Excellent	Not applicable	Good	Excellent	Good	Please get a scanner for patrons to use.
10/17/2012 12:58:23	Materials	Villages Public Library at Pinellas Plaza	Satisfactory	Excellent	Satisfactory	Excellent	Satisfactory	Not applicable	Not applicable	Good	Wish you could keep books out longer. It would be nice to be prompted by email when a book is ready to be picked up instead of phone.
10/17/2012 12:59:16	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Good	Not applicable	Not applicable	Excellent	The art program on 3rd Saturday is wonderful
10/17/2012 13:00:49	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Not applicable	Excellent	Not applicable	Not applicable	Not applicable	Excellent	Great staff!!!

10/17/2012 13:02:57	Use a computer	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Not applicable		Fair	Excellent	Not applicable	Good	The software could be easier to look up the latest DVDs and books available. My library in NY you click on Top 100 popular/latest DVDs and all you have to do is check the boxes on which one you want - same with books to put on hold - loved that software.	
10/17/2012 13:03:58	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Good	Good	Excellent	Good	All staff helpful and friendly.	
10/17/2012 13:04:52	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Good	Excellent	Not applicable	Excellent	Excellent	Excellent	Great place and friendly	
10/17/2012 13:06:45	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Satisfactory	Could use a little later hours for study. Would love for library to offer all sorts (variety) of computer classes. I will sign up for all of them.	Judy Miller 904-705-3883
10/17/2012 13:08:05	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Not applicable	Excellent	Excellent	Satisfactory	I took the basic computing 101 class, taught by Jenny. She really did a great job. She really knows her stuff. She is very patient and kind. Thank you for offering these classes. I am looking forward to taking more.	
10/17/2012 13:09:03	Attend a program	Villages Public Library at Pinellas Plaza	Good	Excellent	Good	Excellent	Good	Good	Excellent	Excellent		
10/17/2012 13:09:40	Materials	Villages Public Library at Belvedere	Satisfactory	Excellent	Satisfactory	Excellent						
10/17/2012 13:10:38	Materials	Villages Public Library at Pinellas Plaza	Good	Good	Good	Good			Good	Good		
10/17/2012 13:11:30	Materials	Villages Public Library at Pinellas Plaza	Satisfactory	Excellent	Not applicable	Excellent	Not applicable	Not applicable	Not applicable	Good	Would like more "guy" related audio books.	
10/17/2012 13:13:21	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Not applicable	Excellent	Excellent	Excellent	Excellent	Excellent	The staff is so kind and very helpful and understanding.	
10/17/2012 14:10:03	Use a computer	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent		
10/17/2012 14:25:19	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Not applicable	Excellent				
10/17/2012 14:26:52	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent				
10/17/2012 14:28:47	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Thank you - most helpful - Ginny did a great job of explaining and hands on	

10/17/2012 14:29:21	Use a computer	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	
10/17/2012 14:30:07	Attend a program	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Good	Nice, kind, understanding teacher.
												Thank you for the opportunity to use a study room for a small group training of early childhood professionals. Ryan Smith was wonderful to work with as we coordinated dates and times for the event. The location was easy for the participants to find. The facility is beautiful. All staff present on the day of our visit went out of their way to accommodate our needs. We were hosting a representative from the Dept of Education in Tallahassee who served as trainer. She was so very impressed with her visit to Sumter County! Thank you for helping to make such a positive impression.
10/18/2012 9:47:02	Meeting	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Not applicable	Excellent	Not applicable	Not applicable	Excellent	Excellent	Excellent	
10/31/2012 16:12:23	I live at Steeplechase Retirement Home and the visiting library is most important to me. I can only read large print.	Library on Wheels	Excellent	Excellent	Excellent	Not applicable	The folks at the Library on Wheels are exceptional. An example being - I mentioned Ken Follet's name to them last Friday and the gentleman went into our foyer to find me and tell me that they "have something for me". When I went into the vehicle, they handed me a Ken Follett book in large print. Three cheers for all of you. Bud Murdoch					

												I live in The Villages an come to the library 3-4 times a month. So many more people would come to the library if it were more golf cart accessible. That project should move up to a very high construction priority. In addition, the loibrary staff is very competent, approachable, and resourceful. The Friends of the Library Bookstore are a wonderful service to the community, especially to disadvantaged people who cannot afford expensive library materials. The number of hours that Clint and Marilyn volunteer at the library and contribute to the scheduling of the many volunteer workers deserves some kind of Community Service Award.
10/31/2012 16:19:56	Attend a program	Villages Public Library at Pinellas Plaza		Excellent	Excellent	Excellent	Excellent	Not applicable	Excellent	Excellent		
11/7/2012 14:22:00	Materials	Villages Public Library at Belvedere	Good	Excellent	Excellent	Excellent	Not applicable	Not applicable	Not applicable	Excellent		
11/7/2012 14:22:38	Materials	Villages Public Library at Belvedere	Good	Excellent		Good				Excellent		
11/7/2012 14:24:20	Materials	Villages Public Library at Belvedere	Satisfactory	Excellent	Not applicable	Good	Not applicable	Not applicable	Not applicable	Good		After moving from MA 3 years ago, I find the selection of books far behind. I have read most all of the books from the authors I favor. I am no looking at authors I haven't read before and may choose to look at larger libraries that have more up-to-date material.
11/7/2012 14:26:15	ask a question about the voting procedure	Villages Public Library at Belvedere										Mrs. Lisa was very rude. I simply asked her a question about the voting procedure and I took it quite disrespectful.
11/7/2012 14:27:12	Materials	Villages Public Library at Belvedere	Excellent	Excellent	Excellent	Excellent	Not applicable	Not applicable	Not applicable	Excellent		Staff is very friendly and helpful. I belong to "Friends of the Library" and I appreciate their book sale room.

11/7/2012 14:27:59	borrow book	Villages Public Library at Belvedere	Good	Excellent	Not applicable	Excellent	Not applicable	Not applicable	Not applicable	Not applicable	Good		
11/7/2012 14:28:33	Materials	Villages Public Library at Pinellas Plaza	Good	Excellent	Excellent	Excellent	Good	Good	Good	Good	Good		
11/7/2012 14:29:03	Materials	Villages Public Library at Belvedere	Good	Excellent	Excellent	Excellent	Excellent	Not applicable	Good	Excellent			
11/7/2012 14:30:22	Materials	Villages Public Library at Belvedere	Excellent	Excellent	Excellent	Excellent	Not applicable	Not applicable	Good	Good		My computer skills are too poor to assess your last two queries. I plan to attend a study group on this problem. The staff is wonderful.	
11/7/2012 14:31:28		Villages Public Library at Belvedere										Re: Book in a series - extremely helpful if they were numbered on the actual book, i.e., Sherry Wood's Chesapeake Shores Series Book #1, Book #2, Book #3, etc.	
11/7/2012 14:32:28	apply for a library card	Villages Public Library at Belvedere	Not applicable	Excellent	Excellent	Excellent	Not applicable	Not applicable	Not applicable	Excellent		The librarian even noted that my drivers license had expired. I went directly home and renewed my license online. Thanks!	
11/7/2012 14:33:42	reading	Villages Public Library at Pinellas Plaza	Good	Excellent	Not applicable	Excellent	Not applicable	Not applicable	Not applicable	Excellent		I have been trying to locate all of JD Robb in large print. Still trying. Also Janet Evanovich in large print. Fern Michaels.	
11/7/2012 14:35:15	Use a computer	Bushnell Public Library	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Roxelle aided me in making my resume more professional. She was excellent!	Jonathan Lyons 352-444-5622
11/7/2012 14:36:56	Materials	Bushnell Public Library	Good	Excellent	Excellent	Good	Excellent	Excellent	Satisfactory	Excellent		Today I went to the library to return some books and had to walk through a huge cloud of smoke because there were 3 people smoking in front of the walk way entrance. On Tuesday, we went to the preschool time. We love it. Keep up the good work. Please do something about the smoking at the library entrance.	
11/14/2012 16:48:16	Materials	Library on Wheels	Good	Excellent	Good	Good	Not applicable	Not applicable	Not applicable	Good			

11/14/2012 16:49:30	Materials	Library on Wheels	Good	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Wouldn't be able to use library at all out here in Croom if not for the Library on Wheels.
11/14/2012 16:50:36	Materials	Library on Wheels	Poor	Excellent	Satisfactory	Good	Not applicable	Excellent	Fair	Good	352-221-3114
11/14/2012 16:51:31	Materials	Library on Wheels	Good	Good	Excellent	Excellent	Satisfactory	Good	Not applicable	Excellent	

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>
10/18/2012		9246 CR647A Bushnell	5	5	5	5	Did a great job! Thank you 09-8219
10/17/2012		Right of way 9629 CR223 Wildwood	5	5	5	5	Fast, friendly service from start to finish. Great job! Thank you. 09-8224
10/16/2012		CR772	5	5	5	5	09-8239
10/16/2012		CR 141 Wildwood	5	5	5	5	Thanks for all you do and I appreciate it when Mr. Wilson calls to check on things. His brother, Kenny is missed also. Good people. 09-8143
10/15/2012		CR 448 Lake Panasoffkee	4	4	4	4	Trees removed from road, Thank you. 09-9212
10/22/2012	10/5/2012	CR 422B, Lake Panasoffkee	4	1	4	1	I have asked for years for them to pave our street. It has never been done since I lived here 22 years ago. They say our small street is not in the budget. 09-8247

Total Surveys 6

Average Initial Contact 4.7
Average Customer Service 4.2
Average Response Times 4.7
Average Quality of Work 4.2

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>
10/2/2012	9/25/2012	5	5	5	5	This site has excellent personnel and for a dump, it is clean and well organized. CDA 8-20-12
10/25/2012	10/19/2012	5	5	5	5	COA 9-2-12
10/26/2012	9/25/2012	5	5	5	5	It's always very easy for me to drop off my trash. Attendants are always very helpful and courteous. CDA 8-15-12
10/26/2012	9/13/2012	5	5	5	5	CDA 8-13-12
10/26/2012	9/1/2012	5	5	5	5	8-12-12
10/29/2012		4	4	4	4	CDA 9-1-12
10/22/2012	10/20/2012	5	5	4		CDA 9-4-12

Total Surveys 7

Average Initial Contact 4.9
Average Customer Service 4.9
Average Site Appearance 4.7
Average Recycling Options 4.8

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

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>
10/2/2012	5	5	5	5	5	5	5	5	5	
10/2/2012	5	5	5	5	5	5	5	5	5	Fred Harrop is a national treasure! I was authorized to be rated at 100% disability since April 2010 and I didn't know it until Fred explained how to process a claim. I could not have done this without his help. Also, Ms. Debbie Smith, in the office is very helpful. All I can say is "thank you".
10/2/2012		5	4	4	3	4	3	4	4	I only have one concern in helping a veteran getting 100% disability and 3 years later say he got his hearing returned which is impossible. Everyone on the staff has said impossible to. The system is broken including the fellow that was here to pick me as fiduciary. I'm 77 years old, take care of a very ill husband of 60 years and it has been very stressful for me. Norma Gary.
10/2/2012	5	5	5	5	5	5	5	5	5	Neal was very helpful.
10/2/2012	5	5	5	5	5	5	5	5	5	I wish to thank all of the staff of the Veteran's office especially Fred Harrop who gave me endless hours of service. My questions were always answered in a polite and timely manner. All in all, it was a satisfying experience and I say thank you to all. George Sevasto
10/2/2012	5	5	5	5	5	5	5	5	5	
10/2/2012	5	5	5	5	5	5	5	5	5	Without Mr. Fred Harrop's help, I would not have gotten my VA benefits. I thank him and your offices. Sincerely, Carol Gakstatter
10/3/2012	5	5	5	5	5	5	5	5	5	I appreciate the personal and professional services I have had from the Veteran's Service Office, particularly the help from Neal Yarosz.
10/4/2012	5	5	5	5	5	5	5	5	5	The help I received from Carolyn Alfrey was excellent. She was a great help.
10/4/2012	5	5	5	5	5	5	5	5	5	
10/4/2012	5	5	5	5	5	5	5	5	5	I am very pleased with everyone on this staff with their knowledge and help they provide.
10/5/2012	5	5	5	5	5	5	5	5	5	Fred Harrop exceeded my expectations I had. Many thanks to Fred and his staff.
10/5/2012	4	5	4	4	5	5	5	5	5	
10/5/2012	4	4	4	4	3	3	3	3	3	I'm in Bushnell Florida for the winter December and April. I want to thank you for all your help. James Cook
10/5/2012										
10/5/2012	5	5	5	5	5	5	5	5	5	I would like to say how professional this staff was to work with. I would especially like to commend Fred Harrop for his professionalism. I can honestly say that I have had poor response in this type of office. Fred was a refreshing change from people who are less than helpful. Good energy and he gets things done.
10/5/2012	4	4	4	5	5	5	5	4	5	
10/5/2012	5	5	5	5	5	5	5	5	5	Deborah Smith was a great help with obtaining my benefits from start to the end. Harold Collins
10/9/2012	5	5	5	5	5	5	5	5	5	

<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>
10/8/2012	5	5	5	5	5	5	5	5	5	We are so thankful to have a service office here in Sumter County. Carolyn Allfrey is very dedicated to her job and takes the time with each Veteran. She is courteous, polite, and knows the job. Thank you, John and Ann Harris
10/8/2012	5	5	5	5	5	5	5	5	5	All of my visits have been with Debbie Smith. She is very knowledgeable, very helpful and very professional.
10/9/2012										
10/8/2012										
10/10/2012	5	5	5	5	4	4	4	5	4	
10/11/2012	5	5	5	5	5	5	5	5	5	I want to thank all staff for their attention and response to my issues. Each was courteous and respectful at all times. The VSO answered any questions I had and helped me to understand the details involved in obtaining my Veterans benefits. I am very grateful to each and everyone for all their help.
10/15/2012	4	4	5	5	4	5	5	5	5	
10/16/2012	5	5	5	5	5	5	5	5	5	Senior Veterans Service Officer, Neal Yarosz, was both professional and completely prepared to execute the services for which he is assigned. He represents a Veterans Administration "Broad Image" of excellence!! Thanks Neal!! Bob Goldie (352) 633-1933
10/16/2012	5	5	5	5	5	5	5	5	5	The first office I went to was Lake County Veterans Service Office! They were very unprofessional. Then I went to Sumter County Vetereans Benefits office and everyone was so professional, they all did a great job.
10/17/2012	5	5	5	5	5	5	5	5	5	

Total Surveys 29

Rating

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

Average Question 1 4.8

Average Question 2 4.9

Average Question 3 4.8

Average Question 4 4.9

Average Question 5 4.8

Average Question 6 4.8

Average Question 7 4.8

Average Question 8 4.8

Average Question 9 4.8

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.