

# Building Services General

| Date Rcvd | Permit Number | Counter Service | Bldg Plan Review | Permitting Process | Building Services General Comments:  |
|-----------|---------------|-----------------|------------------|--------------------|--|
| 3/19/2012 |               | 5               |                  |                    | Christie provided superb service!  |
| 3/19/2012 |               | 5               | 5                | 5                  | Always have smiles on their faces!!  |
| 3/19/2012 | ME2012-0068   | 5               | 5                | 5                  |  |
| 3/19/2012 | EL2012-0072   | 5               | 5                | 5                  | It is ALWAYS a pleasure to deal with such an organized and friendly group of people. |
| 3/19/2012 | P.S.20120060  | 5               | 5                | 5                  | Pleasure to do business with you.  |
| 3/19/2012 | CMM           | 5               | 5                | 5                  | Great service as always. The best County employees around.                           |

**Total Permits 4**

**Average Counter Service 5**  
**Average Bldg Plan Review 5**  
**Average Permitting Process 5**

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

# Mosquito Control by Date Range

| <i>Date Rcvd</i> | <i>Location</i> | <i>Initial Contact</i> | <i>Customer Service</i> | <i>Response Time</i> | <i>Effectiveness of Service</i> | <i>MC Comments:</i>   |
|------------------|-----------------|------------------------|-------------------------|----------------------|---------------------------------|---|
| 3/1/2012         |                 |                        |                         |                      |                                 | Sprayed on 2-16-12 at 6:15 am.<br><br>Thanks, Carla<br>CW 2-1 |

Total Surveys 1

Average Initial Contact

5=Excellent

Average Customer Service

4=Good

Average Response Time

3=Expected

Average Effectiveness of Service

2=Fair

1=Poor

# Parks and Recreation by Date Range

| <i>Date Rcvd</i> | <i>Facility</i>     | <i>Initial Contact</i> | <i>Customer Service</i> | <i>Scheduling</i> | <i>Setup/Cleanliness</i> | <i>P R Comments:</i>  |
|------------------|---------------------|------------------------|-------------------------|-------------------|--------------------------|---|
| 3/2/2012         | Lake Okahumpka      | 4                      | 4                       | 4                 | 4                        | Doggie do area<br>ED 1-12 6   |
| 3/1/2012         | Royal               | 5                      | 5                       | 4                 | 4                        | Everything is good when we use the center very good. Alice Scott<br>MO 2-4  |
| 3/2/2012         | Lake Okahumpka      | 5                      | 5                       |                   | 4                        | The porta john by the boat ramp is very poorly maintained. Crap on the toilet seat once stayed there over 2 weeks. Except for that the park is excellently maintained. Ed 2-12 10<br><br>Reply from Parks worker - We do not clean the port-o-lets. I called the company and reported it. |
| 3/2/2012         | Lake Okahumpka      | 5                      | 5                       | 5                 | 5                        | To many big dogs run free<br>ed 2-12 5  |
| 3/2/2012         | Lake Okahumpka      | 5                      | 5                       | 5                 | 5                        | Would like water<br>ED 2-12 7   |
| 3/2/2012         | Lake Okahumpka      | 5                      |                         | 5                 | 5                        | Enjoy coming here!<br>ED 2-12 6   |
| 3/6/2012         | Lake Pan Recreation | 5                      | 5                       | 5                 | 5                        | You should charge something! Your facility is great. Thank you very much!!<br>MO2-5   |
| 3/8/2012         | Lake Pan Recreation | 5                      | 5                       | 5                 | 5                        | ED 2-12 (15)  |
| 3/8/2012         | Lake Pan Recreation | 5                      | 5                       | 5                 | 5                        | Thank you so much for the use of the building @ Lake Pan. Rec. We had a wonderful family reunion on February 5, 2012. Thanks again. Everyone was great that I talked with.<br>MO 2-9  |
| 3/9/2012         | Lake Pan Recreation | 4                      | 5                       |                   | 5                        | Did not schedule event myself. Attendant was very friendly and helpful.<br>ED 2-12 (11)   |
| 3/9/2012         | Lake Miona          | 5                      | 5                       | 5                 | 5                        | Thank you and the crew who did an extraordinary job. Outstanding. Much appreciated. Black Sheep Marine Team, The Villages, FL<br>3-12-2   |

| <i>Date Rcvd</i> | <i>Facility</i>     | <i>Initial Contact</i> | <i>Customer Service</i> | <i>Scheduling</i> | <i>Setup/Cleanliness</i> | <i>P R Comments:</i>  |
|------------------|---------------------|------------------------|-------------------------|-------------------|--------------------------|---|
| 3/9/2012         | Lake Miona          | 5                      | 5                       | 5                 | 5                        | Outstanding!! Thank you!<br>Black Sheep Marina, The Villages, FL<br><br>3-12-1  |
| 3/2/2012         | Lake Okahumpka      |                        | 5                       |                   | 5                        | This is a great little treasure.<br>The fitness trails are wonderful.<br>Good job. Friendly people working in the park.<br>ED-3#4 |
| 3/5/2012         | Lake Pan Recreation |                        | 5                       |                   | 5                        | Fairless is always helpful and pleasant.<br><br>3-12-11   |
| 3/5/2012         | Lake Pan Recreation |                        | 5                       |                   | 5                        | Fairless is great<br><br>3-12-12  |
| 3/5/2012         | Lake Okahumpka      | 5                      | 5                       | 5                 | 5                        | Wayne Redding<br><br>ED 3-12-9  |
| 3/5/2012         | Lake Okahumpka      | 5                      | 5                       | 5                 | 5                        | Julie Redding<br>3-12-8   |
| 3/5/2012         | Lake Okahumpka      | 4                      | 4                       | 4                 | 5                        | Very nice park<br><br>ED-3-12-7   |
| 3/12/2012        | Lake Miona          | 5                      | 5                       | 5                 | 5                        | Thanks for your help with the Dragon Boat Rack<br><br>3-12-5  |

**Total Surveys 19**

|                                  |     |  |
|----------------------------------|-----|--|
| <b>Average Initial Contact</b>   | 4.8 | <b>5=Excellent</b><br><b>4=Good</b><br><b>3=Expected</b><br><b>2=Fair</b><br><b>1=Poor</b> |
| <b>Average Customer Service</b>  | 4.9 |  |
| <b>Average Scheduling</b>        | 4.8 |  |
| <b>Average Setup/Cleanliness</b> | 4.8 |  |

## 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>   |
|------------------|---------------------|--------------------------------------|------------------------|----------------|-----------------|--------------------|--|
| 3/2/2012         | 2/16/2012           | CR 747 about 1/2 mile south of CR 48 | 5                      | 5              | 5               | 5                  | Excellent service by road dept - good resp-thanks.<br>Ronald Todd 793-3427<br><br>SR 0204  |
| 3/6/2012         |                     | CR 476                               | 5                      | 5              | 5               | 5                  | SR0201   |
| 3/12/2012        |                     |                                      | 1                      | 4              | 1               | 1                  | Lake Pan roads in general are in very poor condition.<br>WO0217  |
| 3/14/2012        |                     | CR 476                               | 5                      | 5              | 5               | 4                  | WO 0205  |
| 3/26/2012        |                     | 3887 CR 721, Webster                 |                        |                |                 |                    | I did not request services from Public Works. I tried for a month to contact the sign man with your dept with no response. That was 3 months ago.<br>WO 0306 |
| 3/27/2012        |                     | CR 721, Webster                      |                        | 5              | 5               | 5                  | So appreciate the "fill in" at the head of our driveway & at mailbox, and mosquito spraying<br><br>WO 0303   |

**Total Surveys** 6

**Average Initial Contact** 4

**Average Customer Service** 4.8

**Average Response Times** 4.2

**Average Quality of Work** 4

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>   |
|----------------------|--------------------|------------------------|-------------------------|------------------------|--------------------------|--|
| 3/2/2012             | 2/25/2012          | 5                      | 5                       | 4                      | 2                        | Need to be able to recycle glass!!!<br>Need more bins for different types of plastic! Need lower prices for electronic items (\$5.00 for a VCR that I can hide in a trash bag) is no ? for recycling (or more amnesty days)<br><br>CDA 12-27 |
| 3/2/2012             | 2/11/2012          | 5                      | 5                       | 4                      | 2                        | Need to be able to recycle glass!!<br>Need more bins for different types of plastic<br><br>CDA 5-1-12  |
| 3/2/2012             | 2/25/2012          | 5                      | 5                       | 5                      | 4                        | CDA 20-1-12  |
| 3/1/2012             | 2/25/2012          | 5                      | 5                       | 5                      | 4                        | This is one of the best sites. It is always clean with good help.<br><br>CDA 24-1-12   |
| 3/2/2012             | 2/25/2012          | 4                      | 4                       | 4                      | 4                        | cda 23-1-12  |
| 3/12/2012            | 2/25/2012          | 4                      | 4                       | 4                      | 4                        | CDA 9-1-12   |
| 3/12/2012            | 2/23/2012          | 4                      | 4                       | 4                      |                          | Don't waste taxpayer money on cost of survey, just do your job and it will be alright. What if there were complaints?<br>CDA 12-21   |
| 3/12/2012            | 3/25/2012          | 5                      | 5                       | 5                      | 5                        | Courtesy is the norm!!<br><br>CDA 12-6   |
| 3/12/2012            | 2/25/2012          | 5                      | 5                       | 5                      | 5                        | CDA 12-3   |
| 3/12/2012            | 3/9/2012           | 5                      | 5                       | 5                      | 5                        | It is the cleanest site I have ever visited! The attendants are always friendly.<br><br>CDA 3-1-12   |
| 3/16/2012            | 2/25/2012          | 5                      | 5                       | 5                      | 5                        | I would like to see a recycling bin for glass.<br>CDA22-1-12   |
| 3/12/2012            |                    |                        |                         |                        |                          |  |

**Total Surveys** 12

**Average Initial Contact** 4.7  
**Average Customer Service** 4.7  
**Average Site Appearance** 4.5  
**Average Recycling Options** 4

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

# Housing Applicant

| Date Rcvd | #1 | #2 | #3 | #4 | #5 | #6 | #7 | #8 | #9 | Staff Help You*                     | Explain: | If Not**                            | If Not Explain: | Comments  |
|-----------|----|----|----|----|----|----|----|----|----|-------------------------------------|----------|-------------------------------------|-----------------|---|
| 3/5/2012  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | <input checked="" type="checkbox"/> |          | <input checked="" type="checkbox"/> |                 | I hope the program continues to help people like me. Everyone was so nice and considerate. Hope you continue to help. |
| 3/12/2012 | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | <input checked="" type="checkbox"/> |          | <input checked="" type="checkbox"/> |                 | No complaints. We were treated with respect and with courtesy.  |

Total Surveys 2

Average Question 1 5  
 Average Question 2 5  
 Average Question 3 5  
 Average Question 4 5  
 Average Question 5 5  
 Average Question 6 5  
 Average Question 7 5  
 Average Question 8 5  
 Average Question 9 5

### Rating

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

### Questions

1. Housing staff treated me with respect and courtesy.
2. The application process was easy and understandable.
3. Housing staff provided individual attention to my issues.
4. Housing staff responded promptly to my questions, phone calls and other contacts.
5. Housing staff answered my questions both clearly and professionally.
6. Housing staff thoroughly explained the paperwork I signed (if applicable).
7. Clear documentation was provided to me regarding the conditions of the agreement (if applicable).
8. The Housing office is conveniently located.
9. Rate your overall satisfaction with your experience with Housing Department.

*Was Housing staff able to help you?  
 (Check indicates Yes)*

Total Yes 2  
 % Yes Staff Help You 100%

*If Housing staff could not help you, did staff provide information on other types of assistance that might be available in the area? (Check indicates Yes)*

Yes, provided other assistance 2

# Library on Wheels 1-5

| Date Rcvd | 1-3/week                            | 1/week                              | < 1/month                | Not Regular              | Books                               | AudioBooks               | MusicCDs                            | DVDs                                | Newspapers                          | Magazines                           | Use Computer                        | ChildPrograms            | TeenPrograms             | AdultPrograms            | Study/Work               | NoneofThes               | Use For | # 3 | # 3 Comment                   | # 4 Yes                             | # 4 No                   | # 4 Not Loo                         | # 4 Comment                  | # 5 | # 5 Comment  |
|-----------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------|-----|-------------------------------|-------------------------------------|--------------------------|-------------------------------------|------------------------------|-----|--|
| 3/5/2012  | <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"/> |         | 3   |                               | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                              | 3   |  |
| 3/5/2012  | <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 checked="" type="checkbox"/> | <input type="checkbox"/> |         | 2   | Should get newer DVDs.        | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                              | 3   |  |
| 3/5/2012  | <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"/> |         | 3   |                               | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                              | 3   | Use the book and mobile and the girls are excellent. |
| 3/5/2012  | <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"/>            | <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   |  |
| 3/5/2012  | <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"/> |         | 3   |                               | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                              | 3   |  |
| 3/5/2012  | <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"/> |         | 3   |                               | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                              | 3   | Very welcoming and helpful.                          |
| 3/5/2012  | <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"/> |         | 3   |                               | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |                              | 3   |  |
| 3/5/2012  | <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 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"/> |         | 3   |                               | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                              | 3   |  |
| 3/5/2012  | <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"/> |         | 2   |                               | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                              | 3   |  |
| 3/5/2012  | <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"/> |         | 3   |                               | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                              | 3   |  |
| 3/5/2012  | <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 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"/> |         | 3   |                               | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                              | 3   | The LOW staff is always helpful.                     |
| 3/5/2012  | <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 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"/> |         | 2   |                               | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                              | 3   |  |
| 3/5/2012  | <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"/> |         | 3   |                               | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                              | 3   |  |
| 3/16/2012 | <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"/> |         | 2   | love the large print editions | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | also picked up ordered books | 3   |  |
| 3/19/2012 | <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"/> |         | 3   |                               | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |                              | 3   |  |

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

**Total Surveys** 16

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

|                            |    |                              |     |
|----------------------------|----|------------------------------|-----|
| Total One to three times   | 3  | <i>Percent Total Surveys</i> | 19% |
| Total At least once        | 11 | <i>Percent Total Surveys</i> | 69% |
| Total Less than once       | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total Not on regular basis | 1  | <i>Percent Total Surveys</i> | 6%  |

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

|                             |    |                              |     |
|-----------------------------|----|------------------------------|-----|
| Total Books                 | 14 | <i>Percent Total Surveys</i> | 88% |
| Total Audio Books           | 1  | <i>Percent Total Surveys</i> | 6%  |
| Total Music CDs             | 2  | <i>Percent Total Surveys</i> | 13% |
| Total DVDs                  | 10 | <i>Percent Total Surveys</i> | 63% |
| Total Newspapers            | 1  | <i>Percent Total Surveys</i> | 6%  |
| Total Magazines             | 4  | <i>Percent Total Surveys</i> | 25% |
| Total Use Computer          | 2  | <i>Percent Total Surveys</i> | 13% |
| 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 2.75      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            | 14 | <i>Percent Total Surveys</i> | 88% |
| Total Question 4 No             | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total Question 4 Not Look Today | 1  | <i>Percent Total Surveys</i> | 6%  |

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

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

# Library On Wheels 6-10

| Date Rcvd | 6Child                   | 6Summer                  | 6Teen                               | 6Compute                 | 6Adult                              | 6None                               | 7Child                              | 7Teen                               | 7Adult                              | 7Compute                            | 7Other                   | 7Other Comment | Size | Cleanlines | Furniture | Computers | 8Comment  | Male                                | Female                              | Under 18                            | 18-24                               | 25-39                    | 40-55                               | 56+                                 | Additional comment  |  |
|-----------|--------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|----------------|------|------------|-----------|-----------|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|---|--|
| 3/5/2012  | <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"/> |                | 3    | 3          | 3         | 3         | I am here for 3 months and very pleased that I have a Bookmobile so close to the resort. It is great!<br>Thousand Palms | <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"/>   |  |
| 3/5/2012  | <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    | 3          | 2         | 2         |   | <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"/>  | Keep up the great job!   |
| 3/5/2012  | <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"/> | Use bookmobile | 3    | 3          | 3         | 3         | I use the bookmobile  | <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"/>   | I am at Thousand Palms RV Park and each week use the library. The girls have helped us by ordering in great books on Florida.<br>M.J. McDonald |
| 3/5/2012  | <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 checked="" type="checkbox"/> | <input type="checkbox"/> |                |      |            |           |           | We use the bookmobile.  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | We are full-time RV'ers, here from October-April. If there were fliers on the bookmobile advertising computer classes, that would be helpful. We did not know about them.   |  |
| 3/5/2012  | <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"/> |                | 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"/> |   |  |
| 3/5/2012  | <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"/> |                | 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"/> |   |  |
| 3/5/2012  | <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"/> |                | 3    | 3          | 3         | 3         | The weekly visit is a treat!  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Thanks for the wonderful service and great staff. We have had major money cutbacks to our library outside Boston-the bookmobile totally eliminated-so to have one weekly adjacent to Thousand Palms RV Resort is very unexpected and special. |  |
| 3/5/2012  | <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"/> |                | 3    | 3          | 3         | 3         |   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |   |  |
| 3/5/2012  | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" 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 checked="" type="checkbox"/> | <input type="checkbox"/> |                | 3    | 3          | 3         | 2         | There could be more computers, but not until a technology upgrade to hold more users.                                   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>  | Staff always pleasant and helpful.   |
| 3/5/2012  | <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"/> |                |      |            |           |           |   | <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 use the bookmobile at Freedom Pointe.   |  |

| Date Rcvd | 6Child                   | 6Summer                  | 6Teen                    | 6Compute                 | 6Adult                   | 6None                               | 7Child                   | 7Teen                    | 7Adult                              | 7Compute                 | 7Other                   | 7Other Comment | Size | Cleanlines | Furniture | Computers | 8Comment   | Male                     | Female                              | Under 18                            | 18-24                               | 25-39                    | 40-55                               | 56+                                 | Additional comment   |
|-----------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|----------------|------|------------|-----------|-----------|------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|--|
| 3/5/2012  | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |                | 3    | 3          |           |           | Bookmobile | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Very valuable service - Thanks!  |
| 3/5/2012  | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |                | 3    | 3          | 3         | 3         |            |                          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | I love the Library on Wheels program! It's the only activity at the campground that I look forward to every week. Would be helpful to have a binder of available music CDs :)  |
| 3/5/2012  | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |                | 3    | 3          | 3         |           |            |                          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | The Library on Wheels is terrific. I love that they will search and hold items and deliver them the following week. It's an extremely convenient resource.   |
| 3/5/2012  | <input type="checkbox"/> | <input checked="" 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"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |  |
| 3/16/2012 | <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         | 2         |            |                          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Thanks for the convenience of the Bookmobile at the campgrounds. We have a fairly good library at Sumter Oaks Camp, but I like to choose from a large print selection. Thanks.   |
| 3/19/2012 | <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          | 2         |           |            |                          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | We used the Library on Wheels that came to Sumter Oaks RV Park every Saturday a.m. Great! Thank you! Keep it up!! Enjoyed by many RV'ers. In many cities, you can't use the library unless you live there full time. This was GREAT. |

| 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 |
|-----------|--------|---------|-------|----------|--------|-------|--------|-------|--------|----------|--------|----------------|----------|------|--------|----------|-------|-------|-------|-----|--------------------|
|-----------|--------|---------|-------|----------|--------|-------|--------|-------|--------|----------|--------|----------------|----------|------|--------|----------|-------|-------|-------|-----|--------------------|

**Total Surveys 16**

**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       | 1  | <i>Percent Total Surveys</i> | 6%  |
| Total #6 Computer Classes/Workshops | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total #6 Adult Programs Events      | 1  | <i>Percent Total Surveys</i> | 6%  |
| Total #6 None of These Programs     | 14 | <i>Percent Total Surveys</i> | 88% |

**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> | 6%  |
| Total #7 Teen Programs Events       | 1 | <i>Percent Total Surveys</i> | 6%  |
| Total #7 Adult Programs Events      | 2 | <i>Percent Total Surveys</i> | 13% |
| Total #7 Computer Classes/Workshops | 2 | <i>Percent Total Surveys</i> | 13% |
| 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>                  | 2.77 | <i>3 Very Satisfied</i> | <i>2 Satisfied</i> | <i>1 Not Very Satisfied</i> |
| <i>Average Cleanliness</i>           | 3    | <i>3 Very Satisfied</i> | <i>2 Satisfied</i> | <i>1 Not Very Satisfied</i> |
| <i>Average Furniture/Furnishings</i> | 2.75 | <i>3 Very Satisfied</i> | <i>2 Satisfied</i> | <i>1 Not Very Satisfied</i> |
| <i>Average Number of Computers</i>   | 2.7  | <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   | 2  | <i>Percent Total Surveys</i> | 13% |
|                 | Total Female | 14 | <i>Percent Total Surveys</i> | 88% |

**How old are you?**

|                |    |                              |     |
|----------------|----|------------------------------|-----|
| Total Under 18 | 0  | <i>Percent Total Surveys</i> | 0%  |
| Total 18-24    | 1  | <i>Percent Total Surveys</i> | 6%  |
| Total 25-39    | 1  | <i>Percent Total Surveys</i> | 6%  |
| Total 40-55    | 2  | <i>Percent Total Surveys</i> | 13% |
| Total 56+      | 12 | <i>Percent Total Surveys</i> | 75% |

# Villages Library 1-5

| Date Rcvd | 1-3/week                            | < 1/month                           | Not Regular Books                   | Audio Books                         | Music CDs                           | DVDs                     | Newspapers                          | Magazines                           | Self Computer                       | Child Books                         | Teen Books               | Adult Books                         | Study/Work               | Socialize                | None of These                       | Use For                       | # 3 | # 3 Comment | # 4 Yes                             | # 4 No                   | # 4 Not Loo | # 4 Comment              | # 5 | # 5 Comment                                |
|-----------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------|-----|-------------|-------------------------------------|--------------------------|-------------|--------------------------|-----|--|
| 3/2/2012  | <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"/> |             |                          | 3   | knowledgeable, courteous, helpful          |
| 3/2/2012  | <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"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                               | 2   |             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |             |                          | 3   |  |
| 3/2/2012  | <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"/>            |                               | 3   |             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |             |                          | 3   |  |
| 3/2/2012  | <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"/>            |                               | 3   |             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |             |                          | 3   |  |
| 3/2/2012  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                               | 3   |             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |             |                          | 3   |  |
| 3/2/2012  | <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"/>            |                               | 3   |             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |             |                          | 3   |  |
| 3/2/2012  | <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"/>            |                               | 3   |             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |             |                          | 3   |  |
| 3/2/2012  | <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 checked="" type="checkbox"/> | Picking up books that I order | 2   |             | <input type="checkbox"/>            | <input type="checkbox"/> |             | Order book via internet. | 3   |  |
| 3/2/2012  | <input checked="" 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 checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | Buy used books                | 3   |             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |             |                          | 3   | Always courteous and friendly              |
| 3/2/2012  | <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"/>            |                               | 3   |             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |             |                          | 3   |  |
| 3/2/2012  | <input checked="" 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   |  |
| 3/2/2012  | <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"/> | <input type="checkbox"/> | <input type="checkbox"/>            | used book sale                | 3   |             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |             |                          | 3   | Thank you. You have all been very helpful. |

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

**Total Surveys 15**

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

|                            |   |                              |     |
|----------------------------|---|------------------------------|-----|
| Total One to three times   | 4 | <i>Percent Total Surveys</i> | 27% |
| Total At least once        | 8 | <i>Percent Total Surveys</i> | 53% |
| Total Less than once       | 1 | <i>Percent Total Surveys</i> | 7%  |
| Total Not on regular basis | 1 | <i>Percent Total Surveys</i> | 7%  |

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

|                             |    |                              |      |
|-----------------------------|----|------------------------------|------|
| Total Books                 | 15 | <i>Percent Total Surveys</i> | 100% |
| Total Audio Books           | 3  | <i>Percent Total Surveys</i> | 20%  |
| Total Music CDs             | 2  | <i>Percent Total Surveys</i> | 13%  |
| Total DVDs                  | 4  | <i>Percent Total Surveys</i> | 27%  |
| Total Newspapers            | 1  | <i>Percent Total Surveys</i> | 7%   |
| Total Magazines             | 2  | <i>Percent Total Surveys</i> | 13%  |
| Total Use Computer          | 2  | <i>Percent Total Surveys</i> | 13%  |
| 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> | 7%   |
| 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> | 7%   |

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

Average # 3 2.8      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            | 14 | <i>Percent Total Surveys</i> | 93% |
| 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

# Villages Library 6-10

| Date Rcvd | 6Child                   | 6Summer                  | 6Teen                    | 6Compute                            | 6Adult                   | 6None                               | 7Child                   | 7Teen                               | 7Adult                   | 7Compute                            | 7Other                              | 7Other Comment                       | Size | Cleanlines | Furniture | Computers | 8Comment | Male                                | Female                              | Under 18                            | 18-24                    | 25-39                    | 40-55                    | 56+                                 | Additional comment   |
|-----------|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------------------|------|------------|-----------|-----------|----------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|--|
| 3/2/2012  | <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"/>            |                                      | 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"/> |  |
| 3/2/2012  | <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    | 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"/> |  |
| 3/2/2012  | <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"/>            |                                      | 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"/> |  |
| 3/2/2012  | <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 checked="" type="checkbox"/> | Availability of current CD's (music) | 2    | 3          | 3         | 2         |          | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |  |
| 3/2/2012  | <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"/>            |                                      | 3    | 3          | 3         | 3         |          | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Mr & Mrs Scott   |
| 3/2/2012  | <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 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"/> |  |
| 3/2/2012  | <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 checked="" type="checkbox"/> | <input type="checkbox"/>            |                                      | 3    | 3          | 3         | 3         |          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |  |
| 3/2/2012  | <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    | 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"/> | The Website is very good for research of material, reserving material and renewal of material.   |
| 3/2/2012  | <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 type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |  |
| 3/2/2012  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" 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"/> | Extremely helpful employees, prefer Belvedere Library over Wildwood. I like the smaller atmosphere and the one on one help.  |
| 3/2/2012  | <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"/> | Need more of the latest books, so I don't have to order. Most of the books I like to read, are all very old, like mysteries.   |
| 3/2/2012  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" 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"/> | Very courteous and helpful staff. Usually have a problem using computer at home to review or request.  |
| 3/2/2012  | <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"/>            |                                      | 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"/> | It's a pleasure to have a neighborhood library which such a helpful staff. The addition of a room where we can donate and purchase books, films and puzzles is an extra bonus. |
| 3/2/2012  | <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"/>            |                                      | 1    | 2          | 1         | 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"/> |  |
| 3/2/2012  | <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"/>            |                                      | 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"/>            |  |

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

**Total Surveys 15**

**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      | 1  | Percent Total Surveys | 7%  |
| Total #6 None of These Programs     | 11 | Percent Total Surveys | 73% |

**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      | 2 | Percent Total Surveys | 13% |
| Total #7 Computer Classes/Workshops | 1 | Percent Total Surveys | 7%  |
| Total #7 Other                      | 2 | Percent Total Surveys | 13% |

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

|                               |      |                  |             |                      |
|-------------------------------|------|------------------|-------------|----------------------|
| Average Size                  | 2.13 | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |
| Average Cleanliness           | 2.4  | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |
| Average Furniture/Furnishings | 2.33 | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |
| Average Number of Computers   | 1.87 | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |

**Please tell us about yourself.**

|                            |   |                       |     |
|----------------------------|---|-----------------------|-----|
| <b>Are you:</b> Total Male | 6 | Percent Total Surveys | 40% |
| Total Female               | 8 | Percent Total Surveys | 53% |

**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+      | 13 | Percent Total Surveys | 87% |

# Library at Pinellas Plaza 1-5

| Date Rcvd | Use For  | # 3 | # 3 Comment | # 4 Yes                  | # 4 Not Look             | # 4 Comment | # 5 | # 5 Comment |
|-----------|--|-----|-------------|--------------------------|--------------------------|-------------|-----|-------------|
| 3/12/2012 | <input checked="" type="checkbox"/> None of These<br><input type="checkbox"/> Socialize<br><input type="checkbox"/> Study/Work<br><input type="checkbox"/> Adult Programs<br><input type="checkbox"/> Teen Programs<br><input type="checkbox"/> Child Programs<br><input type="checkbox"/> Use Computer<br><input type="checkbox"/> Magazines<br><input type="checkbox"/> Newspapers<br><input type="checkbox"/> DVDs<br><input type="checkbox"/> Music CDs<br><input type="checkbox"/> Audio Books<br><input type="checkbox"/> Books<br><input type="checkbox"/> Not Regular<br><input type="checkbox"/> < 1 month<br><input type="checkbox"/> 1 week<br><input type="checkbox"/> 1-3 weeks | 3   |             | <input type="checkbox"/> | <input type="checkbox"/> |             | 0   |             |

**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           | 1 | <i>Percent Total Surveys</i> | 100% |
| Total Music CDs             | 1 | <i>Percent Total Surveys</i> | 100% |
| Total DVDs                  | 1 | <i>Percent Total Surveys</i> | 100% |
| 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 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            | 0 | <i>Percent Total Surveys</i> | 0% |
| 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 0      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 | 8Comment | Male | Female | Under 18 | 18-24 | 25-39 | 40-55 | 56+ | Additional comment |
|-----------|--------|---------|-------|----------|--------|-------|--------|-------|--------|----------|--------|----------------|----------|------|--------|----------|-------|-------|-------|-----|--------------------|
|-----------|--------|---------|-------|----------|--------|-------|--------|-------|--------|----------|--------|----------------|----------|------|--------|----------|-------|-------|-------|-----|--------------------|

3/12/2012

**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     | 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 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |
| Average Cleanliness           | 3 Very Satisfied | 2 Satisfied | 1 Not Very Satisfied |
| Average Furniture/Furnishings | 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+      | 0 | Percent Total Surveys | 0% |

# Transit

| Date Rcvd | #1 | #2 | #3 | #4 | #5 | #6 | #7 | #8 | #9 | Freq                                | Pass Times/m | Trav Dr                             | How often       | On time?                            | Why not?   | Transit Comments  |
|-----------|----|----|----|----|----|----|----|----|----|-------------------------------------|--------------|-------------------------------------|-----------------|-------------------------------------|--|---|
| 3/5/2012  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | <input type="checkbox"/>            | 0            | <input checked="" type="checkbox"/> | twice per month | <input checked="" type="checkbox"/> |  | Dennis is a great driver. I would recommend him to anyone!  |
| 3/5/2012  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | <input checked="" type="checkbox"/> | 3            | <input checked="" type="checkbox"/> | 6 or 7          | <input checked="" type="checkbox"/> |  |   |
| 3/5/2012  | 4  | 3  | 5  | 5  | 5  | 5  | 4  | 5  | 5  | <input checked="" type="checkbox"/> | 0            | <input checked="" type="checkbox"/> | 6 to 8          | <input checked="" type="checkbox"/> |  |   |
| 3/5/2012  | 2  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | <input checked="" type="checkbox"/> | 8            | <input checked="" type="checkbox"/> | twice per month | <input checked="" type="checkbox"/> |  | I value this service. My only problem has been on return pick up. I waited over an hour on last one. I called a second time and driver was there within three minutes. He said he had just been called. |
| 3/5/2012  | 4  | 4  | 3  | 3  | 3  | 3  | 4  | 4  | 3  | <input checked="" type="checkbox"/> | 5            | <input type="checkbox"/>            |                 | <input type="checkbox"/>            | I have not used for outside of Sumter County yet, but thanks if I needed it. | They need to put the address in the GPS before delivered to not get lost! Sometimes!  |
| 3/5/2012  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | <input checked="" type="checkbox"/> | 0            | <input checked="" type="checkbox"/> |                 | <input type="checkbox"/>            |  |   |
| 3/5/2012  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | <input checked="" type="checkbox"/> | 0            | <input checked="" type="checkbox"/> |                 | <input checked="" type="checkbox"/> |  |   |
| 3/14/2012 | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 3  | <input checked="" type="checkbox"/> | 1            | <input checked="" type="checkbox"/> | once per month  | <input checked="" type="checkbox"/> |  |   |
| 3/14/2012 | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 4  | <input checked="" type="checkbox"/> | 5            | <input checked="" type="checkbox"/> | 2               | <input checked="" type="checkbox"/> | sometimes 5 or 10 late   | try not to be late sometimes  |
| 3/14/2012 | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | <input checked="" type="checkbox"/> | 4            | <input checked="" type="checkbox"/> | N/A             | <input checked="" type="checkbox"/> |  | I am very happy with the bus and drivers  |
| 3/14/2012 | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | <input type="checkbox"/>            | 0            | <input type="checkbox"/>            |                 | <input type="checkbox"/>            |  | more buses and routes place locations like Spanish Springs  |

|                    |     |
|--------------------|-----|
| Total Surveys      | 11  |
| Average Question 1 | 4.1 |
| Average Question 2 | 4.3 |
| Average Question 3 | 4.4 |
| Average Question 4 | 4.4 |
| Average Question 5 | 4.4 |
| Average Question 6 | 4.4 |
| Average Question 7 | 4.2 |
| Average Question 8 | 4.4 |
| Average Question 9 | 4.2 |

|  |     |
|--|-----|
| <i>I am a frequent passenger with SCT (Check mark indicates Yes)</i> |     |
| Frequent Passenger   | 9   |
| % of passengers frequent   | 82% |
| Total Times Per Month  | 26  |
| Average Times per Month  | 2.9 |

|  |     |
|--|-----|
| <i>I travel on SCT vehicles to doctors' appointments outside of Sumter County (Check mark indicates Yes)</i> |     |
| Total who travel to Dr. outside county   | 9   |
| % of passengers to Dr. outside county  | 82% |

**Rating**

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

|   |     |
|---|-----|
| <i>When I travel to doctors' appointments outside of the County, I get there on time (Check mark indicates Yes)</i> |     |
| Total who travel to Dr. outside County, on time   | 8   |
| % of passengers to Dr., on time   | 89% |

**Questions**

1. Recent scheduling of trips has been smooth and easy.
2. My reservationist was polite and helpful.
3. SCT vehicles are comfortable.
4. SCT vehicles are clean.
5. My driver was helpful and courteous.
6. My driver was careful and safe.
7. I get picked up for my appointment on time.
8. I am delivered at my appointment on time.
9. Rate your overall satisfaction with the SCT services you receive.

**Facilities Maintenance Helpdesk Survey**  
**MARCH 2012**

| <u>Date</u> | <u>Work Order #</u> | <u>Technician (if known)</u> | <u>Enter Name</u>  | <u>Response Time</u> | <u>Quality of Work</u> | <u>Proper Cleanup after completion of work</u> | <u>Professionalism</u> | <u>Courtesy</u> | <u>Additional Comments</u> |
|-------------|---------------------|------------------------------|--|----------------------|------------------------|--|------------------------|-----------------|----------------------------|
| 3/27/2012   | WRQ-06554           | Robert Thamey                | <a href="mailto:newcombe@sumtercountysheriff.org">newcombe@sumtercountysheriff.org</a> | Good                 | Good                   | Good   | Good                   | Good            |                            |