

## February 2011 Survey Report For Facilities Maintenance

<u>Requestor</u>	<u>Work Order Number</u>	<u>Additional Comments</u>	<u>Response Time</u>	<u>Quality of Work</u>	<u>Proper Cleanup after completion</u>	<u>Professionalism</u>	<u>Courtesy</u>	<u>Date</u>	<u>Technician (if known)</u>
Fitzpatrick, Annette	WRQ-04226	This task was handled in a timely manner, as always. I can always count on our maintenance crew to fulfill my helpdesk requests. I have full confidence in the abilities of this staff. Thank you! Once again I have met my task deadline because I have the full support of the maintenance staff. Lamar came to the office to pick up a directory sign board, verified the location of the installation and fulfilled the request in a timely manner, efficiently and courteously. Many thanks for assisting me in meeting my goals.	Excellent	Excellent	Not Applicable	Excellent	Excellent	2/25/2011	Freddie Fudge
Fitzpatrick, Annette	WRQ-04248	This is TEAMWORK!	Excellent	Excellent	Not Applicable	Excellent	Excellent	2/25/2011	Lamar Sowell
Shannon, Kimberly	WRQ-04223		Excellent	Excellent	Excellent	Excellent	Excellent	2/21/2011	Lamar Sowell
Hall, Mary Ann	04202		Excellent	Excellent	Excellent	Excellent	Excellent	2/16/2011	Robert Tharney
Shannon, Kimberly	WRQ-04117		Excellent	Excellent	Excellent	Excellent	Excellent	2/7/2011	Lamar Sowell
Lewis, Angela	WRQ-04104	Love the picnic table, we are putting it to great use. <i>(Emailed in by the Public Defender's Office)</i>	Excellent	Excellent	Excellent	Excellent	Excellent	2/4/2011	Robert Rushing
Shannon, Kimberly	WRQ-04164		Excellent	Excellent	Excellent	Excellent	Excellent	2/4/2011	Robert Tharney
Moreno, Rebecca	04145	I would just like to say that the gentlemen that I have interacted with from this department are always great. You have a great crew The repose time was great; just a few minutes. The contact with the department was great as well. The only reason this was not rated excellent is due to that I believe nobody is perfect there is always room for improvement, but if I had to point it out not sure that I could. Great job Thank you	Excellent	Good	Good	Good	Good	2/3/2011	Robert Rushing
Moreno, Rebecca	04144	Robert Tharney handled this request well especially given the fact that the information was skewed between the IT department individuals needing this additional data and electrical work. Robert stayed on task until the work was completed to satisfaction.	Excellent	Good	Not Applicable	Good	Good	2/2/2011	David Wilkes
Fitzpatrick, Annette	WRQ-04115	Great job and attention to detail!	Excellent	Excellent	Excellent	Excellent	Excellent	2/2/2011	Robert Tharney

# 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>
2/4/2011	Royal	5	5	5	5	Still pleased with services involving the Royal Community Center/Park. Thank you, ED-1-11
2/7/2011	Wahoo Voting Center	5	5	5	5	Fairlax, does an incredible job and always keeps it spotless. Don Banks 6814 CR48
2/7/2011	Lake Pan Recreation	5	5	5	5	Great building, very clean, wonderful service when booking the building MO1-4
2/7/2011						
2/9/2011		5	5	5	4	Need to clean the grounds better. Trash lays by fence for over a week. Limbs need to be picked up. ED11-10-10 J#02
2/18/2011		5	5	5	5	MO 1-2
2/18/2011		5	5	5	5	MO 1-5
2/24/2011		5	5	5	4	MO 1-1
2/28/2011		5	5	5	5	Feb ED#05
2/28/2011		5	5			Feb ED #04
2/28/2011		5	5	5	5	Feb ED #01
2/28/2011	Royal	4	4	4	4	Feb ED #05
2/28/2011		5	5	5	4	M 01-6
2/28/2011		5	5		5	Feb ED #03
2/28/2011		5	5		5	ED 13-12 #03
2/28/2011	Lake Okahumpka	5	5		5	Enjoy our walk here.
2/28/2011	Lake Miona	5	4		5	ED 12-12 #03
2/28/2011	Lake Okahumpka	5	5	5	5	Clean & Staff is friendly.
2/28/2011	Lake Okahumpka	5	5	5	5	Wonderful place to live. ED 14-12 #03

**Total Surveys 19**

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

# *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>
2/1/2011		4	4	4	3	Need used clothing bins - Thanks, P1-10
2/2/2011	1/18/2011	4	4	4	3	P 1-13
2/2/2011		4	4	4	4	P 1-18
2/2/2011	1/24/2011	4	5	4	4	Your staff is always very helpful and courteous. P1-6
2/4/2011	1/16/2011	5	5	5	4	The limitation of 3 bags per week. It costs us for gas and our time. We would appreciate if we could take 6 batss every two weeks. P 1-1
2/7/2011		5	5	5	5	P 1-11
2/7/2011	1/10/2011	5	5	5	5	Place looks good! Only hitch is the extra loop for recyclables, would be more convenient in original location. P1-14
2/7/2011	2/2/2011	5	5	5	4	P 1-22
2/7/2011	1/29/2011	5	5	5	5	Nice people - great facility CDA 12-44
2/7/2011	1/27/2011	5	5	5	5	Always courteous and pleasant experience with couaty employees at landfill  CDA 12-42
2/11/2011	2/7/2011	5	5	4	3	P 1-7
2/15/2011	1/28/2011	5	5	5	5	I visit every Saturday, no complaints at all.  CDA 12-43
2/25/2011	1/20/2011	4	2	5	4	Poor way of charing for load fee. Should use scales.  CDA 1-31
2/28/2011		4	4	5	5	P 1-15
2/28/2011		5	5	5	5	We're very glad your there for us. Please keep up "The Good Work"  P2-17
2/28/2011		5	5	5	5	I delivery my trash every week. Thanks for being there. P2-12

*Date Received Day Visited Initial Contact Customer Service Site Appearance Recycling Options Solid Waste Comments:*

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2/28/2011	2/25/2011	5	5	5	5	Road around old office too narrow for two vehicles. If scales was out, we would have one way in and one out. Over all excellent.
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**Total Surveys 17**

<b>Average Initial Contact</b>	4.6	<b>5=Excellent</b>
<b>Average Customer Service</b>	4.6	<b>4=Good</b>
<b>Average Site Appearance</b>	4.7	<b>3=Expected</b>
<b>Average Recycling Options</b>	4.4	<b>2=Fair</b>
		<b>1=Poor</b>

# Animal Control Officer

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	Visit Notice	Explain	Citation	Explain	Comments
2/21/2011	4	4	4	4	4	4	5	4	<input type="checkbox"/>	Don't recall, I called to have 2 stray cats picked up and it was done within a quick amt of time! I signed a form I was turning in 2 cats was all, the paperwork I saw that day.	<input type="checkbox"/>		Apparently better staffed than prior years when only 2 employees for entire county. Back in Nov '10 when I called it was like an hour waiting period & I was expecting a 4-5 hour wait. Pleasantly surprised @ that response. I would like to offer my Volunteer services to Animal Cntrl as I do with the SC HS, in Lake Pann. I am a Foster parent when needed! Keep up the good work for our lost or thrown out animals...May God punish the evil-doer's and reward the good citizens who take care of these animals. Sincerely, L Crosby 2-21-11

Total Surveys 1

### Rating

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

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

### Questions

1. The Animal Control Officer (ACO) treated me with respect and courtesy.
2. The ACO made clear to me how I can comply with animal control laws.
3. My interaction with the ACO was informative.
4. The ACO provided individual attention to my issues.
5. The ACO answered my questions both clearly and professionally.
6. The ACO (and office staff if applicable) responded promptly to my questions, phone calls and other contacts.
7. The ACO promptly responded to my request for assistance with an animal at my home or in the community.
8. Rate your overall satisfaction with your experience with Animal Control Services.

Did you receive a completed Notice of Visit at your residence? (Check indicates yes)

Total Notice of Visit 0  
 % Total Notice of Visit 0%

Did you receive a citation? (Check indicates Yes)

Total Receive Citation 0  
 % Total Receive Citation 0%

# CSA Departmental Staff

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	CSA Staff Comments
2/2/2011	5	5	5	5	5	5	5	5	5	5	5	Couldn't have a better boss. Debbie and Brenda are very helpful.
2/2/2011	5	5	5	5	5	5	5	5	5	5	5	
2/28/2011	5	5	5	5	5	5	5	5	5	5	5	

<b>Total Surveys</b>	3	
<b>Average Question 1</b>	5	
<b>Average Question 2</b>	5	
<b>Average Question 3</b>	5	
<b>Average Question 4</b>	5	
<b>Average Question 5</b>	5	
<b>Average Question 6</b>	5	
<b>Average Question 7</b>	5	
<b>Average Question 8</b>	5	
<b>Average Question 9</b>	5	
<b>Average Question 10</b>	5	
<b>Average Question 11</b>	5	

## Rating

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

## Questions

1. Community Services Administration (CSA) staff is responsive to my needs.
2. CSA staff treats me with respect and courtesy.
3. CSA provides individual attention to my department.
4. I feel that I receive timely information about issues concerning my department.
5. Printed material that I receive from CSA staff is easily understood.
6. Oral guidance that I receive from CSA is easily understood.
7. Rate your satisfaction with the conduct of the monthly management team meetings.
8. CSA staff responds promptly to my questions, phone inquiries and other contacts.
9. CSA staff answers my questions both clearly and professionally.
10. CSA staff adequately supports the creation/revision of departmental policies and procedures.
11. Rate your overall satisfaction with the support you receive from CSA.

# Housing Applicant

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Staff Help You*	Explain:	If Not**	If Not Explain:	Comments
2/18/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		Most helpful - Outstanding

Total Surveys 1

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 1  
% 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 1

# CSA Departmental Staff

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	CSA Staff Comments
2/2/2011	5	5	5	5	5	5	5	5	5	5	5	Couldn't have a better boss. Debbie and Brenda are very helpful.
2/2/2011	5	5	5	5	5	5	5	5	5	5	5	
2/28/2011	5	5	5	5	5	5	5	5	5	5	5	

<b>Total Surveys</b>	3
<b>Average Question 1</b>	5
<b>Average Question 2</b>	5
<b>Average Question 3</b>	5
<b>Average Question 4</b>	5
<b>Average Question 5</b>	5
<b>Average Question 6</b>	5
<b>Average Question 7</b>	5
<b>Average Question 8</b>	5
<b>Average Question 9</b>	5
<b>Average Question 10</b>	5
<b>Average Question 11</b>	5

## Rating

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- 4=Good
- 3=Satisfactory
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## Questions

1. Community Services Administration (CSA) staff is responsive to my needs.
2. CSA staff treats me with respect and courtesy.
3. CSA provides individual attention to my department.
4. I feel that I receive timely information about issues concerning my department.
5. Printed material that I receive from CSA staff is easily understood.
6. Oral guidance that I receive from CSA is easily understood.
7. Rate your satisfaction with the conduct of the monthly management team meetings.
8. CSA staff responds promptly to my questions, phone inquiries and other contacts.
9. CSA staff answers my questions both clearly and professionally.
10. CSA staff adequately supports the creation/revision of departmental policies and procedures.
11. Rate your overall satisfaction with the support you receive from CSA.

# Housing Applicant

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Staff Help You*	Explain:	If Not**	If Not Explain:	Comments
2/18/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		Most helpful - Outstanding

Total Surveys 1

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

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- 4=Good
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### 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 1  
% 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 1

# Library on Wheels 1-5

Date Rcvd	1-3/week	< 1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	Use Computer	ChildProgra	TeenProgra	AdultProgra	StudyWork	Socialize	NoneOfThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Too	# 4 Comment	# 5	# 5 Comment
2/28/2011	<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 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		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<input type="checkbox"/>	<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"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<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	
2/28/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<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 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"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<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	
2/28/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>		2	
2/28/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<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 type="checkbox"/>	<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	
2/28/2011	<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 type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	They will hold books, etc.then call when they come it. Very nice program.
2/28/2011	<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 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 checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<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 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"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		2	
2/28/2011	<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"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		2	
2/28/2011	<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"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" 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"/>	Research	3	Staff often suggests materials I was not aware was available.	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	Chris and Linda at LOW are very helpful and I obtain requested materials quickly.

Date Rcvd	Nonprofit Socialize	Shrink/Work	Adult/Progra	Teen/Progra	Child/Progra	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Comment	# 5	# 5 Comment
2/28/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		3	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	We appreciate the excellent staff in the "Library on Wheels". Thank you very much!
2/28/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	Thaks for having new books - latest editions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3	
2/28/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	2	
2/28/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	2	
2/28/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	3	
2/28/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	3	
2/28/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	3	

Date Rcvd	1-3/week	< 1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseComputer	ChildPrograms	TeenPrograms	AdultPrograms	Socialize	Study/Work	NoneOfThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
-----------	----------	-----------	-------------	-------	------------	----------	------	------------	-----------	-------------	---------------	--------------	---------------	-----------	------------	------------	---------	-----	-------------	---------	--------	--------------	-------------	-----	-------------

**Total Surveys 26**

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

Total One to three times	14	<i>Percent Total Surveys</i>	54%
Total At least once	11	<i>Percent Total Surveys</i>	42%
Total Less than once	1	<i>Percent Total Surveys</i>	4%
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	22	<i>Percent Total Surveys</i>	85%
Total Audio Books	3	<i>Percent Total Surveys</i>	12%
Total Music CDs	0	<i>Percent Total Surveys</i>	0%
Total DVDs	14	<i>Percent Total Surveys</i>	54%
Total Newspapers	8	<i>Percent Total Surveys</i>	31%
Total Magazines	6	<i>Percent Total Surveys</i>	23%
Total Use Computer	4	<i>Percent Total Surveys</i>	15%
Total Attend Child Programs	1	<i>Percent Total Surveys</i>	4%
Total Attend Teen Programs	1	<i>Percent Total Surveys</i>	4%
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	1	<i>Percent Total Surveys</i>	4%
Total None of these	1	<i>Percent Total Surveys</i>	4%

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

Average # 3 2.77      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	26	<i>Percent Total Surveys</i>	100%
Total Question 4 No	0	<i>Percent Total Surveys</i>	0%
Total Question 4 Not Look Today	0	<i>Percent Total Surveys</i>	0%

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

Average # 5 2.81      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	
2/28/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	The staff of Library on wheels are very good about calling to remind me of holds on my account. If there is something I need and they do not hve it, they will order it promptly. Thanks for the excellent service they provide.	
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 all love having the library stop by once a week. We are all using it.	
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3					<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Large Print Books	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"/>	<input type="checkbox"/>	
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		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"/>	Very satisfied, if I want a book and they don't have it (they get it) They are friendly and helpful.	
2/28/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	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"/>	Thanks to the Library On Wheels visiting our school, many children are exposed to reading and library manners. These students would not have this experience otherwise.	
2/28/2011	<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"/>		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"/>	<input type="checkbox"/>	I look forward to the library on wheels for our students. They have a wider variety of books that our children enjoy.	
2/28/2011	<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"/>	<input type="checkbox"/>		2	2	2	1		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>	Using Library on Wheels at Thousand Palms RV Resort. A wonderful program that we have been pleased to find available to winter visitors. Hope this program continues. Thank you for allowing us to share your services.	

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
2/28/2011	<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"/>		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"/>	This library is great, staff is wonderful.
2/28/2011	<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"/>	<input type="checkbox"/>		3	3	3	3	Library on wheels - My kids love to visit it every week.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
2/28/2011	<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	3	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"/>	
2/28/2011	<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"/>		2	2		Only two computers		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
2/28/2011	<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	2	2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Need more one piece movies
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		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"/>	
2/28/2011	<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	2	1		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Need more Anime, Action movies
2/28/2011	<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"/>		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"/>	
2/28/2011	<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"/>	Adult hobby or book discussion groups	2	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"/>	Sites are generally convenient and attractive. Very important for community residents to have current information available to all.
2/28/2011	<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"/>	Keep up the great work of the "Library on Wheels" program. I use it weekly!	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"/>	My husband and I are "snowbirds" and enjoy spending our Winter in this area. Sumter County is great! Thank you very much for bringing the "Library on wheels" to Thousand Palms RV Resort every week. My husband and I go every week and check-out items. Next winter, (2012) we will stay at Paradise Oaks RV Resort in Bushnell. Will the "Library on Wheels" go to that particular location? We would recommend it because there are many people who would appreciate the opportunity. We certainly would make good use of the Library on Wheels because it is much more convenient than having to drive into Bushnell to go to the Library there. Thanks for your consideration

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
2/28/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3	Use Library on Wheels - Great!	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>									
2/28/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		2	2	2	1		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Need more movie								
2/28/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		2	2	2	1		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Need more one piece movies								
2/28/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		2	3	2		Don't use computers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Thanks for coming to our park.								
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						We use the book mobil that comes to Brezy Oaks and we also go to Bushnell	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Keep up the good work with the book mobile.					
2/28/2011	<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"/>									

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
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**Total Surveys 26**

**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	Percent Total Surveys	4%
Total #6 Summer Reading Program	1	Percent Total Surveys	4%
Total #6 Teen Programs Events	0	Percent Total Surveys	0%
Total #6 Computer Classes/Workshops	1	Percent Total Surveys	4%
Total #6 Adult Programs Events	0	Percent Total Surveys	0%
Total #6 None of These Programs	20	Percent Total Surveys	77%

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

Total #7 Children Programs Events	1	Percent Total Surveys	4%
Total #7 Teen Programs Events	2	Percent Total Surveys	8%
Total #7 Adult Programs Events	1	Percent Total Surveys	4%
Total #7 Computer Classes/Workshops	3	Percent Total Surveys	12%
Total #7 Other	2	Percent Total Surveys	8%

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

Average Size	2.62	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.75	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.64	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.38	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

**Please tell us about yourself.**

<b>Are you:</b> Total Male	10	Percent Total Surveys	38%
Total Female	16	Percent Total Surveys	62%

**How old are you?**

Total Under 18	3	Percent Total Surveys	12%
Total 18-24	2	Percent Total Surveys	8%
Total 25-39	0	Percent Total Surveys	0%
Total 40-55	4	Percent Total Surveys	15%
Total 56+	17	Percent Total Surveys	65%

# Panasoffkee Library 1-5

Date Rcvd	1-3/week	< 1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseCompute	ChildProgra	TeenProgra	AdultProgra	Study/Work	Socialize	None/Thes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No/Too	# 4 Comment	# 5	# 5 Comment
2/10/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Personal use	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/18/2011	<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 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	
2/28/2011	<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 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"/>		2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3		<input type="checkbox"/>	<input checked="" type="checkbox"/>		3	
2/28/2011	<input type="checkbox"/>	<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"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<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"/>		1	Computers to close together and no divider	<input type="checkbox"/>	<input type="checkbox"/>	I found something to read, watch or listen to for myself or someone else on this library visit.	3	The library staff was responsive to my needs

Date Rcvd	1-3week	1week	< 1month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseComputer	ChildPrograms	TeenPrograms	AdultPrograms	Socialize	Study/Work	NoneOfThese	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
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**Total Surveys 6**

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

Total One to three times	4	<i>Percent Total Surveys</i>	67%
Total At least once	1	<i>Percent Total Surveys</i>	17%
Total Less than once	0	<i>Percent Total Surveys</i>	0%
Total Not on regular basis	1	<i>Percent Total Surveys</i>	17%

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

Total Books	5	<i>Percent Total Surveys</i>	83%
Total Audio Books	1	<i>Percent Total Surveys</i>	17%
Total Music CDs	0	<i>Percent Total Surveys</i>	0%
Total DVDs	2	<i>Percent Total Surveys</i>	33%
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>	67%
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>	17%
Total Study or Work Space	0	<i>Percent Total Surveys</i>	0%
Total Socialize	1	<i>Percent Total Surveys</i>	17%
Total None of these	1	<i>Percent Total Surveys</i>	17%

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

Average # 3 2.5      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	4	<i>Percent Total Surveys</i>	67%
Total Question 4 No	0	<i>Percent Total Surveys</i>	0%
Total Question 4 Not Look Today	1	<i>Percent Total Surveys</i>	17%

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

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

# Panasoffkee 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
2/10/2011	<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"/>	Genealogy	1	3	2	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"/>	There is not enough seating area that is comfortable or inviting. There is a table in the adult section that is not comfortable to sit at all.
2/18/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	The Lake Panasoffkee Staff are very helpful and friendly, much more so than the Bushnell Staff!!! Love the clean surroundings too.
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	More x360 games and fantasy novels	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"/>	<input type="checkbox"/>	I love the staff who are always aware of what new writers have come out.
2/28/2011	<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"/>		3	3	3	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"/>	
2/28/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	3	2	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	2	1		Need private space for each computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

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 comment
-----------	--------	---------	-------	----------	--------	-------	--------	-------	--------	----------	--------	----------------	------	-------------	-----------	-----------	----------	------	--------	----------	-------	-------	-------	-----	--------------------

Total Surveys 6

**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	Percent Total Surveys	17%
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	17%
Total #6 None of These Programs	3	Percent Total Surveys	50%

**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	Percent Total Surveys	17%
Total #7 Teen Programs Events	0	Percent Total Surveys	0%
Total #7 Adult Programs Events	2	Percent Total Surveys	33%
Total #7 Computer Classes/Workshops	1	Percent Total Surveys	17%
Total #7 Other	1	Percent Total Surveys	17%

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

Average Size	2.4	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.5	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.5	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	5	Percent Total Surveys	83%

**How old are you?**

Total Under 18	0	Percent Total Surveys	0%
Total 18-24	0	Percent Total Surveys	0%
Total 25-39	2	Percent Total Surveys	33%
Total 40-55	1	Percent Total Surveys	17%
Total 56+	3	Percent Total Surveys	50%

# Villages Library 1-5

Date Rcvd	1-3/week	< 1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newsapers	Magazines	UseCompuite	ChildProgra	TeenProgra	AdultProgra	Study/Work	Socialize	Noneofthes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 Not Too	# 4 Comment	# 5	# 5 Comment
2/28/2011	<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 type="checkbox"/>	Picked up a book	3	
2/28/2011	<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"/>		2		<input type="checkbox"/>	<input checked="" type="checkbox"/>		2						
2/28/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<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 type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<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	
2/28/2011	<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"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		1	2 computers locked for cutomers - told to wait 5-10 min. each time no one shows up - Stupid system!	<input type="checkbox"/>	<input type="checkbox"/>		0	
2/28/2011	<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 type="checkbox"/>		0		<input type="checkbox"/>	<input type="checkbox"/>		0	
2/28/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<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"/>		2	Need more books	<input checked="" type="checkbox"/>	<input type="checkbox"/>		2	
2/28/2011	<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 type="checkbox"/>		0		<input type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>		3	
2/28/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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	
2/28/2011	<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"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	

Date Rcvd	1-3/week	< 1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseComputer	ChildProgram	TeenProgram	AdultProgram	Study/Work	Socialize	NoneofThes	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
-----------	----------	-----------	-------------	-------	------------	----------	------	------------	-----------	-------------	--------------	-------------	--------------	------------	-----------	------------	---------	-----	-------------	---------	--------	--------------	-------------	-----	-------------

**Total Surveys 14**

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

Total One to three times	6	Percent Total Surveys	43%
Total At least once	5	Percent Total Surveys	36%
Total Less than once	1	Percent Total Surveys	7%
Total Not on regular basis	2	Percent Total Surveys	14%

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

Total Books	12	Percent Total Surveys	86%
Total Audio Books	1	Percent Total Surveys	7%
Total Music CDs	0	Percent Total Surveys	0%
Total DVDs	0	Percent Total Surveys	0%
Total Newspapers	1	Percent Total Surveys	7%
Total Magazines	0	Percent Total Surveys	0%
Total Use Computer	2	Percent Total Surveys	14%
Total Attend Child Programs	0	Percent Total Surveys	0%
Total Attend Teen Programs	0	Percent Total Surveys	0%
Total Attend Adult Programs	0	Percent Total Surveys	0%
Total Study or Work Space	0	Percent Total Surveys	0%
Total Socialize	0	Percent Total Surveys	0%
Total None of these	0	Percent Total Surveys	0%

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

Average # 3 2.21      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	8	Percent Total Surveys	57%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	1	Percent Total Surveys	7%

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

Average # 5 2.43      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	8Size	8Cleanlines	8Furniture	8Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
2/28/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
2/28/2011	<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"/>	
2/28/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Really like this Library, the staff is great.
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	0	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"/>	Excellent Service.
2/28/2011	<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"/>	<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"/>	
2/28/2011	<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"/>	<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"/>	Impressed with book marks displayed to help with book selection. The personal all so helpful and knowledgeable.
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		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"/>	
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		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"/>	I was in on 2/9/11 and could not believe how much nicer and welcoming the staff was - quite a difference from last year. I'll be back!!!
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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"/>	
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		1	2	0	0		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Sometimes books on hold are never delivered or take forever to arrive. If people donate books you don't have, why do you sell them?
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	2	2	2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Would like to have 3 weeks to read the books taken out.
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Download ability to E-books to electronic services		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"/>	I am waiting to buy an electronic reader until you are able to allow us to download E-books.
2/28/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	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 am very pleased with the ordering of books I've asked for, the politeness of the people who work there, the availability of the use of a computer (most of the time)

Date Recd	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
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2/28/2011

2 3 3 3

A very convenient and important asset for my family. Would be lost without it!!

Total Surveys 14

**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	2	Percent Total Surveys	14%
Total #6 None of These Programs	10	Percent Total Surveys	71%

**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	14%
Total #7 Computer Classes/Workshops	1	Percent Total Surveys	7%
Total #7 Other	1	Percent Total Surveys	7%

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

Average Size	2.14	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.29	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	1.93	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.07	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

**Please tell us about yourself.**

<b>Are you:</b> Total Male	5	Percent Total Surveys	36%
Total Female	7	Percent Total Surveys	50%

**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+	12	Percent Total Surveys	86%

# Wildwood Public Library 1-5

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	Books	Audiobooks	Music CDs	DVDs	Newspapers	Magazines	Used Computer	Child Progra	Teen Progra	Adult Progra	Study Work	Socialize	None of These	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Too	# 4 Comment	# 5	# 5 Comment
2/9/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		0		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Was here for the "Friends of the Library" room - closed at this time	3	
2/9/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Music section is very poorly done - not user friendly	2	Need to adjust CD in music - Not user friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
2/9/2011	<input type="checkbox"/>	<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"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
2/9/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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	
2/9/2011	<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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3					
2/22/2011	<input type="checkbox"/>	<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"/>		2	Would love to see you add ebooks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	Yes. Provided other resources for ebooks.
2/25/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		2	The CD's are hard to read the titles. They are down to low.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
2/23/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>		1		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	I found something to read, watch or listen to for myself or someone else on this library visit	1	The lady that works at the desk by the computer area, was rude when all I asked was to use the computer. This is my second time coming to the library. She gave me a hard time about not having a library card, didn't let me use the computer so I just left.				

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

**Total Surveys 8**

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

Total One to three times	3	<i>Percent Total Surveys</i>	38%
Total At least once	2	<i>Percent Total Surveys</i>	25%
Total Less than once	2	<i>Percent Total Surveys</i>	25%
Total Not on regular basis	1	<i>Percent Total Surveys</i>	13%

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

Total Books	6	<i>Percent Total Surveys</i>	75%
Total Audio Books	0	<i>Percent Total Surveys</i>	0%
Total Music CDs	5	<i>Percent Total Surveys</i>	63%
Total DVDs	1	<i>Percent Total Surveys</i>	13%
Total Newspapers	0	<i>Percent Total Surveys</i>	0%
Total Magazines	0	<i>Percent Total Surveys</i>	0%
Total Use Computer	2	<i>Percent Total Surveys</i>	25%
Total Attend Child Programs	1	<i>Percent Total Surveys</i>	13%
Total Attend Teen Programs	0	<i>Percent Total Surveys</i>	0%
Total Attend Adult Programs	0	<i>Percent Total Surveys</i>	0%
Total Study or Work Space	0	<i>Percent Total Surveys</i>	0%
Total Socialize	0	<i>Percent Total Surveys</i>	0%
Total None of these	0	<i>Percent Total Surveys</i>	0%

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

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

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

Total Question 4 Yes	5	<i>Percent Total Surveys</i>	63%
Total Question 4 No	1	<i>Percent Total Surveys</i>	13%
Total Question 4 Not Look Today	1	<i>Percent Total Surveys</i>	13%

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

Average # 5 2.75      3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

# Wildwood Public 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
2/9/2011	<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			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Need golf cart access! Thought that it would be a "given" Whoops! I used "X" instead of "check".	
2/9/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Please fix music dept. - too low to the ground and easy to find what your looking for.	
2/9/2011	<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			Music C/D racks are impossible to use.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Music CD's need to be raised. I crawl on my hands and knees to access. Please raise them!	
2/9/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3	Please put music CD's at a higher level. It is very awkward to squat down and look sideways.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
2/9/2011	<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"/>		3	3	3	3	At least 2 or 3 computers in the kids area for parents to use.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A computer should place in the children's area, for the parents to watch their children.	
2/22/2011	<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 checked="" type="checkbox"/>		
2/25/2011	<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			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
2/23/2011	<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 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 checked="" type="checkbox"/>	<input type="checkbox"/>	I called the library phone number and talk to a lady about my Situation and she told me the library lady at the desk shouldn't have given me a hard time about a library card. I should've Been able to use a guest pass to use the computer. I will be calling to speak to a manager and someone higher up about this because I should not have been given a hard time & denied services at a public library.	

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
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**Total Surveys 8**

**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	Percent Total Surveys	13%
Total #6 Summer Reading Program	0	Percent Total Surveys	0%
Total #6 Teen Programs Events	1	Percent Total Surveys	13%
Total #6 Computer Classes/Workshops	1	Percent Total Surveys	13%
Total #6 Adult Programs Events	0	Percent Total Surveys	0%
Total #6 None of These Programs	4	Percent Total Surveys	50%

**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	1	Percent Total Surveys	13%
Total #7 Computer Classes/Workshops	1	Percent Total Surveys	13%
Total #7 Other	0	Percent Total Surveys	0%

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

Average Size	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

**Please tell us about yourself:**

<b>Are you:</b> Total Male	3	Percent Total Surveys	38%
Total Female	5	Percent Total Surveys	63%

**How old are you?**

Total Under 18	0	Percent Total Surveys	0%
Total 18-24	0	Percent Total Surveys	0%
Total 25-39	2	Percent Total Surveys	25%
Total 40-55	1	Percent Total Surveys	13%
Total 56+	5	Percent Total Surveys	63%

# Probation

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	#12	Probation Comment
2/28/2011	5	5	5	5	5	5	5	5	5	5	5	5	A life enhancing experience.
2/28/2011	5	5	5	5	5	5	5	5	5	5	5	5	
2/28/2011	5	4	5	5	5	4	5	5	5	4	5	5	I like my probation officer, he was great.

Total Surveys 3

## Rating

Average Question 1	5
Average Question 2	4.7
Average Question 3	5
Average Question 4	5
Average Question 5	5
Average Question 6	4.7
Average Question 7	5
Average Question 8	5
Average Question 9	5
Average Question 10	4.7
Average Question 11	5
Average Question 12	5

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

## Questions

1. Probation staff treated me with respect and courtesy.
2. The orientation session helped me to better understand what to expect of probation.
3. My Probation Officer provided individual attention to my issues.
4. Staff had a detailed understanding of the probation system.
5. My first appointment was scheduled in a timely manner.
6. Probation staff responded promptly to my questions, phone calls and other contacts.
7. My Probation Officer answered my questions both clearly and professionally.
8. Clear documentation was provided to me regarding the conditions of my probation.
9. The life skills I learned were helpful to me to avoid future offenses.
10. My Probation Officer spent sufficient time with me.
11. The probation office is conveniently located.
12. Rate your overall satisfaction with your experience regarding your probation.

# Transit

Date	Revd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Freq	Pass	Times/m	Trav	Dr	How often	On time?	Why not?	Transit Comments
2/28/2011	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		3	<input checked="" type="checkbox"/>		Some doctors, every 3 months	<input checked="" type="checkbox"/>		Most people could not live here on their own without your service. I don't think this could be better - you have excellent people working for you. This is the most important part of your service. I know I worked for 60 years. I have used the service for 5 years - no complaints
2/28/2011	4	4	5	3	4	5	5	5	5	5	<input checked="" type="checkbox"/>		4	<input type="checkbox"/>			<input type="checkbox"/>	I don't have appointments outside of Sumter County	No suggestions
2/28/2011	5	5	5	5	5	5	5	5	5	5	<input type="checkbox"/>		0	<input type="checkbox"/>			<input type="checkbox"/>		Don't need any, everyone of the staff is very caring. - Pat K.
2/28/2011	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		20	<input type="checkbox"/>			<input type="checkbox"/>		I don't like having to call every week to schedule.
2/28/2011	5	4	4	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		20	<input checked="" type="checkbox"/>		monthly	<input type="checkbox"/>		Would like to say I appreciate the service, and use almost daily.
2/28/2011	4	3	3	4	4	5	4	4	4	4	<input checked="" type="checkbox"/>		4	<input type="checkbox"/>			<input type="checkbox"/>		More help with phone, need trips shopping
2/28/2011	4	4	4	4	4	5	5	5	4	4	<input checked="" type="checkbox"/>		5	<input type="checkbox"/>			<input type="checkbox"/>		
2/28/2011	2	4	4	4	4	4	3	3	4	4	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>			<input type="checkbox"/>		Returned trip not good to much time waiting on driver at devita.
2/28/2011	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		5	<input type="checkbox"/>			<input type="checkbox"/>		
2/28/2011	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>			<input type="checkbox"/>		
2/28/2011	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		4	<input checked="" type="checkbox"/>		twice a month	<input type="checkbox"/>		Trip to Spanish Springs would be nice.
2/28/2011	5	5	3	4	5	5	5	5	5	5	<input checked="" type="checkbox"/>		12	<input checked="" type="checkbox"/>		Sometimes	<input type="checkbox"/>		No, I like the service
2/28/2011	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		0	<input type="checkbox"/>			<input type="checkbox"/>		Drivers are always pleasant and kind. I'm happy to take this bus. Will we ever go to Spanish Springs?
2/28/2011	5	4	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		4	<input type="checkbox"/>			<input type="checkbox"/>		Fine as is. Drivers are very friendly and helpful.
2/28/2011	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		4	<input checked="" type="checkbox"/>		Once a month	<input type="checkbox"/>		Excellent services, drivers are always friendly and polite. Don't want privatization - rates are great.
2/28/2011	5	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		8	<input checked="" type="checkbox"/>	4		<input checked="" type="checkbox"/>		Why do we have to take the bus 1-1/2 hrs before an appointment?

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
2/28/2011	5	5	5	5	5	5	5	5	5	5	12	<input type="checkbox"/>		<input type="checkbox"/>		Yes. With seniors who are giving up their licenses they must use public transportation. It would be nice if more was available; or they have no other means of transportation and money is tight on a set income! (See below) PS - the door to door operation has really been a blessing for me and many of the seniors. I hope you keep the service. It is a blessing to seniors and handicapped people. I hope you will always keep this service. It helps us keep our dignity and dependence. Thank you
2/28/2011	3	3	4	4	5	5	4	4	4	4	4	<input type="checkbox"/>		<input type="checkbox"/>		Keep up the good work!
2/28/2011	4	4	4	4	5	5	3	4	5	5	25	<input type="checkbox"/>		<input type="checkbox"/>		Keep regular drivers in the Villages - do not rotate.
2/28/2011	5	5	5	5	5	5	5	5	5	5	4	<input type="checkbox"/>		<input type="checkbox"/>		We have no car - it would help if the bus could go into Citrus County. However, we much appreciate being able to go shopping. We hope that this transit system does not privatise as we couldn't afford it - Janet and Robert Meyer
2/28/2011	1	2	3	5	5	5	1	1	2	2	8	<input type="checkbox"/>		<input type="checkbox"/>		The drivers are excellent and all efforts should be made to retain them. The office staff, not so much -- twice in one year the dispatcher failed to tell the driver that I was waiting. I know others have had the same or similarly frustrating problems.
2/28/2011	3	4	4	4	5	5	5	5	4	4	0	<input type="checkbox"/>		<input type="checkbox"/>		do not privatize your service, last year I lived for awhile in a small town with privatized services. They were not good. The fares were much higher - 3.50 each yay. They did not take people to too many things. They did not go to the Senior Centers. They operated less hours. The drivers were not happy either. They had trouble keeping them. I don't think it would work out very well to privatize the transit. Thank you for hearing me and my opinions. A transit passenger.
2/28/2011	5	5	5	5	5	5	5	5	5	5	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Please don't change a thing, if you do the service will not be the same. If you privatize we would be losing our family, a part of our lives. It's not broke...don't fix it!!
2/28/2011	5	5	3	5	3	5	5	5	5	5	12	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3 times a week	<input checked="" type="checkbox"/>	No - I am pleased that we have transit it is very helpful to me. Keep up the good work.
2/28/2011	5	5	5	4	5	5	5	5	5	5	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	Daily trips from Wildwood to The Villages

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
2/28/2011	5	5	5	5	5	5	5	5	5	5	6	<input type="checkbox"/>	No - I am on cumaden. Dr Garcia is my heart dr. I wear a pacemaker. My primary Dr. is Dr. Davis. I had a tumor removed from my hearth. I am 81 years old.	<input type="checkbox"/>		Thank you so very much. I am truly grateful for your Bus Service. The drivers are outstanding, the bus service is also outstanding. Dorothy Drewnowsk: 516 Richburg St., The Villages, FL 32162 - I moved here 2-1/2 yrs. ago from Mass.
2/28/2011	5	5	5	5	5	5	5	5	5	5	20	<input type="checkbox"/>		<input type="checkbox"/>		
2/28/2011	5	5	5	5	5	5	4	5	5	5	1	<input type="checkbox"/>		<input type="checkbox"/>		The shuttle should not be diverted from its rounds. I don't know how this could be done but something needs to be figured out. Could we start some kind of campaign to get more riders for Lake Pan. They really need a shuttle in that area. I do not want this shuttle system (Transit System) sold to a Private Co. I have heard nothing good about systems going Private. I have heard horrendous stories about Lake County change to Private. I heard yesterday that a lady had just moved here from a county that went Private (she didn't say where) but the charge \$3.50 one way and wouldn't take them where they needed to go. Will all the services still be taken care of? You need to make sure that all our different services will be taken care of! I heard while I been out and about that a lady was refused service because she had a car. She was at the food bank. I meet a man at the food bank who had no money to ride the bus. Is there a plan for people who are so poor that even the quarter would be a hardship for them? I pay a quarter a trip if you need to raise the rate so, I would go along with it. Bonnie Cowie - 793-3715, 6889 E C47, Center Hill
2/28/2011	4	4	4	4	5	5	5	4	5	5	0	<input type="checkbox"/>		<input type="checkbox"/>		
2/28/2011	4	4	4	4	4	4	4	4	4	4	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>		
2/28/2011	4	5	5	5	5	5	4	4	4	4	4	<input checked="" type="checkbox"/>		<input type="checkbox"/>		
2/28/2011	5	5	5	5	5	5	4	4	5	5	16	<input checked="" type="checkbox"/>		<input type="checkbox"/>		Nope.
2/28/2011	4	5	5	5	5	5	5	5	5	5	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		We older people don't have a car and live so far out. I need transit to take me to the doctors and to Wal-Mart. What if it was your mother and you could not take her then what. Don't take transit away from us. Please
2/28/2011	5	5	5	5	5	5	5	5	5	5	4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		No

*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*

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2/28/2011 3 5 4 4 4 4 5 5 5  0

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Total Surveys	35
Average Question 1	4.4
Average Question 2	4.5
Average Question 3	4.5
Average Question 4	4.6
Average Question 5	4.8
Average Question 6	4.9
Average Question 7	4.6
Average Question 8	4.6
Average Question 9	4.7

<i>I am a frequent passenger with SCT (Check mark indicates Yes)</i>	
Frequent Passenger	32
% of passengers frequent	91%
Total Times Per Month	211
Average Times per Month	6.6

<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	10
% of passengers to Dr. outside county	29%

**Rating**

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

**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.

<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	7
% of passengers to Dr., on time	70%

# 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>
2/11/2011	5	5	5	5	5	5	5	5	5	I would like to highly commend the actions of Carolyn Alfrey at the Sumter County Office. She was instrumental in helping file for my Kiosk tetnam Era Diabetes Claim. Thanks to her efforts I have received a 20% disability. All staff that I have dealt with in Sumter County have been excellent. I tried Pasco and Hernando and will only deal with your office. Thank you very much. Thomas Flowers, Vietnam Veteran USAF 69-73
2/24/2011	5	5	5	5	5	5	5	5	5	The Veterans Service Officer, Carolyn, was very helpful. She helped me tremendous in filing paper on behalf of my deceased brother and his sons. I really appreciate everything she did for me and my family. If I had attempted everything on my own, I would probably get nothing in return. I say thanks to Carolyn for all she has done. Greta Kiey

Total Surveys 2

### *Rating*

Average Question 1 5

5=Outstanding

Average Question 2 5

4=Good

Average Question 3 5

3=Satisfactory

Average Question 4 5

2=Improvement Needed

Average Question 5 5

1=Unsatisfactory

Average Question 6 5

### *Questions*

Average Question 7 5

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

Average Question 8 5

2. VSO staff treated me with respect and courtesy.

Average Question 9 5

3. The VS Officer provided individual attention to my issues.

4. I was asked appropriate questions to aid in obtaining my earned benefits.

5. VSO staff has a good understanding of the details involved in obtaining veterans benefits.

6. VSO staff responded promptly to my question, phone inquiries, and other contacts.

7. My VS Officer answered my questions both clearly and professionally.

8. The VS Office spent sufficient time with me to fully understand my needs.

9. Rate your overall satisfaction with your experience.