

June 2011 Helpdesk 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>Professionalism</u>	<u>Courtesy</u>	<u>Date</u>	<u>Technician (if known)</u>
				<u>Completion</u>	<u>Cleanup after</u>				
Shannon, Kimberly	WRQ-05022		Excellent	Excellent	Excellent	Excellent	Excellent	6/24/2011	David Wilkes
Shannon, Kimberly	WRQ-04840		Good	Excellent	Excellent	Excellent	Excellent	6/22/2011	Robert Tharney
Coleman, Guylane	WRQ-04936	Always courteous and efficient	Excellent	Excellent	Excellent	Excellent	Excellent	6/21/2011	Lamar
Shannon, Kimberly	WRQ-04990		Excellent	Excellent	Excellent	Excellent	Excellent	6/21/2011	Robert Tharney
Greek, Leeland	WRQ-4974	Melissa is always very responsive and a pleasure to work with.	Excellent	Non-Applicable	Excellent	Excellent	Excellent	6/16/2011	Melissa Akins
Slocumb, Kim	WRQ 04896	A part had to be ordered to complete the repair, that is the only reason the response time was good instead of excellent.	Excellent	Excellent	Excellent	Excellent	Excellent	6/14/2011	Robert Rushing
Purvis, Sandra	WRQ 04905		Good	Excellent	Excellent	Excellent	Excellent	6/9/2011	David Wilkes

Mosquito Control by Date Range

<i>Date Rcvd</i>	<i>Location</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Response Time</i>	<i>Effectiveness of Service</i>	<i>MC Comments:</i>
6/17/2011		5	5	5	4	CW 6-5
6/27/2011		5	5	5	4	CW 6-4

Total Surveys 2

Average Initial Contact	5	5=Excellent
Average Customer Service	5	4=Good
Average Response Time	5	3=Expected
Average Effectiveness of Service	4	2=Fair
		1=Poor

Parks and Recreation by Date Range

<i>Date Rcvd</i>	<i>Facility</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Scheduling</i>	<i>Setup/Cleanliness</i>	<i>P R Comments:</i>
6/3/2011	Lake Miona	5	5	5	5	ED 6 11 #3
6/6/2011	Lake Pan Recreation	4	5	5	5	MO 5-3
6/13/2011	Lake Pan Recreation	5	5	5	5	M 05-6
6/20/2011	Shady Brook	5	5	5	5	The men working at the park were very friendly, informative, polite and doing a good job. ED 6 11 #1
6/20/2011	Shady Brook	5	5	5	5	ED 6-11#1
6/30/2011	Lake Miona	5	5		5	Great Park - looks nice ED 6 11 #3
6/30/2011	Lake Miona	5	5	5	5	Very nice facilities and well maintained. Need more water in the Lake!

Total Surveys 7

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

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>
6/2/2011	6/1/2011	5	5	5	5	CDA 4-29
6/3/2011	6/1/2011	5	5	4	4	Needs glass recycling bin CD
6/3/2011	6/1/2011	5	5	5	5	In some areas dumping is free - Larens Co., GA for instance. CDA 4-15
6/3/2011	6/1/2011	5	5	4	4	Would like to see glass recycling bin CDA 3-36
6/3/2011	6/1/2011	5	5	5	5	CDA 3-26
6/3/2011	6/1/2011	5	5	5	5	Very nice and curious CDA 3-25
6/3/2011	6/1/2011	5	5	5	5	You will not find more pleasant people including the Sheriff's work detail. CDA 4-14
6/3/2011	6/1/2011	5	5	5	5	CDA 3-33
6/3/2011	6/1/2011	5	5	5	5	Never had any problems, please keep. CDA 3-37
6/6/2011	6/1/2011	5	4	5	5	Very Good CDA 4-37
6/6/2011	6/1/2011	5	5	2	5	The new route into the facility is not an improvement. It was better before and easier to get in and out CDA 3-30
6/6/2011	6/1/2011	5	5	4	4	CDA 3-31
6/6/2011	6/1/2011	5	5	5	5	CDA 4-18
6/6/2011	6/1/2011	4	4	4	4	CDA 4-16
6/6/2011	5/25/2011	5	5	5		What recycling? P4-6
6/6/2011	6/1/2011	4	4	3	2	CDA 3-19
6/6/2011	5/31/2011	4	4	3	3	CDA 3-28
6/6/2011	6/1/2011	4	4	4	1	CDA 3-18
6/6/2011		5	5	5	5	P 4-19
6/6/2011	6/3/2011	5	5		5	I'm 82 years old and really appreciate the landfill. This is a good program for seniors. It is really nice to have the prisoners helping to unload our bags. I hope you will keep it open. Frank Julian, 2109 CR 437A, Lake Pan. P1-18

<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>
6/6/2011		4	5	5	5	CDA 4-40
6/6/2011		5	5	5	4	Your staff has always been efficient and courteous. Delores J. Adams P 4-10
6/8/2011	6/4/2011	4	4	4	4	Keep up good work. CDA 5-1
6/8/2011	6/1/2011	5	5	4	4	CDA 4-12
6/9/2011	6/1/2011	5	5	5	5	We are always treated with the most courtesy. Thanks CDA 4-20
6/9/2011	6/1/2011	5	5	4	3	P 4-3
6/10/2011		4	4	4	4	Keep up the good work. P 4-5
6/10/2011		5	5	5	5	I feel that the staff at the "dump" does an extraordinary job in less than the ideal conditions they have been compelled to work in since the "renovation" of the landfill. CDA 3-20
6/13/2011	6/1/2011	5	5	4		No way to dispose of 48" fluorescent bulbs CDA 3-35
6/13/2011	5/31/2011	5	5	5	5	CDA 3-39
6/13/2011	6/1/2011	4	4	4	4	Staff and help is always friendly and courteous.
6/13/2011		5	5	5	5	CDA 3-21
6/20/2011		5	5	5	5	CDA 4-22
6/20/2011		5	5	5	5	The people are real friendly and help. Keep up the good work
6/20/2011	6/13/2011	5	5	5	5	I don't like the signs that call us citizens. What's next? Comrade?? P4-13
6/24/2011	6/18/2011	5	5	5	4	Keep up the good work. CDA 5-8

Total Surveys 36

Average Initial Contact 4.8
Average Customer Service 4.8
Average Site Appearance 4.5
Average Recycling Options 4.4

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

Housing Applicant

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Staff Help You*	Explain:	If Not**	If Not Explain:	Comments
6/21/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		6/13/11 Elaine Britt

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

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

Total Yes 1
% Yes Staff Help You 100%

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.

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

Panasoffkee Library 1-5

Date Rcvd	Use For											# 3	# 3 Comment	# 4		# 4 Comment	# 5	# 5 Comment			
	1-3/week	1/week	Not Regular	Books	Audiobooks	Musical CDs	DVDs	Newsletters	Magazines	LiseComunit	ChildProgra			TeenProgra	AdultProgra				Study/Work	Socialize	NoneofThes
6/30/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3										
6/30/2011	<input type="checkbox"/>	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
6/30/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
6/30/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	
6/30/2011	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	Staff very helpful obtaining books for me.
6/30/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	Just got card	<input type="checkbox"/>	<input type="checkbox"/>	Just got card	0	Just got card

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	Audio Books	Music CDs	DVDs	Newspapers	Magazines	Use Computer	Child Progra	Teen Progra	Adult Progra	Study/Work	Socialize	None of These	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Lon	# 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	2	<i>Percent Total Surveys</i>	33%
Total At least once	3	<i>Percent Total Surveys</i>	50%
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	6	<i>Percent Total Surveys</i>	100%
Total Audio Books	0	<i>Percent Total Surveys</i>	0%
Total Music CDs	1	<i>Percent Total Surveys</i>	17%
Total DVDs	2	<i>Percent Total Surveys</i>	33%
Total Newspapers	3	<i>Percent Total Surveys</i>	50%
Total Magazines	2	<i>Percent Total Surveys</i>	33%
Total Use Computer	3	<i>Percent Total Surveys</i>	50%
Total Attend Child Programs	2	<i>Percent Total Surveys</i>	33%
Total Attend Teen Programs	0	<i>Percent Total Surveys</i>	0%
Total Attend Adult Programs	2	<i>Percent Total Surveys</i>	33%
Total Study or Work Space	1	<i>Percent Total Surveys</i>	17%
Total Socialize	1	<i>Percent Total Surveys</i>	17%
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 2.5 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	5	<i>Percent Total Surveys</i>	83%
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 2.5 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Panasoffkee Library 6-10

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	
6/30/2011	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>		2	3	2	2	Could always use more computers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		We love LP Library - never have to wait on computers
6/30/2011	<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"/>		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 my Lake Pan Library! The staff is amazing.
6/30/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		1	2	2	1		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Need study rooms, private office for Librarian, room for storage and more space for "Friends" Staff is knowledgeable, helpful and friendly.				
6/30/2011	<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"/>		2	3	3	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
6/30/2011	<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"/>		Very pleased.									
6/30/2011	<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"/>											

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 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	2	Percent Total Surveys	33%
Total #6 Teen Programs Events	1	Percent Total Surveys	17%
Total #6 Computer Classes/Workshops	1	Percent Total Surveys	17%
Total #6 Adult Programs Events	2	Percent Total Surveys	33%
Total #6 None of These Programs	1	Percent Total Surveys	17%

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

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

Average Size	2.2	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.8	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.6	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.4	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you: Total Male	1	Percent Total Surveys	17%
Total Female	4	Percent Total Surveys	67%

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+	2	Percent Total Surveys	33%

Villages Library 1-5

Date Rcvd	1-3/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 Too	# 4 Comment	# 5	# 5 Comment
6/30/2011	<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"/>	<input type="checkbox"/>		3	
6/30/2011	<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"/>		1	You need more books, newer ones best sellers historic novels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
6/30/2011	<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"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	Excellent helpful staff
6/30/2011	<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"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
6/30/2011	<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"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
6/30/2011	<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"/>		3	Access to all Florida libraries is supper.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
6/30/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	Very, very!				
6/30/2011	<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"/>		3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	
6/30/2011	<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"/>		3	Computerized notification is timely, accurate and appreciated.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	Always courteous, helpful and pleasant.				

Date Rcvd	1-3/week	1/week	< 1/month	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 Inq.	# 4 Comment	# 5	# 5 Comment
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Total Surveys 10

1. How often do you visit the library?

Total One to three times	2	<i>Percent Total Surveys</i>	20%
Total At least once	4	<i>Percent Total Surveys</i>	40%
Total Less than once	3	<i>Percent Total Surveys</i>	30%
Total Not on regular basis	1	<i>Percent Total Surveys</i>	10%

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

Total Books	10	<i>Percent Total Surveys</i>	100%
Total Audio Books	2	<i>Percent Total Surveys</i>	20%
Total Music CDs	1	<i>Percent Total Surveys</i>	10%
Total DVDs	2	<i>Percent Total Surveys</i>	20%
Total Newspapers	0	<i>Percent Total Surveys</i>	0%
Total Magazines	1	<i>Percent Total Surveys</i>	10%
Total Use Computer	1	<i>Percent Total Surveys</i>	10%
Total Attend Child Programs	1	<i>Percent Total Surveys</i>	10%
Total Attend Teen Programs	0	<i>Percent Total Surveys</i>	0%
Total Attend Adult Programs	2	<i>Percent Total Surveys</i>	20%
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 2.8 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

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

Total Question 4 Yes	10	<i>Percent Total Surveys</i>	100%
Total Question 4 No	0	<i>Percent Total Surveys</i>	0%
Total Question 4 Not Look Today	0	<i>Percent Total Surveys</i>	0%

5. The library staff was responsive to my needs.

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

Villages Library 6-10

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment	
6/30/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6/30/2011	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	0		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Library much nicer now, pleasant, a few newer books, cleaner.
6/30/2011	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
6/30/2011	<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"/>		2	3	3	2		<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"/>	
6/30/2011	<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 type="checkbox"/>	<input checked="" type="checkbox"/>	I am a full time "care giver" for Alzheimer patient. Being able to reserve and renew online with a quick run in to pick up and return is a huge blessing. Thanks.
6/30/2011	<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	3	2	0		<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"/>	
6/30/2011	<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 type="checkbox"/>	<input checked="" type="checkbox"/>	Easy golf cart access is very helpful! Using my computer at home to acquire materials is really a boon.
6/30/2011	<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"/>		1	3	3	0	Accustomer to a large facility with a wider range of reading material - books	<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"/>	The staff is courteous, cheerful and very efficient. Thanks!
6/30/2011	<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	0		<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"/>	
6/30/2011	<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 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 10

**6. Please indicate which programs you have participated in during the past 12 months.
(Please check all that apply.)**

Total #6 Children Programs Events	1	<i>Percent Total Surveys</i>	10%
Total #6 Summer Reading Program	0	<i>Percent Total Surveys</i>	0%
Total #6 Teen Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #6 Computer Classes/Workshops	0	<i>Percent Total Surveys</i>	0%
Total #6 Adult Programs Events	2	<i>Percent Total Surveys</i>	20%
Total #6 None of These Programs	6	<i>Percent Total Surveys</i>	60%

**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	2	<i>Percent Total Surveys</i>	20%
Total #7 Teen Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #7 Adult Programs Events	2	<i>Percent Total Surveys</i>	20%
Total #7 Computer Classes/Workshops	1	<i>Percent Total Surveys</i>	10%
Total #7 Other	0	<i>Percent Total Surveys</i>	0%

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

<i>Average Size</i>	2.6	<i>3 Very Satisfied</i>	<i>2 Satisfied</i>	<i>1 Not Very Satisfied</i>
<i>Average Cleanliness</i>	3	<i>3 Very Satisfied</i>	<i>2 Satisfied</i>	<i>1 Not Very Satisfied</i>
<i>Average Furniture/Furnishings</i>	2.9	<i>3 Very Satisfied</i>	<i>2 Satisfied</i>	<i>1 Not Very Satisfied</i>
<i>Average Number of Computers</i>	1.7	<i>3 Very Satisfied</i>	<i>2 Satisfied</i>	<i>1 Not Very Satisfied</i>

Please tell us about yourself.

Are you:	Total Male	2	<i>Percent Total Surveys</i>	20%
	Total Female	8	<i>Percent Total Surveys</i>	80%

How old are you?

Total Under 18	0	<i>Percent Total Surveys</i>	0%
Total 18-24	0	<i>Percent Total Surveys</i>	0%
Total 25-39	1	<i>Percent Total Surveys</i>	10%
Total 40-55	0	<i>Percent Total Surveys</i>	0%
Total 56+	9	<i>Percent Total Surveys</i>	90%

Library at Pinellas Plaza 1-5

Date Rcvd	Use For													# 3	# 3 Comment	# 4		# 4 Comment	# 5	# 5 Comment							
	1-3/week	1/month	Not Regular	Books	AudioBooks	MusicalCDs	DVDs	Newsletters	Magazines	UseCompute	ChildProgra	TeenProgra	AdultProgra			Shdw/Work	Socialize				NoneofThes	# 4 Yes	# 4 No				
6/8/2011	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Attending a seminar	3		
6/8/2011	<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"/>	<input type="checkbox"/>	0			<input type="checkbox"/>	<input type="checkbox"/>		0								
6/8/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>		3		
6/16/2011	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		0		
6/1/2011	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2		<input checked="" type="checkbox"/>	<input type="checkbox"/>		2										
6/15/2011	<input checked="" 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3		<input type="checkbox"/>	<input checked="" type="checkbox"/>		1		

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

Total Surveys 6

1. How often do you visit the library?

Total One to three times	1	<i>Percent Total Surveys</i>	17%
Total At least once	3	<i>Percent Total Surveys</i>	50%
Total Less than once	1	<i>Percent Total Surveys</i>	17%
Total Not on regular basis	0	<i>Percent Total Surveys</i>	0%

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

Total Books	5	<i>Percent Total Surveys</i>	83%
Total Audio Books	0	<i>Percent Total Surveys</i>	0%
Total Music CDs	1	<i>Percent Total Surveys</i>	17%
Total DVDs	2	<i>Percent Total Surveys</i>	33%
Total Newspapers	1	<i>Percent Total Surveys</i>	17%
Total Magazines	1	<i>Percent Total Surveys</i>	17%
Total Use Computer	0	<i>Percent Total Surveys</i>	0%
Total Attend Child Programs	1	<i>Percent Total Surveys</i>	17%
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 2.17 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	3	<i>Percent Total Surveys</i>	50%
Total Question 4 No	1	<i>Percent Total Surveys</i>	17%
Total Question 4 Not Look Today	1	<i>Percent Total Surveys</i>	17%

5. The library staff was responsive to my needs.

Average # 5 1.5 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Library at Pinellas Plaza 6-10

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comment
6/8/2011	<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 checked="" type="checkbox"/>	Being able to download books to my Kindle	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"/>		
6/8/2011	<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"/>							<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Please place signs at return books slots outside and inside . Thank you, Jean T. Castagno
6/8/2011	<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	Paper back books are too low - unable to browse thru them.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
6/16/2011	<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		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Something should be done to help seniors who ride their scooter & chairs to get here. Trying to cross the street is crazy!		
6/1/2011	<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"/>		2	2	2	2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
6/15/2011	<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"/>		2	2	2	2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	THE SIGN ON THE DOOR SAYS FREE COMPUTER HELP AND CLASSES, BUT WHEN I SPOKE WITH THE INSTRUCTOR HE SAID THERE WERE 60 PEOPLE AHEAD OF ME AND IT WOULD BE 2-3 MONTHS BEFORE I COULD GET HELP!! WHY BOTHER TO ADVERTISE THAT YOU CAN HELP ME WITH A COMPUTER IF IT WILL BE TWO MONTHS BEFORE YO CAN HELP? I COULD BE DEAD BY THEN. EITHER TAKE THE SIGN DOWN OR MAKE GETTING THE HELP I NEED FASTER.	

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 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	<i>Percent Total Surveys</i>	17%
Total #6 Summer Reading Program	1	<i>Percent Total Surveys</i>	17%
Total #6 Teen Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #6 Computer Classes/Workshops	0	<i>Percent Total Surveys</i>	0%
Total #6 Adult Programs Events	1	<i>Percent Total Surveys</i>	17%
Total #6 None of These Programs	3	<i>Percent Total Surveys</i>	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	<i>Percent Total Surveys</i>	17%
Total #7 Teen Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #7 Adult Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #7 Computer Classes/Workshops	1	<i>Percent Total Surveys</i>	17%
Total #7 Other	1	<i>Percent Total Surveys</i>	17%

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

<i>Average Size</i>	2.4	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
<i>Average Cleanliness</i>	2.4	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
<i>Average Furniture/Furnishings</i>	2.4	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
<i>Average Number of Computers</i>	2.33	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you: Total Male	0	<i>Percent Total Surveys</i>	0%
Total Female	4	<i>Percent Total Surveys</i>	67%

How old are you?

Total Under 18	0	<i>Percent Total Surveys</i>	0%
Total 18-24	0	<i>Percent Total Surveys</i>	0%
Total 25-39	1	<i>Percent Total Surveys</i>	17%
Total 40-55	0	<i>Percent Total Surveys</i>	0%
Total 56+	4	<i>Percent Total Surveys</i>	67%

Probation

<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>#10</i>	<i>#11</i>	<i>#12</i>	<i>Probation Comment</i>
6/30/2011	5	5	5	5	5	5	5	5	5	5	5	5	
6/30/2011	5	5	5	5	5	5	5	5	5	5	5	5	Without exception, the staff members of this office treated me with dignity, kindness and respect.
6/30/2011	5	5	5	5	5	5	5	5	5	5	5	5	Story is the best

Total Surveys 3

Rating

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

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

Average Question 10 5

Average Question 11 5

Average Question 12 5

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 Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Freq	Pass Times/m	Trav Dr	How often	On time?	Why not?	Transit Comments
6/30/2011	3	5	3	5	5	5	2	2	4	<input type="checkbox"/>	1	<input type="checkbox"/>		<input type="checkbox"/>		Pick up from appointments sooner than you do. I understand you are short on help but to be left at a doctor's office for almost an hour is very unsatisfactory.
6/30/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	100	<input type="checkbox"/>		<input type="checkbox"/>		Your services are great!
6/30/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	3	<input checked="" type="checkbox"/>	2-3 month	<input checked="" type="checkbox"/>		More Wildwood circulator busses
6/30/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	2	<input checked="" type="checkbox"/>	1-2 times/month	<input checked="" type="checkbox"/>		This service is so important. I do not know how I could possibly survive without it and it is especially important for fixed income seniors. It is truly a Godsend to me. I would not be able to get to and from the VA without it. Thank you!
6/30/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	4	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		Drivers are great.
6/30/2011	4	5	5	5	5	5	5	5	4	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>	Monthly to Lake Co.	<input checked="" type="checkbox"/>		
6/30/2011	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input type="checkbox"/>		<input checked="" type="checkbox"/>		
6/30/2011	3	4	3	4	5	5	3	3	3	<input checked="" type="checkbox"/>	12	<input type="checkbox"/>		<input type="checkbox"/>		
6/30/2011	4	4	3	4	4	4	4	4	4	<input checked="" type="checkbox"/>	4	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		None

Total Surveys	9
Average Question 1	4.3
Average Question 2	4.8
Average Question 3	4.3
Average Question 4	4.8
Average Question 5	4.9
Average Question 6	4.9
Average Question 7	4.3
Average Question 8	4.3
Average Question 9	4.4

<i>I am a frequent passenger with SCT (Check mark indicates Yes)</i>	
Frequent Passenger	8
% of passengers frequent	89%
Total Times Per Month	126
Average Times per Month	15.8

<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	5
% of passengers to Dr. outside county	56%

Rating

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

<i>When I travel to doctors' appointments outside of the County, I get there on time (Check mark indicates Yes)</i>	
Total who travel to Dr. outside County, on time	6
% of passengers to Dr., on time	120%

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.