

WINTON LIBRARY FEEDBACK QUESTIONNAIRE FORM

Winton Shire Council is the provider of this Public Library service. Council is committed to offering a welcoming, inclusive and stimulating environment where a love of reading is nurtured, and a place where library users can meet their educational, information and recreational needs.

Library Activities Include: first-5-forever,

Operational hours: Monday to Friday 9.30am – 4.30pm, Saturday 9:30 – 11:30 (Closed Sundays)

Fees/Charges: Membership is free (Adult and Child/Young Person Membership).

Our Mission: To build and enrich our community through sustainable library services, supporting and promoting quality learning, lifestyle and diversity.

FEEDBACK QUESTIONS**HOW ARE WE DOING?**

The library is dedicated to the provision of a high-level of service to the community. We would appreciate you taking the time to complete this questionnaire. Please rate the following:

The overall quality of the library:	<input type="checkbox"/> 1 Disappointing	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 Exceptional
Customer service:	<input type="checkbox"/> 1 Disappointing	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 Exceptional
The collection – books, DVD's, audio books, magazines etc.:	<input type="checkbox"/> 1 Disappointing	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 Exceptional
WIFI service available:	<input type="checkbox"/> 1 Disappointing	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 Exceptional
Computers and printers:	<input type="checkbox"/> 1 Disappointing	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 Exceptional
Facilities/amenities:	<input type="checkbox"/> 1 Disappointing	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 Exceptional
Overall experience:	<input type="checkbox"/> 1 Disappointing	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5 Exceptional
What do you value most about the community library?					
How could the library or its services be improved?					
How frequently do you visit the library?					
What Library Resources / Services do you use?					
Please add any additional comments:					

Date:

Thank you!

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PRIVACY NOTICE: Winton Shire Council is collecting the personal information you supply on this form for the purpose of processing the application. Your personal details will not be disclosed to any other person or Agency external to Council without your consent unless required or authorised by law.

