

Completely agree 1 2 3 4 5 6 7 Completely disagree

	1	2	3	4	5	6	7
Generally, I find the items that I need in the Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too many items have restrictions on borrowing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New books are put into stock quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are enough Library staff available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, the quality of the Library is excellent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TOTALS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

INTERNAL CUSTOMER SATISFACTION SURVEY

Please give a rating to your answers:

- 1 = very unsatisfied
- 2 = unsatisfied
- 3 = medium
- 4 = satisfied
- 5 = very satisfied

Department

What is your general impression of the Department 1 2 3 4 5

Please rate the following elements:

Understanding the internal customer/situation 1 2 3 4 5

Reachable 1 2 3 4 5

Available 1 2 3 4 5

Competence 1 2 3 4 5

Tempo 1 2 3 4 5

Access 1 2 3 4 5

Keep an appointment 1 2 3 4 5

Written communication 1 2 3 4 5

Pro-active attitude 1 2 3 4 5

Co-operation/participation 1 2 3 4 5

Confidence 1 2 3 4 5

Which are the three most important elements listed above? Please rank them

a).....b).....c).....

Please suggest areas of improvement for the Department that would be useful to your Department.....