Library user satisfaction survey

A survey template with model survey questions that are recommended for use by NSW Public Libraries to ask users about their experience of library services.

Library user satisfaction survey: A model for NSW public libraries

In 2011 the State Library of NSW commissioned Taverner Research to develop a survey template with model survey questions that are recommended for use by NSW Public libraries to survey users about their experience of library services. This tool for measuring library user satisfaction has been developed in close consultation with library managers and staff across the NSW public library network. Focus groups and user testing have been undertaken with library staff and community members throughout the project to ensure that the questionnaire is relevant and useful for measuring satisfaction with contemporary public library services.

Library User Core Guidelines for implementing your satisfaction survey

Library User Core Satisfaction - Survey template

Library User Satisfaction - Full Satisfaction Survey template (Core and optional questions included) (Word 60KB)


Links