

STUDENT QUESTIONNAIRE

REFERENCE LIBRARIAN

Thank you for your participation in this short survey. All of the district's librarians are evaluated on a periodic basis, and yours is being evaluated today. We would appreciate your feedback on the service you received. Please respond honestly to the statements below and **DO NOT** sign your name so that your comments remain anonymous.

Date: _____ Librarian's name: _____

1. The librarian was courteous, professional, genuinely interested in helping me, and made me feel welcome.

Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable

5 4 3 2 1 0

Comments:

2. The librarian listened carefully and understood my questions and concerns.

Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable

5 4 3 2 1 0

Comments:

3. The librarian provided information which was clear, informative, and relevant to my questions.

Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable

5 4 3 2 1 0

Comments:

4. If needed, the librarian answered my questions in a way that I could understand.

Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable

5 4 3 2 1 0

Comments:

5. The librarian was well informed about available resources and knew how to find the information I needed.

Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable
 5 4 3 2 1 0

Comments:

6. The librarian searched for my topic, or showed me how to conduct the search myself.

Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable
 5 4 3 2 1 0

Comments:

7. The librarian helped me evaluate information resources for relevance and credibility.

Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable
 5 4 3 2 1 0

Comments:

8. The librarian referred me to other appropriate resources or services if the materials were not available here.

Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable
 5 4 3 2 1 0

Comments:

9. The librarian verified that my needs were met.

Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable
 5 4 3 2 1 0

Comments:

10. The librarian is someone I would be happy to return to for help in the future.

Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable

5 4 3 2 1 0

Comments:

11. The librarian is someone I would recommend to other students.

Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable

5 4 3 2 1 0

Comments:

12. How would you rate the overall service that you received from this librarian?

Excellent Good Fair Poor Very Poor

Comments:

9. Please provide specific suggestions on how the library service might be improved.