

Thank you for your participation in this 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 library support you received. Please respond honestly to the statements below and **DO NOT** sign your name so that your comments remain anonymous.

What is your affiliation with the San Mateo County Community College District?

SMCCD Student _____ SMCCD Faculty _____ SMCCD Staff _____

Community member (not affiliated with SMCCD) _____ Other (explain): _____

Mode (in-person, chat, email, virtual meeting (Zoom), other)

Date:

Librarian’s name: _____

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. The librarian was courteous, professional, genuinely interested in helping me, and made me feel welcome.						
Comments (Optional)						
2. The librarian listened carefully and understood my questions and concerns.						
Comments (Optional)						
3. The librarian asked follow up questions to better understand my needs.						
Comments (Optional)						

4. The librarian provided information which was clear, informative, and relevant to my questions.						1
Comments (Optional)						
5. The librarian was well informed about available resources and/or services and knew how to find the information I needed or connected me to the appropriate resources or person to help answer my question.						
Comments (Optional)						
6. The librarian searched for my topic, or showed me how to conduct the search myself.						
Comments (Optional)						
7. The librarian helped me evaluate resources for relevance and credibility.						
Comments (Optional)						
8. The librarian confirmed that my information needs were met.						
Comments (Optional)						

9. The librarian is someone I would be comfortable reaching out to in the future.						1
Comments (Optional)						
10. How would you rate the overall service that you received from this librarian?	Excellent	Good	Fair	Poor	Very Poor	
Comments (Optional)						
11. Other feedback or comments that you would like to share						