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## United States Patent and Trademark Office

# Public Search Facility 2014 Customer Satisfaction Survey

|  |  |
| --- | --- |
| **1** Which of the following best describes your occupation/affiliation? | |
|  |  |
| 🖵 Attorney/Agent/Legal Staff | 🖵 Inventor |
| 🖵 Professional Searcher | 🖵 Educational Institution |
| 🖵 Entrepreneur/Business | 🖵 Other |

|  |  |
| --- | --- |
| **2** During the past 12 months, on average, how many times per monthdid you use the Public Search Facility? | |
| 🖵 First time used | 🖵 4 to 8 times per month |
| 🖵 < 1 time per month | 🖵 9 to 12 times per month |
| 🖵 1 to 3 times per month | 🖵 > 12 times per month |
|  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **3** When you visited the Public Search Facilities in the last 12 months, how often did you use the… | Never | Occasionally | Often | Always |
| On-line search systems (UPWS) | 🖵 | 🖵 | 🖵 | 🖵 |
| Microfilm collection | 🖵 | 🖵 | 🖵 | 🖵 |
| Card Indices | 🖵 | 🖵 | 🖵 | 🖵 |
| Patent Numeric Bound Volumes | 🖵 | 🖵 | 🖵 | 🖵 |
| Trademark Numeric Bound Volumes | 🖵 | 🖵 | 🖵 | 🖵 |
| Official Gazette Bound Volumes | 🖵 | 🖵 | 🖵 | 🖵 |
| Classified plant files | 🖵 | 🖵 | 🖵 | 🖵 |
| Dictionaries, manuals, other references | 🖵 | 🖵 | 🖵 | 🖵 |
| Public photocopiers | 🖵 | 🖵 | 🖵 | 🖵 |

|  |  |  |
| --- | --- | --- |
| **4** Did you find what you needed in the Public Search Facilities today? | | |
| 🖵 All of the information | 🖵 None of the information | |
| 🖵 Some of the information | 🖵 Have not completed research | |
| **5** On average how long do you spend working in the Public Search Facilities each day? | | | |
| 🖵 Less than 1 hour | | 🖵 5 – 6 hours |
| 🖵 1 – 2 hours | | 🖵 7 – 8 hours |
| 🖵 3 – 4 hours | | 🖵 More than 8 hours |
|  | |  |

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| --- | --- | --- | --- | --- | --- | --- |
| **6** Based on your Public Search Facilities experience during the past 12 months, how satisfied are you with the … | Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied | Not Applicable |
| Hours the facility is open | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 |
| Number of workstations | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 |
| Quality of staff assistance | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 |
| On-line search systems (UPWS) | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 |
| Non-electronic resources | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 |
| Response to problem reports | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 |
| Text Transfer | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 |
| Usefulness of search guides | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 |
| Usefulness of training classes | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 |
| Workstation desk space | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 | 🖵 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **7** Overall, how satisfied are you with the products and services provided in the Public Search Facility? | | | | | | |
|  | | | | | | |
| Very Dissatisfied | Dissatisfied | Neutral | | Satisfied | | Very Satisfied |
| 🖵 | 🖵 | 🖵 | | 🖵 | | 🖵 |
|  |  |  |  | |  | |

**8** What new or improved USPTO electronic products and/or services would you like to recommend?