



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 month did 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) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Microfilm collection | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Card Indices | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Patent Numeric Bound Volumes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Trademark Numeric Bound Volumes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Official Gazette Bound Volumes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Classified plant files | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Dictionaries, manuals, other references | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Public photocopiers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB Control Number. The data collected from this survey will be used for planning efforts to ensure that visits to the public search facility are productive and positive experiences. The responses will be aggregated. This collection of information is voluntary in accordance with E.O. 12862, "Setting Customer Service Standards." All responses will remain confidential and are protected under the "Confidential Information Protection and Statistical Efficiency Act of 2002." The USPTO estimates that it takes approximately 5 minutes (0.08 hours) to complete this survey.

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

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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of workstations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of staff assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-line search systems (UPWS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-electronic resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response to problem reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Text Transfer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usefulness of search guides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usefulness of training classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workstation desk space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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?