

2015 Reading Room Survey

OMB Control Number: 0925-0648

Expiration Date: March 31, 2018

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Thank you for taking the National Library of Medicine's public Reading Rooms Customer Satisfaction Survey. This brief survey contains nine questions and should take no more than five minutes. Completion of the survey is strictly voluntary and all responses are anonymous. Please answer only once during our survey period.

1. I came to the library today to: [check all that apply]

- look at specific book(s), journal(s), audiovisual(s), or manuscript items
- obtain copies of articles or pages from journals and books
- research materials on a medical topic or subject
- see an exhibit or take a tour of the library
- meet or consult with a NLM staff member
- attend a meeting or lecture
- Other: [if selected, box below appears]

2. I used the following services in the Main Reading Room: [check all that apply]

- Print resources available in the Main Reading Room: such as print journals, reference books
- Scanners, printers, microfilm reader-printer, AV equipment
- Print resources from the closed stacks
- Electronic resources (PubMed, MedlinePlus, or databases: PsychInfo, CINAHL, journals or other)
- Information Desk staff assistance
- None

3. I used the following services in the History of Medicine Reading Room [check all that apply]

- History of Medicine Reading Room staff assistance
- Print resources from the closed stacks: (via the Main Reading Room)
- Print resources available in the History of Medicine Reading Room: such as print journals, reference books
- Electronic resources or databases
- Printer, microfilm reader-printer or AV equipment
- None

4. I found what I needed today: [check one]

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- Comment

5. I will use the materials/information I found primarily for: [check one]

- biomedical research
- legal research
- historical research
- business or marketing research
- my personal or family health needs
- clinical research for a patient (physician, nurse, other)
- exam preparation or study for a class (student)
- Other: [if selected, box below appears]

6. I was in the library today: [check one]

- 0-30 minutes
- 31-60 minutes
- 1-3 hours
- 4-5 hours
- More than 5 hours

7. I used my own device (laptop, tablet, other) during my visit to NLM to access Library resources:

- Yes
- No

8. How often do you come to the library? [check one]

- This is my first visit
- Every day
- At least once per week
- About once a month
- A few times a year
- About once a year or less

9. I received excellent service today: [check one]

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- Comment

10. Other comments about NLM products or services used today?