Thank you for taking the National Library of Medicine's 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 (please specify)

[   ]

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

- [ ] Electronic resources or databases (PubMed, MedlinePlus, PsychInfo, CINAHL, journals or other)

- [ ] Print resources available in the Main Reading Room such as print journals, reference books

- [ ] Print resources from the closed stacks

- [ ] Information Desk staff assistance

- [ ] Scanners, printers, microfilm reader-printer, or AV equipment

- [ ] None

3. I used the following services in the History of Medicine Reading Room: (check all that apply)

- [ ] Electronic resources or databases

- [ ] Print resources available in the History of Medicine Reading Room such as print journals, reference books

- [ ] Print resources from the closed stacks

- [ ] Printer, microfilm reader or AV equipment

- [ ] History of Medicine Reading Room staff assistance

- [ ] 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

○ personal or family health needs

○ clinical research for a patient (physician, nurse, other)

○ exam preparation or study for a class (student)

○ Other (please specify)

[   ]

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?

[   ]