NIH〉NLM **National Library of Medicine Customer Satisfaction Survey**

The National Library of Medicine (NLM) would like to hear about your recent experience with our customer service department. The feedback you give will help us make improvements to our service. The survey has 6 questions and will take no more than 3 minutes to complete.

Click on the "Next" button at the bottom of each screen to go to the next screen and click the "Done" button on the last screen.
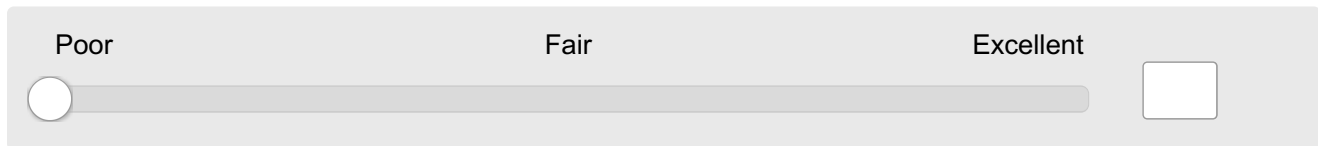
Questions marked with an asterisk (*) are required.

National Library of Medicine Customer Satisfaction Survey

* 1. Please rate the overall quality of the service you received.

◯ Excellent
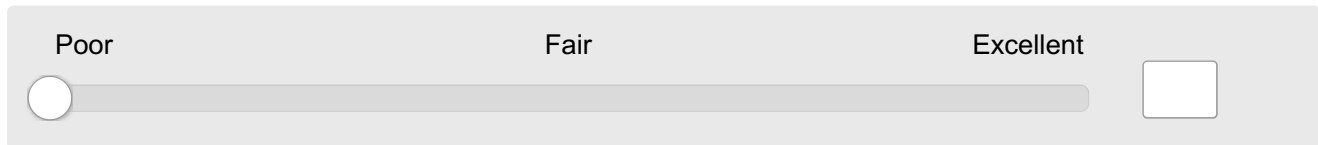
◯ Good

◯ Fair

◯ Poor

◯ Fail

* 2. On a scale of 1 (poor) to 5 (excellent), how would you rate the technical knowledge/capability of the technician(s) involved?

Poor	Fair	Excellent	

3. On a scale of 1 (poor) to 5 (excellent), how would you rate the courtesy or politeness of the customer service representative involved?

Poor	Fair	Excellent	

* 4. Was your issue resolved to your satisfaction?

◯ Yes

◯ No

5. Do you have any suggestions for improving NLM's customer support?

* 6. How likely is it that you would recommend NLM Customer Support to a friend or colleague?

Not at all likely   Extremely likely

0	1	2	3	4	5	6	7	8	9	10