Instrument 13
Assessment of Circulation Desk Service

1. **I am:**
   - Undergrad
   - Graduate Student
   - Faculty
   - Staff
   - Alumn
   - Visiting Researcher
   - Other (please specify)

2. **Why did you visit the Butler Circulation Desk? (Select more than one, if appropriate.)**
   - Pick up a Borrow Direct of ILL book
   - Check out a book
   - Ask for help finding a book or other material
   - Ask a research question
   - Renew a book
   - Report that a book is missing from the stacks
   - Other (please specify)

3. **Please rate Butler Circulation's service:**
   - Excellent
   - Good
   - Fair
   - Poor

4. **Was Butler Circulation able to answer your question, solve your problem or provide you with the service you needed?**
   - Yes
   - Partially
   - No

5. **If the staff was not able to meet your needs, please explain.**

6. **The staff members I spoke to at Butler Circulation were helpful.**
   - Strongly Agree
   - Agree
   - Disagree
   - Strongly Disagree

7. **The staff members I spoke to at Butler Circulation were knowledgeable.**
   - Strongly Agree
   - Agree
   - Disagree
   - Strongly Disagree

8. **The staff members I spoke to at Butler Circulation were courteous.**
   - Strongly Agree
   - Agree
   - Disagree
   - Strongly Disagree

9. **My service request, question or problem was addressed in a timely manner.**
   - Strongly Agree
   - Agree
   - Disagree
   - Strongly Disagree

10. **Overall, how satisfied were you with Butler Circulation’s service?**
    - Very Satisfied
    - Satisfied
    - Dissatisfied
    - Very Dissatisfied

11. **11. How can we better support your use of the library?**
Source: Columbia University Libraries, Butler Circulation Desk Survey
https://www.surveymonkey.com/r/SWR9K68

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Note: Additional recommended article with a similar survey is: