Assessment
Help us improve our Special Collections services

For the following aspects of the services provided at the Circulation/Information, please mark [x] the five (5) items most important to you, the five (5) things you feel we do best, and the five (5) areas in which you feel we most need to improve. If you don’t think that an item applies to you because you have never used this service, mark N/A (i.e. not applicable).

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<th>Most Important</th>
<th>Do Best</th>
<th>Need to Improve</th>
<th>N/A</th>
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- Explaining the search process/showing how we got the answer
- Help providing alternative access to missing or checked out items
- Help providing alternative access to items we don’t own
- Help identifying Special Collections materials for your research topic
- Explaining our policies and procedures
- Help with other equipment problems/questions (e.g. PC, multi-media station, microfilm readers, etc…)
- Showing an interest in assisting you and treating you with courtesy
- Length of time you have to wait to consult materials
- Spending an appropriate amount of time to answer your question(s)
- Referring you to the correct person or place if we can’t answer your question
- Acceptable hours of service
- Provide photocopy and digital reproduction services for Special Collections materials
- Helping you learn how to use the collection
- Providing exhibits that interest you
- Providing online access to digitized resources and finding aides from Special Collections
- Providing a suitable environment for research and study

I am an:
- [ ] Undergrad
- [ ] Grad Student
- [ ] Faculty
- [ ] Staff
- [ ] Other

Please use the back of this page for any comments/feedback.

When completed, please leave this survey in one of the collection boxes at the Circulation Desk.

Thank You.