



Branch: _____ Date: _____

How was your experience today at the library?

___ Excellent ___ Good ___ Fair ___ Poor

How was your experience finding what you were looking for?

___ Excellent ___ Good ___ Fair ___ Poor ___ I did not look for anything

How was your experience using the library's equipment (computers/copiers/printers, tech, etc.)?

___ Excellent ___ Good ___ Fair ___ Poor ___ I did not use any equipment

How did you find the cleanliness of the building?

___ Excellent ___ Good ___ Fair ___ Poor

How was your overall customer service experience?

___ Excellent ___ Good ___ Fair ___ Poor

Additional Comments:

Name:

Email or Street Address:

Phone:

Please deposit this form in the designated box at any branch or mail directly to HCPL Administrative Offices (see reverse side). This form is also available online at hcplonline.org/about/contact

This document is available in alternative format upon request.

STAFF ONLY

Route to: _____ Branch Manager Initials: _____ Date: _____

_____ Branch Action Taken (if appropriate): _____

_____ Admin. Staff Initials: _____ Date: _____

Dear Harford County Public Library Customer,

At Harford County Public Library it is our goal that, with each library visit, you experience the best possible customer service.

Please take a few minutes to share your thoughts about your experience at the library today. Your input is important to help us determine how well we meet your needs.

You may place the completed form in the survey box at any branch, or fold this form and mail it directly to the administrative offices. We appreciate your comments.

Mary L. Nastler
CEO

Harford County Public Library
1221-A Brass Mill Road
Belcamp, MD 21017



**Harford County
Public Library**

| **Customer Comment Form**