



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](http://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**