



# We Want to Hear From You

## Customer Comment Form

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.

*May Z. Haster*  
CEO

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Harford County Public Library



HCPLonline.org

Harford County  
Public Library

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