



We Want to Hear From You

Customer Comment Form

Access • Information • Service
Anytime • Anywhere

Branch: _____

Date: _____

Availability of Staff:

Checkout ___ Excellent ___ Good ___ Fair ___ Poor

Information ___ Excellent ___ Good ___ Fair ___ Poor

Availability of Materials: ___ Excellent ___ Good ___ Fair ___ Poor

Availability of Equipment: ___ Excellent ___ Good ___ Fair ___ Poor

(copiers/computers/etc.)

Cleanliness of Building: ___ Excellent ___ Good ___ Fair ___ Poor

Quality of Customer Service: ___ 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. This form also available online at <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)*: _____

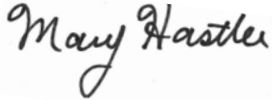
_____ Admin. Staff Initials: _____ Date: _____

Dear Harford County Public Library Customer,

Harford County Public Library has always made it a priority to provide excellent customer service. It is our goal that, with each library visit, you have experienced the best possible customer service so that Harford County Public Library is your first choice for access to library services, anytime, anywhere.

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 through our materials and services.

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 on your experience at the library.



Director

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



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