

**Instrument 13**  
**Assessment of Circulation Desk Service**

1. **I am:**  
Undergrad  
Graduate Student  
Faculty  
Staff  
Alumn  
Visiting Researcher  
Other (please specify)
2. **Why did you visit the Butler Circulation Desk? (Select more than one, if appropriate.)**  
Pick up a Borrow Direct or ILL book  
Check out a book  
Ask for help finding a book or other material  
Ask a research question  
Renew a book  
Report that a book is missing from the stacks  
Other (please specify)
3. **Please rate Butler Circulation's service:**  
Excellent  
Good  
Fair  
Poor
4. **Was Butler Circulation able to answer your question, solve your problem or provide you with the service you needed?**  
Yes  
Partially  
No
5. **If the staff was not able to meet your needs, please explain.**
  
6. **The staff members I spoke to at Butler Circulation were helpful.**  
Strongly Agree    Agree    Disagree    Strongly Disagree
7. **The staff members I spoke to at Butler Circulation were knowledgeable.**  
Strongly Agree    Agree    Disagree    Strongly Disagree
8. **The staff members I spoke to at Butler Circulation were courteous.**  
Strongly Agree    Agree    Disagree    Strongly Disagree
9. **My service request, question or problem was addressed in a timely manner.**  
Strongly Agree    Agree    Disagree    Strongly Disagree
10. **Overall, how satisfied were you with Butler Circulation's service?**  
Very Satisfied    Satisfied    Dissatisfied    Very Dissatisfied
11. **How can we better support your use of the library?**

Source: Columbia University Libraries, Butler Circulation Desk Survey  
<https://www.surveymonkey.com/r/SWR9K68>

Permission to use this material was obtained from Columbia University Libraries.

Note: Additional recommended article with a similar survey is:

Long, D. (2012). "Check This Out": Assessing Customer Service at the Circulation Desk. *Journal of Access Services*, 9(3), 154–168. <https://doi.org/10.1080/15367967.2012.684586>