

Instrument 3
Reference interaction survey

Reference Interaction Survey

In order to improve the quality of our reference transactions, we are asking library patrons to take a two-question survey. We will use the data collected to improve the quality of our reference service.

1. I received the information I needed for my research (*circle one of the following*)
 - a. Strongly Agree
 - b. Agree
 - c. Disagree
 - d. Strongly Disagree

2. I am satisfied with this reference service and would recommend it to my colleagues (*circle one of the following*)
 - a. Strongly Agree
 - b. Agree
 - c. Disagree
 - d. Strongly Disagree

3. *Please add any comments below*

Source: Northern Illinois University Libraries, Assessment Group (2015-16).

Permission for the use of this materials was obtained from Northern Illinois University Libraries.