

Dear Patron,

Please take a few moments to complete the following survey. Your feedback is important to us, as it lets us know how we are serving you, and it helps us to improve our services.

Chris Boynton
Outreach Coordinator
Maine State Library

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1. The online catalog, Minerva, makes it easier for me to get what I need from Books By Mail.

strongly agree agree disagree strongly disagree

2. Information on the Maine State Library web site helps me learn how to use electronic access to Books By Mail.

strongly agree agree disagree strongly disagree

3. Using Books By Mail improves the quality of my life.

strongly agree agree disagree strongly disagree

4. If I didn't have Books By Mail I would not have access to the library materials I need.

strongly agree agree disagree strongly disagree

5. With Books By Mail, I feel that I am part of a statewide community.

strongly agree agree disagree strongly disagree

6. Books By Mail supports my continuing education.

strongly agree agree disagree strongly disagree

7. My family makes using Books By Mail a family activity.

strongly agree agree disagree strongly disagree

8. Books By Mail provides me with recreational reading.

strongly agree agree disagree strongly disagree

9. It is important to me that I be able to borrow materials in a variety of formats (such as video, DVD, CD, and audiocassette).

strongly agree agree disagree strongly disagree

10. The Books-By-Mail staff is helpful and courteous.

strongly agree agree disagree strongly disagree

11. If I didn't have to pay for return postage, I would use Books-By-Mail services more.

- strongly agree agree disagree strongly disagree

Please use this space to tell us anything you'd like to share about your experience with Books By Mail:

Thank you very much for your time! Please click "submit" to finish your survey.

Would someone else in your household like to fill out our survey? If so, just click "submit." You'll be taken back to our web site, where you can follow a link to re-start the survey.

If you have any questions, please feel free to email the coordinator at chris.boynton@maine.gov, or call 1-800-762-7106.