

Boise Public Library Customer Satisfaction Survey Results

(Conducted in October and April each year among customers visiting a Boise Public Library facility on that date.)

Please tell us about your experience today at the Library.

I would recommend this library to a friend or family member.						
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Total
Q1: Tuesday, October 28th, 2014	82.18% 392	16.77% 80	0.42% 2	0.21% 1	0.42% 2	477
Q1: Thursday, April 29, 2014	84.67% 392	14.04% 65	0.43% 2	0.65% 3	0.22% 1	463
Q1: Tuesday, October 22, 2013	81.67% 361	15.84% 70	0.68% 3	0.68% 3	1.13% 5	442
Q1: Tuesday, October 23, 2012	85.02% 369	14.29% 62	0.23% 1	0.00% 0	0.46% 2	434
Q1: Tuesday, April 23, 2013	81.88% 348	16.71% 71	0.71% 3	0.47% 2	0.24% 1	425
I like this library's atmosphere.						
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Total
Q1: Tuesday, October 28th, 2014	70.68% 335	25.95% 123	2.95% 14	0.00% 0	0.42% 2	474
Q1: Thursday, April 29, 2014	74.46% 344	23.16% 107	1.30% 6	0.43% 2	0.65% 3	462
Q1: Tuesday, October 22, 2013	72.85% 322	22.17% 98	1.81% 8	2.26% 10	0.90% 4	442
Q1: Tuesday, October 23, 2012	76.91% 333	19.63% 85	2.54% 11	0.46% 2	0.46% 2	433
Q1: Tuesday, April 23, 2013	73.82% 313	22.41% 95	3.30% 14	0.24% 1	0.24% 1	424
Employees at this library seem interested in helping me.						
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Total
Q1: Tuesday, October 28th, 2014	76.84% 365	18.53% 88	2.95% 14	0.84% 4	0.84% 4	475
Q1: Thursday, April 29, 2014	81.96% 377	15.65% 72	1.96% 9	0.22% 1	0.22% 1	460
Q1: Tuesday, October 22, 2013	79.55% 350	15.45% 68	2.95% 13	0.91% 4	1.14% 5	440
Q1: Tuesday, October 23, 2012	79.81% 344	17.63% 76	2.09% 9	0.00% 0	0.46% 2	431
Q1: Tuesday, April 23, 2013	76.42% 324	20.05% 85	2.83% 12	0.47% 2	0.24% 1	424

This library's employees have the skills and expertise to help me.

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Total
Q1: Tuesday, October 28th, 2014	73.47% 349	21.26% 101	4.63% 22	0.21% 1	0.42% 2	475
Q1: Thursday, April 29, 2014	79.22% 366	18.18% 84	2.16% 10	0.22% 1	0.22% 1	462
Q1: Tuesday, October 22, 2013	76.14% 335	18.86% 83	3.41% 15	0.23% 1	1.36% 6	440
Q1: Tuesday, October 23, 2012	76.40% 327	19.16% 82	3.74% 16	0.23% 1	0.47% 2	428
Q1: Tuesday, April 23, 2013	73.00% 311	22.30% 95	3.76% 16	0.70% 3	0.23% 1	426

I found what I was looking for at the library today.

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Total
Q1: Tuesday, October 28th, 2014	71.04% 336	21.14% 100	5.07% 24	1.48% 7	1.27% 6	473
Q1: Thursday, April 29, 2014	74.24% 343	17.32% 80	4.76% 22	2.81% 13	0.87% 4	462
Q1: Tuesday, October 22, 2013	76.59% 337	16.82% 74	4.32% 19	1.14% 5	1.14% 5	440
Q1: Tuesday, October 23, 2012	69.70% 299	24.24% 104	4.20% 18	1.17% 5	0.70% 3	429
Q1: Tuesday, April 23, 2013	70.14% 296	22.27% 94	5.21% 22	2.13% 9	0.24% 1	422

Overall, I had a good experience at the library today.

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Total
Q1: Tuesday, October 28th, 2014	82.09% 385	16.84% 79	0.85% 4	0.00% 0	0.21% 1	469
Q1: Thursday, April 29, 2014	82.03% 379	16.67% 77	0.87% 4	0.00% 0	0.43% 2	462
Q1: Tuesday, October 22, 2013	82.27% 362	13.86% 61	2.05% 9	0.68% 3	1.14% 5	440
Q1: Tuesday, October 23, 2012	81.06% 351	17.32% 75	1.15% 5	0.00% 0	0.46% 2	433
Q1: Tuesday, April 23, 2013	80.05% 337	18.29% 77	1.19% 5	0.24% 1	0.24% 1	421