



**Children's
Service Society**

**Child Care Resource
& Referral ~ Metro**

Dear Lending Library Member,

Child Care Resource & Referral ~ Metro values your opinion regarding the services we offer to you as a member. Enclosed is a survey that we would like to ask you to take a few moments and fill out. This will allow us to understand your level of satisfaction, as well as assess the areas in which we can improve. If you would like us to contact you regarding any of your responses or for further information, please include your name and contact information at the end of this survey.

As a thank you for taking time out of your busy schedule to share your opinion with us, we would like to send you a book to read with your children.

To receive your free book, please complete the enclosed survey and return it in the self-addressed, stamped envelope no later than **April 17, 2009.**

Thank you in advance for your input!
Best Regards,

Sarah Hansen
Resource Lending Library Specialist

*Si usted necesita esta información en español, llame a Sonia al
(801) 326-4373.*





RESOURCE LENDING LIBRARY

The Resource Lending Library was developed by Child Care Resource & Referral ~ Metro, to help child care providers and parents expand learning opportunities for their children.

1. Are you a current member of Child Care Resource & Referral's Resource Lending Library?
 - Yes For how Long _____
Do you plan on renewing your membership? Yes No
 - No (If no, please mark the statement which best reflects your reason)
 - I'm not sure what the benefits are
 - It takes too much time to travel to the locations
 - Inconvenient locations
 - The library hours are inconvenient
 - Other _____

*** If you have never used your Lending Library Membership, please stop here and return the survey to us.**

*** If you have checked out materials please continue:**

2. Was your telephone contact with the Library Specialist helpful? (Prompt, courteous)
 - excellent good fair poor
3. Was your personal contact with the Library Specialist helpful? (Prompt, courteous)
 - excellent good fair poor
4. How would you rate the Library Specialist knowledge of the program?
 - excellent good fair poor
5. Was the assistance you received during your visit to the Lending Library professional?
 - excellent good fair poor
6. Which Resource Lending Library services are you aware we offer? (Mark all that apply)
 - The Salt Lake Library Location at Children's Service Society
 - Salt Lake Location open the 2nd Saturday of every month (10:00 to 1:00)
 - Off Site Locations (Tooele, West Jordan, Sandy)
 - Quarterly Library Newsletter
 - 24" lamination at 50¢ per foot
 - Die Cut Machine (no charge to use, bring your own paper)
 - Binding Machine 25¢ for each binding
 - Resources for sale, such as Resource books, First Aid Kits, Wet Spills Kits, etc.
7. From the list of items available for check out, which have you used? (Mark all that apply)
 - Theme Boxes Infant / Toddler Materials
 - School Age Materials Alphabet Alley
 - Resource Books Literacy Bags
 - Training Modules Story Stretchers

8. How helpful were the materials you checked out?
 excellent good fair poor
9. How would you rate the accessibility of the materials? (Were the themes and items you wanted to check out available in the library when you needed them?)
 excellent good fair poor
10. How would you rate the condition of the materials? (Clean, in good repair, complete)
 excellent good fair poor
11. How would you rate the variety of materials? (areas of development, age appropriateness, etc.)
 excellent good fair poor
12. Which locations have you used, and why? (Mark all that apply)
- SALT LAKE CITY**
 - convenient location convenient hours
 - variety of materials other resources offered
 - SANDY**
 - convenient location convenient hours
 - variety of materials PFCCA Support Group location
 - WEST JORDAN**
 - convenient location convenient hours
 - variety of materials PFCCA Support Group location
 - TOOELE**
 - convenient location convenient hours
 - variety of materials PFCCA Support Group location
13. Do you receive the Quarterly Lending Library Newsletter?
 Yes (*If yes, rate the clarity and helpfulness of the information*)
 excellent good fair poor
 No, I haven't received a newsletter

Is there any additional feedback you would like to give us on the Resource Lending Library program?



Thank you very much for your feedback!

In order for us to send you your FREE BOOK, please provide us with your contact information below.

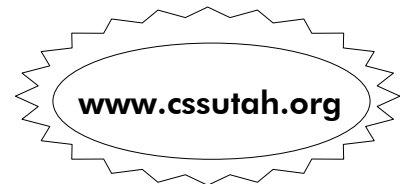


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Name:			
Street:		Apt#:	
City:	State:	Zip:	
Phone:		E-mail:	

- I would like to have the Lending Library Specialist contact me to answer my questions or provide me with further information.*



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