

Title: 2016 CUSTOMER SATISFACTION SURVEY SUMMARY REPORT

Presented by: Edmonton Public Library

Date: January 3rd, 2017

Thank you EPLers! The 2016 Customer Satisfaction Survey received 721 responses. You rock!

Our survey participants are committed EPL customers:

- 56% of you have been with us 10+ years and you love using the library!
- 76% of you use EPL services at least once a week!

The primary reason you use EPL is for entertainment (62%), followed by education (14%) and self-improvement (10%).

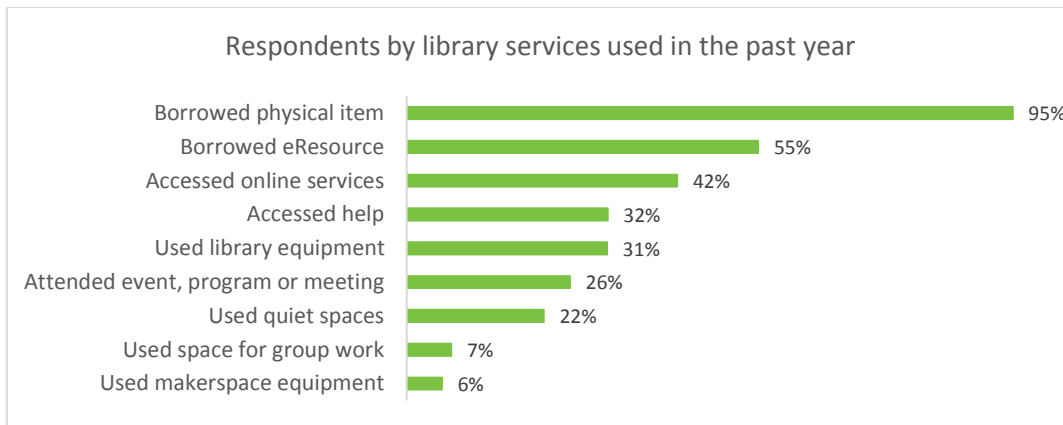
“Ten years ago, [I] never would have envisioned a library becoming so 'entertaining'[,] Thanks.”

– Survey respondent



Spread the words.

While we know that our programs and branches are often full to capacity, many people visit us for different reasons. Our survey respondents were particularly heavy collections users, and 95% of you have checked out a book, CD, DVD or video game in the past year!



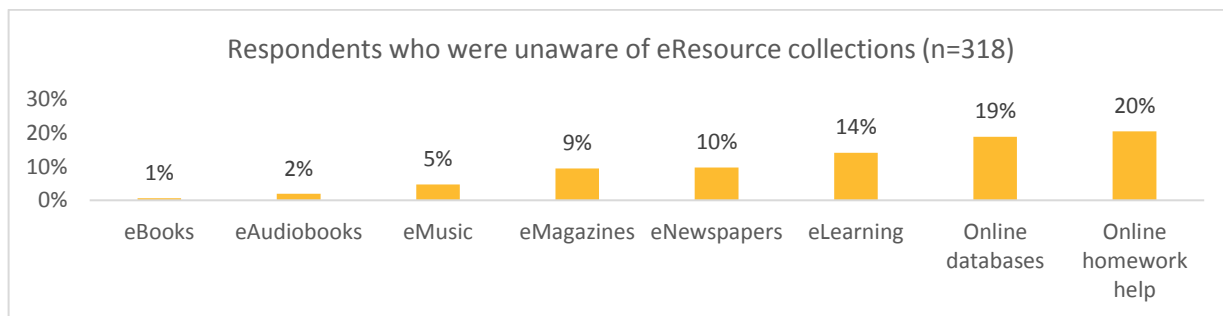
As always, you had some very kind things to say about our staff!



“They are knowledgeable, and what they don't know, they know how to find out. I can't think of a time I left a library without an answer.”

– Survey respondent

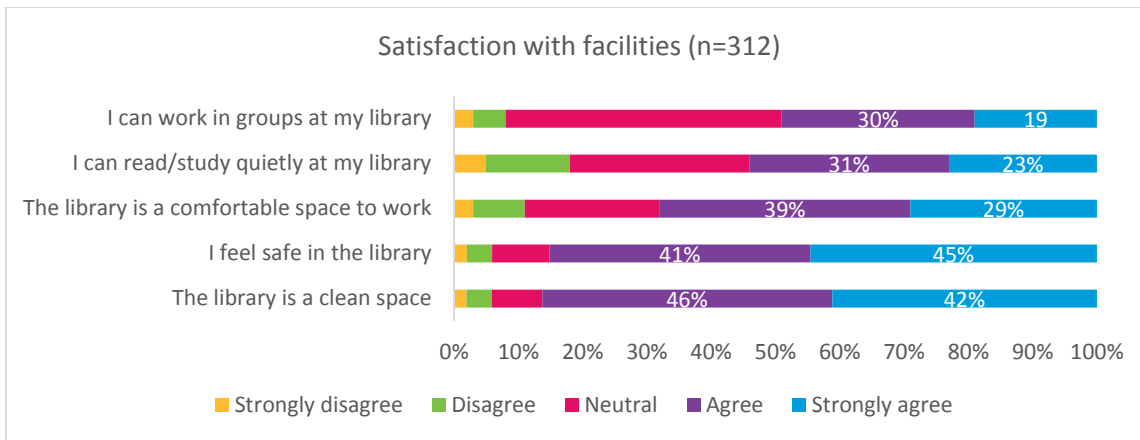
Those who are using our eResources are happy with them, but we know we need continue to spread the words about what is available.



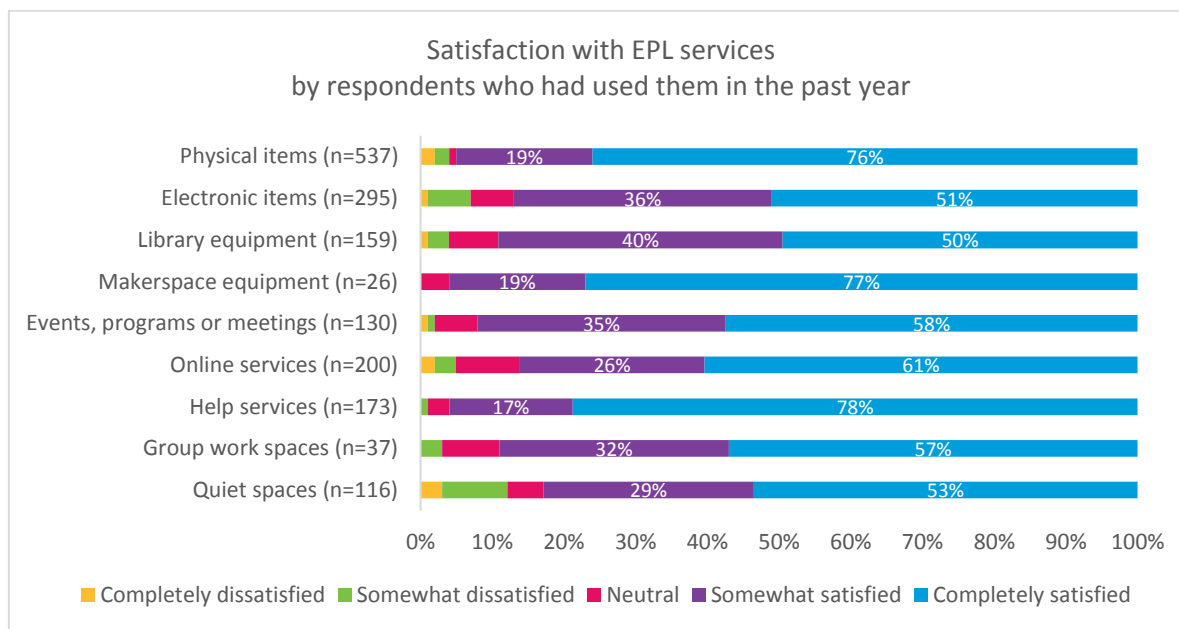
“I cannot tell you how much I love Overdrive: this is the online tool I use the most, and it has changed my life.”

– Survey respondent

We were very happy to hear that you are satisfied with the safety and cleanliness of our library branches! Thanks to your feedback, we will continue to work on making our spaces accessible and comfortable for diverse types of work.



We were very happy to hear satisfaction ratings from those of you who had used the service in the past year. Satisfaction ratings were all above 87%, and even reached a high of 96% for makerspace equipment!



For the future, we are investigating ways to increase survey engagement by reaching out to a broader spectrum of our customers, including new users and those who mainly attend our programming.

Now that we've heard from you, we will be making exciting improvements and communicating back as we continue to serve you better!