



# MCoE HQ Donovan Research Library-Customer Survey



Fort Benning, Home of the MCoE

*Please take a few minutes to help us evaluate our library services.*

**1. What did you do in the library today? Check all that apply.**

☐ *Asked library staff for help*      ☐ *Checked out or returned material*      ☐ *Studied individually/In a group*  
☐ *Used a library computer/Wi-Fi*      ☐ *Looked for books or information*      ☐ *Used scanner, fax machine or copier*  
☐ *Used the Virtual Branch*      *Other* \_\_\_\_\_

**2. Have you used the library's collection of e-books/e-audio?    ☐ Yes    ☐ No    If not, why** \_\_\_\_\_

**3. Have you used the library's research databases? Check all that apply.    ☐ JANE'S    ☐ MASTERFILE    ☐ JSTOR**

**☐ GENERAL ONE FILE    ☐ ACADEMIC ONE FILE    OTHER** \_\_\_\_\_

**4. How would you rate this library on the following (1= Excellent 2= Good 3=Fair 4=Poor):**

*Quality of collections* \_\_\_\_\_ *Customer Service* \_\_\_\_\_ *Quality of Facility* \_\_\_\_\_ *Research Assistance* \_\_\_\_\_ *Hours of operation* \_\_\_\_\_

**5. Briefly tell us how the library supports your military training requirements.** \_\_\_\_\_

**6. Save to your desktop then attach & send to the following email address: [usarmy.benning.mcoe.mbx.donovan-ref-desk@mail.mil](mailto:usarmy.benning.mcoe.mbx.donovan-ref-desk@mail.mil).**

**THANK YOU!**