



**Main Library
Catawba County Library System
115 West C Street
Newton, NC 28658**

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It's survey time at the library

Catawba County Library customers are asked to express their opinions this month as the county system issues its annual customer service survey.

Library patrons may fill out paper surveys at any of seven locations (Newton, Conover, Claremont, Maiden, St. Stephens, Sherrills Ford, Southwest) or go online to complete an electronic version. It can be found on the library website <http://www.catawbacountync.gov/library/>. Library staff will also be inviting adults who attend events such as author readings, computer classes and story times, to fill out the survey.

“The intent is to gain as much feedback as we can about how well we’re doing and what we can improve,” said Lynne Bolick Reed, assistant library director.

This year’s questions include specifics about technology such as Smartphones, on-line account management and the on-line catalog. The library staff is also asking for feedback about how customers have benefited from library service and how they find out about programs and services.

Questions about the survey should be directed to Reed at 828-465-8292. Catawba County Library, headquartered in Newton, serves more than 82,000 registered users who live primarily outside of the Hickory city limits.