**User Satisfaction Trial**

**Guidance for Using the Paper Surveys**

Following pilots of the paper and online versions, here are some handy hints for using paper copies.

* Ensure the copies are double sided and you have a reasonable number ready to hand out
* As users arrive, hand them a survey, explain why you are doing it and assure them it will be anonymous; tell them it’s double sided.  
  This initial contact with the respondents increases response rates but may introduce bias towards positive feedback (lesson learned from the pilot)
* Tell them where to leave the completed survey (eg in a box, at the desk) and thank them for taking part.  
  Giving respondents time and space to complete the form and the opportunity to return it without handing it to Library staff encourages more honest and useful answers (lesson learned from the pilot)
* Alternatively, set up a box with a notice explaining the survey and leave blank copies for completion
* Completed surveys will need to be entered online by a member of Library staff; organise this to suit your staff (it takes a couple of minutes to do each survey, depending on the comments made)
* advice on what to do with completed copies – we have ours in a file but do they need to be kept once entered online?