

LibSat™

Helping You to Achieve Higher Levels of Library Satisfaction

Insightful Opinions

Meaningful Feedback

Actionable Data



Resulting in Continuous Improvement

LibSat™

...is an **affordable, easy-to-use and effective public library customer satisfaction survey and reporting solution.**

...will **save you time, effort, money and enables you to fulfill your requirement to gather customer feedback on your services.**

...offers **continuous insight into your customers' satisfaction and provides meaningful and actionable results.**

...raises management's **customer awareness and provides facts and figures revealing library system and branch performance.**

LibSat™ - The Online Customer Satisfaction Management Solution Designed Specifically for Public Libraries – Created by Counting Opinions (SQUIRE) Ltd., a Toronto-based, Canadian Company.



LibSat™

A Complete Solution for Collecting, Reporting, and Understanding Your Customers' Satisfaction

LibSat™ includes: _____

Two professionally designed, tested and validated **Public Library Customer Satisfaction Surveys**...

...giving your customers the flexibility to choose between a **short survey** and a longer **more in-depth survey**.

...both surveys deliver **continuous customer feedback** and **statistically relevant data** with **built-in dynamics** to ask only those questions pertinent to each **customer's profile**.

Integrated, easy-to-use customizable, real-time, on-demand reporting tools that give you the resources to manage, present, interpret and respond to your customers' opinions.

A unique **"Comment Categorization and Reporting Tool"** to manage and review your customers' open-ended comments by category, priority and importance.

E-mail and Postal Code collection (strictly opt-in) allowing for post survey follow-up, invitation and graphic presentation of catchment areas.

The **exclusive SQUIRE® Index™** offering a quick reference measurement communicating a relative ranking of customer satisfaction based on the elements listed here.

SQUIRE offers library management a means to rank and identify library locations with customer satisfaction improvement opportunities, as well as best practices for duplication.

Satisfaction
Quality
Usage
Importance
Referral, and
Expectation

LibSat™

Empowering Management and Staff with Immediate and Timely Customer Satisfaction Data and Measurable Results

LibSat™ is a powerful new Customer Satisfaction Management Tool that enables Library Managers to:

Drive continuous improvement

Identify the barriers to increasing the number of "very satisfied" library customers

Dramatically enhance the priority setting process and ranking of customer satisfaction opportunities

Track the impact of changes and monitor outcomes affecting Customer Satisfaction

Benchmark and measure their library system's "customer satisfaction" performance over time

Set, track and achieve service targets with continuous progress feedback

Conduct period analysis revealing the impact of critical events on customers' satisfaction

Enhance Funding strategies by including definitive "customer satisfaction" facts that add quality and quantitative substance to your Library "persuasion" strategies (budget request, fund raising, etc.)

Improve public relations with Library customers

LibSat™ does not require any senior staff survey development and design time; staff training; hardware or software purchases and installs.

LibSat™ Pricing Model

LibSat subscription prices are based on population serviced and number of service points (branches).

Public Library Population Served: 17,600
Service Points: 1 PRICE: \$1,309

Public Library Population Served: 37,000
Service Points: 6 PRICE: \$1,919

Public Library Population Served: 84,000
Service Points: 2 PRICE: \$2,550

Public Library Population Served: 137,000
Service Points: 3 PRICE: \$3,300

Public Library Population Served: 304,000
Service Points: 17 PRICE: \$6,350



LibSat™ Subscriptions Include:

- Two language choices for respondents – English and French or Spanish
- LibSat™ core product upgrades as they are released
- LibSat™ product support
- Anywhere, 24x7x365, secure customer portal and data access
- Secure, encrypted data storage and management
- Customer email reminders promoting annual follow-up responses
- Periodic subscriber meetings

**FOR MORE INFORMATION
on LibSat™, Pricing, and
Options, Please Contact:**

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LibSat™ offers the following options:

- **Expanded language choices for respondents**
- Choose from existing languages or have LibSat delivered in a language(s) of your choice
- OR -
- Initiate the development of a “New Language” for your customer specific needs. Also, ask how you can recoup your investment in this language option.
- **Customer “Please Contact Me” Option** - A survey respondent has the choice of asking a Library representative to contact him/her regarding their survey responses.
- Counting Opinions can provide the development and hosting support for this option for an additional hosting fee.
- **Secure Branch Access Codes** - enables you to delegate responsibility and empower the management team of each Branch by giving them access to your overall system's results as well as their own Branch data.
- **“Local” Questions** – development, testing and deployment.