

Zip Books Statistics: October-December 2013

Date your Zip Books service began: _____

Number of customers served: _____

Number of Zip Books ordered: _____

Number of Zip Books added to library collection: _____

Total staff time for Zip Books request processing (in hours): _____ [note: this is only for time spent processing Zip Book requests, not time related to other grant project activities such as meetings, compiling and reporting statistics, etc.]

Number of regular print books ordered: _____

Number of large print books ordered: _____

Number of audiobooks ordered: _____

Number of adult fiction books ordered: _____

Of these, how many were best sellers? _____

Number of adult non-fiction books ordered: _____

Of these, how many were best sellers? _____

Number of young adult fiction books ordered: _____

Of these, how many were best sellers? _____

Number of young adult non-fiction books ordered: _____

Of these, how many were best sellers? _____

Number of non-English language books ordered: _____

Of these, how many were in:

Spanish? _____

Hmong? _____

Chinese? _____

Vietnamese? _____

Tagalog? _____

Russian? _____

Other? (please list)

Language _____ No. purchased _____

Language _____ No. purchased _____

Language _____ No. purchased _____

Number of children's fiction books ordered: _____

Number of children's non-fiction books ordered: _____

Customer satisfaction data:

When customers were asked, "How easy was it to understand the request process?":

Number who said "very easy" _____

Number who said "easy" _____

Number who said "moderate" _____

Number who said "difficult" _____

When customers were asked, "How satisfied were you with the arrival time of your Zip Book?":

Number who said "very" _____

Number who said "satisfied" _____

Number who said "somewhat" _____

Number who said "unsatisfied" _____

When customers were asked, "How likely are you to use Zip Books again?":

Number who said "very" _____

Number who said "likely" _____

Number who said "somewhat" _____

Number who said "not likely" _____

When customers were asked, "How would you rate the overall experience?":

Number who said "excellent" _____

Number who said "good" _____

Number who said "fair" _____

Number who said "poor" _____

Please send copies of your customer surveys to the California State Library:

Janet Coles, California State Library, Library Development Services Bureau, P.O. Box 942837,
Sacramento, CA 94237-0001. Electronic copies are acceptable.