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Yakima Valley Libraries Seeking Public Feedback with Customer Satisfaction Survey

Yakima, WA – Yakima Valley Libraries needs your help! In order to help determine which library services we can improve, add, or update, we are conducting a customer satisfaction survey through October 24.

The Library would like to know what services and resources are the most important to you while our buildings are closed due to COVID-19 restrictions, as well as what services and amenities you are most looking forward to accessing once our buildings reopen.

As a ‘Thank You’ for participating in the survey, everyone who responds will be entered for a chance to win one of three new tablet devices! Limit one entry per person.

The survey takes less than 5 minutes to complete and will provide invaluable insight into the needs and interests of our service population, including regular library users and non-users, alike.

The survey is available online, in English and Spanish, via the YVL website (<https://www.yvl.org/2020survey/>).

Paper copies of the survey are available at all community libraries using our contact-free pick up service. Patrons who would like a paper survey should contact their preferred community library.

Once completed, paper surveys may be returned to any community library’s outdoor book return, and must be received by Saturday, October 24.

The survey is open to Yakima County residents, excluding residents of Grandview, which has its own city library.

Yakima Valley Libraries would like to extend our thanks and gratitude to every community member who takes the time to complete this brief, but important survey.

For more information about the Library, visit www.yvl.org or contact your nearest community library.

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