CUSTOMER QUESTIONNAIRE – INTEGRATED LIBRARY SYSTEM

The following Questionnaire <u>must</u> be included and completed as part of the letters of reference (stamped and / or signed).

1)	**Name of Municipality / Company / Tertiary Institution / School**				
2)	**Type of Library**				
	Public	Corporate	Tertiary	School	Other
3)	**How many linked branches / collections / facilities does the Library have?**				
4)	**What is the total book stock / items of the Library?**				
5)	**How many members / users are registered on the Library system?**				
~~6)~~	~~**What is the Library's annual circulation (book stock issues)?**~~				
7)	**ILS training and documentation**				
a)	**Please rate the overall quality of the training provided by the ILS supplier during the initial system implementation.**				
	Poor	Good	Very good	Excellent	
b)	**Please rate the quality of the training manuals provided by the ILS supplier.**				
	Nor provided / Poor	Good	Very good	Excellent	
c)	**Please rate the ILS trainer's knowledge of the system.**				
	Poor	Good	Very good	Excellent	
d)	**Please rate the quality of the ILS online help / documentation.**				
	Not available / Poor	Good	Very good	Excellent	
8)	**System support**				
a)	**Please rate the quality of the technical support provided by the ILS supplier (relating to the database, operating system, technology integration, etc.)**				
	Poor	Good	Very good	Excellent	
b)	**Please rate the quality of the application-level support provided by the ILS supplier (relating to configuration, functionality, optimising work-flow, etc.)**				
	Poor	Good	Very good	Excellent	
c)	**Please rate the level of expertise / quality of professional guidance provided by the ILS Account manager?**				
	Poor	Good	Very good	Excellent	

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d)	**Please rate the ILS supplier's response to reported queries / requests for assistance (overall turnaround times, quality of resolution, communication, etc.)**			
	Poor	Good	Very good	Excellent
9)	**ILS Upgrades / Enhancements**			
a)	**Please indicate how frequently application upgrades were <u>offered</u> by the ILS supplier.** (it is understood that actual implementation is dependent on the Library's circumstances)			
	Never	Less than once a year	Annually	More than once a year

		By ILS supplier	By Other supplier
10)	**In addition to what is generally regarded as core library system modules, please tick which of the following modules / functional areas you implemented or are busy implementing for your library system, and indicate whether this is through the ILS supplier or another 3rd party supplier**		
a)	**Interactive online public 'discovery' platform (enhanced OPAC which integrates features such as single-search for 3rd party eResources; user account login where users can sign in to check loans, register for events, recommend books, etc.)**		
b)	**RFID for Stock taking / Collection management**		
c)	**eResources management**		
d)	**Digital collections / content management**		
e)	**Learning management system (for public eLearning and staff eTraining)**		
f)	**Management of GRAP103 Heritage assets**		
g)	**'Management dashboard' for Reports and statistics**		
h)	**Digital membership cards**		
i)	**Online event registration, hosting and automated customer engagement (book launches, newsletters, distribution of promotional material)**		
j)	**System integrated Self-service kiosks (RFID enabled, etc.)**		

Questionnaire completed by (name):

Designation:

Date:

Signature: