QUAKER BOOK SERVICE CUSTOMER SURVEY quakerbookservice@gmail.com

Dear f/Friend, the Quaker Book Service is discerning how best to continue its services and would like your help with this process. QBS has been offering a range of services to Canadian Quakers, including consignments of books to Quaker gatherings, book room at CYM, preparing inquirers’ packages, a book catalogue, reviews of books, individual orders, bringing new titles to your attention, etc. Please answer the following questions to help us understand how you perceive the function and future of QBS. **You may print the form, fill it out, and mail back to QBS, 91A Fourth Ave., Ottawa, K1S 2L1, OR save this form to your own computer, fill it in, and email it as above. Either way, we are VERY grateful for your help.**

**1. How long have you been involved with 2. How would you describe your Meeting?**

**the Religious Society of Friends?** - large (over 25 members)

- 0-1 year - medium (11-25)

- 1-5 years - small (5-10)

- 6-10 years - isolated f/Friend

- 10-20 years

- more than 20 years

**3. Have you used any QBS services since being a part of/involved with Quakers?**

- no (answer Q 4 & Q 5)

- yes (jump to Q 6)

NO, I have never used QBS.

**4. Why have you not used QBS (put 1, 2, 3 in front of your top three reasons)?**

- I didn’t know QBS existed

- I order my own books

- it costs the same or more than if I order for myself

- I switched to eBooks

- it’s faster to order for myself

- I am not interested in the books/resources QBS offers

- I don’t have money/time to read

- my Meeting has a good library

- I borrow books from friends

- it’s too complicated

- QBS doesn’t offer credit card payments

- other \_\_\_\_\_\_\_\_

**5. Any changes that would prompt you to begin using QBS?**

- faster service

- discounts

- Internet ordering

- knowing the people serving on QBS

- access to resources I can’t find/get on my own

- ability to pay by credit card

- other \_\_\_\_\_\_\_\_\_\_\_

**Thank you for your answers! Any other comments? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

YES, I have used QBS.

**6. What have you been using QBS for (check all that apply; put \* for top reason)?**

- buy books at yearly meeting(s)

- buy books at regional gatherings or half yearly meetings

- order books, pamphlets, etc from the catalogue for yourself

- order books, pamphlets, etc for your Meeting’s library

- find out about new Quaker books/pamphlets/resources

- read reviews and decide which books to buy

- get an inquirer’s package

- other\_\_\_\_\_\_\_\_\_\_

**7. How often have you been using QBS?**

- never

- sporadically (once a year or less)

- occasionally (2 times a year)

- regularly (3 times a year or more)

**8. Has your usage of QBS changed over time?**

- No (skip to Q 11)

- Yes

**9. How has your QBS usage changed?**

- I use it less often than I used to

- I use it more often than I used to

- I don’t use it anymore

- I just began using it

- other\_\_\_\_\_\_\_\_\_\_\_\_

**10. Why has your QBS usage changed (check all that apply)?**

- I order books on my own through internet

- I switched to eBooks

- QBS takes a long time

- I have less/more time to read (circle one)

- I have less/more money for books (circle one)

- other \_\_\_\_\_\_\_\_\_\_\_

**11. Any changes in QBS services and/or processes that would make QBS more relevant to you at this time (check all that apply, rank your choices if possible)?**

- faster service

- Internet ordering

- discounts

- access to resources I can’t find/get on my own

- wider selection of materials

- knowing the people serving on QBS

- other \_\_\_\_\_\_\_\_\_\_\_

**Thank you for your answers! Any other comments? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**