

	Count	Col %
Contacted InfoCentre to order document(s)		
Yes.....	124	43.2%
No.....	109	38.0%
DON'T KNOW.....	54	18.8%
Total.....	287	100.0%

	Mean
The person I talked to was helpful.....	5
I received the material promptly.....	4
It was easy to reach the right contact person by phone.....	4

	Mean
Overall Service Provided by the InfoCentre.....	4

	Count	Col %
Have used FaxLink		
Yes.....	39	16.2%
No.....	202	83.8%
Total.....	241	100.0%
Aware of Faxlink service		
Yes.....	62	30.4%
No.....	142	69.6%
Total.....	204	100.0%

	Cases	Col Response %
Reason for not using FaxLink		
Info available through it doesn't meet my needs.....	17	27.0%
No access to fax machine.....	6	9.5%
Interested in it, but haven't had chance to use it.....	15	23.8%
Prefer another format.....	9	14.3%
Prefer personal contact.....	4	6.3%
No need for it.....	5	7.9%
Other.....	7	11.1%
Total.....	59	100.0%