

This form may be submitted:

- At any branch of Vaughan Public Libraries
- By fax: (905) 709-1530
- Or mailed directly to the
Chief Executive Officer
Vaughan Public Libraries
2191 Major Mackenzie Drive, Vaughan
ON L6A 4W2

Our Vision:

Enrich Inspire Transform

Our Mission:

Vaughan Public Libraries offer welcoming destinations that educate, excite and empower our community.

Personal information on this form is collected under the authority of the Freedom of Information and Protection of Privacy Act, 1990, MFIPPA\Regulation 29. The information will be used internally by Vaughan Public Libraries staff in order to improve services. Questions regarding the collection of this information should be directed to the Director of Service Delivery. Freedom of Information Requests should be mailed to:

Vaughan Public Libraries Administration Offices
2191 Major Mackenzie Drive, Vaughan ON L6A 4W2

LOCATIONS

Ansley Grove Library
350 Ansley Grove Road

Bathurst Clark Resource Library
900 Clark Avenue West

Civic Centre Resource Library
2191 Major Mackenzie Drive

Dufferin Clark Library
1441 Clark Avenue West

Kleinburg Library
10341 Islington Avenue North

Maple Library
10190 Keele Street

Pierre Berton Resource Library
4921 Rutherford Road

Pleasant Ridge Library
300 Pleasant Ridge Avenue

Woodbridge Library
150 Woodbridge Avenue

VAUGHAN PUBLIC LIBRARIES

Accessibility for Ontarians with Disabilities

Customer Feedback Form

Vaughan Public Libraries welcomes your valuable comments, questions and suggestions about VPL's services to persons with disabilities.



www.vaughanpl.info
905.653.READ (7323)



Vaughan Public Libraries strives to meet the needs of all citizens. We use your feedback to make sure that VPL meets reasonable expectations and can provide our services to all of our customers, and make improvements where necessary. Please assist us by completing this form.

When did you visit the library?

Date & Time: _____

Which location did you visit?

- Ansley Grove
- Bathurst Clark
- Civic Centre
- Dufferin Clark
- Kleinburg
- Maple
- Pierre Berton
- Pleasant Ridge
- Woodbridge

Did we respond to your customer service needs?

- Yes
- No

Was our customer service provided in an accessible manner?

- Yes
- Somewhat
- No

Please explain: _____

Did you have any problem accessing any of our services?

- Yes
- Somewhat
- No

Please explain: _____

My Suggestion/comment is:

Contact Information: (optional)

Name: _____

Address: _____

City: _____

Postal Code: _____

Telephone: _____
Day

Email: _____
Evening

Please respond by:

- Letter
- Email
- Phone
- I do not require a response

