

## 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](http://www.vaughanpl.info)  
905.653.READ (7323)

 Vaughan  
Public Libraries

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
- ONLINE

**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:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Contact Information: (optional)**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

City: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_  
Day  
\_\_\_\_\_

Email: \_\_\_\_\_  
Evening

**Please respond by:**

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

