This form may be submitted:

- At any branch of Vaughan Public Libraries
- By email to: vpl.admin@vaughan.ca
- Or mailed directly to the
  Chief Executive Officer
  Vaughan Public Libraries
  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
- Vellore Village Library
  1 Villa Royale Avenue
- Woodbridge Library
  150 Woodbridge Avenue

Accessibility for Ontarians with Disabilities

Customer Feedback Form

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

Vaughan Public Libraries welcomes your valuable comments, questions and suggestions about VPL’s services to persons with disabilities.
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 ☐ Vellore Village ☐ 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:  _______________________________
Province:  ____________________________
Postal Code: __________________________
Telephone:   __________________________
__________________________
Email:   ______________________________

Please respond by:
☐ Letter ☐ Email ☐ Phone
☐ I do not require a response

March 2021