

Member Feedback



We appreciate hearing from you. Please use the space below for your comments and suggestions. For questions about your library card account, library programs and collections, or reference questions on any subject, please use the **Ask Us! Service:** hello@cplma.ca.

Please advise staff if you require assistance using this form, or if an alternative version is required. You can reach Member Services at 905-623-7322 x2712

Comments and Suggestions:

(Please attach additional sheets of paper if more space is required.)

Contact Information (optional):

Name:	<input type="text"/>		
Email:	<input type="text"/>		
Address:	<input type="text"/>		
City/province:	<input type="text"/>	Home phone:	<input type="text"/>
Postal code:	<input type="text"/>	Work phone:	<input type="text"/>

Preferred method of communication: Email Telephone Letter

Is this pertaining to an accessibility concern? Yes No

Information on this form is collected under the authority of the Public Libraries Act 1990 and is used for the purposes of Library services and planning. Please direct any inquiries to Library Administration, 163 Church Street, Bowmanville ON L1C 1T7, 905-623-7322.

NOTE TO RECEIVING STAFF MEMBER: Please fill out as much as possible on the reverse side of this form.

STAFF USE ONLY

Action Taken

Date received: _____

Branch: _____

Staff name: _____

Feedback acknowledged: _____

Referred to: _____

Action taken:

Customer Follow-up (beyond acknowledgement)

Date customer contacted: _____

Staff member making contact: _____

Significant issue referred to: _____

Details of follow-up:

