



## Customer Feedback on Accessibility for Ontarians with Disabilities

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The Innisfil Public Library strives to meet the needs of our customers. We use your feedback to ensure that we meet reasonable expectations and can provide our services to all of our users, and make improvements where necessary.

**NOTE:** This form is always available online at [www.innisfilidealab.ca](http://www.innisfilidealab.ca) and is available in alternate formats at the Library.

When did you visit the Library (date and time)?

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Which Branch did you visit?

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Did we respond to your customer service needs?

- Yes                       No

Was your customer service provided in an accessible manner?

- Yes                       Somewhat                       No

Please explain:

Did you have any problem accessing our services?

Yes

Somewhat

No

Please explain:

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Do you have any other comments?

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Contact Information (OPTIONAL):

Name:

Address:

Phone Number: (Day)

(Evening)

Email Address:

Preferred Method of Contact:  Mail  Phone  Email

