

Library Feedback Guidelines

Since improving service is a continual goal of Coast Capital Savings Library, user needs are a primary consideration when setting Library priorities and objectives. To this end, the Library endeavors to maintain convenient, efficient and easily accessible methods for soliciting and receiving suggestions and feedback regarding policy, services and collections at each campus Library.

Feedback cards with suggestion boxes and posting boards are located in prominent public areas at each campus Library. Cards are reviewed and forwarded to the appropriate Library employee or department. Responses to feedback are made in a timely manner and are posted along with the original suggestion card. Before posting, names and other identifying information are blacked out to protect the privacy of the Library user.

A comments form is also available on the Library website. Feedback is reviewed and forwarded to the appropriate Library employee or department. Responses are e-mailed directly to the library user rather than being posted publicly.

Surveys are a primary source of user feedback, as this tool allows us to elicit responses on areas that are important to current Library goals and objectives, and also allow open ended responses so users can provide feedback on issues that are of principal importance to them. The survey responses are used to inform the Library's review of strategic planning objectives.

Though feedback forms and surveys are a continual and primary source of user feedback, the Library also receives feedback through other formal and informal methods. These have included discussions between Library users at service desks, formal and informal meetings with Kwantlen employees and students, faculty liaison work and focus groups.