

## **LIBRARY FEEDBACK**

Continuous service and facility improvement is a major goal of Coast Capital Savings Library. Therefore, user needs are a primary consideration when setting Library priorities and objectives. To this end, the Library endeavours to maintain convenient, efficient and easily accessible methods for soliciting and receiving suggestions and feedback regarding facilities, procedures, services and collections at each campus Library.

A [comments form](#) is 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. The information may be added to the Library website's [Q&A section](#).

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. They also request comments so users can provide feedback on issues that are of principal importance to them. The survey responses are used to inform the Library's ongoing 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 with Library users at service desks; formal and informal meetings with KPU students and employees; faculty liaison, and focus groups.