

Media Advisory

For immediate release

CLMA Launches Customer Satisfaction Survey

July 29, 2024—Clarington Library, Museums & Archives (CLMA) is dedicated to providing exceptional service. In line with this commitment, CLMA is thrilled to announce the launch of its bi-annual Customer Satisfaction Survey. This survey is an opportunity for members of the community to share their thoughts and suggestions on how CLMA can continue to improve library and museum services.

As part of its 2023-2027 Strategic Plan, CLMA is committed to being a space that is supportive, compassionate, and welcoming to all. Your feedback is essential in helping CLMA ensure that its spaces and services leave a lasting, positive impact.

“You can help guide our direction and goals by sharing how you use library and museum resources, what you love about CLMA, and what you think can be improved,” says Jennifer Gardner, Director of Neighbourhood Services and project lead of the initiative. “Your input will guide us in creating new service excellence standards that prioritize a ‘Customer-First’ approach. We foster a warm, welcoming environment that brings people together, enriched with knowledge, robust collections, and curiosity-inspiring programs.”

The Customer Satisfaction Survey will be available from July 29 to August 26. You can access it online at cplma.ca/customersurvey or in paper format at all CLMA locations. As a token of appreciation, all survey participants will be entered into a draw to win a beautiful gift basket from Algoma Orchards, supporting local businesses in Clarington.

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