



## MEMORANDUM

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**TO: Library Staff**

**FROM: Leo Segura, Library Operations Director**

**DATE: 08/20/2021**

**SUBJECT: Tell Us About Your Visit**

The updates to the Tell us About Your Visit (Customer Comment) form have been revised and updated and there is now a fillable form on the website

<https://lvccld.org/contact/your-visit/>

The form notifications now are delivered to the [administration@lvccld.org](mailto:administration@lvccld.org) email account. Paula Loop added a form button in the footer of our website and it sits under Contact Us on the right-hand side.

Surveys will be delivered via email to the [administration@lvccld.org](mailto:administration@lvccld.org) and will be routed by LO to appropriate response teams.

The physical Customer Comment Cards will be reprinted with Kelvin's name and title on them and distributed to the branches. Once they are filled out by a customer, they need to be routed to the Library Operations Director, Leo Segura at WM SC.

If you have already responded to the customer please continue to indicate this on the back of the card so we will know that we do not have to.

We will continue to route personal Kudos to HR for personnel files as well.

Please let us know if you have any additional suggestions or feedback!

L.S.