

# West Florida Public Libraries Customer Service Satisfaction Survey

The West Florida Public Libraries cares about the quality of service our patrons receive and values your input. Please take a moment to complete the customer service satisfaction survey to help us improve and serve you better. We encourage you to answer all questions honestly and constructively.

## Which library did you visit?

Century Branch Library	Genealogy Branch Library	Molino Branch Library	Pensacola Library
Southwest Branch Library	Tryon Branch Library	Westside Branch Library	Bookmobile

## Do you have a West Florida Public Libraries card?

Yes No

## In this instance, how did you come in contact with our staff?

Email Phone In person Meeting

## Were your needs handled in a timely, professional and efficient manner?

Yes No N/A

## Were you given clear and concise information?

Yes No N/A

## Was your phone call or email responded to quickly, or were you immediately greeted or acknowledged by an employee when you arrived?

Yes No N/A

## Did our staff take an adequate amount of time to listen to your concerns?

Yes No N/A

## Were you able to ask questions?

Yes No N/A

## Were your questions answered efficiently?

Yes No N/A

## If not, did a staff member follow up?

Yes No N/A

## If you had a problem, was your issue resolved?

Yes No N/A

(over)



**How can we do better?**

**What did we do best?**

**Other comments:**

**How would you rate the overall quality of the service you received?**

Excellent

Good

Fair

Poor

N/A

**Would you like a manager to contact you about your experience? If yes, please provide your contact information.**

Yes

No

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Email: \_\_\_\_\_

**Please return this form to any service desk, email it to [comments@mywfpl.com](mailto:comments@mywfpl.com), or mail it to the library manager: Kristine Crane, West Florida Public Libraries, 239 N. Spring St. Pensacola, FL 32502.**

**Pensacola Library**

239 N. Spring St.  
Pensacola, FL 32502  
850-436-5060

**Century Branch Library**

7991 N. Century Blvd.  
Century, FL 32535  
850-256-6217

**Genealogy Branch Library**

5740 N. 9th Ave.  
Pensacola, FL 32504  
850-494-7373

**Molino Branch Library**

6450-A Highway 95A  
Molino, FL 32577  
850-435-1760

**Southwest Branch Library**

12248 Gulf Beach Highway  
Pensacola, FL 32507  
850-453-7780

**Tryon Branch Library**

1200 Langley Ave.  
Pensacola, FL 32504  
850-471-6980

**Westside Branch Library**

1301 West Gregory St.  
Pensacola, FL 32502  
850-595-1047



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