

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?

- | | | | |
|---|---|--|--|
| <input type="checkbox"/> Century Branch Library | <input type="checkbox"/> Genealogy Branch Library | <input type="checkbox"/> Molino Branch Library | <input type="checkbox"/> Pensacola Library |
| <input type="checkbox"/> Southwest Branch Library | <input type="checkbox"/> Tryon Branch Library | <input type="checkbox"/> Westside Branch Library | <input type="checkbox"/> 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

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, 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 N.
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 W. Gregory St.
Pensacola, FL 32502
(850) 595-1047



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