

## Results for the 2014 Tigard Library Patron Survey

Thank you to everyone who participated. Your responses will help us serve you better.

**Total** **100%** **2974**

**Q1. How often do you visit the Tigard Library? Please check one.**

Answer Options	Response Percent	Response Count
4 or more times a month	45.9%	1355
1 - 3 times a month	35.5%	1048
Less than once a month	16.1%	474
First-time visitor	1.5%	44
Never	1.1%	31
<i>answered question</i>		<b>2952</b>
<i>skipped question</i>		<b>22</b>

**Q2. How old are you?**

Answer Options	Response Percent	Response Count
18 or younger	7.4%	215
19-25	5.0%	145
26-40	22.0%	638
41-60	34.2%	993
61 or older	31.4%	913
<i>answered question</i>		<b>2904</b>
<i>skipped question</i>		<b>70</b>

**Q3. Please rate the following areas of library service:**

Answer Options	Excellent	Good	Just OK	Poor	Don't Use	Rating Average	Percentage Excellent & Good	Response Count
Availability of Internet Computers	1115	445	64	10	1243	3.63	95.5%	2877
Checkout Desk	2035	662	62	8	130	3.71	97.5%	2897
Reference Desk	1588	505	55	9	722	3.70	97.0%	2879
Children's Room Desk	983	228	37	3	1554	3.75	96.8%	2805
<i>answered question</i>								<b>2946</b>
<i>skipped question</i>								<b>28</b>

**Q4. Which one of these would you be most likely to use?**

**Please check one.**

Answer Options	Response Percent	Response Count
3D printer	15.0%	430
Adobe Creative Suite software	10.5%	300
E-books	42.6%	1220
E-magazines	14.2%	406
None	34.5%	988
<i>answered question</i>		<b>2861</b>
<i>skipped question</i>		<b>113</b>

**Q5. Have you ever used the library to assist you with a job search?**

Answer Options	Response Percent	Response Count
Yes	20.5%	609
No	79.5%	2365
<i>answered question</i>		<b>2974</b>
<i>skipped question</i>		<b>0</b>

**Q6. Which library resources did you use to assist you with a job search? Please check all that apply.**

Answer Options	Response Percent	Response Count
Books	56.3%	324
Computer classes	16.1%	93
Computers	64.1%	369
Photocopier	35.9%	207
Scanner	10.9%	63
Staff Assistance	28.0%	161
Study rooms	19.4%	112
Wireless	28.6%	165
Workshop/Program	9.9%	57
Other:	5.7%	33
<i>answered question</i>		<b>576</b>
<i>skipped question</i>		<b>2398</b>

**Q7. How many books and/or e-books did you read this past year?**

Answer Options	Response Percent	Response Count
0	5.7%	164
1-5	18.4%	525
6-10	16.8%	480
11-20	19.0%	545
21-50	21.4%	612
51-100	11.4%	326
101+	7.3%	209
<i>answered question</i>		<b>2861</b>
<i>skipped question</i>		<b>113</b>

**Q8. The cost to re-open the library on Thursdays would be about \$200,000 a year. Funding would come from reducing other city programs or higher taxes. Would you favor or oppose re-opening the library?**

Answer Options	Response Percent	Response Count
Favor	48.2%	1301
Oppose	51.8%	1398
<i>answered question</i>		<b>2699</b>
<i>skipped question</i>		<b>275</b>