

Results for the 2015 Tigard Library Patron Survey

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

Total **100%** **2781**

Q1. How often do you visit the Tigard Library? (Check one)

Answer Options	Response Percent	Response Count
4 or more times a month	43.0%	1184
1 - 3 times a month	38.5%	1060
Less than once a month	16.2%	446
First-time visitor	1.9%	52
Never	0.4%	12
<i>answered question</i>		2754
<i>skipped question</i>		27

Q2. How old are you?

Answer Options	Response Percent	Response Count
18 or younger	10.0%	275
19-25	4.5%	124
26-40	21.7%	595
41-60	32.1%	882
61 or older	31.7%	872
<i>answered question</i>		2748
<i>skipped question</i>		33

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
Checkout Desk	2147	451	38	4	99	3.80	98.4%	2739
Reference Desk	1598	378	28	3	652	3.78	98.5%	2659
Children's Room Desk	1090	188	16	0	1281	3.83	98.8%	2575
<i>answered question</i>								2750
<i>skipped question</i>								31

Q4. What do you read most often?

Answer Options	Response Percent	Response Count
Print Books	91.1%	2367
e-Books	8.9%	232
<i>answered question</i>		2599
<i>skipped question</i>		182

Q6. How do you learn about library services and programs? (Check all that)

Answer Options	Response Percent	Response Count
Tigard Library website	55.1%	1421
WCCLS website	31.4%	811
Word-of-Mouth (friends, library staff)	28.8%	744
Library posters, brochures, bookmarks	31.3%	807
Books & Bits (Library e-newsletter)	30.1%	777
Cityscape (City of Tigard e-newsletter)	17.9%	461
Newspapers	7.4%	190
Facebook	3.5%	90
Twitter	0.8%	20
www.OregonLive.com	1.9%	50
<i>answered question</i>		2580
<i>skipped question</i>		201

Q8. How are we doing?

Answer Options	Excellent	Good	Just OK	Poor	Don't Use	Rating Average	Percentage Excellent & Good	Response Count
Overall Library Experience	2230	460	24	5	9	3.81	98.9%	2728
							<i>answered question</i>	2728
							<i>skipped question</i>	53

Q9. Do you ever walk or bike to the library?

Answer Options	Response Percent	Response Count
Yes	31.7%	859
No	68.3%	1851
	<i>answered question</i>	2710
	<i>skipped question</i>	71