

Results for the 2016 Tigard Library Patron Survey

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

| Total | | |
|---|------------------|----------------|
| | 100% | 3094 |
| Q1. How often do you visit the Tigard Library? (Check one) | | |
| Answer Options | Response Percent | Response Count |
| 4 or more times a month | 40.0% | 1224 |
| 1 - 3 times a month | 38.4% | 1175 |
| Less than once a month | 19.4% | 593 |
| First-time visitor | 1.7% | 53 |
| Never | 0.5% | 14 |
| <i>answered question</i> | | 3059 |
| <i>skipped question</i> | | 35 |

| Q2. How old are you? | | |
|-----------------------------|------------------|----------------|
| Answer Options | Response Percent | Response Count |
| 18 or younger | 6.8% | 207 |
| 19-25 | 4.3% | 129 |
| 26-40 | 20.5% | 622 |
| 41-60 | 33.9% | 1028 |
| 61 or older | 34.5% | 1044 |
| <i>answered question</i> | | 3030 |
| <i>skipped question</i> | | 64 |

| 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 | 2337 | 532 | 38 | 3 | 116 | 3.79 | 98.6% | 3026 |
| Reference Desk | 1672 | 466 | 34 | 2 | 807 | 3.75 | 98.3% | 2981 |
| Children's Room Desk | 1134 | 239 | 21 | 0 | 1506 | 3.80 | 98.5% | 2900 |
| <i>answered question</i> | | | | | | | | 3046 |
| <i>skipped question</i> | | | | | | | | 48 |

Q4. How do you learn about library services and programs? (Check all that apply)

| Answer Options | Response Percent | Response Count |
|--|------------------|----------------|
| Tigard Library website | 58.9% | 1728 |
| WCCLS website | 35.1% | 1032 |
| Word-of-Mouth (friends, library staff) | 29.8% | 874 |
| Library posters, brochures, bookmarks | 36.6% | 1074 |
| Books & Bits (Library e-newsletter) | 38.6% | 1134 |
| Cityscape (City of Tigard newsletter) | 19.7% | 578 |
| Newspapers | 8.2% | 241 |
| Facebook | 4.2% | 124 |
| Twitter | 1.1% | 32 |
| www.OregonLive.com | 2.6% | 75 |
| <i>answered question</i> | | 2936 |
| <i>skipped question</i> | | 158 |

Q6. Did you download an eBook or eAudiobook from the library in 2015?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes | 24.0% | 730 |
| No | 76.0% | 2308 |
| <i>answered question</i> | | 3038 |
| <i>skipped question</i> | | 56 |

Q7. Have you ever attended a current affairs or social issues program at the library? (e.g. Talking about Dying, presidential debates,...)

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes | 20.0% | 601 |
| No | 80.0% | 2401 |
| <i>answered question</i> | | 3002 |
| <i>skipped question</i> | | 92 |

Q8. Do you ever walk or bike to the library?

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes | 33.1% | 1010 |
| No | 66.9% | 2043 |
| <i>answered question</i> | | 3053 |
| <i>skipped question</i> | | 41 |